

FITRAH FOOD SMS ORDER SYSTEM

NUR AISHAH BINTI ROSLAN



UNIVERSITI TEKNIKAL MALAYSIA MELAKA

BORANG PENGESAHAN STATUS THESIS*

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(TANDATANGAN PENULIS)

Alamat tetap: 31, JALAN DINASTI 42/10
TTDI JAYA PERSEKUTUAN 42,
40150 SHAH ALAM, SELANGOR

Tarikh: 11/7/11

Jabrina

(TANDATANGAN PENYELIA)

JABRINA BINTI AHMAD

Nama Penyelia

Tarikh: 11/7/11

CATATAN: *Tesis dimaksudkan sebagai Laporan Akhir Projek Sarjana Muda (PSM)

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FITRAH FOOD SMS ORDER SYSTEM

NUR AISHAH BINTI ROSLAN

**This report is submitted in partial fulfillment of the requirement for the Bachelor of
Computer Science (Database Management)**

**FACULTI OF INFORMATION AND COMMUNICATION TECHNOLOGY
UNIVERSITI TEKNIKAL MALAYSIA MELAKA
2011**

DECLARATION

I hereby declare that this project report entitled
FITRAH FOOD SMS ORDER SYSTEM

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

STUDENT : _____ Date: 11/7/11
(NUR AISHAH BINTI ROSLAN)
SUPERVISOR : _____ Date: 11/7/11
(SABRINA BT AHMAD)

DEDICATION

Special dedicated to my beloved family and my friends and as well as my respected supervisor Madam Sabrina Bt. Ali.

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I would like to thank Madam Sabrina Bt. Ahmad for giving assistance and guidance throughout the completion of the final year project.

I also would like to thank my beloved parents who have been giving me support and motivation throughout my project.

ABSTRACT

Fitrah Food SMS Order System is proposed to manage product manufactured that is ordered by vendors. Registered dealers would use Simple Messaging System (SMS) to order particular product. The SMS is then received by Fitrah Food Company, and a conformation SMS will be sent back to the dealers after the order has been processed. The system serves as an alternative to the conventional method of product order made by beverage dealers of Fitrah Food Sdn Bhd. As the result, the system can ease as well as varied order option that can be used by dealers. Orders that come through SMS are also kept in a centralized database, thus provides more systematic record keeping.

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LIST OF ABBREVIATIONS

ABBREVIATION	DESCRIPTION
GUI	Graphical User Interface
RAD	Rapid Application Development
DFD	Data Flow Diagram
ERD	Entity Relationship Diagram
DBMS	Database Management System
SMS	Short Messaging System
SME	Small and Medium Enterprise
SQL	Structured Query Language.
GPS	Global Positioning System
GSM	Global System for Mobile
PK	Primary Key
FK	Foreign Key

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CHAPTER I

INTRODUCTION

1.1 Project Background

Fitrah Food Sdn. Bhd. is a beverage manufacturer that begins its operation in June 2001. Initially, Fitrah Food focuses only in the production, manufacturing and distribution of *cincau* based product, with the fresh herbal *cincau* as its main product. Starting from August 2008, another two products has been introduces namely Seaweed with Lemon drink and fresh Seaweed as the main component of salad-like food.

Currently, main big dealers for beverage are PETRONAS petrol station and Mydin mall. Fitrah Food SMS Order System is an application used by staffs at Fitrah Food Sdn. Bhd. factory. It functions as an order system using Short Messaging System (SMS) method. When a dealer sends SMS requesting a particular beverage, the order would be sent to the system at the factory to be processed. Respond on the order status would be sent back to the dealer.

The development of Fitrah Food SMS Order System is to upgrade the current process of making order by small dealers. These dealers would have to call the manager first, asking for the availability of stock at the factory.

Therefore, dealers would take time to know the order status if the manager is not at the factory at the moment. By implementing Fitrah Food SMS Order System, the order process would be automated and is centralized straight to the factory management. In other words, the system serves as a solution to the problem faced by dealers of Fitrah Food Sdn. Bhd. From the developed project, the knowledge of software development and database skills are practically applied after learning the theory.

1.2 Problem Statement

Dealers spent much time during ordering product from manufacturer because they have to call the assigned staff to enquire about the product availability first. Order method is also limited to one way; calling the assigned staff.

