UNIVERSITY OF KABAINGA

SCHOOL OF INFORMATION SCIENCE AND TECHNOLOGY

DEPT OF INFORMATION SCIENCE AND KNOWLEDGE MANAGEMENT

PROJECT RESEARCH

GROCERY DELIVERY SYSTEM

CHAPTER ONE

1.0 INTRODUCTION

1.1 BACKGROUND OF STUDY

Delivery application system is a system that enabler users to request for delivery services for items the choose. This system differ from online shopping system as users are physical involved to ensure that product they buy is delivered to them otherwise the item they purchase will remain at the store which they have been bought from. Delivery system can be in two forms, one is where an item is just picked from one destination and taken to another, the second one is where personnel is supposed to go to the market and purchase the item and then deliver it to users required destination. There are number of delivery system created these include food delivery system ,healthcare delivery system and many more.

The system am creating is grocery delivery system for university of Kabianga. This system borrows the various concepts of other delivery system. The system targets students who study in the university. The student signup up to the system. Once they signup they can login ,send delivery request and the system will send response that request is being acted upon. User is to pin their location so that the grocery item can be delivered to the correct destination.

The item delivered are to paid for on delivery. Payment method is linked to the system it can be either by m-pesa or cash according to the user's preference. Incase of clarification the user is contacted. Also request may be denied depending on market change in price or unavailability of item in the market.

1.2 CONTEXTUAL SETTING

The grocery delivery system will be used to make delivery to students who request service in and around the university geographical area. The system can be run in the phone since many students can access a smartphone where they can download the application. Its easy to access system as it is designed for the students and the students have knowledge on how operate the system.

1.3 PROBLEM STATEMENT

Most students living around the university face a challenge of getting grocery from the market for their use in day to day lives. The culture of market day where there are two days set aside to do grocery shopping which are during the week days. This poses a problem as some may be occupied by other activities such as lectures and for those with side occupation may not be able to go to the market and do their shopping at that time. This leaves them to buy groceries to 'mama mboga' who may not have all they require or exploit them with high prices. During the market day there are a lot of people doing their shopping and thus spotting various item may be difficult. The grocery delivery system will help to solve all this challenges. All the students are required to do is to login in the system and make a delivery

request of all the grocery item they require. After that, they are to pin their location for delivery person to know where items are to be taken. On delivery, payment is made and delivery is termed as successful.

1.4 AIM AND OBJECTIVES

1.4.1 AIM

To receive delivery request from students and act upon those requests for delivery.

1.4.2 OBJECTIVES

1. Have a signup and login platform.
2. Present a form to fill in request
3. Connect to gps tracker
4. Create Payment platform
5. Have a feedback section

1.5 RESEARCH QUESTION

Study on consumer perception on delivery application.

What is the best grocery delivery application system?

1.6 SIGNIFICANCE OF THE PROJECT

To save on time for the student which would used to do other activities.

Reduce market congestion

Save student from thrift shopping

1.7 SCOPE

The system will contain the following module;

Database

This will be the central location for storing all data related to the request information if users, which will enhance easy update and access to data.

Administrator module

The administrator will be in charge of all processes. He/she can:

Access all the module

Access customers feedback

Approve request

Customer module

The customer will have ability to;

   Create account

   Login in as customer into the system

   Give feedback

   Make delivery request

   Make payment for the delivery service

Delivery module

This module will enhance the delivery of ordered grocery items through integration of google map

Feedback module

Through this module, the customer will upload their view on the operation and services offered.

Payment module

This will enable customers to pay for the delivery service requested

Search module

This will enable the user to quickly sort out their request from the system

Booking module

This will enable the customers to book for a service on particular day and time and also specify which grocery item he/she want to be delivered

Order module

This will enable the customer to order items in the desired quantity

Supplier module

This will enable handling of supply request from the customer

Finance module

This monitor will be used to monitor all monitory service and keep record and approve all transaction.