**34. Order Management System**

**Abstract**

Objective of this project is to manage/process through web, the orders already placed by a customer either through company website or over phone. Order goes through various phases till it finally reaches the customer. At any point of time customer himself can check the status of the order online or over phone with the reference number he got while placing the order.

**Existing System**

Manual Process of this requires a lot many of records to maintain. And also it takes lot of time to solve problem and there is no method to find exact place of the problem where it will be created.

**Proposed System:**

Proposed system is web application. At any point of time customer himself can check the status of the order online or over phone with the reference number he got while placing the order.

Note1 : This is a complete back office management for the order 'status' only. Shoping cart (Estore) and money transaction can be done.

Note2 : Order status cycle should be : New → Ordered → Picked → Packed → Out for Shipment → Shipped → Accepted/Returned → Closed/Reordered/Refunded

**Modules**

This Project contains the following Modules

**Administrator**

Administrator should be able to add/edit users give roles and permissions.

**Customer**

Customer should be able to login to estore and check the status of exactly where is his order. Customer should be able to return the order if its damaged. Normal order status cycle should be : New → Ordered → Picked → Packed → Out for Shipment → Shipped → Accepted/Returned → Closed/Reordered/Refunded

**Stores operator / Picker**

Stores operator/Picker should be able to see all the stores order records but should be able to modify only status of items to be picked

**Packer**

Packer should be able to see all the picked order records but should be able to modify only status of items assigned to be packed by him.

**Shipper**

Shipper should be able to see all the packed order records but should be able to modify only status of items assigned to be Shipped by him Shipper will call operator and update about shipped status or he comes back to store and updates it online.