

**NATIONAL OPEN UNIVERSITY OF NIGERIA**

**BACHELOR THESIS**

# **Mobile Store Management System**

submitted by:

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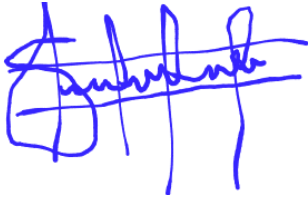
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## **ABSTRACT**

The Mobile Store Management System can be seen as software that can become the backbone of a billing and inventory system for small organizations. The objective is to design an enhanced Mobile Management System (MMS) to manage mobile stores by any user without having prior in-depth knowledge of the computer system. This application is inspired by current pen and paper-based store management systems. Several methodologies were deployed to make this project a success. For instance, Structure System Analysis and Design (SSADM) Methodology was used in the system. The system was created using Java Programming language and MYSQL Database. The goal was to look for the minimum amount of information to meet the requirements.

### **Statutory Declaration**

I hereby certify that this work was prepared without the help of third parties and only with the sources and aids specified. All passages used have been identified. This work has not yet been submitted to any examination authority in the same or similar form.

A handwritten signature in blue ink, appearing to be 'Bright Jiwueze', written in a cursive style.

Bright Jiwueze

Nigeria, July 09, 2019.

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## **CHAPTER ONE**

### **MOBILE STORE MANAGEMENT SYSTEM**

#### **1. Introduction**

##### **1.1. Background of the Study**

The mobile management system is developed for desktop systems to facilitate mobile shop owners, customer details management, and inventory data, including mobile phones and accessories. It can be used efficiently for physically separated shops in different locations. This software will provide a simple and easy-to-operate user interface that any user can manage without having in-depth knowledge of the computer system. One can use this software to get a sales report. Administrators from the server. This system is a complete package for small organizations, which will allow them to keep track of their sales and inventory and provide a computerized billing system. There are various applications with more complex implications and features available in the market, but they are generally very expensive; therefore, creating an application will allow stores to manage customers' details, keep inventory of all products and

purchase information in a very simple way using a state-of-the-software application. It will automatically generate invoices and update inventory.

## **1.2. Statement of the Problem**

The mobile store management system is software that can be integrated with multiple stores' requirements with some customization as per store type and needs. We do not need to create new software for different businesses. Many stores surveyed either didn't have proper inventory management or did not do business. Many do not track their inventory due to the high cost of available software in the market. The store would need a decent internet connection to use this software. Each store can track its inventory status in real-time using this software from a remote location. The mobile store management system is cost-effective and easy to implement on a computer.

### **1.3. Objectives of the Study**

The aim and objectives of undertaking this study are as follows:

1. This software will provide a simple and easy-to-operate user interface.
2. To keep track of their sales and inventory
3. To provide a computerized billing system.
4. To manage customers details
5. Keep inventory of all products and purchase information very simple.
6. To inculcate the basic skills of research work and solution development to the researcher.

### **1.4. Significance**

The piece of work is significant in that a mobile store management system is application software designed to take advantage of today's technology and reduce or avoid the burden of storing data on paper and in files. This facility moves purchase, sales, and customer information, as well as supplier and company data, from paper to digital media on a secured server.



### **1.5. Scope**

The project could be implemented in an average-sized organization.

- An average company will not be very keen on spending money on ledgers. These projects will greatly reduce the cost of using common and cheap office items like databases and desktop applications.
- Also, there is no requirement to store books or accounts.
- The data is directly stored in the database on the PC's hard disk.

### **1.6. Limitations**

The mobile store management system has limitations due to different requirements and time constraints. The end user must have basic computer knowledge as this application will be used on the computer. Currently, only one information item can be entered into the system simultaneously. The user must enter information for different items. The system currently has only one combination of username and password credentials; every user has to share the same credentials. The search function only

supports the search ID number. The user must get the customer's ID number, sales, purchase, product, or supplier to search within the system.

## **CHAPTER TWO**

### **2. Literature Review**

A literature review is important because it helps the researcher to get a wider view of people's contributions to the field under study. It also helps the researcher to develop his own work properly and efficiently.

#### **2.1. Transformation from Paper to Computer Based System**

A modern digital inventory management system must be able to track sales and inventory. It should also provide communication means to contact suppliers as needed. It should also include the shop owner's idea in the system. Implementing the concept of the previous section is practical for the inventory system and requires combining many technologies into one common approach. The time taken by a customer care representative of any mobile store to enter information in the computer represents a base of the modern mobile store to enter information in the computer

represents a base of the modern mobile store management system.

Merchants used to write down inventory and sales details. They had to search their paper records to estimate future needs and retrieve old sales information, which required a significant amount of time every day.

After the Industrial Revolution, efficiency and accuracy became the major factors of business, along with significant changes in positive customer care to increase sales. A team at Harvard University designed the first modern check-out system in the early 1930s. That system needed punch cards associated with item details. A system would gather information from the punch card and send it to store data. The system that was used at that time was too expensive for general merchants. This was the first time a store management system was transformed into a computerized system, possibly in large part due to advances in computer and software technology. A proper inventory management system ensures that customers' needs are met and merchants get their profit at the same time.

## **2.2. Overview of Mobile Technologies**

The mobile phone or the mobile terminals which meant for communication those days have gradually transformed from being a communication tool to becoming one's lifestyle. Let us rephrase it as mobile phones have been playing an important role in everyone's life and day to day works. Ten years ago mobile phone were just black and white basic mobile phones producing only voice communication and text message editor to instantly connecting people through a series of mobile connections that reach the people even to the most remote areas of the world. Colour display mobile phones with WAP browser, multimedia messaging service (MMS).

Although it was very expensive, as computer system during that time were relatively new and too expensive. This new innovation opened new dimension to a store management system. Yet, the shop owners knew that they would need a better management system and researchers created the forerunner of the modern bar coding system in the late 1940s and early 1950s. Bar code scanners used ultraviolet ink and a reader to detect

items at the time of sale, but this system also required a significant computer contribution, which was also expensive. The development of affordable lasers allowed smaller, faster, and cheaper readers or scanners. The modern bar code or the Universal Product Code (UPC) was born and caught on just before the 1970s. The computer became cheaper and more affordable to support UPC codes and manage inventory systems with a significant improvement.

In the mid-to-late 1990s, retailers began implementing modern inventory management systems that had appeared on the market five to six years earlier. At present, mobile phones are equipped with entertainment components such as music media streaming, photo taking, HTTP browsing, and more functionalities to fulfill increasing consumer demands.

