



UTM
UNIVERSITI TEKNOLOGI MALAYSIA

SCHOOL OF COMPUTING
Faculty of Engineering

UNIVERSITI TEKNOLOGI MALAYSIA

FINAL EXAMINATION SEMESTER I, 2021/2022

SECP3723-01 SYSTEM DEVELOPMENT TECHNOLOGY

ALTERNATIVE ASSESSMENT

Quotation Management System

Group Name:

META

Members:

1. **LEE MING QI (Leader)** **A20EC0064**
2. **KELVIN EE** **A20EC0195**
3. **GOO YE JUI** **A20EC0191**
4. **LEE JIA XIAN** **A20EC0200**

Lecturer's Name

Dr. Haza Nuzly bin Abdull Hamed

DATE

13/2/2022

Table of Contents

1.0 Declaration Page	3
2.0 Project Report.....	4
2.1 Company/Client Background.....	4
2.2 Problem Background.....	5
2.3 Proposed Solution	6
2.4 Development Approach	8
2.5 System Design.....	10
2.5.1 ERD.....	10
2.5.2 Use Case.....	11
2.5.3 Sequence Diagram	12
2.6 Development Software, Language, Technology, API and Tools.....	19
2.6.1 Programming Languages	19
2.6.2 Tools.....	20
2.6.3 Development Software.....	21
2.6.4 Web Hosting.....	21
2.7 Function/Module Explanation.....	22
2.7.1 Sign in / Sign Up Module.....	22
2.7.2 Manage User Module	22
2.7.3 Manage Customer Module.....	23
2.7.4 Manage Service Module	24
2.7.5 Manage Quotation Module	24
2.7.6 Manage Feedback Module	26
2.7.7 Manage Report Module.....	26
2.8 System Credentials (Hosting)	27
2.9 Localhost Setup.....	29
2.10 System Interface for All Users	32
2.11 Alpha and Beta Testing Reports	56
2.11.1 Alpha Testing	56
2.11.2 BETA Testing	57
2.12 UAT Reports	59
2.13 Gantt Chart	63

1.0 Declaration Page

All modules of this system developed by our group are

1. Module 1 – Sign in/Sign up (All)
2. Module 2 – Manage Quotation (Lee Ming Qi)
3. Module 3 – Manage Services (Goo Ye Jui)
4. Module 4 – Manage Customer (Kelvin Ee)
5. Module 5 – Manage Feedback (Goo Ye Jui)
6. Module 6 – Manage User (Lee Jia Xian)
7. Module 7 – Manage Report (Kelvin Ee)

Group name: Meta			
No	Name	Contribution	Signature
1	Lee Ming Qi (Leader)	25%	
2	Goo Ye Jui	25%	
3	Kelvin Ee	25%	
4	Lee Jia Xian	25%	

2.0 Project Report

2.1 Company/Client Background



Powerec Technology Service is a service company located at 60, Jalan Sena 1, Taman Rinting, Masai, 81750 Johor Bahru, Johor, Malaysia. The company offers a wide range of services, including electrical and electronic repair, air conditioning and refrigeration supply and repair, power supply and telecommunications cabling works, firefighting and fire alarm system, fogging maintenance work, sewage maintenance work, cleaning of buildings and cleaning area services, and sanitary maintenance work. The contact number of the company is 07-3863448.

The company deals with a large quantity of quotation each and every year. There are a total of 120 staffs in the company. Among the staffs, there are only about 4 to 5 staffs who are responsible in managing the quotation. Currently, they manage these quotes by using a Microsoft Excel template and store them all into a local memory. They have faced problems in terms of efficiency, backup, data security, data redundancy and data inconsistency.

2.2 Problem Background

The client is currently using Microsoft Excel to process the quotation. There are a total of 5 problems stated by the company:

1. Inefficiency

It is common that manual approach processes quotation will create reports much slower than systems. This is because calculations are done manually in manual approach. This will lead to errors and decrease the efficiency of work.

2. Lack of Backup

All quotation cannot be saved and backed up due to manual approach. This will become a big issue when emergency like fire disaster or flood. Normally, a company have to make copies of all quotation. In manually, the company can only make copies of quotation by printing it.

3. Lack of Security

The company will keep the quotation in the filling room of the company. However, unauthorized people can easily be accessed to the filling room based on previous experience. This will lead to leakage of company data. It will cause the company to lose money in a serious condition.

