Real Time Courier Tracking Mobile Application

Dulyana Gunawardhana*   ,   Rasika Ranaweera*

(In partnership with NSBM Green University, Mahenwatte, Pitipana, Sri Lanka)

E-commerce has grown exponentially over the years. Growth has been reflected in strong consumer demand and a growing number of different products available online. This creates a transportation problem and increases the need for an efficient courier service to support growing markets. It is very important for the courier service provider that the delivery of the parcel is done as soon as possible. One of the most important and important courier business processes is the delivery of parcels. This is where effective service delivery will be paramount. An efficient system needs to be built to facilitate interaction between the courier service provider and the buyer to accurately determine the complete package delivery route. In this proposed project, a real-time Android and iOS mobile tracking app will be developed. A mobile app that helps mail delivery staff find their way to deliver parcels to a customer's door. The app will direct courier staff to obtain courier data such as addresses and contact information and then navigate to selected customer addresses. It will select the best route to the address and inform customers before it arrives so that they are ready to receive the package. This parcel delivery tracking will provide the basis for an effective courier service system.

Recent research shows that the public has expressed moderate satisfaction with the current system and there is a clear need to improve the current way of distributing goods and services through postal services. This research paper explores the possibilities of using the system on Android-iOS-based smartphones to make it easier and more accessible for mail delivery services and more efficient. Researchers have designed a questionnaire and distributed it to users of the messenger service. Respondents' responses indicate a clear need to use a tracking app based on the android and iOS operating system platforms.

Keywords: Courier service, Last mile route tracking, Mobile app, React Native, Android, iOS

* Corresponding author:

E-mail addresses: nilmaliyanage99@gamil.com (Gunawardhana, D), ranaweera.r@nsbm.ac.lk (Ranaweera, R)