(IGTS) – Intercity Goods Transportation System

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DOI: https://dx.doi.org/10.51584/IJRIAS.2026.110200080

Received: 20 February 2026; Accepted: 26 February 2026; Published: 14 March 2026

ABSTRACT

Efficient management of intercity goods transportation is crucial for ensuring timely deliveries, operational efficiency, and customer satisfaction in logistics operations. Despite the growing demand for streamlined services, many traditional transport agencies continue to rely on manual or semi-digital methods for booking, driver allocation, shipment tracking, and billing. These conventional practices often result in delays, human errors, poor transparency, and suboptimal resource utilization.

This paper proposes the Intercity Goods Transportation System (IGTS), a web-based platform developed to digitalize and automate transport agency operations. The system integrates key functionalities, including shipment booking, driver and vehicle allocation, billing management, and real-time shipment status monitoring within a centralized framework. Implemented using React.js for the frontend, Node.js and Express.js for the backend, and MongoDB as the database, IGTS ensures efficient data processing, secure record maintenance, and scalable architecture.

By centralizing operations, IGTS enhances coordination among customers, administrators, and drivers while reducing paperwork and operational complexity. The system improves transparency, optimizes resource utilization, and increases overall service reliability in intercity goods transportation.

Keywords: Intercity Transportation, Web-Based Application, Logistics Management, Driver Allocation, Shipment Tracking, MongoDB, Transportation System Automation.

INTRODUCTION

Efficient management of intercity goods transportation plays a vital role in the modern logistics and supply chain ecosystem, where timely delivery, operational efficiency, and customer satisfaction are crucial. Transport agencies operating across multiple cities are tasked with coordinating customers, drivers, and vehicles while ensuring the secure and punctual movement of goods. Despite the increasing demand for seamless logistics, many small- and medium-scale transport agencies continue to rely heavily on manual documentation, telephone-based bookings, and fragmented record-keeping systems. Such conventional approaches often lead to delays in shipment processing, suboptimal utilization of resources, communication inefficiencies, and limited capacity for scaling operations to meet growing market demands.

Traditional transport management practices typically lack centralized coordination mechanisms capable of dynamically monitoring bookings, vehicle availability, driver assignments, and billing processes. The absence of such a structured digital infrastructure results in delayed or inaccurate shipment updates, inconsistencies in records, and inadequate tracking facilities for customers. These limitations not only reduce operational efficiency but also compromise transparency and trust, creating a significant gap between conventional transport operations and the requirements of a modern, technology-driven logistics environment.

To address these challenges, the Intercity Goods Transportation System (IGTS) has been developed as a comprehensive web-based platform that integrates key operational modules, including shipment booking, driver and vehicle allocation, billing, and real-time shipment tracking, into a single cohesive framework. The system leverages React.js for frontend development, Node.js and Express.js for backend processing, and MongoDB for centralized database management.

By automating workflows, centralizing operational data, and providing role-based access for customers, administrators, and drivers, IGTS reduces human errors, enhances operational transparency, optimizes resource utilization, and strengthens the overall reliability and efficiency of intercity goods transportation services. Through this integration, IGTS bridges the gap between traditional transport operations and the demands of modern logistics, offering a scalable, secure, and efficient solution tailored to contemporary transportation challenges.

LITERATURE REVIEW

Kumar and Patel [1], in their study "Digital Transportation Management Systems for Fleet and Shipment Optimization," discussed the adoption of integrated transport management platforms in modern logistics agencies. Their findings revealed that automation of booking, driver allocation, and digital record management significantly improves resource utilization, reduces operational delays, and enhances service efficiency. The study emphasized the importance of centralized digital systems for streamlining logistics workflows. IGTS builds upon this concept by providing a unified web-based platform that integrates booking, billing, driver assignment, shipment lifecycle management, and administrative control within a single system for intercity transport agencies.

