P-3268







# **ONLINE BUSINESS PROCESS**

## PROJECT REPORT

Submitted By

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Register No.: 0720300051

in partial fulfillment for the award of the degree of

# MASTER OF COMPUTER APPLICATIONS

in

# **COMPUTER APPLICATIONS**

# KUMARAGURU COLLEGE OF TECHNOLOGY

(An Autonomous Institution Affiliated to Anna University, Coimbatore)

# KUMARAGURU COLLEGE OF TECHNOLOGY

(An Autonomous Institution Affiliated to Anna University, Coimbatore)

COIMBATORE – 641 006.

Department of Computer Applications

## PROJECT WORK

**MAY 2010** 

This is to certify that the project entitled

# ONLINE BUSINESS PROCESS

is the bonafide record of project work done by

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Submitted for the Project Viva-Voce examination held on 17-5-20/0

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Internal Examiner

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## DECLARATION

I affirm that the project work titled **ONLINE BUSINESS PROCESS** being submitted in partial fulfilment for the award of **MASTER OF COMPUTER APPLICATIONS** is the original work carried out by me. It has not formed the part of any other project work submitted for award of any degree or diploma, either in this or any other University.

(Signature of the Candidate)

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I certify that the declaration made above by the candidate is true

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## TO WHOMSOEVER IT MAY CONCERN

This is to certify that Mr. TAMILINIYAN .M (Reg.No.0720300051) of Final year MCA student from KUMARAGURU COLLEGE OF TECHNOLOGY has successfully completed his project in our concern under the title of "ONLINE BUSINESS PROCESS", during the period from December 2009 to May 2010. During the above period his performance conduct and character was found to be good.

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## ACKNOWLEDGEMENT

I wish to express sincerest thanks to **Dr. J. SHANMUGAM**, Director, Kumaraguru College of Technology, **Dr. S. RAMACHANDRAN**, Principal, Kumaraguru College of Technology, and **Dr. S. THANGASAMY**, Dean, Department of Computer Science & Engineering, Kumaraguru College of Technology for providing necessary facilities in carrying out my project work.

I am very glad to express a special word of thanks to **Dr. A. MUTHUKUMAR**, Professor and Course coordinator, Department of Computer Applications, Kumaraguru College of Technology, for encouraging me to do this work.

I owe my sincere gratitude to my coordinator Mr. S. HAMEED IBRAHIM, Senior Lecturer, Department of Computer Applications, Kumaraguru College of Technology, for his valuable guidance and encouragement at every stage of this project.

I am greatly indebted to my guide Mr. N. JAYAKANTHAN, Senior Lecturer, Department of computer applications, Kumaraguru college of technology, for his valuable guidance and encouragement at every stage of this project.

I wish to thank all my staff members for their timely help and guidance to complete the project successfully.

Also I would like to thank my parents, friends, and all those who helped me in this project and whose names are leftover.

# TABLE OF CONTENTS

CHAPTERS	PAGE NO
ABSTRACT	
LIST OF TABLES	
LIST OF FIGURES	
1. Introduction	1
1.1 Project Objective	1
1.2 Company profile	2
2. System Analysis	3
2.1 Existing System	3
2.2 Proposed System	3
2.3 Module Description	4
2.4 Feasibility Study	6
3. System Specification	7
3.1 Hardware Requirements	7
3.2 Software Requirements	7
3.2.1 About the Software	8
4. System Design	12
4.1 Data Flow Diagram	12
4.2 Database Design	16
4.3 Input Design	22
4.4 Output Design	23
4.5 Use Case Diagram	24
5. System Implementation	27
5.1 Implementation Process	27

6. Testing	28
6.1 System Testing	28
6.2 Unit Testing	28
6.3 Performances Testing	29
6.4 Validation Testing	29
7. Conclusion and Future Enhancement	30
7.1 Conclusion	30
7.2 Future Enhancement	31
8. Appendices	32
8.1 Sample Screens	32
9. References	48
9.1 Book References	48
9.2 Web References	48

## ABSTRACT

Online business process is maintaining Interactions with the customer. The customer views the products through online and purchase the necessary product. The system provides immediate commitment to the customer by sending message to the customer. Business processes are increasingly complex and open because they rely on services distributed geographically and across organizations. This system overcomes all the business process complex work.

The admin of the system can perform the operations like maintains the product details, supplier details, shipping details and also the admin mail the quote request to the supplier. Suppliers use the system to quote the price of the requested product. The admin compare the quote of the various suppliers and made confirm and deny to the suppliers.

The admin views the purchase details of the customer. And also the admin maintains the delivery details of the product. This system provides the good relation ship between the merchant and buyer this project is developed using the web service concept to provide the good interaction to the customer and supplier for faster access.

The customer can search the product using this system and add the necessary product to the cart and confirm the product selection and purchase the selected product by specifying the necessary details. To monitor the system the admin can view the reports like customer details, product details, shipping details, purchase details, delivery details. The web service concept is the main advantage of this system it can be post publicly and other enterprises can use this service just by calling this web service. This project designed using asp.net as front end and SQL sever as back end.

# LIST OF TABLES

S.NO	TABLE NO	TABLE NAME	PAGE NO
1	4.2.1	PRODUCTS	16
2	4.2.2	SUPPLIERS	16
3	4.2.3	MAIL	17
4	4.2.4	NEW USER	17
5	4.2.5	QUOTE	18
6	4.2.6	CART	18
7	4.2.7	PURCHASE	19
8	4.2.8	SHIPPING	20
9	4.2.9	DELIVERY	21

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# LIST OF FIGURES

FIGURE NO	FIGURE NAME	PAGE NO
4.1.1	DFD Level – 0	12
4.1.2	DFD Level – I	13
4.1.3	Customer Module DFD Level - 2	14
4.1.4	Supplier Module DFD Level - 2	15
4.5	Use Case Diagram	24

# CHAPTER 1 INTRODUCTION

#### 1.1 PROJECT OBJECTIVE

The main objective of ONLINE BUSINESS PROCESS is to maintain interactions with the customer. The customer can view the products online and purchase the desired product. The system provides immediate commitment to the customer by sending him a message. Business processes are increasingly complex and open because they rely on services distributed geographically and across organizations. This system overcomes all the complexities of a business process. The Administrator can perform the operations like maintaining the product details, supplier details, shipping details and he also sends a mail, quoting the demand to the supplier. Suppliers use the system to quote the price of the requested product. The admin compares the quote of various suppliers and sends a confirmation message to the best seller and denies the rest. The admin views the purchase details of the customer and also maintains the delivery status of a product. It enhances good relationship between the merchant and buyer. This project is developed using the web service concept to provide good interaction to the customer and supplier for faster access. To monitor the system the admin can view the reports like customer details, product details, shipping details, purchase details, delivery details. The customer can search the product using this system and add the necessary product to the cart and confirm the product selection and purchase the selected product by specifying the necessary details. This project designed using asp.net as front end and SQL sever as back end.

