# 1.0 Project Overview

## 1.1 Project Name

Naujan Public Market Management System (NPMMS)

**1.2 Project Description**

The Naujan Public Market Management System (NPMMS) is a comprehensive software designed to facilitate various functions, information dissemination, payment transactions, notifications, database viewing, approved applications, and maintenance reports within the Public Market Management Office. The primary aim of the system is to streamline operations, enhance efficiency, and improve record-keeping for each stall within the market.

Key Features and Benefits:

1. Quick Information Dissemination: The system allows administrators to efficiently communicate changes, announcements, and important updates to all stalls and users. This ensures that all stakeholders stay informed in a timely manner, leading to better coordination and adherence to regulations.
2. Payment Transaction Notifications: Stall owners receive timely notifications three days before the due date for payment. This feature helps prevent hidden fees resulting from late payments and encourages stall owners to maintain punctual payment histories.

3. Account Management

* Account Creation: The system allows administrators to create new user accounts for various stakeholders, such as Stall Owners, Administrative staff, and Costumer. During the account creation process, relevant information like usernames, email address, and passwords are collected.
* Access Control: Administrators can define access levels and permissions for each user account based on their roles and responsibilities. This ensures that users can only access the specific functionalities and data that are relevant to their positions, enhancing security and data integrity.
* Password Management: The system enforces strong password policies, requiring users to choose complex and secure passwords. It also provides mechanisms for password reset and recovery to assist users in regaining access to their accounts if needed.
* User Profile Management: Account holders can update their personal information, preferences, and contact details through the system. This feature ensures that user accounts remain up to date and relevant, enabling effective communication between the management office and stakeholders.

4. Viewing of Transactions: Both stall owners and administrators can view transaction histories. This feature serves as a reliable reference for monitoring payment status and ensures transparent and up-to-date financial records for each stall.

5. Efficient Report Generation: Administrators can easily generate various reports, such as daily and monthly summaries, in a short duration of time. This saves considerable effort compared to the manual process, where finding specific data might have taken a substantial amount of time.

6. Maintenance Reporting: Stall owners can directly report any malfunctions or infrastructure damage to the admin through the system. This streamlined process enables swift responses to maintenance issues, benefiting both management and stall owners.

7. Viewing Suggested Retail Prices (SRP): allows both stall owners and public users to access and view the suggested retail prices of various products sold within the market. This feature provides valuable information to vendors and consumers, promoting transparency and informed decision-making.

Key Features:

Accessible to Stall Owners and Public Users: Both registered stall owners and public users can access the system without requiring an account. This ensures that anyone visiting the market can access the suggested retail prices of products easily.

* Product Catalog: The system maintains a comprehensive product catalog with a list of items available in the market, along with their corresponding suggested retail prices. This catalog is regularly updated to reflect any changes in pricing.
* Search and Filter Functionality: Users can conveniently search for specific products or filter products by categories to quickly find the suggested retail prices they are interested in.
* Real-time Updates: The suggested retail prices in the system are regularly updated to reflect any changes or adjustments made by the market management. This ensures that users have access to the most current and accurate pricing information.

8. Notifications: Users receive notifications about the status of their applications, payment collections, and memos. This feature ensures effective communication and keeps all relevant parties updated on essential matters.

The Naujan Public Market Management System aims to improve communication, enhance efficiency, and maintain accurate records for efficient management of the market. It offers a range of benefits to administrators, stall owners, and the public, fostering open communication, transparency, and an informed market community. With the system's user-friendly interface and automated processes, the management office can ensure that the public market operates smoothly and effectively while providing optimal services to vendors and consumers alike.

### 1.2.2 Business Case

The Naujan Public Market has been an integral part of the local community since the 1950s, serving the diverse needs of Naujeños. While it has been successful, there are opportunities for further improvement to provide a smoother and more convenient experience for vendors and customers. Introducing a modernized Naujan Public Market Management System (NPMMS) will lead to significant changes, optimizing processes, improving vendor management, and increasing market efficiency. This business case outlines the benefits and advantages of adopting the NPMMS.

