TITLE OF THE PROJECT

"ONLINE TWO WHEELERS SERVICING SYSTEM."

INTRODUCTION

The two wheelers servicing management system is a viable business today provided that it is operated with a good business acumen that involves having a thorough knowledge and experience the repair and service operations and also managing the jobs with the right type of skilled manpower.

The automotive industry today in India is one of the larger markets in the world. According to recent reports, India *overtook* Brazil and became the sixth largest

passenger vehicle producer in the. In 2010, India emerged as Asia's third largest exporter of passenger cars, behind Japan and South Korea. India is home to 40 million passenger vehicles. More than 3.9 million automotive vehicles were produced in India making the country the second (after China) fastest growing automobile market in the world.

Chennai accounts for 60% of the country's automotive exports. There are so many factors combine together to reflect on the growing need for quality repair and service facilities. Once the two-wheelers & car comes on the road it is expected to run for an indefinite period requiring major repair and maintenance services throughout its operational life. The roughness of the roads and continuous friction causes a continuous disruption to the alignment and balancing of the wheels which require adjusting at least once every two months for proper upkeep and maintenance.

It is assumed that two-wheelers coming into the center soliciting repairs and servicing would subscribe to the following main services:

(i) Maintenance Services which mostly constitute running repairs / services like Gear oil / Engine Oil / Break Oil change, Oil Filter change, spark plugs / point repair, lubricant replenishment / replacement, tuning, break shoe repairs, minor

suspension repairs etc. These maintenance services are usually characterized by their very little job turnaround time and are usually disposed of within a half a day's work.

(ii) Major Repairs mainly related to repair and replacement services that require comparatively greater job turnaround time and include activities like engine overhaul (3 weeks), gearbox repair & replacement, steering box repair & replacement, suspension replacement (3 – 5 days) etc.

OBJECTIVES

The main objective of this project application is to develop a website for two wheelers vehicle/ in Patna district of Bihar for servicing almost all brands of vehicles by booking online from anywhere without making a queue. On getting a booking id, the customer got services immediately without waiting more time. In this way, all the details are prepared by the system automatically which is transparent to the customer.

It is a private center, located in main bazar road Hanuman Nagar, Patna. The name of this private center is Tiwari Repairing Service Centre. Its owner name is Madan Tiwari. The center is established in 2010.The work in this center is unique

and quality one with affordable cost and hence this center is full anytime. To solve this crowd of customer, an online page is required to know the service status of particular vehicle from home/office or other locations. In this web application the customers can book appointments for vehicle service. Administrator is the main user of this web application and Employees manage customer records.

This system includes a web application where the customer can login to the website regarding the service appointment. After the vehicle service the billing is done and the bill is sent to customers account/as cash bill payment.

This application is useful for these automobile center customers and its employees.

- Administrator: The administrator of the site is allowed to access all the services in the system. The username and password for the sub user is given by the administrator.
- Employees: The Employees is allowed to access the services given by the administrator.
- Customers: customers can book appointments for vehicle service online and also customer can sell /Buy second hand vehicles and spare parts.

PROJECT CATEGORY

This project is basically categorized as web based Relationship Database Management System (RDBMS). The project is based on three tier architecture. The three tier architecture where the application is divided into three logical constituents.

- Presentation layer – In this layer mainly following pages contained:
  - Web Pages
  - User Control
  - Admin Control
  - Master Pages
- Business Layer – Business Logic,
  - Result Engine
  - User permissions logic
  - Access Rights
- Data Layer – Provide handling and validation of data (Oracle 11G in this case).
  - Oracle 11G

TOOLS/PLATFORMS H/W AND S/W USED

This is a few requirement need to be fulfil in order to make this application possible. The requirement consists of software requirement that is used to develop and execute the application, hardware requirement that is used to support the development and execution process and others.

Software Requirement:

Front End Tools	: JDK 8.40, J2EE1.4 (JSP), Java Script, CSS3 and HTML5
Back End Tools	: Oracle 11g
Platform Tools	: Net Beans IDE 8.2
Operating System	: Windows 10 Pro
Documentation	: MS- Word 2007
Server Software	: Apache Tomcat 8.5.0

Minimum Hardware Requirements:

CPU	: Intel core2duo processor, 1.7GHz
RAM	: 2 GB/More

HARD DISK : 160 GB/More

DVD WRITER : 8X

PINTER : Inkjet

SYSTEM ANALYSIS AND DESIGNS

Problem Definition-

- Because of the present system works manually hence the user/management cannot access data frequently.
- There is no full security for the data.
- There is not any catalog/menu facility.
- The user can be informed for any purpose by the any relative via the manual registers.
- The management should not take any decision on the present manual system effectively and efficiently.
- Frequently updating the records is not possible in present manual system.
- Scheduling of Enquiry is not efficient.
- Searching of records is difficult.
- Handling of large, sensitive database is too difficult.

Existing System

Since Existing system is a newly formed system and hence it was manual one now in which users are maintaining books/register to store most of the information

related to system like Vehicles/product details, Distributors details, purchases, sales details, spare parts details, customer details, Vehicles documentation details and accounts for every month. It is very difficult to maintain these important data in this roughly organized location, which is very important for agency and customers.

The following are the disadvantages of the existing system

- It is difficult to maintain important information in books/register.
- More manual hours need to generate required reports.
- It is tedious to manage historical data which needs much space to keep all the previous years' ledgers, books etc.
- Daily sales, purchases, repairing details must be entered into books are very difficult to maintain.

Proposed System

The online created management tool is a software application which avoids more manual hours that need to spend in record keeping and generating reports. This application keeps the data in a centralized way, which is available to all the users simultaneously. It is very easy to manage historical data in database. No specific training is required for the staffs to use this application. They can easily use the

tool that decreases manual hours spending for normal things and hence increases the performance and finally increase the growth rate of the agency. It is very easy to record the information of online sales and purchases in the databases for better use in future both for owner and customer.

SYSTEM REQUIREMENT AND SPECIFICATION (SRS):-

A software requirements specification (SRS) is a description of a software system to be developed, laying out functional and non-functional requirements, and may include a set of use cases that describe interactions the users will have with the software.

The software requirements specification document enlists enough and necessary requirements that are required for the project development. To derive the requirements we need to have clear and thorough understanding of the products to be developed or being developed. This is achieved and refined with detailed and continuous communications with the project team and customer till the completion of the software.

The SRS may be one of a contract deliverable Data Item Descriptions or have other forms of organizationally-mandated content. Introduction

- Purpose
- Definitions
- System overview
- References

- Overall description
  - Product perspective
    - System Interfaces
    - User Interfaces
    - Hardware interfaces
    - Software interfaces
    - Communication Interfaces
    - Memory Constraints
    - Operations
    - Site Adaptation Requirements
  - Product functions
  - User characteristics
  - Constraints, assumptions and dependencies

- Specific requirements
  - External interface requirements

- Functional requirements
- Performance requirements
- Design constraints
  - Standards Compliance
- Logical database requirement
- Software System attributes
  - Reliability
  - Availability
  - Security
  - Maintainability
  - Portability
- Other requirements

PRELIMINARY INVESTIGATION:

Since most of the works are done manually, that's why there is more time requires for little job. All either employees or clients want quick service, but this can't be done manually. Therefore management decides to convert manual system into electronic i.e. computerization is required. By computerization any type of query regarding investment/divestment can be done instantly. Storing and

retrieval of information are so fast that many jobs can be done in respectively lesser time. This increases satisfaction level of clients, simultaneously employees feel relax as service is going fast and hence the efficiency of employees relatively increases. Computerization makes information safer. Also, management can generate several reports, which will help him to plan future strategy for company behalf.

The first step in the system development life cycle is the preliminary investigation to determine the feasibility of the system. The purpose of the preliminary investigation is to evaluate project requests. It is not a design study nor does it include the collection of details to describe the business system in all respect.

Analysis working on the preliminary investigation should accomplish the following objectives:

- Clarify and understand the project request.
- Determine the size of the project.
- Assess costs and benefits of alternative approaches.
- Determine the technical and operational feasibility of alternative approaches.

- Report the finding to management, with recommendations outlining the acceptance or rejection of the proposal.

FEASIBILITY STUDY:

Feasibility is the determination of whether or not a project is worth doing/possible or not in various sense of parameter. The process followed in making this determination is called a feasibility study.

In the conduct of the feasibility study, the following types of feasibility are studied-

- Technical Feasibility
- Operational Feasibility
- Economical Feasibility
- Management Feasibility

It is the most frequently used technique for evaluating the effectiveness of a proposed system. Major cost at this point of time would be incurred towards acquiring on RDBMS package only. 'Online Two Wheelers Servicing Management System' is fully capable of arranging all the basic software and hardware according to the requirement. Major benefits expected from this system are:-

- Increased speed of work
- Less time consuming
- More Accurate work
- More flexible processing

Overall we can see this project or software is economical feasible.

TECHNICAL FEASIBILITY:-

This is concerned with specifying equipment and software that will successfully satisfy the user requirements.

Hardware→Hardware selected has been examined against the processing capacity and the memory requirement and found satisfactory for current as well as near future workload.

Software→Software selected has been examined against the processing, reliability, flexibility and accuracy are satisfactory.

System is developed under backend or frontend tool. For backend RDBMS's are

the best for database handling these days and Oracle 11g is RDBMS'S package. Again for the frontend, after selection of Oracle 11g as backend, the feasible options left were VB .NET 2010from these.

