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**ICT705: ADVANCED WEB SYSTEMS
ENGINEERING**
FINAL PROJECT REPORT

**KongsiRezeki System: An E-Commerce Platform
for Halal Homemade Food**

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SHAH ALAM

KongsiRezeki System: An E-Commerce Platform for Halal Homemade Food

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2 Table of Contents

1	Acknowledgements.....	2
2	Table of Contents	3
3	Table of Figures.....	5
4	ABSTRACT	6
5	INTRODUCTION	7
5.1	Project Background.....	7
5.2	Problem Statements.....	8
5.3	Project Scope	9
5.4	Project Objectives	9
6	LITERATURE REVIEW	10
6.1	Existing systems.....	10
6.2	Concept map of the solution.....	14
7	METHODOLOGY	15
7.1	Planning and Analysis phase.....	15
7.2	Design phase	16
7.3	Development phase	16
7.3.1	Software	16
7.3.2	Hardware.....	18
7.4	Testing phase	19
7.5	Deployment phase.....	19
7.6	Maintenance phase	19
8	RESULT AND DISCUSSION.....	20
8.1	Suitable Technologies for the Solution	20
8.2	Technological, Quality, Privacy, Security and Societal Issues of the Solution.....	20
8.2.1	Technological Issues	20
8.2.2	Quality Issue	20
8.2.3	Privacy Issue	21
8.2.4	Security Issue	21
8.2.5	Societal Issue.....	21
8.3	Ability of the System to Grow and Evolve.....	21
8.4	Project System	22
8.4.1	Design	22

8.4.1.1	Homepage	22
8.4.1.2	Product Category Page	23
8.4.1.3	Search Bar	25
8.4.1.4	Product page.....	27
8.4.1.5	Customer / Seller Register.....	29
8.4.1.6	Customer / Seller Login	30
8.4.1.7	My Account.....	31
8.4.1.7.1	My Account > Edit Information	33
8.4.1.7.2	My Account > My Wishlist.....	34
8.4.1.7.3	My Account > Order History	35
8.4.1.8	Reviewing a Product	36
8.4.1.9	Browse Sellers page	39
8.4.1.10	Seller Page.....	40
8.4.1.11	Purchasing Process	41
8.4.1.12	Seller Dashboard	48
8.4.1.12.1	Seller Dashboard > My Orders.....	49
8.4.1.12.2	Seller Dashboard > Manage Products.....	50
8.4.1.12.3	Seller Dashboard > Seller Summary	51
8.4.1.12.4	Seller Dashboard > Store Information	52
8.4.2	System Limitation	53
8.5	Measurement of System Success.....	54
8.5.1	User feedback.....	54
8.5.2	User rating.....	54
8.5.3	Time on Page	54
8.5.4	Pages per session.....	54
9	CONCLUSION.....	55
10	REFERENCES	56
11	APPENDICES	58
11.1	Questionnaire	58

3 Table of Figures

Figure 1 Kravve.co	10
Figure 2 Carousell.....	11
Figure 3 Lazada	12
Figure 4 A social seller on Instagram.....	13
Figure 5 Concept map of the solution	14
Figure 6 System Development Life Cycle (SDLC).....	15
Figure 7 Notebook system information.....	18
Figure 8 Homepage.....	22
Figure 9 Product Category 'Cookies' page	24
Figure 10 Product Category 'Sambal' page	24
Figure 11 Search bar on homepage	25
Figure 12 Customer searching for a product	25
Figure 13 Search Results page	26
Figure 14 A Product Page with description.....	27
Figure 15 A product page with review	28
Figure 16 Customer / Seller Sign Up page	29
Figure 17 Login page for customer/ seller	30
Figure 18 My Account page of a customer	31
Figure 19 My Account page of a seller	32
Figure 20 Edit Account Information	33
Figure 21 My Wishlist	34
Figure 22 Order History.....	35
Figure 23 Write a Review	36
Figure 24 Confirmation Message on Product Review Submission	37
Figure 25 Display of review of a product.....	38
Figure 26 Sellers page.....	39
Figure 27 A seller page	40
Figure 28 Add to cart from category page	41
Figure 29 Add to cart from product page	42
Figure 30 Add to cart from wishlist page.....	42
Figure 31 Shopping cart page	43
Figure 32 Checkout - Billing / Delivery details	44
Figure 33 Checkout - delivery method.....	45
Figure 34 Checkout- payment method	46
Figure 35 Checkout - order confirmation.....	47
Figure 36 Seller Dashboard.....	48
Figure 37 Seller - My Dashboard page	49
Figure 38 Seller - Manage Products page	50
Figure 39 Seller - Seller Summary page	51
Figure 40 Seller - Store Information page	52

4 ABSTRACT

Recently, e-Commerce and Social Medias have become platforms for housewives to generate extra income. Many housewives make homemade foods and sell it through social media platform such as Instagram. However, there are some problems for Muslim Housewives that are faced by both Muslim seller and buyer. For the sellers, there is no platform they can sell homemade food that can reach many customers. For the Muslim buyers, the problem is current existing platforms are mostly joined by Non-Muslim therefore they will hesitate to buy the products due to halal issue. This project purpose is to develop a system to ease the Muslim sellers and buyers to buy and sell the Muslim homemade products especially by housewives. The system will benefit the Muslim housewives to generate income and also for Muslim buyers to find reliable Muslim homemade products.

5 INTRODUCTION

5.1 Project Background

Since the 1990s, the quick advancement of online business or e-Commerce has brought broad and gigantic impact on the economy of the nation everywhere throughout the world. Online business has just turned into the contemporary trend of financial and social improvement. The e-Commerce is known as new advanced business solution, the dimension of its advancement has just turned out to be imperative indications of estimating the modernization level and exhaustive quality of nations and urban communities, it has turned out to be vital intends to make changeover in the financial framework and change the style of financial, advance the overhauling of the mechanical structure, advance the modernized dimension of the city and reinforce universal aggressiveness (Jianjia Liu and Lei Lu., 2005).

In Peninsular Malaysia, there are plenty of people are living with low household income (Abdullah Al M., Mohd Asrul, Rajennd M., Mohammad I., Noorshell C. N., Noorul Azwin Md N., 2018). According to the report from (LPPKN, 2014), there are about 46.5% married women are working and 42.4% had stopped working and the others are never working. This means there are a lot of married woman are now become fulltime housewife. In today's economy, many people looking for ideas to stretch out budgets. There are platforms such as GrabCar which is a good source to gain extra income, however not all housewives can do this as they have their own restriction such as they need to take care of the kids and unable to do this kind of job. Other alternative is make their own homemade products. For housewives, homemade products are the best way they can do while they are at home and watching the kids.

Recently, the development of social media and e-Commerce have attracted housewives to sell their homemade products at Social Medias and other e-Commerce platforms. The rising of household expenses and their husband salary is low have influenced them to come with an idea to make homemade products and sell it to the customers. With this business, they could generate extra income. For working people, they are intending to buy online homemade products due to lack of time to make it.

KongsiRezeki System is an e-Commerce platform for housewife to generate more income. It is user-centric system and it is easy to use. It is also designed in order to help Muslim Sellers to

find more customers easily and help the Muslim Buyers to find the homemade products they desired. The payment of this system is cash on delivery (COD) which is more trustable and reliable.

5.2 Problem Statements

From the Questionnaires we have distributed to the Sellers and Buyers of homemade products in Instagram and other platforms, we have found few problems that are faced by the Seller and Buyers of Homemade products:

a) There is no platform for Seller to sell the Homemade Products that can reach many customers

According to some of the Sellers, they stated that there is no platform for them to get many customers to buy their products. Most of Homemade products use Social Media platform such as Instagram to sell their products and it is difficult for them to get many customers as they need to follow each profile in order to promote their products. Besides, the other existing platforms of online business such as Carousell or Lazada more focused on other categories of products.

b) Difficulties of Buyers to search and buy Muslim Homemade products

Some of the Buyers mentioned that they had problem in finding Muslim homemade products online. The existing systems such as Carousell and others are joined mostly by Non-Muslim therefore they feel hesitate to buy from other e-Commerce platforms due to the Halal concern. They tend to find homemade products such as Brownies, Cookies, and others through social media such as Instagram from Muslim sellers and they need to search one by one profile in order to find the products. However, sometimes they could not find the type of Homemade products they wanted.

5.3 Project Scope

This project will focus on the development of e-Commerce Homemade Muslim products for the Muslim sellers especially housewives and Muslim buyers. The seller scope are housewife sellers, who actively sell their homemade products online through variety of platforms such as Instagram, Carousell and others. For the buyers scope we focused on Muslim buyers who are working.

5.4 Project Objectives

- a) To identify the problems and issue of selling homemade products facing by housewives' businesswoman
- b) To understand the current context of Muslim buyers on buying homemade products online
- c) To develop a system to ease the Muslim sellers and buyers to buy and sell the Muslim homemade products especially by the housewives

6 LITERATURE REVIEW

6.1 Existing systems

There are few existing systems or platforms that are available for the Housewives to sell homemade products such as:

Kravve.co

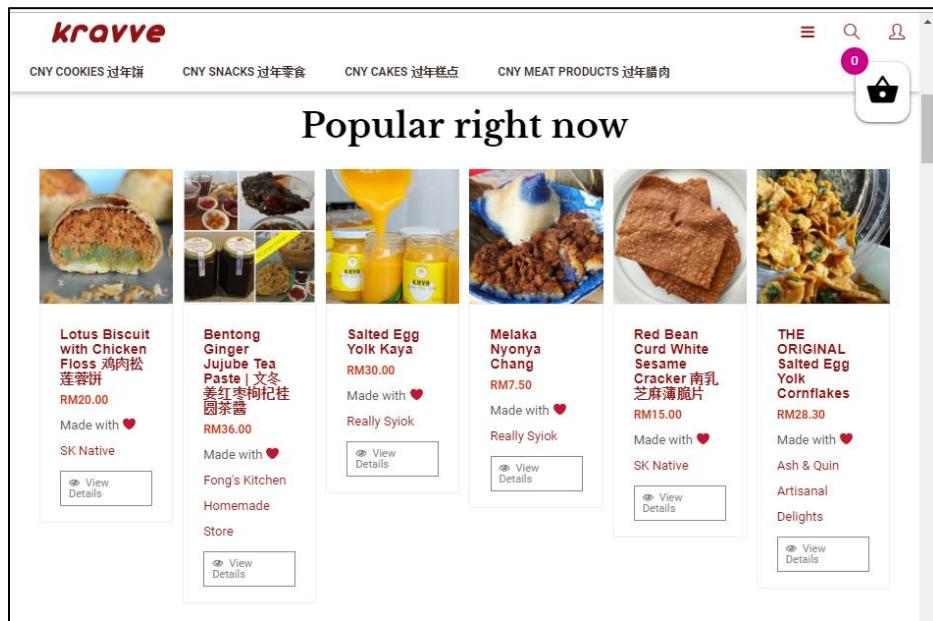


Figure 1 Kravve.co

Kravve is a cross-border marketplace where consumers can find thousands of healthy and natural groceries (snacks, spreads, nutritional remedies, deli meats, cooking sauces, etc.). It is yet another startup that aims to claim a slice of that homecooked meals, but their approach is a tad different. Where with platforms like Dinez-in and PlateCulture, part of the allure lies in going to a stranger's house to enjoy the taste of homemade food together, Kravve wants to position itself as a marketplace for home chefs. On top of that, the platform does offer a variety of meal deliveries as well. They have picked out the advantages of e-commerce and applied it to a more small-business field of homecooking. The site is also split into categories, between homemade desserts (that are further divided into small categories) set meals, catering, custom orders (for birthday cakes and the like). However, there is a limitation of this e-commerce system where most homecooked foods available in the site are produced by non-Muslims. When Muslim customers first open the site,

they are expected to have less trust to buy the products as the site scope seems to focus on non-Muslim society.