### **2.3. Background and Motivation**

The mobile store management system concept has been around for a long time, but it is still in the phase of discussion and design. Initially, all inventory and billing reports were managed manually by shop owners/employers using a ledger

based system. This requires a significant amount of time due to repeated access to the data. There is a high risk of lost or stolen data in that system. Storing old data is also a big factor; stores have to spare one separate room to store this information. Paper-based documents might lose their information with time, and after some years, we can't really read them at all, so the mobile store management system.

#### **2.4. Need for a Mobile Store Management System**

In today's market, retailers and wholesale outlets should quickly adopt the ever-changing technology to minimize overhead, lower operation costs, and help stay competitive. Everybody needs software to facilitate store operations and simplify their daily lives. A mobile store management system is application software designed to take advantage of today's technology and reduce or avoid the burden of storing data on paper and files. The facilities move purchase, sales, customer information, and supplier and company data from paper to digital media on a secured server. Sales and purchase bills can be generated as needed. Each store can store its data on one remote central database server. This

will also allow stores to access information from other partner stores. This would lead to information sharing so that all the stores are aware of each other's current inventory. It will be useful when ordering new purchases to avoid overstocking.

## **2.5. Understanding the Potential of Customer Relations**

Customer relations have taken a different dimension in recent times in the last ten years. Initially, public relations, which is the parent body of customer relations, started as mere information offices. Today it has grown so wide that it now has compartmentalization, a media relation unit, a stakeholders' relation unit, corporate social responsibility unit, and customer relations units (center, Jackson, Smith, and Stans Berry, 2008). Even the customer relation unit, the focus of discussion, has become modernized. The newest approach now involves the use of the internet to reach and relate with customers wherever they are (Exforsys Inc. 2006).

## **2.6. What Can Customer Relations Practitioners Do**

Rosenfield (2002.2) remarked that customer relations practitioners could establish and keep commandments of 21st-



century marketing and customer relationship practice, which include:

- Respect the customer.
- Abandon ethical neutrality and only promote products that, at the very least, do no harm.
- Understand that the medium is the message and use media appropriately.
- Know the difference between bribery and loyalty.
- Be skeptical of marketing scientism, which includes most forms of so-called market research.
- Be a privacy advocate.
- Be a critical client and scrupulous vendor of all customer relation-related products and services.
- Let go of the intrusive and obnoxious way of contacting consumers.
- Know that we don't control technology; technology controls us

## **2.7. Creating Customer Relations Business Awareness**

In creating a customer relations business, there is a need to constantly communicate this business to the customer to raise their consciousness about the business's existence. That is one of the ways

consumers can fully utilize the business. There are other instances where the organizations would feel that they have already made their customer relations business known to their customer or that they are already practicing good customer relations. In a situation like this, there is nothing wrong if the organization sets out to investigate whether the customer is really aware of their business. This kind of investigation puts the organization and the customer on the same page or level of understanding. Instead of acting on an assumption, the organization can now know certain customer awareness levels and possibly how such awareness affects the customer's perception of the organization.

## **2.8. Customer Service, Satisfaction and Loyalty**

There has always been an argument that good customer service can lead to customer satisfaction and that a satisfied customer would always return the same product or service each time the need arises. This means that a customer can remain loyal to an organization and patronize that organization simply because he/she is satisfied with the kind of service received from the shops. For good customer relations to occur, emphasis must

be placed by the organization of shops on the customer's needs and what can be done to satisfy those needs.

To establish a link between customer service, satisfaction, and loyalty, Roger Hallowell (1996) conducted a study entitled *The Relationships of Customer Satisfaction, Customer Loyalty, and Profitability*. This empirical study revealed that profit increased resulting from an improvement in customer satisfaction, but this condition can only be possible if the causality hypothesized in the service management literature exists and if the environmental and technological conditions remain essentially stable.

The study's purpose was to illustrate that there is a relationship between profitability and customer-related outcomes that managers can influence directly. Therefore, if the findings support the theory that customer satisfaction is related to customer loyalty, which in turn is related to profitability, then the aim of the study must have been fulfilled.

## **2.9. Customer Contribution to Service Delivery**

It has been argued that customer plays a vital role in ensuring their own satisfaction when relating to an organization.

It is said that an organization can develop a wonderful customer relations business for the benefit of the consumer, but the consumer not knowing exactly what to do to maximize the business will end up limiting his/her level of satisfaction enjoyed by the company; few studies have tried to explain the working of this arguments. One of the studies remarked that there are three basic ways consumers can contribute to their level of satisfaction based on services/products rendered by a company, and they include a low level of participation, a moderate level of participation, and a high level of involvement.

Bitner, Faranda, Hubbert, and Zeithand (1999) opined that the level of customer participation required in a service experience varies across services in some cases, all that is needed is the customer's physical presence (low level of involvement) with the employees of the firm doing all the services production work. In the other case, consumer inputs are required to aid the service organization in creating the service (moderate level participation). This input can come from providing information effort or physical possession. In some situations, the customer can actually be involved in co-creating

the service (high level of participation) if the customer is required to play a major role in the level of satisfaction received.

## **2.10. Market**

This software application targets small and medium retail stores that want to transform their paper-based inventory, sales, and procurement systems into computer-based ones. This is an inexpensive and easy-to-use software application for easy transactions to digital media. Also, this system is simple to install and maintain on PC/laptops. Thus, avoiding huge investments on enterprise or other types of servers, currently, there is only one user for this application who will also be the administrator. The system administrator will also have access to other partner stores. The benefits drawn from the system and the low installation and maintenance cost are huge advantages. Possible retail shops include cell phone shops, jewelry shops, small carts in malls, and family-owned department stores. The mobile store management system requires working networking to communicate with mobile locations. This does add some cost to the application. To gain an advantage of managing inventory

from a mobile location, the store would have the expense of an internet service cost if they do not have it already.

## **CHAPTER THREE**

### **3. Investigation and Analysis**

An investigation is the detailed study or examination of something, critical examination, and thorough inquiry. So, system investigation is an in-depth and thorough study of an existing system regarding its procedure in working out the function of the system. It involves studying the obvious and from problems that are traceable to the system with a view to locating real source of the problem.

**System Analysis:** Analysis of a process of a system to see if it could be efficiently carried out by a computer or examining an existing system with the aim of improving or replacing it. Different methods and tools were employed during the analysis stages of this work. The most important of the activities covered at this stage include

- Collection of facts
- Analysis of facts.

