



CAPSTONE PROJECT REPORT

Report 1 – Project Introduction

– Hanoi, May 2023 –

Table of Contents

I. Record of Changes.....	3
II. Project Introduction.....	4
1. Overview.....	4
1.1. Project Information.....	4
1.2. Project Team.....	4
2. Product Background.....	4
3. Existing Systems.....	7
3.1. Ngoại Ngữ Bookstore (261 Tran Quoc Hoan) management system.....	7
3.2. KiotViet.....	9
3.3. Tiki.....	10
3.4. Sapo.....	10
4. Business Opportunity.....	11
5. Software Product Vision.....	11
6. Project Scope & Limitations.....	12
6.1. Major Features.....	12
6.2. Limitations & Exclusions.....	13
6.2.1. Limitations.....	13
6.2.2. Exclusions.....	13

I. Record of Changes

Date	A* M, D	In charge	Change Description
22/5/2023	A	KienNT	Add overview, product background
26/5/2023	A	KienNT	Add Existing systems (KiotViet, Sapo)
27/5/2023	A	ChinhLK	Add Business Opportunity, Software Product Vision, Project Scope
31/5/2023	M	ChinhLK	Modified Business Opportunity
15/6/2023	M	ChinhLK	Modified Existing system (KiotViet, Sapo)
16/5/2023	A	KienNT	Add Existing system (HtSoft)
27/6/2023	M	ChinhLK	Modified Software Product Vision
31/7/2023	A	KienNT	Add Project Limitations

*A - Added M - Modified D - Deleted

II. Project Introduction

1. Overview

1.1. Project Information

- Project name: BookStore Management System
- Project code: BMS
- Group name: SWP490_G30
- Software type: Website

1.2. Project Team

Full Name	Role	Email	Mobile
Nguyễn Thị Hải Năng	Supervisor	Nangnth@fe.edu.vn	
Lê Mạnh Hùng	Leader	hunglmhe151273@fpt.edu.vn	
Nguyễn Trung Kiên	Member	kienntse04344@fpt.edu.vn	0346884399
Tạ Kiến Quốc	Member	quoctkhe150544@fpt.edu.vn	0357672348
Lê Khả Chính	Member	chinhlkhe151217@fpt.edu.vn	0379228627
Lê Minh Tùng	Member	tunglmhe140749@fpt.edu.vn	0346798007

2. Product Background

Ngoại Ngữ book store (261 Trần Quốc Hoàn) is currently buying and selling directly at the store and through social networks such as Zalo, etc. Using Zalo wastes the time of both customers and sellers(staffs). Firstly, when the customer and the seller have to exchange information such as what the store has, does the store have a discount policy, what is the store's return policy, etc. consultation for each customer in about 20-30 minutes. Secondly, messages via Zalo are easy to drift. This makes it very difficult for merchants to keep track of order status. Besides, in case customers close orders via Zalo, employees will have to create orders through the desktop system (Ngoại Ngữ store's management system). This process also takes time for both the customer and the staff as the customer has to manually type their order on Zalo message and the staff has to update that order in the system. When the number of customers increases, the store will spend a lot of manpower to consult and create orders for customers. The store needs a system that can simultaneously manage the store and save the time of creating orders for customers and employees.



Figure 2.1: Inside Bookstore



Figure 2.2: Outside Bookstore

3. Existing Systems

3.1. Ngoại Ngữ Bookstore (261 Tran Quoc Hoan) management system

This system offers an array of features that facilitate seamless management of products, orders and purchase orders while providing clear insights into revenue and bestselling items.

