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(Network Computing)**

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of the requirement for the
Degree of Computer Science with Honours
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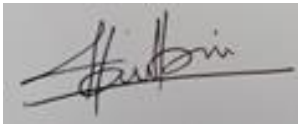
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ABSTRACT

The Online Flower Delivery System is mainly for small scale entrepreneurs(florist) to promote their businesses and give them a platform for a better opportunity. Besides that, the delivery service ease customers work. Four types of users will utilize this system. The first user will be customers who able to purchase the product by viewing the product. They are also able to give feedback of purchased flowers and see the latest updates of product information on the website. The florist able to update about their new products, view the order details and edit and view the reviews that give by customers. As for delivery men, they able to view the product details that need to deliver and updates every delivery information. Besides that, an admin will manage the customer details, order details and employer details and updating the latest product information on the page. The primary purpose of developing this system to provide a delivery service to localized bouquets orders with reliable delivery details. The methodology that was used to develop this system is Waterfall methodology. The waterfall method helps to complete the project within estimated period. The user, software and hardware requirement help to develop the project according planned ideas. The implementation of project is done within the estimated time. After the implementation phase is done, the testing process is conducted on the system to make sure the system achieves customers' requirements and expectations. Although, the system fulfilled its objectives still there are some future works need to be done in future. According to customers and shop owner suggestions and recommendation, some works need to be done in future.

ABSTRAK

Sistem Penghantaran Bunga Online adalah untuk usahawan kecil (kedai bunga) untuk mempromosikan perniagaan mereka dan memberi mereka platform untuk peluang yang lebih baik. Selain itu, perkhidmatan penyampaian perkhidmatan mudah digunakan. Empat jenis pengguna akan menggunakan sistem ini. Pengguna pertama akan menjadi pelanggan yang dapat membeli produk dengan melihat produk. Mereka juga dapat memberikan maklum balas mengenai bunga yang dibeli dan melihat maklumat terbaru tentang produk di laman web. Penjual bunga boleh mengemas kini produk baru mereka, melihat butiran pesanan dan mengedit dan melihat ulasan yang diberikan oleh pelanggan. Bagi orang penghantaran barang, mereka dapat melihat butiran produk yang perlu menghantar dan mengemas kini setiap maklumat penghantaran. Selain itu, seorang pentadbir akan menguruskan butiran pelanggan, butiran pesanan dan butiran pekerja dan mengemaskini maklumat produk terkini pada halaman. Tujuan utama untuk membangunkan sistem ini ialah menyediakan perkhidmatan penghantaran kepada pesanan bunga setempat dengan butiran penghantaran yang boleh dipercayai. Metodologi yang digunakan untuk mengembangkan sistem ini adalah metodologi Air Terjun. Kaedah air terjun ini telah membantu menyelesaikan projek dalam jangka masa yang pendek. Keperluan pengguna, perisian dan perkakasan membantu mengembangkan projek mengikut idea yang dirancang. Pelaksanaan projek dilakukan dalam jangka masa. Setelah fasa implementasi dilakukan, proses pengujian dilakukan pada sistem untuk memastikan sistem tersebut memenuhi kehendak dan harapan pelanggan. Walaupun, sistem ini memenuhi objektifnya masih ada beberapa pekerjaan masa depan yang perlu dilakukan pada masa akan datang. Menurut cadangan dan cadangan pelanggan dan pemilik kedai, beberapa kerja perlu dilakukan pada masa akan datang.

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CHAPTER 1: INTRODUCTION

1.0 Project Title: Online Flower Delivery System

1.1 Introduction

The traditional method of business to online business (E-commerce) is growing up with the assembling of the Internet. Online purchase is made by consumers for almost things like cosmetics, cars, home financing and trading stocks (T.Yue & Chaturvedi, 2000). The traffic on the website and to obtain mass numbers of customers is the main aim of E-commerce firm. Over the years, brand-name stores have started to develop an online presence. E-commerce also is known as digital commerce or online commerce, refers to the purchase and sale of products via the Internet, and the exchange of cash and information to perform such transactions.

While E-commerce continues to expand universally, the delivery service increases in importance (Bevan, 2018). The standard of E-commerce product will consist of the underlying positive qualities and delivery services (Momo, 2018). A delivery system able to intensify satisfaction, drag new consumers and enhance efficiency. According to the owner of The National Café and Bowls, she reported that there are growing the number of people who looking for comfortable and quick delivery on weekends (Lawder, 2018).

