

QR CODE ONLINE ORDER TRACKING SYSTEM

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BORANG PENGESAHAN STATUS TESIS*

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QR CODE ONLINE ORDER TRACKING SYSTEM

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This report is submitted in partial fulfillment of the requirements for the
Bachelor of Computer Science (Software Development)

FACULTY OF INFORMATION AND COMMUNICATION TECHNOLOGY

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2015

DECLARATION

I hereby declare that this project report entitled
QR CODE ONLINE ORDER TRACKING SYSTEM

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

STUDENT: _____
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SUPERVISOR: _____
(PN NOR HAFEIZAH HASSAN)

Date: _____

DEDICATION

To my beloved parents;

En. Isnin bin Mohd Isa

&

Pn. Suriea binti Mohd Noor

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Firstly, I would like to take this opportunity to express my biggest gratitude to my supervisor, Pn. Nor Hafeizah Hassan for her patience and motivation in assisting and guiding me from the beginning of this project until it has been completely finished. Her support, advice, comments and opinions given are helping me in the process of carrying out this project. She is one of the factors of this project can be generated successfully.

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ABSTRACT

QR Code Online Order Tracking System is a system which introducing QR code approach in tracking status of order item. Currently, customer are required to enter the tracking ID manually to track their order. Therefore, based on analysis form distributed questionnaire, it is common for customer to face problem where they are being informed through email or text messages on delivery information or if order fault occurred. Thus, by the existing of this system, customer shall stay current on their order item status. Customer may also send feedback at their convenience by using this system. Whereas, shop owner is able to manage their business more efficient as they may update the order item status right on the spot using their smartphone. In addition, the list of status was summarized using a questionnaire analysis. Therefore, it is very fast as well as more specific. All in all, QR Code Online Order Tracking System may enhance the quality services of online transaction and bring benefits to both customer and shop owner.

ABSTRAK

QR Code Online Order Tracking System adalah sebuah sistem yang memperkenalkan pendekatan *QR code* dalam proses mengesan status item yang dipesan. Dewasa ini, pelanggan perlu memasukkan ID pengesanan secara manual untuk mengesan pesanan mereka. Selain daripada itu, hasil daripada analisa kaji selidik yang dijalankan mendapati bahawa mereka juga sering menghadapi masalah dimana mereka hanya mendapat informasi melalui e-mel atau teks mesej mengenai maklumat penghantaran atau jika berlaku sebarang masalah terhadap item pesanan mereka. Maka, melalui kewujudan sistem ini, para pelanggan akan sentiasa mendapat maklumat terkini mengenai status item yang dipesan oleh mereka. Pelanggan juga boleh menghantar maklumbalas pada bila-bila masa dan di mana-mana sahaja mereka berada dengan menggunakan sistem ini. Manakala, peniaga juga dapat menguruskan bisnes mereka dengan lebih efisien dimana mereka dapat mengemaskini status item-item yang dipesan oleh para pelanggan secara terus melalui telefon pintar. Tambahan pula, senarai status diwujudkan melalui kaji selidik yang telah dianalisa. Oleh itu, ia menjadi lebih pantas dan efisien untuk pengurusan berkaitan status item yang dipesan. Tuntasnya, Sistem Pengesanan Pesanan Atas Talian Menggunakan *QR Code* dapat meningkatkan kualiti perkhidmatan transaksi atas talian serta dapat memberi manfaat kepada pelanggan dan juga peniaga.

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LIST OF ABBREVIATIONS

ADT	- Android Development Tool
CEO	- Chief Executive Officer
CSS	-Cascading Style Sheet
DBMS	-Database Management System
DFD	-Data Flow Diagram
DD	-Data Dictionary
ERD	-Entity Relationship Diagram
FK	-Foreign Key
FTP	-File Transfer Protocol
FYP	-Final Year Project
GUI	-Graphical User Interface
HTML	-Hypertext Markup Language
MKP	-Makmal Kejuruteraan Perisian
PHP	-PHP Hypertext Preprocessor
PK	-Primary Key
PSM	-Projek Sarjana Muda
SDK	-Software Development Kit
SDLC	-Software Development Life Cycle
QR Code	-Quick Response Code
RAM	-Random Access Memory
UTeM	-Universiti Teknikal Malaysia Melaka

CHAPTER I

INTRODUCTION

1.1 Introduction

Online shopping is popular among people nowadays. What is an online shopping? When you buy a product or a service over the internet instead of going to the shop, it is what online shopping means. Most of the cases, payment is being done using online payment. Number of people whose prefer online shopping as their shopping method is increasing globally. Almost anything you can purchase online including accessories, clothes, tickets, smartphone and many more. There are various benefits by having online shopping such as it is convenient, faster and some of the items might be cheaper. It is also simpler for you to buy ticket online rather than standing in a long queue for a long time.

As we know, customer may check their order tracking via order tracking number which may annoy some people to remember and to enter the order tracking number. Thus, check order tracking via QR code is a step of taking the process into another level as we live in millennium era. As the better result, result of the tracking may also inform customer if there are any delay or order false on their transaction. This system may also allow the vendor to receive new order notification on their smartphone. So, the vendor may always aware of every order made by customer.

