

TESIS^ APPROVAL STATUS FORM

JUDUL: SALES ORDER SYSTEM

SESI PENGAJIAN: 2004 / 2005

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SALES ORDER SYSTEM

HONEY CHUA EE SIN

This report is submitted in partial fulfillment of the requirements for the Bachelor of Information and Communication Technology (Software Development).


**FACULTY OF INFORMATION AND COMMUNICATION TECHNOLOGY
NATIONAL TECHNICAL UNIVERSITY COLLEGE OF MALAYSIA
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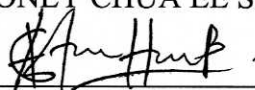
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DEDICATION

To my beloved parents

ACKNOWLEDGEMENTS

I would like to take this opportunity to express my sincere gratitude to those individuals who take the time, interest and effort to make this PSM a successful one. First at all, I would like to thank to my supervisor En. Abdul Samad Hasan Basari, who acts as my supervisor for the PSM , in helping and assisting me in all ways, giving guidelines and information, time and patients during the whole duration of this project under his supervision.

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ABSTRACT

This thesis includes eight chapters for the PSM about the Sales Order System. The purpose of the Sales Order System is developing an application for Daimo Furniture Company to manage the staffs, products, customers and sales order information. The system will be use to replace the current manual system that can't function systematic and efficiency. The current system problems had been specified. Daimo Furniture Company currently uses the manual system to manage the customer's sales order and bring a lot of burden to staffs. This make the staffs spend more times to manage the things. Beside that, this is not systematic and can't provide the efficiency services for the customers. In addition, the security level is low; the sensitive data can be broken anytime. The important of literature about the project can know more about the current system functionality and the requirements of its. The related information and ideas can found through the literature and research by several sources. The case studies help to understand what the client needs. The methodology that use for the project is Incremental Model. This model had been chosen because this model had several advantages. Further more, this model consist of a series of stages or increments. The scope of project is to create a Sales Order System that can lighten burden of the staff of Daimo Furniture Company. Beside that, the system can be manage the sales order more effectively and systematic. This can be save time to manage all the related information about customers, sales and staff details. This project also aims to improve the services that provide to customers.

ABSTRAK

Tesis ini mengandungi lapan bab yang lengkap berkaitan PSM mengenai Sistem Pesanan Jualan. Aplikasi ini dibangunkan adalah bertujuan untuk menguruskan maklumat tentang pekerja, produk, pelanggan dan pesanan jualan. Sistem ini akan menggantikan sistem manual yang tidak sistematik. Masalah semasa yang dihadapi oleh Daimo Furniture Company telah ditentukan melalui kajian yang dilakukan. Sistem manual yang digunakan sekarang telah menambahkan beban pekerja. Selain itu, pekerja memerlukan masa yang lebih lama untuk menguruskan data. Ini menyebabkan ia tidak dapat memberikan perkhimatan pelanggan yang baik. Sistem manual yang digunakan juga tidak mempunyai system keselamatan yang baik, ini mengakibatkan data atau maklumat terdedah dengan mudah. Metodologi yang digunakan untuk projek ini adalah *Incremental Model*. Model ini digunakan kerana mempunyai beberapa kebaikannya. Model ini merangkupi beberapa fasa, melalui model ini dapat membantu pemprosesan projek. Skop projek ini adalah membangunkan satu sistem yang dapat meringankan beban kerja dan menguruskan data mengenai pekerja, pelanggan, produk and pesanan jualan dengan sistematik. Secara tidak langsung, sistem ini juga dapat meningkatkan servis pelanggan dengan baik dan dapat memberi sumbangan kepada Daimo Furniture Company.

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LIST OF ABBREVIATION

SOS	-	Sales Order System
LAN	-	Local Area Network
UML	-	Unified Model Language
GUI	-	Graphic User Interface
SMS	-	Short Message
MRP II	-	Material Requirement Planning II

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CHAPTER I

INTRODUCTION

1.1 Overview

SOS was the proposed title for the BITS final year project. The SOS will be a system that provides all of the functionality necessary to efficiently manage the distribution of the customer's order. The purpose for this research is let us to learn how to analysis the sales order process, real business flow for the process, the design; development and testing of a software package will be facilitating to build the SOS.

For this project, the Daimo Furniture Company will be our reference to develop the SOS. Currently the Daimo Furniture Company doesn't have any SOS to manage the customer's orders. They are managing the customer's order by manually. All the data of the sales order for customer is messy because there don't have a systematically program to manage the information.

