

# DELIVERY MANAGEMENT PLATFORM LIKE DUNZO

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**Abstract** - Delivery Management platform is a most important part of every e-commerce business including giant Industries up to the small businesses, however it is done traditionally till now. Customers used to buy and receive any product or parcel by itself. Thus, to make the delivery process safe and consistent for customers to their doorsteps, android and web applications can be developed. This application can help customers to schedule a delivery of any package of their choice to the respective beneficiary(destination) customer. Delivery boy/driver will be alerted via notification. Upon safe delivery, customer at source will be acknowledged and trip histories will be added to the customer's as well as driver's side by administrator. Also, customers can track their packages and can review the delivery boy on site as the delivery boy is responsible for secure delivery.

**Keywords** -Delivery management, pandemic, beneficial, doorstep delivery, Estimated.

## 1.INTRODUCTION-

The Delivery management system as the name suggests is responsible for delivery of parcels of any type from one place to another within city. The delivery management project provides easy solution for customers who want to deliver their parcels without going anywhere. This system will be purely beneficial for those who are busy and unable to go anywhere for giving important parcels with and along with location tracking. This system is especially beneficial in pandemic situations like COVID19 where no one is allowed to step out of home. Delivery management system consists of admin app, customer app and driver app. This system is suitable for customers looking for doorstep delivery of their parcels without going by own. Drivers seeking for job and extra income.

This system allows drivers to upload their documents including registration of their vehicles. The admin will verify and grant login credentials. Also, customers can register and login with their details. Admin is responsible to handle all these activities. Upon fare estimation and secure delivery, updated trip history with estimated fare will be displayed on both customer's and

driver's side. customers can review the driver for secure delivery of parcels.

## 2. MODULES

The system is having three modules as Customer module, Driver module and Administrator. Each module consists of its login pages, login will be successful upon entering the valid credentials.

**1)Customer:** In this module, upon successful login, customer can see various vehicles options for delivery. They can choose vehicles of their own choice, can select package type like food, documents, other heavy packages, etc. They can schedule delivery for specific day or same day delivery too. Using these parameters, customers can create a package they want to get delivered. Upon successful delivery customers have to pay through various payment options available in the system.

**2)Driver/Delivery Partner:** Drivers can register with the system along with document verification and the agreement. After successful verification, login credentials will be provided by administrator. Drivers can register their vehicles as well. According to their registered vehicle type and location, trip will be assigned to them by admin. After accepting the trip, driver will be able to see location on map. According to map, driver have to pick-up the parcel and deliver it to destination. Driver will be able to see trip history along with estimated fare.

**3)Administrator:** Admin will login to system. Admin Module consist of dashboard to operate all the management process like driver management, trip notification, payment management, vehicle management etc. Administrator will be responsible for all the backend activities.

## 3. LITERATURE SURVEY

Delivery/Courier system is considered to be most significant factor for both the households and business corporates. The literatures investigated defines that there is a mismatch between type of parcels customers want to be delivered and the systems implemented to deliver the packages.

#### 4. PROPOSED SYSTEM

This proposed system is exact solution for problems occurs in existing system. The major problem in existing system is that they do not provide delivery service of every type of product. Swiggy and Zomato are the best examples of dunzo platform. This system don't used to provide delivery service to all the products. They only deliver food items. The Proposed system provides delivery for any type of product from food, document up to the heavy goods packages. Also if customer wants to check the location where the corresponding parcel has reached, he/she can check using live location tracking by just entering the package id given by system. The system fetches the GPS co-ordinates of driver and show it to the customer using google maps. With the help of this, Customers can predict estimated time of delivery. It will make the system easy and convenient.

There are mainly 3 users: Driver has authority to accept/reject the trip as well as accept the payment that is COD. Admin has more number of authorities as it has dashboard. The dashboard offers the consolidated view of entire package delivery process with details of all orders, customers, current trip, total earnings, status of all trips. Also other relevant details of all drivers including their documents

#### 5. PROPOSED METHODOLOGY

Delivery Management system is aimed for developing a web-based courier or parcel delivery process. The Proposed System has many features that are storing data of created packages, showing package history to customers, account formation, storing details of drivers etc. This delivery management system is an online application in which customers can register themselves and schedule a parcel for delivery to the destination of their own choice. Based on the location of delivery boy and customer, trip will be notified to specified driver. Upon acceptance of trip by driver, customer will be alerted with information related to assigned driver by admin..