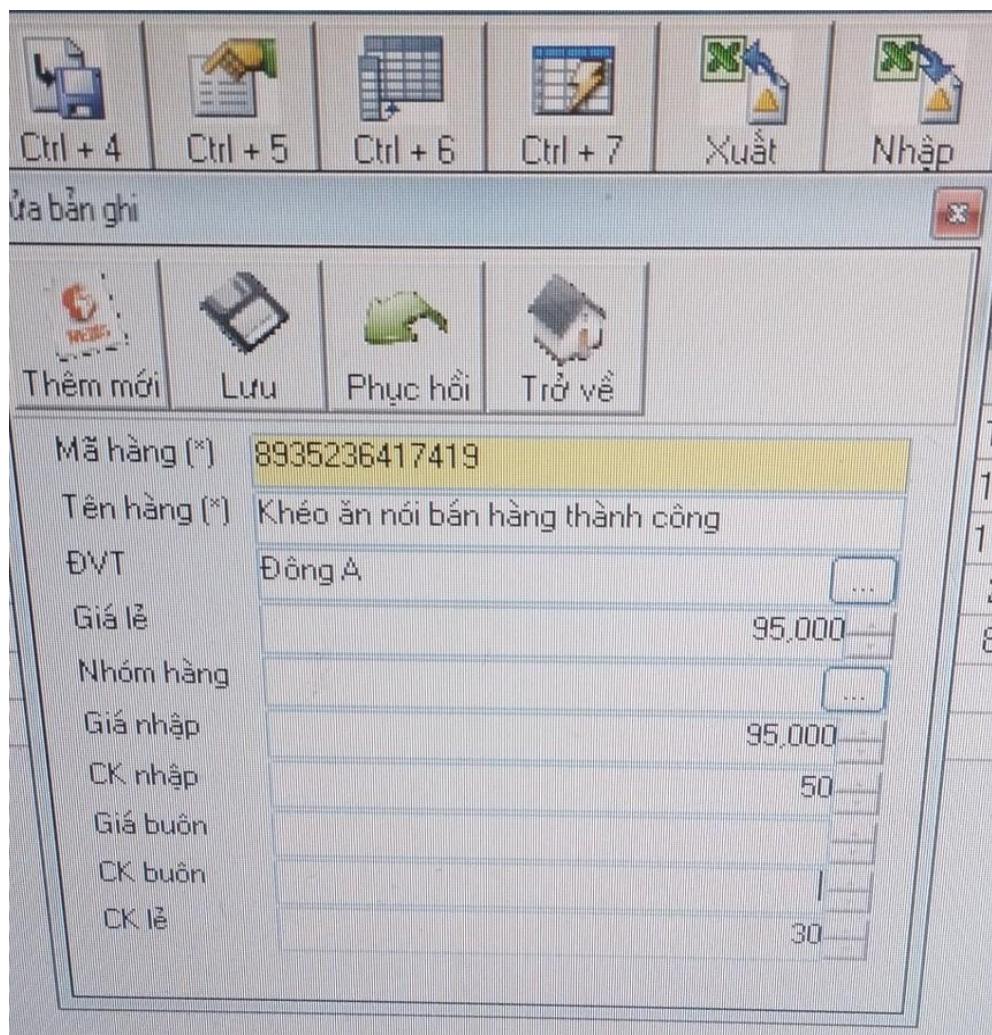


Figure 3.1.1: Edit product

Nhân viên	Hàng	Kho hàng						
Nhà CC	Công Ty Cổ Phần Mcbook	MST						
Địa chỉ	Số 26 - Ngõ 245 - Phố Mai Dịch - Cầu Giấy - TP.Hà Nội	Người bán						
Ghi chú								
Mã hàng		Số lượng	Chuyển xuống					
Đơn giá		Khuyến mại						
		Thành tiền						
SIT	Mã hàng	Tên hàng	ĐVT	Số lượng	Đơn giá	Khuyến mại	Thành tiền	
1	8935246926444	Học nhanh nhớ lâu 1500 từ vựng tiếng tr		3	168.000	40	302.400	<input type="button" value="Sửa"/>
2	8935246932995	Học nhanh nhớ lâu 1500 từ vựng tiếng T		3	145.000	40	261.000	<input type="button" value="Xoá"/>
3	8935246928233	Học nhanh nhớ lâu ngữ pháp tiếng trung		3	120.000	40	216.000	<input type="button" value="In mã vạch"/>
4	8935246927717	10 phút tự học tiếng trung mỗi ngày		3	85.000	45	140.250	<input type="button" value="Excel"/>
5	8935246937946	Tự học tiếng Trung danh cho người Việt		3	118.000	40	212.400	
6	8935246930069	Vui học tiếng Trung ngữ pháp		3	120.000	40	216.000	
7	8935246929193	vui học tiếng trung giao tiếp		3	150.000	40	270.000	
8	8935246926468	5000 từ vựng tiếng trung bỏ túi		3	148.000	40	266.400	
9	8935246928943	các các ruoc		5	59.000	40	177.000	
Tổng tiền hàng		4,969.000	Tiền khuyến mãi	2,041.450				
Thành tiền		2,927.550	Bảng chữ	Hai triệu chín trăm hai mươi bảy nghìn năm trăm năm mươi đồng				
Thanh toán			Còn lại	2,927.550		Hạn thanh toán //		
Người dùng Hàng			Chép từ File Excel			<input type="button" value="Tim kiếm"/>	<input type="button" value="Thêm mới"/>	<input type="button" value="Lưu"/>
<input type="checkbox"/> Lưu và In phiếu						<input type="button" value="Xem in"/>	<input type="button" value="Trở về"/>	
Massage		Massage1						