4. Duplication of Data

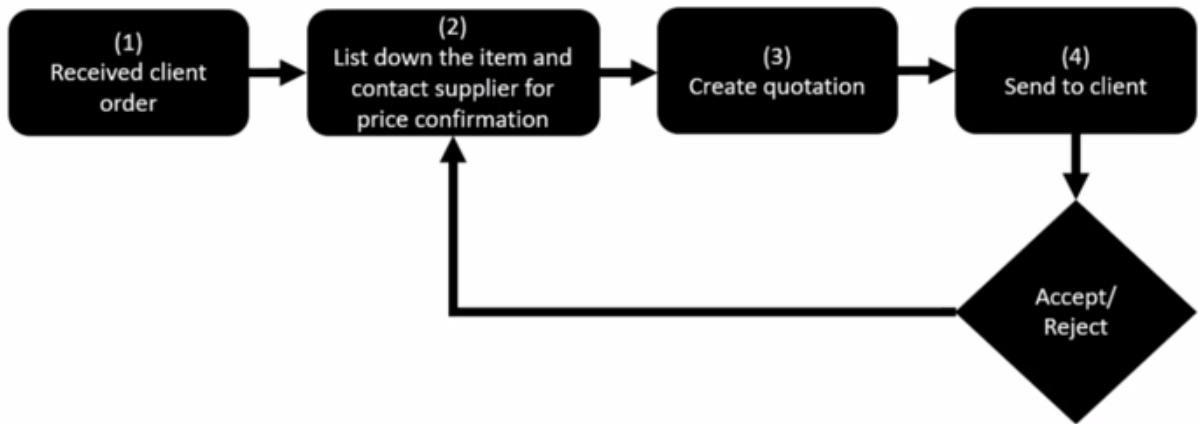
As there are multiple staffs that are managing the quotations, they often save the quotations in their own devices and duplicate the data to make it easy to accessible to all authorized user, resulting in duplication of data. Duplication of data will cause waste of storage space, decrease of productivity and data inconsistency.

5. Data inconsistency

Data inconsistency often occurs due to the duplication of data. It is very common to update data in one file in a device and does not update for the other files in another devices. This will lead to data inconsistency between the devices, resulting in lack of data

integrity. Without data integrity, the data stored becomes worthless and not reliable anymore.

Current Business Process / Workflow



2.3 Proposed Solution

Our proposed system is a web-based program that was designed to manage the quotation process of a company. The system is a simple and adaptable program that allows companies to create, send and track quotes. There are 3 user types in the system which are customer, employee and employer. The password-based authentication is applied in our system, which require the user to enter his/her ID and password to get the access to the system. In our proposed system, there are 7 different modules:

1. Sign up/Sign in process (employer/employee/customer)
2. Manage quotation process (employer/employee/customer)
3. Manage report process (employer)
4. Manage user process (employer)
5. Manage feedback process (employer/employee/customer)
6. Manage services process (employer/employee/customer)
7. Manage customer process (employer/employee/customer)

According to the above, different type of users will have different authority to our system's modules. We will implement the Create, Read, Update and Delete (CRUD) features to the manage quotation, user, customer, services and feedback modules in our system. Employer has the highest priority in this system which the employer has authority to access to every single feature under the modules.

For the CRUD features in user module, only employer has full access to it. With this restriction, only employer can authorize specific personnel to have internal access to the system. This can prevent outsiders from registering as an employee user type in the system.

In terms of the reporting module, only the employer can access it so that the company's confidential or important information are well-protected.

The system also provides CRUD feedback function. Customer can create, update and view feedback while employee can only view feedback. It is to prevent other users from deleting the feedback purposely.

The manage quotation module is accessible to all user types but some of them with certain restrictions. Quotes can be created, view, modify, send and delete by both employees while customers can only have the permission to view their own personal quotes. The system makes such a distinction to avoid the disclosure of other customers' quotations.

Next, the manage services module is also accessible by all user types. Customer is only authorized to request services. Employer and employee are able to use all of the features under this module.

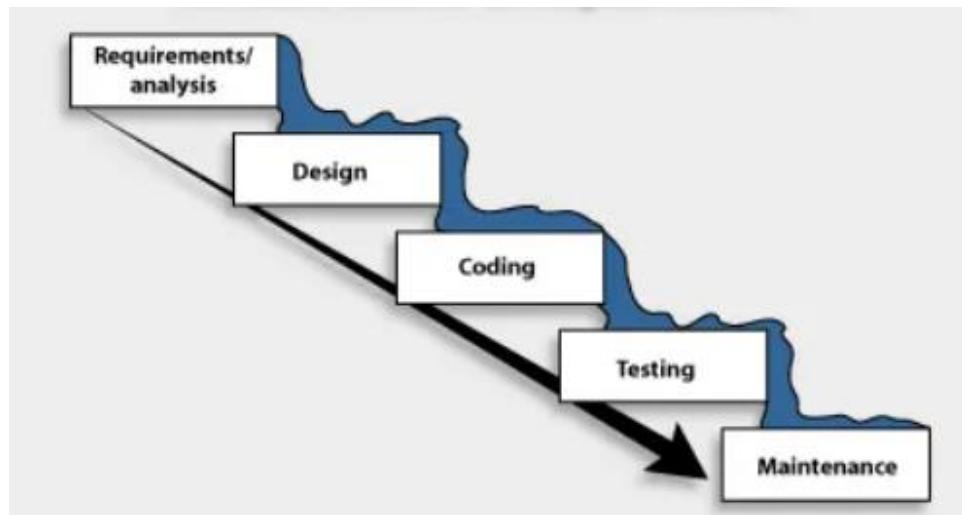
Lastly, every user type is allowed to manage customer. The use of customer is to request services in the system. Customer, employer and employee are allowed to add customer. Employer and employee are allowed to add customer for those who request services by walk-in. However, customer can only view, edit, and delete the customer details that are created by their own, while employee and employer can view, edit and delete all of the customer details that are in the database.

2.4 Development Approach

The System Development Approach is a competency area that describes the process of planning, developing, testing, and deploying information systems in systems engineering, information systems, and software engineering. In our case, we decided to use the Waterfall Approach Model that first proposed by H.D Benington for our system development.