1.3 Objectives

The objectives of developing Fitrah Food SMS Order System are as the following:

- 1. To provide a more efficient way of making order for small, individual dealers by using SMS mechanism.**

By implementing this system, small dealers are able to make order using Short Messaging System (SMS) mechanism. Instead of having to make phone call to the manager enquiring about a certain product, dealers would just type SMS and send it to the manufacturer.

- 2. To centralize orders received by manufacturer in a system application.**

Orders that are made by dealers through SMS are being sent to the manufacturer system and kept in the database for efficient record management.

1.4 Scope

Project scope defines the developed system boundaries, constraints or limitations. The scope is defined based on system's scope and user's scope.

System's scope

1. Fitrah Food SMS Order System servers solely for order purpose excluding payment process.
2. Only registered Fitrah Food Sdn. Bhd. staffs are allowed to access the system.
3. Only registered dealers for Fitrah Food Sdn. Bhd. are able to make order by SMS.
4. A computer literate staff is responsible to manage the system at the factory to process the status of requested order.

User's scope

Administrator modules (back-end user)

Administrator is able to manage system backup and recovery. Moreover, system user registration and authentication for staff at Fitrah Food Sdn. Bhd. is also managed by administrator. Users password stored in database is being encrypted for security purpose.

Staff modules (front-end user)

Registered staffs are able to manage several modules as listed below:

1. Register and manage dealer information

Add, update, and delete registered dealers record stored in database. Search options are available by dealers' ID, city and state.

2. Store record of order that comes through SMS and respond on order status.

Receive dealers' orders via SMS which will be stored in the database and respond the order status based on the stock quantity. Dealers are notified by SMS about stock and time availability to collect their purchase.

3. Manage payment record

Add, update, and delete dealers' payment record stored in database. Dealers' payment status is kept in database.

4. Manage stock record

Add, update, and delete stock type and quantity. Trigger a message when a particular stock reached a minimum level and when the quantity is insufficient for order made by dealers.

5. Manage sales record

Add, update, and delete sales record based on dealers' order history. Staff will be alerted when a particular dealers' order has reached 2000 bottles to send SMS on reward of 500 free bottles.

6. Report generator

Generating weekly or monthly report based on sales and stock record. Report format options are in text and graph diagram.

All modules stated above could be accessed only by registered staffs. User authentication and authorization by staff login is essential to enable access..

1.5 Project Significance

Implementation of Fitrah Food SMS Order System would result in a more efficient way to manage dealers' order transaction as all record is being kept in a database. SMS mechanism implemented saves much time for both dealers and Fitrah Food Company in the transaction.

1.6 Expected Output

1. User authentication and authorization.
2. Password encryption.
3. Short Message System (SMS) mechanism.
4. Backup and recovery option.
5. Dynamic report generator.

1.7 Conclusion

This chapter gives explanation on the project background, problem statement, and the objectives of Fitrah Food SMS Order System development. On top of that, the scope and significance of the project as well as the expected final output are being described in this introduction part.

Overall, Fitrah Food SMS Order System is a system that manages order made by dealers for Fitrah Food Sdn. Bhd. Orders are made through Short Messaging System (SMS) and would be processed by the system to give feedback on the status of the particular order. The development of Fitrah Food SMS Order System is mainly to provide a more efficient and easy way for dealers to make order. In the next chapter, there will be explanation on literature review and project methodology.

CHAPTER II

LITERATURE REVIEW AND PROJECT METHODOLOGY

2.1 Introduction

Fitrah Food SMS Order System is basically a system implementing Short Message system (SMS) mechanism as to send and receive information. The first SMS was sent in UK in 1992[1]. Since then, it has been widely used in mobile business applications. SMS or in another word, “texting” is a form of communication between mobile devices. Besides that, SMS can also be used by application to exchange simple messages between devices. Direct connection between devices is not needed in order to use SMS, as the infrastructure for the connection is already in place. It also works for almost all cellular service providers.

One aspect that makes SMS becomes really useful to be used for mobile application is that it relies on fixed identity of devices; the phone number where it provides a distinct benefit over other technologies that relies on IP addresses [2]. The reason for this is a device's IP address depends on its current network.

Therefore, dealers would take time to know the order status if the manager is not at the factory at the moment. By implementing Fitrah Food SMS Order System, the order process would be automated and is centralized straight to the factory management. In other words, the system serves as a solution to the problem faced by dealers of Fitrah Food Sdn. Bhd. From the developed project, the knowledge of software development and database skills are practically applied after learning the theory.

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