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## Development of Lost Articles and Reconciliation System for Post Office

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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. You have to develop a system, which captures the above functionality and reduce the turnaround time from 3 months to 10 working days. This is an Internet application. Users of the system: Employees of the Post Office. There are various groups for the system. For example, groups which have rights to enter master data, groups having rights update only articles or only letters, groups having rights to enter/update/delete data for complaints by customers, groups having the rights to reconcile etc.. User will start with the login page in which username and password are entered. This screen should also provide a functionality to change the password. To change the password, it should ask for the old password, new password and confirm new password. [Please Note: You can additionally add the functionality of generating letters in the word format from the application. These letters will be sent to the customer and these will describe about their complaint status and approximately when will they receive their lost item. There can be types of letters like Complaint Status Type, Additional Information Required Type, Lost Article Type, etc. The Complainants Address should be filled automatically in the letter from the database. A separate module for printing will be required*

**Keywords:** Employees, Post Office, Asp.Net, Microsoft Visual Studio2010.

### 1. INTRODUCTION

The Project entitled “Lost article and letter reconciliation system for post office” has been developed using asp.net as front end and sql server as backend. 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. This system will captures the above functionality and reduce the turnaround time from 3 months to 10 working days.

### 2. EXISTING SYSTEM

The present system is tedious and time consuming for now the status of missing articles of the user. Because user has to go post office directly to get know the status of articles .There are many possibilities for the mistake to take place when the entries or calculations are made manually. The existing system is tedious and time consuming. It takes lot of time for recording data. Paper work on the other hand is a cumbersome process. There are chances for errors and also updating of data is difficult. Present system It will not help the management to provide the information in time. Difficult to know information on time. Redundant data also occurred so existing system needs more memory size.

**Drawbacks**

- The user has to walk office directly to know the article status information
- Low-level security
- It is not user-friendly
- Time-consuming process

**3. PROPOSED SYSTEM**

The drawbacks, which are faced during existing system, can be eradicated by using the online multi banking system. The main objective of the proposed system is to provide a user-friendly interface. The system, which is proposed, now computerizes all the processes involved in lost articles and reconciliation system. The proposed system aims to develop user-friendly application so that user can do post-complaint and get a status through this web application. The proposed system has been designed to eliminate the major disadvantages of the existing system. This project involves major problem-solving modules where these acts as a best solution for missing article find.

**Advantage**

- It is a user-friendly
- Less Time-consuming process
- Large volumes of data can be stored with ease.
- Security is assured.
- Maintain proper reports

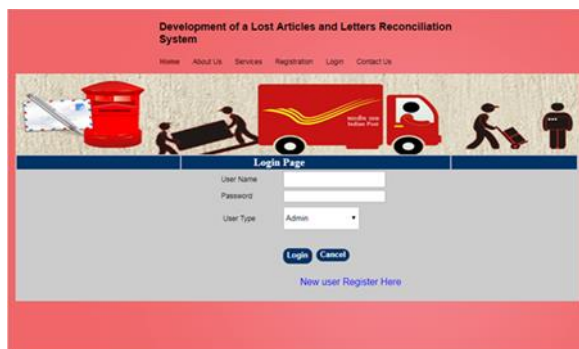
**List of Modules**

- User and Group Master
- Lost Articles Master
- Lost Letter Master
- Complaints Handling
- Complaint Reconciliation
- Printing Module

**Module Description:**

**User and Group Master:**

Which captures the master data for the users and groups and the rights for that group



**Fig1: Log in Page**



**Fig2: Complaint Status View**

**Lost Articles Master:**

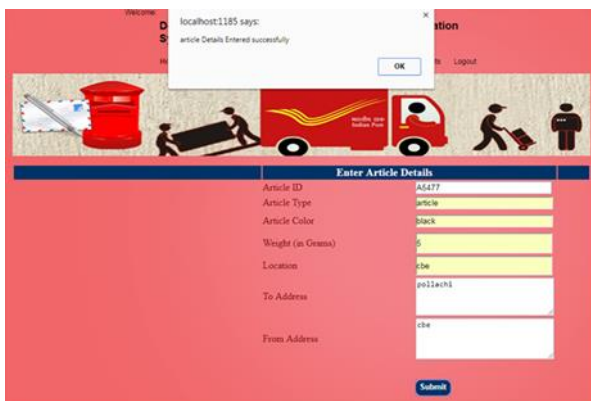
Categorize the articles and assign keywords to the article. Each article will have set of attributes (Make, Manufactured by, Color, etc). These attributes will defer based on the category of article. Entry will be done for each of the lost articles and a unique alpha numeric number is generated for that article.