In The Waterfall Approach, development tasks are carried out in a sequential manner, with some slight overlap, but little or no iteration between them. User requirements are established, and the entire system is developed, created, and tested for eventual delivery at a later date. A document-driven method that works best for high-priority systems with consistent requirements.

Throughout the whole project, our system development life cycle includes 5 phases, which are requirements analysis, design, coding, testing and maintenance.



During the requirement analysis phase, we describe all the problems that needed to be solved by our system and specifies the functions, operational capabilities, desired performance characteristics and the resources of our system. After we were having a meeting with the representative of POWEREC, Mr Fahmi, we started to plan for the modules of our system. The user types were identified, and the functions accessible to each user were finalised.

During the design phase, we began working on the database of our system. A complete ERD is successfully created during this phase. Then, a list of activity diagrams and sequence diagrams were also created according to each module and use case. In addition, we also determined the user interface design for each user in the system.

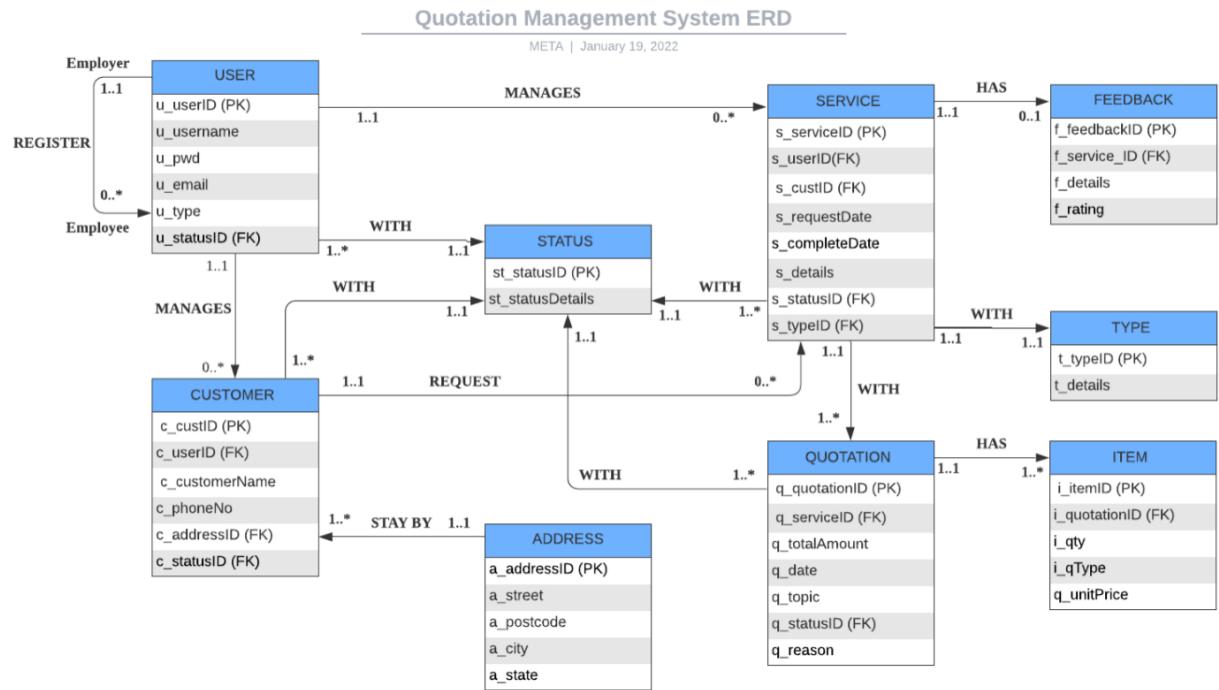
During the coding phase, we implement all the design during the design phase into source code through coding. For convenience, we assign each member a different module. We then put our code together with the help of the GitHub platform. All components of the system are implemented in this phase.

During the testing phase, a test report which contains errors is produced using a test plan that involves test related tasks such as test case generation, testing criteria, and resource allocation for testing. The system is rigorously tested and any errors found are assigned to be fixed.

