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**Introduction**

This project is aimed at developing a complete online grocery shopping system. This project is to make the selling and buying process easier through online. This system introduces a better way of online shopping to the customers and a profitable business for the owner.

An online grocer is either a brick-and-mortar supermarket or grocery store that allows online ordering, or a standalone e-commerce service that includes grocery items. There is usually a delivery charge for this service. Online grocery delivery services are available throughout Europe, Asia and North America, mostly in urban centers. The online ordering is done through e-commerce websites or mobile apps.

Online shopping is the process whereby consumers directly buy goods or services from a seller in real-time, without an intermediary service, over the Internet. It is a form of electronic commerce. This project is an attempt to provide the advantages of online shopping to customers of a real shop. It helps buying the products in the shop anywhere through internet by using an android device. Thus the customer will get the service of online shopping and home delivery from his favorite shop

**Main Objectives**

The objective of the project is to make an application in android platform to purchase items in an existing shop. In order to build such an application complete web support need to be provided. A complete and efficient web application which can provide the online shopping experience is the basic objective of the project. The web application can be implemented in the form of an android application with web view.

There are other objectives:

* To shop while in the comfort of your own home, without having to step out of the door.
* Provide home delivery free of cost.
* No wait to see the products if someone else is taking that.
* Fix the limitation and problems of paper based processes.
* Increase the quantity of sales by making the new technology of web pages’ design more attractive.

**History**

Internet has widely grown in the recent century and become the necessity. The main objective of choosing this project is to provide a hassle-free and enhanced shopping experience. It has not only replaced the traditional way of shopping but also provided the comfort and ease to shop from our desk. Consumers don’t have to go to stores during restricted timings; they can buy almost everything at anytime from anywhere.

**Problem, Solutions & Opportunities**

**EXISTING SYSTEM**

The current system for shopping is to visit the shop manually and from the available product choose the item customer want and buying the item by payment of the price of the item.

1. User must go to shop and select products.

2. It is difficult to identify the required product.

3. Description of the product limited.

4. It is a time consuming process

5. Not in reach of distant users.

6. It is less user-friendly

**PROPOSED SYSTEM**

In the proposed system customer need not go to the shop for buying the products. He can order the product he wish to buy through the application in his Smartphone. The shop owner will be admin of the system. Shop owner can appoint moderators who will help owner in managing the customers and product orders. The system also recommends a home delivery system for the purchased products.

**There are more problems:**

**Problem 1: Storage & Delivery Cost**

Perishable items require more investment on storage & delivery infrastructure (refrigeration). Special warehouses, delivery containers and specialized delivery vans must be there to ensure perishables are delivered fresh. All this requires lots of capital.

**Solution:** Just-in-time supply system integrated with state of the art inventory management API can minimize inventory costs. Apart from that, teaming up with an efficient delivery service provider that has the right vehicles to ensure customer satisfaction is a good idea from economic and operational perspectives.

## Problem 2: Low Profit Margins

## Customers are reluctant to pay for convenience charges and want to get faster delivery & quality assurance. Catering to this particular need can actually turn out as a financial nightmare for online grocers.

**Solution:**Implement [asset light business model](https://www.fatbit.com/fab/top-nine-asset-light-business-ideas/). Instead of acquiring your own fleet of vehicles and staff to carry out the deliveries for you, hire a logistics company. That will cost you less than the cost of vehicles and salaries combined. While signing the contract agreement with the delivery service provider, make sure you mention that between your office gate and customer’s doorstep, the goods to be delivered are the service providers’ responsibility.

## Problem 3: Inefficient Delivery

It’s hard to break the threshold called hyper-local segments with one delivery system, especially when the customers expect same-hour delivery. Product quality, time, and delivery cost – all these critical factors impose a huge challenge for an efficient delivery system.

**Solution:**Logical decision would be to team up with reliable hyper local delivery service providers. Although, not directly related to grocery delivery, Amazon India presents a good example of this, as they partnered with Indian post to improve their reach in rural areas of India.

And then there’s a futuristic solution – delivery through drones. It may seem a viable solution only in near future, but it would soon become an essential one.

