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PassFast Canlaon

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ABSTRACT

With the rising popularity of the business and higher demands from the patronages, manual tracking of sales is quite challenging. Also, incorporating every business operation with the use of technology will surely boost productivity and sales revenue. Hence, this project aims to help business owners have an efficient online ordering system for their offered services and convenience in sales tracking.

Customers can order goods through online ordering. The customers can also request a cargo shipment through cargo shipping and book a reservation for an event through the event management. Further, the partner stores can manage their products through product advertising. The admin can directly view the generated sales report shown in the dashboard. Also, the admin can monitor all business operations, including confirmation of shipments, deliveries, and reservations.

TABLE OF CONTENTS

ABSTRACT	ii
TABLE OF CONTENTS	iii
LIST OF FIGURES	v
LIST OF TABLES	vi
CHAPTER 1 INTRODUCTION	1
1.1 Rationale of the Study	1
1.2 Statement of the Problem	3
1.2.1 General Objective	4
1.2.2 Specific Objectives	4
1.3 Significance of the Study	4
1.4 Scope and Limitations	5
CHAPTER 2 RELATED SYSTEMS	7
CHAPTER 3 TECHNICAL BACKGROUND	21
CHAPTER 4 DESIGN AND METHODOLOGY	24
4.1 Conceptual Framework	24
4.2 Analysis and Design	25
4.3 Development Method	29
4.4 Development Approach	31
4.5 Software Development Tools	32
4.6 Project Management	33
4.6.1 Schedule and Timeline	33
4.6.2 Responsibilities	34
4.6.3 Budget and Cost Management	36
4.7 Verification, Validating and Testing	36
BIBLIOGRAPHY	38
APPENDICES	
Appendix A Transmittal letter	
Appendix B Interview Guide	
Appendix C Questionnaire	
Appendix D Software Requirements Specifications	

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LIST OF FIGURES

Figure 1: Current Process Conceptual Framework Model.....	24
Figure 2: New Process Conceptual Framework Model.....	25
Figure 3: Use Case Diagram for Admin.....	26
Figure 4: Use Case for Partner Stores.....	27
Figure 5: Use Case for Customer.....	28
Figure 6: Entity Relationship Diagram.....	29
Figure 7: Development Model.....	31
Figure 8: Development Approach.....	32
Figure 9. Gantt Chart for First Semester.....	35
Figure 10. Gantt Chart for Second Semester.....	35
Figure 11: Team Structure.....	35

LIST OF TABLES

Table 1: Detailed Comparison Matrix.....	18
Table 2: Software Development Tools.....	33
Table 3: Responsibilities.....	35
Table 4: Budget and Cost Management.....	36
Table 5: Questionnaire.....	51

CHAPTER 1

INTRODUCTION

This chapter discusses the system and provides a brief introduction of the research problem.

1.1 Rationale of the Study

Management is an integral part of any organization that determines the success of the business. Effective management does not only apply to how skilled the employees are but also to how they value customer satisfaction. According to Rawson et al. (2014), an organization that can skillfully manage the entire customer experience path obtains such rewards as enhanced customer satisfaction, reduced outflow, increased revenue, higher employee satisfaction leading to an overall positive customer experience.

Effective management practices usually are tailored to meet the specific needs and requirements of the business. In the food industry, specifically the food delivery sector, such necessity is done by adapting the latest trends in technology. Many of these tools help a growing business such as, delivery services that are popular nowadays, sales tracking that will show the growth rate analysis, and various ordering methods.

Moreover, the drastic growth of the need and demand of consumers for online services is a significant factor for the occurring changes in the food ordering and delivery sectors. Also, it has proven to be of great importance with all the disruptions in most business operations since the start of the pandemic period. The government had imposed health protocols, including travel restrictions and limited social interaction through quarantine and total lockdown due to the rapid growth of cases infected by the Coronavirus disease (COVID-19). As a result, there has been a global disruption in the health and

economic sector. Several factories have been closed, resulting in the displacement of hundreds of workers (Baraoidan & Cinco, 2020).

Nonetheless, while the citizens are in quarantine, they spend most of their time surfing the net and availing online services, especially online shopping. Recent reports from J.P. Morgan and the United Nations Conference on Trade and Development (UNCTAD) show that many consumers have utilized the technology to perform online shopping and other digital services considering the imposed restrictions with physical interactions (UNCTAD 2020, J.P. Morgan 2020). With the wide range of products and accessible social media platforms, online shopping proves to be of great advantage considering the current situation.

However, it is essential to take note that online platforms require users to be knowledgeable about technology. The research of Moondra et al. (2020) found out that since the online food delivery business is new and growing, many of the users specifically, those above 40 years old, are not familiar with the ease of ordering food online. Contrary to that, most students prefer to order food online because it is time-efficient. Thus, the approaches taken as part of the marketing strategy tend to vary from one customer group to another, considering the usability and levels of appeal to the concept of fast food. From that view, understanding the consumer landscape better would help realize the full potential of the e-commerce platform as it can influence the economy, businesses, and the quality of life of people.

The focus of the study is to improve the manual work of Canlaon's PassFast Delivery Service and Surprise Center to be more productive by utilizing the latest trends. Considering the growth and popularity of the business, this implies an increasing number of customers that indicates more demands. Since the business does not have a website and only relies on its Facebook page, sales tracking is difficult and time-consuming. Hence, the

researchers provide an efficient way of managing business operations from ordering products to delivery and recording sales without manually doing it through Passfast Canlaon.

PassFast Canlaon leads the business to build a better relationship with its customers and employees through its efficient and easy-to-use website. Also, the system helps in monitoring the daily operations, including its sales, by developing a user-friendly web application with dedication and commitment to the client.

1.2 Statement of the Problem

Canlaon's PassFast Delivery Service and Surprise Center is a growing business that provides services specifically in Canlaon City using Facebook to perform operations such as accepting orders and deliveries for the customer and advertisements for their partner stores. Hence, the company is using manual tracking of sales and calculation of the requests and deliveries.

Specifically, this study aims to provide a solution to the following problems:

1. The business cannot continue productively without the help of a system that can manage its daily operations. Their operations comprise a variety of services that can help the community. These are the following:
 - a. Goods Delivery
 - b. Documents and Cargo Deliveries
 - c. General Services
2. The business needs a system that can track sales daily, monthly, and annually.
3. The customers are requesting a system wherein they can easily navigate through every service that the business offers.

1.2.1 General Objective

This study aims to design and develop an ordering system for Canlaon's PassFast Delivery Service and Surprise Center to provide an efficient, fast, and safe delivery for their customers and updated tracking of sales in every transaction. Through the use of the application, customers can help prevent further growth of infected cases, and the business owner can conveniently oversee the development of the business.

1.2.2 Specific Objectives

The said study aims to:

1. Analyze and identify the current process of Canlaon's PassFast Delivery Service and Surprise Center
2. Design and develop a web application that will manage the customer and their orders through the PassFast Canlaon.
3. Design and develop a web application that can track and generate sales reports in which the administrator can choose to export the data in an excel format.
4. Promote local products from the partner stores of the client using the system.
5. Integrate Facebook-messenger for additional chat support.
6. Test and evaluate PassFast Canlaon.
7. Deploy the application online to make it accessible anywhere.

1.3 Significance of the Study

This section discusses the importance of creating the system providing list of beneficiaries on the proposed study:

The Business. This study will help the client to manage and continue their operations efficiently over Canlaon City. Also, it will improve the way of sales tracking, which is currently their main problem.

Customers. With the help of this study, the customers will have a convenient way of ordering products and availing services that Canlaon's PassFast Delivery Service and Surprise Center offers with just a few easy steps. They can also view the delivery status of their parcel. Most importantly, customers can order food without the need to go from store to store.

Partner Stores. They can showcase and conveniently sell their products through the use of this system.

Canlaon Community. This study will help prevent further growth of infected cases since it promotes homebased shopping experience and boost the economic activities of the community.

Developers. This study will help the researchers widen their knowledge and expertise in this field, making it easier for them to identify the methods to use during the development phase.

Future Researchers. This study will serve as a valuable tool and guide for future researchers studying relevant to this study.

1.4 Scope and Limitations

The proposed system will be used solely by its owner Mrs. Niña Mae Villaflores, in managing their growing business all-around Canlaon City, Negros Oriental. The system also allows the customer to make online

ordering including, event bookings, cargo delivery, and food delivery, once registered. In addition, the owner can view the list of orders and cancel them as well. In addition, the owner will have records of the delivered orders of the customers. And upon receiving the orders with the provided inputs in the order form, the owner will contact the customer for further details. Moreover, the owner will have updated records of sales for easier tracking and management. Also, the system is mobile-friendly for the business owner and customers.

Nonetheless, the accessibility of the system would be on any browser. The order of delivery will be on a first-come, first-serve basis but, it depends on when the location of another order is just close to the previous order. This system does not involve financial transactions such as electronic billings like corporate Gcash and bank transfers. The customer cannot cancel the order once placed. Packages should be ordered ahead of the actual date of the event for the organizers to prepare the materials needed. Also, the system does not support customer tracking using location-based services such as GPS since some barangay in the city is not in the Google maps. Customers cannot get an exact time that the delivery will arrive but rather an estimate based on his current location. This estimate is from the previous transactions in that location. Lastly, customers can only order using the system since the owner decided to use their Facebook page only for updates about their recent ventures and successful partnerships with local stores.

CHAPTER 2

RELATED SYSTEMS

This chapter presents a brief discussion of the literature reviewed by the researchers relevant to the present study. It includes the ideas, generalization, or conclusions of the finished studies that further support the research.

The last decade has been an impeccable success for businesses in the e-commerce market, as more customers are moving into online activities. There is a wide range of factors contributing to the shift in the way a customer shop, which includes: an increase in disposal income; longer work and commuting times; increased broadband penetration and improved safety of electronic payments; a relaxing of trade barriers; an increase in the number of retailers having an online presence; and a greater awareness of e-commerce by customers (Mansoor, 2018). In the Philippines, mainly the major retailers and multinational corporations were implementing e-commerce for bank-to-bank exchange (Lacson, Pasadilla, 2006). It all changed in the later years since local e-commerce transactions gained ground as digital marketplaces achieved high records of growing numbers of Filipinos doing their shopping online (Zialcita, 2019). Further, a report by Statista said that the Philippines' e-commerce market size was valued at three billion U.S. dollars in 2019 and was estimated to reach 12 billion U.S. dollars by 2025 (Statista, 2020). It further shows greater possibilities for the e-commerce market to prosper and contribute to the country's economy, especially now with the deflating economic growth globally due to the pandemic.

Silva et al. (2017) defines e-commerce platforms as the set of technologies designed to help online businesses manage their marketing, sales, and daily operations. Also, the delivery process is essential to improve customer service when running an e-commerce business. According to Coşar et al. (2017), delivery service is one of the most significant factors in online purchases related to logistics since it directly influences the satisfaction level of the customers.

Moreover, e-commerce has a broad scope of concepts when it comes to the economic market. An online food order system, for instance, is a website designed primarily for use in the food delivery industry. This system will allow hotels and restaurants to increase business scope by reducing the labor cost involved. Also, the system allows the restaurant to quickly and easily manage an online menu wherein customers can browse and place orders with just a few clicks. Restaurant employees then use these orders through an easy-to-navigate graphical interface for efficient processing (Patel, 2015). Online ordering is an essential feature of this project as it will help the customers in ordering products at the comfort of their homes.

The rise of online food delivery (OFD) is a global trend, with many countries around the world having at least one key platform for food delivery. This industry has been very proactive in developing new markets and cultivating eating habits (Li et al., 2020). An online food delivery system, for instance, means connecting end-consumer and Restaurants or food chains with the ordered food online for direct consumption (Gera et al., 2018). Also, it plays a significant role in enhancing customer satisfaction and experience through various payment methods, the availability of ratings and reviews, and minimal human interaction. Though the demands were predominantly due to perceived convenience with online food delivery service, consumers are still reluctant to sacrifice the food quality. Providing online food delivery services has also gradually become a tool for survival in the foodservice industry globally as more customers are leaning towards online food delivery services (Goh, 2017).

A study about the students' perception, behavior, and satisfaction of online food ordering and delivery services by Sethu & Saini (2016) revealed that online food purchasing services help students manage their time better. Also, the ease of availability of their desired food at any time and at the same time easy access to the internet are the prime reasons for using the services. Moreover, Hong (2015) states that the online food delivery market is immature, especially in developing

countries. The researchers found out that the reason for this is the negative comments of the customers. To solve this problem, the service provider must observe proper management and self-discipline.

In addition, the explosive growth of e-commerce in the 21st century, especially e-tailing greatly, affects the traditional logistic processes (Kasarda, 2016). According to Rutter et al.(2017), the steady growth in online retailing caused by the increased demands for more immediate delivery requires retailers to radically changes warehousing logistics. Further, automation simplifies logistics processes, information exchange, remote control and management, and optimizes costs by combining various market entities and target groups on an electronic platform. The integration in modern logistics allows synchronization and efficiency in delivery through activating the formation of a system interface that is common to all elements of the logistics system of warehousing, cargo processing, and inventory management (Khalyn, 2019).

Le-Hoang (2020) found out that improving customer satisfaction helps the company retain its customers and attract new ones in the future. Communication has a big part in partaking in business transactions. Through the help of evolving technology, communication is a lot easier and convenient. The rise of instant messages and real-time chat has been so popular that some big companies have it on their web pages. According to Petronzio (2012), instant messaging started in the 1960s with the Compatible Time-Sharing System (CTSS). On the first attempt with CTSS, thirty users log in simultaneously and send messages to each other. The system was like an e-mail system at that time.

Through the evolution of instant messages, people became more comfortable with the way they communicate with each other, especially for long-distance communication. As conducted by 99firms.com, 70 % of the consumers are favorable to real-time messaging since it can offer instant response and 70 % of the consumer prefers human communication rather than artificial intelligence.

More people are now dependent on instant messaging since it is more convenient nowadays, especially that the world is currently experiencing a pandemic. Even today, 41% of the customers expected live chats on websites (MacDonald, 2021). For the customer to answer their current questions, live chats are very helpful and will always serve their ultimate purpose.

Live chat is an essential tool when addressing the inquiries of customers about a product or service. The business optimizes live chats to solve their problem of communicating with their customers. A survey from BoldChat revealed that 66% of the respondents said that persuasiveness and good communication service were the reason online shoppers find proactive live chats. Moreover, 94% of the respondents said to be satisfied with an active live chat from the attendants (Richards, 2012).

From the research by Elmorshidy et al. (2015), good system quality, information quality, and service quality will bring advantages to the system resulting in a massive effect on the whole business or organization. Moreover, understanding the factors that affect the live chat system is of great help and importance since it will always be for individual users. Making the system is crucial for it will always vary on the different users, but continuously studying the system will make it much better for user experience.

Managing your system needs more time and effort. Reports or feedback on the system will always be present because it will determine which feature to modify. As cited by Kiruthiga, 2020 from Agarwal, R., the report is orderly and well-structured information that helps an individual in decision making. A well-known type of report is an organized data by the individual based on their knowledge and wisdom.

Kumar (2017) describes the reporting management system as part of a control system that helps the business grow and prosper. It can be in the form of

a report or a statement. Durcevic (2020) then stated that management reports aim to help the business person with well-informed information for a well-driven decision. With the help of the data that will be received, the business will have a better system that helps user experience and interaction between the customers and the owner.

Further, Durcevic (2020) stated that a sales analysis report or sales report provides the overall sales activities of a business organization or company. Sales report shows the sales performance over some time, generally retailing the revenue and sales volume changes and evolutions that eventually lead to support the decision making when financial issues arise. Additionally, sales reports overlook the financial state of the business. This report will then help determine which services need to be improved (Bauer, 2019).

From the study of Alianto et al. (2020), they concluded that a sales analysis system helps improve the inner working sales strategy and constructive approach by knowing the business sales and inventory processes of the business. However, this system will be more advantageous when the online and real-time sales analysis system applies to the business location and workforce to maintain the system.

According to Chen (2020), payment is the vital link that can bridge the cyber and the physical parts of e-commerce. For e-commerce, the minimum requirement is to have a means of payment for goods and services bought online, regardless of whether the money transactions are made online or offline. One of the ways and the safest way to pay bills is cash on delivery (COD). Cash on delivery is said to be the most trusted way of payment by people. With Cash on Delivery, customers or buyers do not need to enter their details and accounts, which makes it safer as they can only pay bills after receiving their products or services.

