ORDER ENTRY AND PROCESSING MANAGEMENT SYSTEM

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ABSTRACT The main information of this project is to manage/process through web, the orders already placed by a customer either through company website . Order goes through various phases till it finally reaches the customer. At any point of time customer himself can check the status of the order online with the reference number he got while placing the order**.**

1.INTRODUCTION Currently, some businesses' employees engaging in outside sales use specialized tablet computers, and particularly use them to place orders. Unfortunately, this approach has a number of shortcomings; the tablet computers can be very costly to upgrade and maintain and usually have a short battery life. Wireless is an emerging communication technology frontier that offers the possibility of instant mobile communications. Using mobile technologies improves business processes to create unique and sustainable competitive advantages and thus intangible assets for business and information managers. Given advances in mobile computing technology, the role of hand-held devices seems certain to grow exponentially as more computing power and communications capability is included. It is in the best interest of business and information managers to take advantage of mobile technology to transform overall business strategies, operational efficiency, and information availability. It is essential to streamline business processes with mobile devices to maintain competitiveness and increase responsiveness in today's market. As digital technology advances and the Internet become much more powerful, businesses must seek to explore these opportunities in order to maximize revenue and deliver a better employee and customer experience by utilizing mobile technology.

2. OVERVIEW OF THESYSTEM

2.1 Problem statement

Maintaining the orders details and orders status of customers all this done through as manually that means through physical interaction or through phone. In this system data has not maintained as centralized. Due to this the management unable to get the up to date information

2.2 Existing system

Through the existing system of the order management process which is purely manual process and more complex to evaluate the orders. In the existing system, the customer has to make his orders manually. In this system all the order details are maintained books format which gives less security. We cannot share these details and if we want to search, it will take lot of time. Here if customer wants to know his order status, he has to know manually or make a call.

2.3 Proposed system This is a complete back office management for the order 'status' only. Order status cycle should be : New → Ordered → Picked → Packed → Out for Shipment → Shipped → Accepted/Returned→Closed/Reordered/Refunded

2.4 Scope of the project

i. Administrator should be able to give rolesandpermissions.
ii. Operator/System user should be able to update all orders based on authorization key
iii. Stores operator/Picker should be able to see all the stores order records but should be able to modify only status of items to be picked
iv. Packer should be able to see all the picked order records but should be able to modify only status of items assigned to be packed by him.
v. Shipper should be able to see all the packed order records but should be able to modify only status of items assigned to be Shipped by him
vi. Customer should be able to login to estore and check the status of exactly where is his order.
vii. Customer should be able to return the order if its damaged
viii. Normal order status cycle should be : New → Ordered → Picked → Packed → Out for Shipment → Shipped → Accepted/Returned →Closed/Reordered/Refunded
ix. Estore and Order tracking for customer is on Internet and all other operations are on intranet.

2.5Non functional requirements

Secure access of confidential data (user's details)

i. 24 X 7 availability
ii. Better component design to get better performance

Flexible service based architecture will be highly desirable for future extension

2.6 Functional requirements

i. System to maintain various Positions and competencies required for them
ii. Only HR users are to maintain the above
iii. Employee to complete self assessment on the competencies required for his/her position. The employee will enter a Score for each competency as to whether that behavior is clearly evident or not. (From 1 to 5, 5 being clearly evident).
iv. Upon completion, the Self assessment is passed to the employee's immediate supervisor(review manager)
v. The review manager will also fill up the Score along with the supporting evidence as text comments.
vi. Upon completion by the review manger, the assessment is done by a supervisor in the same manner i.e. Score and Comments

vii. Upon completion the final Score for the employee is calculated

viii. Reports to be provided on performance.

2.7 Input & Output

Input:

- Admin adds Associate details like Name, Gender Name and generates User ID, Password
- Admin Add the project details like project name.
- Associate enter the self comments and self assessment details.
- Project manager see the Associate comments and assessment he hasfill his comments and assessment details.
- Supervisor View the Associate and project manager comments finally he will give the comments and Rating.

Output:

- Associate view his Performance.
- Project manager view the associate self comments and self assessment.
- Supervisor view the Associate and project manager comments.
- Admin generate the Associate performance report.

2.8 System Modules

The system after careful analysis has been identified to be presented with the following modules

The modules involved are:

- Administrator
- Customer
- Operator/System User
- Stores operator / Picker
- Packer
- Shipper
- Registration
- Authentication
- Reports

2.81 Admin :

Admin can manage complete site. He/she can add the product types and he can add and update product details. He can receive the rejected orders from the customers. He can accepts the registration of operator, packer, picker, shipper and customers. He can generate the reports of products, orders and customers. **Customer**:

He must be login into the site with his credentials. He can view the products and he can give the orders and can see the status of his order. Finally he can receive his orders. **Operator:**

He must be login into the site with his credentials. He can view the order requests from the customers and forward them to picker. He can change his password**.** **Picker**:

He must be login into the site with his credentials. He can receive the order requests from the operator and forward them to packer. He can change his password. **Packer:**

He must be login into the site with his credentials. He can receive the order requests from the picker and forward them to shipper. He can change his password. **Shipper:**

He must be login into the site with his credentials. He can receive the order requests from the packer and update the orders status. He can change his password.