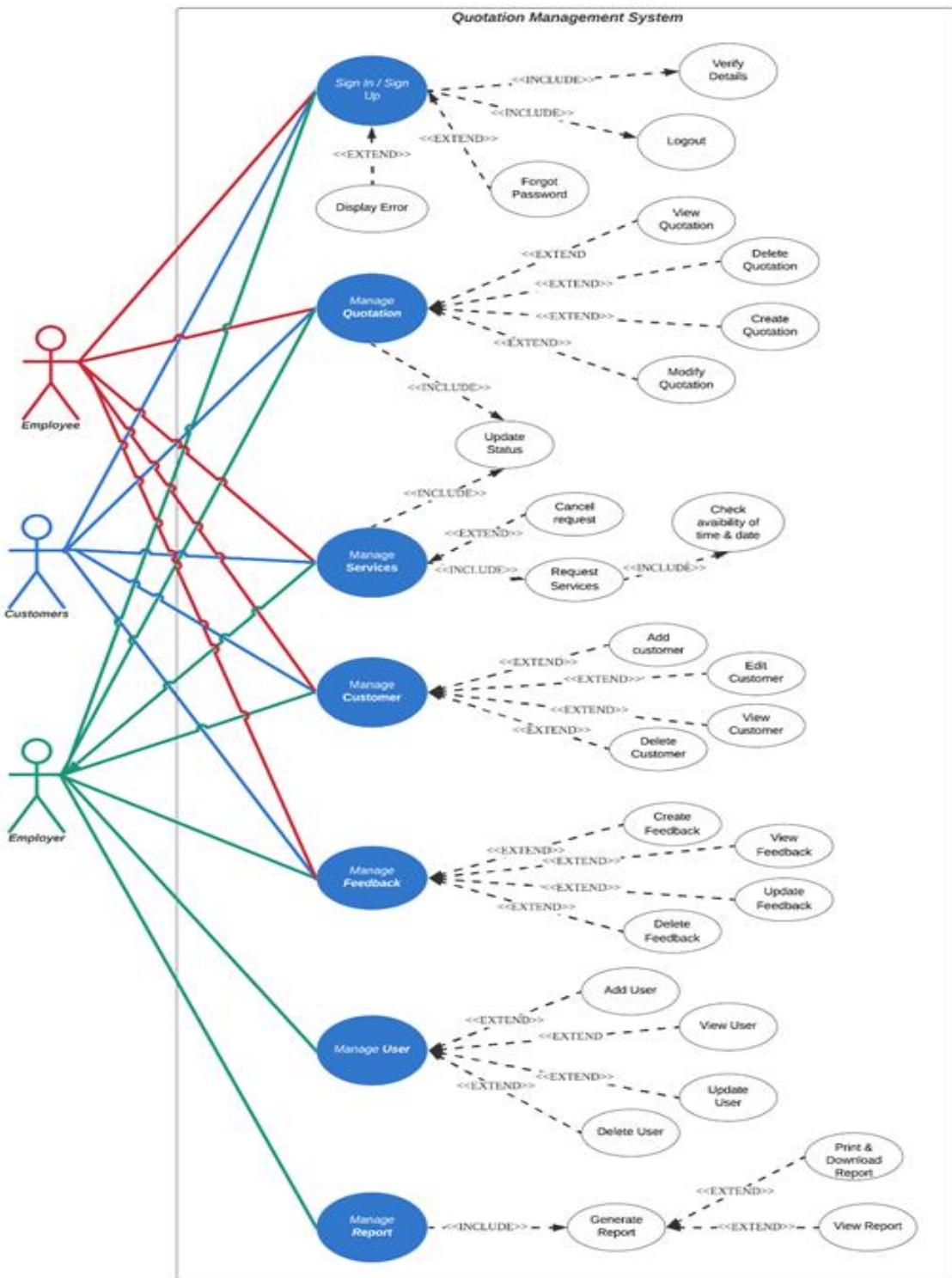
During the maintenance phase, even after the testing step is over, we still need to deal with the residual bugs and fix any issues that might exist in the system. We must keep address all the system failures and correct any system deficiencies on time to prevent system down.

