Course title: Postal E-services
Course code: 30047
ECTS credits: 7
Requirements: none
Basic information
Level of studies: Undergraduate applied studies
Year of study: 2
Trimester: 5
Goal: Acquiring basic knowledge of the functioning of electronic business within postal systems.
Outcome: Students should be able to understand the reasons for adapting postal systems to the new conditions of e-business
Contents of the course
Theoretical instruction
1. Introduction to e-business.
2. Electronic commerce.
3. Electronic banking.
4. Mobile business and business processes.
5. Legal frameworks for the electronic business in the postal sector.
6. CRM - Customer Relationship Management.
7. Digital certificates.
8. E-business center The Post of Serbia.
9. Development of new services.
Practical instruction (Problem solving sessions/Lab work/Practical training)
1. Introducing and training students to manage contacts with users, through the Sugar Suite application.
2. Introducing and training students to use SAP System modules.
Textbooks and References
1. Svetski poštanski savez, Measuring postal e-service development, a global perspective, 2016.
2. B. Grgurović, S.Štrbac, Elektronske poštanske usluge, Zavod za udžbenike, Beograd, 2011.
3. Professional journals (Postal Technology, Priority ...)

Number of active classes (weekly)	
Lectures: 4	
Practical classes: 1	
Other types of classes: 2	
Grading (maximum number of points: 100)	
Pre-exam obligations: Points	
Activities during lectures: 5	
Activities on practical exercises: 10	
Seminary work: 5	
Colloquium: 40	
Final exam: Points	
Written exam: 40	
Oral exam: 0	
Lecturer:	
Slavica Radosavljević, PhD	
Associate:	
Jelena Milutinović, Mirjana Popović	