As shown by Anjum and Chai (2020) in their study, COD should be an option for starting a business or small business to avoid some online security issues regarding payment methods. It also stated that COD provides a sense of security and ease for the people who are purchasing some goods and services. Halaweh (2017) then concluded in his study that security makes the foundation for customers to continue embracing Cash on Delivery on e-commerce businesses. It is mainly due to the unsolved issues regarding digital wallets and online payments.

The related studies mentioned above are relevant for the chosen payment method of this system. Researchers found out that customers trust e-commerce websites when they see COD as an option for the payment method as they can always verify their product or services before purchasing any. Also, the proponents chose some systems related to the study.

Sales Performance Management Through Quota Planning

When it comes to business, planning is a must and an essential tool to succeed and grow. Businesses rely on their products and services that they render. But managing their sales progress is not easy, especially for big companies. Some companies even do some strategies for their company to survive. Colliat (2010) claimed that quota planning helps the company reach its top goals. In this system, a server will be receiving all sales reports regarding a particular product or service that the business offers. Then, the server computer will interpret and give results to know the strength and weakness of their business based on the sales activity curves and bars.

The study is in line with this system since the researchers will apply sales management in the system. It will generate weekly, monthly and annual sales for easier tracking and analysis on the part of the business owner and promotes better productivity within the team. This feature will help the current problem that the business owner is facing about manual tracking of sales for every transaction.

Online shopping system

This system permits a customer to submit online orders for items and services from a store that serves both walk-in customers and online customers. The online shopping system presents an online display of an order cutoff time and an associated delivery window for items selected by the customer. The system accepts the customer's submission of a purchase order for the item in response to the placement time before the order cutoff time. The online shopping system does not settle with a credit supplier until the item selected by the customer is from the inventory but before it is delivered. Therefore, the customer can go online and make changes to the order. In addition, the customers can select order and service types through the presented available service windows (Hopson & Keys, 2002).

This system is similar to how the PassFast Canlaon accepts orders from both walk-in and online customers. Also, with the given privileges of the customers to change orders if it is still not placed and choose whatever services they want to get.

Transportify

Cargo delivery service offers a larger space when it comes to shipments. Transportify, as one of the best couriers and delivery services in Manila, can customize and even personalized the business shipping needs of their clients by booking using their on-demand delivery app. The client can choose the vehicle of their liking to serve as a shipping vehicle for their products. Moreover, the client can easily track the current status of their order while in transit. Not only that, Transportify as a cargo delivery service can provide a bigger space to ensure that there will be room for any sudden bulk and rush orders from the client (*Cargo Delivery Service Manila [100k+ SMEs Served]*, 2019).

Good communication is a vital part of every business towards their clients. Transportify offers chat support using the Messenger application to accept inquiries from their customers. Likely, in this system, PassFast Canlaon, the

proponents also include chat support still using Messenger from Facebook. Also, the system offers services which are similar to Transportify specifically cargo deliveries.

Zoho Inventory

Simple online order management software that manages sales and purchase orders, creates packages and shipments and sends delivery updates. The users can easily convert confirmed sales orders into packaging slips in just a click. Then, the system will create a drop shipment to have their vendor directly ship the stock to their customer in case they are out of stock. Also, users can get relevant insights like your best-selling products and customer payment history with sales reports. This system can prevent fraudulent practices, track down errors, and be constantly aware of your business activities (Zoho Corporation Pvt Ltd, 2021).

Managing a business requires an efficient process of handling daily operations satisfactorily. Likely, PassFast Canlaon also generates sales reports for easier tracking of lapses and areas for improvement. Administrator can also choose to export the data to excel format to serve as their backup records.

Computer-based ordering system

A computer-based ordering system for ordering goods and services includes a self-service terminal for the customers to place their orders. Each self-service terminal further comprises a set of interactive menu screens having buttons that allow the customer to select and customize products for the order through the self-order application feature of this system.

An administration tool application communicates with the server to administer the self-service client terminals. The administration tool application includes a menu editor that enables the administrator to create and edit the interactive menu screens provided by the self-order application at the self-service client terminals. The menu editor accesses a library of menu templates containing predefined groupings of buttons. Then, uses the menu templates, as directed by

the administrator, during the creation and editing of the interactive menu screens (Woycik & Wheeler, 2006).

The system showed some similarities from the system that this study Canlaon Delivery System that the researchers developed. While this system has some similarities, the researchers also found some differences in it. Customers can surf through the website on the things that they want or need. The customers can always purchase products and services that are available at the specified time. Once the customer adds to their shopping cart or basket in the system, they can always change or update the purchase. But once the customer puts their purchase order in the ordering system, they cannot cancel or update it. In the Admin section, the administrator or the owner performs CRUD operations to manage the business operations. Lastly, the partner stores can also perform CRUD operations but are only limited to their products.

Goods delivery method, online shopping method, online shopping system, server, and vender server

The study of Ohkado (2000) revealed that they had a problem with including credit card payment methods as it is a problem with credit card legalization. The study made use of the anonymous information of the customers when sending it to the receiver. The information that they will acknowledge is from the receiver. Although, as stated in the study of Khan & Jain (2018) about the usage of e-Payments for sustainable growth of an online business, the affecting factors why Mumbai's consumers prefer online payment rather than Cash on Delivery are: for easy tracking of goods, convenience, discounts, and coupons and better cashback. However, one of the biggest concerns of consumers is security and privacy.

Chou et al. (2004) stated that online payment was only effective in the early time of e-commerce because most e-commerce businesses either went bankrupt, dropped the product, or moved into another type of business. Hence, the

proponents decided not to include any e-payment method in the system. Since Canlaon is still in its developing stage, making use of any online payment is difficult.

3GTMs' Transportation Management System

Transportation has an immense role in online business. Transportation management includes the organization and sorting of these products resulting in a vast amount of price and the shipment of the product (Phan Van, 2016 cited from Bowersox et al., 2002). When carrying out things on transportation, one should be mindful of the things that will affect the business.

3GTMs is a deployed application that helps customers manage their cargoes, track the location of their products and connect customer to customer. The system renders inventory, tracking, and routing, reporting, tendering, and billing. The system is a third-party application where customers can ask logistic experts about their transportation revenue and saving potentials (*Transportation Management Systems and TMS Services*, 2021).

Similarly, PassFast Canlaon also includes cargo shipping within the area of Canlaon. The proponents of this system give the administrator the privilege to track every shipment and provide an equivalent fee for the rendered service. It is made easier with the displayed graphs for every delivered cargo for smoother management.

Order Management System

Hufford (2020) described an order management system as a tool for the order-to-cash cycle of the business to receive, process, and easily manage. Having an order management system will help the business progress in managing the business. Moreover, Syspro is an enterprise that caters to a wide range of business support such as order management systems. Through the use of the SYSPRO sales order module, the business owner can access the account

information of their customers (2019). This privilege includes customer status, credit limits, previous orders, and bill confirmation of the customer. The system automates and processes business processes such as customer orders, reporting systems, inventory control systems, and financial management systems.

Knowing all the necessary data of a customer is vital, especially when negotiating a delivery service. That is why the proponents included this feature in the system for easier tracking of the deliveries.

Event Management System

Coordinating regular social events and informal outings among more than three people can be difficult using currently available communication tools. Thus, event management operations are enabled. The operations can include receiving a request to manage an event on behalf of an event sponsor identity. The event sponsor has access to the event information and invitee contact information. The invitees will receive an invitation message including the description of the event. The system will be directing the event invitation message to send to the invitee. Then, determine that the responses of the invitees to the invitation message are received. Also, the system generates an event update message based on sorting the replies of the invitees. Lastly, the system directs the event update message and sends it to the contact information of the event sponsor (Malik et al., 2012).

Event management is also one of the features of the PassFast Canlaon. Since Canlaon's PassFast Delivery Service and Surprise Center (CPDSSC) also offers event management with corresponding packages, the proponents utilize this system to serve as a guide that will be beneficial to the current study.

Event Management Software

Woodward (2020) describes event management as overseeing an event that will happen, may it be a wedding, conference, or party, where organizers will plan on the things that will be ready on account of the owner or liking of the

customers. The system comprises managing the budget, the place, and the tools and equipment to be used. In the study of Cristo & Martinho (2011) about an advanced event management system, they describe their system as having the features of customer registration, event scheduling, contact management, and others. Their system was the solution from proper recording and managing the business of their client.

Cvent Event Management Software has a wide range of features from planning to an actual event where the organizer will have a full update on the designated procedure to be done on a specified time and day. The same with the feature of Canlaon Delivery Service, the event management system helps for the better management of the business. The researchers did not create the whole event management system but, it will still include event organizing within the locale.

Comparison Matrix

This study was compared to existing related systems shown in **Table 1**.

Table 1.

Detailed Comparison Matrix

Features	Sales Performan ce Manage ment Through Quota Planning	Online shopping system	Transportif y	Zoho Inventory	Computer- based ordering system	Goods delivery method, online shopping method, online shopping system, server, and

						vender server
Order Management		✓	✓	✓	✓	✓
Generate Report	✓	✓	✓	✓		
Export printable data						
Online Ordering		✓		✓	✓	✓
Account Verification via Email				✓		
Delivery System			✓			✓
Staff account (Admin)	✓	✓			✓	
Customer Account	✓	✓	✓	✓	✓	✓
Sales Tracking	✓			✓		
Event Management						
Chat Support			✓	✓		

Features	3GTMs' Transporta tion Manageme nt System	Order Manage ment System	Event Manage ment System	Cvent Event Manage ment Software	Waiterio	Passfast Canlaon
Order Manage ment		✓			✓	✓

Generate Report	✓	✓	✓		✓	✓
Export printable data					✓	✓
Online Ordering		✓			✓	✓
Account Verification via Email						✓
Delivery System	✓					✓
Staff account (Admin)		✓	✓		✓	✓
Customer Account	✓	✓	✓	✓	✓	✓
Sales Tracking	✓	✓			✓	✓
Event Management			✓	✓		✓
Chat Support				✓		✓

CHAPTER 3

TECHNICAL BACKGROUND

This chapter discusses the fundamental algorithms, tools and definitions to be used to provide the compatibility of existing processes and methods to the proposed system.

Online Food Ordering System

An application that is mainly designed to increase online food ordering in the food delivery industry. The customers can easily select food menu items in just a few minutes. Employees on the other hand, use these orders with the help of graphical interface for efficient delivery (Deepa & Selvamani, 2018).

Sales Analysis System

An application that aims to provides tools and resources which will assist the sales manager in better directing and coordinating the sales activity of the business. It also reduces time and related operational costs which is ideal for an improvement in productivity (*Sales Analysis Software - Increase Profits With Sales Analytics*, 2021).

Excel Export

Exporting sales report is a convenient way of backing up the sales history or transferring it to a third-party accounting software. There are various settings during the export process wherein a user can choose whether to exclude any information and customize export template (*BigCommerce Help Center*, 2019).

Framework

A framework, or software framework, is often a layered structure indicating what kind of programs can or should be built and how they would interrelate (Lutkevich, 2020). The developers will use Laravel as their web application framework since it provides security against several web attacks which is

important in this type of application. Also, the developers will use VueJS as their Javascript framework since it simplifies web development and can be easily integrated into bigger projects for front-end development without any issues. Lastly, the developers will use Vuetify as their design framework as it provides clean, semantic and reusable components.

Repository

A repository is a central place to keep resources and stores file revision history where users can pull from when necessary (Techopedia, 2017). Github will be used as the remote repository since it supports collaboration among programmers and is convenient for version control of the source codes.

Editor

Editors or text editors are software programs that enable the user to create and edit text files. In the field of programming, the term editor usually refers to source code editors that include many special features for writing and editing code (PCMag, 2021). Visual Studio Code will be used in this system since it offers built-in support for Javascript, Node.js and extensions for other languages which will be useful in the development.

Relational Database Management System

A relational database management system is a common type of database that stores data in tables for an easy way of interrelating relations between other stored datasets (Sisense, 2021). The developers will use MySQL managed by phpMyAdmin as it is very fast, reliable, easy to use and ideal to use both in small and large applications.

API Development Tool

Application programming interface or API allows services and products to communicate with each other by enabling applications to exchange data and

functionality easily and securely (Education, 2021). The proponents will use Postman to help in building, testing and modifying APIs.

Web Browser

A web browser or internet browser is a software program used to access and view websites (Erin, 2021). Google Chrome is the regular internet browser. This is used as the browser where proponents can have the option to execute UI source code.

Interface Design Tool

An interface design tool is used for prototyping a user interface of a software application to help in visualizing its look and obtain feedback from users (Techopedia, 2015). Figma will be used as it simplifies the design process and promotes better team collaboration.

Platform as a Service (PaaS)

It is a complete development and deployment environment in the cloud which enables a user to deliver everything from simple cloud-based apps to sophisticated, cloud-enabled enterprise applications (*What Is PaaS? Platform as a Service*, 2021). Heroku will be used with the deployment of the system.

CHAPTER 4

DESIGN AND METHODOLOGY

This chapter presents the procedure, techniques, and tools which will help the proponents in solving the problems and provide a better view of the system.

4.1 Conceptual Framework

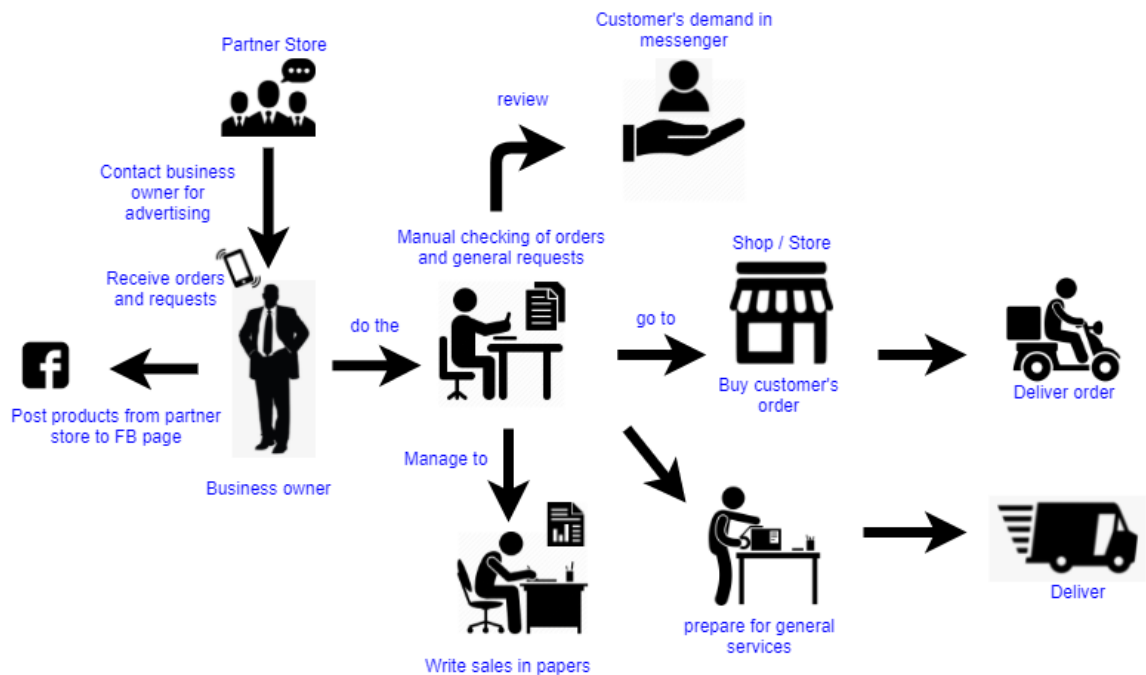


Figure 1. Current Conceptual Framework Model

The entire figure shown is the current conceptual framework diagram of PassFast Canlaon in managing its growing business. The owner manually operates the business from receiving orders to delivering them to the respective customers including, writing sales reports and updating customers about the delivery status of their orders.

