

# **MOBILE NOTIFICATION FOR MAIL DELIVERY FOR UUM POST OFFICE**

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degree Master of Science (Information Technology)

University Utara Malaysia

By

**Taha R. Mohamed M. Hadad**

**(801960)**

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## **ABSTRACT**

The last two decades have witnessed rapid adoption and intense use of various information and communication technologies (ICTs) as an essential foundation for business activities. Presently, we are witnessing how the advent of the mobile and wireless technologies have influenced contemporary businesses and organisations. Mobile technologies such as mobile phones and personal digital assistants (PDAs) not only change the way people communicate, but also, change the way the postal service does business. Nowadays, postal offices are using new technology to improve the quality of their services. They introduce new services and products with the support of different information and communication technologies to reach millions of people all over the world. With mobile phones as a necessity to all people today, information could be sent faster to inform news regarding postal services including mail delivery services. Mail delivery service is an important service in post offices and the most needed especially for students. This research intends to investigate the possibility of a post office using a mobile-based system to notify students about the status of postal delivery services. A requirement model was produced and a prototype was developed as part of the study.

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## LIST OF ABBREVIATIONS

<b>Acronym</b>	<b>Meaning</b>
UUM	Universiti Utara Malaysia
MNMD	Mobile Notification for Mail Delivery for UUM Post Office
DPP	Dewan Penginapan Pelajar (Residential Hall)
PMB	Post Malaysia Berhad
ENS	Emergency Notification System
UCD	University of Colorado Denver
DLC	Development Life Cycle
OO	Object-Oriented
GUI	Graphic User Interface
WML	Wireless Markup Language
JSP	Java Server Page
PDA	Personal Digital Assistant
MLNS	Mobile Location-Based Notification Service

# CHAPTER ONE

## INTRODUCTION

### 1.1 Introduction

This research describes the ability to notify the students about their mails through mobile phone. Mails are type of post which is written as documents, typically enclosed in envelopes, small packages and parcels, which are delivered around the world. The Malaysian postal service, Post Malaysia Berhad (PMB) works together with UPS, DHL and FedEx using current ICT technology. Once the post office in UUM receives the mails from the main office in Alor Setar, the workers will arrange to send the mails to the Dewan Penginapan Pelajar (DPP) where students stay. There are four types of services used by PMB to send documents or letters within the country, i.e. normal delivery service, registered service, poslaju service and express service. Normal service refers to the regular way of sending mail where the sender uses a stamp to send a mail. It takes a few days but is secured. In contrast, in using the registered service, the sender has to fill in a special form, and pay for the service to send the mail. The student also pays for normal service but as stamp. On the receiving side, the receiver must sign upon receipt. This is faster than the first method and again is secured. Even though poslaju service is faster and more secured compared to the previous two, it is more expensive. The express service, on the other hand, could be used for sending mails inside and outside of Malaysia very quickly.

The contents of  
the thesis is for  
internal user  
only

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