Carousell

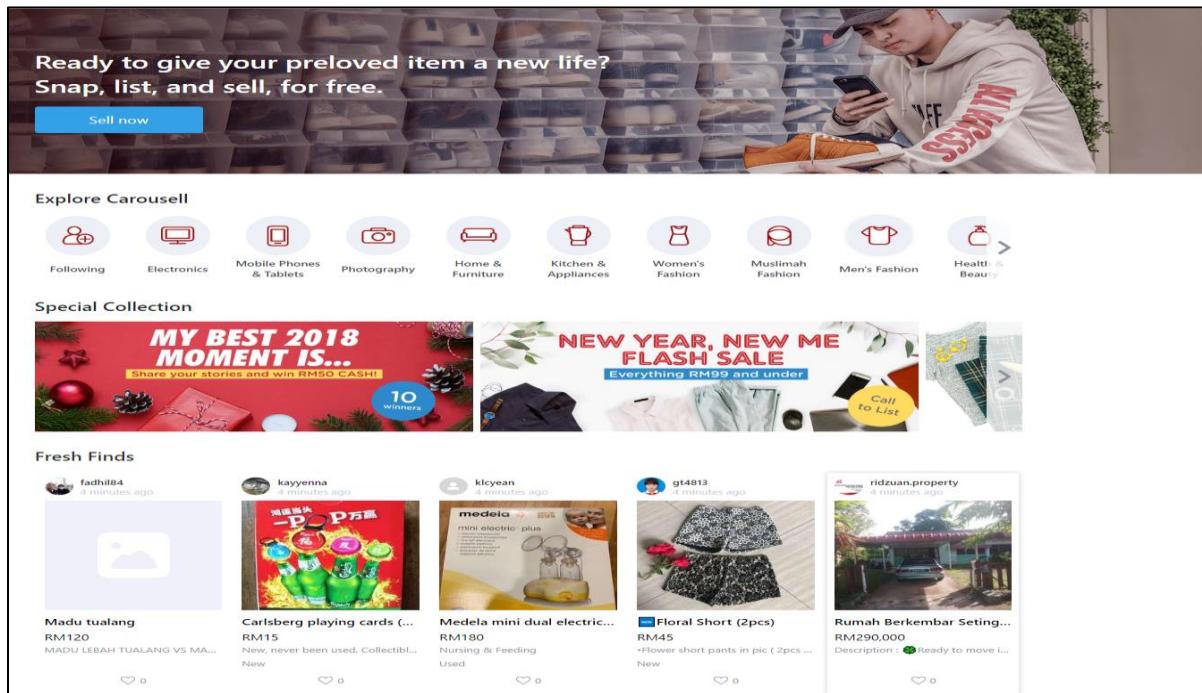


Figure 2 Carousell

Carousell is a place for people to sell a new product or second hand products. It is founded on 2012 by Quek Siu Rui, Lucas Ngoo, and Marcus Tan. It is available in application and also web based. It is a platform for consumer to consumer. Consumer may upload or snap a photo for the product they would like to sell. The type payment available is Cash on Delivery (COD). Seller will meet up the buyer to sell their product. There are many categories of products that seller can sell such as electronics, cars, home furniture and others. This platform is focus more on all categories of products which is not attracted Muslim homemade products sellers and buyers to buy or sell their products.

Lazada

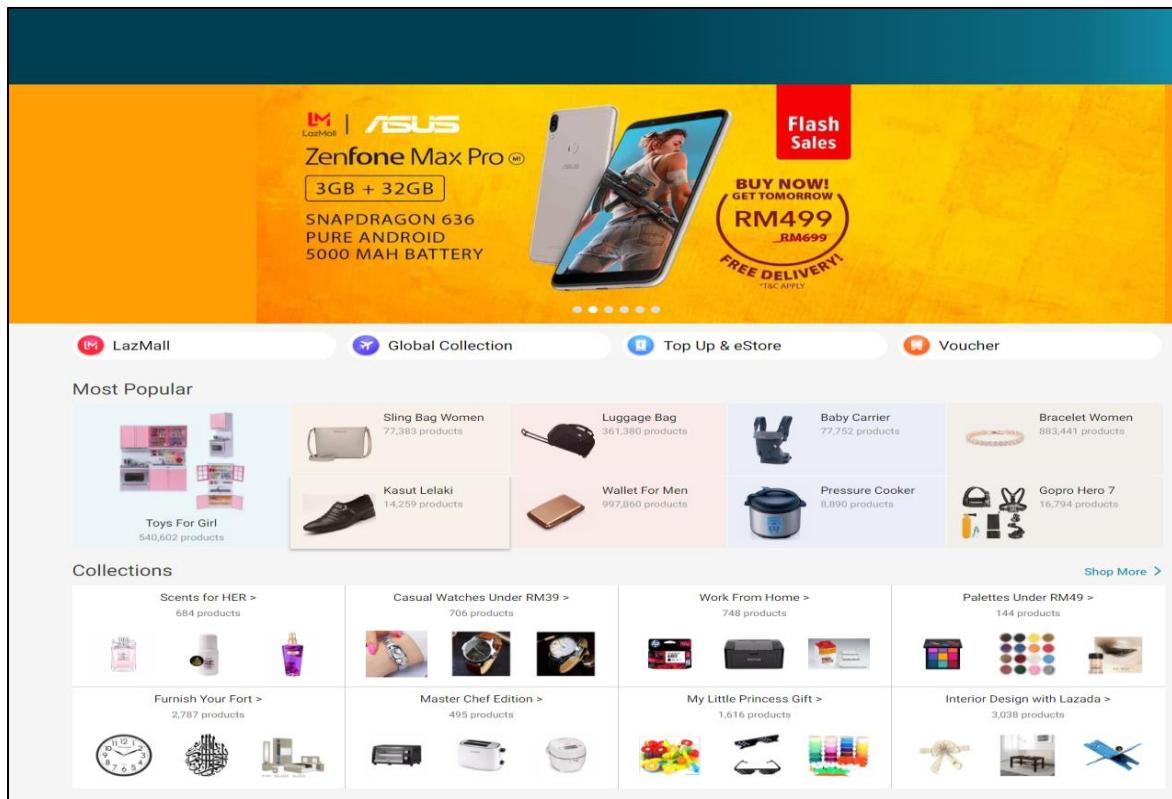


Figure 3 Lazada

Lazada is founded on 2012 by Rocket Internet and owned by Alibaba group. It is one of the largest e-Commerce in Malaysia and south East Asian. Lazada is available in mobile application and also web based. There are many categories of products that available in Lazada and the best-selling product is from Electronic category. Types of payment available are credit card/ATM card, online banking and cash of delivery (COD). However, not all products can make payment cash on delivery (COD). There are some issues in Lazada where some of products received has defect and false products. Besides, the seller rate to sell product also high which make seller and buyer are not interested to buy and sell in Lazada.

Instagram



Figure 4 A social seller on Instagram

Instagram is a social media platform to share a picture online sharing with friends and family. Instagram is a good platform to start a business as it has many account created each day and people nowadays tend to use Instagram. There are many business created in Instagram and it has opened an opportunity for the seller to sell and promote their products (Regina C. Handayani, Betty Purwandari, Iis Solichah, and Pudy Prima, 2018). Besides, according to some buyers from the questionnaire, they are tend to buy homemade products through Instagram. However, they found it is difficult for them to find a product they wanted and search one by one profile to buy the homemade products.

6.2 Concept map of the solution

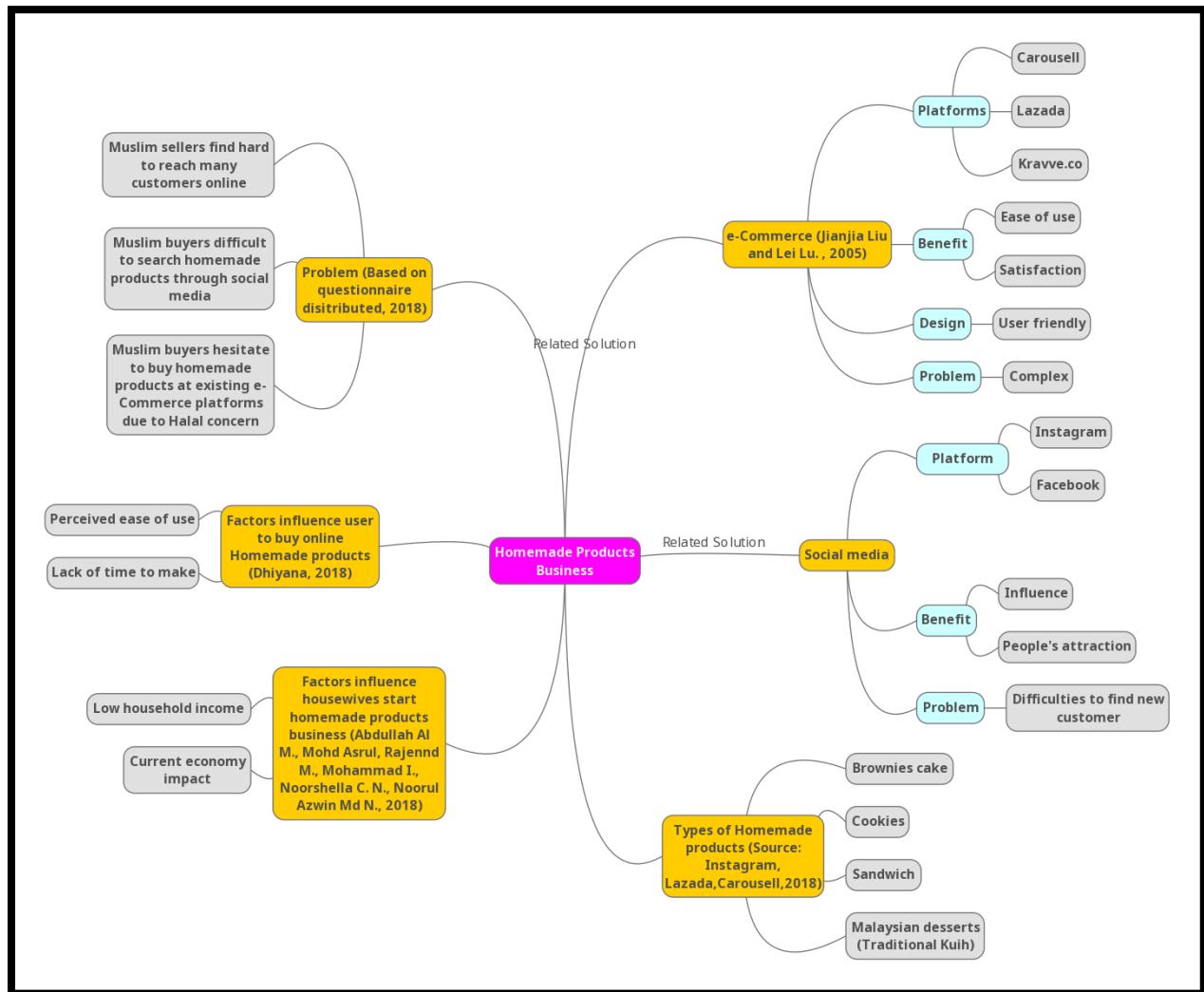


Figure 5 Concept map of the solution

7 METHODOLOGY

In this chapter we will explain about System Development Life Cycle (SDLC) to describe each phase of our system development.

