Smart Courier Service

1Anupama B S, 2Trupti K N, 3Sushma M P

1Assistant Professor, 2Student, 3Student
1Department of Computer Science & Engineering
1Siddaganga Institute of Technology, BH Road, Tumkur, Karnataka, India

Abstract: nowadays it’s very important to receive and send many things like important furniture, electronic items, gifts and many more. The present study “Smart Courier Services” has been developed to keeping in mind the heights of “Information technology has reached to new height” and when everything is powered with computers does make a great difference. Our website contains details about user activities such as booking of the consignments and services, Such as track consignment, give feedback about their experience And as well as administrator functions such add employees, view employees, viewing feedbacks and complaints of user, adding new branches to other cities or states, view branches etc. Smart courier service system is very simple and allows multiple users to perform the job simultaneously. The courier service system is all about delivering a product to its destination with the details like the address, receiver their phone number etc. The delivery price is decided depending on the consignment, mode of transfer and the weight of the product. We also provide an option of 2 types of delivery one is medium and another is quick delivery but it costs a little more. The user will always receive a message whenever his/her order is delivered.

I. INTRODUCTION

Today’s world is very fast and competitive. To achieve the success in this competitive world, one should be aware of computer knowledge and information system related to business because computer knowledge and the information system plays a major in our day to day life, and nowadays computers are used everywhere in the world to maintain data, details and lot of manual work can be reduced [2]. Hence there is a need for identification of the current and feature requirement of the problem and develop a flexible software system.

Courier service is computerized “by including appropriate technology to help administrator to manage information. When we utilize the most of the resources and contain skilled personnel” [2].

Our project deals with the maintenance of consignment booking details, ordered courier details, non-delivered consignment details etc; the main goal of this project is to computerize the maintenance of courier management and save Time.

This project deals with the ‘Courier management’. The system is used for daily activities such as booking, non delivery, out return, company details and pickup centers. It is difficult to do the process manually [1]. Hence it is recommended to computerize the process by developing the relative software as the world is turning into information and technology; computerization becomes necessity in all walks of life.

Nowadays, people are very busy and they don’t find much time to go and give the product. But they need to send and receive products. And nowadays most of the people are accessing Internet[2]. Then why don’t we help them in send & receive products online Of course this is helpful for company & dealer also to improve the company income.

Courier services help delivery service that businesses and individuals turn to when they need a package or a document to reach its destination quickly [2]. While regular mail services can also deliver only document rapidly, they cannot guarantee same day delivery or over-night. The term smart courier service can refer to every form of delivery or transport service ranging from a small, local operation to an international network servicing millions using of trucks, planes, trains and ships [3].

Courier services have been around from very long time. Ancient times had horsemen to carry messages from one place to another without the hassle of going through the more commonly used slow channels [2]. Another reason that couriers became such an important in the delivery sector is that they were able to provide greater security to a parcel or document.

Courier System is a web-based Courier Management System which supports the high accessibility of courier services to the corporate and to the customer. The system is being used for day to day activities such as booking a courier, maintain hub details, and maintain company details, process data of businesses and many other things[5].

Courier System can be personalized to fit your business and can either be used as a complete system or as separate modules. This idea of the project represents the ‘Smart Courier Service’ [3].

II. Literature survey

A Courier service is a company that offers special deliveries of packages, money, documents or info. Courier services sometimes boast quicker delivery times than any different technique of transporting documents, and plenty of services within the times suppose it[5]. The thought of messengers and a courier service has been around virtually as long as civilization, with rulers in antiquity mistreatment couriers as a method to form new laws and edicts illustrious throughout their lands. Within the fashionable age of international business, the Courier service has become a keystone of enterprise, whilst rising technologies like the fax machine and net have rendered them less helpful in some areas.
According to Nick Mathiason (2007), a courier may be a person or company used to deliver messages, packages and mail. Courier’s square measure distinguished from standard mail services by options like speed, security, tracking, signature, specialization and segregation of services, and committed delivery times, that square measure elective for many everyday mail services. As a premium service, couriers square measure sometimes dearer than usual mail services, and their use is often restricted to packages wherever one or a lot of those options square measure thought-about necessary enough to warrant the value [6]. Totally different Courier services operate all scales, from at intervals specific cities or cities, to regional, national and international services [4]. The world’s largest messenger firms square measure Aramex, DHL, FedEx, TNT N.V. and UPS. These provide services worldwide, generally via a hub and spoke model.

