Distributed Channel Management System

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Abstract

The Distribution Channel Management system is a web-based system, designed for Propest Co. ltd, which gives information relating to the clients and dealers of the company with respect to its pesticides product launches. This product develops a system that can be used by the company management to keep track of the sales, dealers and its clients. In the existing method of tracking of all the details are tedious and time consuming. Any product survey and launching of the area carried out manually by representatives, which is a time taking task. It fulfills different requirements of management, client and dealers of the company. The specific purpose of the system is to automate the communication between the management, clients and the dealers of the organization.

1. INTRODUCTION

The key entities of this system are company management / administration department, employees, dealers and clients. The activities relating to this system are listing of various dealers of the company, its branches,its clients and providing expertise suggestion on the usage of the product, update product, providing instructions to the dealers and many additional task which supplement the above functions.

An application has to be developed which would minimize the flaws of the existing system. This project would automate the operations of the management and would retain the present functionality available in the current system.

The scope of this project is to enable the user of an organization to view the issues through the LAN/Internet. Based on the category of the user i.e. employee or administrator, the various parts of the system are made available to the users.

2.2 Project Overview:

This is portal based automation project, which provides communication between the various users for the company products. Any queries related to the product usage can be raised, and obtain expertise suggestion from the company expertise group. Various dealers can instruct their client and in response the client can order product from specific dealer of their wish. In turn the management and the client can directly communicate with each other and help the company to provide efficient service.

2.3 Project Scope:

This web application cum automation system has been developed to be implemented as a follow up system for current existing system. This project would automate the operations of the management

and would retain the present functionality available in the current system. The specific purpose of this system is to gather and process information about different clients, dealers their interests and queries through the LAN/Internet. The administrator is responsible for the maintenance of this system. Based on the category of the user i.e. employee or management, dealer or client the various parts of the system are made available to the users.

2. OVERVIEW OF THE SYSTEM

The following GUI form for user interaction can be conferred in the Distribution channel management system:-

Forms:-
➔ About Us
➔ Login Form for clients
➔ Registration Form (for new user)
➔ Login Form for Marketing agencies
➔ Dealer Feedback to Company
➔ Instruction to the client from Dealer
➔ Product List
➔ Workshop details
➔ Instruction to Dealer
➔ Login form for Sales Department
➔ Sales Employee Feedback to Company

Reports:-
➔ Client Feedback Information Report
➔ Instructions to Dealer from Sales Department Report
➔ Product Selection Report
➔ Dealers Information Report
➔ Dealers Feedback Information
➔ Instruction from Management
➔ Survey Report

2.5 General Description:

This application is for fulfilling the different requirements of the management and dealers and clients for an organization. With this application client should be in a position to do the following things:

1. Obtain General information about the Company.
2. Login into the Distribution Channel Management System.
3. Select a product and place an order.
4. Provide Feedback to the company.
5. Obtain details regarding various dealers for specific product or area.

Management can perform the following functionalities:

1. Track Dealer specific Sales
2. Obtain the client's area of interest
3. Update Product List
4. Obtain Clients Feedback
5. Obtain Dealers Feedback
6. Provide Instructions to the client.

In addition to the above functions the Dealers can perform the following functionalities: -

1. Obtain Client's Feedback
2. Obtain Instructions from Company
3. Provide Workshop details to the Company
4. Provide Feedback to the Company regarding specific product launch or promotion.

The flow of the System can be described as follows with respect to the type of the user (ie. Management, Client , Dealers) :-

As per clients view: -

A company's client can　　have two categories such as existing clients and new clients.

Existing Client:-

If an existing client uses the following application then she/he has to perform the following tasks:

➔ First he/she has to login into the client area which will help him/her to avail the services of the company.

➔ For the client to log in to the system it has to provide its user Id and password for authorization purpose.

➔ If the user Id and the password matches with the entry in the database then the client enters the client workshop area.

➔ The client workshop area has three option to be utilized.

➔ The first option gives the client the product list offered by the company where the client can select the required products

➔ The second option gives us the instructions given to the client from the dealer

➔ The third option helps us to send feed back regarding the services of the company and the dealers.

New User:

If the client is a new user of the system then he performs the following tasks:

➔ First the client has to register himself in to the system by using the sign up form in client login area.

➔ Once the system authorizes the new client then he can perform all the functions of the new user.

As per Management's View:-

The company management can obtain the following details from the system using the following reports:

➔ It can obtain client feedback report

➔ It can obtain dealers comment report on the workshop and the products.

