

**CMT322 WEB ENGINEERING & TECHNOLOGIES**

**Online Printing System**

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**Academic Session**

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Identify the stakeholders of your proposed web application

* **Customer**
* **Printing shop staff / Admin**
* **Owners**

•Define their job functionalities

* **Customer**

can sign up as a new user to the system. Customer can login and attach their documents or file to print. Customer also can check the status of their printing process.

* **Printing shop staff / Admin**

Admin can add new staff into the system. Admin also can view the list of new users of the system. Besides that, admin can view the order list send by the customers. Admin can print the documents or file once received order. Admin can update the status of printing process. Once done printing admin will print the receipt.

* **Owners**

create the application, maintain the system, train and manage printing workers and troubleshooting

•Identify at least 4 main functionalities of your proposed web application

* To use an online system which reduces users time for completion of printing.
* To send orders by online and also user can get payment information.
* To track status such as pending, printing and finish to deliver by online. (Interactive)
* Making payment through online after the completion of printing. (Transactional)

**•Title**

ONLINE PRINTING SYSTEM (DESKTOP APP)

**•Problem statement that you want to solve**

During this COVID-19 pandemic, customers are not advised to travel around to the printing shops which makes their life harder and put in risk. The downside to use a manual system management is clearly a big impact in the excellent performance management aspects of time management. One of it is less efficient for the user information search, payment and file search.

Next, the problems faced by customer is a problem when printing. Customers will save the document they want to print in pen drive and give it to the owner of the printing shop does not give any instructions. Sometimes these drives will be created problems such as viruses, hidden files, and there are many files with the same name.

Finally, the difficulty each time to manually check the records of customers who still do not make payments on time.

•**Introduction to your proposed web application**

Manual system used in Printings Shop has variety of problems. Customers facing the same problems regularly. It’s so hard because customer have to wait for a long time to print their documents. Furthermore, customers are not advised to travel during this Covid-19 pandemic because of the proneness. Admin get confuse because there is no proper system to identify the customer’s documents.

Based on these problems, we are creating a project entitled “Online Printing System” for make ease to the customers and Admin. This system is an extensive network of customers and Admin in sending and receiving messages. Besides, this system can also increase a person's income in the economic field. During booking, all customers prefer to do their research online, it's also a system that allow customer to finish their work quickly. The system also can help customers to stay put and receive the hardcopy of the document because the Covid-19 pandemic is still active.

**•Stakeholders in your web application**

* Students
* Printing shop workers / Admin
* Owners

**•Functionalities of your web application**

* To use an online system which reduces users time for completion of printing.
* To send orders by online and also user can get payment information.
* To track status such as pending, printing and finish to deliver by online.
* Making payment through online after the completion of printing.