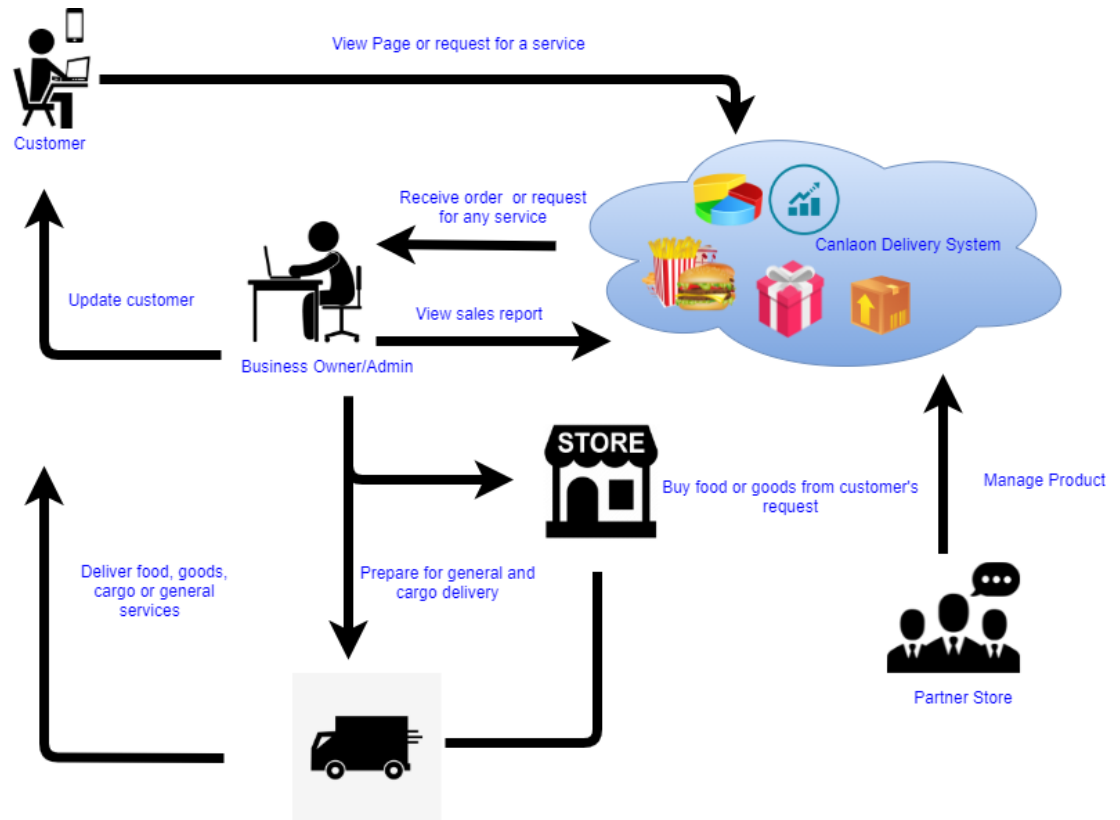


Figure 2. Proposed Conceptual Framework Model

The entire figure shown is the proposed conceptual framework diagram for the PassFast Canlaon business. The owner will not be manually writing the sales for every transaction. The owner will use the computer to accessing and storing data to manage both the customer order and request for services. At the same time, accept a request from the customers for a service and, product advertisements from the partner store are displayed online. Customers can use mobile or computer to make orders or request service and, partner stores can advertise their product to the system.

4.2 Analysis and Design

To present the analysis and design of PassFast Canlaon, the developers used Entity Relationship Diagram (ERD) and Use Case Diagram.

Use Case Diagrams

The Use Case Diagrams below show actions that the system can perform in collaboration with different users.

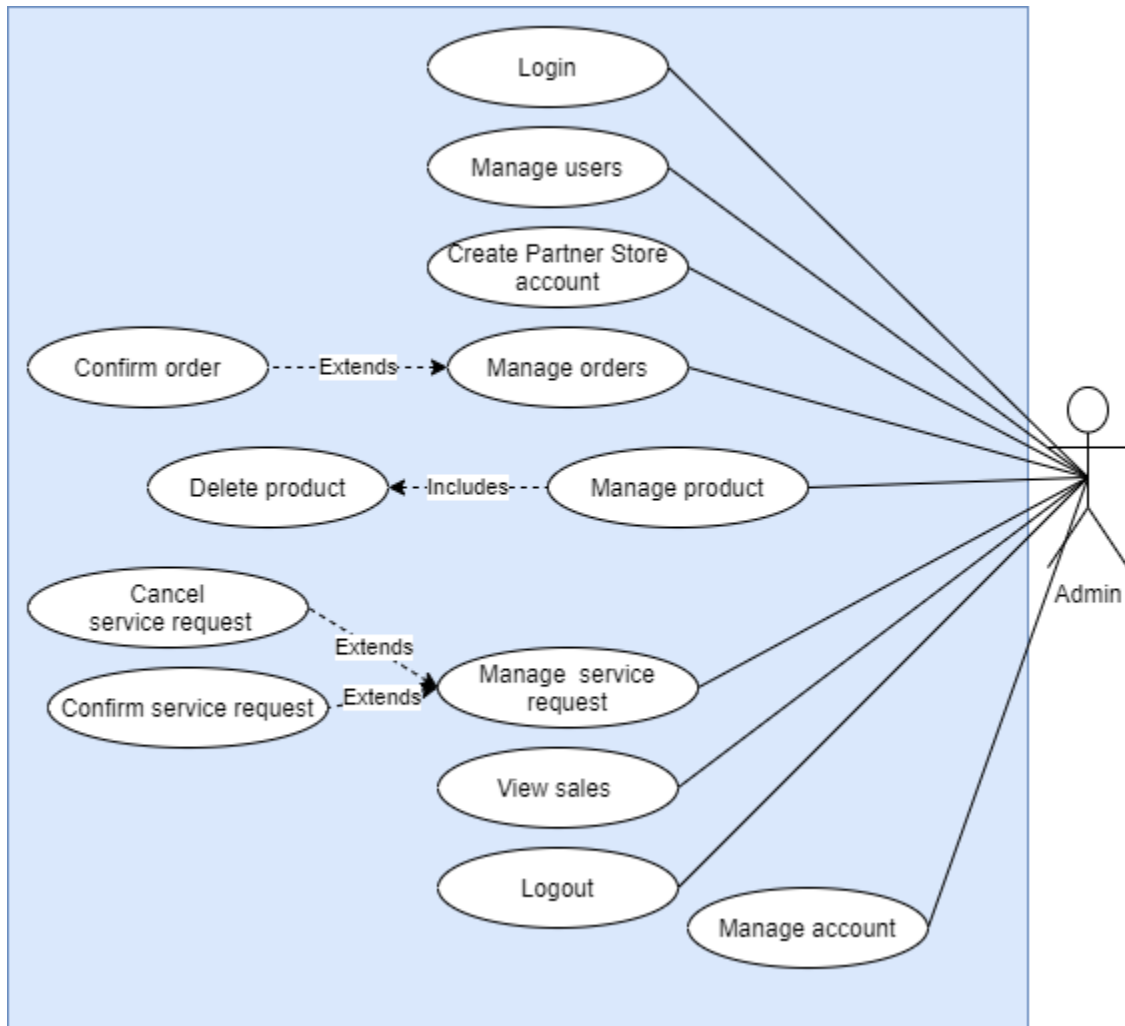


Figure 3. Use Case Diagram for Admin

The administrator can perform actions from creating accounts for the partner stores to managing users, products, order confirmation, and view sales reports.

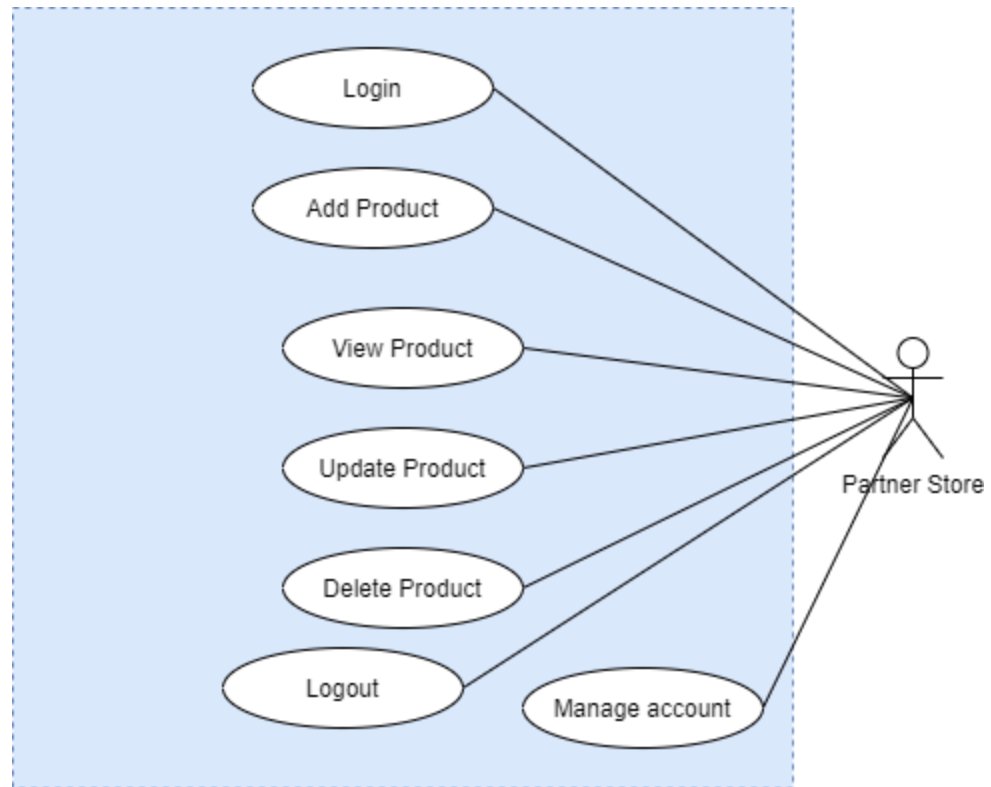


Figure 4. Use Case Diagram for Partner Store

The partner stores can manage their products depending on the stock level.



Figure 5. Use Case Diagram for Customer

The customers can browse through the goods and offered services of the business and place to cart for order or reservation request once registered. The customers can also manage their accounts, send messages for inquiries and update the cart.

Entity Relationship Diagram

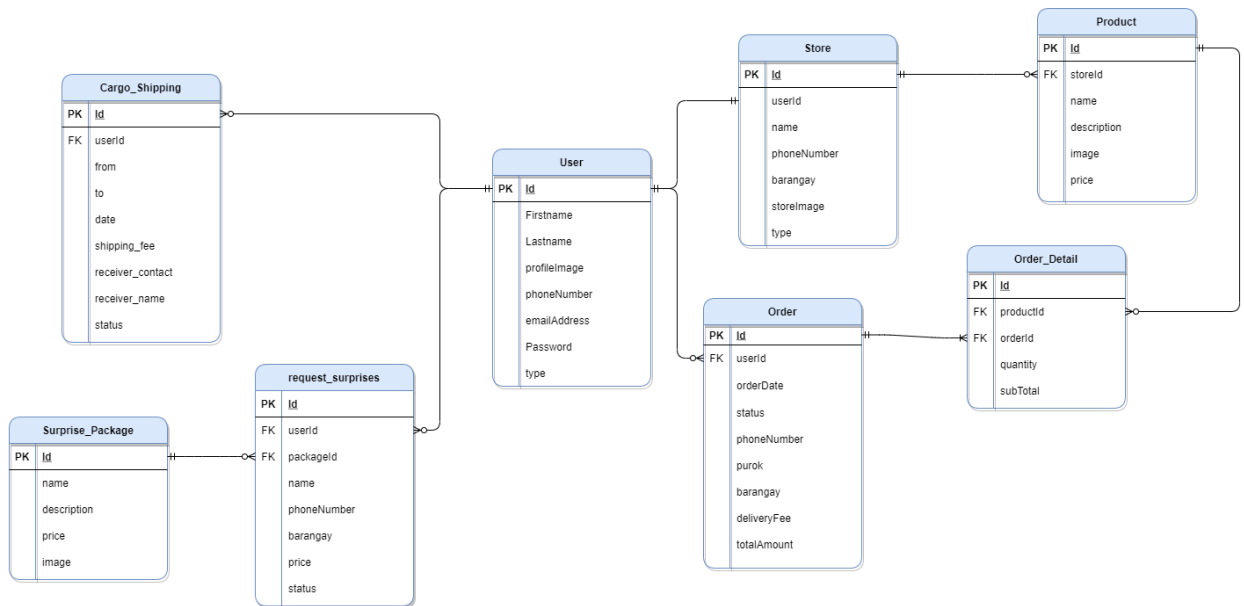


Figure 6. Entity Relationship Diagram

The figure illustrates the relationships of the entity sets stored in the database. It provided a visual starting point for database design that can also help determine information system requirements.

4.3 Development Method

The developers used Modified Waterfall SDLC model since it allows returning to a previous phase for verification or validation, ideally confined to connecting steps.

- Requirement Analysis - Determines the user expectations in the project.
- System Design - Making a Wire frame, Database Design and User Interface Design.

- Implementation - Implementing the project module by using the development tools chosen.
- Testing
 - ❑ Black Box Testing - To know if the system is functional or non-functional by testing it without peering into its internal structures or workings.
 - ❑ User Acceptance Testing - Let the client rate if the finished module meets the client's specifications.
- Deployment and Maintenance – Once the testing phase is complete, the product will be deployed to the customer environment.

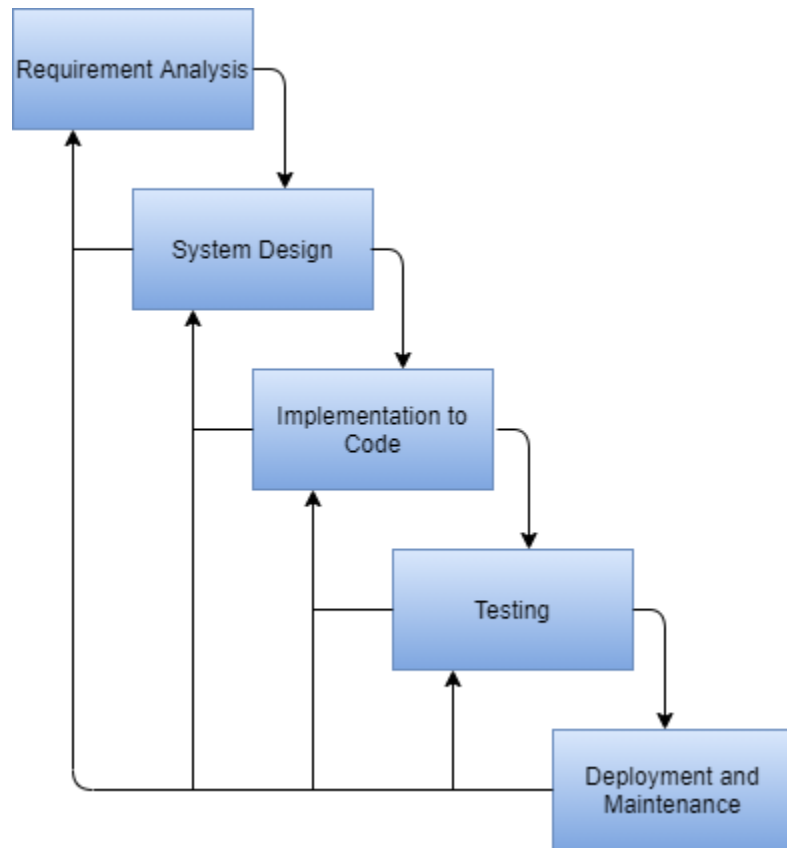


Figure 7. Development Model

Modified waterfall model allows the researchers to go back to the previous phase and change the requirements and some modification can be done, if

necessary, which is the main difference from the classical waterfall model. The feedback allows the phase to be reworked in which errors are committed and these changes are reflected in the later phases. One of the advantages of using a modified waterfall model – it is good to detect errors in the same phase in which they are committed. Thus, it allows for faster feedback on the part of the user. The researchers chose this software development life cycle because of its flexibility. Phases can overlap if there are necessary changes and added requirements from the clients.

