DEVELOPMENT OF AN APPLICATION FOR LOST ARTICLES AND RECONCILIATION SYSTEM

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Abstract -
A Post Office wants to improve its efficiency by delivering the lost letters and lost articles (which are sent in parcels) in a short period of time. Currently it takes about 3 months for a lost letter or a lost article to reach the correct destination. A machine reads addresses on letters. The ones, which could not be read by machine, are sorted by human intervention. Even after this, the address is not readable, it becomes a lost letter. Articles that fall out of the parcel become lost articles. When the sender/receiver calls up or contacts the post office for their letter/article, a manual note is made and then this note is sent to the warehouse where lost articles and lost letters are kept. The reconciliation process of finding the lost letter/article is manual and sometimes wrong letter/article(s) is sent.

1. INTRODUCTION

SCOPE
The “Lost Articles and Letters Reconciliation System” was successfully designed and tested for accuracy and quality.

The developed will be used in searching, retrieving and generating information for the concerned requests.

• Reduced entry work
• Easy retrieval of information
• Reduced errors due to human intervention
• User friendly screens to enter the data

PURPOSE
The development of this system, which captures the Lost Articles and Letters and reduce the turnaround time from 3 months to 10 working days. This is an Intranet application.

2. OVERVIEW OF THE SYSTEM

EXISTING SYSTEM:

• This existing system is not providing secure registration and profile management of all the users properly.
• This manual system gives us very less security for saving data and some data may be lost due to mismanagement.
• This is a manual system, so there is no online help to track all the activities in a short period of time for user convenience.

• System doesn’t maintain all the postal details.

• Present system takes a lot of time to track user complaints about lost items.

• It doesn’t allow general users to give any feedback.

• This present systems also haven’t any facility to track and know status of their present post.

• The system is giving only less memory usage for the users.

• The system doesn’t provide any facility to maintain any feedback option for users.

PROPOSED SYSTEM:

The development of this new system contains the following activities, which try to automate the entire process keeping in the view of database integration approach.

• This system maintains user’s personal, address, and contact details.

• User friendliness is provided in the application with various controls provided by system rich user interface.

• This system makes the overall project management much easier and flexible.

• Various classes have been used for maintain the details of all the users and catalog.

• Authentication is provided for this application only registered users can access.

• Report generation features is provided using to generate different kind of reports.

• It is a online intranet service.

• It maintains all the postal information and tracking online.

• It takes user complaints online and track lost items in very short period of time to reply them online. Which enables user to get info about their lost item in less time and in a convenient manner.

• System provides users to track their post and know status online.

• System also track the feedbacks online.

• This system is providing more memory for the users to maintain data.

• This system is providing accessibility control to data with respect to users.

MODULES OPERATION:

The system after careful analysis has been identified to be presented with the following modules:

2. Admin Module.
4. Postman Module.
5. User Module.
6. Postal management Module.
7. Query And Feedback Module.
8. Reports Module.

**Modules Description:**

1. **Authentication and Security Module**
   The user details should be verified against the details in the user tables and if it is valid user, they should be entered into the system. Once entered, based on the user type access to the different modules to be enabled / disabled and individual user can change their default password or old password.

2. **Admin Module**
   This module consists of the following sub modules:
   a. **Registration Module**
      Here admin can register new employees, and store their details in database.
   b. **Users Management Module**
      Here admin can access any user related information. User can be a master(warehouse) ,postman or user

3. **Master(Warehouse) Module**
   In this Module master of warehouse takes the user complaints, track their lost items and reply them online.

4. **Postman module:**
   In this module postman maintains the delivery status of posts, and send reports to his senior according to requirement.

5. **User Module:**
   In This module a user can see delivery status of his post ,and also can send queries regarding delay in delivery of his post. He can also give feedback.

6. **Postal Management Module:**
   In this module all the details regarding a post is maintained by different users. Using this module a new post can be added, updated and deleted, also scheduling is done.

7. **Query And Feedback Module:**
   In this module a user can send a query and respective user can reply it. And depending on reply user can give feedback.

8. **Reports Module:**
   In this Module the User and Administrator can generate the different types of Reports according to their access.

3. **SYSTEM DESIGN**

   ![ER Diagram](image-url)
4. OUTPUT SCREEN SHOTS

Fig 4.1: Home Page

Fig 4.2: Services Page

Fig 4.3: Contacts Page

Fig 4.4: Feedback Page

Fig 3.2: Class Diagram

Fig 3.2: SYSTEM USE CASE DIAGRAM
5. CONCLUSION AND FUTURE ENHANCEMENT

It has been a great pleasure for me to work on this exciting and challenging Development of an application for lost articles and reconciliation system project. It also provides knowledge about the latest technology used in developing web enabled application and client server technology that will be great demand in future. This will provide better opportunities and guidance in future in developing projects independently.

BENEFITS:

The project is identified by the merits of the system offered to the user. The merits of this project are as follows:

- It’s a web-enabled project.
- This project offers user to enter the data through simple and interactive forms. This is very helpful for the client to enter the desired information through so much simplicity.
- The user is mainly more concerned about the validity of the data, whatever he is entering. There are checks on every stages of any new creation, data entry or updating so that the user cannot enter the invalid data, which can create problems at later date.
- Sometimes the user finds in the later stages of using project that he needs to update some of the information that he entered earlier. There are options for him by which he can update the records. Moreover there is restriction for his that he cannot change the primary data field. This keeps the validity of the data to longer extent.
- User is provided the option of monitoring the records he entered earlier. He can see the desired records with the variety of options provided by him.
- From every part of the project the user is provided with the links through framing so that he can go from one option of the project to other as per the requirement. This is bound to be simple and very friendly as per the user is concerned. That is, we can sat that the project is user friendly which is one of the primary concerns of any good project.
- Data storage and retrieval will become faster and easier to maintain because data is stored in a systematic manner and in a single database.
- Decision making process would be greatly enhanced because of faster processing of information since data collection from information available on computer takes much less time then manual system.
- Allocating of sample results becomes much faster because at a time the user can see the records of last years.
- Easier and faster data transfer through latest technology associated with the computer and communication.
- Through these features it will increase the efficiency, accuracy and transparency.

LIMITATIONS:

The size of the database increases day-by-day, increasing the load on the database back up and data maintenance activity.
Training for simple computer operations is necessary for the users working on the system.

6. REFERENCES

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