

ABSTRACT

Since last year, there have been many companies which move on services business such as package delivery and telecommunication. This fact proved that the services business has been this year and last year trend. PT POS as one of pioneer in the business should be noticing this opportunity. As it said in Kompas on July 02 2002 “Benefits Contribution that has been achieved since 1978 until 2001, majority comes from package delivery. From years to come PT POS Incomes trough this package service, increasingly raised followed by the increased of running cost. Take examples in 1999, PT POS succeed getting incomes as much as 1,19 trillion IDR with profit around 76 billion IDR, then in year 2000 incomes raised to 1,23 trillion IDR with 54 billion IDR of profit.”

By growth of technology, it's natural that service technology to follow this growth in fulfilling customer needs. Because, however the main rules in this business were how get the customer satisfaction. As one of the answer in competing in this high level competition, PT POS have to see customer expectation from the service. For examples, package delivery service not just package delivered in save and in fast period but also customer need an access for detecting package position or simplicity in canceling the package delivery. These things maybe not to significant, but for customer these things gave them satisfaction and then lead them to loyalty in using this service. By the needs of value added service reason, so these package delivery information system SMS based application is design and made for.

Package Delivery Information System Short Message Service based application were application that provides information about package delivery using PT POS service. For now the information provides: package status, delivery estimation, and package cancel. Besides that, this application provides reminder facility for the sender and the package acceptance if the package is delivered in POS office destination. With that facility, customer will aware that the package has arrived and need to be picked on the addressed mentioned by the information.

For supporting this application implementation so that do need feasibility analyzes in technical aspect and financial aspect toward application of credit card notification based on Short Message Service (SMS). Result from technical aspect is the implementation of this application need software and hardware and also operational requirement in run this system while implementation of notification application involve network operator, Content provider and service provider.

Keyword : SMS, POS Package service, Technical Analysis.