4.4 Development Approach

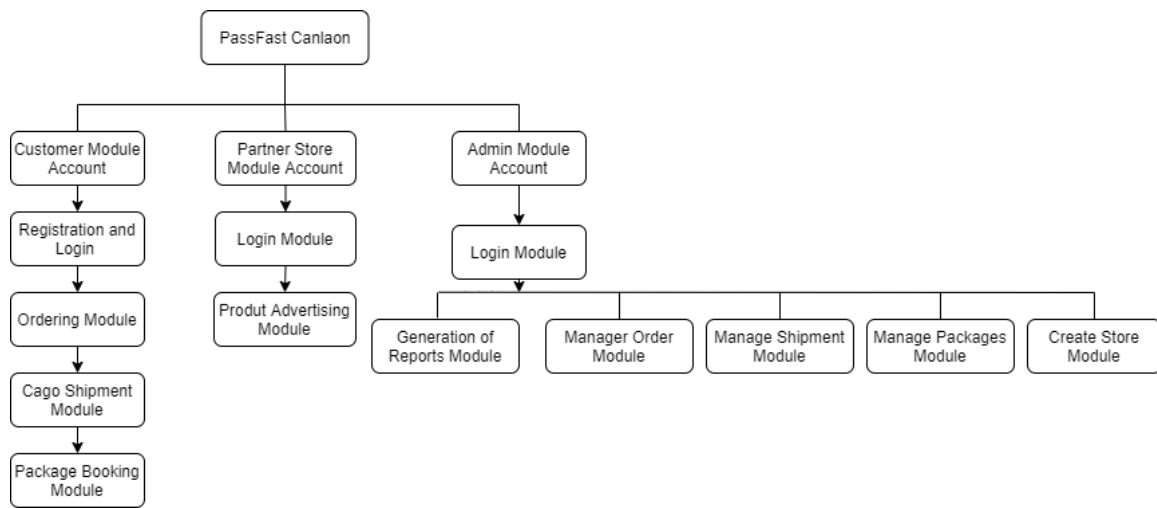


Figure 8. Development Approach

Figure 4.4.1 shows that the system used a top-down approach. The researchers decided to use this approach since this starts at the top and works its way down by breaking a big system into smaller chunks. By using this approach, projects are easily managed, and risk is decreased due to strategic decisions created from the top management. This approach relied on the decision on how to prioritize, manage and conduct everyday processes.

4.5 Software Development Tools

The table shows the different software development tools that will be used in the development of the system.

Table 2.

Software Development Tools

Name	Version	Source	Use
Visual Studio Code		https://code.visualstudio.com/	Software used for coding.
PHP Laravel		https://laravel.com/	Back-end framework
Vue.js		https://vuejs.org/	Front-end framework
Vuetify		https://vuetifyjs.com/en/	Front-end framework for building user interfaces.
XAMPP		https://www.apachefriends.org/	For database connectivity and implementation.
Javascript		https://www.javascript.com/	Used as a client-side scripting language.
Github		https://github.com/	For Development Versioning

Postman	5.5.5	https://www.postman.com/	For Development Testing
Diagrams.net	---	https://www.diagrams.net/	Used in making diagrams and flowcharts.
Figma	---	https://www.figma.com/	A Web-based graphics editing and user interface design app.
Heroku		https://www.heroku.com/	A container-based cloud Platform as a Service (PaaS). Developers use Heroku to deploy, manage, and scale modern apps.

4.6 Project Management

Project management must be associated with planning and managing in order to attain the desired goal. It needs cooperation and communication among members to create a bigger idea. Discipline, respect for each other, skills and knowledge are greatly required to execute the best output.

4.6.1 Schedule and Timeline

The figures below show the planned schedule and timeline for the proponents to finish the system making it easier to track their progress.

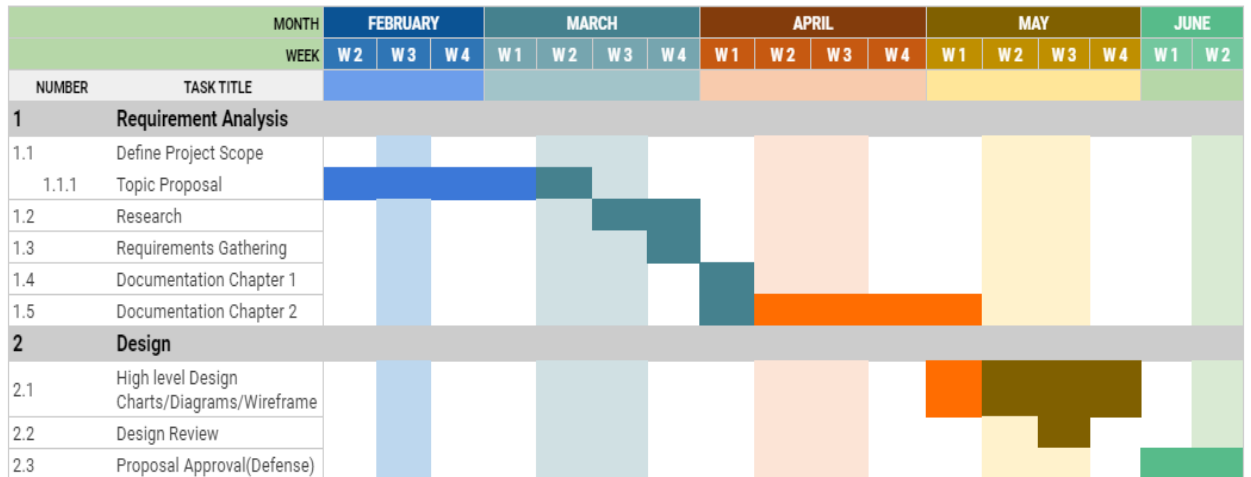


Figure 9. Gantt Chart for First Semester

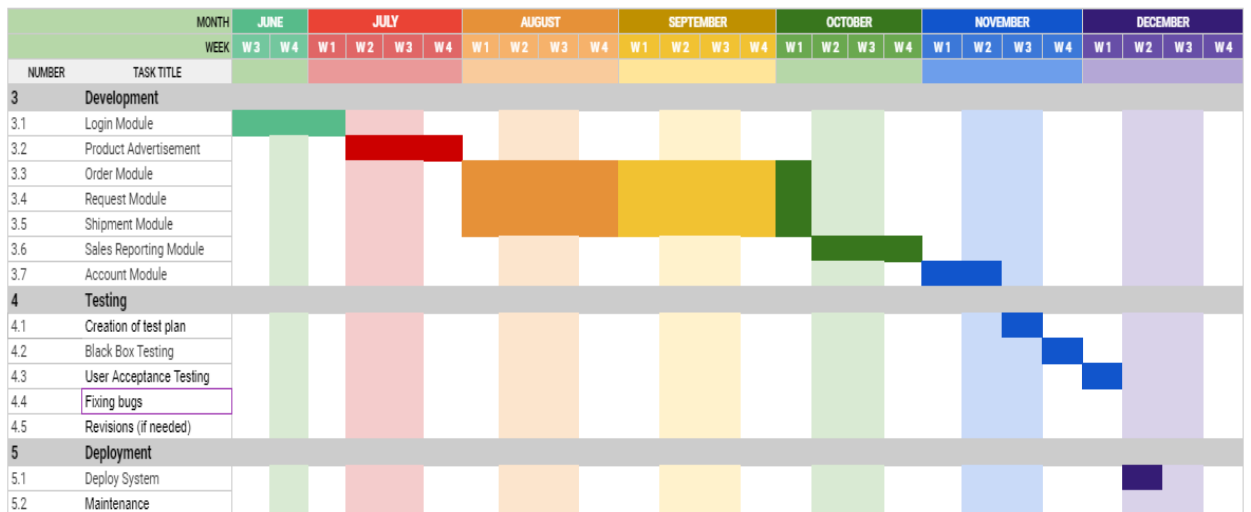


Figure 10. Gantt Chart for Second Semester

4.6.2 Responsibilities

The table below shows the responsibilities appointed to each researcher for accomplishing the project.

Table 3

Responsibilities

Member	Role	Assignment
--------	------	------------

Decorion, Evangeline	Full-stack Developer	Ordering Module (for Customer) and Order Management Module (for Admin)
Magallon, Joseph John	Full-stack Developer	Generation of Reports Module, Package Booking Module (for Customer) and Package Management Module (for Admin)
Mobilla, Jonalyn	Full-stack Developer	Registration and Login, Cargo Shipment Module (for Customer) and Shipment Management Module (for Admin)
Roxas, Precy Jane	Full-stack Developer	Product Advertising Module and Create Store Module

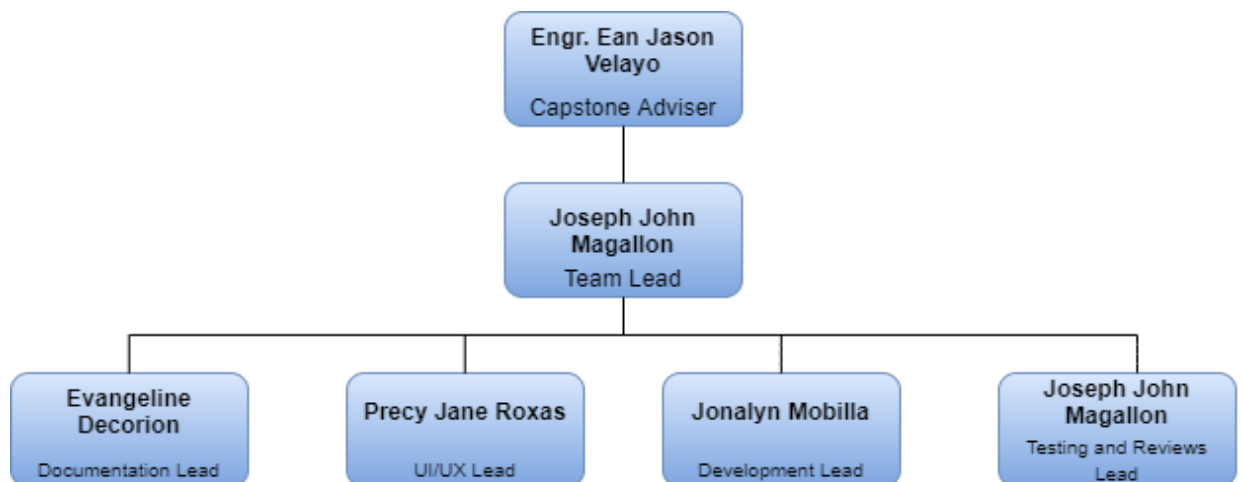


Figure 11. Team Structure

4.6.3 Budget and Cost Management

The table below shows the approximate cost of the development of the project.

Table 4

Budget and Cost Management

Item	Quantity	Unit	Price per Unit	Estimated Cost
Computer Set	2	set	Php 35,500.00	Php 71, 000.00
Laptop	2	pc.	Php 34, 095.00	Php 68, 190.00
Internet (WiFi)			Php 1, 299.00/ month	Php 12, 990.00
Figma			Free	
Diagrams.net			Free	
Postman			Free	
Visual Studio Code			Free	
Heroku			Free	
PhpMyAdmin			Free	

Total Estimated Cost: Php 152, 180.00

4.7 Verification, Validating and Testing

According to the American National Standards Institute/Institute of Electrical and Electronics Engineers (ANSI/IEEE) 1059 standard as cited by Rajkumar (2019), software testing is defined as an activity to check whether the actual results match the expected results. Testing is a process, to evaluate the functionality of a software application with an intent to find whether the developed software meets

the specified requirements or not and to identify the defects to ensure that the product is defect-free in order to produce the quality product.

As Isha (2014) said, software testing is the most widely used techniques for software quality assurance and validation. Together, these two methods are used to verify that a product, service or device meets requirements and specifications and achieves its intended purpose. The following are done in testing the PassFast Canlaon:

4.7.1 Blackbox Testing

Black-box testing is a software testing technique that focuses on software functionality analysis. It was developed as a tool to evaluate client requirements, specifications, and strategies for high-level design. It also selects a set of conditions and checks for correct output responses for true and incorrect input and code execution conditions. This can be performed after developing the latest feature. Thus, for our black box testing we will let 10 software testers to test our proposed system.

4.7.2 User Acceptance Testing (UAT)

Also called application testing, and end-user testing — is a software development process where the software is tested by the intended audience in the "real world." UAT is often the last step of the software testing cycle, completed prior to the release of the tested product to its intended market. UAT's goal is to ensure that the code can handle real-world tasks as well as perform requirements for development. Since our client, Niña Mae Villaflores, suggested involving 31 testers for UAT, this testing process involves 20 testers for customers, 10 for partner stores and 1 for Admin.

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Appendix A
TRANSMITTAL LETTER

February 22, 2021

Niña Mae Villaflores
Owner of CPDSSC

Dear Mrs. Villaflores,

Greetings from our hearts!

May we ask for your permission to gather information from you and your family regarding the business that you are currently having for our research study entitled "PassFast Canlaon".

The above study is a requirement for the completion of the Certificate in Computer Technology in the University of San Carlos. We are confident that the result of this study will be useful and helpful in rectification of the business.

Thank you very much. We are hoping for your positive response.

Respectfully yours,


Evangeline Decorion
CCT Student, University of San Carlos


Jonalyn Mobilla
CCT Student, University of San Carlos


Joseph John Magallon
CCT Student, University of San Carlos


Precy Jane Roxas
CCT Student, University of San Carlos

Endorsed by:

Engr. Ean Jason C. Velayo
Capstone Adviser

Approved by:


Niña Mae Villaflores
Owner of CPDSSC

Appendix B

INTERVIEW GUIDE

1. What are your company's mission and vision when you first started the business?
2. What are the services that your company offers?
3. What were the common feedbacks of your customers about the rendered services and your company in general?
4. How did you deal with these said feedbacks?
5. What are your specifications when offering a service to the customers?
6. Were there any incidents regarding the delivery process like failed transactions, for instance? If so, how did you manage to solve it?
7. What are the struggles that you are currently facing concerning your business?

Appendix C

QUESTIONNAIRE

Table 5

Questionnaire

Criteria	Description	Rating (1 - Lowest / 5 Highest)				
		1	2	3	4	5
1. Functionality						
1.1 Accuracy	How does the system adequately meet its objectives?					
1.2 Security	How protected is the system and its data contents from unauthorized access?					
2. Reliability						
2.1 Data Validity	Does the system check and validate user input to avoid erroneous data entry?					
3. Usability						
3.1 Learnability	Is the system user friendly?					
3.2 Attractiveness	Is the overall user interface visually pleasing?					
4. Efficiency						
4.1 Ease of Start-up	How easily is the system started up?					
4.2 Resources Utilization	Does the system require minimal hardware services					
4.3 Time behavior	How quickly does the system accomplish specific actions					
5. Maintainability						

lity						
5.1 Installability	How easily system does the system is being access in browser					
5.2 Testability	Can the system be tested and verified using test/sample data?					
6. User Manual						
6.1 Understability	Does the user manual provide clear and concise instructions on how to operate the software?					
6.2 Visual References	Does the user manual provide actual screenshots showing how to operate the software					

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Appendix D
SOFTWARE REQUIREMENTS SPECIFICATION

PassFast Canlaon

A complete Software Requirements Specifications

Version 1.0

Client Name:

Niña Mae Villaflores

Proponent:

Evangeline Decorion

Joseph John Magallon

Jonalyn Mobilla

Precy Jane Roxas

Introduction/Rationale of the Study

Management is an integral part of any organization that determines the success of the business. Effective management does not only apply to how skilled the employees are but also to how they value customer satisfaction. According to Rawson et al. (2014), an organization that can skillfully manage the entire customer experience path obtains such rewards as enhanced customer satisfaction, reduced outflow, increased revenue, higher employee satisfaction leading to an overall positive customer experience.

Effective management practices usually are tailored to meet the specific needs and requirements of the business. In the food industry, specifically the food delivery sector, such necessity is done by adapting the latest trends in technology. Many of these tools help a growing business such as, delivery services that are popular nowadays, sales tracking that will show the growth rate analysis, and various ordering methods.

With the development of technologies and the internet, creating an online delivery system called PassFast Canlaon, for Canlaon's PassFast Delivery Service and Surprise Center (CPDSSC) is much easier. The goal of the proponents is to develop an online delivery system for Canlaon's PassFast Delivery Service and Surprise Center (CPDSSC) that would monitor the daily operations from ordering products to delivery and recording sales.

System Description

PassFast Canlaon is a web application that enables customers to order online, provides an efficient way to deliver purchase orders, and generates statistics about sales. The proponent decided to develop an application that will be beneficial not only to the business owner but also to their customers, partner stores, and the community. Vuejs, a Javascript Framework, and Laravel, a PHP Framework, are the tools used in developing the system.