**Fig3: Article Master Module**

**Lost Letter Master:**

Different kinds of letters like Postcard, Telegram, etc can be categorized and entry is done for each of the lost letter types. Generate a unique alpha numeric number for each type of letter.



**Fig4: Lost letter Module**

**Complaints Handling:**

This module will capture data about the sender or receiver, media type- phone, fax, mail, Lost Letter/Article description. While capturing the lost article, the category is decided and attributes are filled. Once the data is entered about this, a unique alfa numeric number is generated for the complaint and shown to the user of the system. After the Unique Complaint Number generation data for the customer letter (Complaint Acknowledgment Type Word Format) is fed into the system.



**Fig5: Complaint Searching**

**Complaint Reconciliation:**

Here for each complaint reconciliation is done, where in the lost letters are matched with the Pin Codes, Street, Name of the master letter records and lost articles are matched with the attributes of the master article attribute records. A manual search is done on some Pin Code and Street and if the system has these records, it will be shown to the user. On selecting one of the correct records, the status of the complaint is changed to find. Similarly for lost articles status is changed to find. After this, data for the customer letter (Letter/Article Found Type Word Format) is fed into the system.



**Fig6: Complaint Reconciliation**

**TABLES:**

Column name	Data type	Description
uid	nvarchar(50)	User ID
uname	nvarchar(50)	User name
password	nvarchar(50)	Password

**Table2: Post office Table**

Column name	Data type	Description
postoffice_ID	nvarchar(50)	Postoffice ID
pincode	varchar(50)	pincode
Center_name	nvarchar(50)	Center name
Address	nvarchar(MAX)	Address

**Table3: Officer Table**

Column name	Data type	Description
officer_id	nvarchar(50)	Officer id
officer_Name	nvarchar(50)	Officer Name
designation	nvarchar(50)	designation
phone	numeric(18, 0)	phone
email	nvarchar(50)	email
loginid	nvarchar(50)	Login id
passwod	nvarchar(50)	Password
postoffice_id	nvarchar(50)	Postoffice id

**Table4: Letter Table**

Column name	Data type	Description
Letter_id	nvarchar(50)	Letter_id
article_type	nvarchar(50)	article_type
subject	nvarchar(50)	subject
Letter_data	nvarchar(50)	Letter_data
location	nvarchar(50)	location
to_address	nvarchar(MAX)	to_address
from_address	nvarchar(MAX)	from_address
date_of_entry	varchar(50)	date_of_entry
officer_id	nvarchar(50)	officer_id

**Table5: Complaint Table**

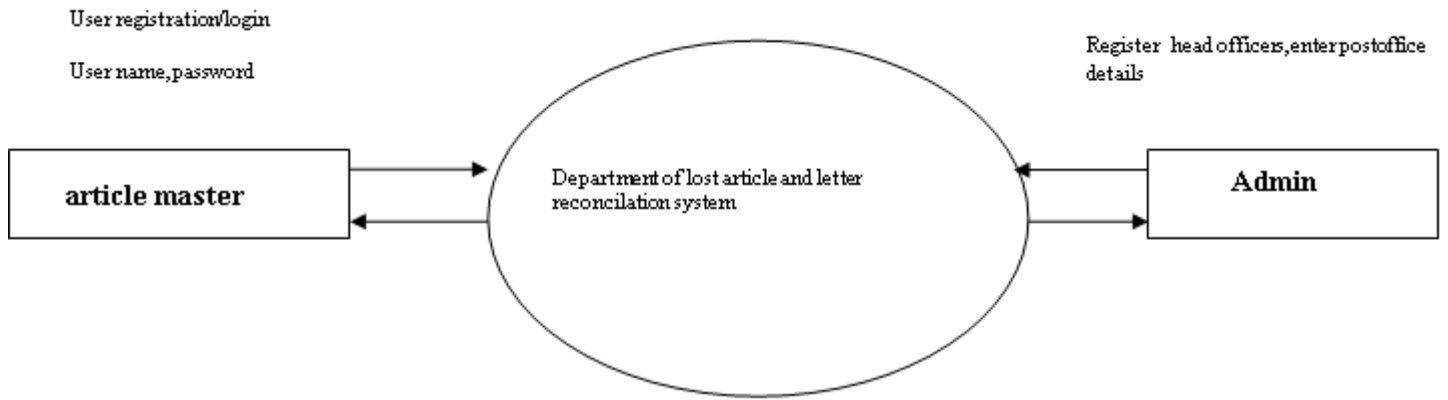
Column name	Data type	Description
Complaint_ID	nvarchar(50)	Officer id
Complaint_Type	nvarchar(50)	Complaint ID
Missing_date	Datetime	Complaint Type
article_type	nvarchar(50)	Missing date
article_color	nvarchar(50)	Article type
weight	nvarchar(50)	Article color
location	nvarchar(50)	weight
to_address	nvarchar(MAX)	location
from_address	nvarchar(MAX)	To address
subject	varchar(50)	From address
customer_id	nvarchar(50)	subject
Complaint_Status	nvarchar(50)	Customer id
status_updated	nvarchar(50)	Complaint Status