#### **3.1. Sources of Data**

According to Hornby (2002), research is an investigation

undertaken to discover new facts, obtain additional information, etc., through planned and systematic collection, analysis, and design. Investigation analysis is a structural approach to arriving at a dependable solution to problems through planned and systematic data collection and analysis. It is also a detailed description of what the researcher planned, and the procedure adopted in gathering new facts relevant to this project.

### **Primary Source of Data Collection**

This is the type of data collection for which information is collected firsthand through interviews, observation, etc.

### **Secondary Source of Data Collection**

This is a technique introduction where data are obtained indirectly from the original sources. Hence, secondary method information represents already existing information, which was processed by someone else, in the secondary source, the following were made use of.

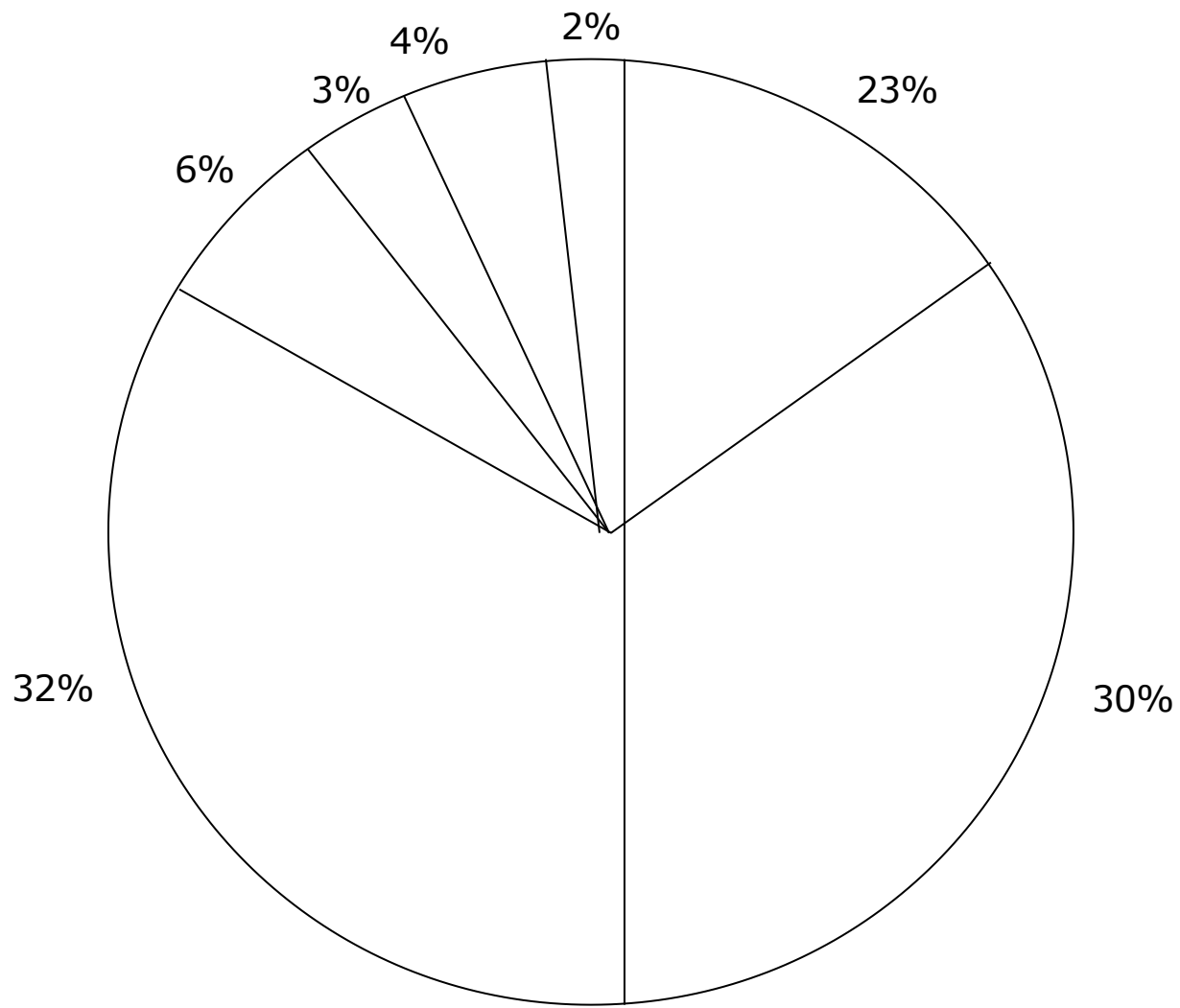
### **3.2. Survey of Current Inventory System in Stores**

A survey was undertaken to find out the existing inventory system used in the stores by the different merchants. Each of



these stores is using different software based on another requirement. Although there are several benefits, many small businesses don't track their inventory manually at all. In a survey conducted by "WAPs Barcode" company 23% of the customers had not used any kind of inventory tracking system. 30% turned out to pen and paper-based inventory tracking systems, and 32% are using Excel or another general-purpose database to track their inventory. The complete survey chart can be seen in the figure below with different methods currently used by other small businesses. The above survey states that there are still around 53% of small businesses that can be transformed into a digital inventory system.

### 3.3. How Small Businesses Commonly Track Inventory



23% Didn't track inventory.

30% Manual process or some types of pens and paper.

32% Excel or other databases.

4% Inventory functionality in accounting.

3% Customer inventory system was developed in-house or for you.

6% Another inventory software of warehouse management solution.

2% Others.

### **3.4. Objectives of the Existing System**

- It provides real-time inventory track-up for grocery stores.
- Integrated credit card authorization system (3<sup>rd</sup> party software required).
- View item sold history
- Remote location access
- Sales set by quantity

### **3.5. Problems of the Existing System**

- Pen and paper-based inventory
- No digital purchase information.
- The existing system required more time for processing
- The process is very slow and lengthy.
- Not any type of security is provided so it may lose data.
- Difficult to search the previous data.