As a solution to solve the problem, SOS has been developed to manage all the customer order more systematically. So that the management for customer order will be arrange able. Beside that, the products for the company also can be manageable.

In addition to functionality of SOS have user setup, category products setup, store products details, customer's details, sales order entry when customer order the items, the customer's order also can be cancelled by user. All the data will be easy to modify like add, edit or delete. Further more, this system will be enable user to generate report for product price list, customer list and summary sales report for

customer. Searching function also will be provided so that user can find the require information more easily. All the information will be store in a database, so it's can store and retrieve the data more easily.

The methodology that will be use for the development project SOS is Incremental Model. This model consists of a series of stages or increments. Each increment adds functionality to the project and each increment has its own complete lifecycle, means each stage is composed of design, code and unit test, integration test and delivery. The increments can be built serially or in parallel depending on the dependencies among the deliverables.

The SOS will be develop a method of the dealing with order and customer management refined the phrase “ease of use”, and will set the standard for the business software packages. This system will uses a friendly environment with GUI that are intuitive, even for the novice level computer users.

1.2 Problem Statements

Daimo Furniture Compnay keeps track of their prospective client and relevant sales order via a paper system. Such information includes sales history and Daimo Furniture Company's staffs and product's information. The company's growth has outpaced this approach, making data management an encumberment.

A typical day at Daimo Furniture Company involves managers dividing prospective customers amongst the sales associates. The secretary then calls each employee with his/her assignments, and awaits any new orders generated. Furthermore it is the responsibility of the sales associate to follow up leads and callbacks from clients, such as re-ordering of forms.

With all the information maintained on paper, it is possible to lose business due to errors in ordering or even losing the order. This often reduce the efficiency of

works. Beside that the data is duplicated while the entry transaction by manually. The staffs always waste time to generate the report for products, customers or sales order. This increase the burden of staff to manage the growth data. In addition, the security of data is low because the data all are keep in the files.

1.3 Objectives

The objective of the SOS had been identifying as below to determine what the scope need to achieve in future.

- i) Create a systematic and efficiency system

Currently this company doesn't have any sales order system so the objective of the project is develop a systematic and efficiency program for company. In addition, every time staffs are hard to find the stock, customer, or sales order information. The objective for this system is enable user to find the require information by the searching function. The objective of this system is developing a user friendly interface for user. So that user can apply the system more easily.

- ii) Lighten staff's burden

This system also aims to lighten staff's burden to manage all the customer's sales order details. In addition, the objective for the system is help the staff generate the report more easily.

- iii) Save time to manage customer's order

The staff always needs to search the data by finding all the files. By develop this system, staff can be easily find the require information. The information also is easy to add, delete and edit by user. The records also can be print out by user.

iv) Improve customer service

Provide a more flexibility to respond changing customer demands. Giving them faster, more convenient ways to order goods; learn about product availability and track order customers.

v) Create a user friendly program

Provide a standard and user friendly sales order system for the staff. This will help they manage their work more easily and increase the performance of working.

1.4 Scopes

The scope of the SOS is to provide a set of software application that when install in the appropriate hardware nodes, will be support the following function:

- i) Enable to manage the stock's information.
- ii) Provide the function that keeps the customer's detail
- iii) Ensure that the system manage the customer's order more systematically.
- iv) Provide the security for the system, only allowed user can access to the system.
- v) The stock information enables to show the on hand quantity of item.
- vi) Provide the delay order for the customer when the stock is not enough for delivery.

1.5 Contributions

As a conclusion from the objective of project, the project contributes a lot for the Daimo Furniture Company. According to the objective of the project, this project will be give advantages to help staff of company to manage the management in customer, staff, and sales order. By this development of system, it's save the time to manage the information. In addition, the system will help the staff to manage the sales order more effective and systematic. As a sequence, its will be help to increase the customer service and relation between customer.

1.6 Expected Output

The functionality of the system had been determined. Expected output and functionality of the system is show as below. All these features are determining form the requirements user.

i) Login

This function enable user login to the system to use the features. Only allowed user can access to the system by enter the proper user name and password.

ii) Setup

This function enables user setup for some fields like area, salesmen, type, series, promoter and etc. So that its can make the user easy to choose the require information while transaction entry.

iii) Product Record

User can add, edit or delete the stock information here. The details like product code, description, category, type, price, and etc will be record here. In addition, user can find the item by the searching function. User also can know the unit stock for every product.