# Users of the System

The users of the system include

- Administrator.
- Supplier

#### 1.2 COMPANY PROFILE:

Crisp is a well known Embedded & Software Industry started in 1996 based at Coimbatore, Tamilnadu. Involved in Design, Development & Manufacture of all Electrical, Electronics, Embedded and Software Products in and around the nation. Crisp is located just walkable distance from the Coimbatore Central Bus Stand. It has 2000 Sq feet of carpet area. It has Separate Divisions for Hardware and Software.

The Factory is well equipped with all infrastructures for Training, production, design and R&D with a dedicated team that enable Crisp to be the Pioneer in the market. We serves sophisticated customer base of Engineers, Scientists and R&D personal who demand high quality projects and support and provides us with valuable feedback that helps us to build better projects.

We at crisp system committed towards your success and satisfaction. We are achieving this by providing technologically advanced and innovative design solutions with guarantee, reliability in all our product and services.

- Research and Development
- Software Development
- Manufacture of all electrical products
- Design and Development of Mechanical and embedded products

## CHAPTER 2

## SYSTEM ANALYSIS

## 2.1 EXISTING SYSTEM

It needs manpower to record the details of all customers. Web services concept was not implemented. Product commitments will be sent to the customer only when the products are delivered. Mailing concept was not included in the earlier systems. The customer has to specify his details manually whenever he purchases the products.

## **Drawbacks of Existing System**

- Requires large investment on money
- Web service concept was not implemented.
- Mailing concept was not included in the earlier system.
- Maintenance costs are high
- As files are maintained manually, there are more chances for occurrence of errors
- Needs more manpower

## 2.2 PROPOSED SYSTEM

The proposed system should overcome the entire disadvantage faced by the existing system. The main objectives of the proposed system are to reduce the human work, reduce the maintenance time, and to make the system more user friendly, efficient, more accurate and fast processing. The web service concept is used to develop this application.

## Advantage of proposed system

- When compared to the existing system, it reduces maintenance cost and investment
- Prevents errors due to systematic process
- Web service concept has been included in the proposed system.
- Product commitments like Warranty or guarantee will be sent to mobile as a message on the time of purchase.

#### 2.3 MODULE DESCRIPTION

- 1) Admin
- 2) Suppliers
- 3) Customers

#### Admin

The Admin of the organization logs in to the system to perform operations like entering the new product details, maintaining the supplier details, maintaining the shipping details, mailing the quote request to the suppliers, view the purchase details of the customer and maintaining the shipping details.

#### Products

The new product details are entered by the admin. It specifies the features like product name, price etc of the product

## Suppliers Details

The administrator maintains the supplier's details. It contains fields like supplier id, supplier name, and address, contact no etc.

## Mailing

The Administrator sends a mail to the suppliers for quote request. After analyzing, the supplier is updated regarding the status.

#### Ouote View

The admin views the quotation from the suppliers and compares various supplier quotations and sends the quote approval details to suppliers.

## Shipping

The admin maintains shipping details and the customer specifies the shipping while purchasing the product. The admin views purchase details of the customer

#### Purchase details

The admin view the purchase details of the customer and maintain the purchase details.

## • Delivery Details

## Suppliers

The supplier views the quote request which was send by admin, after analyzing the quote, product price is fixed for the requested product. The admin views the list of quotations from various suppliers and sends the quote approval details to the supplier's.

#### Customers

The Customer logs in to the system and performs operations like searching for a new product, view specifications of a product, compares two products and finally purchases the required products.

#### New User

The customer should register to log on to the site. The customer has to specify his personal details.

#### • Search Product

The customer searches for his desired product by entering either the product name or the product id.

## · Add to cart

While searching the product add the necessary product to the shopping Cart and confirm the product selection. The can also remove the product from the Cart if not necessary.

#### Purchase

After adding the necessary product to the cart and confirm the product selection it automatically calculate the total price of the purchase. After purchasing the product receive the conformation message from the system.

## 2.4 FEASIBILITY STUDY:

The main purpose of feasibility study is to determine the problem is worth solving. Feasibility study is high-level capsule version of the extra system analysis and design process. The success of a system also lies in the amount of feasibility study done on it. There are three main feasibility tests performed. They are

## **Operational Feasibility**

The project developed is successfully implemented and it ensures that the system is operational after a thorough analysis and also usability is high.

## **Technical Feasibility**

The resources such as software tools, the machine environment, platform, etc. are available, the project is technically feasible.

## **Economical Feasibility**

This is the most important aspect that has to be critically evaluated. The costs and benefits have to be estimated. Considering the cost factor, the system will be economically feasible.

# **CHAPTER 3**

# **SYSTEM SPECIFICATION**

## 3.1 HARDWARE SPECIFICATION

• Processor : Pentium Dual core.

• Main Storage : 100GB [hard disk].

• RAM : 1GB.

• Processor Speed : 1.60GHz.

## 3.2 SOFTWARE SPECIFICATION

• Operating System : Microsoft Windows Xp

• Front End : ASP.NET WITH C#

• Data Base : SQL SERVER 2000

• Web Browser : Internet Explorer

#### 3.2.1 ABOUT THE SOFTWARE:

#### ASP.NET

ASP.NET is a new way to program dynamic and interactive Web applications. ASP.NET is a compiled environment that makes extensive use of the Microsoft® .NET Framework, and the entire .NET platform is available to any ASP.NET application.

#### What is ASP?

Microsoft Active Server Pages (ASP) is a server-side scripting technology. Any scripting or programming language that is compliant with the Component Object Model (COM) can be used to create Web server applications.

Take a pure HTML file and add scripting code to it, so that one file contains both HTML and, for example, Microsoft Visual Basic Scripting Edition (VBScript). That file has the file extension .asp (instead of .html) and is accessed via HTTP requests.

In the browser, a user enters the URL for the file. When the server receives the request, it recognizes the extension; Microsoft Internet Information Service (IIS) treats the .asp file differently from an .html file. A COM component (asp.dll) parses the file for the scripting code and processes it from the top of the file to bottom. The scripting code inside the .asp file is interpreted each time the file is requested.

Normally, a standard HTML document will be generated and sent to the browser as a response; but other data, such as images or binary data, can be returned.

#### What can I do with ASP?

Fortunately we are not limited to dynamically generating and presenting date and time information in the client browser or performing computations. We can also access COM components to extend the functionality of our Web site.