2.5 System Design

2.5.1 ERD

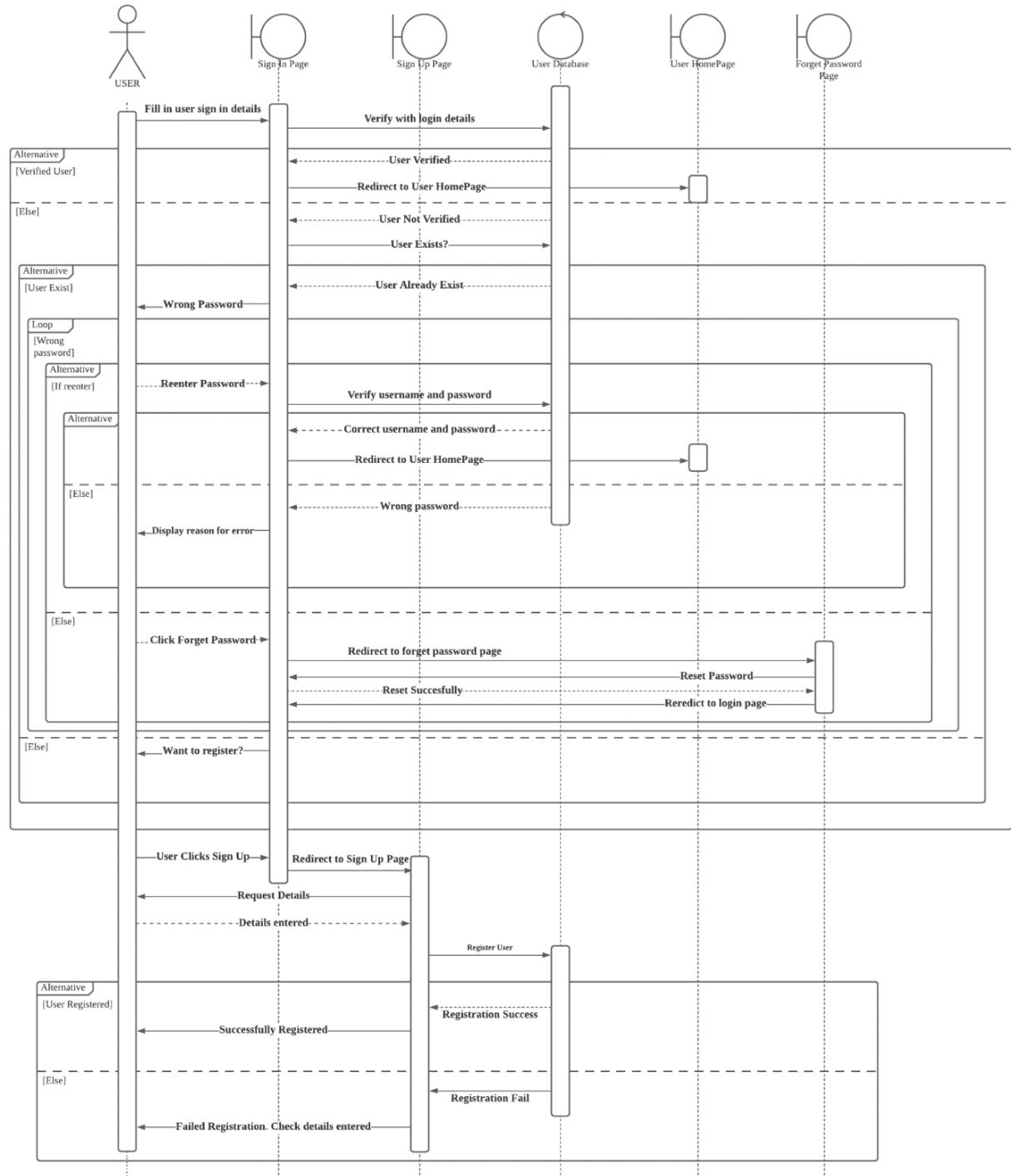


2.5.2 Use Case

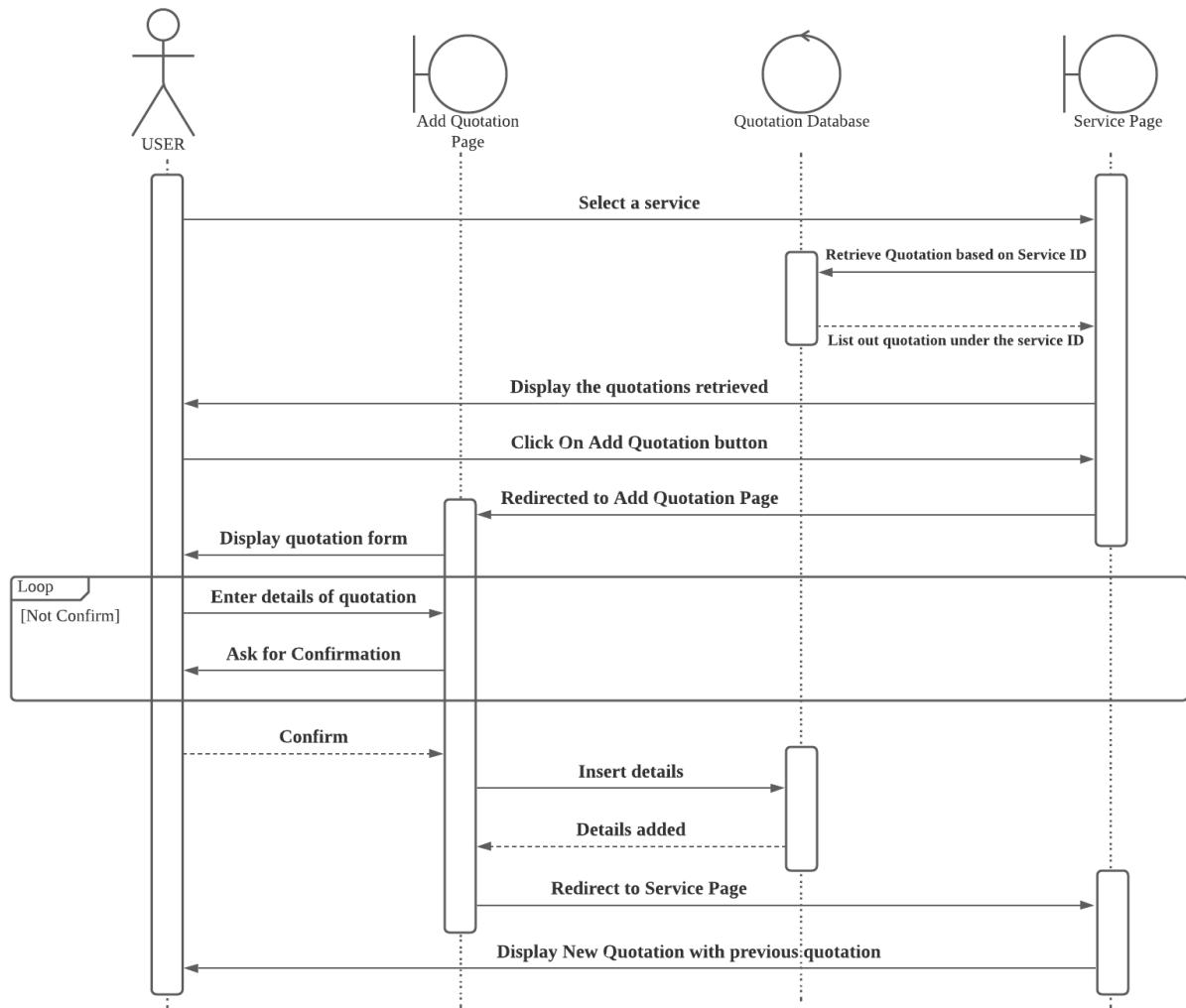