➔ It can also place the instructions to the dealers regarding the product launch or its promotion

➔ It can obtain the details about the product select

➔ Clients details report

➔ Dealers details report

➔ Survey report

➔ Workshop report on sales transactions and product launches.

As per Dealers View:-

The company dealers can perform the following tasks with the system.

They are:-

➔ As soon as the dealers enter the system, they have to log into the dealer area to avail the services from the company.

➔ Once the dealer provides the authorization information to the system, it presents the dealer with dealer's area called dealer workshop.

➔ The dealer encounters with four options.

➔ The first option called Dealer Feedback provides dealer the opportunity to give the

feedback about the company's product and services.

➔ The second option called client feedback information helps the dealer to obtain feedback from clients regarding the services offered by them.

➔ The third option called Instructions from Sales Department helps the dealer to obtain specific instructions from the company regarding the some specified tasks.

➔ The fourth option called instructions to clients helps the dealer to give instructions to the clients regarding the product usage or payment policy of the company as per the company's instructions to the dealers.

And apart from the above tasks any user can browse the application for gathering information regarding the company products, profile etc.

3. SYSTEM DESIGN
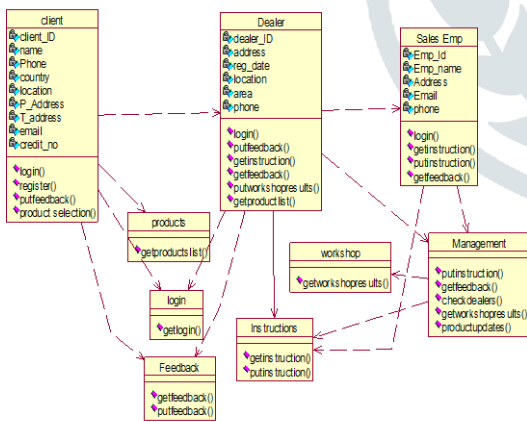
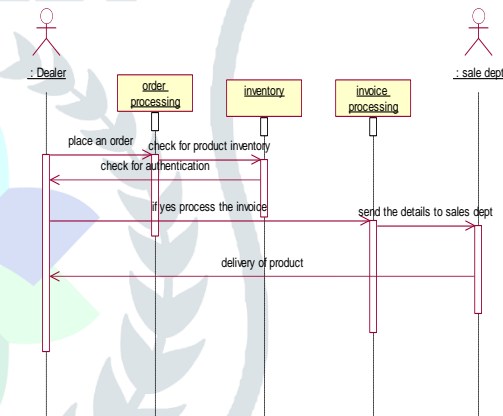Fig 3.1: Class Diagram
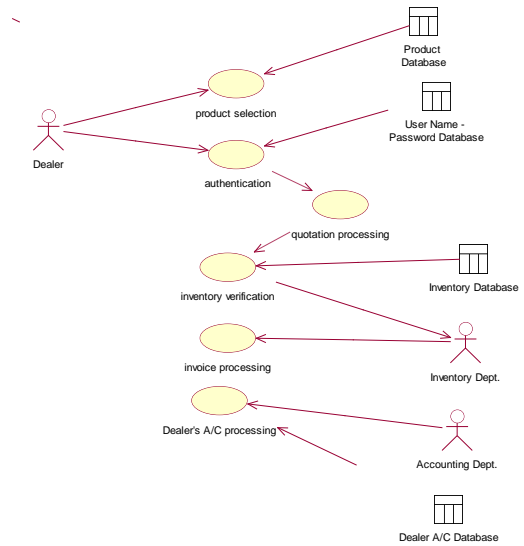
Fig 3.2: **Admin Use Case Diagram**

Fig 3.3: **Admin Sequence Diagram**
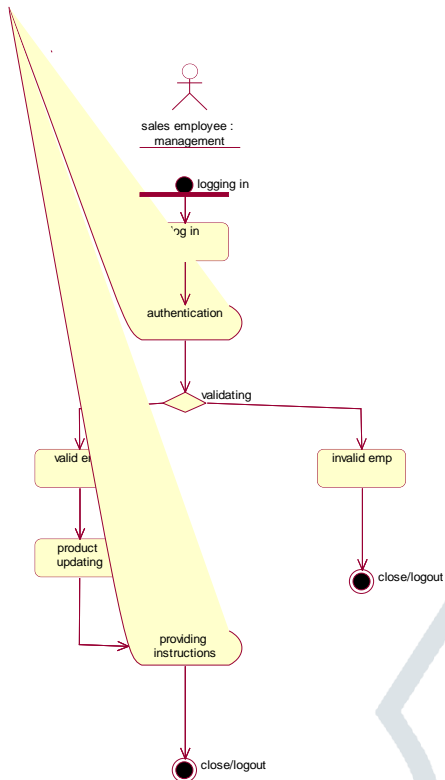
Fig 3.4: **Admin Activity Diagram**