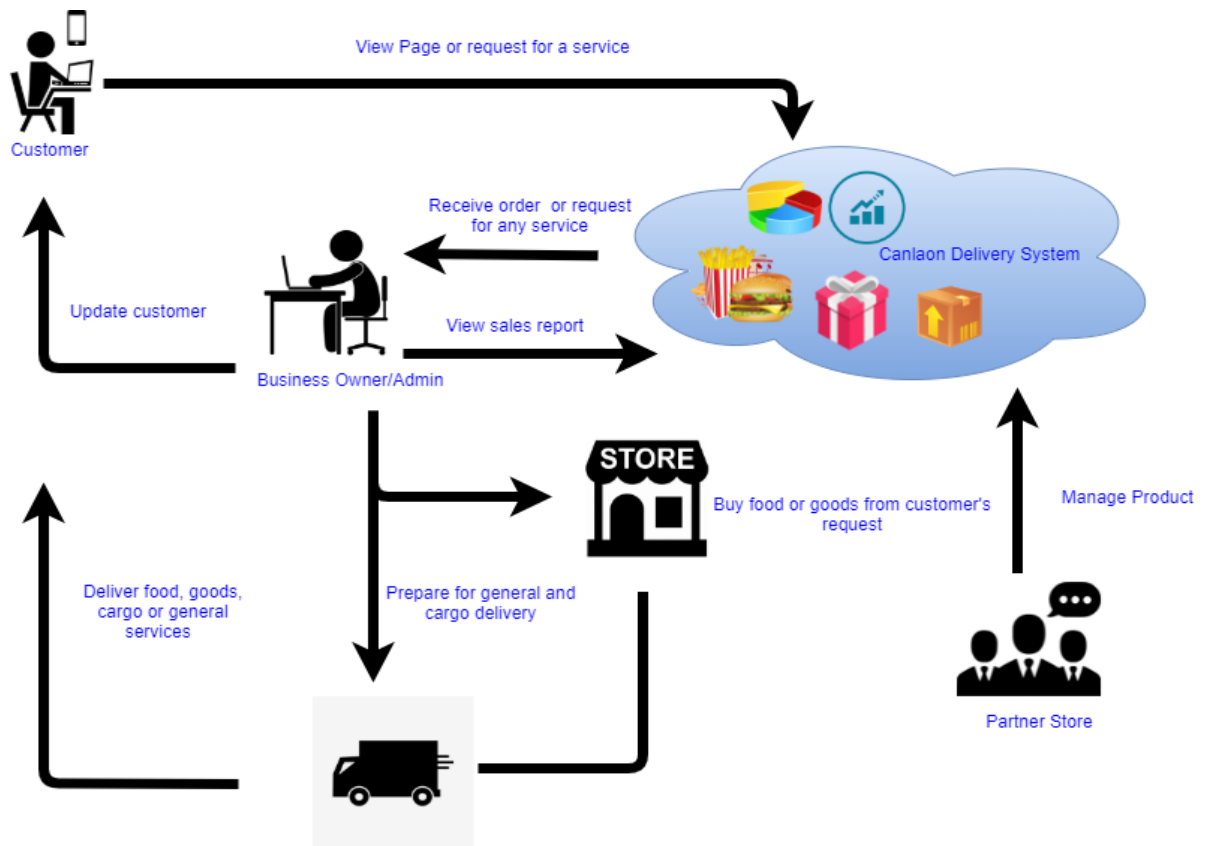
Types of User:

Admin (Business Owner) – Admin can access the entire functionality of the system except updating a product from a particular partner store.

Customers – Customers can access and have full control of their account, and also, customers can place their order online through this system.

Partner Stores – Partner stores can only access and manage their account, add a new product, update and delete a product.

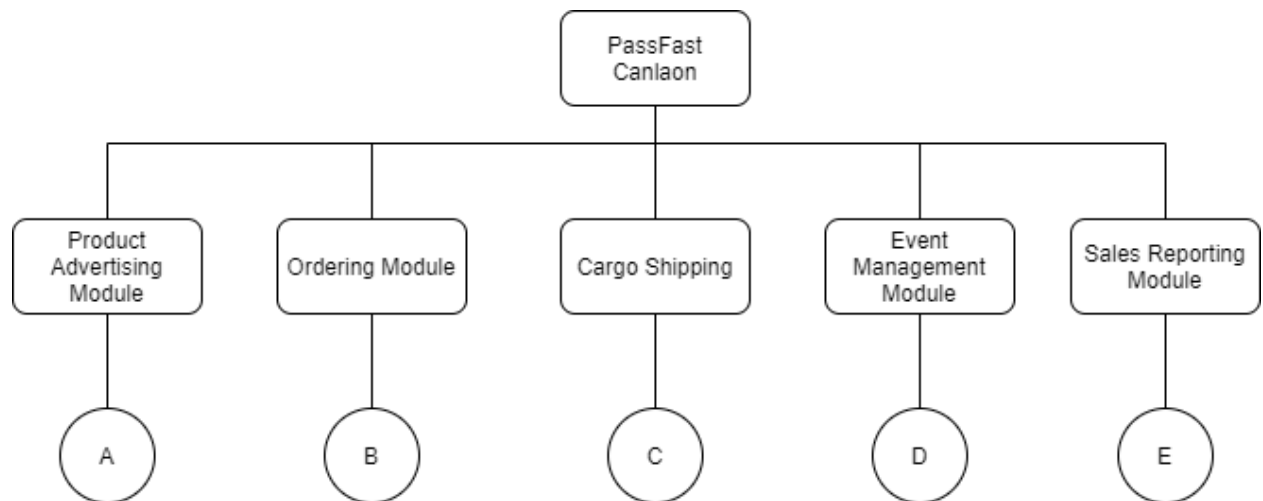
Design Model



The application implements a digital approach in ordering goods, requesting cargo shipment, and booking an event. The online ordering module of the system will let the customer place an order online and view the customer's order history. The cargo shipping module will allow the user to request a cargo shipment. The users can also book an event with special packages for birthdays, wedding anniversaries, and other special occasions through the event management module. Through the product advertising module of the system, the partner stores can easily add a new product, update a product, and delete a product. The sales reporting module will let the admin view the sales through graphs for easier comparison and determining the areas for improvement to boost the business growth.

System Flow/Development Process

There are (5) components that are to be developed in developing the PassFast Canlaon. First, is the product advertising module which is the advertisement of the products from a partner store including adding a new product, update and delete a product. Second, is the development of the online ordering module that includes ordering and viewing order history. Third, the users can request for a cargo shipment through the use of the cargo shipping module of this system. Fourth, the users can also book an event with special packages using the event management module. Fifth, a sales report module in which the admin can generate sales reports represented through graphs.



A. Product Advertising Module – it enables the partner stores to add a new product, update and delete a product.

B. Online Ordering Module – it enables the user to place an order and view order history.

C. Cargo Shipping Module - it enables the user to request for a cargo shipment provided with the necessary information about the cargo including the sender, receiver, and prices.

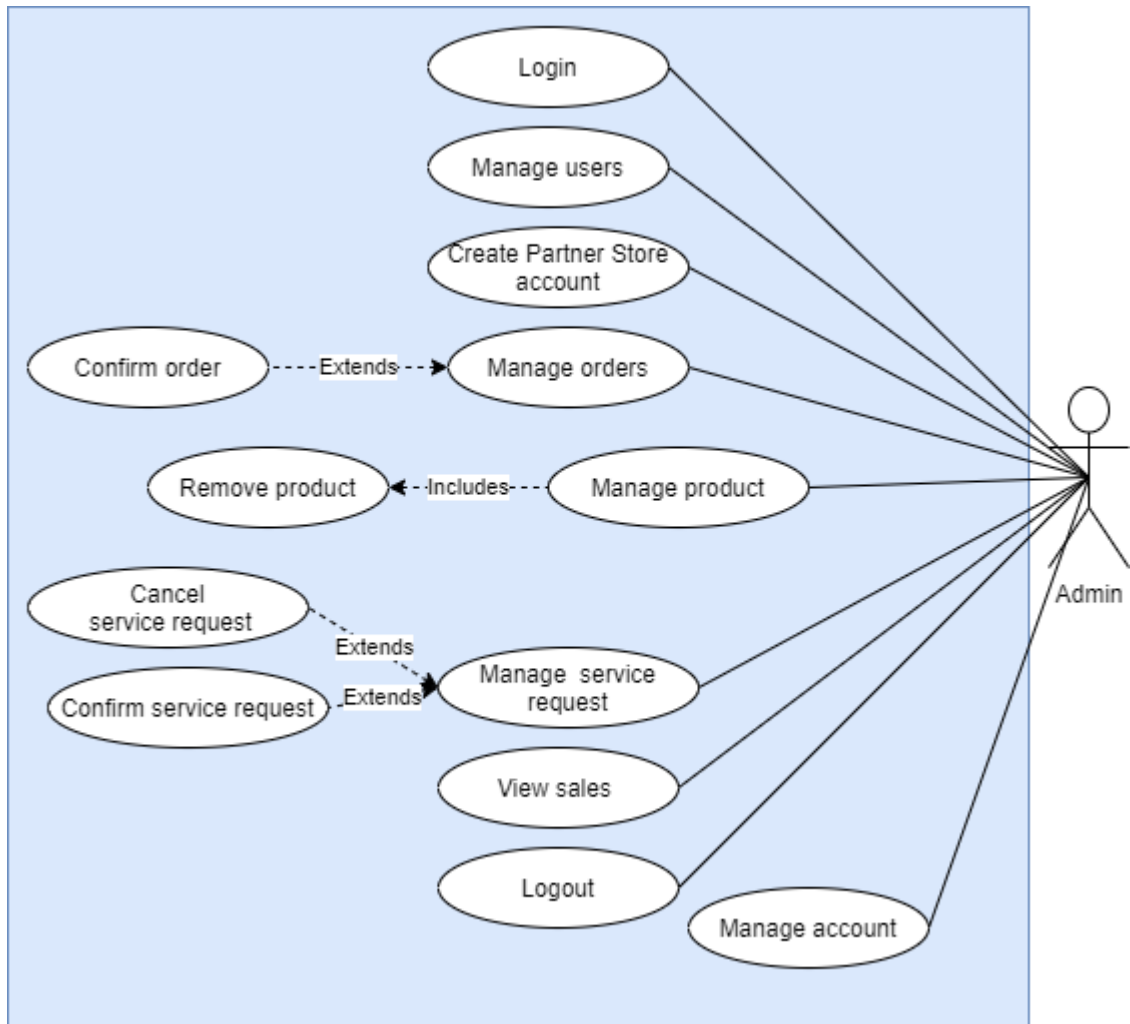
D. Event Management Module - it enables the user to book for an event either

birthday, wedding anniversaries and other special occasions.

E. Sales Report Module – it enables the admin to generate sales reports represented through graphs.

Use Case Diagrams

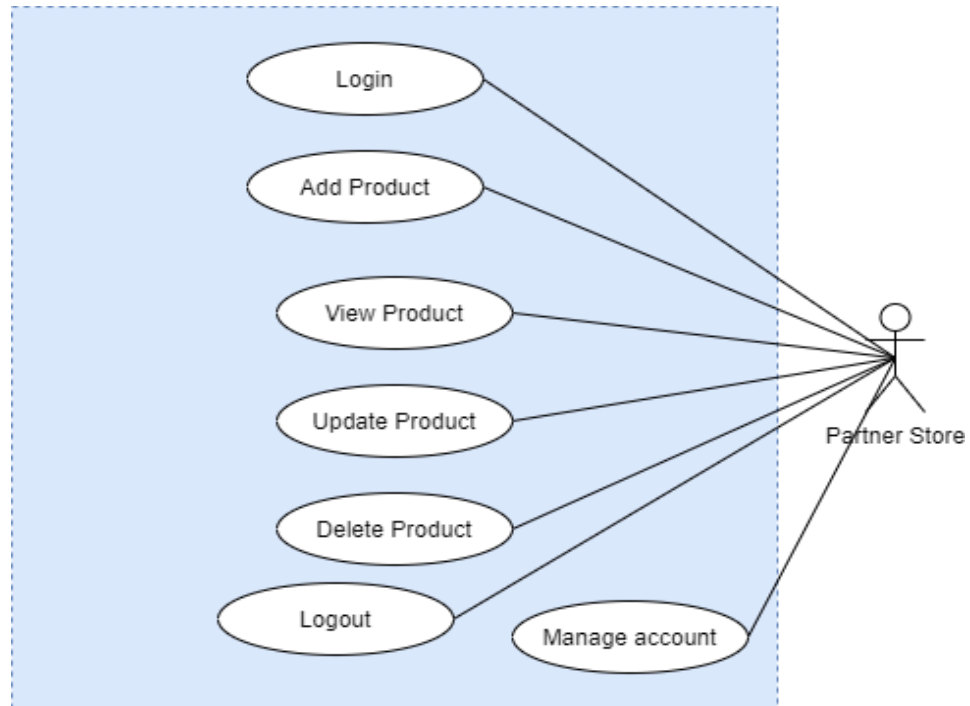
Use Case Diagram for Admin



Use Case Diagram for Customer



Use Case Diagram for Partner Store



Wireframe of the PassFast Canlaon

Customer Registration Page

Get Started
Sign up to Canlaon Delivery Services

1 First Name 2 Last Name

3 Phone Number

4 Email Address 5 Confirm Email Address

6 Password 7 Confirm Password

8 SIGN UP

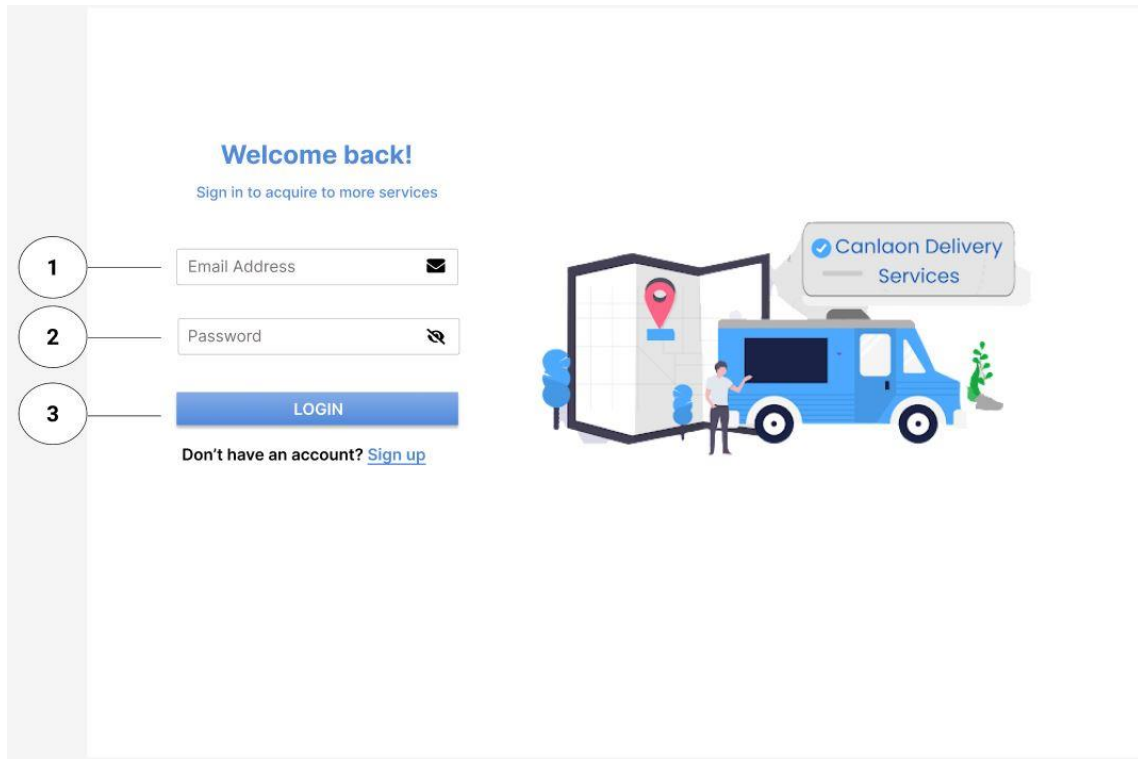
Already have an account? [Sign in](#)

1. **First Name Input Field** – it enables the customer to type his/her name.
– it should accept at least 8 characters.
2. **Last Name Input Field** – it enables the customer to type his/her last name.
3. **Phone Number Input Field** – it enables the customer to input his/her contact number. It should be a valid and existing phone number.
4. **Email Address Input Field** – it enables the customer to input his/her valid email address.
5. **Confirm Email Input Field** – it enables the customer to confirm their email address.
6. **Password Text Field** – it enables the customer to type his/her password.

It must be at least eight characters long and must contain at least one capital letter, small letter, special character, and integer to make a strong password.

7. **Confirm Password Input Field** – it enables the customer to confirm their password.
8. **Submit Button** – if the username and password is correct it would redirect to the Login Page.
 - if the username and password are incorrect, it would display a message “Invalid username and/or password”.
 - if the username and password text fields are empty, it would display a message “Please input a valid user name and password
 - The submit button is disabled if all required fields are empty

User Login Page



The image shows a user login page for 'Canlaon Delivery Services'. On the left, a vertical grey bar contains three numbered circles (1, 2, 3) with lines pointing to the login form elements. The form includes a 'Welcome back!' heading, a subtext 'Sign in to acquire to more services', an 'Email Address' input field with an envelope icon, a 'Password' input field with a lock icon, and a blue 'LOGIN' button. Below the button is a link: 'Don't have an account? [Sign up](#)'. To the right of the form is an illustration of a blue delivery van with a speech bubble saying 'Canlaon Delivery Services', a map with a red location pin, and a person standing next to the van.