OPERATIONAL FEASIBILITY:-

It is mainly related to human organizational and political aspects. It asks if the system will work when it is developed and installed.

After considering the following point that the system is behaviorally feasible: -

The project is carried out on the request of the users.

To a greater extent, the proposed system aims at maximizing user friendliness. This is intended to overcome resistance to change by the existing staff.

Since users are not experienced in handling a computerized system, it is planned to provide phase wise training to different levels of the existing staff, by the trainer. Users have been made aware of the power of the software and hardware environment.

ECONOMIC FEASIBILITY:

A system that can be developed technically and that will be used if installed must still be profitable for the organization. Financial benefits must equal or exceed the costs. The analysts raise various financial and economic questions during the preliminary investigation to estimate the following:

- The cost to conduct a full system investigation.

- The cost of hardware and software for the class of application being considered.
- The benefit in the form of reduced costs or fewer costly errors.
- The cost if nothing changes (i.e. the proposed system is not developed).

TIME FEASIBILITY:

Time feasibility is determination of whether a proposed project can be implemented fully within a stipulated time frame. If a project takes too much time it is likely to be rejected.

SOCIAL FEASIBILITY:

Social feasibility is a determination of whether a proposed project will be acceptable to the people or not. This determination typically examines the probability of the project being accepted by the group directly affected by the proposed system change. Now a day as people enjoy using computers, they don't have fear from it, it makes their work easier. So, it is also positive.

ENVIRONMENT FEASIBILITY:

Environment feasibility is a determination of whether a proposed project can be environment helpful. The environment feasibility is friendly with environment and

save the use of papers and save cutting of trees. As keeping of records & communication needs lot paper work which is to be done through computers in electronic form. So, consumption of paper will be reduced. Hence cutting of trees will be avoided.

LANGUAGE / SOFTWARE OVERVIEW

ORACLE 11g

It is one of the leading database management systems (DBMS) because it is the only Database that meets the uncompromising requirements of today's most demanding information systems. From complex decision support systems (DSS) to the most rigorous online transaction processing (OLTP) application, even application that require simultaneous DSS and OLTP access to the same critical data, Oracle leads the industry in both performance and capability.

Oracle 11g is a very powerful and modified version of previous one (Oracle 8, 8i, 9i etc.) with latest features and techniques as per modern requirement. This RDBMS software package provides efficient and effective solutions for major database features.

This includes/supports:-

- Client/Server environment

- Distributed database systems
- Connectivity
- Portability
- Automatic Shared Memory Management –
- Large databases and space management control.
- Many concurrent database users.
- High transaction processing performance.
- Industry accepted standard.
- Manageable Security.
- Database enforced integrity.

The feature enables the Oracle database to automatically determine the size of each of these memory components within the limits of the total size, solving allocation issues you face in a manual method. Find out how this feature works in this excerpt.

- Database tuning improvements –

Oracle has introduced some good features that enhance self-tuning and automated tuning. This help and describe user-initiated buffer cache

flushing, automated checkpoint tuning CPU costing, dynamic sampling, tuning transaction, and recovery and easy monitoring.

- Oracle Streams enhancement areas –

  This feature combined the advance queuing technique, replication methodology, data warehousing and the event management system in one. Oracle has made enhancements to Oracle Streams in 11g.

- RMAN enhancements

  This discusses the new features of Recovery Manager (RMAN) in Oracle11g.

- Scheduler utilities

  Oracle 11g provides a new package, dbms scheduler, which has a number of functions and procedures collectively called the Scheduler. This excerpt describes the functionality provided by the Scheduler to simplify management tasks.

- Security enhancements –

This excerpt introduced new 11g features dealing with database security, including column-level VPD, VPD static and dynamic policies and fine-grained auditing (FGA) on DML.

- SQL regular expressions -

  Oracle Database 11g supports POSIX-compliant regular expressions to enhance search and replace capability in programming environments such as Unix and Java. This excerpt explains how this functionality is implemented in SQL.

- Traces utility -

  This excerpt describes a new command line utility to help read trace files.

An ORACLE 11g database system can easily take advantage of distributed processing by using its client/server architecture. In this architecture the database system is divided into two parts :-

1. A Front-end or a Client portion.
2. A Back-end or Server portion.

The client portion executes the database application that accesses database information and interacts with the user. While the server executes the ORACLE

software and handles the functions required for concurrent shared data access to ORACLE database. The presence of Real Application Cluster (RAC) component makes it possible to install this database over multiple servers.

- **SGML –> HTML (Hyper Text Markup Language)**

This language is a markup language, which runs inside any Internet browser and is used to create the basic layout of a Web Page. Html is called Hyper Text Language because used to develop several Hyper Text words (hypertext words are words which have some actions with it) for a website, which provides connectivity to other pages. It is called a Markup Language because it uses syntax called as Markup Elements to format a web document.

- **DHTML (Dynamic Hyper Text Markup Elements)**

It can also be called as an extension to Hyper Text Markup Language because it doesn't have existence of its own and always works with Html applying Dynamic effects to it. This project will use Dhtml features to show extra text effects.

- **JAVASCRIPT**

JavaScript is a Scripting language which provides all the language features with variables, loops, functions etc. the functions of JavaScript are written in a page as an: -

