

STUDY AND IMPLEMENTATION OF SELF-AUTOMATED SYSTEM FOR POS MALAYSIA

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ABSTRACT

This project address issues on the study and implementation of a self-automated system for Pos Malaysia the leading postal services in Malaysia. The reason of implementing this new system is because Pos Malaysia currently has not come out with a self-automated system

This project is developed by the author so that it will assists and help both Pos Malaysia employee as well as their customers. This self-automated system could help to save up time and work load of Pos Malaysia employees and thus improve the quality of Pos Malaysia due to the increasing number of services provided by Pos Malaysia.

Primarily, only Pos Malaysia customer will be interacting with this system. The customer can pay their bills (electricity, mobile, water and etc) using only ATM card without having to queue up in the post office. This system also helps to ease the customer's time as they can pay their bills after office hours.

In the proposed system, the author will implement a system that stimulates the self-automated system. In addition to it, the author also hopes that this proposed system will be able to be implemented in future.