**Authors**

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**6B-46 - Saurabh Khandagale**

**6B-55 - Mehul Y Khandhadiya**

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**Courier Tracking System**

**Brief Statement:**

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A tracking system which is must to achieve the ultimate customer delight. It is also very essential to have a suitable delivery tracking system to improvise the overall delivery system in a competitive market. A suitable tracking system will ensure you with proper management of consignments and fleet.

**Objectives**

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Now-a-days it has become very common practice to send or receive articles like electronic items, imported furniture, business goods, clothes, books, crockery, and etc. So, for the delivery of these goods people depend vastly on different transport systems which mostly use the manual way of receiving and delivering the articles. So, if there is no way to track these goods till they are received, the customer will not be able to know what has happened in transit, where his/her product is, when the product will get delivered, if there is any delay in the delivery and many more issues will be faced by the him/her. In such a situation, we need a system which can track all such activities and lessen the issues.

The objective of this courier tracking system is to reduce the day to day work hectic by automating all the manual work. The main objective of this parcel tracking system is to provide customers with information about the details of the route of the package, delivery status, estimated delivery date, and the estimated time of delivery.

**Some Salient Features**

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* Dealer’s/Seller’s/Merchant’s details
* Customer’s details
* Courier boy’s contact details
* Estimated delivery
* Shipment information
* Billing information
* Dynamics of the delivery with every recent update
* Customer’s feedback
* Barcode / QRCode /OTP for validating  receiver
* Other notifications and report
* Route Optimization
* Digital proof of every delivery
* Acknowledging the order indicating deviations if any.

**Actors**

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* Customer
* Seller/Merchant
* Delivery system -> Courier boy
* Third Party→(Backtracking or for area not under region)

**Constraints**

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* Estimated delivery (within 3 - 4 days)
* Max weight of an item
* Distance and Cost(3 Rs/km)
* Item should be delivered to the concerned person or any member of the family.
* Family member should have digital proof.
* Delivery boy will have to deliver the item within the give time period .

**Functionalities**

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* The tracking system plays a major role when it comes to business optimization. A tracker is a must if your business is the delivery-focused business and you want your customers to be fully satisfied with your enterprise.
* It has features like route optimization, real-time alerts, data analytics, and access to delivery data that enables the business stakeholders to get information about where a particular order is at any particular time. Moreover, as the delivery process is expedited, the productivity of the organization also increases significantly. When a customer gets real-time information about the exact location of the vehicles and the delivery staff, they can easily estimate the exact time when the delivery will be completed. This not only improves transparency but also improves the communication process with the customers.
* The **delivery-tracking software** provides all the dynamics of the delivery with every recent update. The excellent combination of real-time information along with increased efficiency leads to quicker and proper delivery schedules. This increases the customer delight, which in turn increase the loyal customer base.

**References**

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* <https://parcelport.co.nz/how-the-courier-system-works/>
* <https://www.eurosender.com/blog/en/standard-courier-services/>

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