Figure 3.1.2: Purchase order screen

03/06/2023	Người dùng Hàng	360,400						
14h56	Chứng từ	HBL/12/23/06-00075						
1	Mã hàng							
	Khuyến mãi	Thành tiền	0 Không đồng					
SIT	Mã hàng	Tên hàng	ĐVT	Số	Đơn giá	Khuyến mại	Thành tiền	
1	i	IELTS 1 đến 17		2	45.000	0	90.000	<input type="button" value="Sửa"/>
2	8935246937129	Destination B1 Grammar&Vocabulary with answer key		1	169.000	20	135.200	<input type="button" value="Xoá"/>
3	8935246937136	Destination B2 Grammar&Vocabulary with answer key		1	169.000	20	135.200	<input type="button" value="In mã vạch"/>
								<input type="button" value="Excel"/>

Figure 3.1.3: Checkout screen

Pros	Cons
<ul style="list-style-type: none"> - Save Time: The system optimises the payment process, saving valuable time and increasing overall productivity. - The ability to create and manage orders ensures uninterrupted operation, even without an internet connection. 	<ul style="list-style-type: none"> - Only provide a single screen for both online and in-store sales. - Unable to promote the brand to many customers

3.2. KiotViet

KiotViet provides simple and cost-effective solutions, helping small, medium and micro enterprises to do business more easily and efficiently. All a user has to do is add the user's specific contact details, the warehouse, and they'll quickly create an inventory for that business



Figure 3.2.1: KiotViet Website

Pros:

- Suitable for most industries, such as fashion, grocery, supermarket, cosmetics, electronics... both wholesale and retail.
- Suitable for businesses, shop owners only focus on selling at the store, managing multiple branches.
- Don't need to be a store owner account, but an employee account can also delete and edit orders if granted permission.
- Only provide a single screen for both online and in-store sales, only need to be familiar with a single sales order creation screen.

3.3. Tiki

Tiki stands for "Search & Save", which is the name of a Vietnamese e-commerce website. Tiki's beginning was just an online book-selling website, with the investment of CyberAgent Ventures Inc investment fund, Tiki gradually expanded into an e-commerce platform. Currently, it is the top 2 e-commerce sites in Vietnam and the top 6 in Southeast Asia.