Authentication:

The process of identifying an individual usually based on a username and password. In security systems, authentication is distinct from authorization, which the process of giving individuals access to system object based on their identity. Authentication merely ensures that the individual is who he or she claims to be, but says nothing about the access rights of the individual.

Registration: The system has a process of registration. Every user need to submit their complete details including user name and password in the form of registration.

3.SYSTEM DESIGN

Fig:3.1.Methodology Diagram

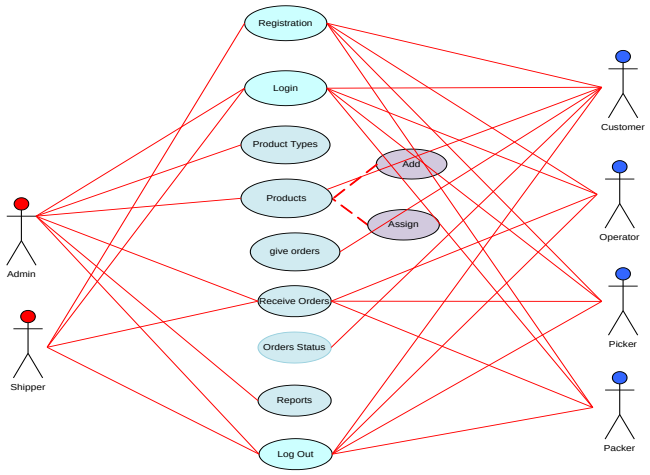

Fig 3.2Admin Usecase Diagram

4. OUTPUT SCREEN SHOTS

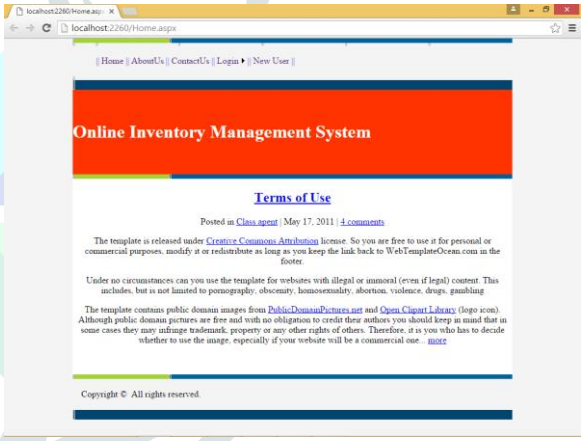

Fig 4.1:Home Page

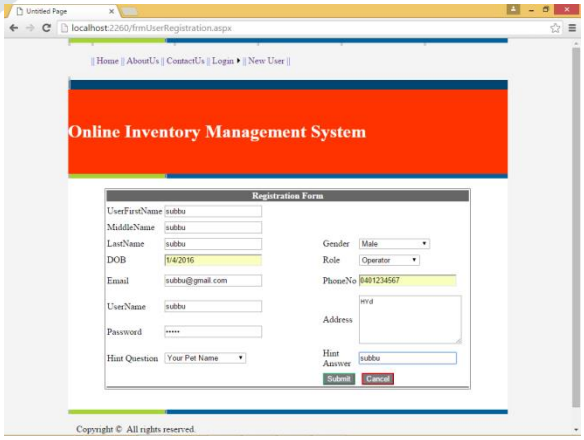

Fig4.2: Registration Page

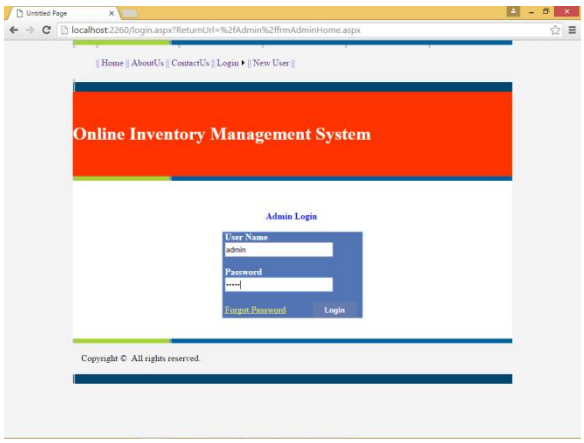

Fig 4.3: Admin Login Page

5. CONCLUSION AND FUTURE ENHANCEMENT

The developed project is fulfilling all the currently addressed requirements of the client (stakeholder). The development team will provide the following services after successful deployment of the project. Development team will provide

- Test run of the website
- Training for the concern persons
- Maintenance plan for backups
- Plan to avoid/handle unexpected damages

6. REFERENCES

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