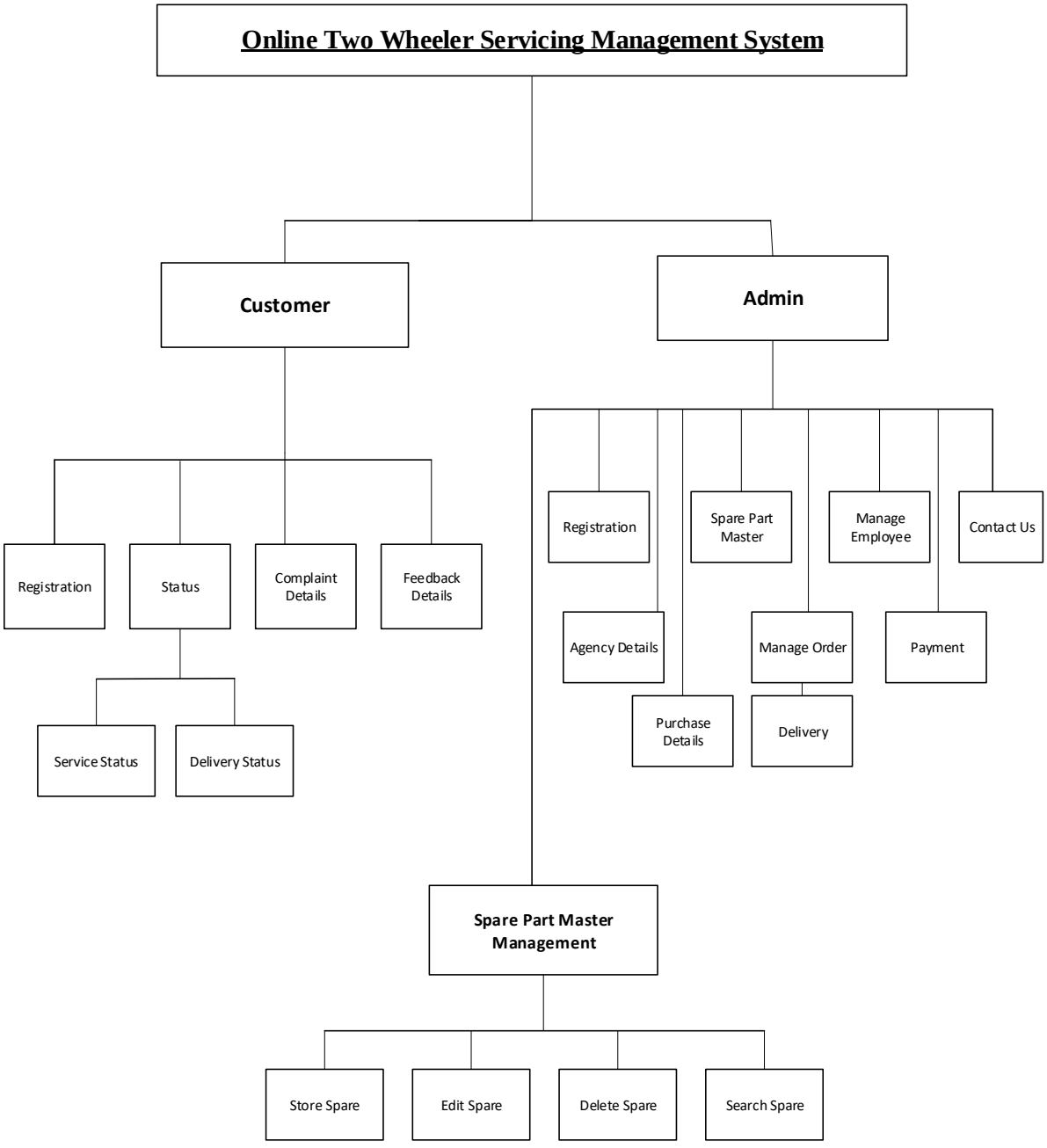
Inline Script

Embedded Script

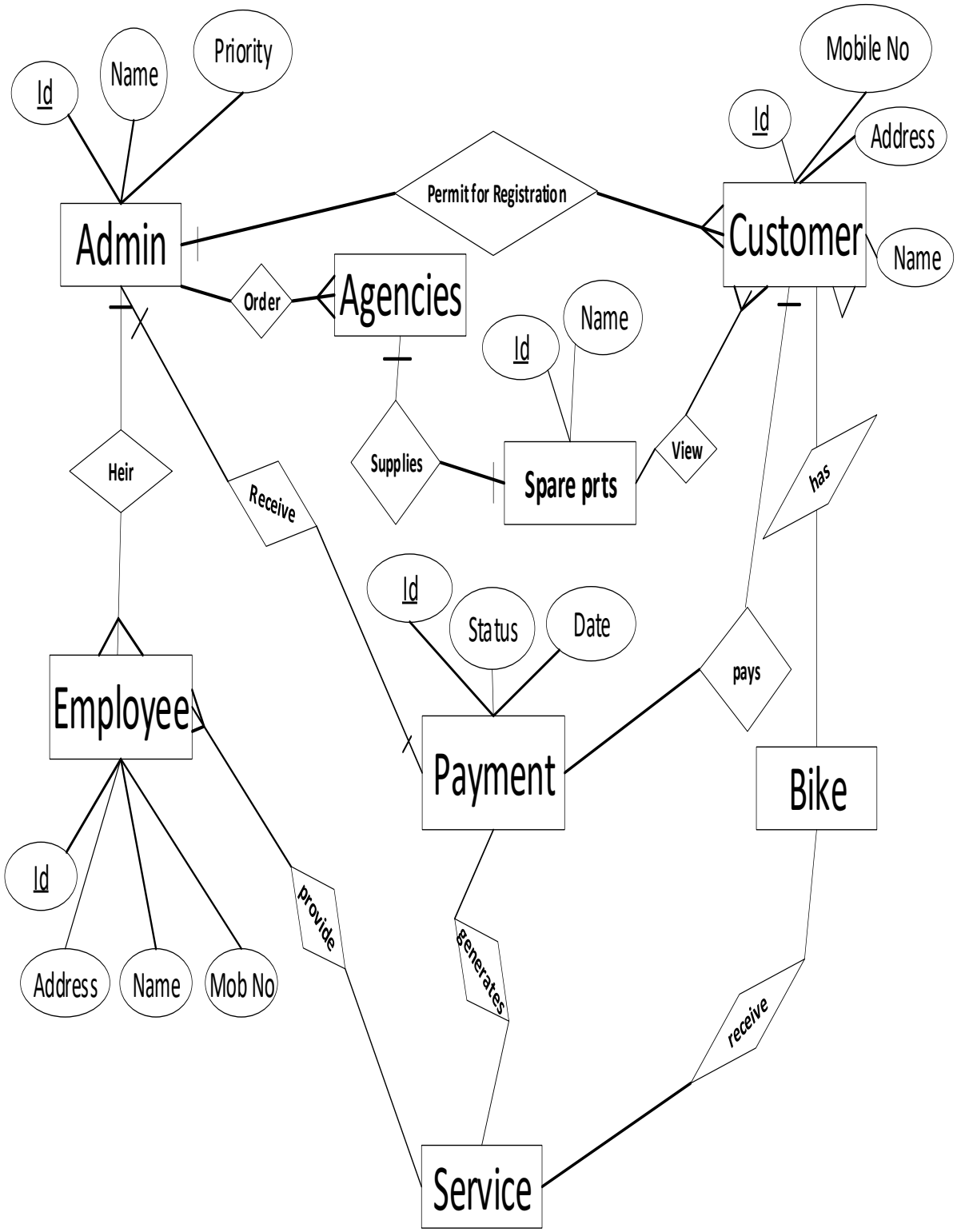
Linked Script

These scripts help us to handle events generated by a user over the internet. A JavaScript function can be called to perform some task when the user demands for thus JavaScript can make a website Interactive which could act on user actions. In this project I am going to use a linked scripting code that will act as a validation code for the form pages.

STRUCTURE CHART:

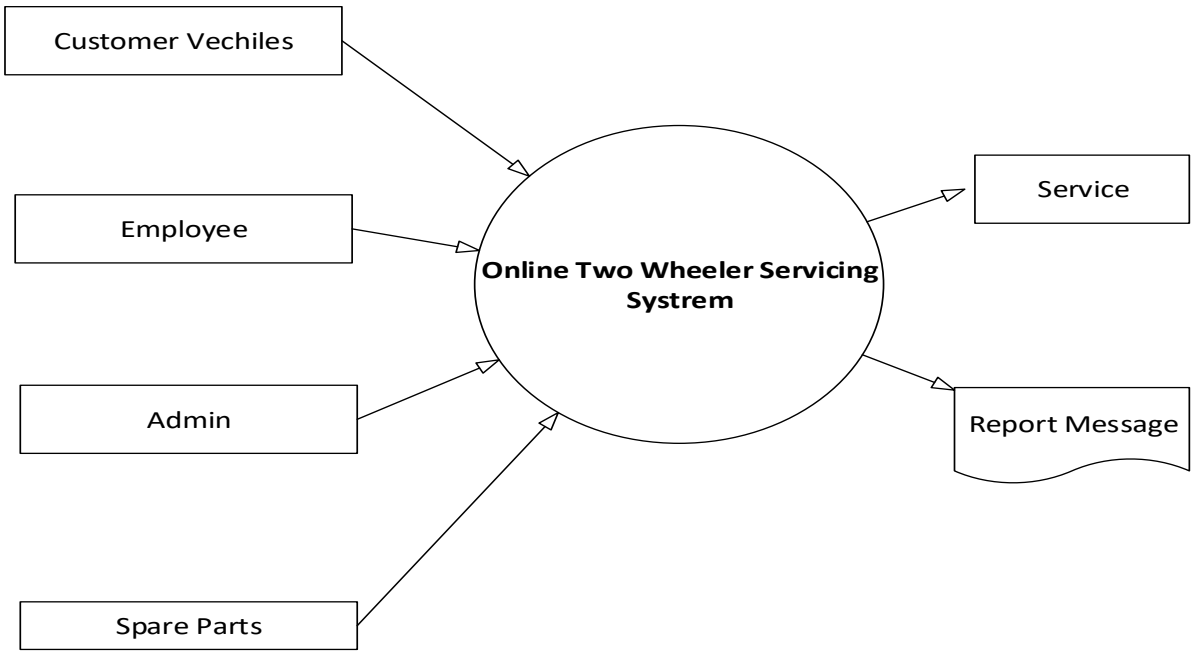


ER–DIAGRAM

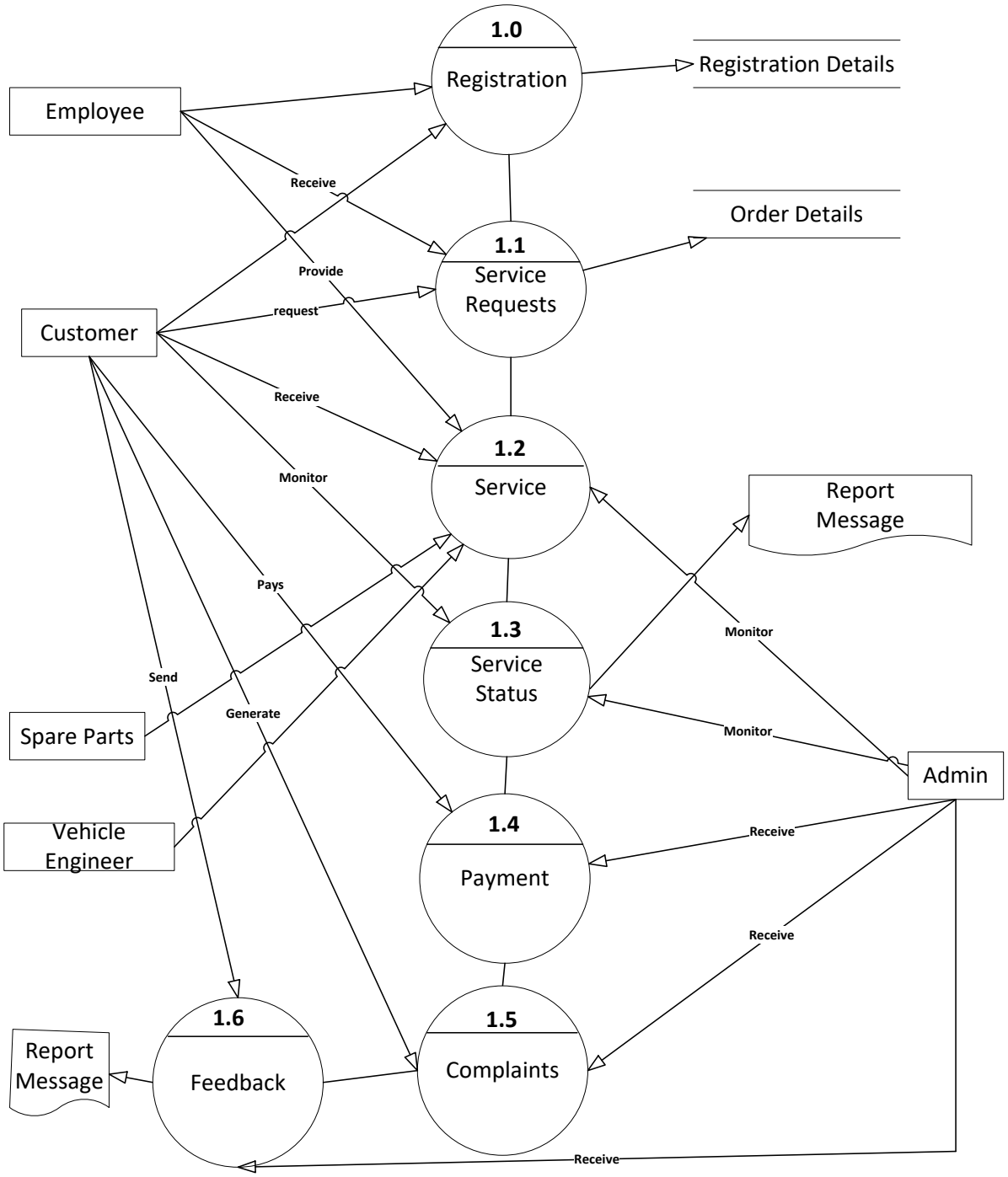

Id
Name
Priority
Admin
Permit for Registration
Mobile No
Id
Address
Customer
Name
Order
Agencies
Name
Id
Supplies
Spare prts
View
Heir
Receive
has
Id
Status
Date
pays
Employee
Payment
Bike
Id
provide
generates
receive
Address
Name
Mob No
Service