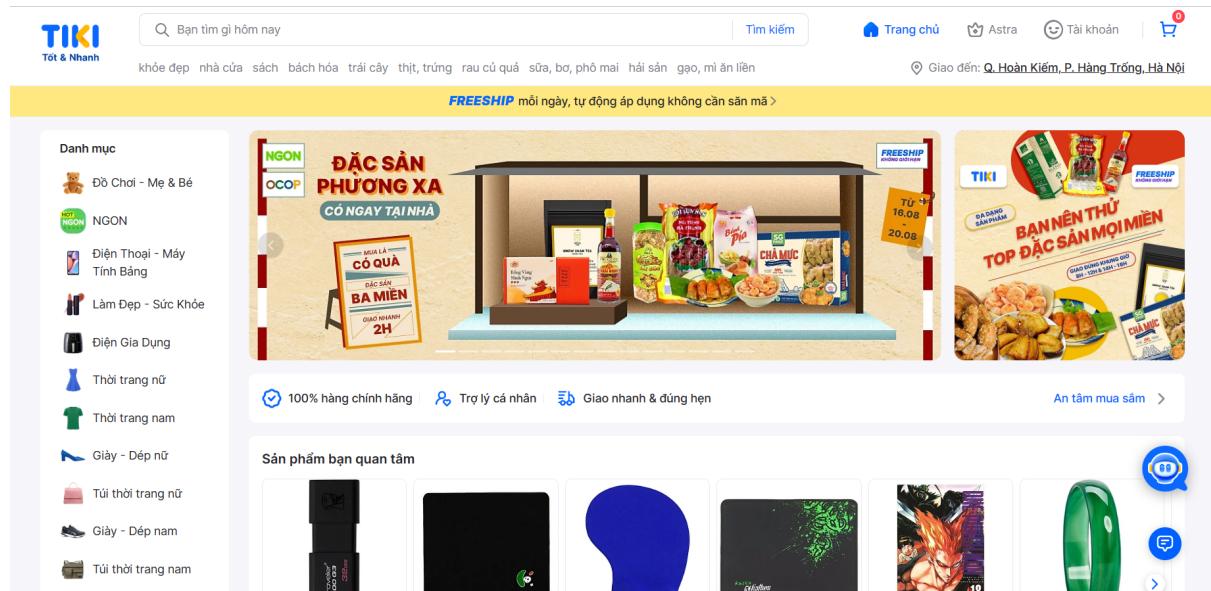


Figure 3.3.1: Tiki Website

Pros

- Full interface, eye-catching
- Newbie-friendly, optimised methods management
- Wide range of products and payment methods
- Full seller management support
- Hotline and chat with a counsellor

3.4. Sapo

Sapo helps to operate and manage stores more efficiently. Easily pay, issue invoices in just a few simple steps to save maximum sales time. Grow revenue and manage online sales easily on e-commerce platforms, Facebook, Instagram comprehensively. Sales management software helps to track and compare revenue with data on the system to detect losses early to make timely adjustments.

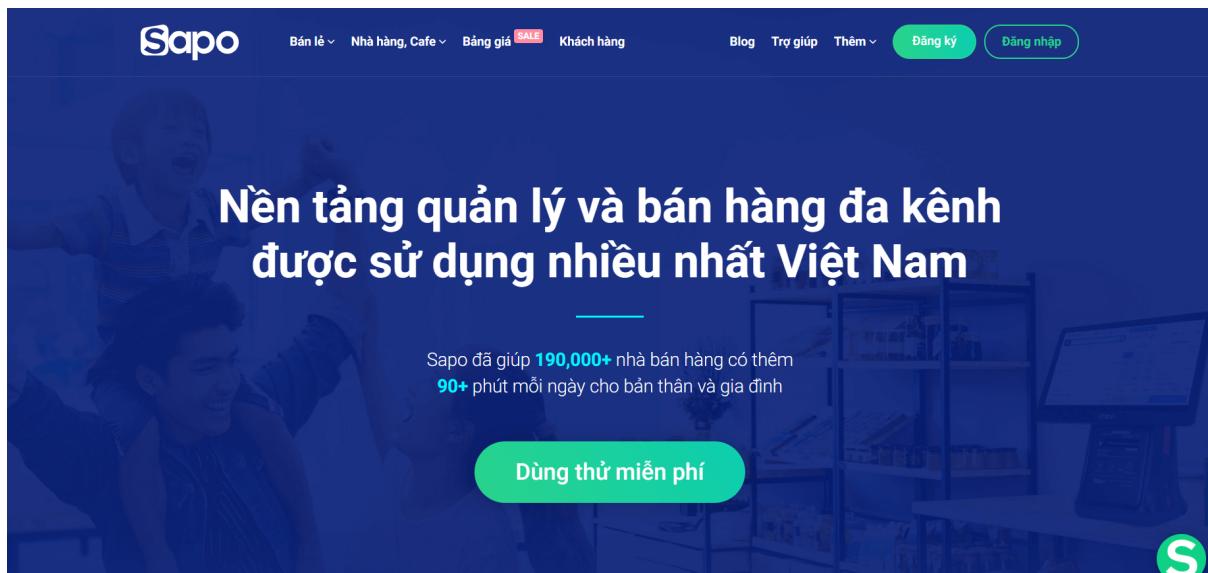


Figure 3.4.1: Sapo Website

Pros

- The interface is clean, simple and will take care of the work for you.
- User experience is good, anyone can use and customise it easily.
- Have a Sapo app on your phone for tracking.
- Interface is beautiful