The selling of flower items and delivery system has risen significantly in the world. Today the floral industry has grown into one of the big growing industries in various countries world as the uses of flower are the day by day. From very beginning of civilization, flower is regarded as a symbol of reverence and beauty.

This project outlines a system to simplify purchasing of products online. The Online Flower Delivery System names 'Florist Shop' is an e-commerce system that advertise and sells various flowers on the Internet. The purpose of this project is to develop an interactive online website to promote small scale entrepreneurs' businesses. This system also provides reliable delivery service for customers who purchase the flowers online.

The amount of occasions being held in a month is countless. Many people prefer giving bouquet for various purposes because taking the time to choose suitable type and arrangement of flowers can signify the intentions to the receiver. However, the process of purchasing the bouquets is tedious and time consuming. To deal with this issue an online flower delivery system is required. This system can be accessed on internet by using electronic devices from anywhere at

any time. This system will have all the important records on one single website which can be accessed by the customers and admins.

1.2 Problem Statement

The conventional method is manual based. The conventional method of purchasing flowers for an occasion is walking into a florist shop to choose the suitable design and to discuss about additional ornaments and gifts. Besides that, purchasing is also made through the phone by inquiring. These methods are time consuming and tedious. At times, people cannot find time between their busy work schedule to drop by the shop due to time constraint. Therefore, it is necessary to develop an online system that will easily enable the customers to choose the type of bouquets they would like to purchase. Small scale entrepreneurs do not have a platform to advertise their businesses and hence they lose most of the opportunities. They tend to sell their products in low cost range to earn money and they could not seek any profits. The admins also not need use traditional method which is using paper to write the records of customers' orders and their details.

1.3 Objectives

Among the most desired objectives of this proposed project are:

- To design and develop a web-based system for bouquets order and delivery.
- To test and evaluate the usability and functionality of the built system.
- To implement web-based system for the flower shop which emphasize on the customers, florists, delivery mans, reports and products management via online.

1.4 Scope

The target user of this web-based system mainly is Kuching area consumer. This project will be used by four users, mainly the small-scale entrepreneurs (florist), the customer who want to order the bouquets through online, delivery man, and the admin of the system. This proposed system is a good platform for a small-scale florist to promote their business. The florist, customers, delivery mans, and admin is four type users who will utilize this system and will be discussed in the section below.

The florist able to update, edit and delete their product details in the system. They will promote different types of bouquets for different categories which are the wedding, graduation, friendship, proposal, and birthday categories. They can check the list of the orders that they received in the system.

The customer can choose their bouquets according to given categories for their occasion. At the same time, the customers can give their opinion about the service in the feedback section. Besides that, they also can order their bouquets according to their budget. The customers also can add their favorite bouquets to the cart for future purchase. They are also able to print out the receipt.

In between, the delivery men should deliver the products on time to the correct address. The delivery men should be able to update back in the system once the delivery is accomplished. The delivery men also can view order and customer details in the system for the delivery purposes.

In addition, the admin regularly checks the customer and florist details to make sure every order and delivery reached customer as soon as possible. Furthermore, the admin can view the payments details and customers details. There are also sales report to show the sales of the businesses.

1.5 Methodologies

Waterfall model has five steps:

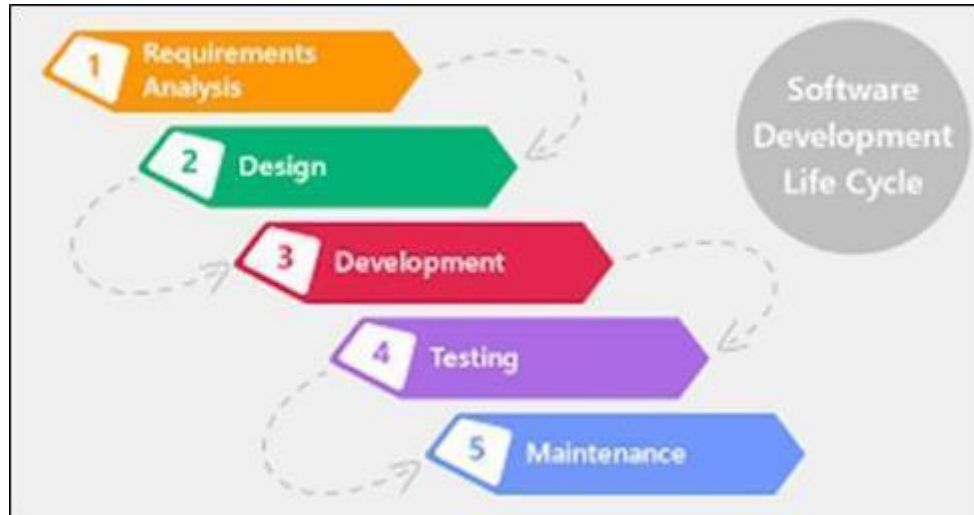


Figure 1. 1 The Waterfall Model

A methodology is a system of methods, analysis of the theoretical and processes to manage the project. The proposed system will be developed on the waterfall which helps to provide faster and unchangeable responses. Waterfall model has several steps to build this proposed project. The waterfall methodology is used because the schedule of the project can be set with deadlines for every phase. It is important to achieve the timeline according the fixed time. Meanwhile, it is easier to arrange the tasks and can decide the important tasks need to do.

Phase 1: Requirements analysis

Throughout the phase, all the evidence and information are collected to determine the requirements. Once each specification is gathered, it is evaluated for their validation. The requirements and data or information are collected to continue next step in this project. In this proposed project, the interview method is used to collect all the required information.

Phase 2: User/System Design

During this phase, the system is constructed from the requirement specifications that gathered during phase one. The system design allows in determining hardware and system requirements and helps in defining overall system architecture. In the design phase, main layout and the development system 's navigation prototype will be used as a reference to develop the project.

Phase 3: Development

After obtaining system design documents, the work is split in modules/units and actual programming or coding is carried out. Since, in this phase the code is produced so it is the point of interest for the developer. The development of flower delivery system needs the suitable programming language and the database can be designed using the previous use case, sequence diagram and class diagram. This is the longest phase of the waterfall method.

Phase 4: System Testing

After the code is developed it is tested against the requirements to make sure that the product is solving the needs addressed and gathered during the requirements phase. During this phase, all types of functional testing like unit testing, integration testing, system testing, acceptance testing is done as well as non-functional testing are also done. The testing should be done repeatedly to make sure the prototype system so that it meets customer's requirement, expectation, and satisfaction. Once the system is completed, the database should be working smoothly.

Phase 5: System Maintenance

Once when the customers begin using the developed system then the real challenges come up and needs to be addressed from time to time. This process where the care is taken for the developed product is known as maintenance.

1.6 Significance of Project

The customers will be able to check the availability of the bouquets through online without needing to come to the flower shop. The importance of this project was to have a better mechanism than the current process which is highly manual. This also will improve database and enhance effectiveness of the system. This is also will help to reduced monthly costs for paper to record all information. This project will save time, minimize inefficient management of delivery system, and will provide consistency of data as the computer-managed operations are more efficient, reliable, and systematic. The system is expected to be simple because customer may order bouquets at any time. For small scale entrepreneurs, it gives a good impression to promote their products online. It will attract other entrepreneurs to give their commitment in this e-commerce system.

1.7 Project Schedule

The project schedule is used as a guideline to be implemented for the advancement of the proposed project. This final year project will be completed throughout the first semester of the academic year of 2019/2020.

