

An Automated Solution for the Postal Service in Sri Lanka

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Abstract

The significant development in the field of e-commerce is becoming the only option for many business activities. Even though, most of the businesses use numerous technological advancement in the modern world, the postal centers in Sri Lanka are still operating in manually and it face abundant challenge of dealing with postal activities manually such as parcel handling, selling postal products, etc. The primary reason for the issue is the lack of human resources in the postal centers. The main objective of this research is to implement an automated solution to overcome the current loosing ends in traditional postal service in Sri Lanka. Based on requirements and feasibility analysis, system mainly covers mails/parcels scheduling and domestic tracking system for the customer to track their mails or packagers which post through the postal service. The online shopping cart function for service communication locales (Post Shops) would be able to sell their products and the e-post card creator function would be able to send post cards via internet. Customers would be ensure the secure online transactions with the online payment gateway. The research strategy shows the importance of the automation for Sri Lanka postal sector. Therefore, after conducting the research, it aims to address almost all the activities related to postal sector with user friendliness and accurate.

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