Sharma et al. [2], in their research "Smart Logistics Management Systems Using Web Technologies," highlighted that centralized web-based logistics platforms enhance coordination among operational units, minimize manual intervention, and improve transparency in transportation services. Their system demonstrated improved workflow automation and data accessibility. However, the study primarily focused on coordination aspects. IGTS aligns with this approach by implementing centralized dashboards, automated workflow modules, and integrated tracking features to achieve comprehensive logistics management.

Singh and Verma [3], in "Web-Based Transport Management System for Operational Efficiency," proposed an online transport management framework that automates booking and vehicle scheduling processes. Their findings showed a reduction in manual paperwork and improved operational transparency. Nevertheless, the system mainly concentrated on scheduling automation. IGTS extends this work by incorporating real-time shipment tracking, automated billing, return-trip scheduling, and complaint management modules for end-to-end operational control.

Gupta [4], in the study "Fleet Management Optimization using Web Technologies," introduced a fleet monitoring and scheduling model aimed at improving vehicle utilization and reducing scheduling conflicts. The research demonstrated that digital fleet allocation enhances resource planning and operational efficiency. IGTS enhances this approach by integrating driver and vehicle allocation with booking data through a centralized system, ensuring systematic coordination and optimized fleet usage.

Mehta and Singh [5], in "Role-Based Authentication in Enterprise Web Applications," proposed secure login mechanisms and role-based access control to prevent unauthorized system access and enhance data security. While their research focused on enterprise security frameworks, it was not specific to logistics systems. IGTS adopts similar role-based authentication for administrators, drivers, and users, ensuring secure access control while maintaining operational transparency in transportation management.

Agarwal and Mishra [6], in "Integrated Web-Based Logistics Management Platform," developed a unified logistics system combining booking, tracking, and billing modules to improve operational efficiency. Their system improved integration but lacked advanced fleet coordination and return-trip optimization features. IGTS improves upon this model by incorporating fleet coordination, automated driver allocation, return-trip vehicle utilization, and centralized reporting functionalities.

Kumar and Sharma [7], in "Digitization of Transport Documentation Systems," proposed replacing manual registers with digital databases to enhance data accuracy, storage efficiency, and quick retrieval of transport records. Although the system improved documentation management, it lacked operational workflow integration. IGTS advances this concept by integrating digital documentation with booking management, billing automation, and shipment tracking within a single cohesive platform.

Patel and Verma [8], in "Shipment Tracking and Status Monitoring in Logistics Platforms," emphasized the importance of real-time shipment tracking systems in improving delivery reliability and customer satisfaction. Their research mainly focused on tracking functionality. IGTS expands this concept by integrating tracking with booking, billing, and complaint management, providing a comprehensive logistics management solution instead of a standalone tracking module.

Sharma and Joshi [9], in their study "Automated Billing Systems for Transport Agencies," demonstrated that digital invoice generation and automated fare calculation significantly reduce financial discrepancies and human errors in transport operations. However, the system was limited to billing automation. IGTS integrates automated billing directly with booking and shipment workflows, ensuring financial transparency and seamless transaction management within the logistics process.

NITI Aayog [10], in its policy documents on digital transformation in logistics and transport infrastructure, emphasized the integration of digital platforms to improve shipment tracking accuracy, operational efficiency, and coordination across supply chains. The report stressed the need for computerized logistics management systems to support modern transportation networks. IGTS supports this vision by providing a centralized digital platform that integrates booking, billing, driver allocation, shipment monitoring, and reporting for efficient logistics operations.

Rao et al. [11], in "Centralized Freight Information Management Systems," proposed a centralized database architecture to enhance coordination between transport branches and improve scalability in freight operations. While the system ensured data consistency, it lacked automated operational modules. IGTS strengthens this architecture by implementing automated allocation, real-time updates, and role-based administrative control for efficient intercity goods transportation management.

The Ministry of Road Transport and Highways [12], in its annual report on India's transport sector, highlighted the importance of digitization, automated documentation, and centralized freight record systems to improve efficiency, accountability, and transparency in goods transportation. IGTS aligns with these recommendations by digitalizing transport workflows, maintaining structured records, and enhancing administrative monitoring through a web-based management system.