1. Simplifying Vendor Management: Currently, vendors must physically visit the market office and complete manual paperwork when applying for or surrendering a vacant stall. The NPMMS will introduce an online vendor management portal, simplifying the stall application process and contract signing. Vendors can access information, apply for stalls, and communicate with market administrators easily through the platform. Additionally, the NPMS will enable smooth stall surrendering, with digital notifications and updates for booth owners.
2. Efficient Record Keeping and Collection: The NPMMS will digitize all records, transactions, and vendor/staff data, making them easily accessible to market administrators. Instead of relying on manual logbooks, consolidated files, and paper receipts, the NPMMS will offer a digital database for efficient record-keeping and monitoring of vendor transactions, balances, penalties and etc. The system will automate monthly and daily rental collection, including any penalties, ensuring timely payments and reducing administrative burden.
3. Enhanced Collection Process: With the NPMMS, the daily/monthly collection process will be simplified using electronic cash-ticket or document stamps. Market staff will efficiently collect payments before 2 pm, eliminating manual counting and minimizing errors. The NPMMS will facilitate accurate reporting and tracking of daily collections, including revenues from pay parking and ambulant vendors.
4. Enhanced Communication and Information Dissemination: The NPMMS will enable effective communication with vendors through automated memos and announcements, ensuring timely delivery of important information. Market administrators can send updates and notifications directly to vendors, eliminating the need for individual visits to stalls.
5. Improved Evaluation and Maintenance: Market maintenance and repair evaluations will be facilitated through the NPMMS. Vendors can submit repair requests online, accompanied by supporting evidence, enabling quick and efficient responses from the market management. Reports for damage repairs will be generated and sent to the appropriate personnel for action, streamlining the maintenance process.

By adopting the NPMMS, the Naujan Public Market will experience significant improvements in operational efficiency, customer service, and market Management. The system will empower vendors with a user-friendly platform while providing market administrators with valuable data and insights for better decision-making. Additionally, the NPMMS will enhance the market's reputation and ensure its continued success as a vital economic hub in the community.

## 2.0 Project Glossary

**2.1 Key Terms**

Operation Terms for Naujan Public Market Management System (NPMMS):

1. Information Dissemination: Efficient communication of changes, updates, and announcements to all stakeholders, ensuring timely and relevant information reaches vendors, administrators, and the public.

2. Payment Transaction Notifications: Timely alerts to stall owners three days before payment due dates to prevent late fees and encourage punctual payments.

3. Account Management: Creation and management of user accounts with defined access levels and permissions based on roles and responsibilities.

4. Viewing of Transactions: Access to transaction histories for both stall owners and administrators, providing a reliable reference for monitoring payment status and financial records.

5. Report Generation: Quick and easy generation of various reports, including daily and monthly summaries, to save time and effort in obtaining specific data.

6. Maintenance Reporting: Process for stall owners to report infrastructure issues and malfunctions, leading to swift responses and efficient maintenance.

7. Suggested Retail Prices (SRP): Access to SRP for various products, promoting transparency and informed decision-making for vendors and consumers.

1. Notifications: Delivery of notifications regarding application status, payment collections, and memos, ensuring effective communication and updates for stakeholders
2. Naujenos: People in Naujan usually called.

**.2.2 Acronyms**

1. **NPMMS-** Naujan Public Market Management System
2. **NPM-** Naujan Public Market
3. **SRP-** Suggested Retail Price
4. **MEMO**- Memorandum

**3.0 Project Scope**

### 3.1 Product Characteristics / Requirements

The table below shows the product features description.