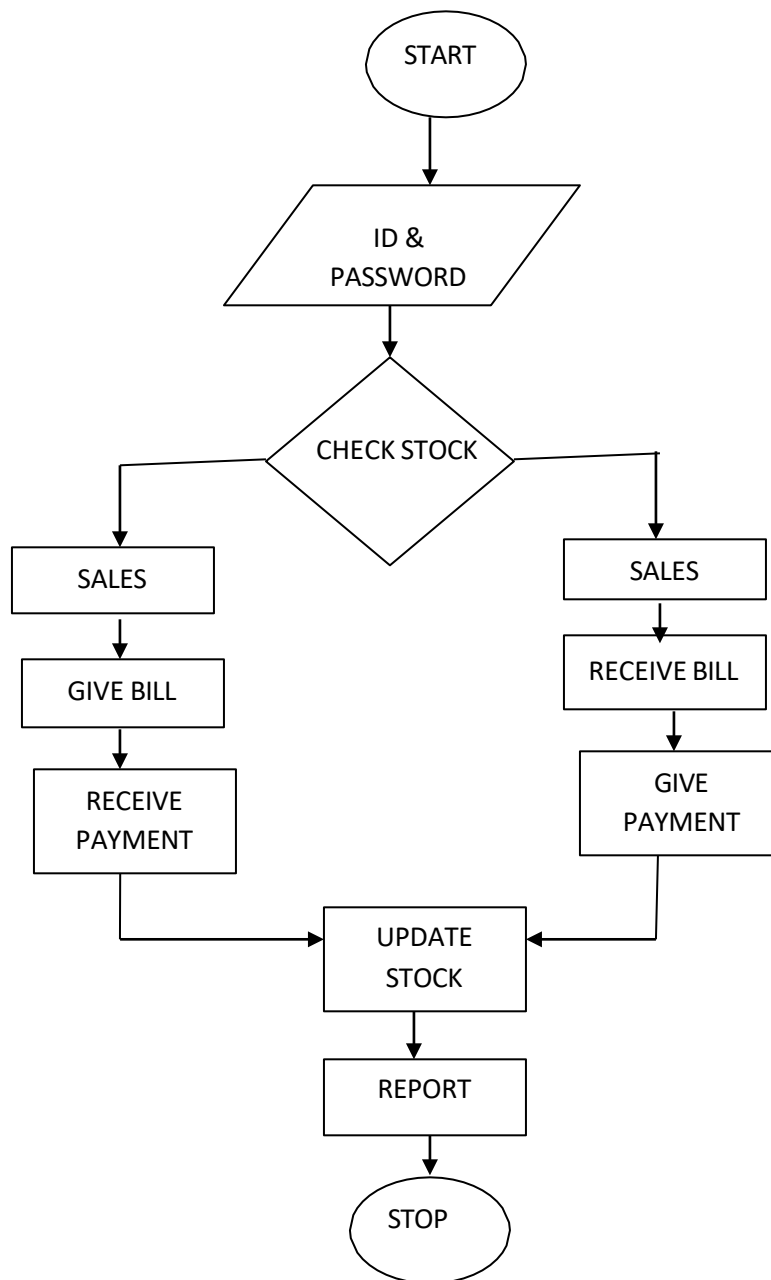
### **3.6. Proposal of the New System**

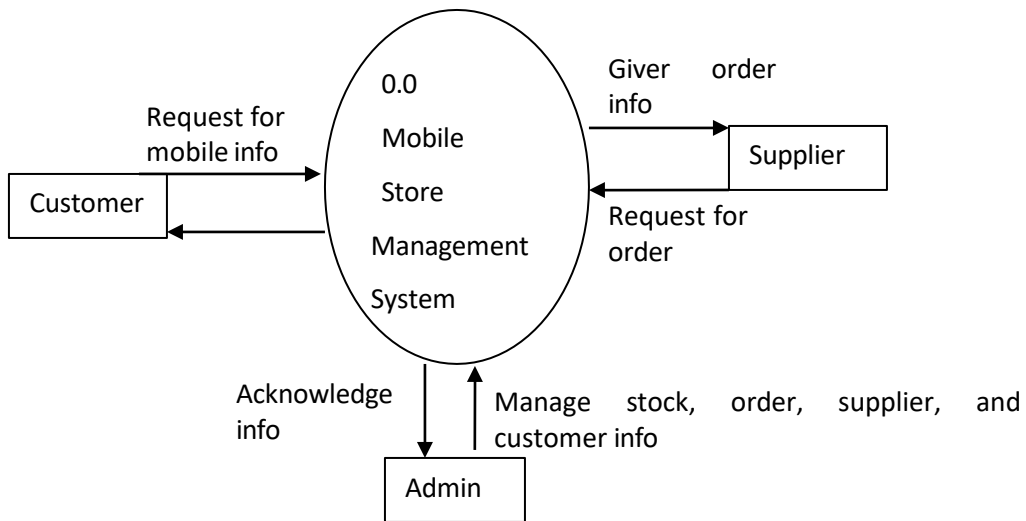
After analyzing the present system and observing its associated problems, the researcher proposed that a new system be designed that will alleviate the suffering and problems of the existing system.