METHODOLOGY

The methodology adopted for the Intercity Goods Transportation System (IGTS) follows a layered, role-based system architecture that integrates shipment booking, administrative control, driver management, and secure verification mechanisms to ensure efficient and transparent logistics operations.

The system is organized into three primary operational layers: the Sender layer, the Admin layer, and the Driver layer. This separation of responsibilities enhances scalability, clarity, resource utilization, and system security.

The process begins at the Sender interface, where users register or log in through the web application. After authentication, the Sender books a shipment by providing pickup, delivery, and shipment details. The system generates a transportation cost estimate and creates a shipment record with a "Payment Pending" status. Upon successful payment via the integrated payment module, the shipment status is updated, and a Pickup OTP (One-Time Password) is generated for secure verification during collection.

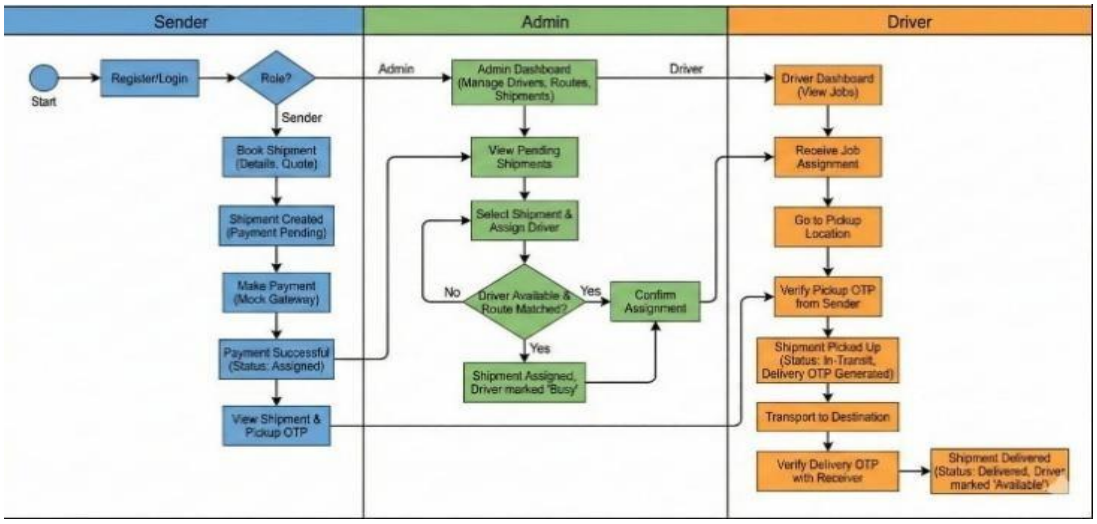
Following booking confirmation, the workflow moves to the Admin layer. The Admin uses a centralized dashboard to monitor pending shipments, manage drivers and vehicles, and allocate resources. The system evaluates driver availability and route compatibility. Once a driver is selected, the Admin confirms the assignment, updates the shipment status to "Assigned," and marks the driver as "Busy," optimizing fleet utilization and minimizing conflicts.

The process then proceeds to the Driver layer. The assigned driver verifies the Pickup OTP, transports the goods, and confirms delivery using a Delivery OTP. After successful delivery, the shipment status is updated to "Delivered," and the driver becomes available again.

The system uses HTML, CSS, and JavaScript for the frontend, Node.js and Express.js for backend processing, and MongoDB for data management. Unit, integration, and system testing ensure functional correctness, secure data flow, and seamless module interaction.

Through this structured methodology, IGTS ensures systematic shipment lifecycle management, secure OTP-based verification, efficient driver allocation, real-time tracking, and improved transparency for all stakeholders.