Welcome back!
Sign in to acquire to more services

1 — Email Address

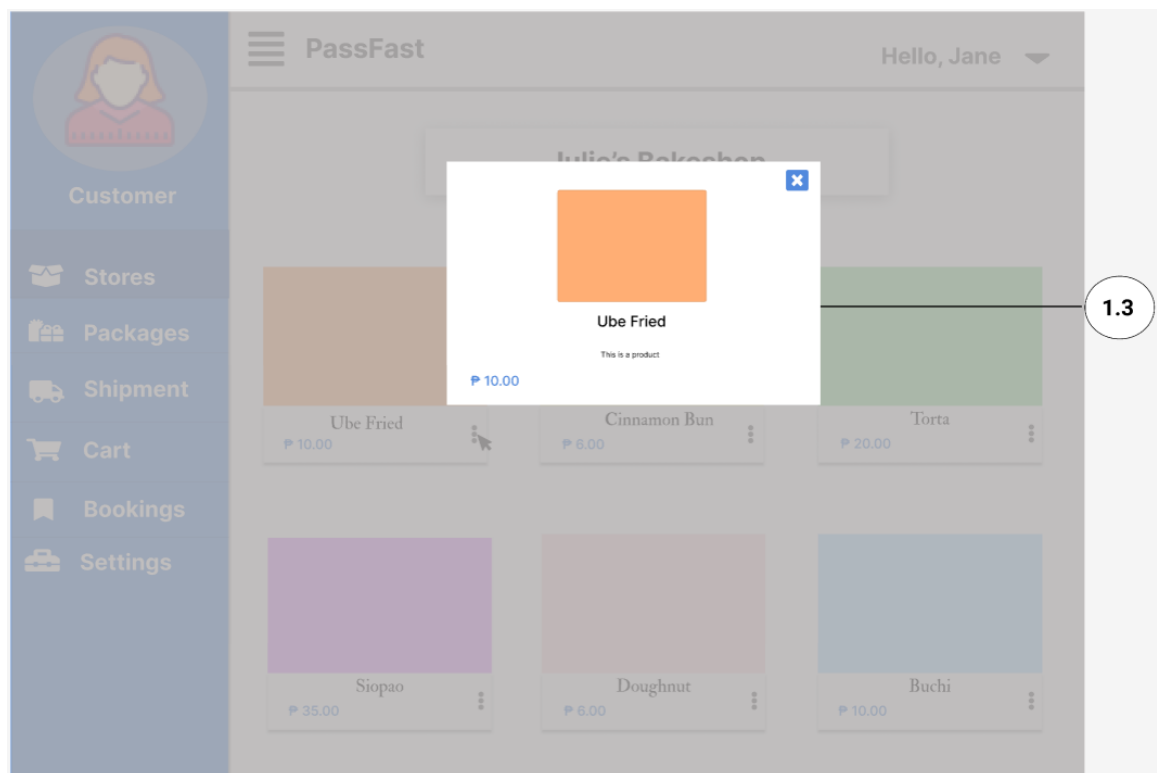
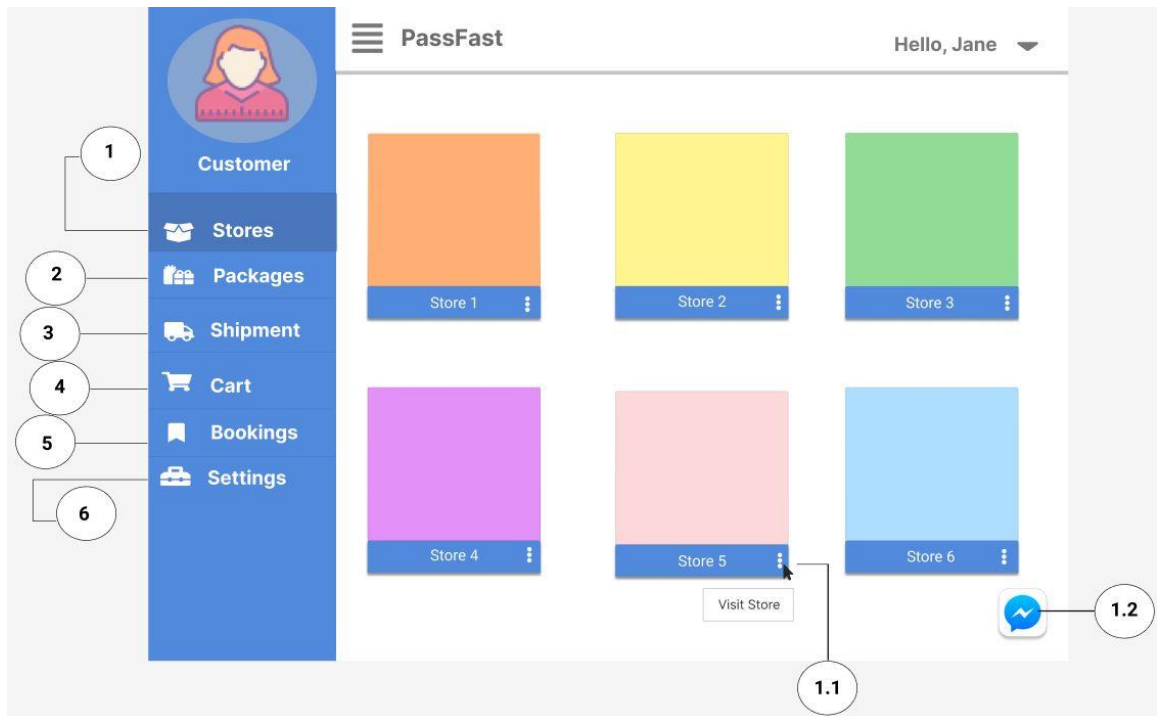
2 — Password

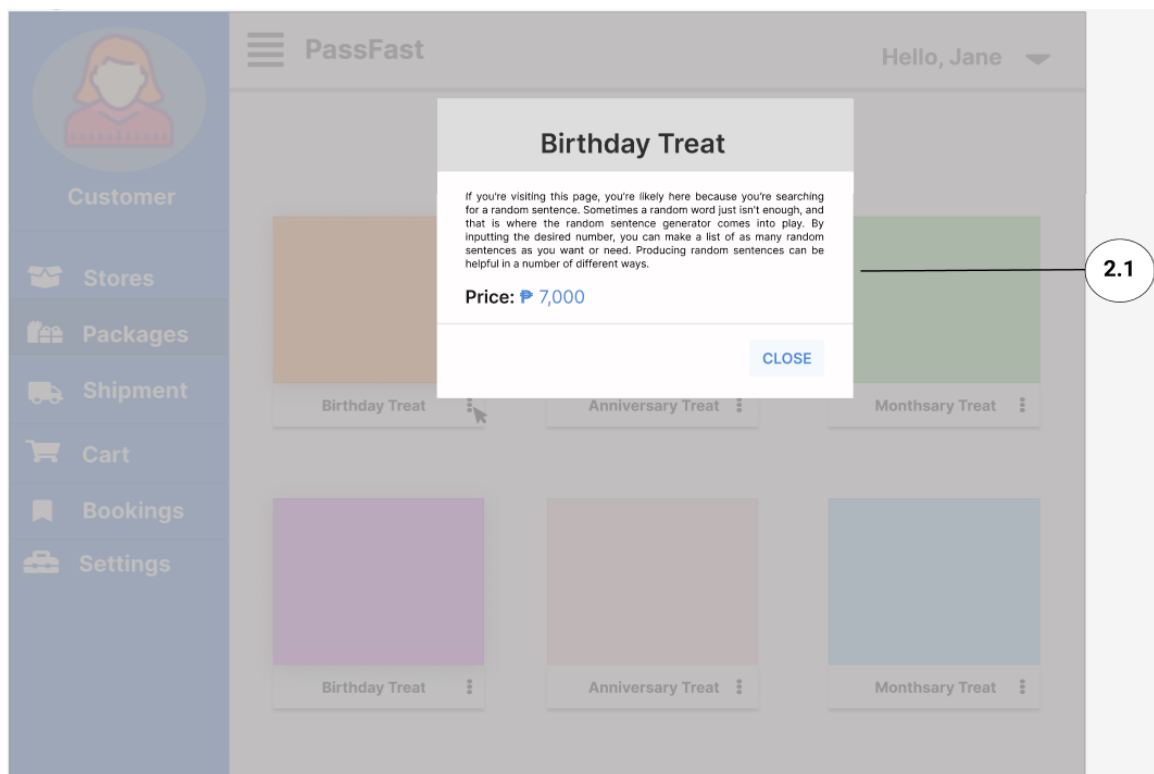
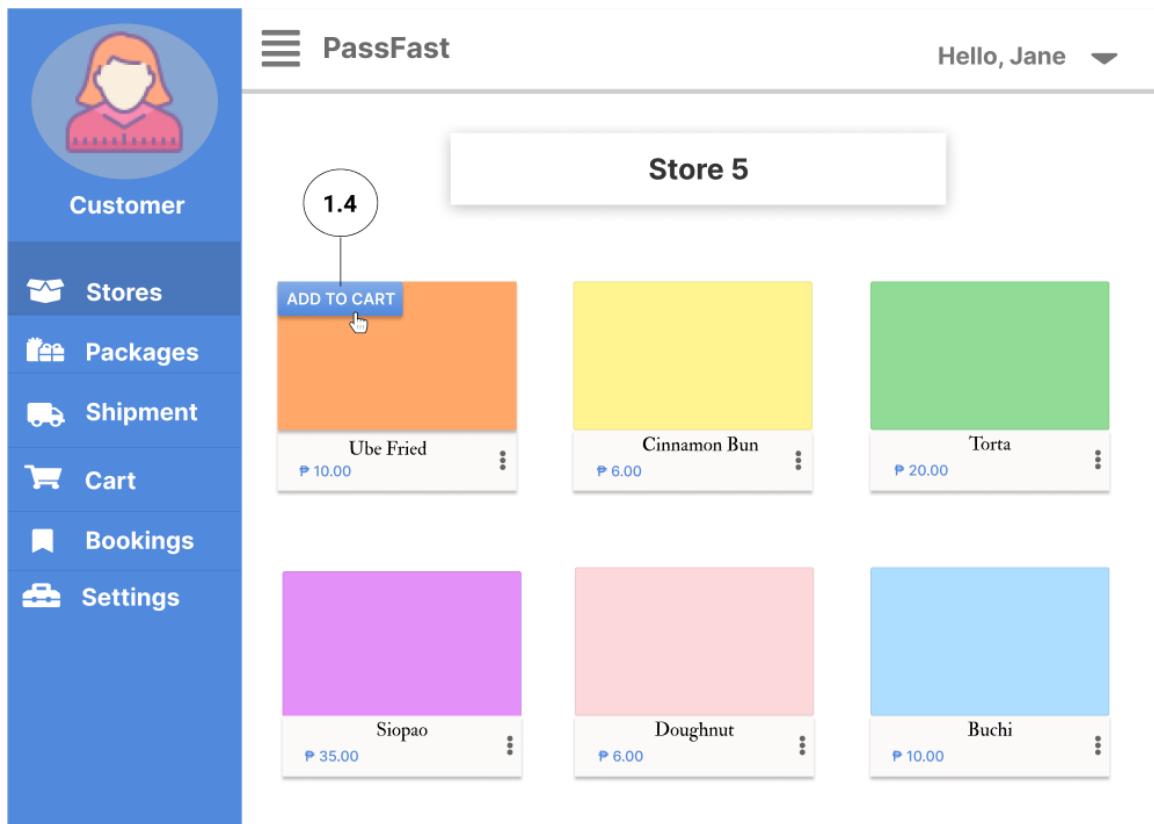
3 — LOGIN


Don't have an account? [Sign up](#)

1. **Email Address** - It enables the user to input their valid email address.
2. **Password** - it enables the user to input their password.
3. **Login Button** - if username and password match, it will redirect to its user's corresponding dashboard.

Customer Dashboard







Customer

Stores


Packages

Shipment


Cart

Bookings

Settings


PassFast

Hello, Jane




₹7,000.00

Birthday Treat

BOOK NOW

2.2

2.3



Customer

Stores


Packages

Shipment

Cart

Bookings

Settings


PassFast

Hello, Jane


Sender Details

Receiver Details

BOOK NOW

3.1

3.2



Customer

Stores


Packages

Shipment

Cart

Bookings

Settings



PassFast


Hello, Jane ▾

Surprise Package Requests

Name	Package Type	Date	Address	Status
Birthday Treat	Birthday	06/10/21	St. Brgy. City	Pending
Anniversary Treat	Anniversary	06/20/21	St. Brgy. City	Approved
Birthday Treat	Birthday	07/29/21	St. Brgy. City	Pending
Monthsary Treat	Monthsary	08/15/21	St. Brgy. City	Pending

Cargo Shipment Requests

Request Date	Receiver	Date	Address	Status
08/12/21	John Smith	08/15/21	St. Brgy. City	Approved
08/20/21	John Smith	08/25/21	St. Brgy. City	Pending



Customer

Stores


Packages

Shipment

Cart

Bookings



Settings





PassFast

Hello, Jane ▾

Store 1

Name	Description	Price	Quantity	Total
 Ube Fried	This is a product	₱ 10.00	1	₱ 10.00
 Cinnamon Bun	This is a product	₱ 6.00	1	₱ 6.00

Store 2


Name	Description	Price	Quantity	Total
 Product	This is a product	₱ 10.00	1	₱ 10.00
 Product	This is a product	₱ 50.00	1	₱ 50.00

Order Summary

Subtotal	₱ 76.00
Estimated Shipping Fee	₱ 100.00
Total	₱ 176.00

**Shipping Fee depends on the item and customer's location which will be confirmed by the admin via call and text.

PROCEED TO CHECKOUT →











Customer

- Stores
- Packages
- Shipment
- Cart
- Bookings
- Settings

PassFast

Hello, Jane

Packages

	Ube Fried	This is a product	₱ 10.00	Qty:1	
	Cinnamon Bun	This is a product	₱ 6.00	Qty:1	
	Product	This is a product	₱ 10.00	Qty:1	
	Product	This is a product	₱ 50.00	Qty:1	

Billing Details

Name

Email Address

Contact Number

Address

Order Summary


Total Items	4
Subtotal	₱ 76.00
Estimated Shipping Fee	₱ 100.00
Total	₱ 176.00

**Shipping Fee depends on the item and customer's location which will be confirmed by the admin via call and text.

4.5

4.6

4.7




Customer

- Stores
- Packages
- Shipment
- Cart
- Bookings
- Settings

PassFast

Hello, Jane

Edit Profile



Change Photo

First Name

Last Name

Email Address

Phone Number

Address

Change Password

1. **Stores** - a module where customers browse through products from the partner stores of Canlaon's PassFast Delivery Service and Surprise Center.

