

Research on Logistics and Application in Building a Cash-on-Delivery Service Management Program at Viettel Post Thai Nguyen Branch

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Abstract: This topic aims to determine the actual context of logistics operations in the field of sending, receiving goods, and collecting money at Viettel Post Thai Nguyen branch. The objective is to build an effective service management system, ensuring timeliness and accuracy in the delivery and cash collection process. The research methodology includes analyzing the current situation, evaluating existing solutions, and conducting practical trials at the Viettel Post facility. The expected results are a significant improvement in service quality and work performance, while contributing to enhancing the level of logistics management in the telecommunications industry.

Keywords: Logistics, Service Management, Viettel Post, Thai Nguyen, System Operation