**Product Description:**

The system consists of two parts. A web application which can provide the online shopping service and an android application for the customer to access the web service from his Smartphone. Web application should be able to help the customer for selecting his item and to help the owner in managing the orders from the customers

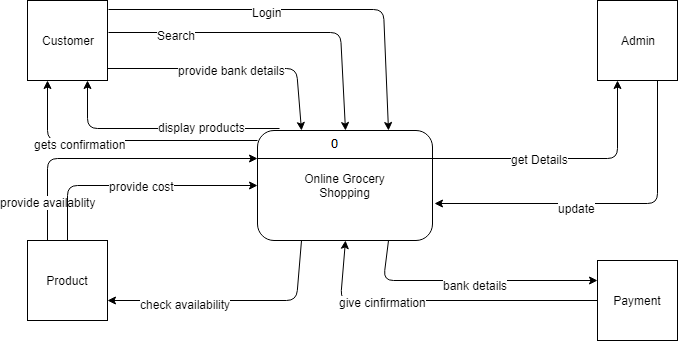
**Product Summary**

* Obtain necessary funding (1,920,000tk in investor/personal loans and 8,000,000tk in small business administration loans).
* Create a service-based company that exceeds customers' expectations.
* Become an established community destination with a customer satisfaction rate of 90% by the end of the first year.
* Achieve cash flow self-sufficiency by the end of the first year.
* Sales of 36,952,000tk in the first year, with sales increasing to 38,778,800tk in the second year and 40,640,000tk in the third year.
* Provide an income for the founders by the end of the second year with income growth possibilities.
* Repay debt from original financing by the end of the fifth year.

**Product Stakeholders**

1. **Customers**. Without customers the company cannot survive so in almost all situations the customer needs have to come first. The customer can always to choose to take his business to a competitor so it is essential that we continue to innovate, to offer good products and good value for money.
2. **Employees**. The employees are the ones who create and deliver the products or services that the customers consume. If we lose or offend our best employees, then customer service will suffer so we need to look after them.
3. **Shareholders.** The shareholders own the company. They might well have put forward the seed capital which we need to get started so their needs are important.
4. **Suppliers, distributors and other business partners.** We need to collaborate with our partners to run the business. Many have essential skills that we lack. It is best to build good long-term relationships.

**Data Flow Diagram**



**Software key technical features**

1. **A mobile website option**
2. **Free or competitive shipping options**
3. Advanced search and navigation functions
4. **A detailed product description**
5. **Customer reviews of the product**
6. **A fast guest check-out option**
7. **Superior photos and image options**

**Software and Hardware** **Details**

This section lists the minimum hardware and software requirements needed to run the system efficiently.

Hardware Interface:

• Pentium Processor

• 60 MB of free hard-drive space

• 128 MB of RAM Software Interface

Operating System:

• Windows (Vista/7 or above)

• Web Browser: Internet Explorer, Mozilla and Google Chrome

• Drivers: Java Runtime Environment

• Integrated Development Environment: Bracket or Dreamweaver

Language:

• PHP and Mysql

•HTML, Css

• JavaScript

SOFTWARE TOOL SPECIFICATION

XAMPP:

XAMPP is an easy to install Apache distribution containing MySQL, PHP and Perl.

XAMPP is really very easy to install and to use - just download, extract and start.

XAMPP for Windows:

The distribution for Windows 2000, 2003, XP, Vista, 7 and 8.

This version contains:

Apache, MySQL, PHP + PEAR, Perl, mod\_php, mod\_perl, mod\_ssl, OpenSSL

phpMyAdmin,

**Rich Picture**



**Questionnaires Method**

Using an online grocery system for grocery shopping is faster than going to a grocery store, additional information on the system's perceptions of users has been collected. We use six questions with answers to the Likert scale (1 ± strong disagreement, 7 ± strong agreement). The results of these questions are averaged to assess the perceived usefulness and ease of use. The results showed that beginner and advanced users believed that the online grocery system was more useful.

**User Responses to the Open-Ended Questions**

The open question asked users if they had any comments about the experience of online shopping. Many users took this opportunity to explain some of the problems they had while shopping using the online food system. Some users also commented personally on their own shopping habits.

