E-COM CAKES ORDERING MOBILE

SITI ZURAIDAH BINTI MOHD IBRAHIM

UNIVERSITI TEKNIKAL MALAYSIA MELAKA

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E-COM CAKES ORDERING MOBILE

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This report is submitted in partial fulfillment of the requirements for the
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FACULTY OF INFORMATION AND COMMUNICATION TECHNOLOGY
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JUDUL: E-COM CAKES ORDERING MOBILE

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I hereby declare that this project report entitled

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Is written by me and is my own effort and that no part has been plagiarized without citations.

STUDENT : _____ Date: 3/08/2015
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SUPERVISOR: _____ Date: 3/08/2015
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DEDICATION

I would like to dedicate this project to honorable my lecturer and specials regards to most respectful affectionate to beloved parents. There is no doubt in my mind that without their continued support and counsel I could not have completed this project.

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ABSTRACT

This system was developed in order to fulfill the "Project Sarjana Muda" requirement which is later as title E-Cake Ordering System (E-COM). This project is based on analysis of studies from the Sweet Berry Cake Shop, located in the MITC Cake Mydin, Melaka. "E-COM" is an application which enable the customers to do the online cakes ordering via mobile through internet and the administrator of the cake shop able to manage all the cake ordering and customers information in more effective which, all the information will be keep into the database. During the survey and interview with the staff of the Sweet Berry cake shop, Miss Nur Aqilah bt Ab Satar she mentioned that there is no any online application had been implemented in the cake shop. Furthermore, all the cake and customers information are kept in file based system. E-COM had been developed to overcome those problems whereby, This online application helps customers to make reservations or order the cake through the internet and the web application. The shop owner shop itself able to manage activities such as customer orders, cakes information and customer data more effectively and orderly. Last but not least, with the help of E-COM, the ordering processes can be done easily, more manageable customers data and cakes information and also most of the manuals activities of ordering and sales management are computerized.

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ABSTRAK

Sistem E-COM ini dibangunkan untuk memenuhi keperluan “Projek Sarjana Muda” dimana, projek ini bertajuk “E-COM Cake Ordering Mobile ” (E-COM). Projek ini adalah berdasarkan kajian analisis yang telah dilaksanakan di SweetBerry Cake yang terletak di MITC Mydin,Melaka.”E-COM” adalah sebuah aplikasi dimana pelanggan boleh membuat pesanan kek melalui mobile dan juga atas talian.Disamping itu,Pengurus kedai juga dapat melihat data-data yang berkaitan dengan pesanan dan data pelanggan akan di simpan di dalam pangkalan data.Setelah menjalankan kaji selidik dan temuramah bersama pembantu kedai kek SweetBerry Cik Nur Aqilah bt Ab Satar , tiada online aplikasi yang telah dilaksanakan di kedai kek ini dan segala pengurusan dilakukan secara manual.Tambahan pula,kesemua data produk dan pelanggan di simpan di dalam system fail. Memandangkan ini adalah satu masalah yang perlu diambil kira, E-COM direka untuk mengatasi masalah yang di hadapi. Aplikasi atas talian ini dimana pelanggan dapat membuat tempahan atau pesanan kek melalui internet dan manakala web aplikasi pula digunakan bagi pihak kedai kek itu sendiri bagi menguruskan aktiviti seperti pesanan dari pelanggan,data kek and data pelanggan dengan lebih efektif dan teratur. Oleh kerana sebahagian dari aktiviti yang terlibat di laksanakan menggunakan computer.Akhir Sekali dengan membangunkan E-COM, berharap proses pesanan kek akan lebih mudah,cepat dan sebahagian aktiviti yang berkaitan dengan pesanan dapat disimpan di dalam computer.

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CHAPTER I

INTRODUCTION

1.1 Introduction

Nowadays, with the advent of technology, a great deal of effort is aimed at automating day to day activities for healthier and smarter lifestyle. The customer is looking for a buying online experience that requires a minimum amount of time and with the best possible value of money. The application and web based system providing an attractive user-friendly interface.

In this project, a system and application E-Cakes Ordering Mobile (android) will be developed to assist customers to choose of the many different type of cake category. The cart has a user interface to submit details customer and the confirmation buying cakes, owner cakes will call number customer.

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1.2 Problem statement

The problem statements are:

i. **Difficult to make and buy cake at the shop on shelf and customer limited time.**

Customer doesn't have time go to the shop cakes and some customer is troublesome to visit bakery such as want buy cake birthday but busy with working and their can make delivery cakes.

ii. **Difficult to choose type of cake want to buy.**

Customer have problem in choose type of cake such as customer want buy cake but dont know what type of cake need to buy.

iii. **Customer do not know the price cake at shop.**

Customer do not get a proper update of the price cake in the shop cake.

1.3 Project Objective

The objectives of the development of this system are:

i. **To be able to create online activities E-Cakes Ordering Mobile (E-COM).**

To enable customers for buying cakes throught online such as cake customization,time consumption reduction and cake order monitoring.

ii. **Update information about cake including category and latest price of the cakes.**

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To assist customers in buying desired cakes by category from cakes online such as uploading picture of cake in each categories.

iii. To assist the shop owner to forecast the favorite cakes requested thus produce efficiency.

1.4 Project Scope

User Scope

i. Admin

a. Manage the whole web based system include maintenance.

b. Edit the cake of all cakes shop.

ii. Customer

a. Purchase the cakes in the list.

b. Search the cakes.

c. Make ordering cakes by online.

d. Update new buying cakes into database.

