**CHAPTER ONE**

INTRODUCTION

* 1. Background Of The Study

Electronic commerce, commonly known as e-commerce, consists of the buying and selling of products or services over electronic systems such as the Internet and other related technologies. An e-commerce application is a kind of system that collects, stores, modifies and retrieves the transactions of an organization. Electronic commerce draw on technologies such as mobile commerce, electronic funds transfer, supply chain management, internet marketing, online transaction processing, electronic data interchange (EDI), automated collection system etc. Due to the great increase in the awareness of internet and the technologies associated with it Several Opportunities are coming up on the web. So many businesses and companies now being operated with ease because of the internet based sales and delivery system. Until recently, purchase orders were mostly placed by physical presence of the buyer to the commodities shop or by placing an order through telephone and e-mail conversation unlike before when customers have to travel from far place in order to buy goods or product. Presently these are fashioned out to a faster, easy, convenient, cost effective and real time transactions. With the proposed system in place buyers and sellers takes the advantages of technological advancement of ICT to cut across regional boarders in buying and selling which facilitates the widening of patronisers horizons. Suppliers are no more patronised by their immediate localities alone as practicable in the past, but by anybody regardless of how remotely he may be from the commodities store. Anybody can now order any goods via the internet (using an end host like Laptop, Phone etc) and have the goods delivered at his/her door step. Some E-commerce even go up to have an andriod application for their company in-oder to make purchasing of goods faster and easy.

* 1. **Statement Of Problem**

This research work is designed to solve the various challenges encounter in showcasing and delivering goods and services to different client around the globe. Where every business transaction involves an occurrence for transaction to be successfully executed.

**1.3 Possible Solution**

1. There is no need of having much workers to attend to customers
2. Time waiting on queue will be reduced
3. It save time and energy
4. It avoid misunderstanding between the workers and customers
5. It reduced problems of misplacing recipts and other records.
6. It does not need for employees to overworked due to the number of customers they attend to daily.

**1.4 Proposed Solution**

With Electronic commerce porpulaly know as e-commerce will be the best solution to the problems shops and delivey company face. Because with online sales and delivery is the best and easy way to sale and deliver goods.

* 1. **Aim And Objectives Of The Study**

The main aim of this project is to design and implement an Online Sales and Delivery System of Fodio Mall. This research has the following objectives

1. Design an interactive as well as attractive user interface for a shopping mall.
2. To enable the customer to buy goods online
3. To be able to make payment online
4. Ability to view menu at home or every were which saves time and energy of going to the shop
5. Keep Records of customers and transactions online
6. Create the chance for items to be published on the web.
7. Automate every sale effectively without mixing product prizes
8. Store product detail using a secured and well database.
9. Allow goods to be purchase and delivery with short period of time.

### **1.6 Motivation Of The Study**

The motivation for this project comes as a result of the need to provide more efficient ways that shopping malls will be put online so people can purchase items without facing any difficulties through manual transactions. Base on the technology advancement the process was turned to computer-base system for easy access and maintainability, and also due to the increase in number of items that are available in malls and people who want to have access to a particular item to do so in no time. The manual system of operation in keeping the record of the customers, their orders and items they may want in future which basically is a heap of files, arranged manually one upon the other usually makes it difficult for a shopping mall.

This is operated manually to access and process records. Therefore the project will go a long way in solving a lot of problems that is associated with manual systems and make it easier as far as the record processing and storage are concern. It willl also provide a wonderful interface (Web Application) for user to purchase and order goods from any place in the world. It will also provide and andriod application which perform same function like the web application does.

**1.7 Scope And Limitations**

This Study is limited to selection and delivery of goods and services to customer’s place of choice. This research work is to develop a system capable of handling sales by automating itself a cart system that stores all sales details previous to when the user request close the sales service.

* The system will also incorporate in its design a billing system that will display the total sales and product at the close of each transaction.
* An Andriod Application will be design to perform same function as the web Application.