**Table6: Article Table**

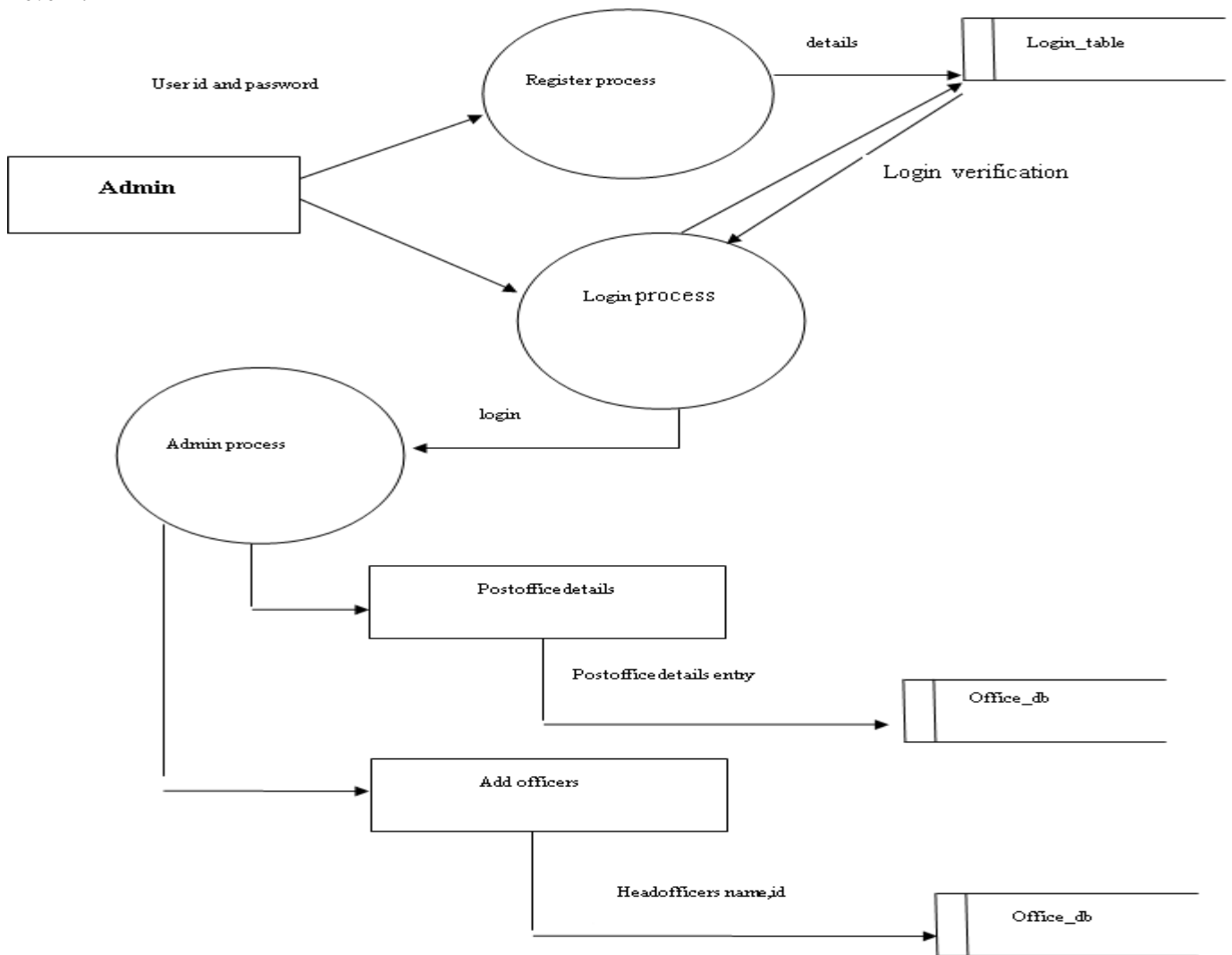
Column name	Data type	Description
article_id	nvarchar(50)	Article id
article_type	nvarchar(50)	Article type
article_color	nvarchar(50)	Article color
weight	nvarchar(50)	weight
location	nvarchar(50)	location
to_address	nvarchar(MAX)	To address
from_address	nvarchar(MAX)	From address
date_of_entry	varchar(50)	Date of entry
officer_id	nvarchar(50)	Officer id