### **3.7. Objectives of the New System**

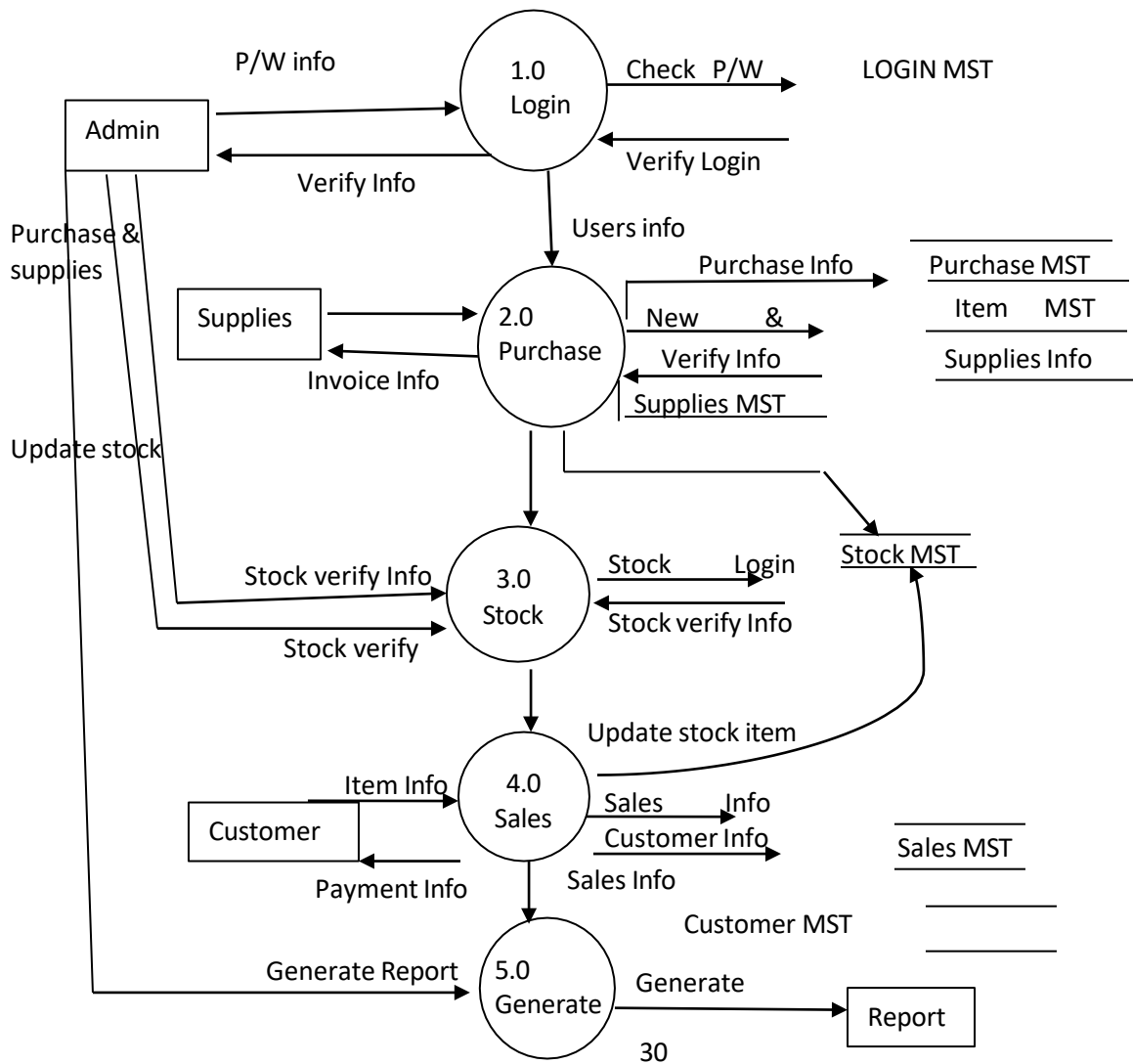
- The important result is to make the work easier, faster, and less time-consuming.
- Any change in information can be easily done and all files are automatically updated.
- System security and authorization.
- The system is user-friendly, and anyone having computer knowledge can handle it easily.
- Search facility as well as generation of reports like customer bills, stock, and selling became easy.
- Support remote location access.
- Support customer database to provide better customer service for frequent customers.

