ABSTRACT

Ideal Consolidators Co., Ltd. was established in 1988 with the mission to empower and find the best solutions for business people. The company is the excellent level of customs broker no.69 certified by Thai Customs Department with an experience of over 15 years for providing useful information, intellectual think tanks and problem solving. In order to get more potential customers in Thailand and foreign companies, the company develops a web site to provide information and reduce supporting costs from calls and complaints by displaying the working processes of track in user-friendly environments and fulfill the customers' requirements effectively and efficiently.

In the current system, the most system is based on manual and some computerized system. The company has problems from time consumption in customer services, difficulty to control shipping officers' working process, number of complaints from human errors, repeating workflow and hardly keep filings.

The proposed system, the company develops this website to be an advertisement for the company to create customers' awareness and also online tracking the customs clearance process to follow their goods all the time. Most of data will be stored in Microsoft Access through the web server, Microsoft Internet Information version 5.0 on Microsoft Windows 2000 Server SP4, highly secured in antivirus products from Trend Micro and physical security and control. The user enables to browse the system using Microsoft Internet Explorer. With this proposed system, the numbers of problems occurred and maintenance costs will decrease when completing of implementation.