Data Flow Diagram

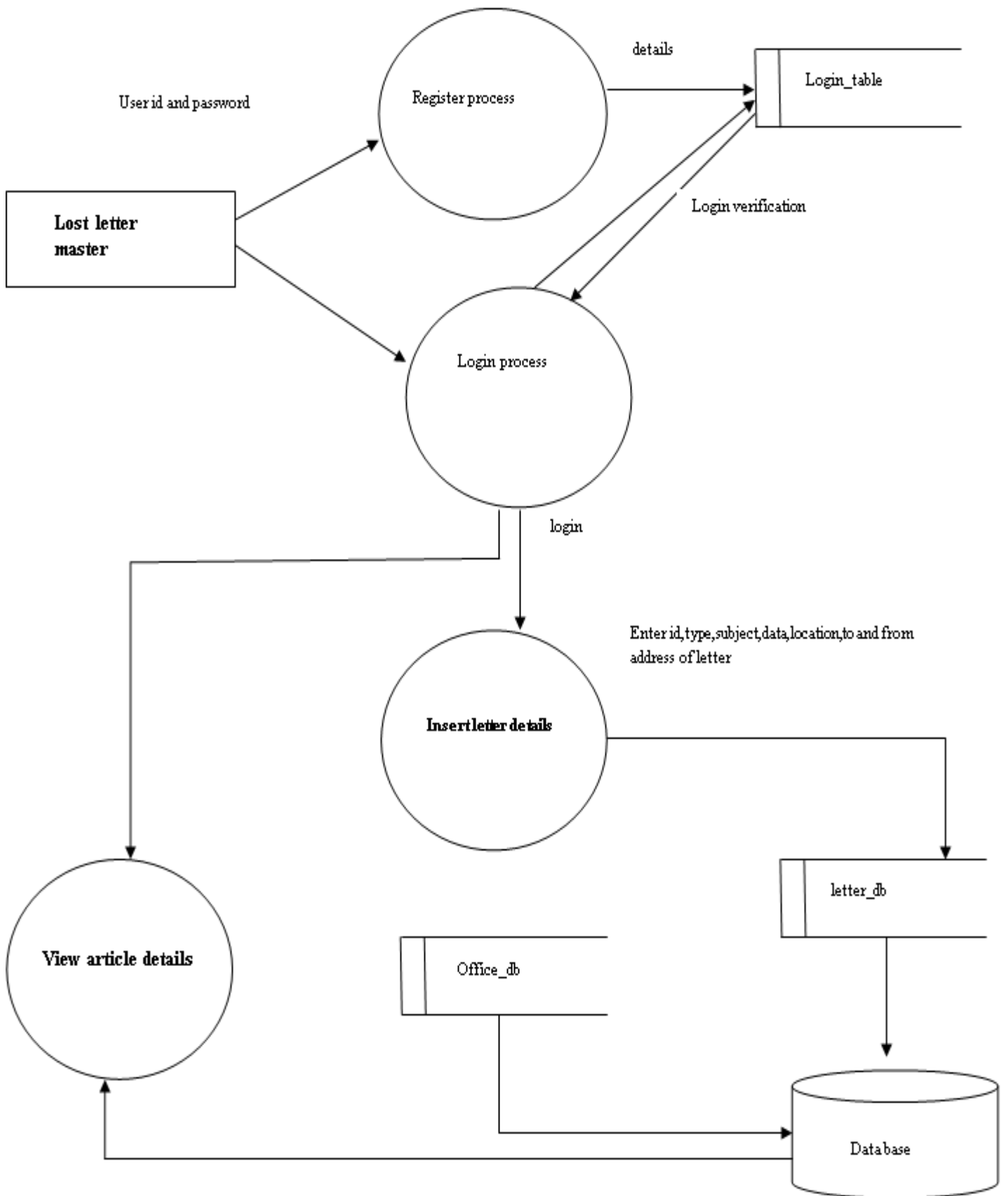
Level 0:



Level 1:

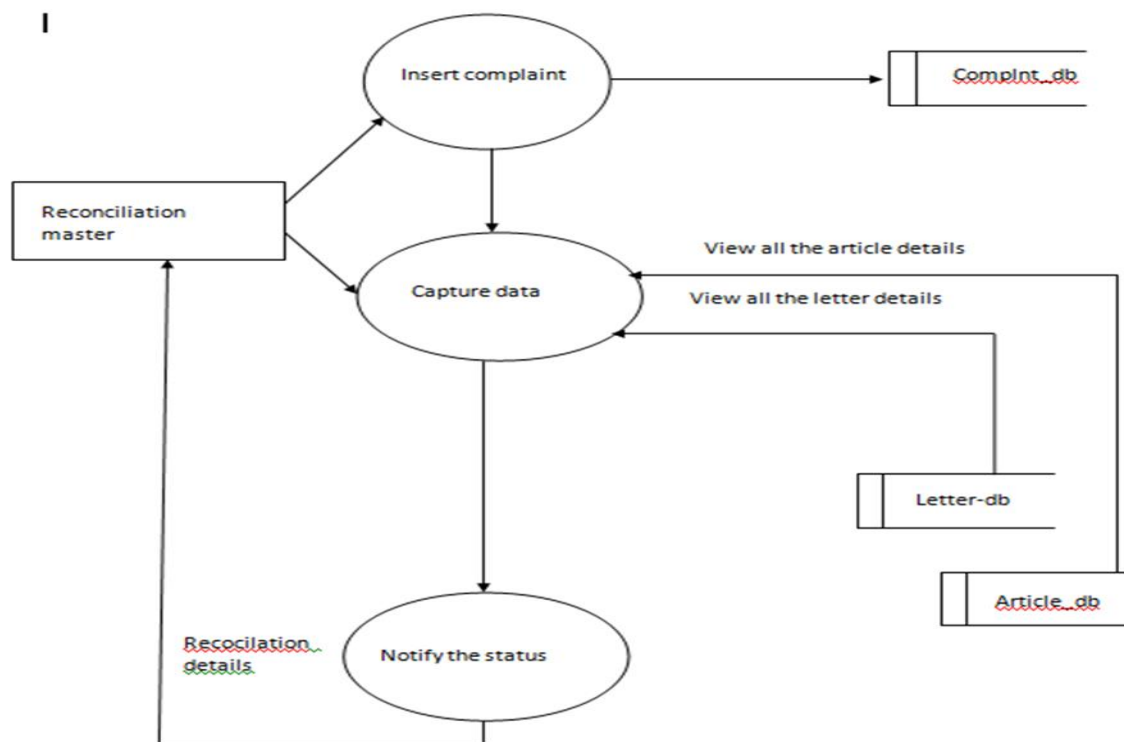


Level 3:





**Level 4:**



**4. CONCLUSION**

Lost article and letter reconciliation system for post office allow user or public to track and reconcile their lost letter and article easily .the system is strong enough where the database is maintained and cleared over a certain span of time .the implementation of the system in post office reduces the paper works ,time and make the reconciliation process computerized.

The main advantages of this project is that the time and cost is very low and it is user friendly

**5. ACKNOWLEDGEMENT**

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