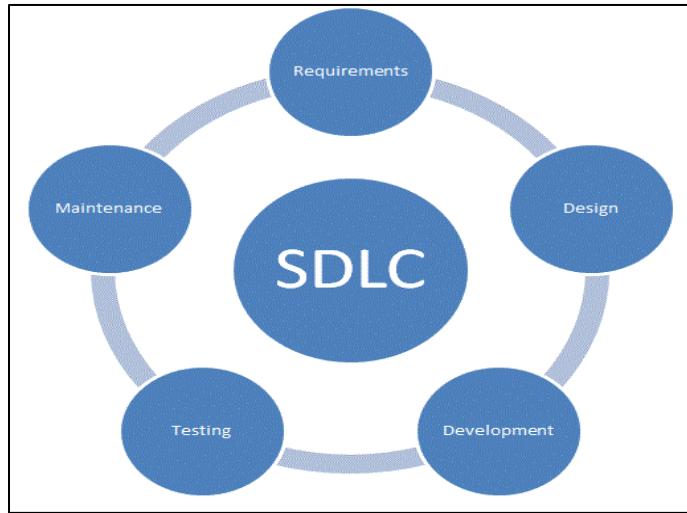


Figure 6 System Development Life Cycle (SDLC)

7.1 Planning and Analysis phase

This phase is very crucial for our project. During this phase we have gathered information and identify the problem that facing by the Seller and Buyers of homemade products. We have distributed the Questionnaire to 4 people which are Muslim Buyers and Sellers of homemade products in Instagram and other e-Commerce platforms. Our sample population type is Quota Sampling. Quota sampling is a sampling method of gathering representative data from a group. As opposed to random sampling, quota sampling requires that representative individuals are chosen out of a specific subgroup. According to John Dudovskiy (2012), quota sampling method is a non-probability sampling and it can be defined as “a sampling method of gathering representative data from a group”. From the Questionnaire, we have obtained information regarding the problem and also the requirements of the system. Besides, we are also identifying the existing systems or platforms in order to analyze their benefit and the problems.

7.2 Design phase

In this phase we have created initial design where prototype is created. We have discussed together to decide if the design is suitable and is there any addition to be added in the design. Besides, the design also defines the interface overall system functionalities and database tables that needed and the relationship between modules.

7.3 Development phase

For this phase, once the design is created and everyone has agreed on the design, the development of the system will be started. In this phase, the work flow of the requirement and design will be converted into coding. The developers will start develop whole system by using the chosen programming language and database. During this phase, we also inserted homemade products image into our system.

During development process we have developed the system using software and hardware below:

7.3.1 Software

i. XAMPP

XAMPP is an open-source web server package that works on various platforms. It is actually an acronym with X meaning “cross” platform, A for Apache HTTP server, M for MySQL, P for PHP, and P for Perl. XAMPP was designed to help webpage developers, programmers, and designers check and review their work using their computers even without connection to the web or internet. So, basically XAMPP may be used to stand as pages for the internet even without connection to it. Aside from being cross-platform, XAMPP is also a freeware. This means users on different operating systems can download this server package free of charge. For our system we are developing using version XAMPP 7.1.12 / PHP 7.1.12.

ii. MySQL

MySQL is an open source relational database management system (RDBMS) based on Structured Query Language (SQL). It is free-to-use, open-source database that facilitates effective management of databases by connecting them to the software. For our system we are using this to store our data about the customers, products, seller details, etc.

iii. Notepad++

For our initial design of html, we are using Notepad++. Notepad++ is a text editor and source code editor for use with Microsoft Windows. It supports tabbed editing, which allows working with multiple open files in a single window. Notepad++ is a versatile and powerful source code editor that also serves as an excellent replacement for the default Notepad text editor in Windows. Notepad++ is positioned primarily as a source code editor, its extensive features mean that it makes an excellent text editor to replace the Notepad.

7.3.2 Hardware

i. Notebook

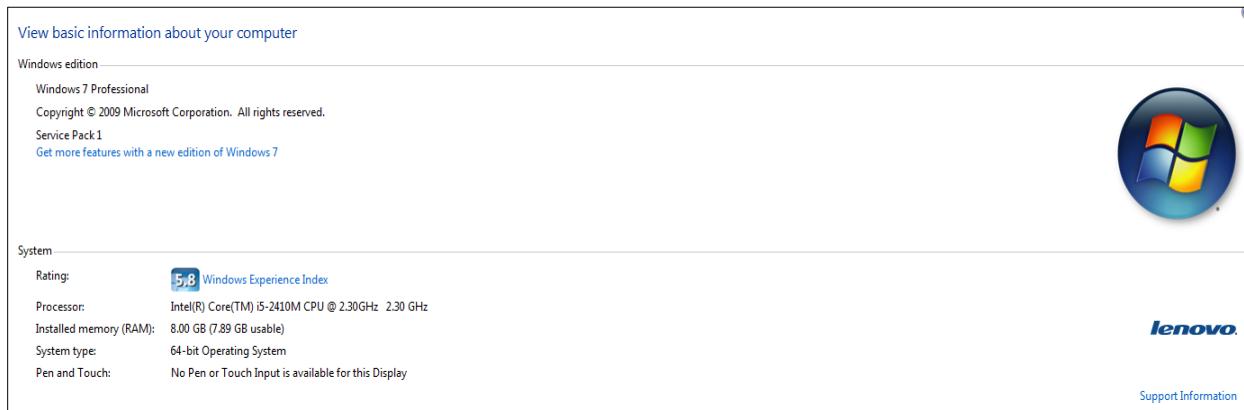


Figure 7 Notebook system information

To develop the system, we need hardware such as Notebook to download the software in order to create the system. The figure above showed the Notebook system information. The windows for this Notebook is Windows 7 with RAM is 8 GB installed in the Notebook. The system type for this Notebook is 64-bit operating system. The processor of this laptop is Intel® Core™ i5-2410M Processor. These essential components help to boost the performance in creating our system.

7.4 Testing phase

Testing phase is essential in order to know whether the system is function correctly or not.

There are few types of testing we have tested on our system as shown below:

Testing elements	<ul style="list-style-type: none">• Login page• Password• Load testing• Link• Button function• Add to cart• Navigation• Text• Upload photo and data• Calculation
------------------	---

Table 1 Testing elements of the system

7.5 Deployment phase

Deployment will be done once the system is ready and function correctly after testing. Based on the feedback from our team members on the system functionalities, the final system will be release to meet the user.

7.6 Maintenance phase

Maintenance is important in order to keep user using the system and minimize the risk of failure. This phase is the last stage in system development. For the maintenance, we have planning to support our user by giving periodically maintenance on the system and respond to user feedback if there is any issue arise.

8 RESULT AND DISCUSSION

8.1 Suitable Technologies for the Solution

There are many E-commerce platforms in recent days however most of the platform not providing homemade product or the advertised homemade product halal status was doubted. Furthermore, used of social media to sell homemade product is often difficult since the seller need to find the right follower for his or her social media account. We are providing the seller with the e-commerce platform to sell their homemade product and also provide assurance to buyer regarding the product's halal status.

To achieve this, we mainly use open source software to lower down our cost to develop such platform. For web server we have used XAMPP an open source web server which works in cross platform. To store all the data related to the seller and buyer information, products and etc. MySQL is our choice as it is free to use and an open source RDBMS which is perfect for current system. Notepad++ is our choice for source code editor.

8.2 Technological, Quality, Privacy, Security and Societal Issues of the Solution

For this project, we will address some aspects for an issue related to it, namely quality, privacy, security and societal issues. These 4 aspects are explained in detail as below.

8.2.1 Technological Issues

Since we are using website as a platform, these servers will also have downtime to do some system maintenance. The hosting server may experience downtime and translated to the website are down also. When the website is down, we couldn't make any sales which affecting the profit. To minimize the server downtime, we will choose the server downtime within 1 hour starting on midnight till 1am. This is resulting of 98.53% system uptime.

8.2.2 Quality Issue

For quality, we will be focusing the products quality from our website. The website selling homemade foods but there's no way for the customer to physically examine or taste the products. The customer only can depend on the products review and seller review to assess it. This create a limitation where the customer only can taste the once they buying it during the COD process.

8.2.3 Privacy Issue

There is minimal privacy issue on the website as it doesn't require sensitive information like accounts and banks information of the seller. The transaction we done through COD process and the seller own runner to execute it. The only account information used is the website owner account number for the seller to pay the commission on every month end.

8.2.4 Security Issue

Security issue are also minimal for customer and seller side. From the website aspects, our website hosting secured with SSL (Secure Socket Layer) certificate to ensure all information in and out of the website are secured. By using secure connection to the website, it also promotes safe and good space for our customer and seller to using our website.

8.2.5 Societal Issue

By the society point of view, they were concerned that by using the old platform they have no ways to check the seller and products credibility. Since our website will show and keep tracks all feedback and review of the products along with the seller, now customer can view and verify the products and seller from the website.

8.3 Ability of the System to Grow and Evolve

Using an open source software for our platform give us the ability for our system to grow from time to time. The most importance part of our system to grow is our database. Popular e-commerce like Lazada, Carousell and etc. need to handle a tremendous amount of data. Our platform is not an exception as well. The system handling users and transaction data, hence the ability for our database to grow and evolve is essential. The use of open source database, MySQL with its high performance and also allows you to scale as the data growth give our platform a great ability to grow.

8.4 Project System

8.4.1 Design

8.4.1.1 Homepage

Below is the homepage of the ‘KongsiRezeki’ e-commerce system. It consists of the product categories menu bar, seller banner, and featured products. Users can also navigate to their shopping cart, ‘Browse seller’ menu to view all sellers list, My Account, Wishlist, and Search bar.

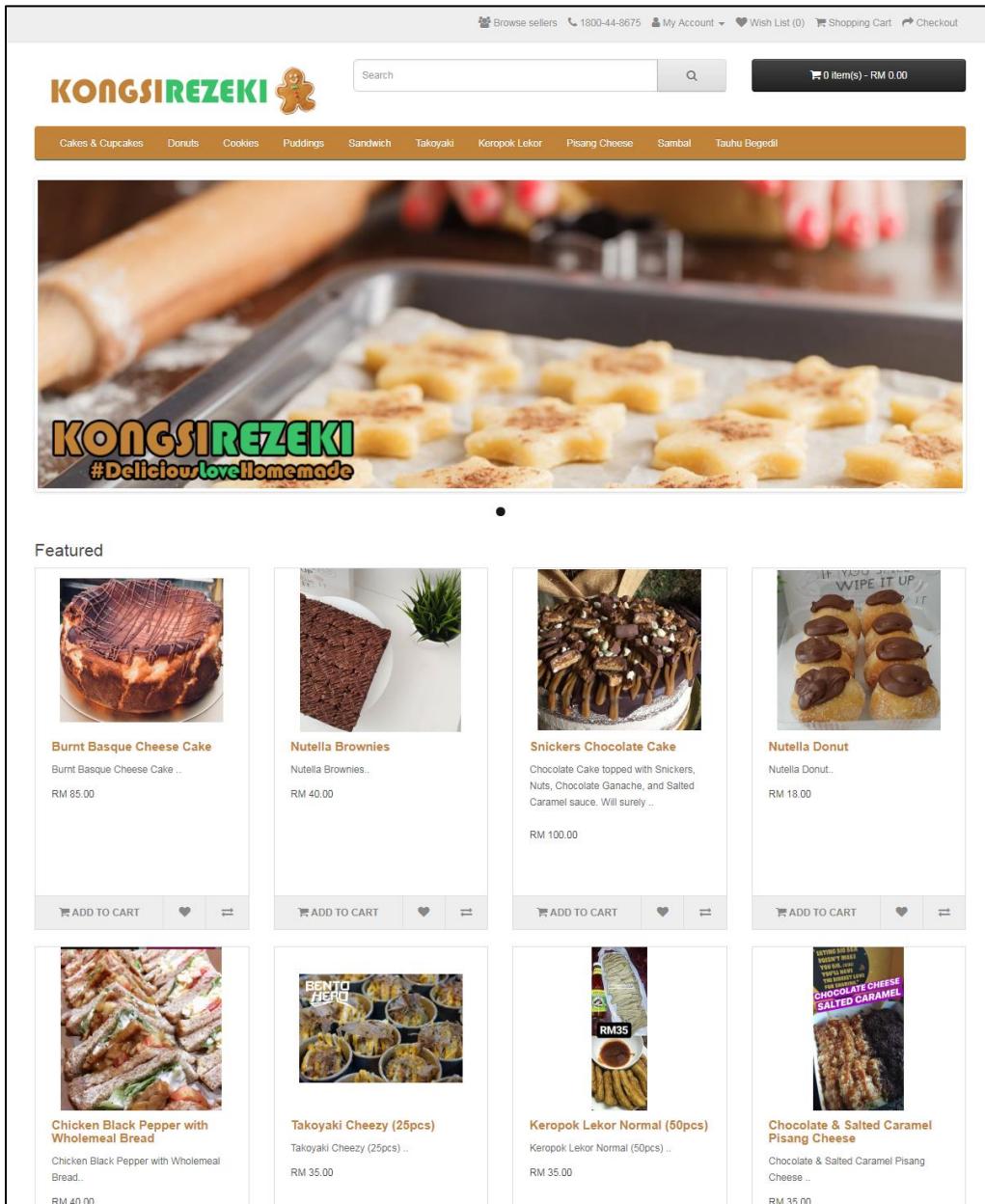


Figure 8 Homepage

8.4.1.2 Product Category Page

‘KongsiRezeki’ e-commerce system has multiple product categories to ease customers’ selection. Below is the list of product categories:

- a) Cakes & Cupcakes
- b) Donuts
- c) Cookies
- d) Puddings
- e) Sandwich
- f) Takoyaki
- g) Keropok Lekor
- h) Pisang Cheese
- i) Sambal
- j) Tauhu Begedil

Every product category has its own page. Example of product categories ‘Cookies’ and ‘Sambal’ page:

Browse sellers 1800-44-8675 My Account Wish List (0) Shopping Cart Checkout

KONGSIREZEKI



Search Q

0 item(s) - RM 0.00

Cakes & Cupcakes Donuts Cookies Puddings Sandwich Takoyaki Keropok Lekor Pisang Cheese Sambal Tauhu Begedil

Home Cookies

Cakes & Cupcakes (13)

- Donuts (2)
- Cookies (3)**
- Puddings (1)
- Sandwich (5)
- Takoyaki (4)
- Keropok Lekor (5)
- Pisang Cheese (2)
- Sambal (2)
- Tauhu Begedil (2)

Cookies

Product Compare (0) Sort By: Default Show: 15



Brownies Cookies
Brownies Cookies...
RM 25.00

ADD TO CART Heart Compare



Hokkaido Inspired Cheesetart (25pcs)
Hokkaido Inspired Cheesetart (25pcs)...
RM 30.00

ADD TO CART Heart Compare



Red Velvet Cookies (25pcs)
Red Velvet Cookies (25pcs)...
RM 30.00

ADD TO CART Heart Compare

Showing 1 to 3 of 3 (1 Pages)

Figure 9 Product Category 'Cookies' page

Browse sellers 1800-44-8675 My Account Wish List (0) Shopping Cart Checkout

KONGSIREZEKI



Search Q

0 item(s) - RM 0.00

Cakes & Cupcakes Donuts Cookies Puddings Sandwich Takoyaki Keropok Lekor Pisang Cheese Sambal Tauhu Begedil

Home Sambal

Cakes & Cupcakes (13)

- Donuts (2)
- Cookies (3)
- Puddings (1)
- Sandwich (5)
- Takoyaki (4)
- Keropok Lekor (5)
- Pisang Cheese (2)
- Sambal (2)**
- Tauhu Begedil (2)

Sambal

Product Compare (0) Sort By: Default Show: 15



Sambal Bilis Kering
Sambal Bilis Kering...
RM 20.00

ADD TO CART Heart Compare



Sambal Petal Tempoyak
Sambal Petal Tempoyak ...
RM 15.00

ADD TO CART Heart Compare

Showing 1 to 2 of 2 (1 Pages)

Figure 10 Product Category 'Sambal' page

8.4.1.3 Search Bar

The homepage has a search bar where customers can search for their desired homemade foods:

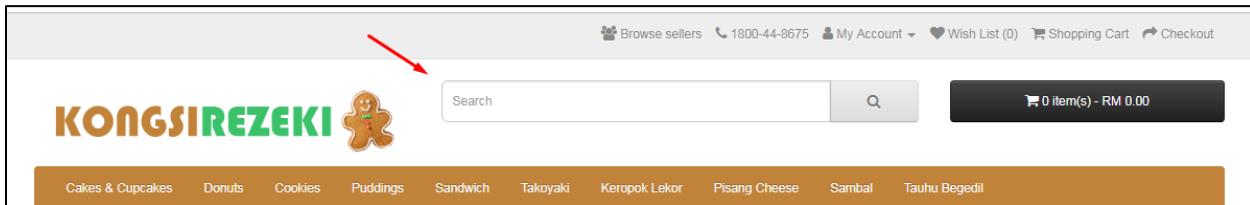


Figure 11 Search bar on homepage

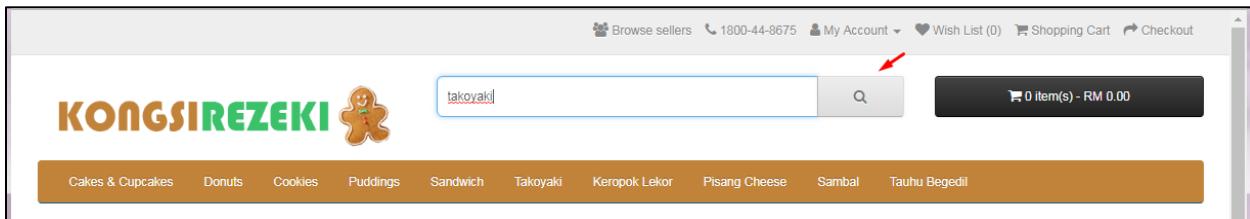


Figure 12 Customer searching for a product

[Browse sellers](#) [1800-44-9675](#) [My Account](#) [Wish List \(0\)](#) [Shopping Cart](#) [Checkout](#)

KONGSIREZEKI 

takoyaki

0 item(s) - RM 0.00

Cakes & Cupcakes Donuts Cookies Puddings Sandwich Takoyaki Keropok Lekor Pisang Cheese Sambal Tauhu Begedil

Search

Search - takoyaki

Search Criteria

takoyaki Categories Search in subcategories Search in product descriptions

Search

Product Compare (0) Sort By: Default Show: 15

	Takoyaki (25pcs) Takoyaki (25pcs). RM 30.00		Takoyaki (8pcs) Takoyaki (8pcs).. RM 15.00 ★ ★ ★ ★ ☆		Takoyaki Cheezy (25pcs) Takoyaki Cheezy (25pcs). RM 35.00
ADD TO CART	Wish List	Compare	ADD TO CART	Wish List	Compare

Showing 1 to 3 of 3 (1 Pages)

Figure 13 Search Results page

8.4.1.4 Product page

Below is an example of a product page, where customers can view the details and reviews of a product.

The screenshot shows a product page for a 'Snickers Chocolate Cake'. At the top, there's a navigation bar with links for 'Browse sellers', '1800-44-8675', 'My Account', 'Wish List (0)', 'Shopping Cart', and 'Checkout'. The main header features the 'KONGSIREZEKI' logo with a gingerbread man icon. A search bar and a 'Cart' button showing '0 item(s) - RM 0.00' are also present. Below the header is a menu bar with categories like 'Cakes & Cupcakes', 'Donuts', 'Cookies', 'Puddings', 'Sandwich', 'Takoyaki', 'Keropok Lekor', 'Pisang Cheese', 'Sambal', and 'Tauhu Begedil'. The breadcrumb navigation shows the user has navigated from the homepage to the 'Snickers Chocolate Cake' product page. The product image shows a large, round chocolate cake topped with Snickers bars, nuts, and caramel sauce. To the right of the image, the product title 'Snickers Chocolate Cake' is displayed, along with brand information ('Brands Apple'), product code ('Product Code: Product 14'), seller information ('Sold By: 126Kitchen'), seller rating ('Seller Rating: ★★★★☆ 0 Reviews'), and availability ('Availability: In Stock'). The price is listed as 'RM 100.00'. Below the price, there's a quantity selector set to '1' and a large orange 'Add to Cart' button. Underneath the cart button, there's a section for reviews with a 5-star rating, '1 reviews / Write a review', and social sharing links for Facebook, Twitter, and LinkedIn. At the bottom of the page, there's a footer with sections for 'Information' (About Us, Delivery Information, Privacy Policy, Terms & Conditions), 'Customer Service' (Contact Us, Returns, Site Map), 'Extras' (Brands, Gift Certificates, Affiliate, Specials), and 'My Account' (My Account, Order History, Wish List, Newsletter). The footer also includes a note that the site is 'Powered By OpenCart' and 'KongsiRezeki © 2019'.

Figure 14 A Product Page with description

[Browse sellers](#) [1800-44-8675](#) [My Account](#) [Wish List \(0\)](#) [Shopping Cart](#) [Checkout](#)

KONGSIREZEKI 

0 item(s) - RM 0.00

[Cakes & Cupcakes](#) [Donuts](#) [Cookies](#) [Puddings](#) [Sandwich](#) [Takoyaki](#) [Keropok Lekor](#) [Pisang Cheese](#) [Sambal](#) [Tauhu Begedil](#)

[Home](#) > Snickers Chocolate Cake



Snickers Chocolate Cake

Brands Apple
Product Code: Product 14
Sold By: 126kitchen
Seller Rating: ★★★★★ 0 Reviews
Contact Seller
Availability: In Stock

RM 100.00

Qty

★★★★★ 1 reviews / Write a review

[Like 4](#) [Tweet](#) [Share](#) 554

Write a review

* Your Name

* Your Review

Note: HTML is not translated!

* Rating Bad Good

Information

[About Us](#)
[Delivery Information](#)
[Privacy Policy](#)
[Terms & Conditions](#)

Customer Service

[Contact Us](#)
[Returns](#)
[Site Map](#)

Extras

[Brands](#)
[Gift Certificates](#)
[Affiliate](#)
[Specials](#)

My Account

[My Account](#)
[Order History](#)
[Wish List](#)
[Newsletter](#)

Powered By OpenCart
Kongsirezeki © 2019

Figure 15 A product page with review

8.4.1.5 Customer / Seller Register

One distinctive feature of ‘KongsiRezeki’ system is customers can also register as a seller at the signup page. This can ease everyone who wants to make extra income by selling homemade food on this platform.

The screenshot shows the KongsiRezeki website's account registration page. At the top, there is a navigation bar with links for 'Browse sellers', '1800-44-8675', 'My Account', 'Wish List (0)', 'Shopping Cart' (containing 0 items worth RM 0.00), and 'Checkout'. Below the navigation is the KongsiRezeki logo featuring a gingerbread man. A search bar and a menu bar with categories like Cakes & Cupcakes, Donuts, Cookies, Puddings, Sandwich, Takoyaki, Keropok Lekor, Pisang Cheese, Sambal, and Tauhu Begedil are also present. A breadcrumb navigation shows the user is at the 'Account' section, with 'Home' and 'Register' steps. The main content area is titled 'Account' and contains sections for 'Your Personal Details' (with fields for First Name, Last Name, E-Mail, and Telephone), 'Your Password' (with fields for Password and Password Confirm), 'Newsletter' (with a 'Subscribe' checkbox and radio buttons for Yes or No), and 'Become seller' (with a 'Become a seller' checkbox and radio buttons for Yes or No). A 'Store Name' input field is also present. At the bottom, there is a link to 'Privacy Policy' and a 'Continue' button. On the right side, a sidebar lists various account-related links: Login, Register, Forgotten Password, My Account, Address Book, Wish List, Order History, Downloads, Recurring payments, Reward Points, Returns, Transactions, and Newsletter. The footer contains links for Information (About Us, Delivery Information, Privacy Policy, Terms & Conditions), Customer Service (Contact Us, Returns, Site Map), Extras (Brands, Gift Certificates, Affiliate, Specials), and My Account (My Account, Order History, Wish List, Newsletter). The footer also includes a note that the site is powered by OpenCart and KongsiRezeki © 2018.

Figure 16 Customer / Seller Sign Up page

8.4.1.6 Customer / Seller Login

Below is the login page for customer/ seller.