1.2 Problem Statements

The current tracking system is facing three problems:

- i. Manually entered tracking number by customer
- ii. Delay delivery of information/ order fault because current method is via email or via text messages
- iii. Inefficient online transaction services on status of ordered item(s)

1.3 Objectives

This project embarks on the following objectives:

- i. To introduce new approach in order tracking by QR code
- ii. To enhance customer service by having customer feedback
- iii. To keep customer up-to-date on their order item status

1.4 Scope

The scope of this project is to focus on how to help customers in shopping and vendors to run their business systematically in QR Code Online Order Tracking System. The result of this project is to make sure that the QR Code Online Order Tracking System can bring benefits for both customers and shop owner especially in customer's order record.

1.5 Project Significant

The QR Code Online Order Tracking System is to assist customer in keeping up to date order status, assist shop owner to manage their online business and enhance the efficiency of customer service. The strength of this system is based on the specific order status. This status was concluded after a thorough analysis conducted through a questionnaire as described in Chapter 3: Analysis.

1.6 Expected Output

QR Code Online Order Tracking System is a system which may help in enhancing quality of customer service having online transaction. It allows user to check order tracking via QR code and to know status of ordered item. In addition, it also allow the shop owner to update the order status via mobile application, thus reduce the pending task on order.

1.7 Conclusion

Based on the problems occurred, this system will provide the way to overcome the current online transaction problems. The QR Code Online Order Tracking System is expected to help shop owner to run their business more efficient and decrease the time consumes and increase customer satisfactions.

CHAPTER II

LITERATURE REVIEW AND PROJECT METHODOLOGY

2.1 Introduction

In this chapter, the literature review and project methodology is discussed. It includes the current selection and analysis of these case studies. In addition, it describes the methodology which defined analysis of the principles of methods, rules and postulates employed by a discipline. This chapter also consists of explanations on facts and findings. It is used for project development and to describe the activities in the project development.

2.2 Facts and Findings

This sub-topic of facts and findings will describe more details on the domain which is online transaction. It also contains of comparison and description on existing systems and some explanations on QR code.

2.2.1 Domain

Online transaction is an invention to ease people who live in a hectic life. Unfortunately, some people are having problems with online transactions. New Survey of British Consumers states that approximately 9 out of 10 online buyers experience transaction problems. There are two types of abandonment, where 37% of the visitors abandon the transaction after experiencing problem while 40% of them who received poor customer service from a company's call center when calling about website problem would cease doing business with the company.

According to a survey conducted by Harris Interactive®, and commissioned by Tealeaf®, Customer Experience leading provider of management software states that, poor customer support from contact center when customer are trying to fix a problem meeting is what matters worse for consumers who are intolerant of experience online. The survey shows that 43% of adults experience transaction problems in contacting customer service center, where only 47% of these felt that this resolved their issue. 40% of British consumers experienced bad customer service from a company's contact center regarding an online issue stopped doing business with the company. "The only way to understand and pinpoint problems, improve conversion rates and better serve customers is to have visibility into everything that happens on your online channel." said Rebecca Ward, CEO Tealeaf. Other finding of the survey is including the aspect of functionality. 20% of consumer who are conducting online transactions felt that the ease of completing a transaction was the most important factor. On the other hand, 31% of them who had problems on online transactions felt that the website was too difficult to navigate (not user-friendly)

while 29% are those who are unable to complete their action due to problem such as an “endless loop”.

Despite that, customer feedback is information coming directly from customers regarding on their satisfaction or dissatisfaction they feel towards a product or a service. Customer’s feedbacks to a company are important in order to improve customer’s needs. It can be gained through surveys, online forms, emails, letters, or phone calls from the customer. When you need to introduce new products and have to determine the market’s needs, customer feedback is vital to help as the product features or style should be decided. There are few methods that can be used in collecting customer feedback such as survey, feedback box, interview, usability test and testimony.

Survey is one of the methods on gaining customer feedback. It is commonly used because it is easy to conduct, distribute, analyze, and scale well. There are two types of survey which are long survey and short survey. Next is feedback box. Some of website provides a site for the feedback box which commonly asks a question as “Write or comment or feedback”. It must be simple and easy to use, not annoying and irritating to customer. Customer also can be reached out directly to get their feedback by interviewing them. By using this method, we may get the feedback directly and completely from customer.

Other than that, a customer testimony is also commonly used to gain customer feedback. It usually used to give a feedback on beauty product or health product. Customer will compare the difference before and after they are using the product or service. By that, they are automatically promoting the product or service to be used by others. These may lead to increase in profit to the sellers.

In my opinion, both survey and testimony are the best way to gain feedback from customer. There are various benefits of customer feedback such as helping in improving a product or service. Normally, customer feedback is being used in entire the product development process to ensure that the output product managed to solve a customer’s problem or fulfils their need. Customer feedback is vital as every company is competes with each other to gain higher profit and popularity. Customer feedback also offers the best way to measure customer satisfaction. To measure customer satisfaction, rating-based question is the best choice. As a result, customer