1. Business Requirements

The Team requires to develop an automated web-based ordering system for Golden Cup Exim Marketing Corporation that allows the customers to purchase copier machines, printers, parts and toners. In addition, the automated web-based ordering system will comprise of Create an Account, Login, Search Products, Add item/s to Cart, Process Payment and Trace Order.

1.1. Background

Golden Cup is an established company formed since 1987 with years of experience in sales, rentals and services of reconditioned and brand-new copier machines. Our aim is "to provide efficient and affordable copier machines" to customers. Golden Cup is the company you can count on.

Our core business is the reconditioning, sales and services of copier machines which are imported and only good quality machines are selected. A very stringent quality control process is enforced to ensure the best quality end product.

All fully reconditioned copiers come with a "quality checklist" approved by our senior technical consultant before sending to clients. Hence, you are assured of getting a top-quality copier machine from Golden Cup.

At Golden Cup, our top priority is to provide prompt and effective service to keep customers happy and satisfied.

1.2. Business Opportunity

According to Entrepreneur Network there are many great reasons to start an ecommerce business. If you're interested in being your own

boss and selling products you are passionate about, it's something worth considering.

It is a good start for Golden Cup Exim Marketing Corporation, since the company business is an e-commerce the possibility to double the profit is high.

According to Philippine Internet User about 43.5% of the Filipino are using the internet, imagine if some of those 43.5% users are in need of Copier Machines, Printers, Parts and Toners and purchase directly to the developed automated ordering system of Golden Cup Exim Marketing Corporation, it is a big help for the company to be recognized that can lead to increase the number of customers that may cause to double the profit of the company.

1.3. Business Objectives and Success Criteria

Business objectives or goals are very significant in creating a project because it provides guidance and direction and it must be measurable and quantifiable given on the limited amount of time. The following are the general and specific objectives or goals of Project Golden Cup: Copier Machines Ordering System.

General Objective(s):

To developed an automated and dynamic ordering system for Golden Cup Exim Marketing Corporation that can help customers to experience efficiency and effectiveness of processing orders.

Specific Objective(s):

- To develop an easy navigation web-based application for customers and owner.

- To develop a dynamic web-based application to change the company current running static website.

- To display an Item List for customers to easily view the products as well as automatically display all prices of the products.

- To help administrator to create business analytics and generate reports.

Success Criteria(s):

- The Project Golden Cup: Copier Machines Ordering System meets its objectives.

- The management of Golden Cup Exim Marketing Corporation is satisfied with the result of the Project, and it accomplished all the business requirements according to what agreed upon.

- The management of Golden Cup Exim Marketing Corporation can have a new automated ordering system that can be used to sell copier machines, printers, part and toners via online.

- The customers can easily purchase to the new automated system.

1.4. Customer or Market Needs

According to Strategyn, under the article *"Know all the customers' needs"* The success of every company is dependent on its ability to create products and services that address unmet customer needs. So, what are the customer or market needs in terms of purchasing online, customer tell us that they seek to (1) minimize the time it takes to choose desired products, (2) minimize the interaction between the customer and system,

(3) easy to understand purchasing process, (4) experience security and protection.

These needs are very helpful to the Team, knowing customer or market needs builds the foundation on how the system will be developed. So, for Project Golden Cup: Copier Machines Ordering System the Team decided to focus on easy purchasing process by showing the available products to customers, followed by the chosen products will be added in to the cart and can edit the quantity or removed the product. And last, the payment part will be easy, customers have the authority to choose what type of payment they want either cash on delivery (COD) or credit/debit card.

The constraint will be, the customers need to login or have an account first to proceed paying orders, in this constraint it will secure and protect the day to day transactions between the customers and management.

1.5. Business Risks

Not all improvements in businesses are always positive. Every improvement has risks and it must be known in order for the organization to be prepared for in case the negative effects occurred. Project Golden Cup: Copier Machines Ordering System is an improvement that has some disadvantages.

In terms of time, since this is an automated system, the management might not adapt the changes easily since they are still using a manual processing of orders, it will allocate time for the Team to conduct a manual tutorial on how per modules of the system work.

In terms of expenses, since the Golden Cup Exim Marketing Corporation operates its business 30 years from now, the software that

they are using such as Operating System, and other Utilities are all outdated. On the other hand, the hardware, of the company still CRT (Cathode-Ray Tube) Monitors. In this case the implementation of the system in the company will be harder, due to the Team need to change the software and the hardware that will fit to the new automated ordering system of the company.

So, the Team think of techniques on how to fix these problems as soon as possible. The Team decided to conduct a meeting with their Project Adviser to get some suggestions and recommendations. And both decided to inform the company that if they want to have a manual tutorial to the system they need to consider the Team available time as well as the expenses of upgrading the software and hardware of the company that in the end it will be a win-win situation between the Golden Cup Exim Marketing Corporation and the Team.