DATA FLOW DIAGRAM (DFD)

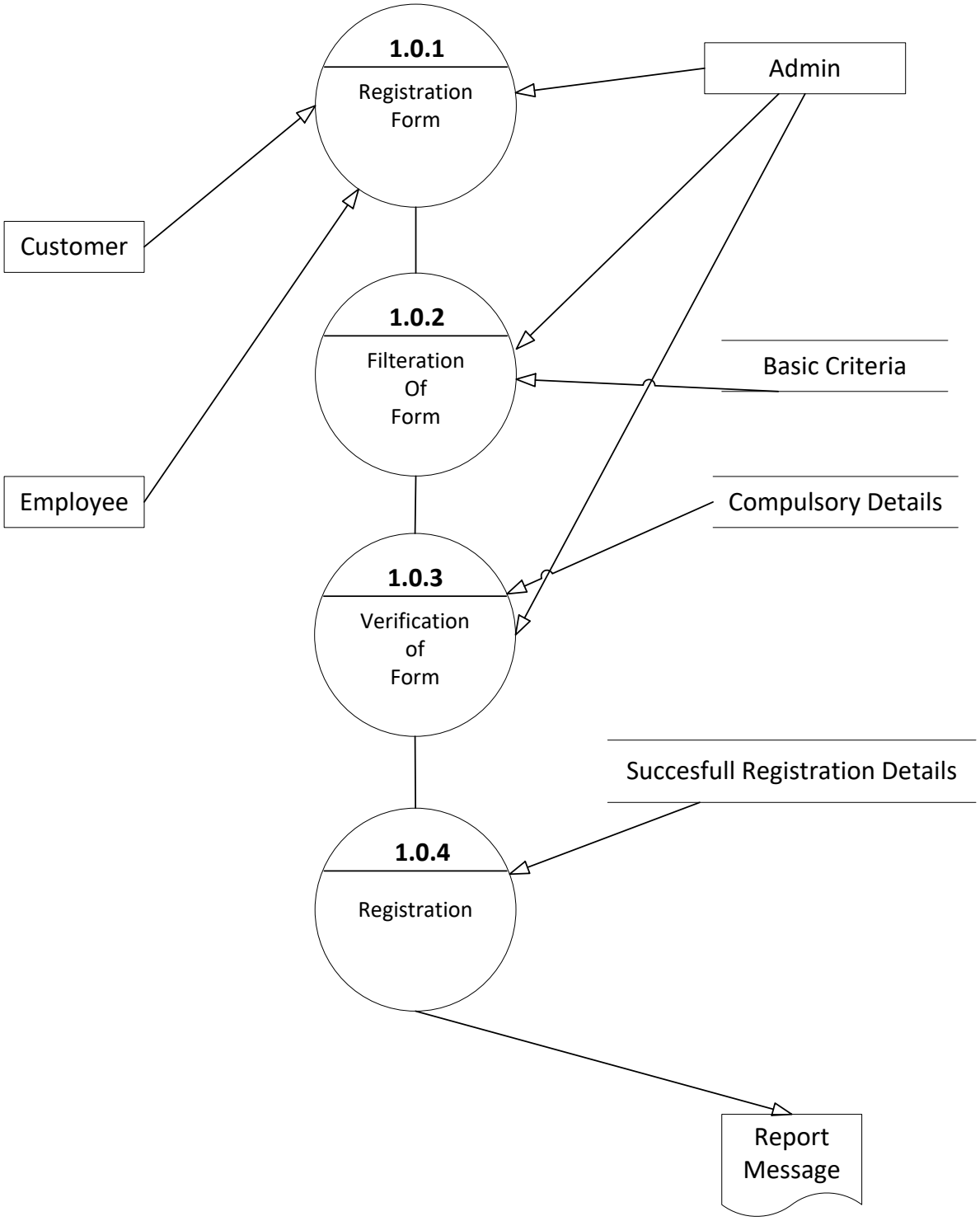
Context / 0 – Level Diagram



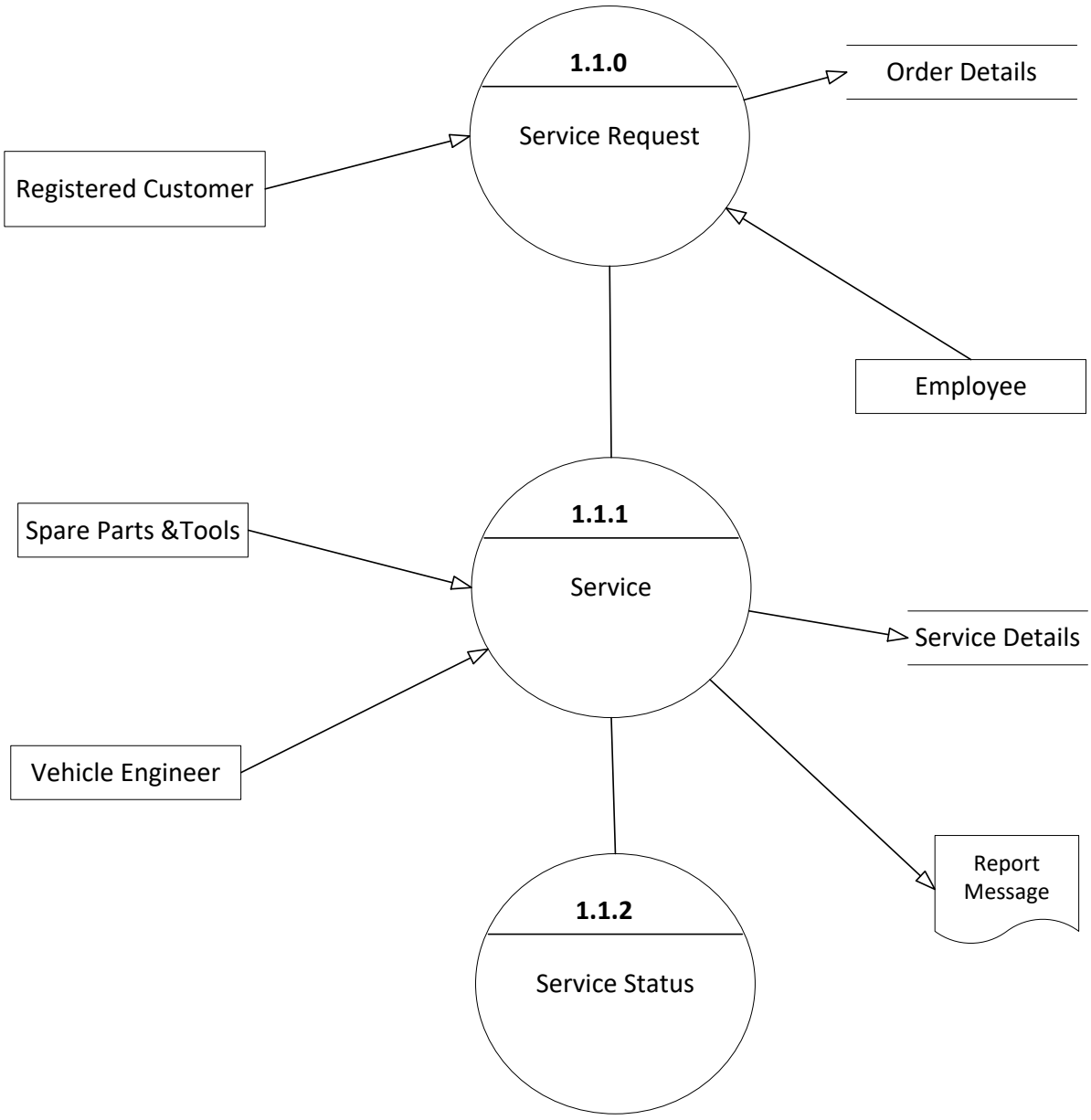
One Level Diagram



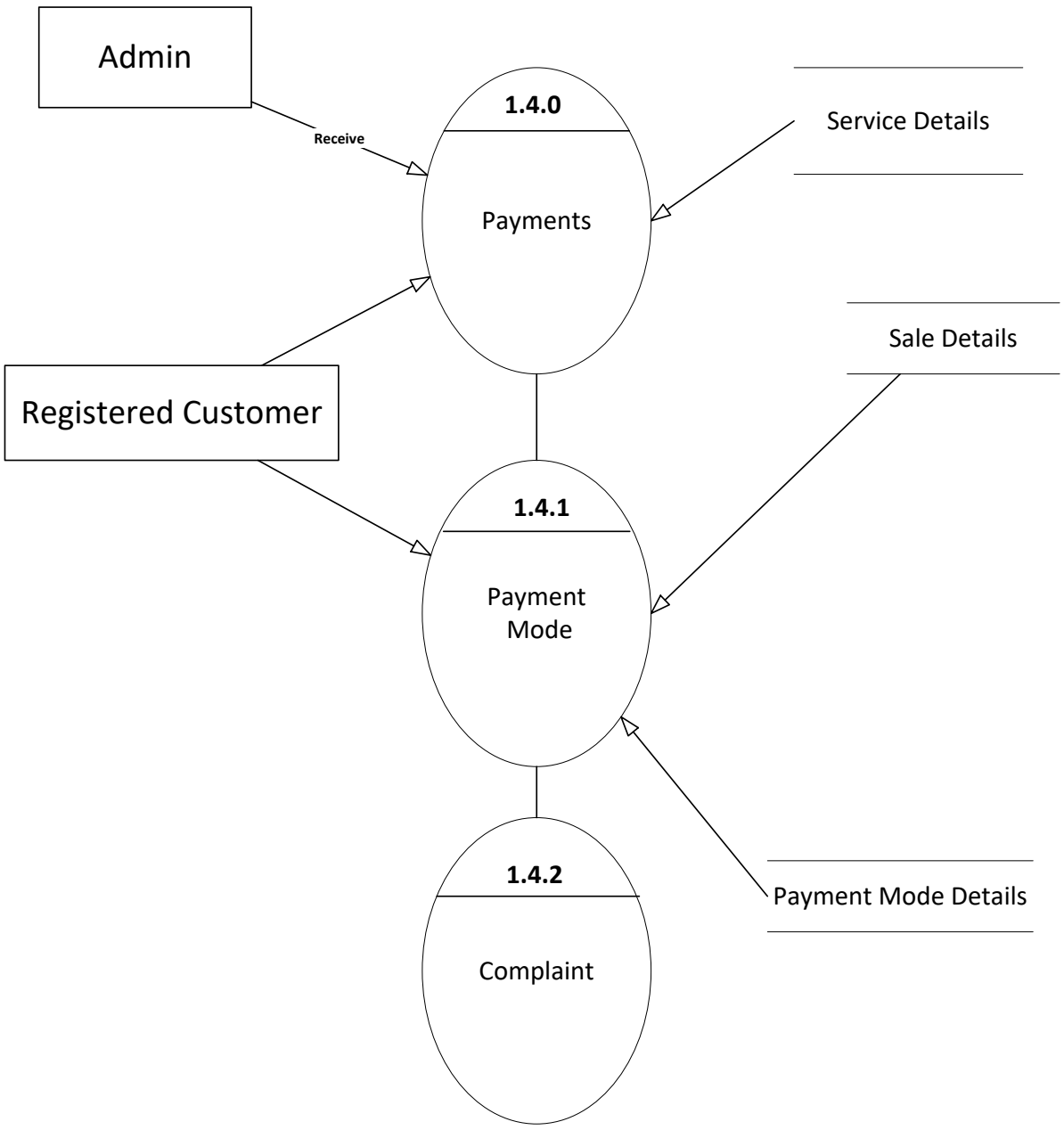
Two Level Diagram : Registration



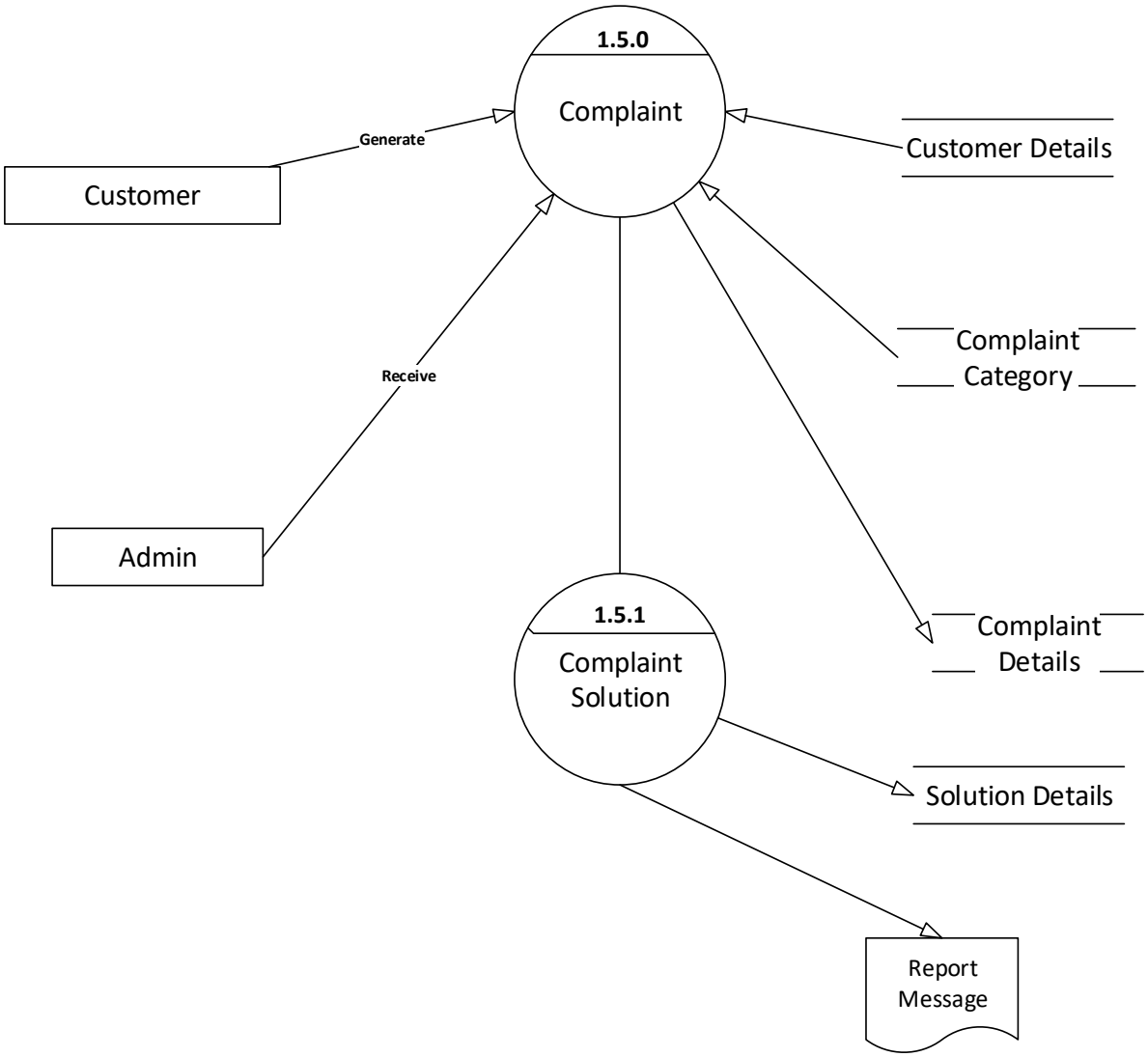
Two Level Diagram : Service



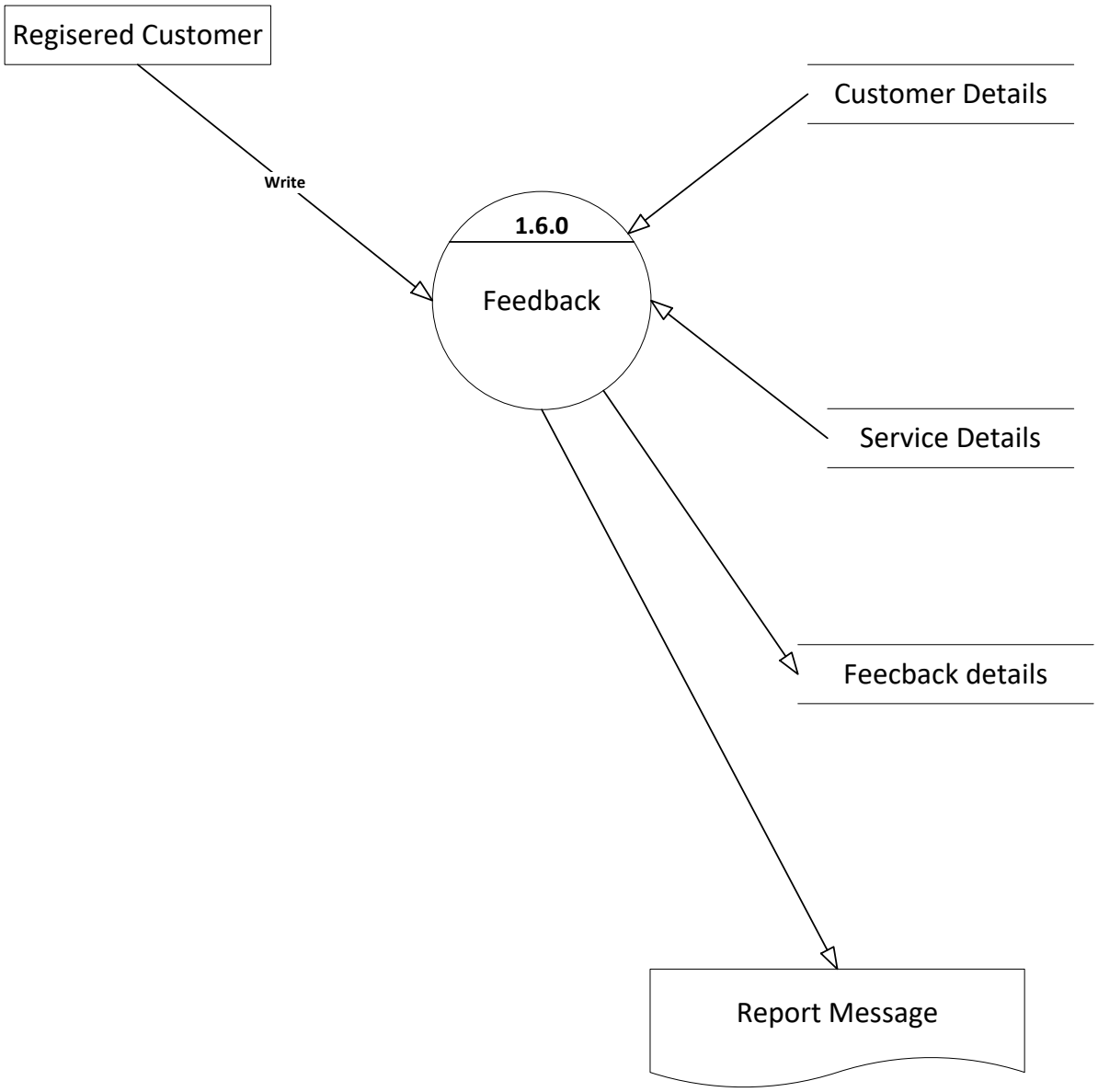
Two - Level Diagram : Payment



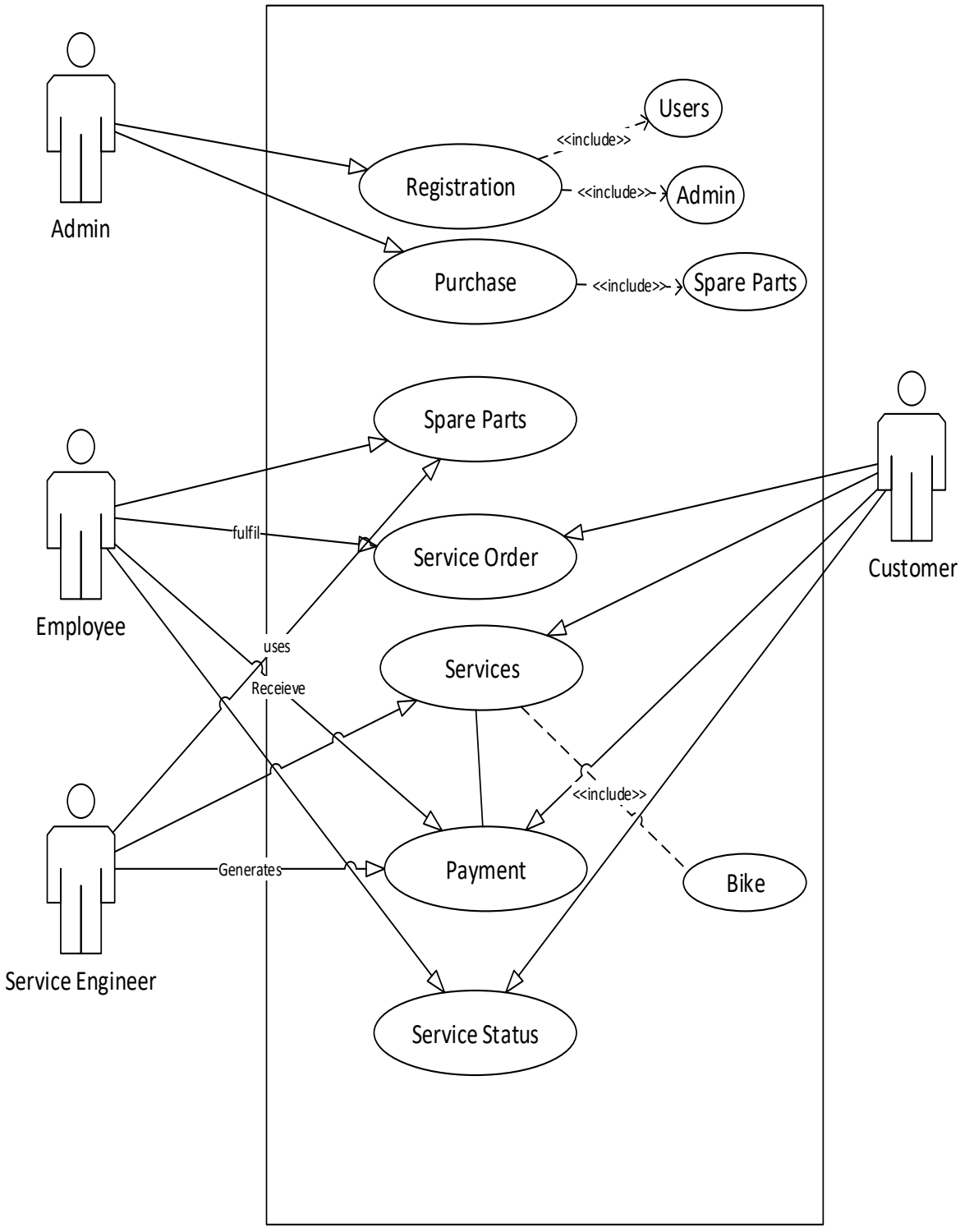
Two – Level Diagram : Complaint



Two – Level Diagram : Feedback



USE CASE DIAGRAM–



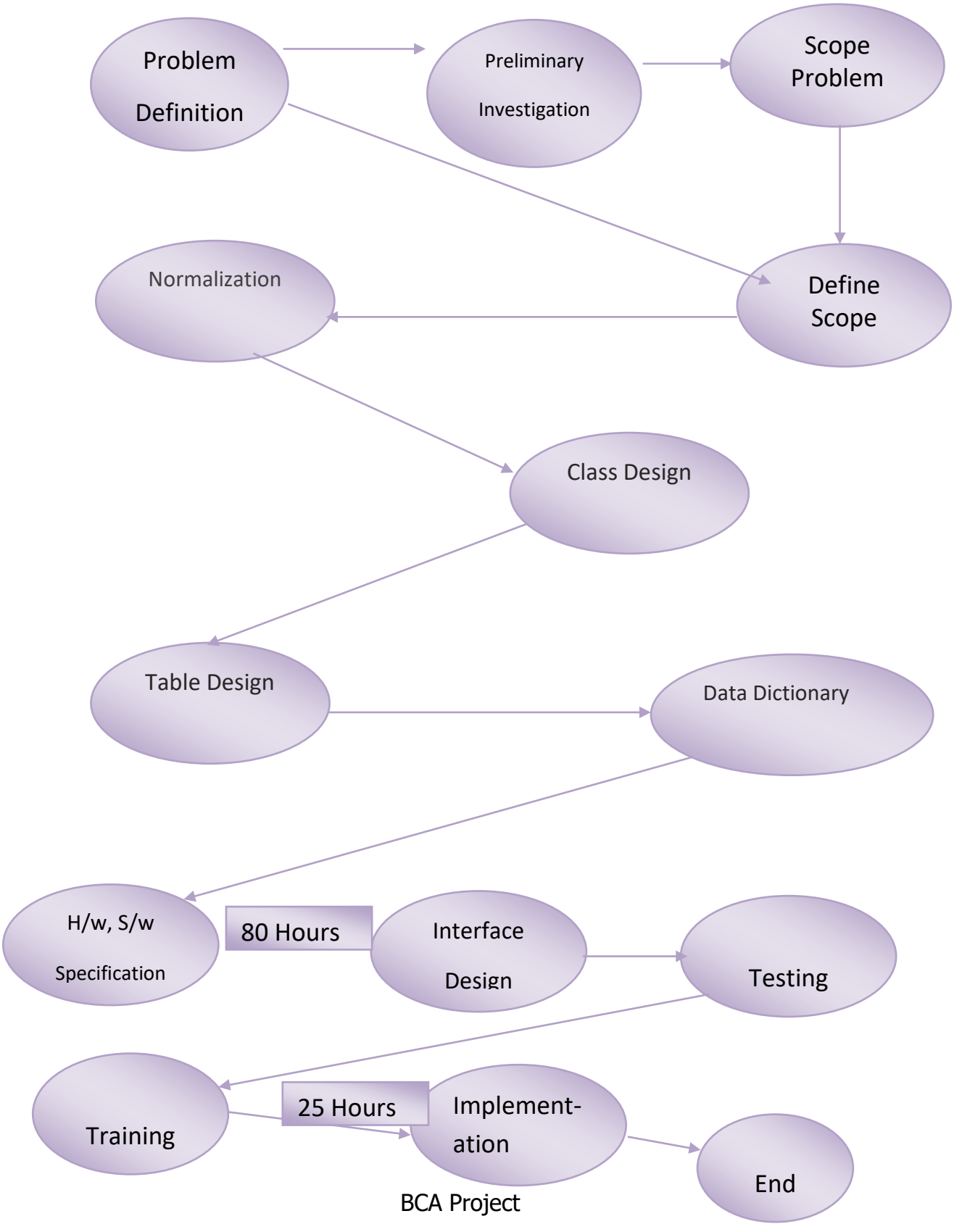
TYPES OF CHART USED

Pert Chart

It is a program evaluation review technique, mainly used for high risk projects with various estimation parameters. PERT is also known as CPM (Critical Path Method) and is a network analysis tool. This tool is a very commonly used, comprehensive, practical system for planning and controlling projects. The aim of this technique is to monitor the progress of projects so that they are completed within the targeted time frame. This method can also be used to help in allocation of resources like material, equipment and labor. The correct allocation of resources helps in reducing the cost of the project by maintaining the optimum balance between the times taken and costs involved. For each module in the project, duration is estimated as follows:

1. Time taken to complete a project or module under normal conditions.
2. Time taken to complete a project or module with minimum time (all resources available).
3. Time taken to complete a project or module with maximum time (resource constraints).
4. Time taken to complete a project from previous related history.

