Course title: Postal Traffic
Course code: 30038
ECTS credits: 7
Requirements: None
Basic information
Level of studies: Undergraduate applied studies
Year of study: 1
Trimester: 3
Goal: Mastering the basics of the postal market and its segmentation potential; introducing the postal services in this market and the need for their constant modernization. Gaining the knowledge necessary for organizing and partaking in the working process, carrying out the technological procedure for all types of parcels and services in the national and international postal traffic, as well as following the latest trends in the industry.
Outcome: After finishing the course, the students should be able to define the specificities of the postal market, ways to satisfy customers' needs, explain the reasons for universal and reserved services, independently solve tasks concerning the technological process of transporting parcels or providing other services; to outline the practical application of new technologies in this area; to formulate some typical problems concerning the operational management and solve those problems using appropriate knowledge gained through this course.
Contents of the course
Theoretical instruction
1. Postal service market.
2. The segmentation of the postal service market.
3. Customer satisfaction.
4. Classification of postal services.
5. Main characteristics of the technological process in postal traffic.
6. Receipt, sorting, and transportation of parcels.
7. Technological innovations in postal traffic.
8. Parcel tracking system.
9. Hybrid post. Means and system for self-service.
10. Experiences of foreign post offices and competition that operates in the same area as a public operator.
Practical instruction (Problem solving sessions/Lab work/Practical training)
1. Criteria for defining the price of postal services in domestic and international postal traffic.

2. Oral defense of seminar papers, discussions on topics presented in previous lectures, short tests.
3. Organizing workshops to train students to search/use relevant literature and sources of information about the postal market and its offer.
4. Solving simple problems in a lab equipped for work in the PosTIS system.

Textbooks and References

1. D. Marković, B. Grgurović, Postal Traffic, Faculty of Transport and Traffic Engineering, Belgrade, 2006.
2. Rulebook on general conditions for providing postal services, RAPUS, Belgrade, 2010.
3. Law on Amendments to the Law on Postal Services, Belgrade, 2010.
4. Articles from the journal Postal Technology International

Number of active classes (weekly)

Lectures: 4
Practical classes: 2
Other types of classes: 1

Grading (maximum number of points: 100)

Pre-exam obligations: Points
Activities during lectures: 10
Activities on practical excersises: 10
Seminary work:
Colloquium: 50
Final exam: Points
Written exam: 30
Oral exam:

Lecturer
Biljana Grgurović, PhD
Associate
Jelena Milutinović, PhD