Block Diagram



RESULT AND DISCUSSION

The implementation of the Intercity Goods Transportation System (IGTS) demonstrates the effectiveness of integrating web-based booking, driver allocation, billing, and real-time shipment tracking into a centralized platform. The system successfully manages shipments, optimizes fleet utilization, and provides transparent updates on shipment status to both customers and administrators. Real-time notifications and OTP-based verification ensure secure and accurate handling of goods from pickup to delivery.

Compared to traditional manual systems, IGTS offers enhanced transparency and operational reliability by maintaining centralized, tamper-proof records of all shipments, driver assignments, and payments. Automated workflows significantly reduce human errors in billing, record-keeping, and scheduling. The system also improves communication between stakeholders, enabling customers to track shipments and administrators to monitor fleet operations efficiently.

The discussion highlights that IGTS not only strengthens backend data integrity and security but also enhances usability for all stakeholders through a user-friendly interface. Centralized dashboards and role-based access allow administrators to make informed decisions, optimize driver allocation, and reduce idle vehicle time. Overall, these results indicate that IGTS serves as a practical, scalable, and reliable solution for modernizing intercity goods transportation, bridging the gap between conventional logistics practices and technology-driven management systems.

CONCLUSION

The Intercity Goods Transportation System (IGTS) is a web-based platform developed to modernize intercity logistics operations and address the limitations of traditional transport management, such as manual documentation, fragmented records, delayed communication, and inefficient fleet utilization. By integrating shipment booking, driver and vehicle allocation, billing, and shipment tracking into a centralized platform, IGTS streamlines operations and improves service reliability.

Automated workflows reduce errors, while OTP-based verification ensures secure and accurate pickups and deliveries. Role-based dashboards provide administrators and drivers with clear operational insights, and

centralized record management enhances data consistency, enables rapid retrieval, and increases transparency, thereby building trust among all stakeholders.

Developed using React.js, Node.js, Express.js, and MongoDB, IGTS offers a scalable, maintainable, and user-friendly solution suitable for small- and medium-sized transport agencies. By reducing paperwork, optimizing fleet utilization, and improving operational coordination, the system provides a practical and efficient framework for modern intercity goods transportation. Overall, IGTS demonstrates how digital automation can replace fragmented manual processes, improving efficiency, accountability, and transparency across all levels of transport operations.

ACKNOWLEDGE

The authors sincerely express their gratitude to their project guide for continuous guidance, valuable suggestions, and technical support throughout the course of this work. The timely feedback and encouragement provided were instrumental in enhancing the quality and direction of the research.

The authors also wish to thank the Head of the Department and faculty members of the Information Technology Department for their academic support, insights, and motivation. Special appreciation is extended to the institution for providing the necessary infrastructure, resources, and facilities that enabled the successful completion of this study.

Finally, the authors acknowledge the unwavering support, encouragement, and patience of their family members and peers, which played a vital role in the successful execution of this project.

Future Scope

The Intercity Goods Transportation System (IGTS) provides a structured and automated platform for intercity logistics, but several avenues exist for future enhancements to further increase efficiency, scalability, and stakeholder satisfaction. One potential improvement is the integration of mobile applications for both drivers and customers, enabling real-time updates, seamless communication, and easier access to booking and delivery information.

Advanced route optimization algorithms and automated scheduling could further enhance fleet utilization, reduce idle vehicle time, and minimize delivery delays. Incorporating analytics and reporting dashboards for administrators would allow detailed performance monitoring, trend analysis, and data-driven decision-making, supporting operational and strategic planning.

Cloud-based deployment and multi-server architecture could make IGTS highly scalable, enabling access across multiple cities and transport agencies simultaneously while ensuring data redundancy and security. Expansion to include multi-modal logistics and integration with external transport or courier partners could broaden the system's applicability and improve overall network efficiency.

Additional features, such as customer feedback management, automated notifications, and alert systems for delays or exceptions, would further enhance transparency and service quality. By continuously evolving in these areas, IGTS can transform into a fully comprehensive, scalable, and intelligent digital platform, capable of supporting large-scale intercity transportation networks and setting a benchmark for modern logistics management.

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