2. Vision of the Solution

The system will solve the long-term problem of the company in terms purchasing copier machines, printers, parts and toners; The customer will experience the efficiency and effectiveness of ordering. In addition, both Golden Cup Exim Marketing Corporation and the Team will be achieved a win-win situation.

2.1. Vision Statement

As Golden Cup Exim Marketing Corporation moves towards its objective to be the first thing that comes to mind when purchasing copier machines, printer, parts and toners. The Project Golden Cup: Copier

Machines Ordering System is also supporting the company goal by giving a larger market that is convenient for both management and customers.

2.2. Major Features

The following are the major features of Project Golden Cup:
Copier Machines Ordering System

- Purchase History
- Order Management
- Account Management
- Admin Management

2.3. Assumptions and Dependencies

The Team assumed that there are no delays when implementing the system to the company. In addition, when conducting the manual tutorial for the company the Team assumed that it will be easy for the employee to follow each step. For customers, the Team assumed that it is will be easy for them to purchase copier machines, printers, parts and toners.

The availability of the copier machines, printers, parts and toners will be dependent on the supplier. On the other hand, the confirmation of the orders will be dependent on admin.

3. Scope and Limitations

The Scope of the project would be, to develop an automated web-based ordering system for Golden Cup Exim Marketing Corporation that has a major feature of Purchase History, Order Management, Account Management and Admin Management.

The limitations of the project would be:

- The automated system is only for Golden Cup Exim Marketing Corporation.
- The customer cannot proceed to checkout without Logging in to the system.
- The system will only sell Copier Machines, Printers, Parts and Toners.
- The system is not responsive and does not have a mobile version.
- The system would not run without Internet Access.
- The conducting of manual tutorial of the system is not included on to the time frame that is given by the Team.

3.1. Scope of Initial Release

The Project Golden Cup will be having a major feature like Purchase History, wherein all the products that bought by the customer will save to the database that can be used to generate reports and create business analytics. Order Management, wherein all the products that has been added to cart can be edit by the customer and be able to adjust the quantity of the product and or removed order. The customer can also cancel order within a specific time. Account Management, wherein customers can edit his/her account profile from changing Account Name

up to Updating Password. Last, Admin Management, wherein admin can manage customer order/s whether it will be confirmed or not. In addition, in this portion the admin can set the products to available or not available status.

3.2. Scope of Subsequent Releases

The Project Golden Cup will be having a major feature which is adding an Admin account that can monitor and update inventory. But due to lack of time the team assumed that Golden Cup bought the system and after developing an automated web based ordering system, the company will give separate payment for adding Admin Module.

3.3. Limitations and Exclusions

The Project Golden Cup is limited to customer who have an authentication account and an internet access. The website can only access through desktop or laptop. As of now we don't have mobile version since our client agreed only for developing and enhancing their ordering system.

4. Business Context

When the development of the Project Golden Cup: Copier Machines Ordering System finished, the Team expected that the major customer of the system would be everyone who needs copier machines, printers, parts and toners. And assumes that system will give efficiency and effectiveness when it comes to ordering process compare to company current running static website.

4.1. Stakeholder Profiles

Stakeholder	Major Value	Attitudes	Major Interests	Constraints
Client	Monitors the system	Monitoring the overall sales and inventory. Checking the functionalities of the system.	Ease of use; high reliability and profitable	Low BUDGET
Customer	Receiver of most of the major features	Browsing the system and purchasing copiers, printer, parts and toners	Richer feature set. Easy to use and understand	No Internet Access and No Customer Account
The Team	Developed the system.	Fixing bugs and errors within the system. Committed and patience in fixing problems	Full functionalities of the system.	Lack of Time Management and Preparation
Project Advisor	Monitoring and checking the developmen	Good QA.	Less error of the system	Lack of Time

	t of the system			

4.2. Project Priorities

Dimension	*Driver (state objective)*	*Constraint (state limits)*	*Degree of Freedom (state allowable range)*
Schedule	Release 1.0 to be available at the end of the course	Time Constraint	90-100% of the utility functions must be done.
Features	The System must properly be working.	Budget and Time	70-80% of high priority features must be included in release 1.0
Quality	Provides easy web based ordering system to customer.	Error and Bugs in the system	90-95% of user acceptance tests must pass for release 1.0, 95-98% for release 1.1
Staff	The team must objective oriented and aim for project completion.	Maximum team size is 3 developers + 2 testers.	90-100% of the allowable time should be achieve for release 1.0.
Cost	The overall expense in the project must fit in the maximum budget.	Maximum Budget	budget overrun up to 15% acceptable without executive review

4.3. Operating Environment

The developed system for Golden Cup will be replacing their current one. The foundation of the system will be PHP Scripts. Primarily the user of the system will be business related personnel and office workers, and it includes also the usability of the system that will function 24/7.