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E-commerce (sales order) / Tan Bee Ping.

E-COMMERCE (SALES ORDER)

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This report is submitted in partial fulfillment of the requirement for the Bachelor of
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FACULTY OF INFORMATION AND COMMUNICATION TECHNOLOGY
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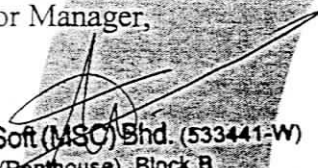
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DEDICATION

To my parent: For without them love and support this book would not have been possible; and to my parents, who have always stood behind me.

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ABSTRACT

The purpose of project is to build a website included shopping cart application, all order details that has been make by customer, transfer sales order system company, Global Soft (M) Bhd. to the website, campaign, customer feedback/complaint, generate report and complaint management. The customer also can direct register to become a member. Security is a big problem in this project, because the password no to encrypt. So the password is easy to hack by hacker. And that, company problem like customer cannot direct order, cannot online register customer difficult get latest information. So that, these problem to make company market become narrow. The problem should be solving with build the website and company market statistic can enhance. Research and interview are important to get more idea and sample. It is to assistant build a quality and attract website. For instance what color is suitable, how to arrange the bar, and so on. Methodology to use in this project is Software Development Life Cycle (SDLC). The SDLC consist by 5 phase, project-planning phase, analysis phase, design phase, implementation phase and support phase. The scope in this project are focus on electronic catalogs, generate promotion, shopping cart application, online register, complaint and print report. Payment is no provided function. In conclusion, followed the methodology will help implement a quality website and on the time to submit the project.

ABSTRAK

Tujuan bagi projek ini ialah memindah tempahan jualan sistem Global Soft (M) Bhd syarikat kepada laman web. Fungsi yang sedia ada pada laman web ini ialah *shopping cart*, maklumat tempahan dengan jelas, kempen, promosi, balasan pelanggan, report. Pengamanan merupakan suatu masalah yang besar bagi sistem kerana kata laluan tidak dapat encrypt. Jadi sistem ini senang diceroboh, perlu diperbaiki lagi. Masalah yang dihadapi oleh syarikat ialah pelanggan tidak dapat membuat pendaftaran secara terus, membuat tempahan melalui laman web dan susah dapat maklumat yang terkini. Masalah-masalah sedemikian akan boleh mengempitkan pasaran syarikat tersebut. Tetapi masalah akan diatasi dengan pembinaan laman web. Penyelidikan dan temuduga merupakan cara dapat idea dan contoh untuk membina laman web yang berkualiti and menarik perhatian orang ramai. Contoh: penyelidikan mengenai warna, pengaturan menu dan sebagainya. Metodologi yang digunakan dalam sistem ini ialah SDLC. SDLC mempunyai 5 fasa: Fasa pertama ialah Rancangan projek; Fasa kedua ialah analisis; Fasa ketiga ialah rekabentuk; fasa keempat ialah pelaksanaan dan fasa kelima ialah sokongan. Skop pada projek ini ialah membina kalatog eletronik, promosi, shopping cart, pendaftaran melalui laman web, report dan balasan komen atau masalah daripada palanggan. Pembayaran fungsi tidak disediakan. Secara kesimpulan, dengan menggunakan metodologi ini telah menyiapkan sistem ini dalam masa yang ditentukan.

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LIST OF ABBREVIATION

SDLC	Software Development Life Cycle
ERP	Enterprise Relationship Planning
ASP.net	Active Server Page.net
CRM	Customer Relationship Management
RAD	Rapid Application Development
HTML	Hypertext Markup Language
CSS	Cascading Styles Sheet
IIS	Internet Information Services
SQL	Structured Query Language
HTTP	Hypertext Transfer Protocol
ERD	Entity Relationship Diagram
DFD	Data Flow Diagram
ISO	International Standards organization

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CHAPTER I

INTRODUCTION

1.1 Introduction

The title for final year project is E-Commerce (Sales Order). The system divided by two parts. One is for Admin and another one is for customer. The admin functions have 3 categories. First categories are marketing. Second categories are sales and third are support. The customer part is developing a shopping cart. Can to ease the customers who are interested in buying the company products. Send email to user once customer confirms the order to alert user on new order receives.

The benefits of E-Commerce (Sales Order) are like below: -

- Is provides better customer service
- Cross sell products more effectively
- Administrator will check the request and decide to approve or not. If approved, administrator will send approval back to customer for acknowledgement.
- Direct print out from web the quotation, sales order, delivery order and invoice.
- Generate customer list base on their business, country, sales, state etc
- Generate promotion email to selected customer list.
- Have an opportunity to customer give feedback after using the product.