It has been seen that the completion time of projects can be reduced by as much as 10% and utilization of resources can be increased by at least 5%.


Problem Definition
Preliminary Investigation
Scope Problem
Define Scope
Normalization
Class Design
Table Design
Data Dictionary
H/w, S/w Specification
80 Hours
Interface Design
Testing
Training
25 Hours
Implement-ation
End

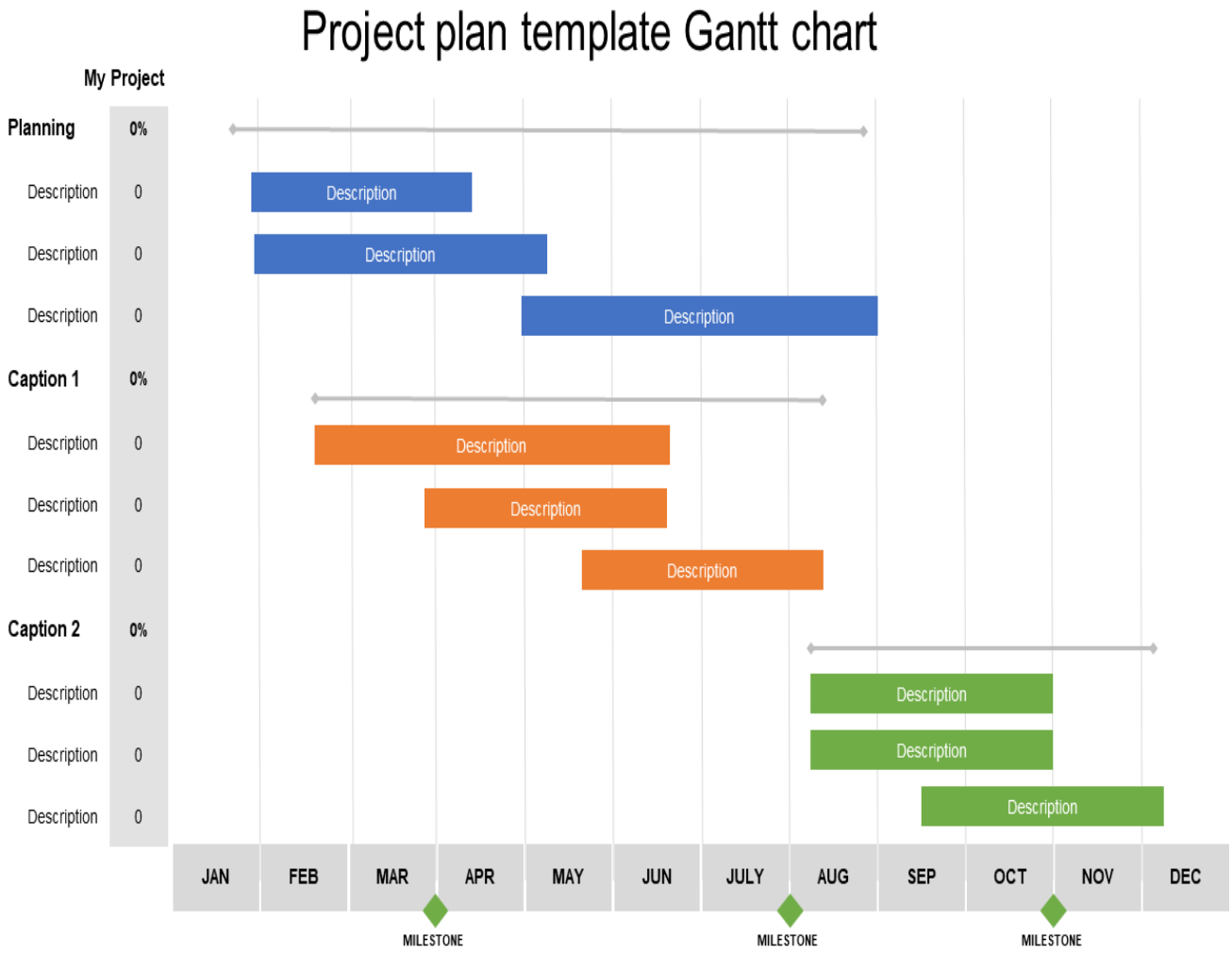
BCA Project

Gantt /TimeLine Chart

A Gantt chart can be developed for the entire project or a separate chart can be developed for each function. A tabular form is maintained where row indicates the tasks with milestone and columns indicate duration (weeks/months). The horizontal bars that spans across columns indicate duration of the tasks. The circle indicates the milestone.

The first step in preparing a Gantt chart is the breakup of the project into a number of smaller tasks. The start date, duration and the effort are defined for each task. A timeline chart or Gantt chart can then be generated. The tasks are listed on the y-axis and the horizontal bars against each task indicate the duration of the task. The diamonds represent the milestones and when there are 2 or more horizontal bars running in parallel, it implies that those tasks can be in process simultaneously.

In most cases, the actual sequence of events is plotted just below the expected events so that it is easy to monitor the actual progress against the expected progress. Timeline charts can either be prepared for the entire project or prepared separately for each team member or project function.


Project plan template Gantt chart
My Project
Planning 0%
Description 0
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Caption 2 0%
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JAN FEB MAR APR MAY JUN JULY AUG SEP OCT NOV DEC
MILESTONE
MILESTONE
MILESTONE

SOFTWARE MODESL:

The Waterfall Model

Using Water fall model easily develop this system. This is an incremental software development process model that emphasizes an extremely right way to develop software but it will take time while developing software using this model. It is the simplest, oldest and most widely used process model for software development. In the early days the software development process was not really a process at all. The salient characteristics of this model are that

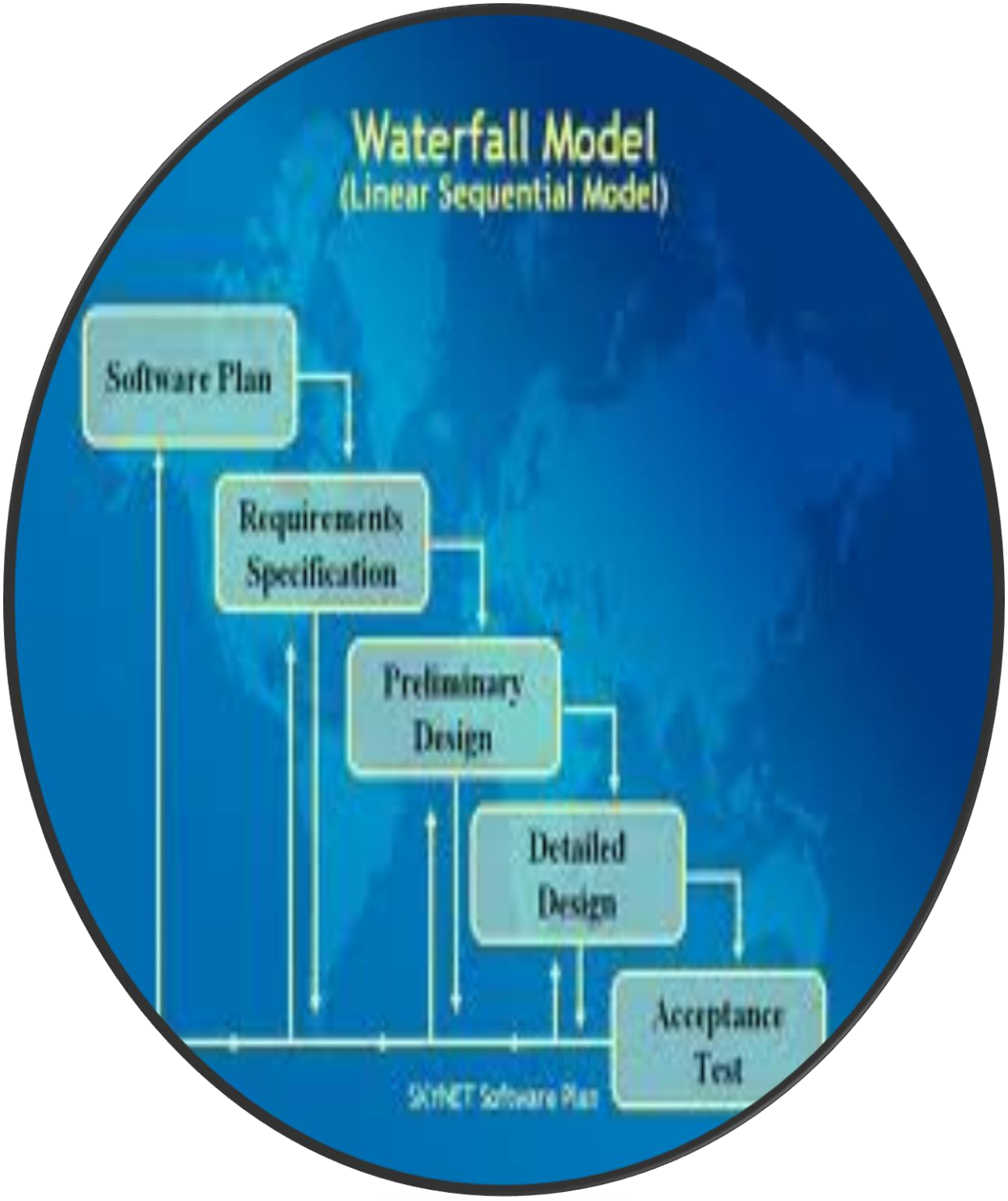
- Each phase is distinct and is mandatory for every project irrespective of project size.
- Every phase has well-defined entry and exit criteria.
- This is achieved through the process of reviews and documentation.
- At every phase there is provision for verification and validation and correction of errors and inconsistencies.