With ASP we can use client-side scripts as well as server-side scripts. Maybe we want to validate user input or access a database. ASP provides solutions for transaction processing and managing session state.

While ASP should not be used for implementing business logic, we can easily and quickly create simple Web applications.

## ASP.NET Core Concepts

ASP.NET is a new way to program dynamic and interactive Web applications. There is more in it than just a few new features; it is much more than "ASP 4.0." ASP.NET is a new programming framework for Web applications. It is a compiled .NET-based environment that makes extensive use of the .NET Framework.

Because it has evolved from ASP, ASP.NET looks very similar to its predecessor—but only at first sight. Some items look very familiar, and they remind us of ASP. But concepts like Web Forms, Web Services, or Server Controls gives ASP.NET the power to build real Web applications.

# Separate layout and business logic

To make a clean sweep, with ASP.NET you have the ability to completely separate layout and business logic.

This means that you can split all inline code from the page and store both code and content in different files (with different file name extensions). Now your designers can work with nearly pure HTML files, while the programmers can implement the "working code."

## Use services provided by the .NET Framework

The .NET Framework provides class libraries that can be used by your application. Some of the key classes help you with input/output, access to operating system services, data access, or even debugging. We will go into more detail on some of them in this module.

## Code is compiled the first time a page is requested

When a page is requested for the first time, its code is compiled to classes instead of being interpreted by a scripting engine. This compilation is done once, and then the objects are kept in memory. Besides other advantages, this allows for strong typing and performance optimizations; of course, this solution improves performance even without using optimization at compile time, because accessing existing objects in memory is faster than interpreting the code.

## State management

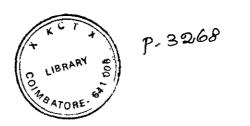
To refer to the problems mentioned before, ASP.NET provides solutions for session and application state management. State information can, for example, be kept in memory or stored in a database. It can be shared across Web farms, and state information can be recovered, even if the server fails or the connection breaks down.

# Make use of programming languages

The ASP.NET code is not scripting code anymore. Your programmers can choose whatever programming language they prefer.

Visual Basic, C++, and Microsoft's new component-oriented language C# are just 3 out of 17 supported languages to meet the demands; even the "good old ones" like COBOL can be chosen.

And if there are programmers preferring different languages or if you have to use more than one language to meet your needs, do so. Take, for example, Visual Basic and C# to implement the business logic, because now languages can be integrated with one another. A class written in one language can derive from a class implemented in another language.



Cross-language interoperation is possible because of the underlying .NET Framework.

> Update files while the server is running!

Components of your application can be updated while the server is online and clients are connected. The Framework will use the new files as soon as they are copied to the application. Removed or old files that are still in use are kept in memory until the clients have finished.

# **Microsoft Sql Server 2000**

SQL Server has always provided the ability to store and execute SQL code routines via stored procedures. In addition, SQL Server has always supplied a number of built-in functions. Functions can be used almost anywhere an expression can be specified in a query. This was one of the shortcomings of stored procedures—they couldn't be used inline in queries in select lists, where clauses, and so on. Perhaps you want to write a routine to calculate the last business day of the month. With a stored procedure, you have to exec the procedure, passing in the current month as a parameter and returning the value into an output variable, and then use the variable in your queries. If only you could write your own function that you could use directly in the query just like a system function. In SQL Server 2000, you can.

SQL Server 2000 introduces the long-awaited support for user-defined functions. User-defined functions can take zero or more input parameters and return a single value—either a scalar value like the system-defined functions, or a table result. Table-valued functions can be used anywhere table or view expressions can be used in queries, and they can perform more complex logic than is allowed in a v

## **CHAPTER 4**

## SYSTEM DESIGN

# 4.1 DATA FLOW DIAGRAM

The main merit of data flow diagram is that it can provide on overview of what a system process, which transformation of data or done, what files are used and where the result flows.

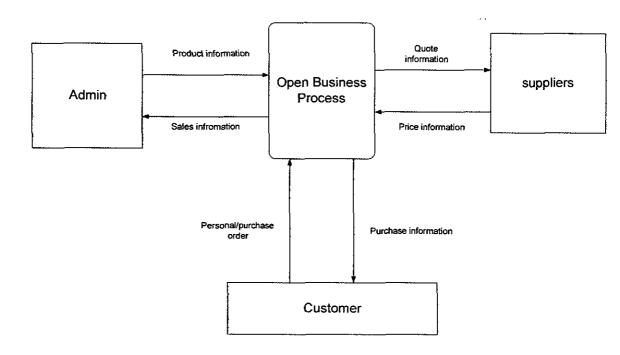
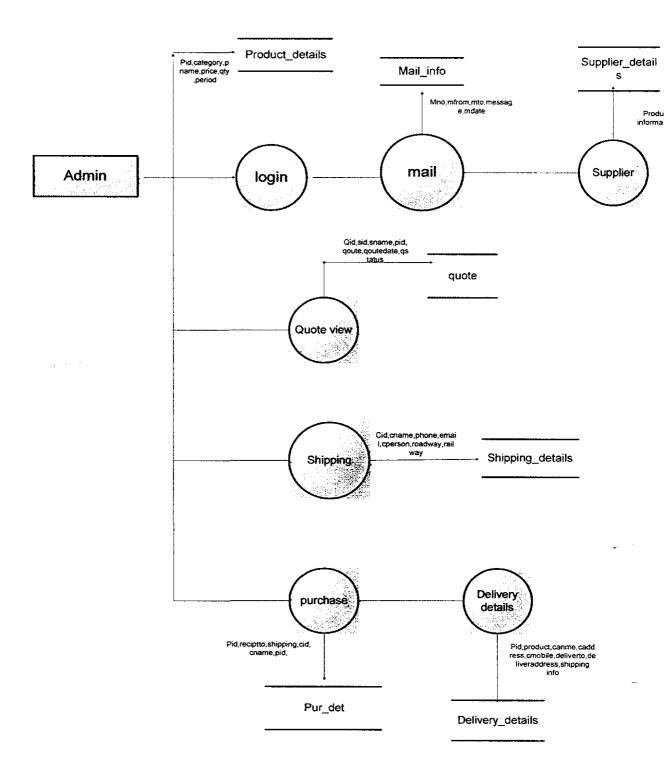