1.2 Problem Statement

The system is suitable for a software company; the company name is Global Soft (MSC) Bhd. This company suitable because have transaction sales order. The product to sales is ERP software. The company problems are: -

- The system no through by web, still using system for the transaction.
- Customer cannot online register.
- Cannot order product in anywhere and anytime, so the market make be narrow.
- Difficult for customer to get the latest information in first time
- No provided complaint service to customer gives response about a product or performance.

Problem when implement the project: -

- Required study a new language – asp.net because the language never use before.
- Reference book in the library no enough to provide for student.
- Password no through encryption process.

Suggestion to solve the problem: -

- The sales order system transfer into the web.
- Provided complaint service
- Provided online registration
- Send mail to the customer when have any promotion.
- Buying product through by web, the services provided 24 hour.
- View new product function.
- Find out more sample, do the research as similar system in the web.

Methodology to use in this project is Software Development Life Cycle (SDLC)¹. The methodology consists of 5 phases.

1. Project planning phase
2. Analysis phase

¹ Satzinger, J. W., Jackson, R. B., Burd, S. D. (2002). "Systems Analysis and Design in a Changing World." United States: Course Technology 62.00
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3. Design phase
4. Implementation phase
5. Support phase

Above is 5 phase of Software Development Life Cycle (SLDC).

1.3 Objective

The objectives are like below: -

- a. To promote product effectively
 - Customer can view all type products easily and hassle free as long as he/she can logon to the company website.
 - Offer a convenient way to customer, can purchase at anytime and anywhere
 - Foreign customer can buy their products even though they live far
- b. Provide a 24 hours operating business to attract customers
 - Customer can order at anytime and anywhere as long as he/she can have access to Internet.
- c. To expand the company market
 - The product selling will be selling at other nation like Indian, Vietnam and China in planning.
- d. Improved working quality.
 - Easily staff checks sales order, customer order and product list in anywhere.

- e. Online register
 - Customer can 24 hour online register

So step required to take to achieve the objective is do the more reference through by website to give more idea, so that can build a quality website. And what know the minimum requirement must have in the system like security.

1.4 Scope

Company to focus for my project just focus is Global Soft (MSC) Bhd only. The company is a software company. The company is using Enterprise Resource Planning (ERP) system. That project just focuses in sales order only. Aspect want to study is company sales orders are procedure, maintenance and security. Sales Order Procedure *refer Appendix A- Figure A1*

The other scope in this project is like below: -

- a. Focus on electronic catalogs
 - Customer can view all new release product company.
 - Customer can locate a product by using a search tool.
 - Electronic catalogs are design to access product information from a database
- b. Allow auto generate promotion email from customer list.
 - When have any promotion, the system will auto generate promotion email from customer list. So that the customer know the promotion.

- c. Acts of shopping cart application
 - Allow user to select items they wish to buy by clicking on it and it will be added into the 'cart'.
 - A cart contains a list of items with specific information selected by user. After the user finish selecting, they can view the contents of their cart and make the changes they wanted. Once the user confirmed to buy, the user will have to submit his order.
 - Clicking button back can look a quotation order list, new release and sales order list.

- d. A function to customer complaint the product or performance.
 - Customer can type the complaint in the website. And that staff give the feedback.

- e. Online registration
- f. Customer can online registers become a member. For the registration, customer cannot assign password. The password will be got between a weeks.
- g. Report
 - Customer list
 - Item List
 - Order List

Limitation

- The payment cannot pay through by web because the value so big.
- Password not through encryption process.

1.5 Contribution

The importance is:

- i) The company system will be improved can run in web. Easily administrators check the request and do the decided whenever in anywhere.
- ii) The customer easy to order product on 24 hour.
- iii) Customer easy to made a member company. Benefit for a member should received a mail when has promotion.
- iv) The company product can view of world entire people, whether in local or no. So can extended the market.
- v) Can get response from customer to improved staff performance or product quality.

The contributed on the project are like below: -

- Programming skill will be improved
- Design skill also will be improved. For a web programmer, the design skill is very important because want attract more people to the website.
- The company can share information and communication each other whenever in anywhere.
- The company market can extend in world entire.
- Increase the business knowledge, like ERP system. The knowledge is cannot got from lecture, in the school.

1.6 Expected Output

The implemented E-Commerce (Sales order) to transfer company Sales Order System to website. And the expected and planned outcome of this project will consists of 15 main modules, which are login, shopping cart, registration, Recent order, update profile, customer list, product list, order list, promotion and so on. Each of these modules is independent but interrelated. The login module is implemented as security checking to allow only the authenticated user to access the E-Commerce (Sales Order).

With the existing the web, will contributed customer order product, admin check order, promote product and so on through by web. Also can obtain complaint from customer to improve the service and product quality.

1.7 Summary

The objective and scope must be define especially scope to know the how big of the system. From that, can estimated the time and cost. So that, project can submits on the time and fulfill business requirement.