**Existing System**

This system involves lot of employees in a office and all the related data must be maintained in a separate file manually everything must be updated regularly [3]. A person summarizes all the data of the courier in a register, this work require a high-level of attention since it has to be taken care that no wrong. All this work must be done repeatedly and manually this may lead to in efficient or wrong entry of data in the file [1].

As of now everyone is busy in their work, everything is digitalized and most of them accessing internet. People won’t find their time to go near courier center and book or take their courier, by considering all these problems we can help them to search and access all these services online of course this is helpful for company & dealer also to improve the sales [3].

**Limitations**

- It involves managing a huge number of data each having separate data items
- All the work is done at a very large volume, so we have a possibility of losing the data.
- To look for a particular problem the entire system is searched, so the process becomes more time consuming.

**III. Design & Implementations**

By considering the problems of existing system and detailed study of literature of the courier system, it is proved that it didn’t fulfill the objectives and goals of organization. Nowadays everything is computerized and it is required to make this system computerized which helps to maintain all the records without any mistakes and work can be done more efficiently and accurately [2]. To achieve this, it is necessary to design and develop a new system. This system is designed which can be easily accessed by the users anywhere anytime simultaneously and it also aims to effective and efficient utilization of man power.

**Advantages**

- Easy in maintaining information
- User satisfaction
- Safety
- Highly accurate
- Less time consuming

**Module Description**

The functionalities of the proposed system can be divided into following well defined modules.

1. **Admin module**
   - It includes the following sub modules they are:-
     - Add employee & view employee.
     - Add branch & view branch.
     - View Consignments report.
     - Check feedback of Customers.

   The admin must login to the system and can adds new employees, new branches in different areas view the courier booking check feedback of customers and manage the entire system and if needed can get the PDF of Employee Branch reports for documentation.

2. **Employee module**
   - It includes the following sub modules they are:-
     - View branch, employee & Consignments
     - Update Weight & Update the status
     - Calculate Bill
     - Send the Bill to concerned customer via e-mail and SMS
     - Check feedback of customers

   The Employee must login to his/her account via user name and password given by admin at the time of registration and can check for employees branches and bookings made by the customer.

   After viewing the booking if that booking is related to his/her area can proceed with it after taking the parcel/document weigh the thing if the weight varies change the weight of the order and make status as processing. Once this all is done the bill is calculated and the same bill is sent to the customer via E-mail and SMS, after the bill payment the courier will be delivered. The employee can also check the feedback given by the customers.

3. **User module**
   - It includes the following sub modules they are:-
The user must first register them by giving user id and password and related details, after they can login to the software. The user can book for the Courier delivery this booking comes with a unique ID i.e. CNN number which is used for tracking the status of the courier. Once they are notified by SMS or E-mail can get the bill of their booking. By checking the payment details the user can pay bill via online or offline and after delivery the user must give the feedback of their experience.

Main features [2]

✔ shows the information and description of the courier and payment
✔ Provides the searching facilities based on various factors. Such as courier, payment, delivery, customer.
✔ The transactions are executed in both offline and online mode.
✔ Send the bill and status notification through SMS and E-mail.
✔ Integration of all records to the customer.
✔ Editing Updating and adding of records is improved which results in proper resource management of courier data.
✔ The Employee courier reports and bills can be exported to PDF easily
✔ Increase the efficiency of managing the delivery tacking the location SMS e-mail bills etc.
✔ All fields in this system is validated and it doesn’t take invalid values.

Flow Diagram

Fig 1: Flow diagram for Courier Service

ER Diagram
IV. Results

Fig: 2 ER Diagram for Smart Courier Service

Home page

Admin Login

Admin Home Page
Employee Login

Employee Home Page

Update Weight

Update Status

Generate Bill

Bill
User Registration

User Page

Add Consignment

Track Consignment

View of Tracked Consignment

Feed Back
V. Conclusion

The Complete Project is developed as per the User requirements. The project titled ‘Smart Courier Service’ was developed to the courier services and direction and with their help [3]. The system was tested and the performance of the system was found to be acceptable. All the requirements have been fulfilled and it is user friendly. The menu Driven Architecture of the system provides an easy to use environment for the users.

The system was implemented successfully [5]. The manpower and working hours needed to operate the system was less and it was seen to be more secure. Thus, the Project was completed successfully.

Feature work

✓ This project can be upgraded to android version and uploaded in Google play store for public usage as per Google guidelines [3].
✓ This project can be upgraded to track the location of the area and concerned ward number using GPRS system.
✓ Online payment for booking packages.

References

[1] Department of Computer Science & Engineering UNIVERSITY OF RAJSHAHI- COURIER MANAGEMENT SYSTEM.
[8] SQL Programming- By Scott Urman, Foster City, CA.