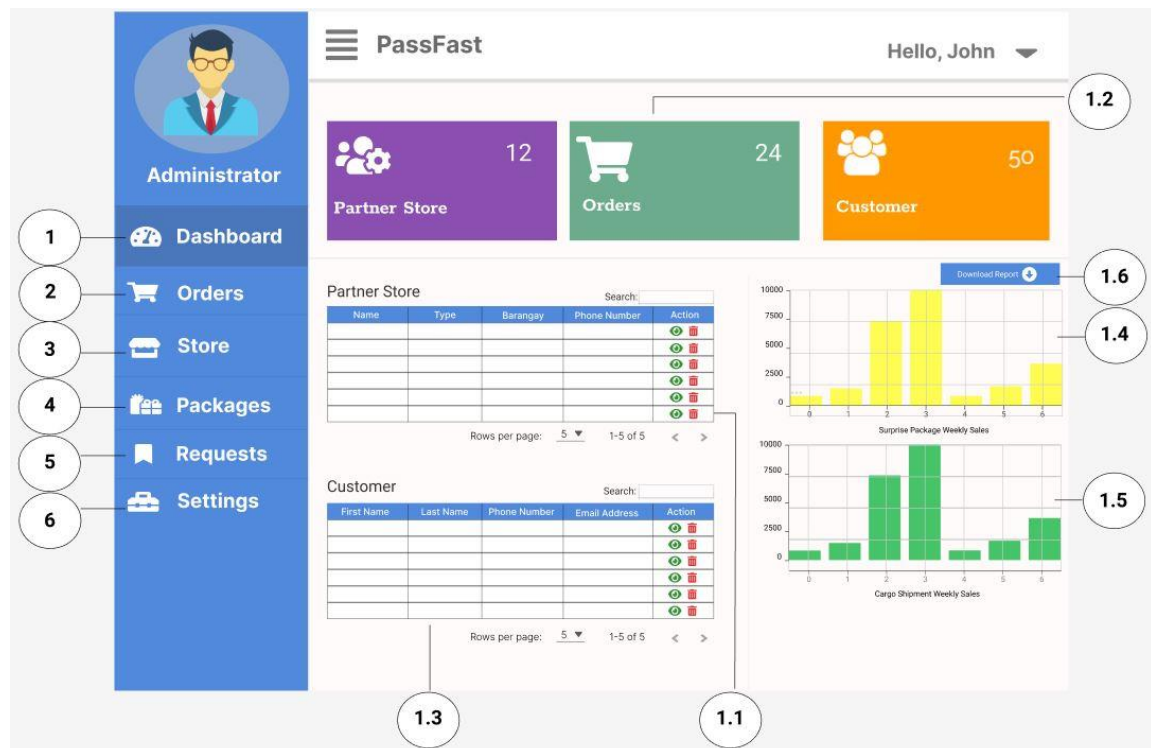
- 1.1 Visit Store** - a module where customers can view all the products from that particular store.
 - 1.2 Messenger** – it enables the customers to chat for inquiries about the services offered and available products.
 - 1.3 Product Details** - a module where customers can see the details of the product including its price.
 - 1.4 Add to Cart Button** - it will add the chosen product to the cart of the customer.
- 2. Packages** - a module where customers can view the offered packages with respective prices and book it for an event.
 - 2.1 Package Details** - a module where customers can see the details of a package including its price.
 - 2.2 Booking Details** - a module where customers can book a specific package.
 - 2.3 Book Now Button** - if all the input fields are filled it will be added to the bookings module.
- 3. Shipment** - a module where customers can book for a cargo shipment.
 - 3.1 Shipment Details** - a module where customers can input the details of the shipment.
 - 3.2 Book Now Button** - if all the input fields are filled it will be added to the bookings module.
- 4. Cart** - a module where customers can see their orders and place their orders afterwards.
 - 4.1 Quantity** - it enables the customer to change the quantity of the product.
 - 4.2 Total** - it enables the customer to view the total amount of the product depending on the quantity.
 - 4.3 Delete Icon** - it enables the customer to remove the product from the cart.
 - 4.4 Checkout Button** - it will redirect the customer to the checkout page.
 - 4.5 Address** - it enables the customer to input the shipping address.


4.6 Order Summary - a module where customers can see the breakdown of the total payment including the shipping fee.

4.7 Place Order - if all input fields are filled it will then be processed by the administrator of the system.

5. **Bookings** - a module where customers can view their reservations for cargo shipments and event surprises.
6. **Settings** - a module where customers can update their profile and change password.


Admin Dashboard





Administrator





















- Dashboard
- Orders
- Store
- Packages
- Requests
- Settings


PassFast

Hello, nget

Search:

Q


Name	Date	Location	Contact	Status	Action
					 
					 
					 
					 
					 
					 
					 
					 
					 
					 

Rows per page: 10
1-10 of 10

2.1


2.2

2.3



Administrator

- Dashboard
- Orders
- Products
- Packages
- Requests
- Settings


PassFast

Logout

Order Details

X

Name: Joseph John Magallon

Location: Barangay Guapo

Contact Number: 09123456789

Name	Quantity	Price
Miktea	2	Php90
Pan de Coco	6	Php10
Hamburger	2	Php35
Loperamide	5	Php5

Subtotal: P 335.00

Delivery fee: 70

Total Amount: P 405.00

CONFIRM

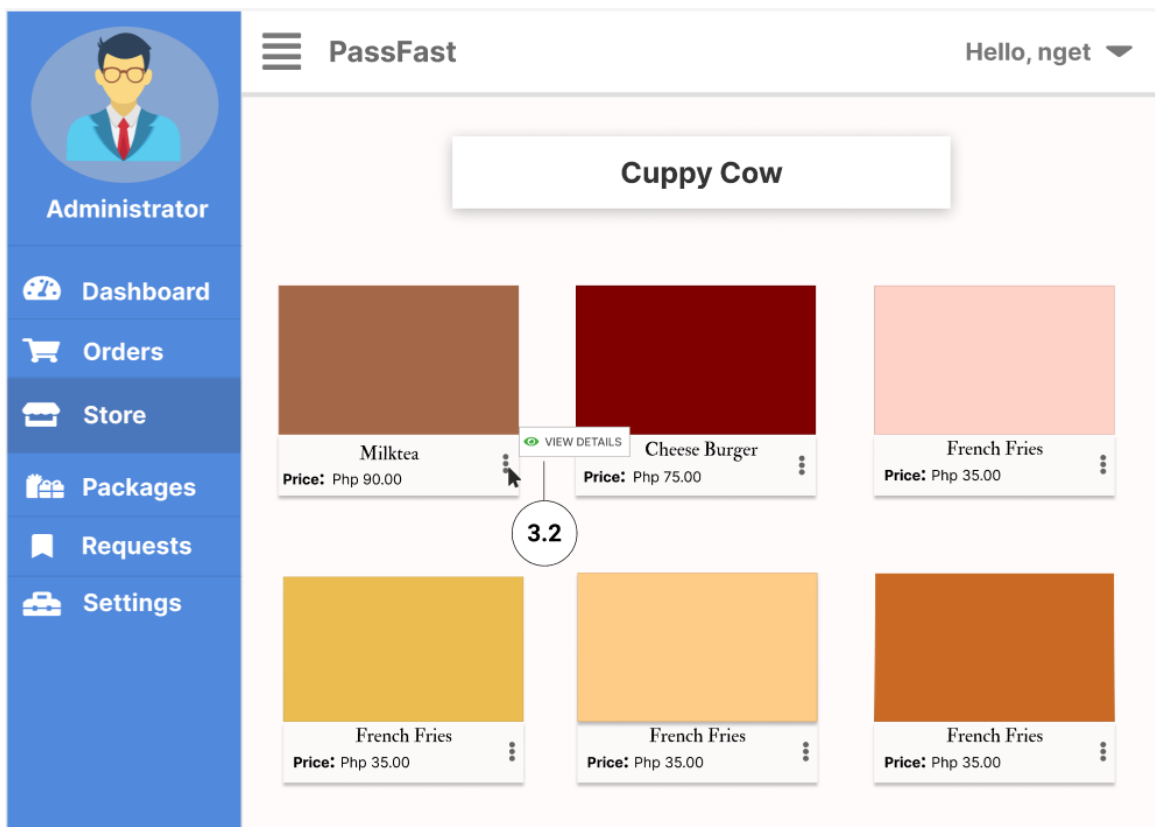
2.4

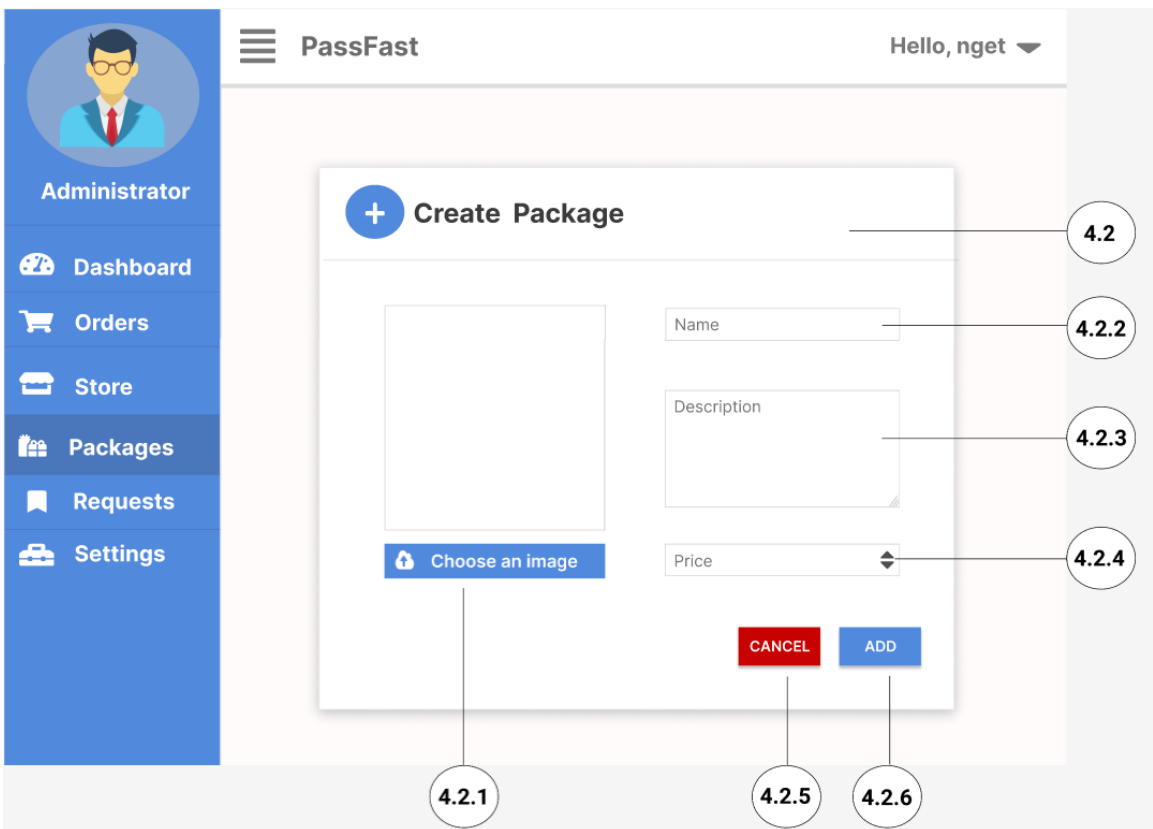
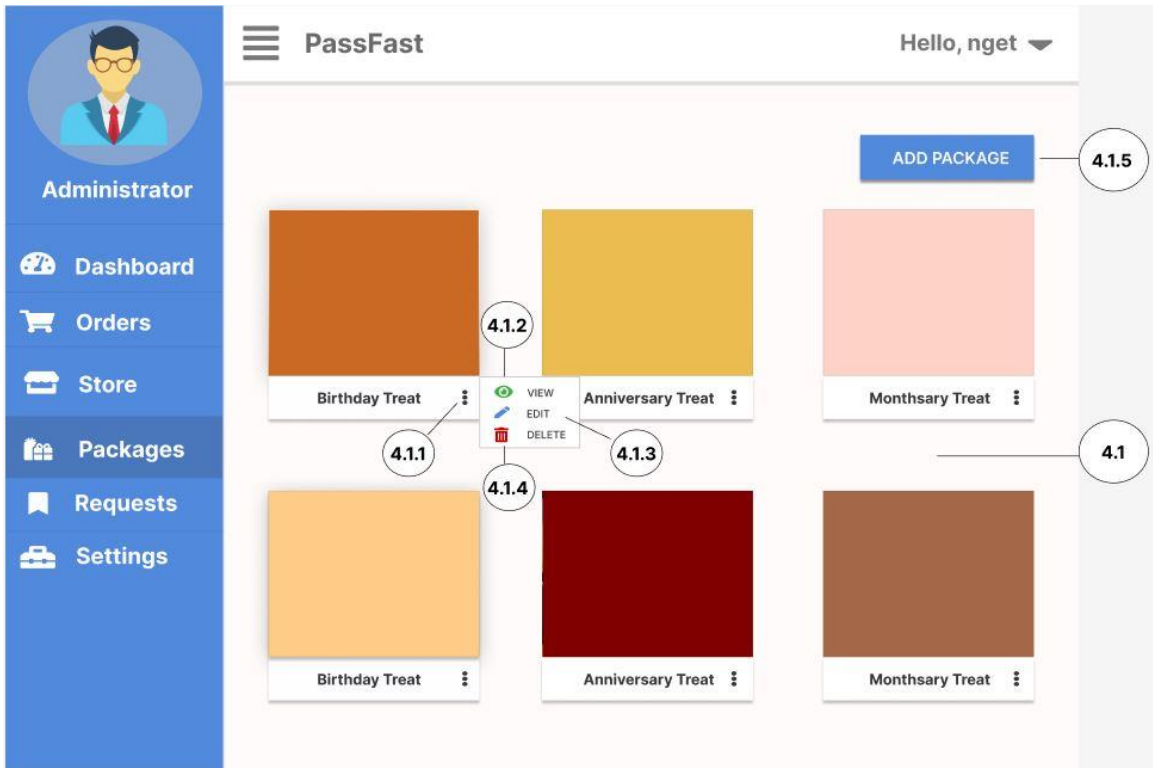
2.4.1


2.4.2

2.4.3


2.5











Administrator


 Dashboard


 Orders


 Store


 Packages


 Requests

 Settings

 PassFast

Hello, nget 

 Update Package



Choose new image

Name

Birthday Special

Description

This is a package

Price

7000


CANCEL

SAVE


4.3.1


4.3.2


4.3.3





Administrator


 Dashboard


 Orders


 Store

 Packages

 Requests







 Settings

 PassFast

Hello, nget 

Surprise Package Requests







5.1

Name	Package	Date	Location	Status	Action
					
					
					
					
					
					

Rows per page: 7 1-7 of 7 < >

Cargo Shipment


5.2

Sender	Receiver	Date	Location	Contact Number	Action
					
					
					
					
					
					

Rows per page: 7 1-7 of 7 < >

5.1.1

5.2.1




Administrator

- Dashboard
- Orders
- Store
- Packages
- Requests
- Settings

PassFast

Hello, nget



Change Photo

6.1.1

First Name

Jay

Last Name

Magallano

Email Address

jay123@gmail.com

Phone Number

09123456789

6.1.2

CANCEL

UPDATE

6.1

Change Password

Current Password

New Password

Confirm Password


6.2.1

CANCEL

SAVE

6.2.2

6.2




Administrator

- Dashboard
- Orders
- Store
- Packages
- Requests
- Settings

PassFast

Hello, nget




User Profile

First Name

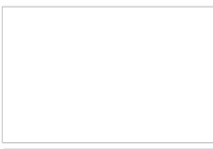
Phone Number

Last Name

Email Address



Store



Choose an image

Name

Phone Number

Barangay

Type

6.4

6.5

CREATE

6.3

30

1. **Dashboard** - Module where admin can see the summary of customers, partner stores, orders and product sales.
 - 1.1 **Partner Stores** - a module where admin can directly check the number of partner stores.
 - 1.2 **Orders** - a module where the admin can directly see the number of orders.
 - 1.3 **Customer** - a module where the admin can directly see the total number of customers.
 - 1.4 **Surprise Package Sales** - a module where admin can track the number of package bookings and present it through graphs.
 - 1.5 **Cargo Shipping Sales** - a module where admin can track the number of successful shipments and present it through graphs.
2. **Orders** - a module where admin can add, view, edit, confirm, and cancel orders.
 - 2.1 **Search Box** - it allows the admin to search a specific order instead of manually browsing through the list.
 - 2.2 **Actions** - it allows the admin to view an order and confirm it afterwards.
 - 2.3 **Pagination** - it allows the admin to easily go to pages by clicking the numbers in the page list.
 - 2.4 **Order Details** - a module where admin can view the details of an order including the customer's name, address and contact details.
 - 2.4.1 **Order** - a module that shows the list of orders including its prices.
 - 2.4.2 **Delivery Fee Box** - it allows the admin to input the shipping fee.
 - 2.4.3 **Add Button** - it allows the admin to add the inputted shipping fee to the subtotal of an order.
 - 2.5 **Confirm Button** - it allows the admin to confirm an order once clicked.
3. **Store** - a module where the admin can view all the partner stores and their products.
 - 3.1 **Visit Store** - it allows the admin to view the products from a specific store.

