

# Courier Management System

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**Abstract:** *It is now-a-days very important for the people to send or receive articles like imported furniture, electronic items, gifts, business goods. People depend vastly on different transport systems which mostly use the manual way of receiving and delivering the articles. There is no way to track the articles till they are received and there is no way to let the customer know what happened in transit, once he/ she booked some articles. In such a situation, we need a system which completely computerizes the cargo activities including time to time tracking of the articles sent. This need is fulfilled by Courier Management System software which is online software for the cargo management people that enables them to receive the goods from a source and send them to a required destination and track their status from time to time. The design of the graphical user interface will be designed with Hypertext Mark-up Language (HTML); MySql is the database of choice while PHP language will be used to connect the user to the information on the database.*

**Keywords:** Courier Management

## I. INTRODUCTION

Courier is a special messenger, especially one carrying diplomatic correspondence. A courier is a person who makes arrangements for or accompanies a group of travelers on a journey or tour (William, 2009). Courier management system is a software for the cargo offices where the customer can approach the office and book an article or good. The manager / clerk can use this software to enter the details of the customer and goods along with the source and destination points. The details of loading the goods into the physical transport system are also recorded by the system. The system has GUI (Graphical User Interface) for the users to manage not only daily transactions but also to keep the historical data in the database for future. Package delivery or parcel delivery is the delivery of shipping containers, parcels, or high value mail as single shipments. The service is provided by most postal systems, express mail, private package delivery services, and less than truckload shipping carriers.

## II. LITERATURE SURVEY

- Logistics and cargo companies around the world are motoring down the digital highway and embracing web based courier and parceling management systems as a means to enhance their parceling or courier systems. Efforts are underway to computerize every aspect of cargo and parcel management, as well as accountability.
- In this system first of all consignors placed their courier like covers, documents, no documents etc. to the officer/clerk of the courier branch. Here this branch acts as a source branch. Then the branch officer prepares the courier note. The details of the courier note are as follows.
- DEST: It indicates the name of the city or destination to where the courier is sent.
- DATE: On which courier is received.
- SENDER: It indicates name & address of the person who sent the courier.
- RECEIVER: It indicates name & address of the person who received the courier.
- WEIGHT IN KGS: It indicates weight of the courier in kilograms.
- CHARGES: According to the weight of courier they provide charges of courier.
- Make 3 copies of the manifest. From which one is used for the source office, the other 2 are sent to the destination office. Then from these two copies one is return back to the source branch for confirmation of delivery. After preparing Manifest all the courier are packed & then transship the courier.
- After receiving courier, the destination branch checks the manifest, whether any courier is left or not. Then based on manifest the destination branch changes the status of the courier to 'Deliver'. In the courier services,

charges of the courier are obtained from the rate table, which contains the different rate for the different weight of the courier.

- The completeness of courier system delivery sets the standard for delivery service excellence. Effective records management system guarantees the accountability and integrity of an organization that provides services to the public at large and serves as a strategic resource for government administration (Lemley, 2010). A dependable and valid parceling and courier management system is basic to the effectiveness of day-to-day courier and parceling operations and fairness of logistical decisions. The maintenance of courier records directly influence the timeliness and integrity of courier and logistic processing

**III. PROPOSED METHODOLOGY**

Methodology is “a set of general principles that guide a practitioner or manager to the choice of the particular method suited to a specific task or project” [Bennett, 2002]. The structured approach looks at a system from top-down view. The center of the structured approach is the process model, which depicts the business processes of a system, and the primary model that presents the processes is the data-flow diagram [DFD]. The DFD’s and their associated data dictionary contain information about the systems components [Inputs, Outputs, Processes, and Data Storage] that need to be designed and ultimately built.

The new system titled “Courier Management System” is hence proposed to remove all the problems in the existing system discussed above.

Proposed system is a software application which avoids more manual hours that need to spend in record keeping and generating reports. This application keeps the data in a centralized way which is available to all the users simultaneously. It is very easy to manage historical data in database. The employees can easily use the tool that decreases manual hours spending for normal things and hence increases the performance. As the data is centralized it is very easy to maintain the status of the goods booked in all the branches.

Language : PHP

Frontend : HTML, CSS Framework Database : MY SQL

**IV. DIAGRAMS**

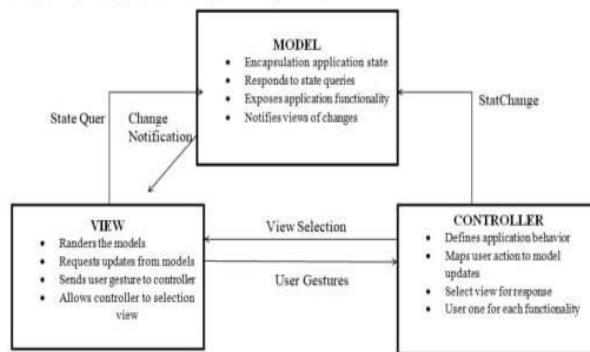


Fig 1: Working Structure of System

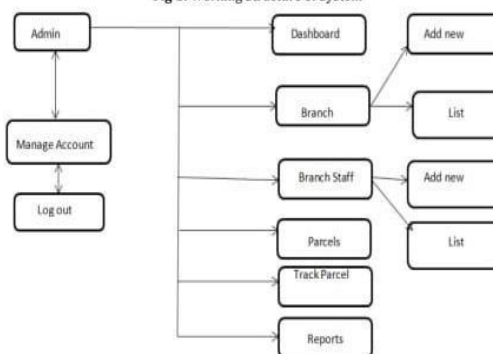


Fig 2: Activity Diagram Of The System

Activity diagram is basically a flow chart to represent the flow from one activity to another activity. The activity can be described as an operation of the system.

The basic usage of the activity diagram is to model the control flow from one activity to another. The basic purposes of activity diagram is to capture the dynamic behavior of the system. Activity diagrams are not only used for visualizing the dynamic nature of a system, but they are also used to construct the executable system by using forward and reverse engineering techniques.

#### **V. CONCLUSION**

A courier delivers messages, packages, and mail. Couriers are distinguished from ordinary mail services such as speed, security, tracking, signature, specialization and individualization of express services, and swift delivery times, which are optional for most every day mail services.

The main aim of this research project is to design and implement a Courier Service Packaging and Delivery Management System that will automate the process of delivery tracking and monitoring for the recipients of the deliveries

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