The screenshot shows the KongsiRezeki website's login page. At the top, there is a navigation bar with links for 'Browse sellers', '1800-44-8675', 'My Account', 'Wish List (0)', 'Shopping Cart' (containing 0 items - RM 0.00), and 'Checkout'. Below the navigation is the KongsiRezeki logo featuring a gingerbread man. A search bar and a menu bar with categories like 'Cakes & Cupcakes', 'Donuts', 'Cookies', 'Puddings', 'Sandwich', 'Takoyaki', 'Keropok Lekor', 'Pisang Cheese', 'Sambal', and 'Tauhu Begedil' are also present. A breadcrumb trail shows the user has navigated from the homepage to the 'Account' section and then to the 'Login' page. The main content area is divided into two sections: 'New Customer' on the left and 'Returning Customer' on the right. The 'New Customer' section contains a 'Register' link and a note about the benefits of creating an account. The 'Returning Customer' section contains fields for 'E-Mail Address' and 'Password', along with links for 'Forgot Password' and 'Login'. To the right of these sections is a vertical sidebar with links for 'Login', 'Register', 'Forgotten Password', 'My Account', 'Address Book', 'Wish List', 'Order History', 'Downloads', 'Recurring payments', 'Reward Points', 'Returns', 'Transactions', and 'Newsletter'. At the bottom of the page, there are footer sections for 'Information', 'Customer Service', 'Extras', and 'My Account', each listing various links. A copyright notice at the very bottom states 'Powered By OpenCart KongsiRezeki © 2018'.

Figure 17 Login page for customer/ seller

8.4.1.7 My Account

Once logged in, a customer can view their My Account page to perform multiple actions like Edit Account, Edit Password, view Order History, etc.

The screenshot shows the 'My Account' page of the Kongsi Rezeki website. At the top, there's a navigation bar with links for 'Browse sellers', '1800-44-8675', 'My Account', 'Wish List (2)', 'Shopping Cart', and 'Checkout'. Below the navigation is the Kongsi Rezeki logo featuring a gingerbread man. A search bar and a cart summary ('2 item(s) - RM 53.00') are also present. A horizontal menu bar includes links for 'Cakes & Cupcakes', 'Donuts', 'Cookies', 'Puddings', 'Sandwich', 'Takoyaki', 'Keropok Lekor', 'Pisang Cheese', 'Sambal', and 'Tauhu Begedil'. A breadcrumb navigation shows the user is at the 'Account' section. The main content area is titled 'My Account' and contains links for 'Edit Account', 'Password', 'Address Book', and 'Wish List (%s)'. Below this is a section titled 'My Orders' with links for 'Order History', 'Downloads', 'Reward Points', 'Returns', 'Transactions', and 'Payment Profile'. Another section titled 'My Affiliate Account' has a link for 'Register for an affiliate account'. A 'Newsletter' section has a link for 'Newsletter'. On the right side, a sidebar lists all these items again, followed by a 'Logout' button and a 'Become a seller' button.

Figure 18 My Account page of a customer

A seller can also view ‘Seller Options’ on the right hand side of the page, where they can view a list of the seller options as shown below.

The screenshot shows the 'My Account' page of the KONGSIREZEKI website. At the top, there is a navigation bar with links for 'Browse sellers', '1800-44-8675', 'My Account', 'Wish List (0)', 'Shopping Cart' (containing 0 items - RM 0.00), and 'Checkout'. Below the navigation bar is the KONGSIREZEKI logo featuring a gingerbread man icon. A search bar is positioned next to the logo. A horizontal menu bar contains links for 'Cakes & Cupcakes', 'Donuts', 'Cookies', 'Puddings', 'Sandwich', 'Takoyaki', 'Keropok Lekor', 'Pisang Cheese', 'Sambal', and 'Tauhu Begedil'. A breadcrumb trail shows the user has navigated from the homepage to the account section. The main content area is divided into several sections: 'My Account' (with links for Edit Account, Password, Address Book, and Wish List), 'My Orders' (with links for Order History, Downloads, Reward Points, Returns, Transactions, and Payment Profile), 'My Affiliate Account' (with a link to Register for an affiliate account), 'Newsletter' (with a link to Newsletter), and a sidebar titled 'Seller Options' which is highlighted with a red border. The 'Seller Options' sidebar lists: Dashboard, Summary, Seller Profile, Store Information, Products, Orders, View Store, My Reviews, Customer Enquiries, and Remove as a seller.

Figure 19 My Account page of a seller

8.4.1.7.1 My Account > Edit Information

Below is the page where customer / seller can edit their account information.

The screenshot shows the KongsiRezeki website's account editing interface. At the top, there is a navigation bar with links for 'Browse sellers', '1800-44-8675', 'My Account', 'Wish List (0)', 'Shopping Cart', and 'Checkout'. Below the navigation is the KongsiRezeki logo featuring a gingerbread man. A search bar and a shopping cart summary ('0 item(s) - RM 0.00') are also present. The main content area has a breadcrumb trail: 'Account > Edit Information'. The page title is 'Account' and the sub-section is 'Your Personal Details'. It contains four form fields: 'First Name' (Saddam), 'Last Name' (Ahmad Jan), 'E-Mail' (mohammadsaddam@live.com.my), and 'Telephone' (0108030802). A 'Back' button is on the left, and a 'Continue' button is on the right. To the right of the form is a sidebar with links for 'My Account', 'Edit Account', 'Password', 'Address Book', 'Wish List', 'Order History', 'Downloads', 'Recurring payments', 'Reward Points', 'Returns', 'Transactions', 'Newsletter', and 'Logout'. At the bottom, there is a link to 'Become a seller'. The footer contains sections for 'Information' (About Us, Delivery Information, Privacy Policy, Terms & Conditions), 'Customer Service' (Contact Us, Returns, Site Map), 'Extras' (Brands, Gift Certificates, Affiliate, Specials), and 'My Account' (My Account, Order History, Wish List, Newsletter). The footer also includes a note that the site is powered by OpenCart and KongsiRezeki © 2018.

Figure 20 Edit Account Information

8.4.1.7.2 My Account > My Wishlist

Below is the ‘My Wishlist’ page for a customer. The customer can easily add the listed product into their shopping cart or delete any product from the list.

The screenshot shows the 'My Wishlist' page of the KONGSIREZEKI website. At the top, there is a navigation bar with links for 'Browse sellers', '1800-44-8675', 'My Account', 'Wish List (2)', 'Shopping Cart', and 'Checkout'. Below the navigation is the KONGSIREZEKI logo featuring a gingerbread man. A search bar and a button labeled '0 item(s) - RM 0.00' are also present. A horizontal menu bar includes links for 'Cakes & Cupcakes', 'Donuts', 'Cookies', 'Puddings', 'Sandwich', 'Takoyaki', 'Keropok Lekor', 'Pisang Cheese', 'Sambal', and 'Tauhu Begedil'. A breadcrumb navigation shows the path: Home > Account > My Wish List. The main content area is titled 'Account' and displays a table of wishlist items:

Image	Product Name	Model	Stock	Unit Price	Action
	Chocolate & Salted Caramel Pisang Cheese	Product 21	In Stock	RM 35.00	
	Nutella Donut	Product 21	In Stock	RM 18.00	

A 'Continue' button is located at the bottom right of the table. To the right of the table is a sidebar titled 'My Account' containing links for 'Edit Account', 'Password', 'Address Book', 'Wish List', 'Order History', 'Downloads', 'Recurring payments', 'Reward Points', 'Returns', 'Transactions', 'Newsletter', and 'Logout'. At the bottom of the sidebar is a link 'Become a seller'. The footer contains sections for 'Information', 'Customer Service', 'Extras', and 'My Account', each with a list of links. The 'Information' section includes 'About Us', 'Delivery Information', 'Privacy Policy', and 'Terms & Conditions'. The 'Customer Service' section includes 'Contact Us', 'Returns', and 'Site Map'. The 'Extras' section includes 'Brands', 'Gift Certificates', 'Affiliate', and 'Specials'. The 'My Account' section includes 'My Account', 'Order History', 'Wish List', and 'Newsletter'. The footer also mentions 'Powered By OpenCart' and 'Kongsirezeki © 2018'.

Figure 21 My Wishlist

8.4.1.7.3 My Account > Order History

If the customer has made a purchase on the system before, he/she may view their order history on the ‘Order History’ page as shown below.

The screenshot shows the KongsiRezeki website's Order History page. At the top, there is a navigation bar with links for Browse sellers, 1800-44-8675, My Account, Wish List (2), Shopping Cart, and Checkout. Below the navigation is the KongsiRezeki logo featuring a gingerbread man. A search bar and a 'Search' button are also present. On the right, a shopping cart icon indicates 2 items totaling RM 58.00. The main content area shows a breadcrumb navigation from Home to Account to Order History. The 'Account' section title is displayed. A table lists two pending orders:

Order ID	Customer	No. of Products	Status	Total	Date Added	Action	
#1	Saddam Ahmad Jan	2	Nutella Donut	Pending	RM 58.00	29/12/2018	
			Chocolate & Salted Caramel Pisang Cheese	Pending			

Below the table, a message says "Showing 1 to 1 of 1 (1 Pages)" and a "Continue" button is available. To the right, a sidebar titled "My Account" lists various options: Edit Account, Password, Address Book, Wish List, Order History, Downloads, Recurring payments, Reward Points, Returns, Transactions, Newsletter, and Logout. At the bottom, a "Become a seller" link is provided. The footer contains links for Information (About Us, Delivery Information, Privacy Policy, Terms & Conditions), Customer Service (Contact Us, Returns, Site Map), Extras (Brands, Gift Certificates, Affiliate, Specials), and My Account (My Account, Order History, Wish List, Newsletter). The footer also notes that the site is powered by OpenCart and KongsiRezeki © 2018.

Figure 22 Order History

8.4.1.8 Reviewing a Product

A customer can review a product after they have made a purchase on the product. Online reviews are important to the sellers because they ultimately increase the sales by giving the customers the information they need to make the decision to purchase the product. People are always more likely to buy the products which has already been recommended by other users.

Below is the flow of a product review on the system:

The screenshot shows a product page for a 'Chocolate Cake' on the KONGSIREZEKI website. At the top, there's a navigation bar with links for 'Browse sellers', '1800-44-8675', 'My Account', 'Wish List (0)', 'Shopping Cart', and 'Checkout'. Below the navigation is the KONGSIREZEKI logo featuring a gingerbread man icon. A search bar and a 'Cart' button (0 items - RM 0.00) are also present. The main menu includes 'Cakes & Cupcakes', 'Donuts', 'Cookies', 'Puddings', 'Sandwich', 'Takoyaki', 'Keropok Lekor', 'Pisang Cheese', 'Sambal', and 'Tauhu Begedil'. The breadcrumb navigation shows the user is at the 'Chocolate Cake' category. The product image is a close-up of a chocolate cake topped with caramel and nuts. To the right of the image, the product name 'Chocolate Cake' is displayed, along with brand information ('Brands Apple'), product code ('Product 14'), seller details ('Sold By: 126kitchen'), and availability ('In Stock'). The price is listed as 'RM 100.00'. Below the product details, there's a 'Description' section and a 'Reviews (0)' link. A note states 'There are no reviews for this product.' A 'Write a review' section follows, prompting the user to enter their name ('Your Name') and review ('Your Review'). The review text entered is 'tastes good! worth the price.'. A note below the review area says 'Note: HTML is not translated!'. There are rating options from 'Bad' to 'Good'. Social sharing buttons for Facebook, Twitter, and Google+ are shown, along with a count of 554 shares. An 'Add to Cart' button is located on the right side of the page.

Figure 23 Write a Review

The screenshot shows a product page for a Chocolate Cake on the KONGSIREZEKI website. At the top, there is a navigation bar with links for Browse sellers, 1800-44-8675, My Account, Wish List (0), Shopping Cart, and Checkout. The main header features the KONGSIREZEKI logo with a gingerbread man icon. A search bar and a cart summary are also present.

The product page displays a large image of a chocolate cake topped with various toppings. Below the image, there are tabs for Description and Reviews (0). A message indicates that a review has been submitted for approval. The product details include the brand (Apple), product code (Product 14), seller information (126kitchen), and a rating of 0 reviews. The price is listed as RM 100.00. A quantity selector shows '1' and an 'Add to Cart' button.