|  |  |  |  |
| --- | --- | --- | --- |
| ***Feature Number*** | | ***Description*** | |
| ***1*** | | ***Home Page*** | |
| *1.1* | | *About* | |
| *1.2* | | *Contact* | |
| *1.3* | | *Feedback* | |
| *1.4* | | *Inquire for Stall* | |
|  | | * *How to Apply* | |
|  | | * *Term of Contract* | |
|  | | * *Pre- Application Form* | |
| *1.5* | | *Citizen Charter* | |
|  | | * *Payment of Monthly Stall* | |
|  | | * *Securing Contract of Lease* | |
| *1.6* | | *Login* | |
| ***2*** | | ***User Management*** | |
| *2.1* | | * *Account Creation* | |
| *2.2* | | * *Access Control* | |
| *2.3* | | * *Password Management* | |
| *2.4* | | * *User profile Management* | |
| ***4*** | | ***Administrator Panel*** | |
| *4.1* | | *User Management* | |
| *4.2* | | *Application Management* | |
| *4.2.1* | | * *Review Pre Application* | |
| *4.2.1.1* | | * *Disapproved* | |
| *4.2.1.2* | | * *Approved* | |
| *4.2.1.3* | | * *Renewal* | |
| *4.2.1.4* | | * *Cancelled* | |
| *4.2.1.5* | | * *Update and View Application* | |
| *4.3* | | *Stall Management* | |
| *4.3.1* | | * *Operate* | |
| *4.3.2* | | * *Terminate* | |
| *4.3.3* | | * *Rendering* | |
| *4.3.4* | | * *Closed* | |
| *4.3.5* | | * *Update Stall Information* | |
| *4.3.6* | | * *Filter and Search* | |
| *4.4* | | *Announcement Management* | |
| *4.4.1* | | * *Add Announcement* | |
| *4.4.2* | | * *Update Announcement* | |
| *4.4.3* | | * *Delete Announcement* | |
| *4.4.4* | | * *Update Memos* | |
| *4.4.5* | | * *Update Events* | |
| *4.5* | | *SRP Management* | |
| *4.5.1* | | * *Product Catalog* | |
| *4.5.2* | | * *Search and Filter* | |
| *4.5.2* | | * *Real Time Update* | |
| *5.* | | *Generate Record and Reports* | |
| *5.1* | | * *Staff, Stall Owner* | |
| *5.2* | | * *Maintenance Report* | |
| *5.3* | | * *Violation Report* | |
| *5.4* | | * *Feedback Report* | |
| *5.5* | | * *Application Report* | |
| *5.6* | | * *Collection Report* | |
| *6.* | | * *Daily, Weekly, Monthly Report* | |

|  |  |
| --- | --- |
| *7.* | *Feedback Management* |
| *4.6.1* | *Review Feedback* |
| *4.6.2* | *Update report* |
| *4.7* | *Violation Management* |
| *4.7.1* | * *View Violation Type* |
| *4.7.2* | * *Add Statement* |
| *4.7.3* | * *Description* |
| *4.7.4* | * *Violation Details* |
| ***5*** | ***Staff*** |
| *5.1* | *Stall Owner Management* |
| *5.1.1* | * *View Stall Owner Information* |
| *5.1.2* | * *Edit Owner Information* |
| *5.1.3* | * *Update Stall Owner Transaction* |
| *5.1.4* | * *Print Stall Vendor Information* |
| *5.2* | *Announcement Management* |
| *5.2.1* | * *View announcement* |
| *5.2.2* | * *Add Announcement* |
| *5.2.3* | * *Edit Announcement* |
| *5.2.4* | * *Delete Announcement* |
| *5.3* | *Stall violation Management* |
| *5.3.1* | * *View Violation* |
| *5.3.2* | * *Update Violation Transaction* |
| *5.3.3* | * *Print Report* |
| *5.4* | *Stall Management* |
| *5.4.1* | * *View Stall Information* |
| *5.4.2* | * *Update Stall Details* |

|  |  |
| --- | --- |
| ***6.*** | ***Vendor Owner Management*** |
| *6.1* | *Payment Transaction* |
| *6.2* | *View Announcement* |
| *6.3* | *Account Setting* |
| *6.3.1* | * *Update Profile* |
| *6.3.2* | * *Change Password* |
| *6.3.3* | * *View Profile* |
| *6.4* | *Apply for stall and surrendering* |
| *6.5* | *Stall Violation* |
| *6.6* | *Feedback* |
| *7.* | *Logout* |

**1.2.3 Project Objectives**

1. Enhance Market Operations: The NPMMS aims to improve the efficiency and effectiveness of market operations, enabling better management and coordination of various market activities.
2. Support Economic Opportunities: The system will facilitate the creation of new economic opportunities for local farmers and vendors, empowering them to expand their businesses and reach a wider customer base.
3. Foster Customer Satisfaction: By enhancing market services and offerings, the NPMMS seeks to create a positive shopping experience for customers, leading to increased satisfaction and repeat visits.
4. Efficient Fee Collection: The system will ensure accurate and timely collection of all fees, contributing to the municipality's local revenue generation and promoting financial stability for the market.
5. Promote Transparency and Accountability: Through meticulous record-keeping and reporting, the NPMMS will promote transparency and accountability in market transactions.
6. Empower Market Administrators: The system will provide market administrators with user-friendly tools to effectively manage vendors, transactions, and market facilities, enabling them to make well-informed decisions.

Enable Real-time Monitoring: The NPMMS will enable administrators to monitor market activities in real-time, facilitating prompt identification and resolution of issues to ensure smooth market operations.

Improve Vendor Management: The system will efficient vendor-related processes, such as stall applications, updates, and evaluations, simplifying vendor management and reducing administrative burden.