The strength of the waterfall model is that it allows for communication between the customer and developer and specifies what will be delivered, when and at what cost. The weakness of this model is its insistence on a complete set of user requirements before commencement of design.

The waterfall model provides a systematic and sequential approach to software development and is better than the build and fixes approach. But, in this model, complete requirements should be available at the time of commencement of the projects, but in the actual practice, the requirement keep on originating during different phase , the waterfall model can accommodate new requirement only in the maintain phase. Moreover, it doesn't incorporate any kind risk assessment. In the waterfall model, a working model of software is not available. Thus there is no way of judging the problem of the software in between different phase.

A slight modification of waterfall model is a model with feedback. Once software is developed and is operational than the feedback to various phase may be provided.

This model acquires its name from the fact that the classic software life cycle is represented as a sequence of descending steps like a natural waterfall. The different levels of the waterfall correspond to the distinct phases of the software development process. The essence of this model is that the process of software development consists of a linear set of distinct phases.


Waterfall Model
(Linear Sequential Model)
Software Plan
Requirements Specification
Preliminary Design
Detailed Design
Acceptance Test
SkNET Software Plan

NO. OF MODULES AND ITS DESCRIPTIONS

1. Customer Module:
    a. Customer Registration
    b. Two Wheeler Master Details
    c. Status Detail
        i. Delivery Detail
        ii. Service Detail
    d. Complaint Details
    e. Feedback Details
2. Admin Module:
    a. Spare Parts Master
    b. Service Master
    c. Agency Details
    d. Purchase of Spare Parts Details
    e. Customer Order Details
    f. Manage Orders & Service Details
    g. Payment Details
    h. Employee Master Details

i. Contact Us Details

DATA STRUCTURE OF EACH MODULE

TABLE NAME: USER REGISTRATION

Slno.	Fields /Attribute Name	Data Type(Size)	Constraints	Descriptions
1.	SlNo	Varchar2(20)	Not Null	Serial Number
2.	UType	Varchar2(20)	Primary Key	User Type
3.	Uname	Varchar2(50)	Not Null	User Name
4.	Fname	Varchar2(50)	Not Null	Father's Name
5.	Dob	date	Not Null	Date of Birth
6.	Gen	Varchar2(20)	Null	Gender
7.	Quali	Varchar2(20)	Null	Qualification
8.	Mob	number(20)	Not Null	Mobile Number
9.	Email	Varchar2(20)	Not Null	Email ID
10.	Add1	Varchar2(150)	Not Null	Address 1
11.	Add2	Varchar2(100)	Not Null	Address 2
12.	State	Varchar2(50)	Not Null	State
13.	Uid	Varchar2(20)	Not Null	User ID
14.	Psd	Varchar2(20)	Not Null	Password
15.	Cpsd	Varchar2(20)	Not Null	Confirm Password
16.	Remarks	Varchar2(200)	Null	

TABLE NAME: SPARE PARTS/PRODUCT DETAILS

Slno.	Fields /Attribute Name	Data Type(Size)	Constraints	Descriptions
1.	SlNo	Number (20)	Unique Key	Serial Number
2.	Sparid	Varchar(20)	Primary Key	Spare ID
3.	SparTyp	Varchar2(50)	Not Null	Spare Type
4.	SparStr	Varchar2(50)	Not Null	Storage Location
5.	SparNm	Varchar2(50)	Not Null	Spare Name
6.	CompName	Varchar2(50)	Not Null	Company Name
7.	SparNum	Number(100)	Not Null	Spare Number
8.	DtMfd	Date	Not Null	Date of Manufactured
9.	Remarks	Varchar2(200)	Null	

TABLE NAME: AGENCY MASTER

Slno.	Fields /Attribute Name	Data Type(Size)	Constraints	Descriptions
1.	SlNo	Number(20)	Unique Key	Serial Number
2.	AgyID	Varchar2(20)	Primary Key	Agency ID
3.	Agyname	Varchar2(50)	Not Null	Agency Name
4.	Mob	Varchar2(20)	Not Null	Mobile Number
5.	Email	Varchar2(20)	Not Null	Email ID
6.	Add1	Varchar2(100)	Not Null	Address 1
7.	Add2	Varchar2(100)	Not Null	Address 2
8.	State	Varchar2(20)	Not Null	
9.	Remarks	Varchar2(200)	Null	

TABLE NAME: PURCHASE DETAIL

Slno.	Fields /Attribute Name	Data Type(Size)	Constraints	Descriptions
1.	SlNo	Varchar2(20)	Not Null	Serial Number
2.	PurID	Varchar2(50)	Primary Key	Purchase ID
3.	Agid	Varchar2(50)	Foreign Key	Agency ID
4.	SparID	Varchar2(50)	Foreign Key	Product ID
5.	DtPurchase	Date	Not Null	Date of Purchase
6.	Qty	Varchar2(50)	Not Null	Quantity
7.	UtPrice	Number(50)	Not Null	Unit Price
8.	TPrice	Number(50)	Not Null	Total Price
9.	Remarks	Varchar2(250)	Not Null	

TABLE NAME: COMPLAINT DETAIL

Slno.	Fields /Attribute Name	Data Type(Size)	Constraints	Descriptions
1.	SlNo	Number(20)	Unique Key	Serial Number
2.	CompID	Varchar2(20)	Primary Key	Complain ID
3.	Cid	Varchar2(50)	Foreign Key	Customer ID
4.	CompDt	Date	Not Null	Complaint Date
5.	IssuType	Varchar2(50)	Not Null	Issue Type
6.	CompContent	Varchar2(500)	Not Null	Complaint

				Content
7.	Remarks	Varchar2(200)	Null	

TABLE NAME: PAYMENT DETAIL

Slno.	Fields /Attribute Name	Data Type(Size)	Constraints	Descriptions
1.	SlNo	Varchar2(20)	Not Null	Serial Number
2.	SparID	Varchar2(20)	Foreign Key	
3.	Cid	Varchar2(50)	Primary Key	Customer ID
4.	PayId	Varchar2(50)	Unique Key	Payment ID
5.	SparNm	Varchar2(50)	Not Null	Spare Name
6.	PayDt	Varchar2(50)	Not Null	Payment Date
7.	Remarks	Varchar2(200)	Null	

TABLE NAME: CONTACT US DETAIL

Slno.	Fields /Attribute Name	Data Type(Size)	Constraints	Descriptions
1.	SlNo	Varchar2(20)	Primary Key	Serial Number
2.	Cid	Varchar2(50)	Not Null	Customer ID
3.	CName	Varchar2(50)	Not Null	Customer Name
4.	CEmail	Varchar2(50)	Not Null	Email ID
5.	Remarks	Varchar2(200)	Null	

PROCESS LOGIC OF EACH MODULE

Customer Registration Module-

This module is used to store the customer basic information in a proper way for future requirements. The information may contain name, address, mobile no., email id etc. This information can be used by admin to represent customer.

Servicing details Module-

In this module, the details of servicing are provided for an admin and customer about two wheelers. This module includes vehicle details, types of errors, spare parts used, engineer engaged, total amount etc.

Two wheeler Master Module-

In this module, a basic information of two wheeler bike is provided in which bike name, model no, bike's owner name, error details etc.

Agency Master Module-

In this module, a basic information of admin/owner is stored that is able to provide various type of repairing services to the user/customer that is already

requested. It mainly stores owner name, location, services team details, fee structure

Purchase Order Module-

In this module, a user can order various types of spare parts from distributors to maintain stock. These spare parts are used in servicing work by the engineers time to time.

Payment Module -

This module is used to see the details of spare parts sales and purchase price monitor by the admin. The information may contain like payment id, parts name, date of payment, payment amount, payment mode etc.

Complaint Details Module -

In this module user lodges complaints if any problems found or arise in the servicing work mainly. This module is checked time to time by the admin and a proper solution is given/taken.

Feedback Details Module -

In this module, a user gives the feedback about the servicing. It will help admin to boost up the system as a whole for quality purpose.