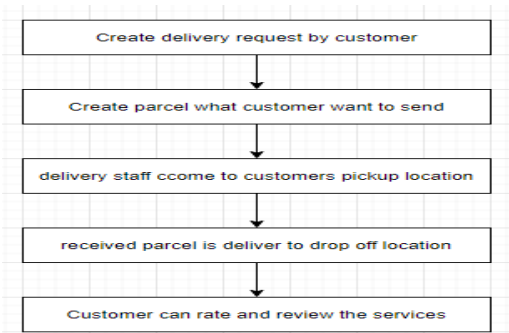


Fig-1: Proposed Methodology

#### 5.1. Architectural Diagram

Figure 2 represents the system architecture of proposed system:-

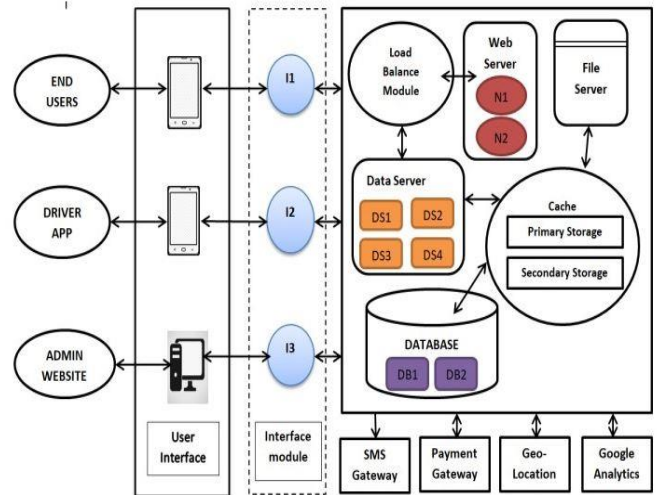


Fig-2: Architecture Diagram

#### 5.2. Results

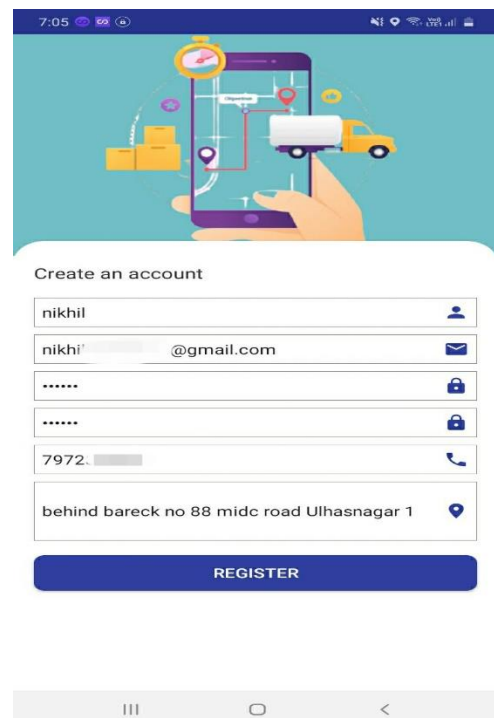


Fig-3: Customer Registration

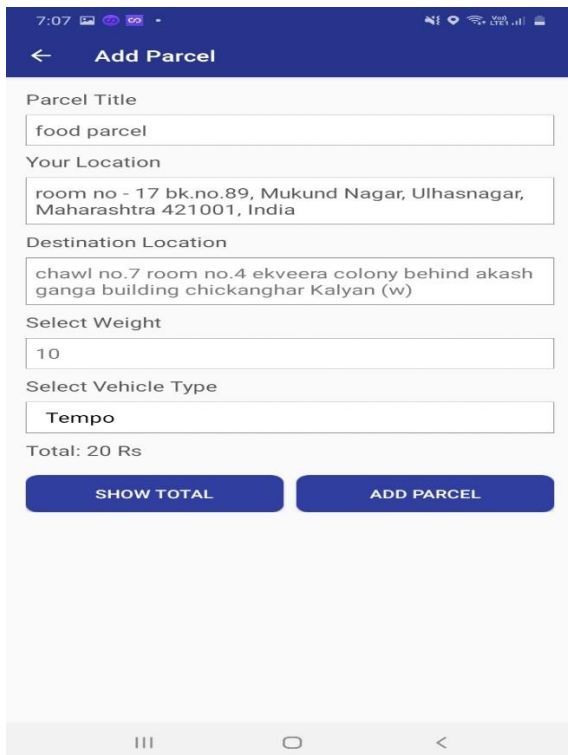