Below the product details, there is a section for writing a review. It includes fields for 'Your Name' and 'Your Review', both marked with red asterisks indicating they are required. A note states that HTML is not translated. There is also a rating scale from 'Bad' to 'Good'. Social sharing options for Facebook, Twitter, and LinkedIn are shown, along with a count of 554 shares.

Figure 24 Confirmation Message on Product Review Submission

Once a customer has written a review, it will be sent to the system administrator for approval. After admin approval, the review will be displayed on the product page:

Browse sellers 1800-44-8675 My Account Wish List (0) Shopping Cart Checkout

KONGSIREZEKI 

Search 0 item(s) - RM 0.00

Cakes & Cupcakes Donuts Cookies Puddings Sandwich Takoyaki Keropok Lekor Pisang Cheese Sambal Tauhu Begedil

Home Snickers Chocolate Cake



Snickers Chocolate Cake

Brands Apple
Product Code: Product 14
Sold By: 126kitchen
Seller Rating: ★★★★★ 0 Reviews
Contact Seller
Availability: In Stock

RM 100.00

Qty

★★★★★ 1 reviews / Write a review

[Like 4](#) [Tweet](#) [Share](#) 554

Write a review

* Your Name

* Your Review

Note: HTML is not translated!

* Rating Bad Good

Figure 25 Display of review of a product

8.4.1.9 Browse Sellers page

From the top navigation bar, a customer can click on ‘Browse sellers’ to view a list of available sellers.

Below is the page of ‘Sellers’. It displays the list of sellers and the number of products sold by them:

The screenshot shows the Kongsi Rezeki website's 'Sellers' page. At the top, there is a navigation bar with links for 'Browse sellers', '1800-44-8675', 'My Account', 'Wish List (0)', 'Shopping Cart', and 'Checkout'. Below the navigation bar is the Kongsi Rezeki logo and a search bar. A banner menu includes 'Cakes & Cupcakes', 'Donuts', 'Cookies', 'Puddings', 'Sandwich', 'Takoyaki', 'Keropok Lekor', 'Pisang Cheese', 'Sambal', and 'Tauhu Begedil'. The main content area is titled 'Sellers' and features a search bar and sorting options ('Sort By: Name (A - Z)', 'Show: 15'). The page lists ten sellers with their profiles and product counts:

Seller Name	Location	Product Categories	Number of Products
126kitchen	Klang, Selangor, Malaysia	Cakes, Donuts, Cookies, Puddings, Sandwich, Takoyaki, Keropok Lekor, Pisang Cheese, Sambal, Tauhu Begedil	5
aien.lekor.sedap	Ampang, Kuala Lumpur, Malaysia	Cakes, Donuts, Cookies, Puddings, Sandwich, Takoyaki, Keropok Lekor, Pisang Cheese, Sambal, Tauhu Begedil	4
bentohero	Cheras, Kuala Lumpur, Malaysia	Cakes, Donuts, Cookies, Puddings, Sandwich, Takoyaki, Keropok Lekor, Pisang Cheese, Sambal, Tauhu Begedil	4
dapoberdesing	Sijangkang, Selangor, Malaysia	Cakes, Donuts, Cookies, Puddings, Sandwich, Takoyaki, Keropok Lekor, Pisang Cheese, Sambal, Tauhu Begedil	2
dessertsbykakti	Banting, Selangor, Malaysia	Cakes, Donuts, Cookies, Puddings, Sandwich, Takoyaki, Keropok Lekor, Pisang Cheese, Sambal, Tauhu Begedil	6
halawasandwich	Kajang, Selangor, Malaysia	Cakes, Donuts, Cookies, Puddings, Sandwich, Takoyaki, Keropok Lekor, Pisang Cheese, Sambal, Tauhu Begedil	5
kakpthepisangcheese	Bangi, Selangor, Malaysia	Cakes, Donuts, Cookies, Puddings, Sandwich, Takoyaki, Keropok Lekor, Pisang Cheese, Sambal, Tauhu Begedil	2
keropoklekor_ampang	Ampang, Kuala Lumpur, Malaysia	Cakes, Donuts, Cookies, Puddings, Sandwich, Takoyaki, Keropok Lekor, Pisang Cheese, Sambal, Tauhu Begedil	1
kraverskitchen	Nilai, Negeri Sembilan, Malaysia	Cakes, Donuts, Cookies, Puddings, Sandwich, Takoyaki, Keropok Lekor, Pisang Cheese, Sambal, Tauhu Begedil	6
masakmakanselalu		Cakes, Donuts, Cookies, Puddings, Sandwich, Takoyaki, Keropok Lekor, Pisang Cheese, Sambal, Tauhu Begedil	1

Figure 26 Sellers page

8.4.1.10 Seller Page

Below is an example of a seller page. It displays contact information of the seller, return and shipping policies, store banner, and products sold by the seller.

The screenshot shows a seller page for '126kitchen' on the Kongsi Rezeki platform. At the top, there's a navigation bar with links to 'Browse sellers', '1800-44-8675', 'My Account', 'Wish List (2)', 'Shopping Cart', and 'Checkout'. The Kongsi Rezeki logo is at the top left, and a search bar is at the top right. A banner image placeholder says 'BANNER IMAGE NOT AVAILABLE'. Below the header, there's a navigation menu with categories: Cakes & Cupcakes, Donuts, Cookies, Puddings, Sandwich, Takoyaki, Keropok Lekor, Pisang Cheese, Sambal, and Tauhu Begedil. The main content area shows the store name '126kitchen' and a profile picture of a chocolate cake with strawberries. To the right, there's a sidebar with the store's rating (0.0), reviews (0), email (fiesadam@gmail.com), phone number (0183103995), address (Klang, Selangor), and links to 'Return Policy', 'Shipping Policy', and 'About Store'. A blue button at the bottom of this sidebar says 'Contact Seller'. The main content area displays five product cards:

- Butterscotch Cake** RM 90.00 - Add to Cart, Heart, Share
- Pandan Gula Melaka Cupcake** RM 15.00 - Add to Cart, Heart, Share
- Chocolate Cake** RM 100.00 - Add to Cart, Heart, Share
- BCGT (Belgian Chocolate Ganache Tart)** RM 85.00 - Add to Cart, Heart, Share
- Brownies** RM 35.00 - Add to Cart, Heart, Share

At the bottom right of the page, it says 'Showing 1 to 5 of 5 (1 Pages)'.

Figure 27 A seller page

8.4.1.11 Purchasing Process

Below is the purchasing process for the ‘KongsiRezeki’ e-commerce system. Customers will have to go through several processes i.e. add to cart and checkout.

Add to Cart

Customers can add their desired food products to the shopping cart via several methods:

- i) From Category page

Pisang Cheese

Product Compare (0)Sort By: Default



Chocolate & Salted Caramel Pisang Cheese
Chocolate & Salted Caramel Pisang Cheese ..
RM 35.00

ADD TO CART



Cinnamon Sugar Pisang Cheese
Cinnamon Sugar Pisang Cheese..
RM 30.00

ADD TO CART

Figure 28 Add to cart from category page

ii) From Product page

Pisang Cheese > Chocolate & Salted Caramel Pisang Cheese

Chocolate & Salted Caramel Pisang Cheese

Product Code: Product 21
Sold By: kakothepisangcheese
Seller Rating: 0 reviews
Contact Seller
Availability: In Stock

RM 35.00

Qty: 1

Add to Cart

0 reviews / Write a review

Like 0 Tweet Share 49

Figure 29 Add to cart from product page

iii) From Wishlist page

KONGSIREZEKI

Browse sellers 1800-44-9675 My Account Wish List (2) Shopping Cart Checkout

Cakes & Cupcakes Donuts Cookies Puddings Sandwich Takoyaki Keropok Lekor Pisang Cheese Sambal Tauhu Begedil

Account My Wish List

Account

Image	Product Name	Model	Stock	Unit Price	Action
	Chocolate & Salted Caramel Pisang Cheese	Product 21	In Stock	RM 35.00	
	Nutella Donut	Product 21	In Stock	RM 18.00	

Continue

My Account

- Edit Account
- Password
- Address Book
- Wish List
- Order History
- Downloads
- Recurring payments
- Reward Points
- Returns
- Transactions
- Newsletter
- Logout

Become a seller

Figure 30 Add to cart from wishlist page

Checkout

Below is the ‘Shopping Cart’ page where customer can view their added products, total bill, and checkout:

The screenshot shows the KongsiRezeki shopping cart page. At the top, there's a navigation bar with links for Browse sellers, 1800-44-8675, My Account, Wish List (2), Shopping Cart, and Checkout. The KongsiRezeki logo is on the left, and a search bar with a magnifying glass icon is on the right. Below the navigation is a menu bar with categories: Cakes & Cupcakes, Donuts, Cookies, Puddings, Sandwich, Takoyaki, Keropok Lekor, Pisang Cheese, Sambal, and Tauhu Begedil. A breadcrumb trail shows the user has navigated from the homepage to the shopping cart. The main content area displays a table titled "Use Gift Certificate (0.00kg)" showing two items in the cart:

Image	Product Name	Model	Quantity	Unit Price	Total
	Chocolate & Salted Caramel Pisang Cheese	Product 21	<input type="text" value="1"/>	RM 35.00	RM 35.00
	Nutella Donut	Product 21	<input type="text" value="1"/>	RM 18.00	RM 18.00

Below the table, there's a section titled "What would you like to do next?" with three dropdown menus: "Use Coupon Code", "Estimate Shipping & Taxes", and "Use Gift Certificate". To the right of these dropdowns is a summary table:

Sub-Total:	RM 53.00
Total:	RM 53.00

At the bottom left is a "Continue Shopping" button, and at the bottom right is a "Checkout" button. The footer contains links for Information (About Us, Delivery Information, Privacy Policy, Terms & Conditions), Customer Service (Contact Us, Returns, Site Map), Extras (Brands, Gift Certificates, Affiliate, Specials), and My Account (My Account, Order History, Wish List, Newsletter). It also includes a note that the site is powered by OpenCart.

Figure 31 Shopping cart page

Enter Checkout details:

i) Billing / Delivery details

The screenshot shows the KongsiRezeki website's checkout process. At the top, there is a navigation bar with links for Browse sellers, 1800-44-8675, My Account, Wish List (2), Shopping Cart, and Checkout. The shopping cart icon indicates 2 item(s) - RM 53.00. Below the navigation is the KongsiRezeki logo featuring a gingerbread man. A search bar is also present. The main content area is titled "Checkout" and contains six steps: Step 1: Checkout Options, Step 2: Billing Details, Step 3: Delivery Details, Step 4: Delivery Method, Step 5: Payment Method, and Step 6: Confirm Order. Step 2: Billing Details is currently active, showing two radio button options: "I want to use an existing address" (selected) and "I want to use a new address". A dropdown menu shows "Saddam Ahmad Jan, FSKM UITM Shah Alam, Shah Alam, Selangor, Malaysia". A "Continue" button is located to the right of the address input field. The footer contains links for Information (About Us, Delivery Information, Privacy Policy, Terms & Conditions), Customer Service (Contact Us, Returns, Site Map), Extras (Brands, Gift Certificates, Affiliate, Specials), and My Account (My Account, Order History, Wish List, Newsletter). It also includes a note that the site is powered by OpenCart and KongsiRezeki © 2018.

Figure 32 Checkout - Billing / Delivery details

ii) Delivery method:

The screenshot shows the KONGSIREZEKI website's checkout process. At the top, there is a navigation bar with links for Browse sellers, 1800-44-8675, My Account, Wish List (2), Shopping Cart, and Checkout. The shopping cart icon indicates 2 item(s) - RM 53.00. Below the navigation is the KONGSIREZEKI logo featuring a gingerbread man icon. A search bar and a magnifying glass icon are also present. A horizontal menu bar includes Cakes & Cupcakes, Donuts, Cookies, Puddings, Sandwich, Takoyaki, Keropok Lekor, Pisang Cheese, Sambal, and Tauhu Begedil. A breadcrumb navigation shows the user has moved from the home page to the Shopping Cart and then to Checkout. The main content area is titled "Checkout" and contains six steps: Step 1: Checkout Options, Step 2: Billing Details, Step 3: Delivery Details, Step 4: Delivery Method, Step 5: Payment Method, and Step 6: Confirm Order. Step 4: Delivery Method is currently active, displaying a note to select a shipping method. It lists "Flat Rate" as the selected option, which is a flat shipping rate of RM 5.00. There is a text input field for "Add Comments About Your Order" and a "Continue" button at the bottom right of the step panel.