System Scope

i. Admin

a. Update new cakes

b. Edit price of cakes

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ii. Search

a. Search cakes via categories or keywords

b. List out the prices of cakes search in order

iii. Calculation

a. Calculate the price of quantity cakes that costumer buy.

iv. Interface

a. Develop the interface of the system

1.5 Project Significance

The system database contains a list of cakes include its prices that the cakes online are currently selling which are entered by the owner cakes shop. The user can search, view and choose the cakes that they wanted to buy. The list will show up all the cakes with prices for each cakes. Next, the user can purchase via online. Then, the cakes will be posted to their designated home address. Delivery fees are charged together with the cakes purchased.

1.6 Expected Output

i. This E-Cakes Ordering Mobile (E-COM) is designed and developed to be very flexible mobile (Android) application combining web based system and native elements.

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ii. It renders web based that are compatible to mobile screens and allow customers to install it on their phone for directly interact and easy access.

iii. The interface have user-friendly customer easy to search, view and choose the cakes that they wanted to buy. The list will show up all the cakes with their price.

1.7 Conclusion

As a conclusion, the project E-Cakes Ordering Mobile displays relevant information about the cakes, help customer to purchase cakes faster and inform to customer about latest cakes that currently at shop. The customers can use mobile application to purchase the cakes they want easily and fast. This application is a free application that can be downloaded online, so everybody can use this application at anytime and anywhere.

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CHAPTER II

LITERATURE REVIEW AND PROJECT METHODOLOGY

2.1 Introduction

The literature refers to studies that need to be implemented in the process of collecting, receiving and analyzing information and is essential for the system development process. However, the process still not complete properly without methodology.

The research methodology is a process, a set of tools for implementing a research and gathering information. In this chapter explains the research methodology used to develop the E-Cakes Ordering Mobile application

In this project, the methodology use is structured analysis methodology called the "System Development Life Cycle (SDLC)" that consists of business modelling, the data modelling, process modelling, application generated modelling, testing and turnover.

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2.2 Fact and Finding

In this facts and findings system the analysis needs to do collect facts and all relevant information. The facts when expressed in quantitative form are termed as data. The success of this project is depended upon the accuracy of available data. Accurate information can be collected with help of certain methods, techniques for develop of project. These specific methods for finding information of the system are term as fact finding using techniques such as interview and questionnaire. The analysis may use more than one technique for investigation.

2.2.1 Domain

In technology, the system online is a best way for spread various kinds of information for different purposes. For example education, shopping, advertising, notice, telecommunications, and obtain information, store information, retrieve information, process and disseminate information Nowadays, statistics shows at large number of people are buying online it is simple and steadily increase. The Secret Recipe one of another website for example the Secret Recipe shows people can buying their cakes online, which is people, can see the type of cakes before buying. The internet allows customer to make selection and take other advantages like easy to buying, more selection and save the customer time.

Other than that, online system is enable them to upload the picture cakes and put the cakes by category There are various factors the involve in success of any online application. Online system E-Cakes Ordering Mobile (E-COM) is just like another online business application, with different business that the products are cakes.

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In Malaysia, certain cakes shops have own site and make online business. Because of the trends in the worlds where most of people still need to touch, feel and see the products before buying. In addition, the customers still have the doubtful feelings with their purchase delivery. Customer keep argue when they can really get their product or not. Every people perceptions can minimize the shop or business the organization interesting to practices the online sales application also.

2.2.2 Existing System (Comparison on Current System)

Basically it can be define that the E-Cakes Ordering Mobile (E-COM) had the similarity with the other cake shops, with web based application system. The focus is online products ordering and managing the sales information by using the capabilities of a system which mean all the processes of selling cakes are conducted by computer. One example is a Sweetberry Cakes to manage daily operation as well. Sweetberry Cakes got many customers and products their want to handle. However with the help of online system such as the it will minimize the energy and time in order to run the business.

E-Cakes Ordering Mobile (E-COM) slightly is a small system compared to existing system in the market nowadays. E-Cakes Ordering Mobile just apply a part of function or activities that always available in common online ordering application. This is because E-Cakes Ordering Mobile is just a simple online ordering application without having any money or credit card transaction. E-Cakes Ordering Mobile only takes the customer's order and delivery to customer. In respect, the process of payment it still being done by manually where by the Sweetberry Cakes customers have to come the cakes shop and pay for the purchase or make the payment after get the delivery from the cakes shop which is only available in Melaka (MITC) area only.

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The reason of no online money or credit card transaction is that E-Cakes Ordering Mobile (E-COM) trying to get the feedback of the online ordering application at the first stage and trying to implement this approach to the community. As mentioned previously, not many people like to pay for the purchasing until they get the products as well.

E-Cakes Ordering Mobile is trying to help the ordering process easier and faster. Besides, in order to develop a system with the involvement of credit card transaction, need development experiences and also the security concern. Many issues should be considered before this technology been implemented. Therefore, to make sure that the order is not a fraud order, the Sweetberry Cakes administrator will contact the person via the phone call. E-Cakes Ordering Mobile is trying to implement the concept of Pizza Hut Delivery application and process. Just like Pizza Hut, there is no online ordering but they get the order through the phone calls which mean, no money transactions until the customers get the pizza. Therefore, the phone call usage can be accepted if the same technique of confirmation goes to the E-Cakes.

2.2.3 Background Sweet Berry Cakes

The project will be develop is Sweetberry Cakes at Melaka City (MITC). Until now, process of buying cakes and cakes Seller still made manually and managed by the owner cakes shop. I am choose E-Cakes Ordering Mobile is choosed because the shop is still using manual management at the cake sales where it takes time and has many disadvantages such as customer takes long time to wait and difficult for customer to select what cakes their want. The Sweetberry cakes have twenty of cakes in various and provide the limit type of cake every day.

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