

ERP IMPLEMENTATION IN COURIER INDUSTRY

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Abstract - *The following paper discuss the project of implementation of enterprise resource planning in courier industry which also includes the delivery model of the e-commerce firms and also the postal and parcel service. The courier industry is set to become the backbone of the new economy as a huge amount of investment is done in this industry .It becomes important to manage the industry well so that maximum profit can be extracted with the available resources. Enterprise Resource Planning is a business software system that enables the firm to manage the efficient and effective use of available resources (materials, human resources, finance, customers etc.) by providing a total and integrated solution for the organization's information processing needs. [1] Implementing a successful ERP to courier industry will address the strategic, managerial, technical, organizational and customer relations issues by considering critical success factors for successful ERP implementation courier industry that may put courier and e-commerce industries on the competitive position.*

KEYWORDS: *Enterprise Resource Planning (ERP), postal and courier, E-commerce, customer satisfaction, responsiveness, Consignment Search, tracking.*

SURVEY OF EARLIER WORK:

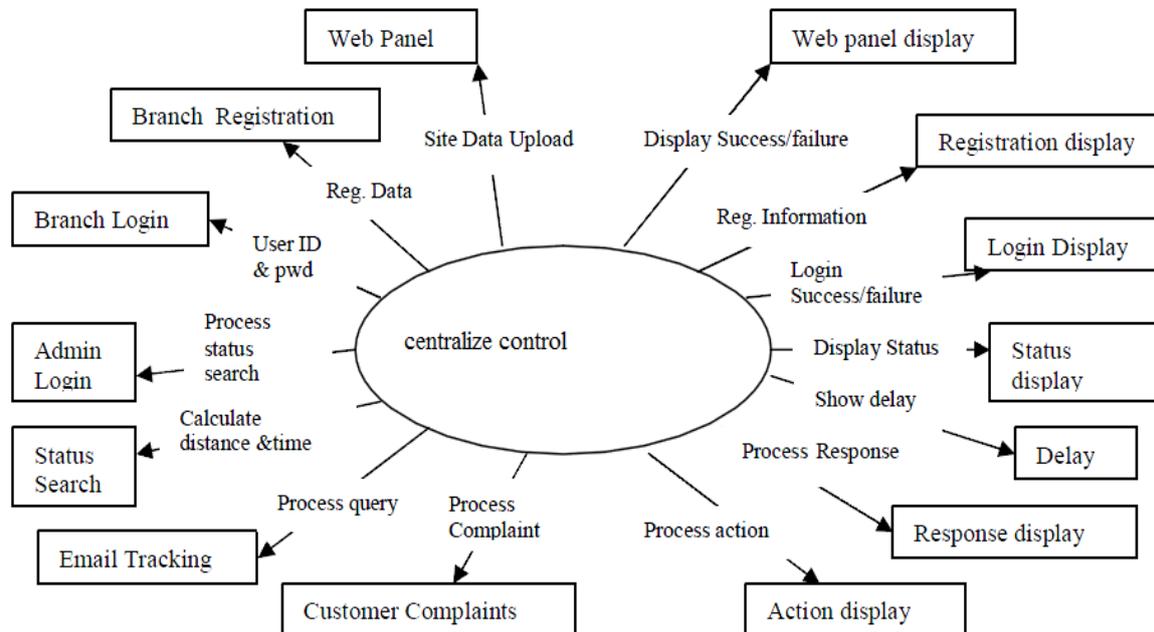
Previously the record of various deliveries was done by manual work, many individuals was allotted a specific work to maintain record, to send the specific consignment at specific address, due to the manual work there was many limitations and the work was error prone, due to this many consignments was delivered wrong, this process was time consuming and error prone. Many products shipped by the e-commerce

companies were wrongly delivered or many times wrong products were delivered. Automation of this manual work was required the current status and tracking of the consignment was difficult job.