2.5.3 Sequence Diagram

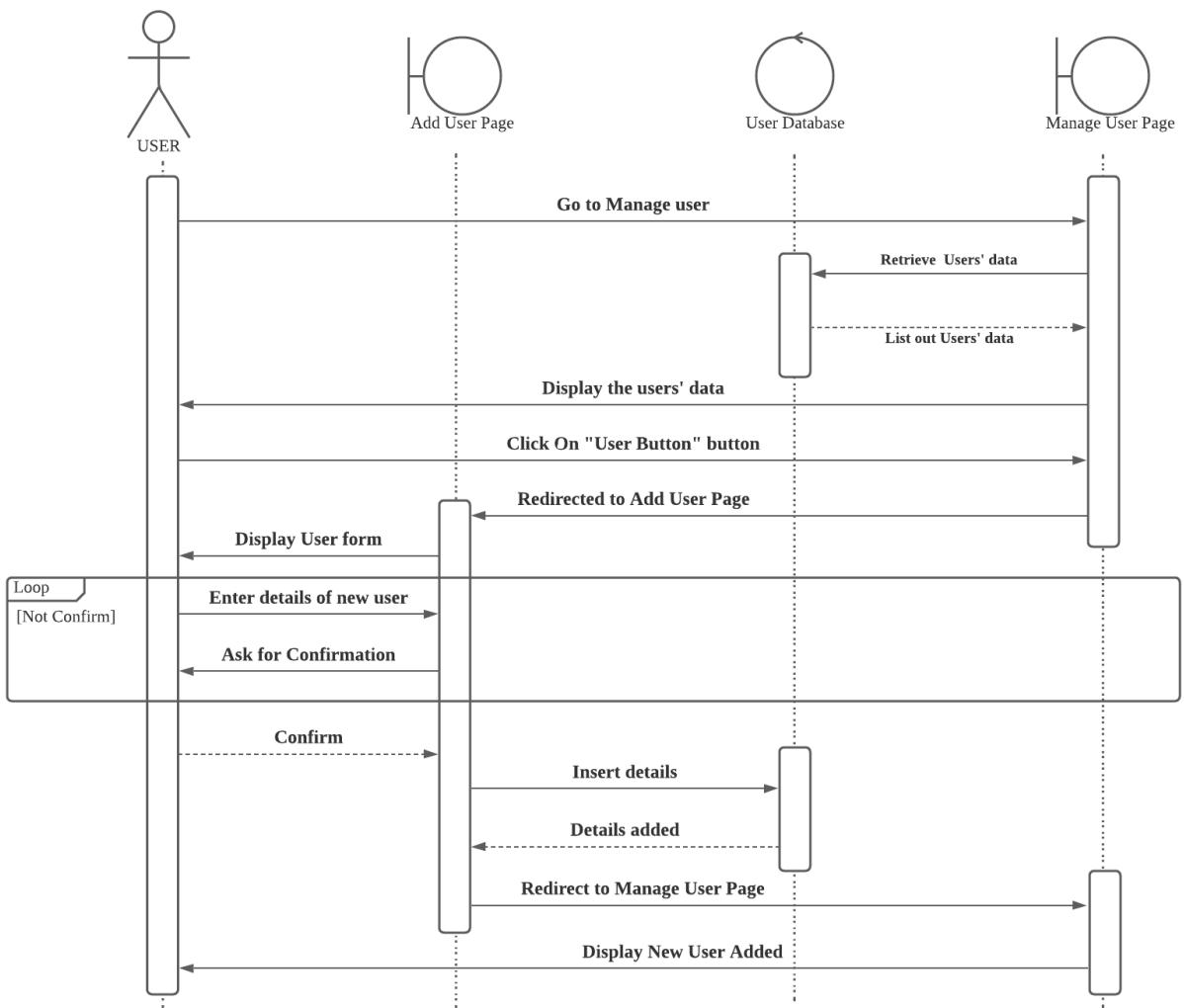
Sign in/Sign up



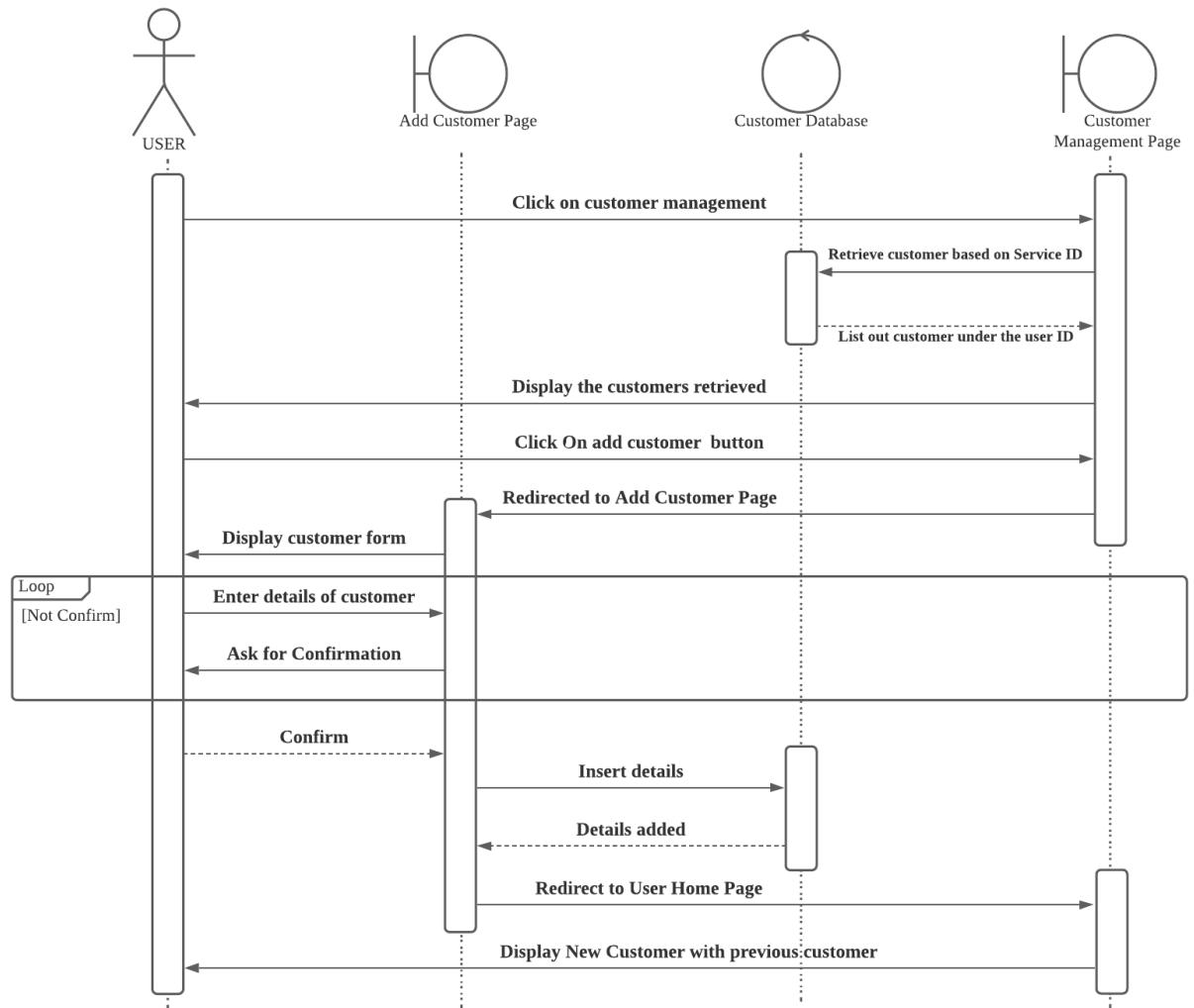