3.2 Products - a module where the admin can view the products of a particular store.

4. Packages - Module where the admin can create, view, update and delete a package.

4.1 Package List - display all the packages created.

4.1.1 Ellipsis - a tooltip will show when clicking the icon.

4.1.2 View - a module that allows the admin to view the details of the package by showing a modal.

4.1.3 Edit - allows the admin to go to the update page.

4.1.4 Delete - allows the admin to delete a specific package.

4.1.5 Add Package Button - allow the admin to go to the create package page.

4.2 Create Package Field - a module where the admin can create a new package.

4.2.1 Choose an Image - allows the admin to upload an image for the package.

4.2.2 Name - it allows the admin to input the package name.

4.2.3 Description - it allows the admin to input the package description.

4.2.4 Price - it allows the admin to input the price of the package.

4.2.5 Cancel button - allows the admin to cancel in creating a package.

4.2.6 Add button - allows the admin to create a new package.

4.3 Update Package - allows the admin to edit the existing packages.

4.3.1 Choose new file button - allows the admin to update the image of the package.

4.3.2 Cancel button - Cancel in updating the package.

4.3.3 Save button - It will save the new changes.

5. Requests - a module where admin can view the list of requests for package bookings and cargo shipment.

5.1 Surprise Package Requests - a module where the admin can view the details of the request and confirm the request.

5.1.1 View - it allows the admin to view the bookings for confirmation.

5.1.2 Cancel Button – it allows the admin to cancel a package for whatever reason that will cause for the cancellation.

5.1.3 Confirm Button - it allows the admin to confirm the booking request.

5.2 Cargo Shipment - a module where the admin can view the details of the request, adjust the shipping fee in case there are additional cargoes and confirm the request.

5.2.1 View - it allows the admin to view the requests.

5.2.2 Fee Input Field - it allows the admin to input the additional shipping fee to the initial fee.

5.2.3 Confirm - it allows the admin to confirm the request.

6. Settings - a module where the admin can manage his/her personal information and change password. It also allows the admin to create an account for the partner stores and an account to use the system.

6.1 Edit Profile - allows the admin to edit his/her personal profile.

6.1.1 Change Photo - allows the admin to change the default photo.

6.1.2 Cancel button - allows the admin to cancel in updating personal profile.

6.1.3 Update button - allows the admin to save the changes.

6.2 Change Password - allows the admin to change his password anytime.

6.2.1 Cancel button - cancel the changes.

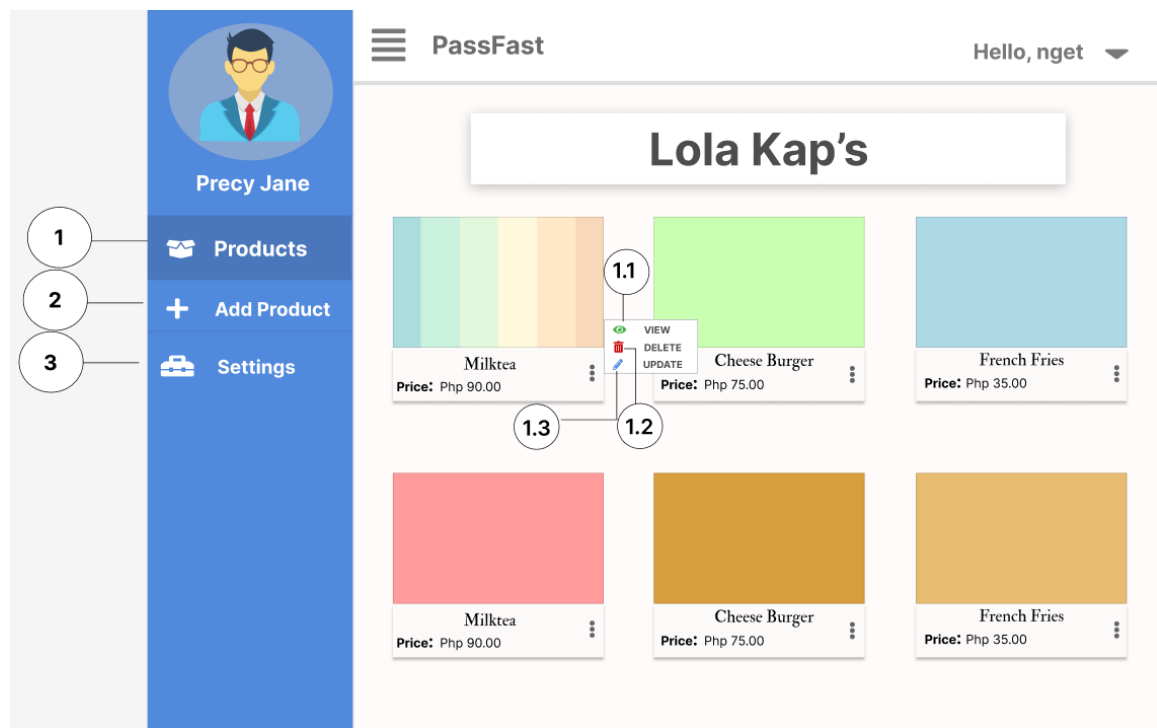
6.2.2 Save button - allows the admin to save the changes made.

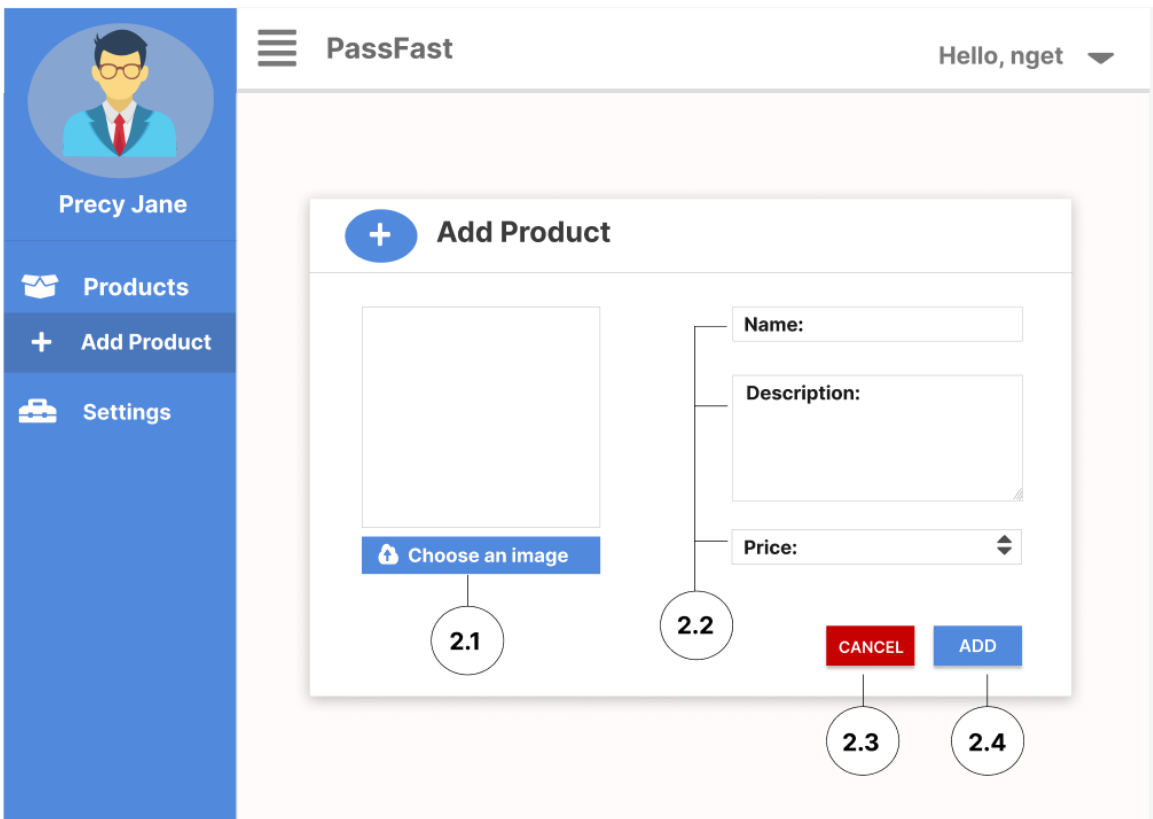
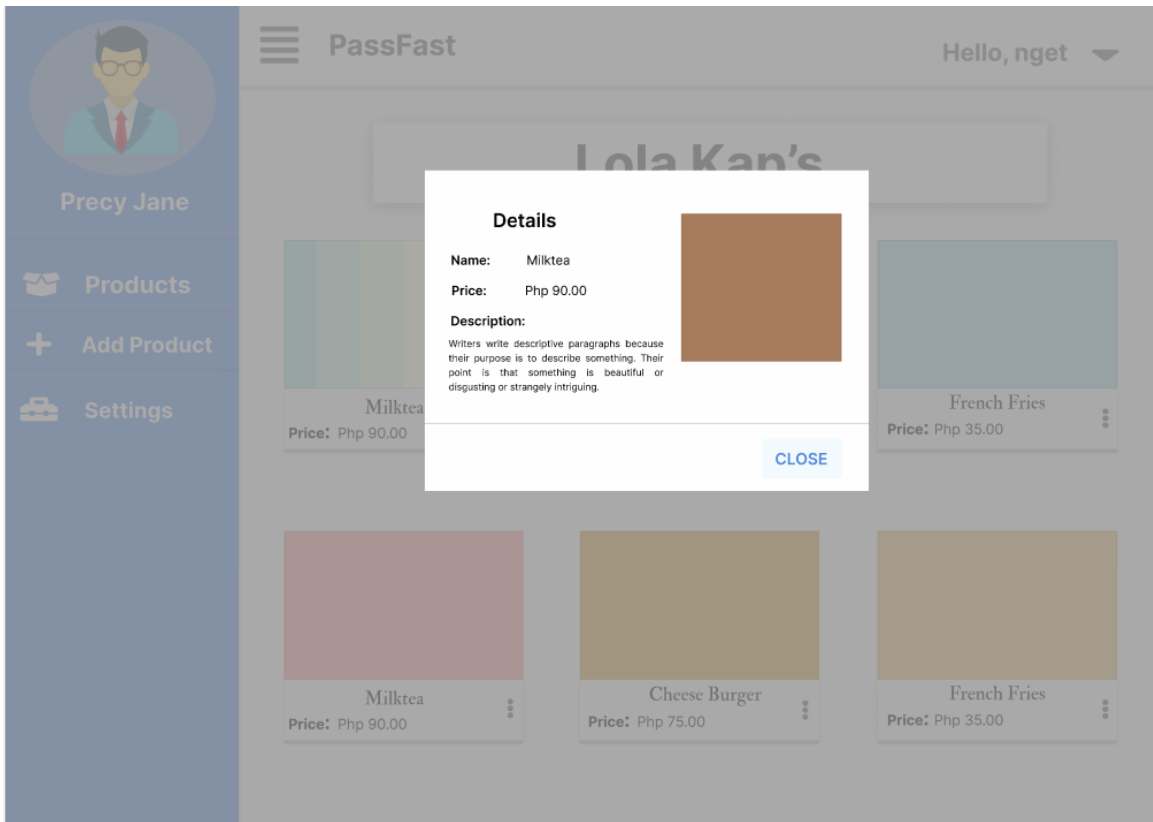
6.3 User Profile - contains the field needed to create a user to access the system.


6.4 Store - contains the field needed to create a store.

6.5 Create button - allows the admin to create both store and user in just a single click.

Partner Store Product List








Precy Jane


- Products
- + Add Product
- Settings

PassFast

Hello, nget



Update Product



Choose new image

1.3.1


Name:

Description:

Price:

CANCEL
SAVE

1.3.2




Precy Jane


- Products
- + Add Product
- Settings

PassFast

Hello, nget



My Store



Change Photo

3.1

Name

Phone Number

Barangay

Type

CANCEL
UPDATE

3.2 3.3

The screenshot displays the PassFast application interface. On the left is a blue sidebar with a user profile for 'Precy Jane' and navigation links for 'Products', 'Add Product', and 'Settings'. The main content area has a header with the 'PassFast' logo and a user greeting 'Hello, nget'. Below the header, there are two sections: 'Edit Profile' and 'Change Password'. The 'Edit Profile' section contains a profile picture with a 'Change Photo' button, and input fields for 'First Name' (Precy), 'Last Name' (Roxas), 'Email Address' (precy123@gmail.com), and 'Phone Number' (09123456789). It includes 'CANCEL' and 'UPDATE' buttons. The 'Change Password' section has input fields for 'Current Password', 'New Password', and 'Confirm Password', each with an eye icon for toggling visibility, and 'CANCEL' and 'SAVE' buttons.

1. **Products** - a module where partner stores view the list of products.
 - 1.1 **View** – it allows the partner store user to view the product details.
 - 1.2 **Delete** – it allows the partner store user to remove a product whenever out of stock.
 - 1.3 **Update** – it allows the partner store user to update the product details.
 - 1.3.1 **Choose new image** – it allows the user to pick an image to upload to be used as an avatar.
 - 1.3.2 **Save** – it will save all changes made once clicked.
2. **Add Product** - a module where partner stores can add new products.
 - 2.1 **Choose new image** – it allows the partner store user to pick an image to upload to be used as a pack shot for the product.
 - 2.2 **Product Details** – it contains the necessary information about the product which includes the name, description and price.
 - 2.3 **Cancel** – it will cancel all changes made and will not affect the data once clicked.

2.4 Add – it will save all the inputted information and create a product that will be stored in the list.

3. Settings - a module where the partner store can update their profile, store details and change password.

3.1 Change Photo – it allows the user to change the photo of their store and their profile as well.

3.2 Cancel – it will cancel all changes made and will not affect the current information stored in the database.

3.3 Update – it will update the current information once clicked.

CURRICULUM VITAE

CONTACT INFORMATION

Name: Evangeline Decorion

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PERSONAL INFORMATION

Birthday: February 11, 2001

Religion: Roman Catholic

Civil Status: Single

EDUCATIONAL BACKGROUND

University of San Carlos

Certificate in Computer Technology

Tertiary Level (2019 – present)

Pit-os National High School

Secondary Level (2013 - 2019)

Pulangbato Elementary School

Primary Level (2006 - 2013)

TECHNICAL SKILLS

- Knowledge in Javascript, JQuery, HTML, CSS, Java, and Python
- Front-end Frameworks (VueJS & Angular)
- Back-end Frameworks (NodeJS & Laravel)
- Database (MySQL & MongoDB)

WORK EXPERIENCE

- Junior Digital Specialist Intern at Datawords Philippines

TRAININGS

- Professional Life Training
- Start Up Training
- Financial Management Training
- Software Development Training

CURRICULUM VITAE

CONTACT INFORMATION

Name: Joseph John Magallon

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PERSONAL INFORMATION

Birthday: January 29, 2000

Religion: Roman Catholic

Civil Status: Single

EDUCATIONAL BACKGROUND

University of San Carlos

Certificate in Computer Technology

Tertiary Level (2019 – present)

Valencia Technical-Vocational High School

Secondary Level (2013 - 2019)

Ginopolan Elementary School

Primary Level (2006 - 2013)

TECHNICAL SKILLS

- Knowledge in Javascript, JQuery, HTML, CSS, Java, and Python
- Front-end Frameworks (VueJS & Angular)
- Back-end Frameworks (NodeJS & Laravel)
- Database (MySQL & MongoDB)

WORK EXPERIENCE

- QA Intern at TrustArc

TRAININGS

- Professional Life Training
- Start Up Training
- Financial Management Training
- Software Development Training

CURRICULUM VITAE

CONTACT INFORMATION

Name: Jonalyn Mobilla

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PERSONAL INFORMATION

Birthday: January 17, 2000

Religion: Roman Catholic

Civil Status: Single

EDUCATIONAL BACKGROUND

University of San Carlos

Certificate in Computer Technology

Tertiary Level (2019 – present)

Asuncion S. Melgar National High School

Secondary Level (2013 - 2019)

Balud Elementary School

Primary Level (2006 - 2013)

TECHNICAL SKILLS

- Knowledge in Javascript, JQuery, HTML, CSS, Java, and Python
- Front-end Frameworks (VueJS)
- Back-end Frameworks (NodeJS & Laravel)
- Database (MySQL & MongoDB)

WORK EXPERIENCE

- Quality Assurance Specialist at M Lhuillier Finances Services

TRAININGS

- Professional Life Training
- Start Up Training
- Financial Management Training
- Software Development Training

CURRICULUM VITAE

CONTACT INFORMATION

Name: Precy Jane Roxas
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PERSONAL INFORMATION

Birthday: February 19, 2000
Religion: Roman Catholic
Civil Status: Single

EDUCATIONAL BACKGROUND

University of San Carlos
Certificate in Computer Technology
Tertiary Level (2019 – present)

Sisters of Mary School Girls Town Incorporated
Secondary Level (2013 - 2018)

Magallon Cadre Elementary School
Primary Level (2007 - 2013)

TECHNICAL SKILLS

- Knowledge in Javascript, JQuery, HTML, CSS, Java, and Python
- Front-end Frameworks (VueJS & Angular)
- Back-end Frameworks (NodeJS & Laravel)
- Database (MySQL & MongoDB)

WORK EXPERIENCE

- QA Intern at Knowles

TRAININGS

- Professional Life Training
- Start Up Training
- Financial Management Training
- Software Development Training