1. INTRODUCTION

The concept of ERP has been around for many years and research has been conducted concluding that the existence of enterprise resource planning system helps an organization achieve greater efficiency and profitability at both managerial level and technical level.[3].However, the risks associated with an ERP have been overlooked to a large extent in the business world. Without a doubt, the successful implementation and integration of an ERP information system can bring competitive edge to an entity; however, the failure of integration can also be devastating. The ERP systems can cover a wide range of areas of organization and integrate them into one unified database. For example areas such as Human Resources, Supply Chain Management, Customer Relations Management, Financials and Manufacturing functions were all once standalone software application, usually housed individually but today, they can all fit under one system- the ERP system. The courier industry deals with a large number of parcels and other consignment, the human resource required to manage and deliver the parcels to right and authenticate person. Once the consignment is released from the source station a system should check the parcel for any barred material, the system will not deliver the barred materials. Courier services can make shipping packages of all sizes and weight easy [2][5].Easy online interfaces, tracking, automated billing and more will make courier services an ideal option for many businesses. With some simple tips you can figure out how to select a courier service that best suits your needs .the parcel after landing to the destination city should go to the franchise which is near to the pin code.

2. IMPLEMENTATION



When a shipment is shipped from one city, a barcode sticker will be added on the shipment to be shipped, the barcode will have the details regarding the source and the destination. the shipment will be scanned for any hazardous or barred material if any such material is found the shipment will not go further and either be returned to customer or sent for legal action , also the database should be updated so that further franchises are informed about the action. if the shipment does not contain any hazardous material the it should be shipped according to the priority of delivery i.e. if something is under 'fast delivered' then it should be delivered fast, whenever a checkpoint is reached the tracking counter is updated and the costumer can track the shipment. when the shipment reaches the destination city, the appropriate system should be sorted according to the pin code so that the nearest franchise should get the shipment and it can be out for delivery as soon as possible .all the shipments of nearby pin code should be sorted in such a way that a single person responsible for delivery should get the consignments to be delivered in nearby areas.

This will save time as well as labour and the assignment can be finished on time. During the complete process online tracking of the shipments is an important task as it is an important module for customer satisfaction.

3. SHIPMENT TRACKING

Tracking and recovery system provide accurate location of shipment via radio, satellite and cellular technologies. Gardner, Morrow and Wyers [9] revealed that, there were Only two forms of tracking device available, these being radio frequency (RF) transmitters and Global Position System (GPS) satellite systems. A more recent development utilizes the (Mobile Phone) Global System for Mobile Communications (GSM) location facility. Device which combine GSM and RF location are proving exceptionally effective.[9] system uses the database and barcode information to find the real time status of the shipment. Mobile applications are also available for tracking, the system updates the central server.

4. COST BASED ANALYSIS

Delivery options have a direct impact on key customer metrics, including repeat purchase. Sellers recognize that providing flexible delivery options to customers improves customer satisfaction. Cost, speed, and convenience all play a role in driving revenue, whether through repeat purchase, increased basket size, or increased customer lifetime value. Customer satisfaction is a top success metric for fulfilment. Customer satisfaction is one of the top success metrics tracked by retailers across markets to monitor their fulfilment operations.[5][6] Courier firms are investing in delivery options, anticipating a shift in customer expectation. If customers are able to track the shipment well then they are more happy shows a study. With today's express delivery options becoming tomorrow's standard expectation. As such, firms are currently investing or planning to invest in delivery capabilities over the next ten years. Maximum customer satisfaction can be achieved only if the service providing firm is well managed.

5. BILL GENERATION

Each and every time a new vendor is added or a product is delivered, it becomes a tedious job to generate the bill. Bill has to be generated by calculating the total weight and distance travelled. Automation is required to carry out this task. As soon as the consignment is delivered the bill has to be generated. Also the distributors who generate monthly bills for vendors should be automated. After each month the bill should be generated to be paid by the vendor to its distributor, this bill depends upon the total delivery carried out by that particular vendor.

6. SYSTEM REQUIREMENT

Software:

1. Operating System: Windows XP/7/8
2. Front End : WEB TECHNOLOGY(HTML)
3. Back end: oracle database, java.
4. Web browser

Hardware:

1. Intel P4 1.5GHz or above
2. 512MB RAM
3. Minimum 8 GB space in HDD

6. CONCLUSION

After completion this project will reduce the time of delivery, errors, manual work will be subsidized and hence it will provide idealized tracking and perform accurate delivery of the consignments. With this project sender can also get current status updates of the consignment or in other words we can say that sender can track the consignment to be sure whether the consignments is getting delivered to the right hands. The firm maintaining a high human resource material and another resources will be able to maintain the daily work in more efficient way.

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