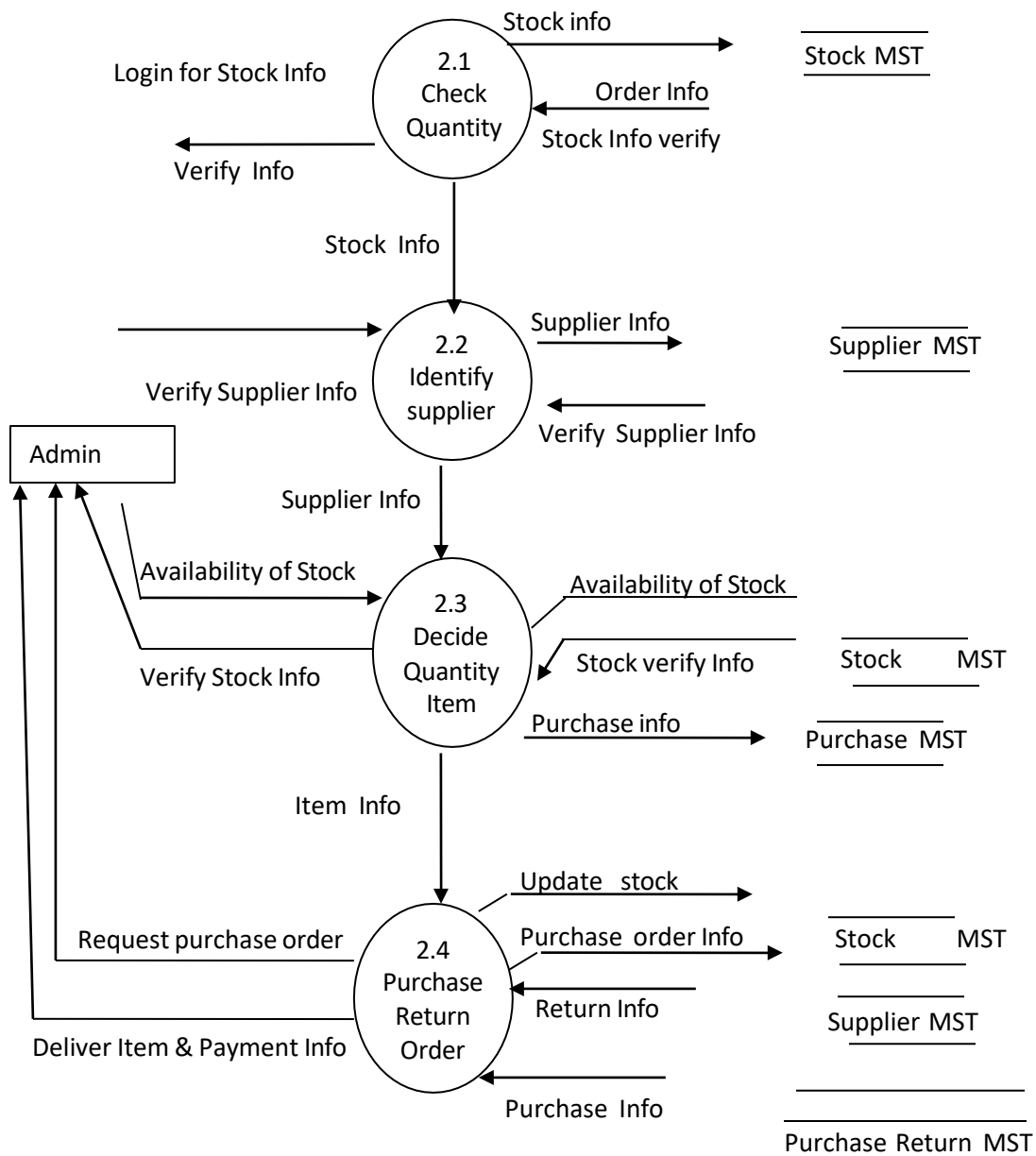
### 3.8. Flow Charts

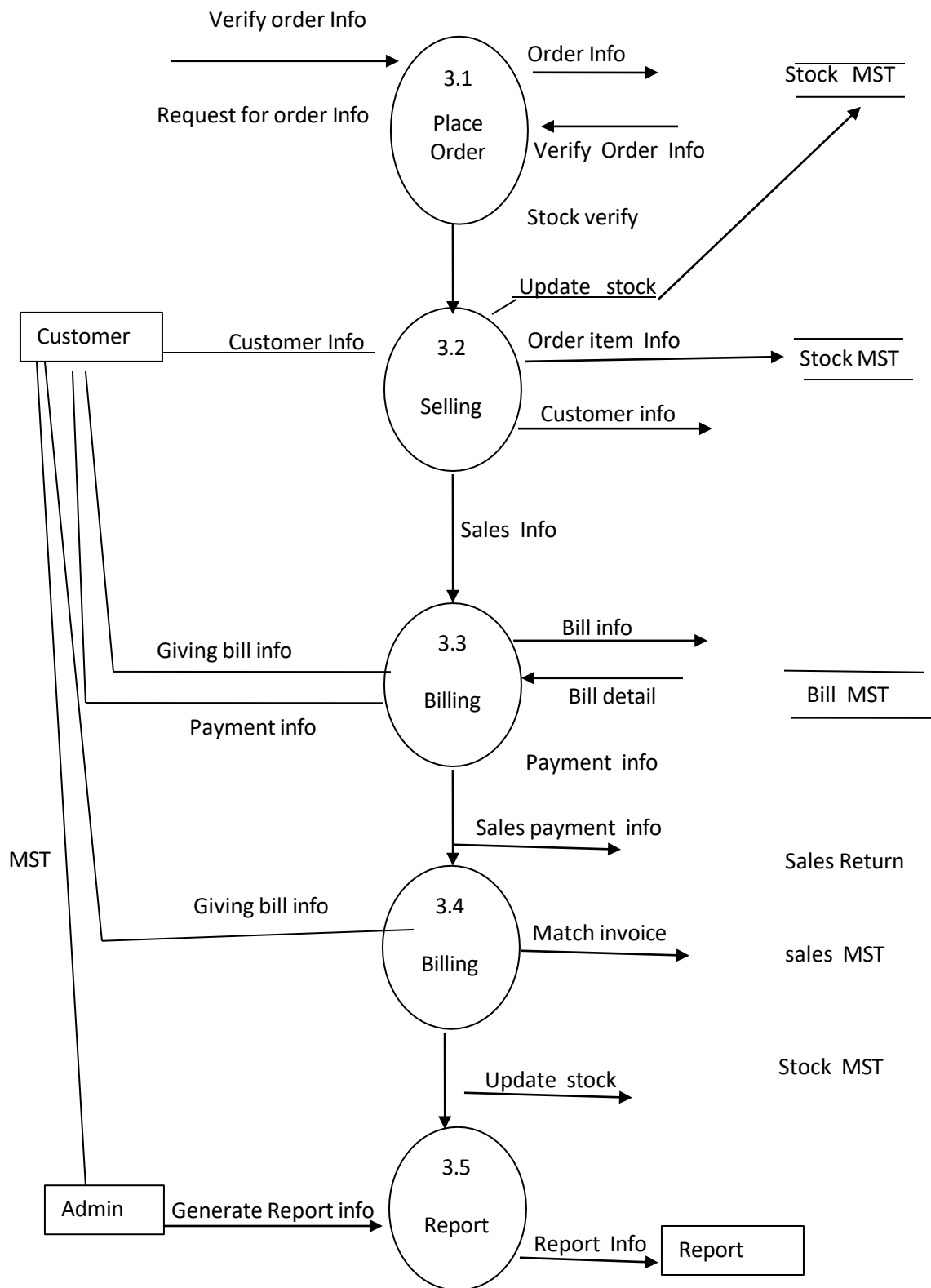




## A Detailed Flow Chart Showing the Functions Of The New Application









### **3.9. Requirement**

This research is targeted to help small companies organize their inventory and billing systems in digital form. There are several categories of requirements associated with this research.

#### **3.9.1. Technological Requirement**

The technological requirements include the front-end programming tool and the back-end database system. The application should be easy to use and managed by any person with little knowledge of computers. The database should be easy to install and configure. At the same time, it should be portable and dependent so that we can use the database anywhere and install it on any machine. This application should not require higher configuration on any machine.

#### **3.9.2. User Interface Requirement**

The application should be very simple and easy for any employee to use. Below are the basic requirements of the general user interface.

- The application shall be easy to use.
- The application shall take a few inputs from the user.

- The understanding time of the application shall be very small.

### **3.9.3. Functional Requirement**

The functional requirements of the application are as follows:

- The application shall have all the required functionality for managing mobile store inventory and billing systems.
- The applicant shall have the ability to print bills and invoices.
- The application shall have functionality to be used by different stores from one location.
- The application shall have a username and password-protected security system.

## **CHAPTER FOUR**

### **4. System Design and Implementation**

A system is a problem-solving process that investigates ways of meeting certain objectives that will be achieved by the new system. Hence, it is an act of creativity that is used to meet the user's needs. Here, the system's hardware and software are specified.

The following activities are performed during this system design. Input design, output design, testing procedure design, receiving of the feasibility study and the project plan.

#### **4.1. Input and output specification and design**

Input design concerns the procedure for entering data into the computer system. Here, input data items are examined to ensure that they are complete and relevant. This system is designed with these concepts.