Manage Quotation (Add Quotation)



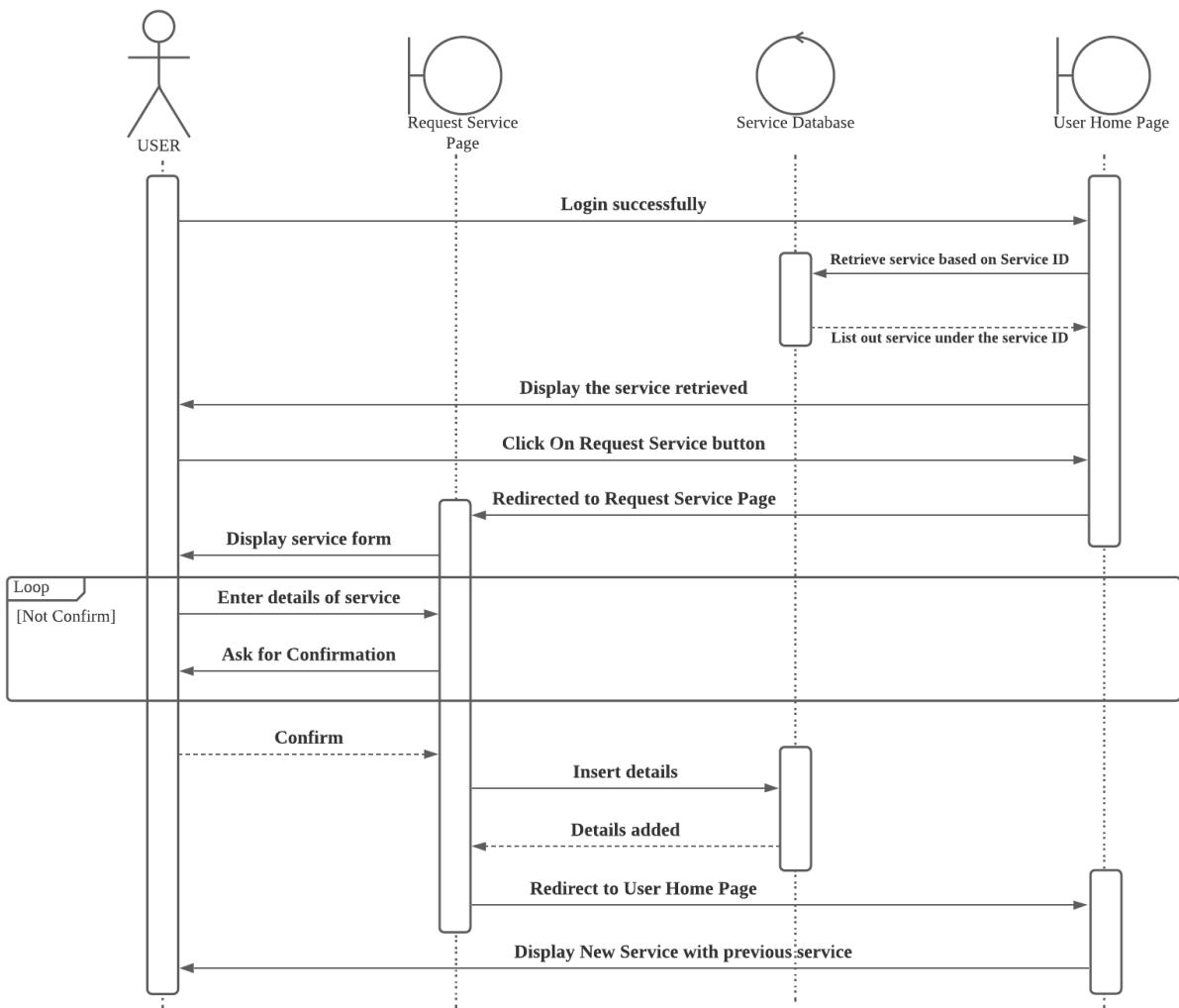
Manage User (Add User)