Figure 33 Checkout - delivery method

For this system, the sellers are required to hire their own runner to deliver the products. The sellers can set their own shipping rate according to the customers' delivery location.

iii) Payment method:

The screenshot shows the KongsiRezeki website's checkout process. At the top, there is a navigation bar with links for Browse sellers, 1800-44-8675, My Account, Wish List (2), Shopping Cart, and Checkout. The main header features the KongsiRezeki logo with a gingerbread man icon. Below the header is a search bar and a button for 2 item(s) - RM 53.00. A horizontal menu bar includes Cakes & Cupcakes, Donuts, Cookies, Puddings, Sandwich, Takoyaki, Keropok Lekor, Pisang Cheese, Sambal, and Tauhu Begedil. The breadcrumb navigation shows Home > Shopping Cart > Checkout. The main content area is titled "Checkout" and contains five steps: Step 1: Checkout Options, Step 2: Billing Details, Step 3: Delivery Details, Step 4: Delivery Method, and Step 5: Payment Method. Step 5 is currently active, displaying a note: "Please select the preferred payment method to use on this order." with a radio button selected for "Cash On Delivery". There is also a text input field for "Add Comments About Your Order". At the bottom of the form, there is a checkbox for "I have read and agree to the Terms & Conditions" and a "Continue" button. The footer contains links for Information (About Us, Delivery Information, Privacy Policy, Terms & Conditions), Customer Service (Contact Us, Returns, Site Map), Extras (Brands, Gift Certificates, Affiliate, Specials), and My Account (My Account, Order History, Wish List, Newsletter). It also mentions that the site is powered by OpenCart KongsiRezeki © 2018.

Figure 34 Checkout- payment method

Only cash on delivery (COD) method is available for this system.

iv) Confirm order:

For the final process, customer can view their total bill including shipping rate and make order confirmation.

The screenshot shows the KongsiRezeki website's checkout process. At the top, there is a navigation bar with links for Browse sellers, 1800-44-8675, My Account, Wish List (2), Shopping Cart, and Checkout. The shopping cart icon shows 2 item(s) - RM 53.00. Below the navigation is the KongsiRezeki logo featuring a gingerbread man. A search bar and a magnifying glass icon are also present. A brown header bar contains links for Cakes & Cupcakes, Donuts, Cookies, Puddings, Sandwich, Takoyaki, Keropok Lekor, Pisang Cheese, Sambal, and Tauhu Begedil. Below this is a breadcrumb navigation showing Home > Shopping Cart > Checkout. The main content area is titled "Checkout". It displays six steps: Step 1: Checkout Options, Step 2: Billing Details, Step 3: Delivery Details, Step 4: Delivery Method, Step 5: Payment Method, and Step 6: Confirm Order. Step 6 contains a table of items and their details:

Product Name	Model	Quantity	Unit Price	Total
Chocolate & Salted Caramel Pisang Cheese	Product 21	1	RM 35.00	RM 35.00
Nutella Donut	Product 21	1	RM 18.00	RM 18.00
Sub-Total:				RM 53.00
Flat Shipping Rate:				RM 5.00
Total:				RM 58.00

A "Confirm Order" button is located at the bottom right of this section. At the very bottom of the page, there is a footer with sections for Information, Customer Service, Extras, and My Account, along with links to various site pages like About Us, Contact Us, and Log In. The footer also includes a note that the site is powered by OpenCart and KongsiRezeki © 2018.

Figure 35 Checkout - order confirmation

8.4.1.12 Seller Dashboard

Below is the Seller Dashboard screen for sellers to manage their received order, products, customer enquiries, etc.

The screenshot shows the Seller Dashboard for the KONGSIREZEKI platform. At the top, there's a navigation bar with links for browsing sellers, account management, wish lists, shopping cart, and checkout. The main header features the KONGSIREZEKI logo with a gingerbread man icon. Below the header is a search bar and a shopping cart summary showing 0 items and RM 0.00. The main content area is titled "Dashboard" and includes three main sections: "Seller Account" (with links for Orders, Manage Products, Customer Enquiries, and My reviews), "Seller Store" (with links for View Store and Store Information), and "Seller Payments" (with a link for Commissions). To the right, there are two vertical menus: "My Account" (listing various account-related options like Edit Account, Password, Address Book, and Logout) and "Seller Options" (listing seller-specific options like Dashboard, Summary, Seller Profile, and Remove as a seller). The overall layout is clean and organized, designed for easy navigation and management of seller operations.

Figure 36 Seller Dashboard

8.4.1.12.1 Seller Dashboard > My Orders

Below is the My Orders page where seller can view and manage their received orders.

The screenshot shows the 'My Orders' section of the KONGSIREZEKI Seller Dashboard. At the top, there is a navigation bar with links for Browse sellers, 1800-44-8675, My Account, Wish List (0), Shopping Cart (0 items - RM 0.00), and Checkout. Below the navigation is the KONGSIREZEKI logo with a gingerbread man icon. A search bar is also present. The main content area is titled 'My Orders' and includes filters for Date From (2018-11-29), Date To (2018-12-29), Seller Order Status (All), Admin Order Status (All), Total Sale (RM 18.00), and Total commission (RM 0.00 for completed orders). A 'Filter' button is located at the bottom right of the filter section. Below the filters is a table with one row of data:

Order ID	Customer	Status	Admin Status	Commission	Total	Date Added	Date Modified	Action
1	Saddam Ahmad Jan	Pending	Pending	RM 0.00	RM 18.00	29/12/2018	29/12/2018	

Below the table, it says 'Showing 1 to 1 of 1 (1 Pages)'. To the right of the main content are two vertical menus: 'My Account' (Edit Account, Password, Address Book, Wish List, Order History, Downloads, Recurring payments, Reward Points, Returns, Transactions, Newsletter, Logout) and 'Seller Options' (Dashboard, Summary, Seller Profile, Store Information, Products, Orders, View Store, My Reviews, Customer Enquiries, Remove as a seller).

Figure 37 Seller - My Dashboard page

8.4.1.12.2 Seller Dashboard > Manage Products

Below is the Seller Products page where a seller can view and manage the products they are selling.

The screenshot shows the 'Seller Products' section of the KONGSIREZEKI Seller Dashboard. At the top, there is a navigation bar with links for 'Cakes & Cupcakes', 'Donuts', 'Cookies', 'Puddings', 'Sandwich', 'Takoyaki', 'Keropok Lekor', 'Pisang Cheese', 'Sambal', and 'Tauhu Begedil'. Below the navigation bar, a search bar is present with a magnifying glass icon. To the right of the search bar is a shopping cart icon showing '0 item(s) - RM 0.00'. On the left side of the main content area, there is a breadcrumb navigation showing 'Seller Products'. The main content area displays a table of products with columns for Image, Product Name, Model, Price, Quantity, Status, and Is Approved. The table contains six rows of data. To the right of the table is a sidebar with various links for account management, such as 'My Account', 'Edit Account', 'Password', 'Address Book', 'Wish List', 'Order History', 'Downloads', 'Recurring payments', 'Reward Points', 'Returns', 'Transactions', 'Newsletter', and 'Logout'. Another section of the sidebar is titled 'Seller Options' with links for 'Dashboard', 'Summary', 'Seller Profile', 'Store Information', 'Products', 'Orders', 'View Store', 'My Reviews', 'Customer Enquiries', and 'Remove as a seller'. The table data is as follows:

	Image	Product Name	Model	Price	Quantity	Status	Is Approved
<input type="checkbox"/>		Assorted Donuts	Product 21	40	1000	Enabled	Yes
<input type="checkbox"/>		Chocolate Cheese Cake	Product 21	50	1000	Enabled	Yes
<input type="checkbox"/>		Kek Batik with Chocolate Ganache	Product 21	40	1000	Enabled	Yes
<input type="checkbox"/>		Mini Trifle Pudding	Product 21	6	1000	Enabled	Yes
<input type="checkbox"/>		Nutella Brownies	Product 21	40	1000	Enabled	Yes
<input type="checkbox"/>		Nutella Donut	Product 21	18	999	Enabled	Yes

Showing 1 to 6 of 6 (1 Pages)

Figure 38 Seller - Manage Products page

8.4.1.12.3 Seller Dashboard > Seller Summary

Below is the Seller Summary page where a seller can view their sales, order, and commission summary.

The screenshot displays the Seller Summary page for the shop "KONGSI REZEKI". At the top, there's a navigation bar with links to "Browse sellers", "1800-44-8675", "My Account", "Wish List (0)", "Shopping Cart", and "Checkout". Below the navigation is the shop logo "KONGSI REZEKI" featuring a gingerbread man icon. A search bar and a "0 item(s) - RM 0.00" cart summary are also present.

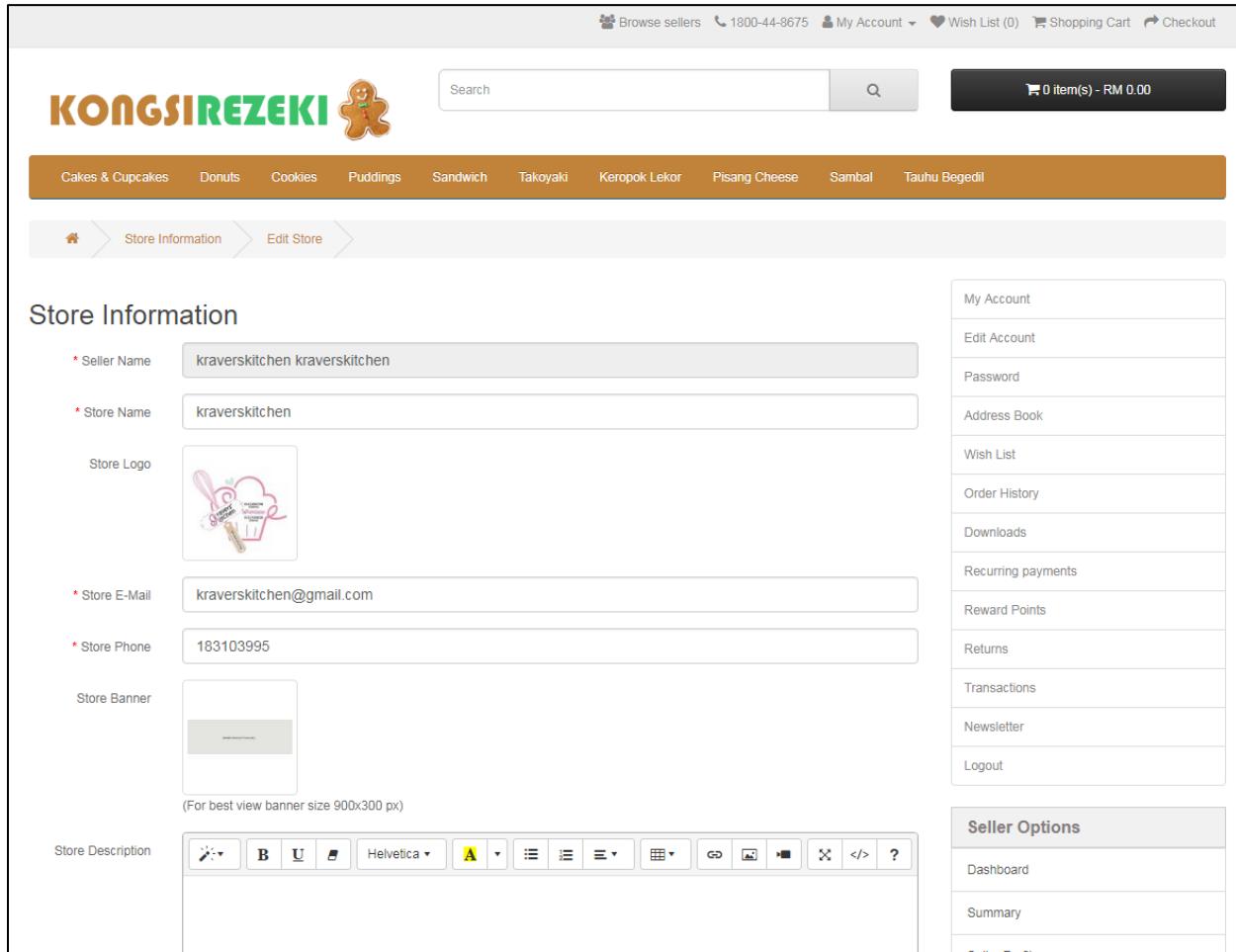
The main content area is titled "Summary" and contains two boxes: "Total Sales" (RM 18.00) and "Total Commission" (RM 0.00). Each box has a "View more" button. Below these boxes is a section for "Latest Orders" showing one record for "Saddam Ahmad Jan" with a pending status. There's a "View more" button for this section as well. Another section for "Latest Commission" shows one record for a Nutella Donut with a total price of RM 18.00 and a commission of RM 0.00. This section also has a "View more" button.