They are;

LOGIN MST

SUPPLIER       MST

ITEM            MST

CUSTOMER       MST

PURCHASE MST

PURCHASE RETN MST

STOCK           DETAIL

SALES MST

SALES RETN MST

BILL MST

### **LOGIN MST**

<b>Field Name</b>	<b>Data type</b>	<b>Size</b>	<b>Constraint</b>	<b>Description</b>
User name	Varchar	10	Primary by	User name
Password	Varchar	10	Not Null	Password

### **SUPPLIER MST**

<b>Field Name</b>	<b>Data type</b>	<b>Size</b>	<b>Constraint</b>	<b>Description</b>
Sup_No	Numeric	4	Primary key	Supplier id
Sup_Name	Varchar	20	Not Null	Supplier name
Sup Address	Varchar	100	No Null	Supplier address
City	Varchar	20	Not Null	City
Mobile	Numeric	10	Not Null	Mobile Number

## ITEM MST

Field Name	Data type	Size	Constraint	Description
It- No	Numeric	4	Primary key	Item Number
It_Name	Varchar	20	Not Null	Item Name
It_company	Varchar	20	Not null	Company name
Total price	Numeric	6	Not Null	Company name
Total price	Numeric	6	Not Null	Total price

## CUSTOMER MST

Field Name	Data type	Size	Constraint	Description
C- No	Numeric	4	Primary key	Customer number
C_Name	Varchar	20	Not Null	Customer name
C_Address	Varchar	100	Not Null	Customer Address
City	Varchar	10	Not Null	City
Mobile	Numeric	10	Not Null	Mobile Number

## **PURCHASE MST**

<b>Field Name</b>	<b>Data type</b>	<b>Size</b>	<b>Constraint</b>	<b>Description</b>
P_No	Numeric	4	Primary key	Purchase Number
Sup_No	Numeric	4	Foreign Null	Supplier Number
Quantity	Numeric	6	Not Null	Quantity
P_Date	Date	-	Not Null	Purchase Date

## **PURCHASE-RETN MST**

<b>Field Name</b>	<b>Data type</b>	<b>Size</b>	<b>Constraint</b>	<b>Description</b>
Pur_No	Numberic	4	Primary key	Purchase Return Number
P_No	Numeric	4	Foreign Key	Purchase Number
Sup_No	Numeric	4	Foreign key	Supplier Number
Quantity	Numeric	6	Not Null	Quantity
Pur_Date	Date	-	Not Null	Purchase return date

## STOCK DETAIL

Field Name	Data type	Size	Constraint	Description
It_No	Numeric	4	Foreign key	Item Number
Quantity	Numeric	6	Not Null	Item Quantity

## ITEM MST

Field Name	Data type	Size	Constraint	Description
Sr_No	Numeric	4	Primary key	Sales Number
It_No	Numeric	4	Foreign key	Item Number
S_Date	Date	-	Not Null	Sales Date

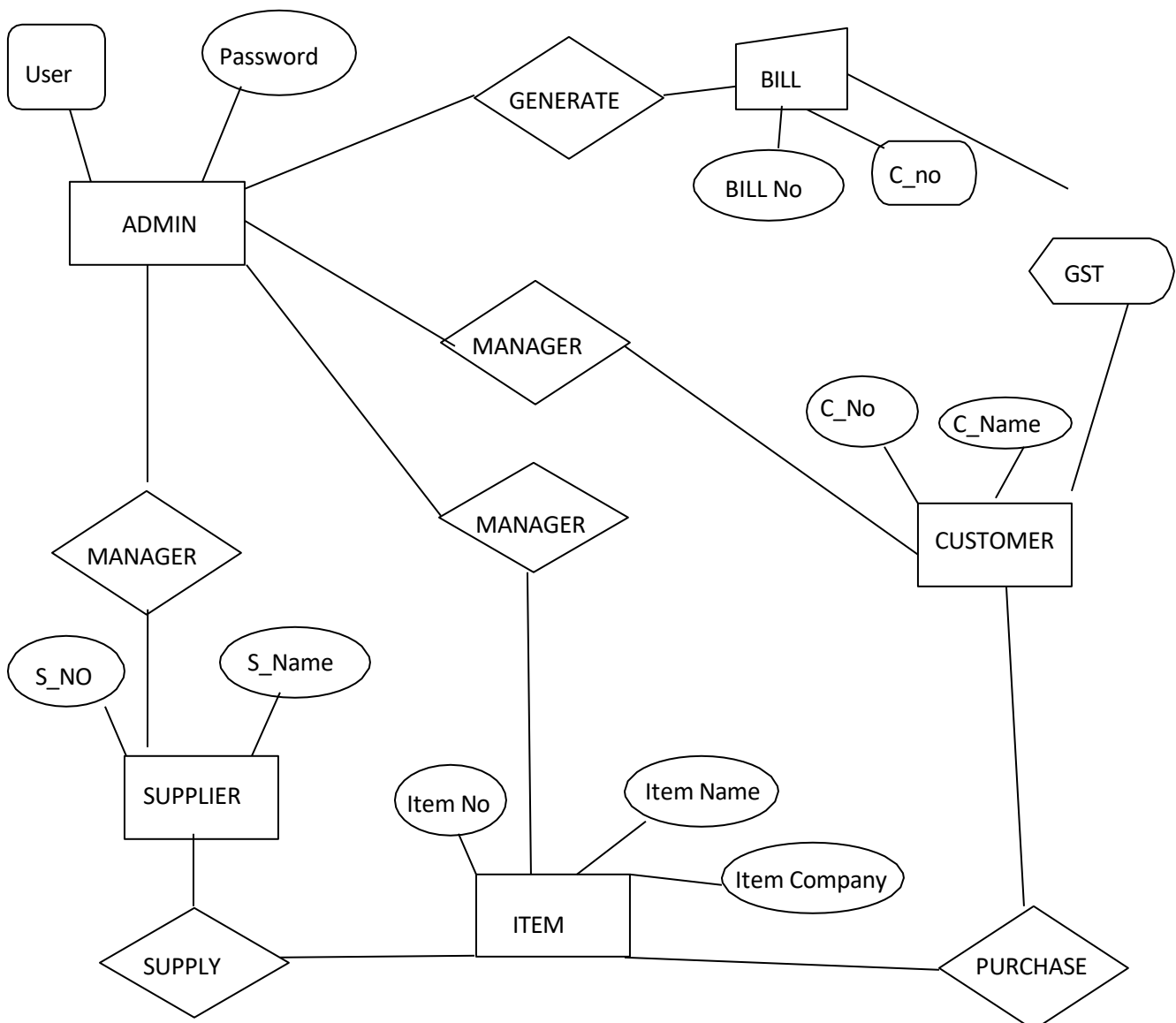
## SALES\_ RETN\_ MST

Field Name	Data type	Size	Constraint	Description
Sr_No	Numeric	4	Primary Key	Sales Return Number
S_No	Numeric	4	Foreign Key	Sales Number
It_No	Numeric	4	Foreign key	Item Number
C_No	Numeric	4	Foreign key	Customer Number
Quantity	Numeric	6	Not Null	Quantity
Sr_Date	Date	-	Not Null	Sales return date

## BILL\_MST

Field Name	Data type	Size	Constraint	Description
Bill no	Numeric	4	Primary key	Bill number
C_No	Numeric	4	Primary key	Customer number
S-No	Numeric	4	Foreign key	Sales number

## E-R DIAGRAM





## **4.2. Process Algorithm**

Step 1: Start

Step 2: Enter user name and password

If they are valid, then go to the next step; otherwise, it takes the username and password again.

