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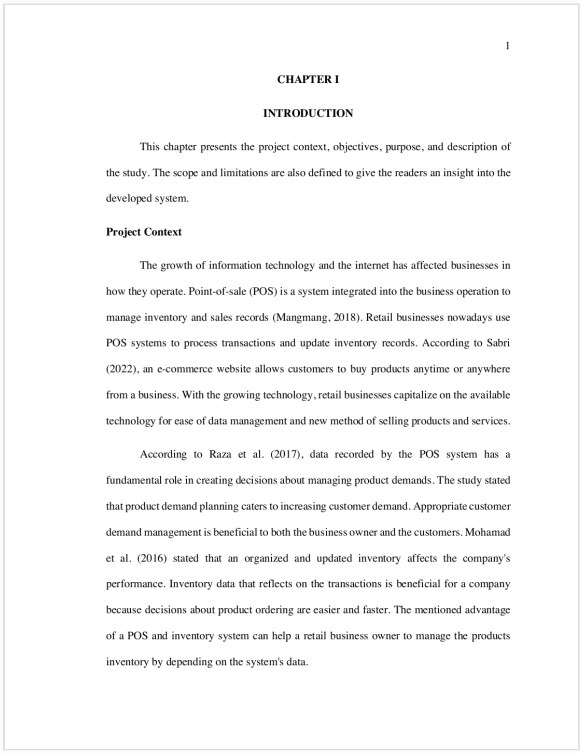

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CHAPTER I

INTRODUCTION

This chapter presents the project context, objectives, purpose, and description of the study. The scope and limitations are also defined to give the readers an insight into the developed system.

Project Context

The growth of information technology and the internet has affected businesses in how they operate. Point-of-sale (POS) is a system integrated into the business operation to manage inventory and sales records (Mangmang, 2018). Retail businesses nowadays use POS systems to process transactions and update inventory records. According to Sabri (2022), an e-commerce website allows customers to buy products anytime or anywhere from a business. With the growing technology, retail businesses capitalize on the available technology for ease of data management and new method of selling products and services.

According to Raza et al. (2017), data recorded by the POS system has a fundamental role in creating decisions about managing product demands. The study stated that product demand planning caters to increasing customer demand. Appropriate customer demand management is beneficial to both the business owner and the customers. Mohamad et al. (2016) stated that an organized and updated inventory affects the company's performance. Inventory data that reflects on the transactions is beneficial for a company because decisions about product ordering are easier and faster. The mentioned advantage of a POS and inventory system can help a retail business owner to manage the products inventory by depending on the system's data.