In the open - ended section of the post - test questionnaire for the short test, users made numerous comments. Table 1 shows the total number of participants who responded, the number of positive comments and the number of negative comments for each participant group.

|  |  |  |  |
| --- | --- | --- | --- |
|  | Total People | Positive Comments from people | Negative Comments from people |
| Advanced users | 23 | 15 | 22 |
| Beginner Users | 21 | 14 | 15 |
| Total | 44 | 29 | 37 |

**Table 1: Participant responses to the open-ended questions**

The positive comments made by users referred to the way in which users felt that this process was faster than conventional self - service purchases. They also felt that it was easy to search and that the lists were easy to navigate with products categorized by product type. The negative feedback was mainly about the problems users had when trying to find items using the built - in search function or adding the item to the list.

In total, there were 29 positive responses (43.9 percent) and 37 negative responses (56.1 percent). The speed of product location and the overall convenience of the online grocery store impressed users. The most problematic problem with the online grocery store was to add a trolley item. Many of the negative comments made by all types of users were due to the misunderstanding of the online grocery store by users, which indicated that the system should be simplified to meet all users ' needs.

**User Responses to the Close-Ended Questions**

Table 2 for each participant group shows the total the number of number of participants who responded to the questions, the number of positive comments and the number of negative comments.

The positive comments made by users during the medium test referred to the way in which users interacted with the online grocery store. A number of comments referred to the fact that users felt that interaction with the online store was faster and now thought that it was definitely faster than visiting a conventional self-service grocery store. The negative feedback was similar to that of the open-ended questions describing the search feature difficulties.

|  |  |  |  |
| --- | --- | --- | --- |
|  | Total People | Positive Comments from people | Negative Comments from people |
| Advanced users | 23 | 11 | 24 |
| Beginner Users | 15 | 6 | 10 |
| Total | 38 | 29 | 34 |

**Table 2: Participant responses to the closed-ended questions**

In total, there were 17 positive responses (33.3 %) and 34 negative responses (66.7 %) for the medium test. Users in all categories said it was faster and easier to use the online grocery store than conventional self - service grocery shopping.

Again, the majority of the negative comments were related to issues with adding products to the list. This was a major concern for users. The other problem identified repeatedly in the negative comments was the need for a check of the items in orthography. The positive comments were widely supported by the online grocery store, and the negative comments identified small problems that the owner of the online grocery store could rectify.

**Interviewing Method**

We asked fourteen question to the consumers through online:

1. length of time they had used the Internet to buy groceries.
2. whether they usually have groceries delivered or pick them up.
3. if they still buy groceries at stores.
4. Age.
5. Education.
6. Gender.
7. Income.
8. Gender.
9. the most important reason for using the Internet to buy groceries.
10. what grocery items, if any, they would not order via the Internet.
11. how using the Internet has affected grocery shopping time.
12. how their grocery shopping at supermarkets is now different since they started ordering groceries via the Internet?
13. how their grocery shopping at warehouse clubs is now different since they started ordering groceries via the Internet?
14. how their grocery shopping at limited-time discount food stores is now different since they started ordering groceries via the Internet

**Use Case Diagram of the Software**



**Normal Scenario of use case diagram**

|  |  |
| --- | --- |
| **Use case name:** Customer Login | **Unique ID:** AA-01234 |
| **Actor(s):** Customer |  |
| **Stakeholder:** Customer |  |
| **Description:** Using online grocery shopping | website to login |
| **Trigging event:** Go to the web page, enter button | userID and password, and click the login |
| **Trigger type:** External |  |
| **Step performed:** | **Information For Steps** |
| 1. Participant logs in using the secure web page 2. Payment through credit card 3. Search items 4. Add item to the list 5. Delete item from the list 6. Participant logs out of the web page | UserID, Password  Credit card information  Use the search option by clicking the search icon  By clicking the button ADD beside the item  Go to the list click on the item and click the delete button beside the item  Log out option is on the right top corner of the web page |

|  |  |
| --- | --- |
| **Use case name:** Add item | **Unique ID:** AB-01234 |
| **Actor(s):** Admin |  |
| **Stakeholder:** Admin and Shop owner |  |
| **Description:** Add new item to inventory.  Shop owner that can be added to the | Getting information about new item from the  Inventory. |
| **Trigging event:** put price and description of | the item, and click the ADD button |
| **Trigger type:** External |  |
| **Step performed:** | **Information For Steps** |
| 1. Add item 2. Delete item | Click on the ADD button on the end of the inventory  Right click on the item and select delete |