Fig-4: Customer Creating Package

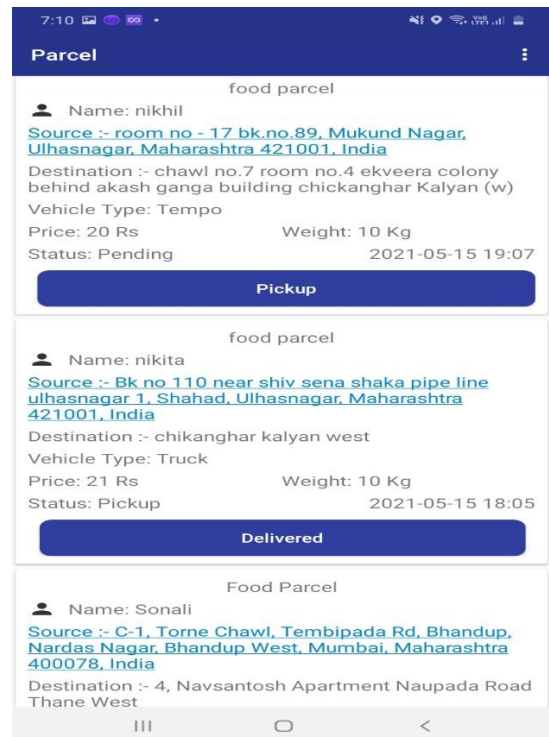


Fig-6: Driver will be notified with assigned Package

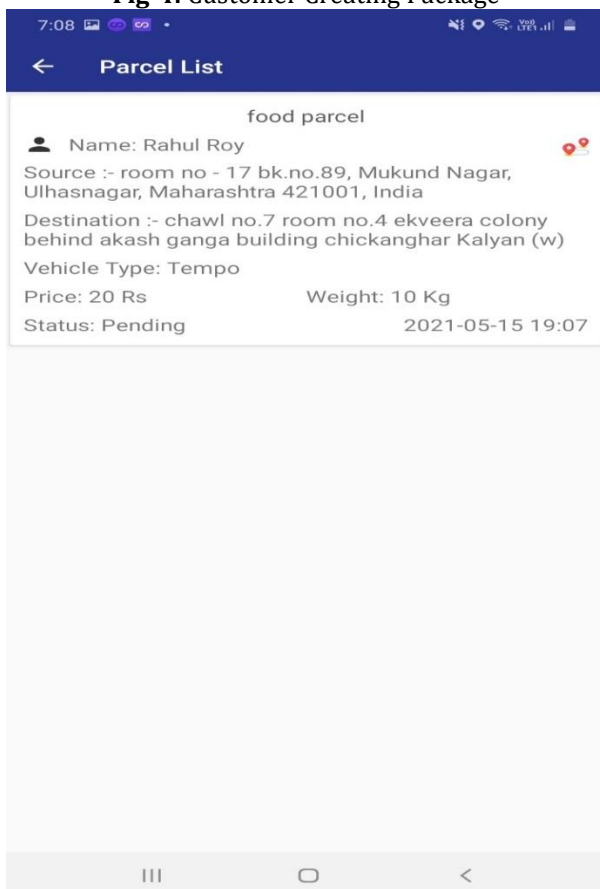


Fig-5: Customer Receives package details along with assigned driver for delivery

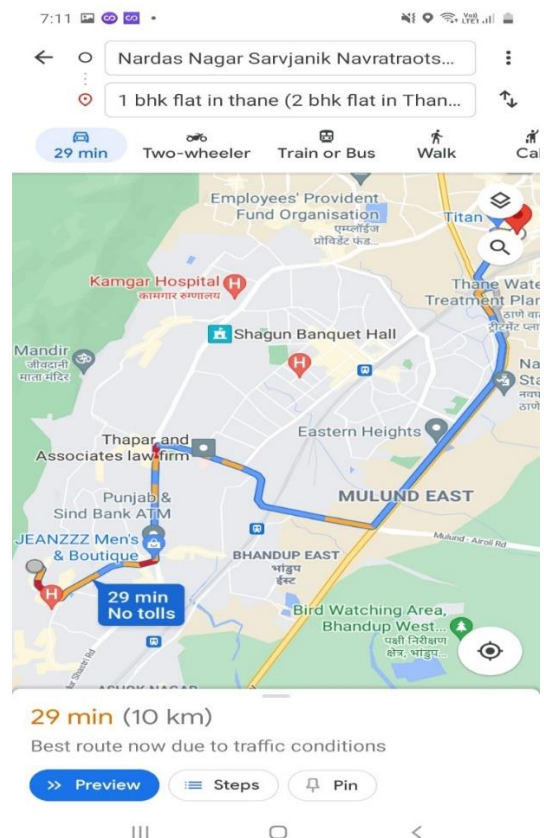


Fig-7: Upon accepting the trip, Driver will get to see the route on google maps for assigned package.