Step 3: The admin checks the stock. If it is not available, the item is purchased in the purchase process, and stock is updated.

Step 4: If stock is already available, then items are sold,, and stock is updated. A bill is also generated and given to the customer.

Step 5: The admin checks fee purchase items. If there is any problem, the item is returned as stock is updated.

Step 6: The customer checks the sales items. If they are not proper, the item is returned, and stock is updated.

Step 7: Exit

## **4.3. Process Description**

- Login process.

This process checks the authentication, and the admin can be able to access the application.

- Purchase process

The supplier gives the information about the purchased item.

- Stock process

Stock gives the information about which current stock is available.

- Sales Process

The customer gives the order for the item. The order information in the store is in the sales master, and payment details are given to the customer.

#### 4.3.1. Input Design

Format

Login for mobile store

Username Uche

Password \*\*\*\*\*

Mobile store  
Management system  
Login successful

ok

Login Cancel

## Login Form

Login for mobile store

Mobile store  
Management system  
Login successful

ok

Username

Uche

Password

\*\*\*\*\*

Login

Cancel

## Home Form

DIAMOND mobiles

Master Transaction Report

INFINIX

S^MSUNG

TECHNO

NOKIA

## Item Form

Home

Item

x

Item

It\_No

4

It\_name

David

It\_company

Song

Total Item

5000

Add

Search

## Stock Form

Home

Stock

x

DIAMOND MOBILES

Stock

Item no

1

Quantity

10

Add

Update

Delete

Search

First

Next

Previous

Last

View

Item	Qty.
1	10
2	20

## Customer Form

Home

Customer

X

DIAMOND MOBILES

Customer:

Customer no

1

Customer name

David

Customer address

MCC Rd. Ow.

City

Owerri

Mobile

07030115718

Add

Update

Delete

Search

First

Next

Previous

Last

View

INFINIX

SAMSUNG

TECHNO

NOKIA

## Purchase Return Form

Home Purchase

DIAMOND MOBILES

Purchase:

Purchase Retn no.

1

Purchase no.

1

Supplier no.

5

Quantity

20

Purchase Return Date

10-9-2017

Add

Update

Delete

Search

First

Next

Previous

Last

View

INFINIX S^MSUNG TECHNO NOKIA

## Bill Form

Home Bills

DIAMOND MOBILES

Bills:

Bill no.

5

Customer

7

Sales no.

1

Add

Update

Delete

Search

First

Next

Previous

Last

View

INFINIX S^MSUNG TECHNO NOKIA

### 4.3.2. Output Design

#### Customer Report

DIAMOND MOBILES				
20-10-17				
C No	C Name	C Address	City	Mobile
1	David	MCC Road	Owerri	0705669811
2	Udochi	Alvan	Owerri	08011122115
3	Ubochi	Orji	Owerri	09112586111
4	Cliff	Amakibi	Owerri	08011256846

#### Purchase Report

Purchase Report				
26-11-2017				
P No	Sup No	Item no	Quantity	P. Date
1	300	400	1500	5-10-2017
2	400	500	1000	10-10-2017
3	100	600	2000	11-10-2017
4	200	300	2000	15-10-2017
5	300	100	1000	20-10-2017

## Bill Report

DIAMOND MOBILE				
Bill Report				
29-11-2017				
P No	Sup No	Item no	Quantity	P. Date
1	300	400	1500	5-10-2017
2	400	500	1000	10-10-2017
3	100	600	2000	11-10-2017
4	200	300	2000	15-10-2017
5	300	100	1000	20-10-2017

## Supplier Report

DIAMOND MOBILES				
20-10-17				
Sup. No	Sup Name	Sup. Address	City	Mobile
1	Grace	Green park	Owerri	08128836311
2	Love	Ngroda	Owerri	08095601257
3	Lucky	Amakohia	Owerri	09068121911
4	Parth	Egbu	Owerri	07011156111
5	James	Awaka	Owerri	08111891112



#### **4.4. System Requirement**

The system requirements of this work are categorized into personal requirements, hardware requirements, and software requirements.

- A. Personal requirement: A good computer system is required to grant access to users to network records
- B. Software Requirement: Operating system window Xp, window 7, front-end tool, back-end tool.
- C. Hardware requirement: Operating system XP and about 5GB HDD space, 3.00 megahertz intel, Pentium IV, Processor. IGB RAM

#### **4.5. Cost of Implementation**

During the implementation stage of any system development life cycle, it is important to consider the cost involved. This would also help ascertain the feasibility of the proposed (new) system against the backup of cost-benefit analysis.

## **4.6. Post implementation Review**

After the system is implemented and conversion is complete, the user usually reviews the system.

→ The new system needs less manpower and provides information time.

→ Saves data entry duplication work.

→ It also provides a locking system and password protection, so it is reliable.

## **4.7. Documentation**

Documentation serves as a guide to understanding the mode of operation for any system and helps greatly during upgrading. This software uses Windows XP, Wamp server, and Java Programming language.

## **CHAPTER FIVE**

### **5. Summary, Recommendation and Conclusion**

#### **5.1. Summary**

A mobile store management system helps the ongoing user easily navigate the customer's details and solve the customer's problems. It is basically a very instant processing system by which customers can get their mobiles in the right condition. It's built into the platform of the NET Windows application, which makes the application quite flexible and easy to operate.

The manager of the mobile store also finds it sufficient to view the details of the sales, servicing, and well-organized way of employing the staff in the mobile store itself.

#### **5.2. Recommendation**

Based on the research and the wire-ups, the researcher deemed it favorable to make the following recommendations on the project research.

1. The software will help the managers of mobile shops strengthen the security of their shops, so this adoption is recommended.

2. The software should be checked for accuracy and appropriateness.
3. More research is recommended.
4. Users of the system should be trained.
5. It also provides a locking system and password protection, so it is reliable.

### **5.3. Conclusion**

An earnest attempt is made to complete the project successfully. This system was verified with a valid date.

This system is user-friendly since it has been successfully developed under a GUI environment. Since the connection can be extended to any database, the control will be more powerful. A connection to any type of database extends the development control. Any suggestions for future development of the system are welcome. Upgrading the system may be done without affecting its proper functioning.

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