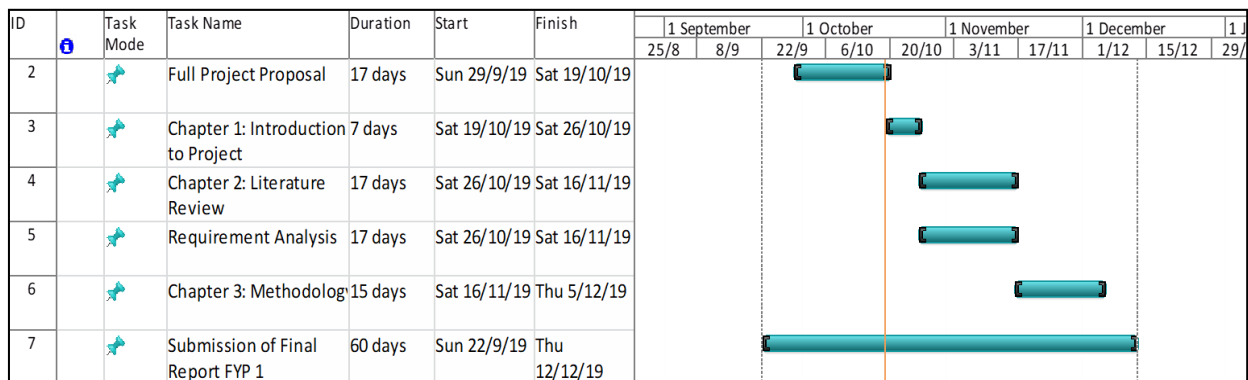


Figure 1. 2 Timeline for Final Year Project 1

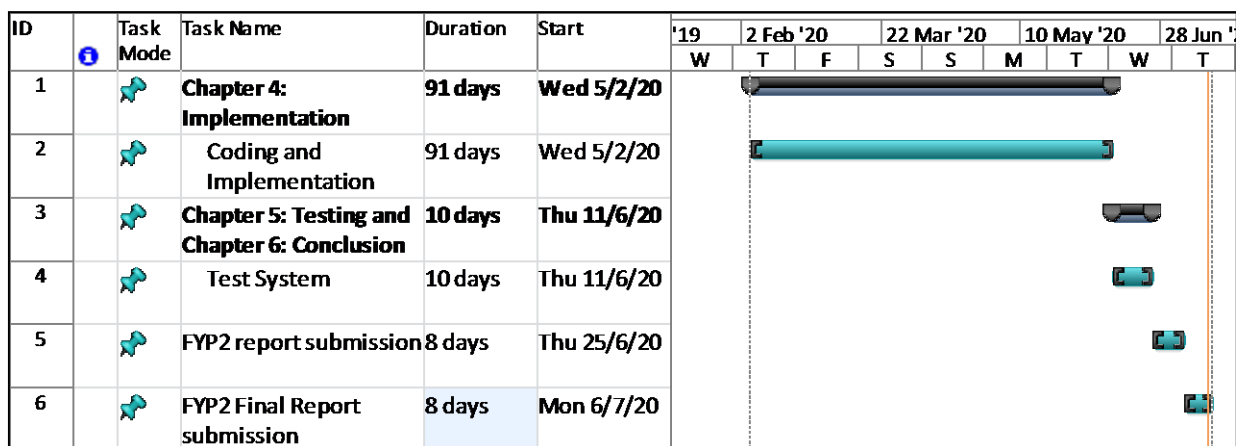


Figure 1. 3 Timeline for Final Year Project

1.8 Expected Outcome

This system also helps customers to utilize the online flower system where it makes them to spend less time and easier way to purchase the products. This system is expected to promote small scale entrepreneurs' businesses and other entrepreneurs' interest to give contribution in this e-commerce website. Despite that, this system is expected to provide a good delivery services to customers and easier for their comfort. It helps admin to produce computer-managed system where it can help to handle all information. This system can save a lot of information or data in database and reduce the use of paper.

1.9 Project Outline

Chapter 1: Introduction

Chapter 1 describes the general introduction of the proposed system. This introduction and description of the proposed system is made to give readers a better estimate about the proposed project to be developed. Chapter 1 contains of introduction, problem statement, objectives, scopes, methodologies, significance of project, project schedule and expected outcome. The project problem statement describes the current problems face by the users is being described. In addition, the objectives explain the motive of the proposed system while the scope explains the restraint in the project. The methodology describes the category of methodology to develop the system, which is the agile methodology. The significant of project emphasizes on the requirement of the project must be developed. Project schedule illustrates the milestone and activities expected to be completed within that amount of time. The expected outcome of this proposed system represents the expected result get from throughout the system.

Chapter 2: Literature Review

Chapter 2 describes about the literature review done on the existing systems on website or any similar journal. This chapter will give more detailed information of the proposed system. On the other hand, the drawbacks of the current system and the way it can improvised by the proposed system will be discussed.

Chapter 3: Methodology

Chapter 3 mentions and discusses about the methodology that will be used in the entire system development to achieve the requirements of the proposed project. The waterfall model is applied in this project as a replacement of the Agile approach. In other ways, obtain the important information like requirement of the user and analyzed the information is also next steps in this chapter.

Chapter 4: Implementation

Chapter 4 is about the system's implementation with detailed description. In this phase, the prototype of the system has been completed while the system's structure shows the clearer and easier idea to understand. The screen capture of the interface layouts also included in the figures.

Chapter 5: Results

Chapter 5 is about the testing conducted or performed on each of the features of the proposed system to make sure that each functionality and usability performs as requirement and the proposed system achieve its objective. Besides that, the importance of the testing and its contributions towards the effective system in the proposed system will be highlighted.

Chapter 6: Conclusion and Future Works

Last chapter concludes the whole proposed system developed and its future works. In this chapter, the lesson learnt from the entire project will be discussed and how it helps the project outcomes. Then, it is related with the better examples. At the same time, the future perspectives of the project are being discussed. This chapter also focused on the limitations faces and contributions throughout the project development.