Fig 4.1.1 Level 0 DFD for online business process



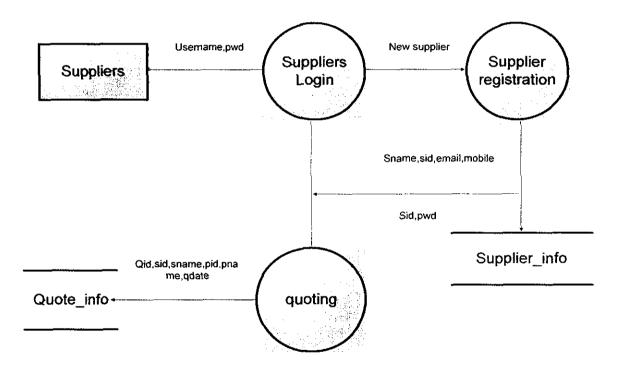


Fig 4.1.3 Level 2 DFD for Online business process

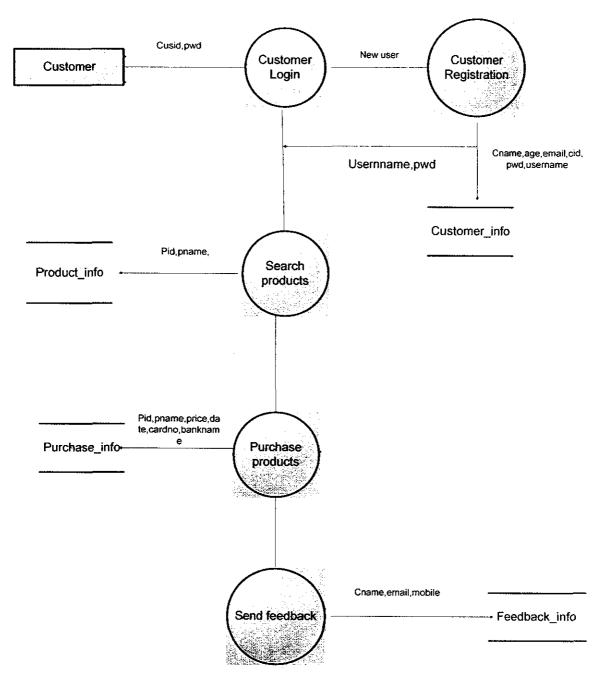


Fig 4.1.4 Level2 DFD for Online business process

## **4.2 DATABASE DESIGN**

TABLE NO : **4.2.1** 

TABLE NAME : Products.

PRIMARY KEY : pid.

FIELD NAME	DATA TYPE	DESCRIPTION
Pid	Int	Product id
Category	Varchar	Category
Pname	Varchar	Product name
Price	Double	Price
Assurance	Varchar	Assurance
Qty	Int	Quantity
Period	Int	Period
Company	Varchar	Product company

TABLE NO : **4.2.2** 

TABLE NAME : Suppliers.

PRIMARY KEY : Sid

FIELD NAME	DATA TYPE	DESCRIPTION
Sid	Int	Supplier id
Sname	Varchar	Name
Address	Varchar	Address
Mobile	Int	Mobileno
Emailid	Varchar	Email id
Userid _	Varchar	User id
Pwd	Varchar	Password
Cata	37. 1	

TABLE NO : 4.2.3

TABLE NAME : Mail.

PRIMARY KEY : mno

FIELD NAME	DATA TYPE	DESCRIPTION
Mno	Int	Mail no
Mfrom	Varchar	Mail from
Mto	Varchar	Mail to
Message	Varchar	Message
maildate	Date Time	Mail date
	1	1

TABLE NO : 4.2.4

TABLE NAME : Newuser

PRIMARY KEY : cid

FIELD NAME	DATA TYPE	DESCRIPTION
cid	Int	Supplier no
Uname	Varchar	Name
Age	Int	Age
Sex	Varchar	Sex
Mstatus	Varchar	Marital status
Address	Varchar	Address
Mobileno	Varchar	Mobile no
Emailed	Varchar	Email id
Userid	Varchar	User id
Pwd	Varchar	Password
Cdate	DateTime	Date
occupation	Varchar	occupation

TABLE NO

4.2.5

TABLE NAME

Quote

PRIMARY KEY

quoteid

FIELD NAME	DATA TYPE	DESCRIPTION
Quoteid	Int	Quote id
Sid	Varchar	Supplier id
Sname	Varchar	Supplier name
Pid	Varchar	Product id
Pname	Varchar	Product name
Category	Varchar	Category
Quote	Double	Quote amount
Qdate	Datetime	Quote date
Qstatus	Varchar	Quote status

TABLE NO

4.2.6

TABLE NAME

cart

PRIMARY KEY

cartid

DATA TYPE	DESCRIPTION
Int	Cart id
Int	Customer id
Int	Product id
Varchar	Product name
Datetime	Purchase date
Double	price
	Int Int Int Varchar Datetime

TABLE NO : **4.2.7** 

TABLE NAME : Purchase

PRIMARY KEY : purid

Foreign Key : cartid

FIELD NAME	DATA TYPE	DESCRIPTION
Purid	Int	Purchase id
Cartid	Int	Cart id
receiptno	Int	Receipt no
shipping	Varchar	Shipping company
cid	Int	Customer id
Cname	Varchar	Name
Cadress	Varchar	address
cmoblie	Varchar	Customer mobile
adminview	Varchar	Admin view
accountno	Int	Account no
Pdate	DateTime	Purchase date
Total	Double	Total amount

.

TABLE NO

4.2.8

TABLE NAME :

Shipping

PRIMARY KEY :

cid

FIELD NAME	DATA TYPE	DESCRIPTION
cid	Int	Company id
Cname	Varchar	Company name
caddress	Varchar	Address
Phone	Varchar	Phone no
Fax	Varchar	Fax no
Email	Varchar	Email id
contactperson	Varchar	Contact person
roadway	Varchar	Service
waterway	Varchar	Service
Airway	Varchar	service

TABLE NO : **4.2.9** 

TABLE NAME : Delivery

FIELD NAME	DATA TYPE	DESCRIPTION
Purid	Int	Purchase id
Product	Varchar	Products
Cname	Varchar	Customer name
caddress	Varchar	Address
cmobile	Varchar	Mobile no
deliveredto	Varchar	Delivered to
deliveraddress	Varchar	Delivery address
shipping	Varchar	Shipping company
receiptno	Int	Receipt no
deliverdate	Datetime	Delivery date

## **4.3 INPUT DESIGN**

Input design is a part of overall system design. The main objective during the input designs the input designs is given bellow:

- > To produce a cost-effective method of input.
- > To achieve the highest possible level of accuracy
- > To ensure that the input is acceptable and understood by the user.

## **INPUT STAGES**

The main input stages can be listed bellow:

- > Product
- Supplier
- > shipping
- > Mailing

#### INPUT TYPES

It is necessary to determine the various types of inputs can be categorized as follows:

- > External inputs, which are prime inputs for the system
- > Internal inputs, which are user communication with the system.
- Operational, which are computer department's communication to the system
- > Interactive, which are inputs entered during a dialogue

#### 4.4 OUTPUT DESIGN

Computer output is the most important and direct source of information to the user. While designing the output, the following procedure must be accomplished.