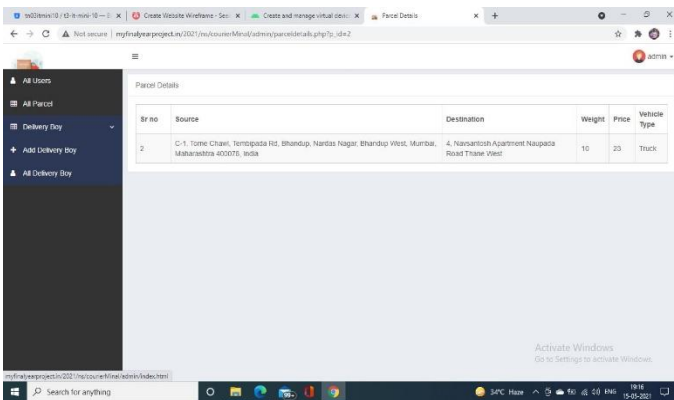


Fig-8: Admin Dashboard

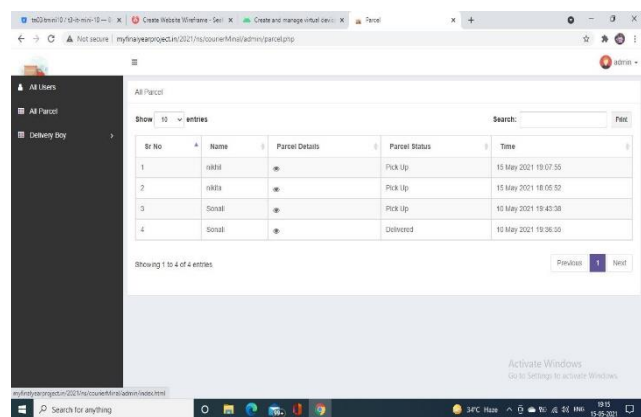


Fig-9: Record of all the created parcels

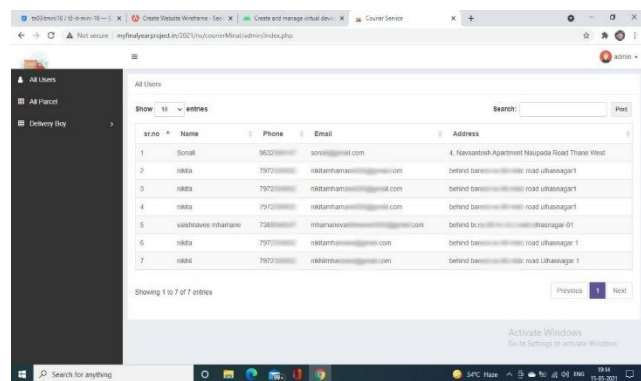


Fig-10: Record of all the registered customers

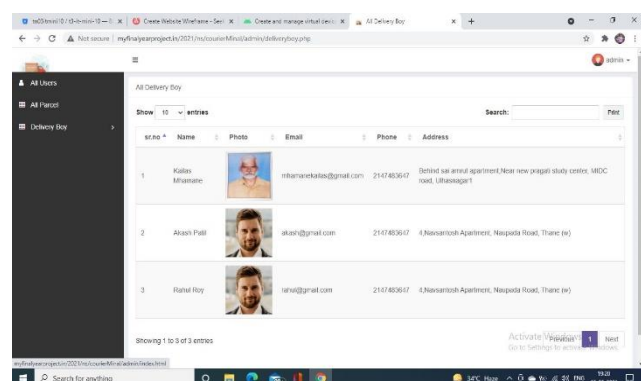


Fig-11: Record of all the registered drivers

## CONCLUSION

It is concluded that, based on application: package delivery will be scheduled easily: tracking will be on one click. The main purpose of our system is flexibility to adapt the changing circumstances. This system will solve various outdoor delivery issues during lockdown in pandemic situations like COVID19. So, this will make delivery process and communication associated to it very easy.

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