4. Business Opportunity

The store now has a desktop application to create invoices for customers, create purchase orders to import goods from suppliers and view sales situations such as sales, number of best-selling products. However, for all the work and functions to work more efficiently, the store needs a new website system. Firstly, a website helps to build a personal brand and create trust from customers. Moreover, the new system not only helps online customers save time creating invoices, but also helps stores manage products, orders, revenue statistics, ...conveniently.

5. Software Product Vision

The product vision for the BookStore Management System is to provide an e-commerce website for everybody to find and buy book or stationery, as well as a comprehensive management website that can improve the efficiency and effectiveness of bookstore operations.

6. Project Scope & Limitations

6.1. Major Features

❖ User:

- **Owner:** The one who can manage account staff management, overview of sales performance, view all information in the store such as: product, order, customer,...
- **Staff:** The one who can manage order, manage product, manage purchase order, manage customers.
- **Guest:** the one who interact via the e-commerce website, register account to become customer, view products, add products to cart
- **Customer:** the one who interact via the e-commerce website, can do what Guests can, in addition to log in to their account, create order, set information in profile and set delivery addresses

❖ Major Features:

ID	Major Features & Description
FE-01	Login: This feature allows all users except guest login to the system using email and password.
FE-02	Manage Profile: This feature allows all users except guests to view and update profiles in their accounts and change passwords.
FE-03	Manage Product: This feature allows the owner and staff to view all products in store. Staff can create new products and update them. Customers can only view the information of products. The product will only be available for purchase only if it is active.
FE-04	Manage orders: This feature allows the owner and staff to view all orders of the store. Staff can create new orders for customers and update incomplete orders.
FE-05	Manage purchase orders: This feature allows the owner and staff to view all purchase orders. Staff can create a new purchase order and update the purchase order.
FE-06	Manage Supplier: This feature allows the owner and staff to view all suppliers, their information and their purchase order history. Staff can create a new supplier and update information of the supplier.
FE-07	Manage Customer: This feature allows the owner and staff to view all customers' information in the store, view customer order history.. Staff can create new customers and update information of customers. Change customer's status.
FE-08	Manage Author: This feature allows the owner and staff to view all book's authors. Staff create a new author and update the author information or status.
FE-09	Manage staff account: This feature allows the owner to view all staff accounts in the system. The owner can create staff accounts with their profile, change staff account status, and update accounts.
FE-10	Register: This feature allows guests to register to become customers.

FE-11	View products: This feature allows guests and customers to view all active products on the website and add as many products as they wish to their cart.
FE-12	Manage Cart: This feature allows guests and customers to select one product still stocking from the website and add it in their cart. While shopping, they can view the list product in cart, change the quantity, remove product(s) from cart and view total price. Create a new order from the cart.
FE-13	Manage customer's order: This feature allows active customers to view all of their orders. View order details and cancel the order.
FE-14	Manage shipping addresses: This feature allows customers to view all of their shipping addresses. Create new address, delete or update addresses.
FE-15	Dashboard: This feature allows owner to view various types of visual data in store
FE-16	Forgot password: This feature allows all users except guests who have forgotten their password to reset it by registered email of their account
FE-17	Management Category and SubCategory: This feature allows the owner and staff to view all categories and its subCategories. Staff can create/update/delete category and subCategory

6.2. Limitations & Exclusions

Due to time constraints, we have 2 limitations and 4 exclusion which are mentioned below, although we are aware that they are quite useful and necessary features:

6.2.1. Limitations

ID	Limitations
LI-01	The system only supports web applications and does not support Mobile versions.
LI-02	The system only supports the Vietnamese language.

6.2.2. Exclusions

ID	Exclusions
EX-01	Check-out with VNPay, Paypal... for customer
EX-02	Create direct sales invoice
EX-03	Activity log function for owner
EX-04	Update quantity in inventory with product that have difference unit
EX-05	Staff Management, Expense and Income Management