- Determining what information to be present.
- > Decide whether to display or print the information.
- > Arrange the presentation of the information in an acceptable format
- Decide how to distribute the O/P to intend recipients.
- > This system uses the built-in facility of the Crystal Report in Visual Basic

The output should be defined in terms of the following points:

- > Type of the output
- > Content of the output
- > Format of the output
- > Location of the output
- > Frequency of the output
- Volume of the output
- Sequence of the output

It is not always desirable to print to display data as it is held on a computer. It should be decided as which form of the output is the most suitable.

#### **OUTPUT MEDIA**

In the next stage it is to be decided that which medium is the most appropriate for the output. The main consideration when deciding about the output media are:

The suitability or the device to the particular application.

- > The need for hard copy
- > The response time required
- > The location of the users

## 4.5 USE CASE DIAGRAM

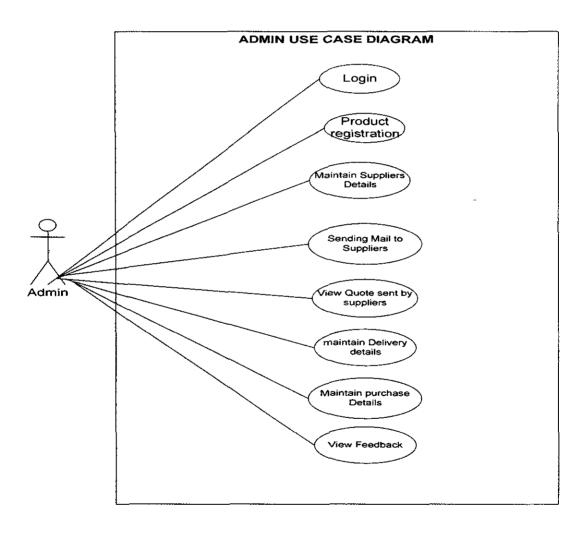


Fig 4.5.1 Use Case Diagram for Admin

The figure 4.5.1 shows the functionality of the Admin process. In this Admin process, the Admin can access the system. He will give his id and password for login process. The id and password will be validated. Then admin has to maintain the product details, supplier details, purchase details of the customer and delivery details for the products. And finally he can view the feedback sent by the customer.

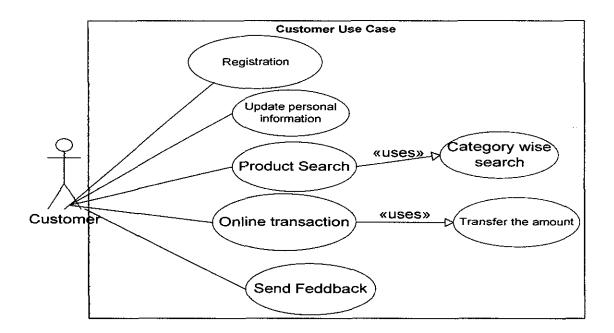


Fig 4.5.2 Use Case diagram for Customer

The figure 4.5.2 shows the functionality of the Customer. In this process, Customer can register his details and give user id and password to access the system. Then he search for the products and purchase the particular products by giving his necessary details. Then he sends feedback to administrator about his experience while purchase the products.

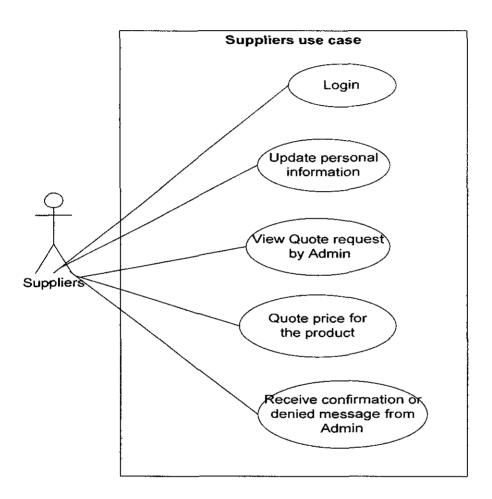


Fig 4.5.3 Use Case diagram for Supplier

The above figure 4.5.3 shows the functionality of the supplier. In this Supplier process, the supplier can access the system. He will give his id and password for login process. The id and password will be validated. Then he views the quote request sent by the admin and he quote price for the particular product. He receives the confirmation or denied message from the administrator.

## **CHAPTER 5**

## SYSTEM IMPLEMENTATION

## **5.1 IMPLEMENTATION PROCESS**

Implementation is to convert the physical system specifications into working and reliable software and hardware. System must be installed, the user sites must be prepared for the new system, and users must come rely on the new system rather than the existing one to get their work done.

In order to implement the system in the organization suitable hardware and software resources must be there, and then system is ready for implementing the system which has been developed. Initially the user must register with their user name and password. This is done so as not to allow unauthorized users from using the application.

For this system needs to install Microsoft visual studio 2005 and MS SQLSERVER 2000. This application can act as an interface and also database.

The major tasks involved in the implementation are:

- Computer based/system testing.
- Training the user personnel.
- Full system testing and making the necessary changes as desired by the user.
- Change over

## **CHAPTER 6**

## SYSTEM TESTING

### 6.1 SYSTEM TESTING

Software testing is an important element of software quality assurance and represents the ultimate review of specification, design and coding. It increasing visibility of software as a system element and the costs associates with a software failure are motivating forces for all well planned through testing.

The following are the main objectives of testing:

- 1. Testing is a process of executing a program with the intent of finding errors.
- 2. A good test case is one that has a high probability of finding undiscovered errors.
- 3. It is a set of activities that can be planned in advance and conducted automatically.

If testing were conducted successfully according to the objectives stated above, it would uncover the errors in the software. Also testing demonstrates that the software function appears to work according to the specification and performance requirement specifications of the customers.

#### **6.2 UNIT TESTING:**

Individual testing are tested to ensure that they operate correctly. Each component is tested independently, without other system components. The module interface is tested to ensure that information properly flow into and out of the program. These are tested that the module operates at boundary established to limit or restrict processing.

### **6.3 PERFORMANCE TESTS:**

The goal of performance testing is not to find bugs, but to eliminate bottlenecks and establish a baseline for future regression testing. Ideally, the software is tested for its stability so that this process can proceed smoothly.

For this application, test that has been done to estimate the performance of the application are:

- expected load in terms of concurrent users or HTTP connections
- · acceptable response time

## 6.4 VALIDATION TESTING

At the end of integration testing, software is completely assembled as package. Each of the possible conditions was tested. They are

- The function or performance characteristics confirm to specification and are accepted.
- A deviation from the specification is uncovered and deficiency list is created.
- Validate the entries made by the admin like new product, new supplier.
- Validate the account balance while purchasing the product.