4. OUTPUT SCREEN SHOTS

Fig 4.1: Home Page
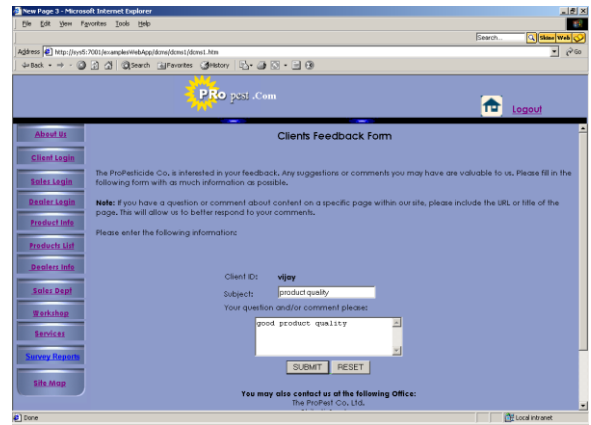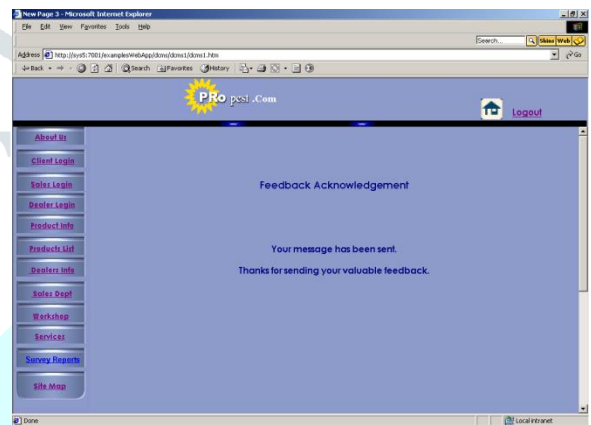

Fig 4.2: Client feedback form Page

Fig 4.3: Feedback acknowledgement form
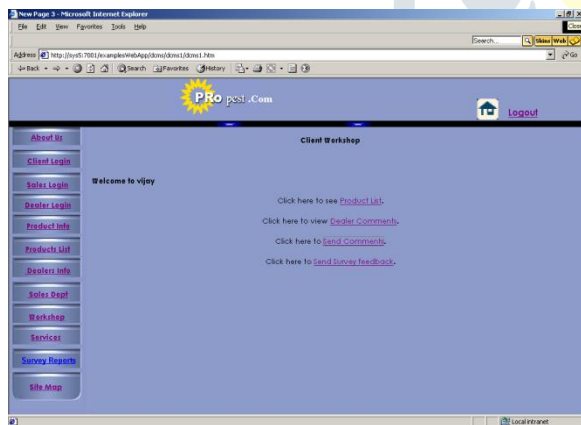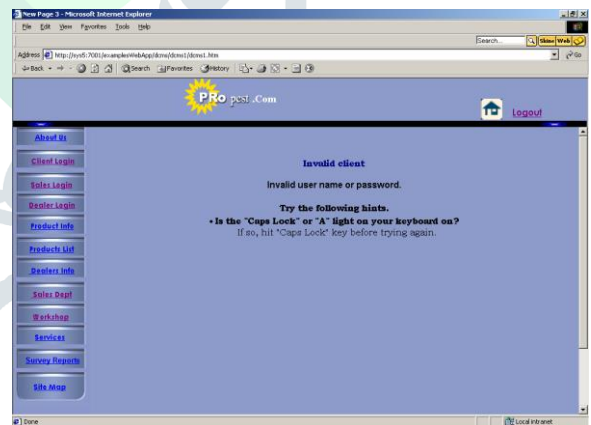

Fig 4.4 Invalid Page

5. CONCLUSION & FUTURE SCOPE

The fundamental problem in managing and maintaining the work by the administrator is hence overcome. Prior to this it was a bit cumbersome for maintaining the library and also keeping track of the

users who were using it. But by developing this web-based application the administrator can enjoy the task, doing it ease and also by saving the valuable time. The amount of time consumption is reduced and also the manual calculations are omitted, the reports and bills can be obtained regularly and also whenever on demand by the user. The effective utilization of the work, by proper sharing it and by providing the accurate results. The storage facility will ease the job of the operator. Thus the system developed will be helpful to the administrator by easing his/her task.

6. REFERENCES

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