A vertical sidebar on the right lists various account-related links: My Account, Edit Account, Password, Address Book, Wish List, Order History, Downloads, Recurring payments, Reward Points, Returns, Transactions, Newsletter, and Logout. At the bottom of the sidebar is a "Seller Options" section.

Figure 39 Seller - Seller Summary page

8.4.1.12.4 Seller Dashboard > Store Information

Below is the Store Information page where sellers can edit their store information such as store name, logo, email, etc.



The screenshot shows the 'Store Information' page of the KONGSIREZEKI seller dashboard. At the top, there's a navigation bar with links for 'Browse sellers', '1800-44-8675', 'My Account', 'Wish List (0)', 'Shopping Cart', and 'Checkout'. Below the navigation is the KONGSIREZEKI logo with a gingerbread man icon. A search bar and a '0 item(s) - RM 0.00' cart summary are also present. The main content area has a breadcrumb navigation: Home > Store Information > Edit Store. The 'Store Information' section contains fields for: Seller Name (kraverskitchen), Store Name (kraverskitchen), Store Logo (a small image of a pink cloud with a spoon and fork), Store E-Mail (kraverskitchen@gmail.com), Store Phone (183103995), Store Banner (a placeholder image), and Store Description (a rich text editor). To the right, a vertical sidebar lists account-related links: My Account, Edit Account, Password, Address Book, Wish List, Order History, Downloads, Recurring payments, Reward Points, Returns, Transactions, Newsletter, and Logout. Another sidebar titled 'Seller Options' includes links for Dashboard and Summary.

Figure 40 Seller - Store Information page

8.4.2 System Limitation

Below are the limitations of the ‘KongsiRezeki’ that might be useful for future research and improvement.

1. Cash on Delivery (COD) as the only payment option

Currently, ‘KongsiRezeki’ system only implements COD as the payment option. As for the available market on social media such as Instagram, sellers usually require their buyers to pay a deposit or full amount of bill before they start processing the order. This can also be implemented for this e-commerce system in the future, where buyers may pay a certain percentage of full bill amount before the sellers can start processing and delivering the orders.

2. ‘KongsiRezeki’ may not be able to penetrate foreign markets outside of Malaysia

As the ‘KongsiRezeki’ system’s scope of seller is for Malaysian Muslim housewives, there might be a cultural obstacle in the future when the system decides to expand its operation. As the process of this system only encompasses customers and sellers across Malaysia, the system operation might have problem to expand its operation outside Malaysia as there will be traditions, culture, and location differ that may lead to issues between sellers and buyers. As for location differ, as most homecooked food products has short expiration time it will be difficult to deliver by courier to other countries.

3. ‘Touch and feel’ product limitation

As faced by other type of e-commerce providers, product suitability is one of major problems faced by this system. It is not possible for people to physically examine the food product in this system. In many cases, the original product may not match with the picture or specifications in the system. This absence of ‘touch and feel’ creates a discouraging effect. In the future, the system may improve by adding a review video on the product page, so that customers have extra information on the actual look and taste of the food product.

8.5 Measurement of System Success

To measure our system success, we have decided to use below measurement that we see fit for our system. This measurement will be used once the system been published for users. An improvement will be made on the system based on the system measurement that we received from the users.

8.5.1 User feedback

Information coming directly from the user about the satisfaction or dissatisfaction they feel towards the system. User comments and critics on the system are an important resource for us to improve the system and addressing the requirement or needs of the users.

8.5.2 User rating

User rating is a rating that conducted by the users themselves to evaluate the system that we developed. It is provided by the users voluntarily to evaluate the system whether it fulfill their needs or not.

8.5.3 Time on Page

Time on page measures periods of time by seeing at the difference between the time user first hit the page and the time of the last hit. This will determine how long does a user spent their time on certain page.

8.5.4 Pages per session

Pages per session represent number of pages viewed per session. This shows us how many pages the average user views on our website per session. This means the more pages the user visits indicate a higher level of interest in our site's content.

9 CONCLUSION

In conclusion, the birth of our system provides a platform to those who want to make extra income by selling their homemade product. With our system instead of previous method when a Muslim seller sell via social media such as Instagram they will need to find customer by following other user accounts to make them visible, by using our system they can be introduce to new customer each day without having to follow any account. Our system provides the ease of navigation to buyer and it is a one stop center for buyer where all homemade product was grouped into one site. Previously buyer will need to visit seller's account and only can view product from that particular seller. With our system however all sellers will be centralized into one system and it is easy for buyer to view other seller's product as well and give the buyer a power to choose similar product that been offer by few sellers.

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11 APPENDICES

11.1 Questionnaire

Participant 1

Name / Nama	:	Nur Dhiyana Binti Muhamad Nasir
Age / Umur	:	27 Y/O
Race / Bangsa	:	Melayu
Religion / Agama	:	Islam
Marital Status / Status Perkahwinan	:	Married
Job / Pekerjaan	:	IT Technical Consultant

1. Are you seller or buyer of homemade products?
Adakah anda penjual atau pembeli 'homemade' produk?
Pembeli
2. If you are a buyer, how frequent you buy homemade products online?
Sudah berapa lama anda membeli produk 'homemade' di atas talian?
Kadang-kadang sebulan sekali
3. If you are a seller, how many average of customers you get per week?
Jika anda adalah penjual berapa ramaikah purata pelanggan yang anda dapat dalam semniggu?
N/A.
4. If you're a buyer, what is the problem you are facing during your search for homemade products online?
Jika anda pembeli, apakah masalah yang anda hadapi semamsa mencari produk 'homemade' secara online?
Kalau cari di Carousell atau Lazada tak banyak Muslim homemade product yang jual. Takut product beli tu tak halal. Jadi kena beli di Instagram atau Facebook dari orang Muslim tu sendiri.
5. If you're a seller, what is the problem you are facing when you sell your homemade products online?
Jika anda seorang penjual, apakah masalah yang anda hadapi ketika anda menjual produk buatan sendiri secara online?
N/A.
6. If there is any platform that focus on Muslim homemade products would you like to try?
Sekiranya terdapat apa-apa platform yang menumpukan kepada produk buatan sendiri Muslim, adakah anda ingin mencuba?
Ya sangat berminat.

Participant 2

Name / Nama	:	Zafida
Age / Umur	:	34 Y/O
Race / Bangsa	:	Melayu
Religion / Agama	:	Islam
Marital Status / Status Perkahwinan	:	Married
Job / Pekerjaan	:	Surirumah dan penjual Brownies secara online

1. Are you seller or buyer of homemade products?

Adakah anda penjual atau pembeli 'homemade' produk?

Penjual

2. If you are a buyer, how frequent you buy homemade products online?

Sudah berapa lama anda membeli produk 'homemade' di atas talian?

N/A

3. If you are a seller, how many average of customers you get per week?

Jika anda adalah penjual berapa ramaikah purata pelanggan yang anda dapat dalam semniggu?

3-6 order.

4. If you're a buyer, what is the problem you are facing during your search for homemade products online?

Jika anda pembeli, apakah masalah yang anda hadapi semamsa mencari produk 'homemade' secara online?

N/A.

5. If you're a seller, what is the problem you are facing when you sell your homemade products online?

Jika anda seorang penjual, apakah masalah yang anda hadapi ketika anda menjual produk buatan sendiri secara online?

Kena cari customer baru setiap hari jika tiada order. Saya akan follow new account di Instagram dan bagi saya ni agak leceh.

6. If there is any platform that focus on Muslim homemade products would you like to try?

Sekiranya terdapat apa-apa platform yang menumpukan kepada produk buatan sendiri Muslim, adakah anda ingin mencuba?

Ya saya ingin mencuba platform baru untuk membantu business saya

Participant 3

Name / Nama	:	Nor Ashikin
Age / Umur	:	23 Y/O
Race / Bangsa	:	Melayu
Religion / Agama	:	Islam
Marital Status / Status Perkahwinan	:	Married
Job / Pekerjaan	:	Kerani

1. Are you seller or buyer of homemade products?

Adakah anda penjual atau pembeli 'homemade' produk?

Pembeli

2. If you are a buyer, how frequent you buy homemade products online?

Sudah berapa lama anda membeli produk 'homemade' di atas talian?

Selalu jugak kerana office kadang-kadang ada buat jamuan

3. If you are a seller, how many average of customers you get per week?

Jika anda adalah penjual berapa ramaikah purata pelanggan yang anda dapat dalam semniggu?

N/A.

4. If you're a buyer, what is the problem you are facing during your search for homemade products online?

Jika anda pembeli, apakah masalah yang anda hadapi semamsa mencari produk 'homemade' secara online?

Susah cari produk yang saya nak sebab kena search one by one di Instagram dan lain-lain.

5. If you're a seller, what is the problem you are facing when you sell your homemade products online?

Jika anda seorang penjual, apakah masalah yang anda hadapi ketika anda menjual produk buatan sendiri secara online?

N/A.

6. If there is any platform that focus on Muslim homemade products would you like to try?

Sekiranya terdapat apa-apa platform yang menumpukan kepada produk buatan sendiri Muslim, adakah anda ingin mencuba?

Ya sangat pasti akan cuba.

Participant 4

Name / Nama	:	Nurul
Age / Umur	:	42 Y/O
Race / Bangsa	:	Melayu
Religion / Agama	:	Islam
Marital Status / Status Perkahwinan	:	Married
Job / Pekerjaan	:	Surirumah dan penjual biskut secara online

1. Are you seller or buyer of homemade products?

Adakah anda penjual atau pembeli 'homemade' produk?

Penjual

2. If you are a buyer, how frequent you buy homemade products online?

Sudah berapa lama anda membeli produk 'homemade' di atas talian?

N/A

3. If you are a seller, how many average of customers you get per week?

Jika anda adalah penjual berapa ramaikah purata pelanggan yang anda dapat dalam semniggu?

2 atau 3 order saja.

4. If you're a buyer, what is the problem you are facing during your search for homemade products online?

Jika anda pembeli, apakah masalah yang anda hadapi semamsa mencari produk 'homemade' secara online?

N/A.

5. If you're a seller, what is the problem you are facing when you sell your homemade products online?

Jika anda seorang penjual, apakah masalah yang anda hadapi ketika anda menjual produk buatan sendiri secara online?

Di Instagram kadang-kadang ada customer. Kalau nak jual di Lazada atau lain-lain susah sebab kena register dan macam-macam kena buat. Yuran juga tinggi. Selain itu susah dapat customer sebab banyak orang lawat Lazada atau lain-lain sebab nak beli barang-barang lain.

6. If there is any platform that focus on Muslim homemade products would you like to try?

Sekiranya terdapat apa-apa platform yang menumpukan kepada produk buatan sendiri Muslim, adakah anda ingin mencuba?

Ya