# CHAPTER 7 CONCLUSION AND FUTURE ENHANCEMENT

### 7.1 CONCLUSION

The project entitled "ONLINE BUSINESS PROCESS" has been successfully developed and implemented to maintain interactions with the customer and provide web service for other enterprises. The greatest advantage of hosting a web page is to make it reach the customers throughout the world .It makes the website familiar which paves a way for the development of an organization as well as increase in profit. While hosting the software it should be interactive, user friendly and easier to access.

Some special features of this project are

- It reduces the manpower to some extent
- Web service concept is implemented.
- It reduces the maintenance cost.
- Easy interaction for the customer.
- It avoids redundancy of data and also system supports for taking the floppy backups of front end for future enhancements

## 7.2 FUTURE ENHANCEMENT

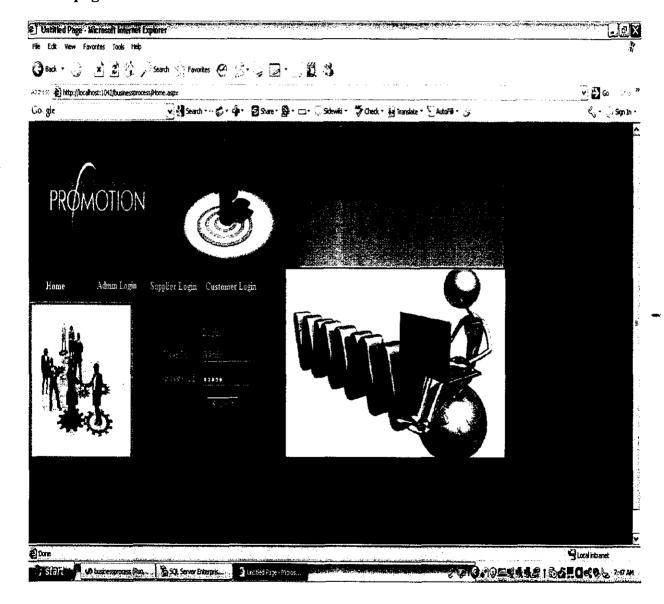
The Future enhancement for this project is to make it available with the following requirements

- Authentication on administrator side can be moved over to biometrics for more secure access.
- Database used has limited storage, which can be switched to SQL etc.
- Virtual auction can be enabled through web cams.
- Virtual reality for the products can be achieved with the development of technology.
- > It can be enhanced by making it user friendly.
- Can be enhanced with blogs in the near future for tie up with different organizations.
- Remote monitoring can be done for this project.

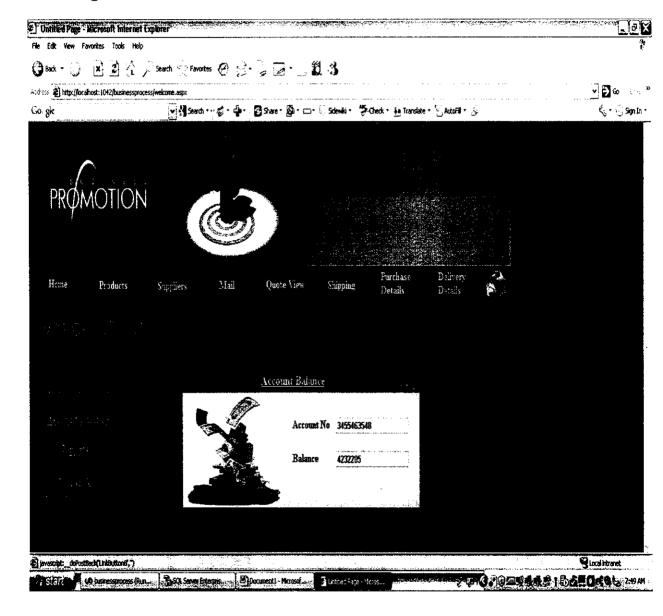
# CHAPTER 8 APPENDICES

# **8.1 SAMPLE SCREEN**

# Home page:



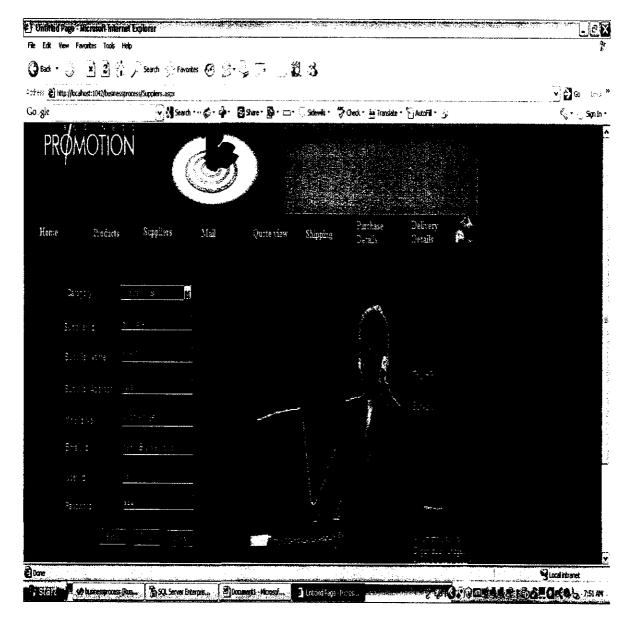
# Admin login:



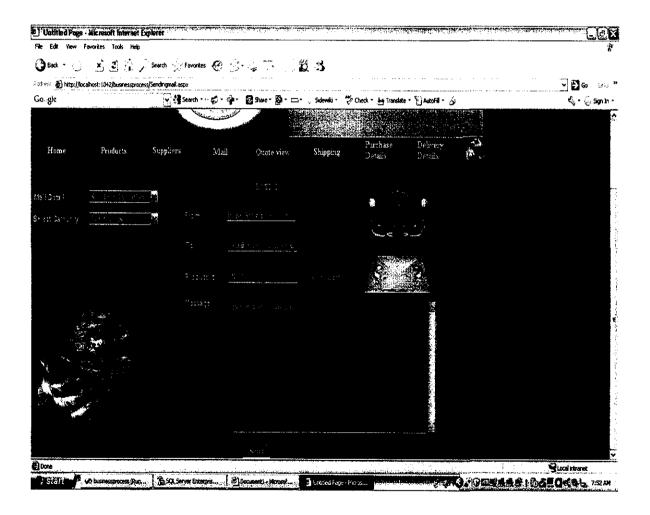
# Product entry:

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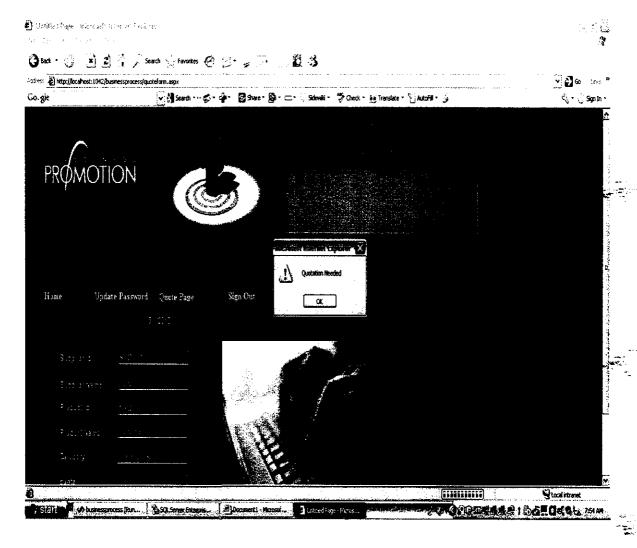
# **Supplier Entry:**



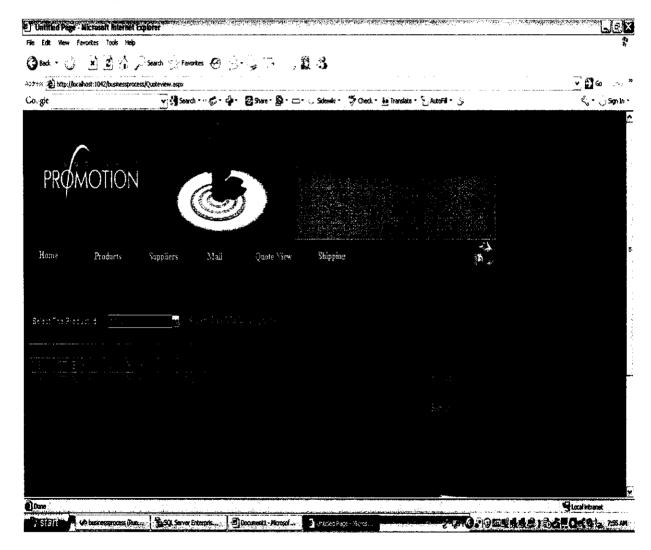
# Mail to Supplier:



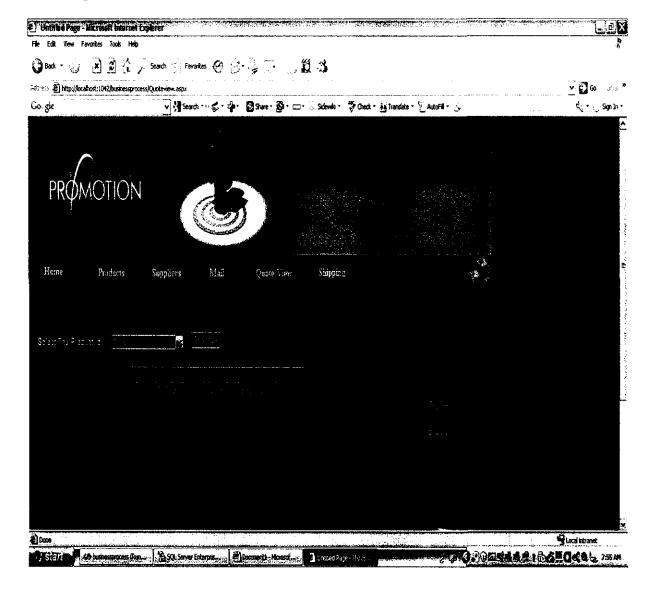
# Supplier quoting for product:



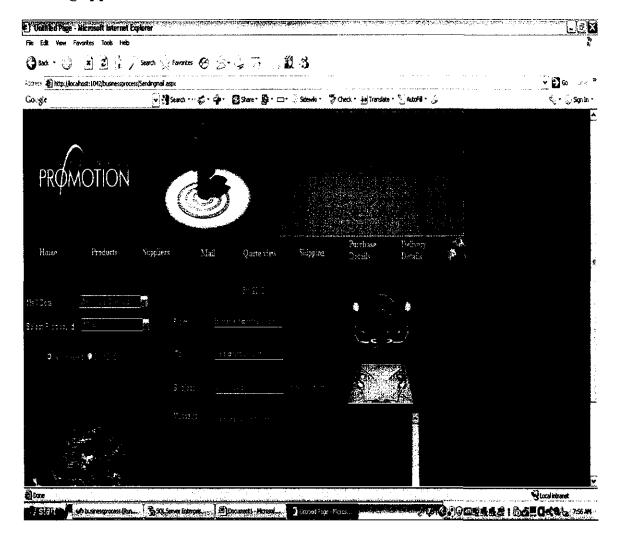
# Admin view Quote:



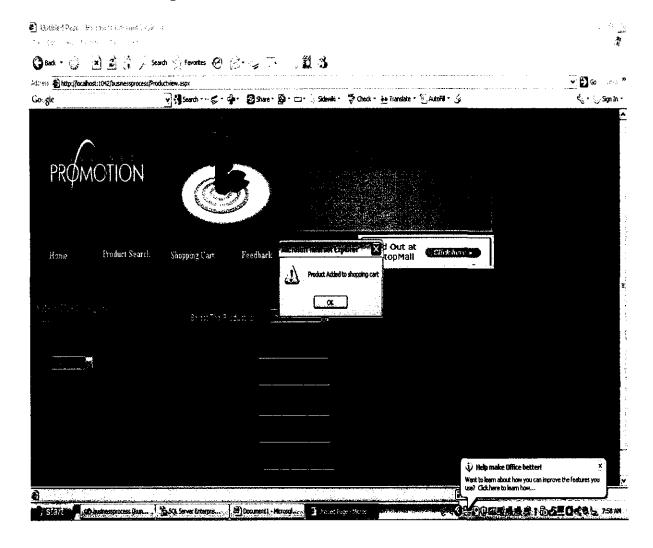
# **Selecting Minimum Quote:**



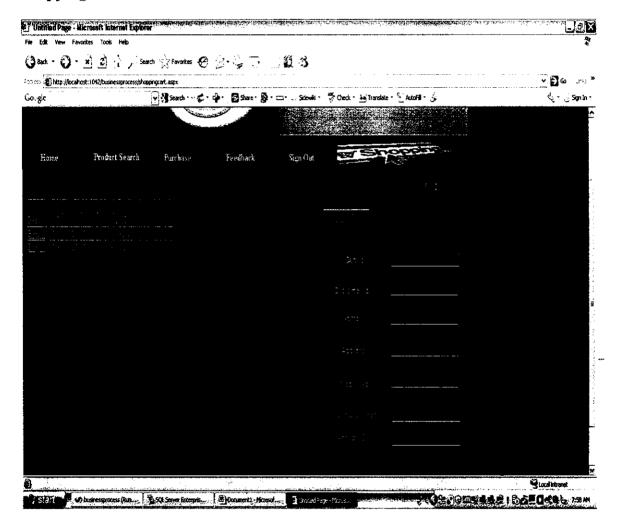
# Sending approved:



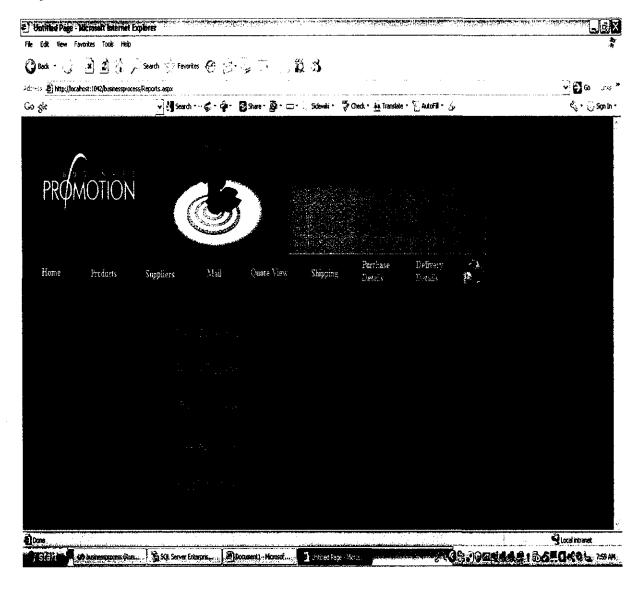
# **Customer Purchasing:**

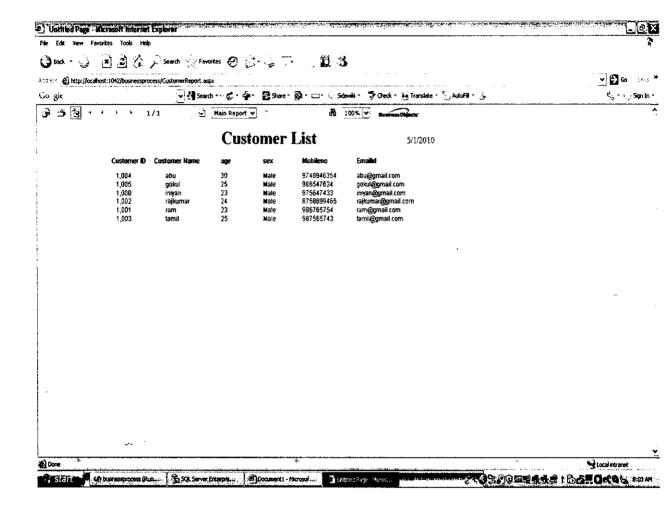


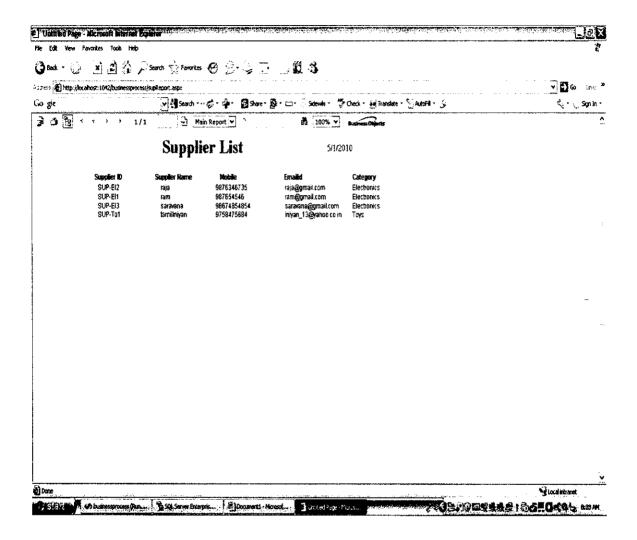
# **Shopping Cart:**

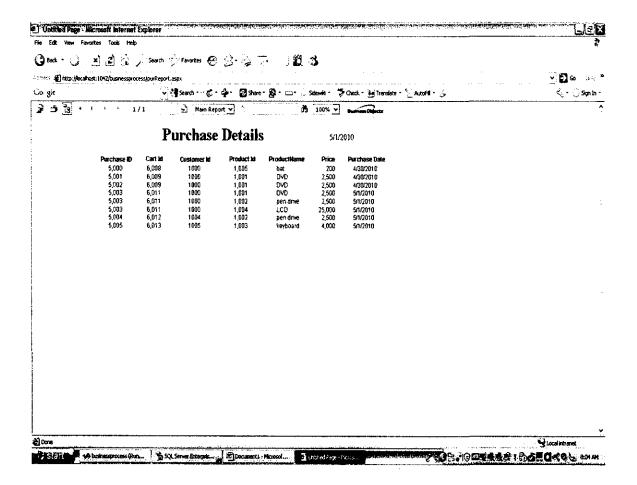


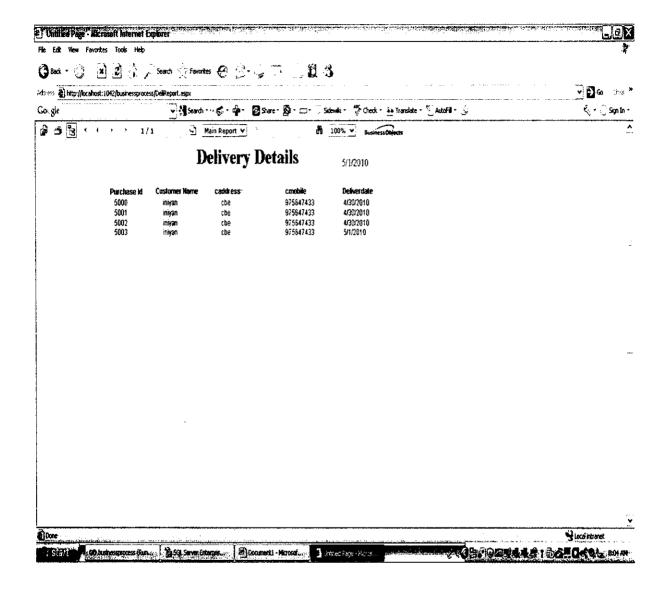
# Reports:











## **CHAPTER 9**

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