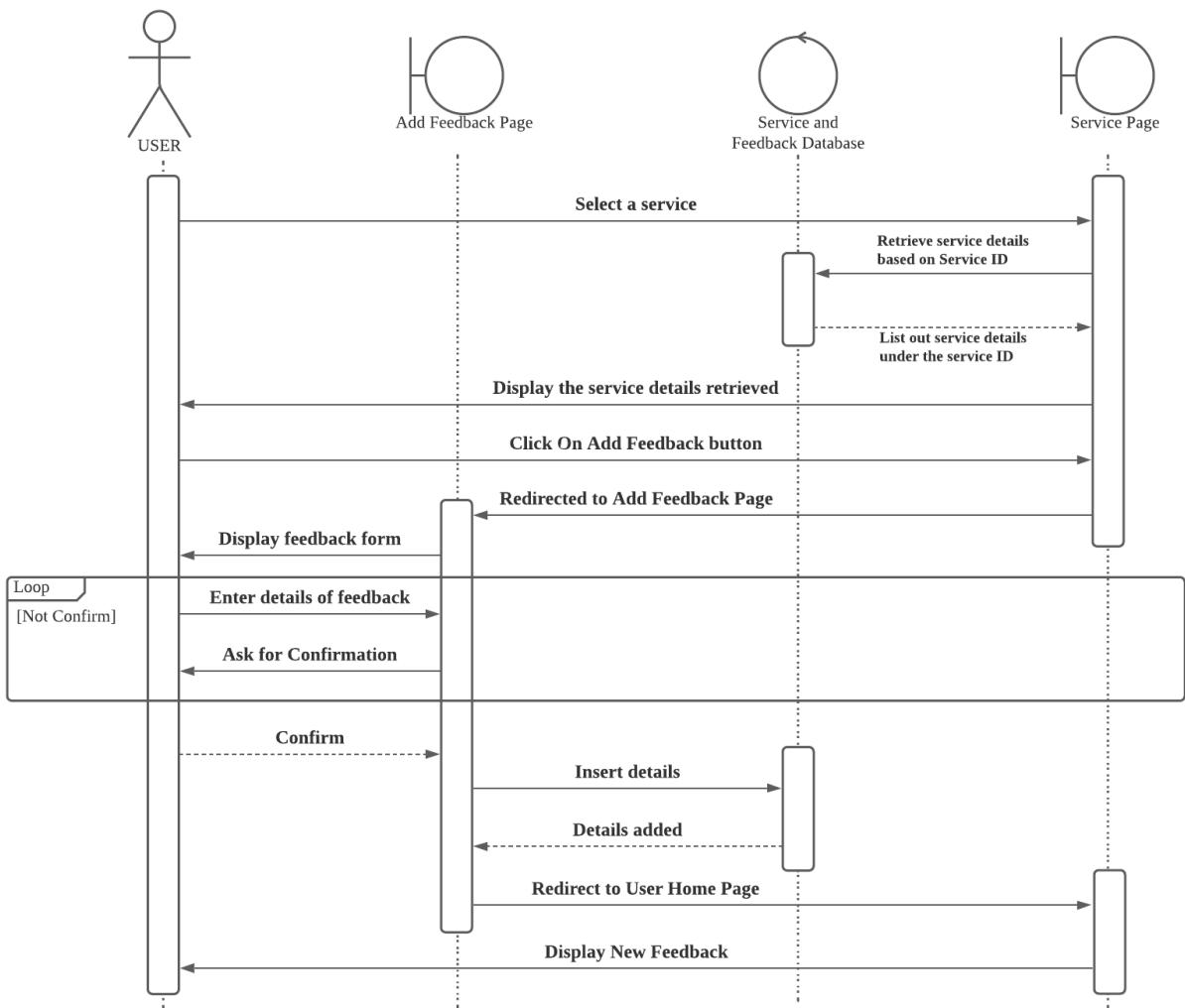
Manage Customer (Add Customer)



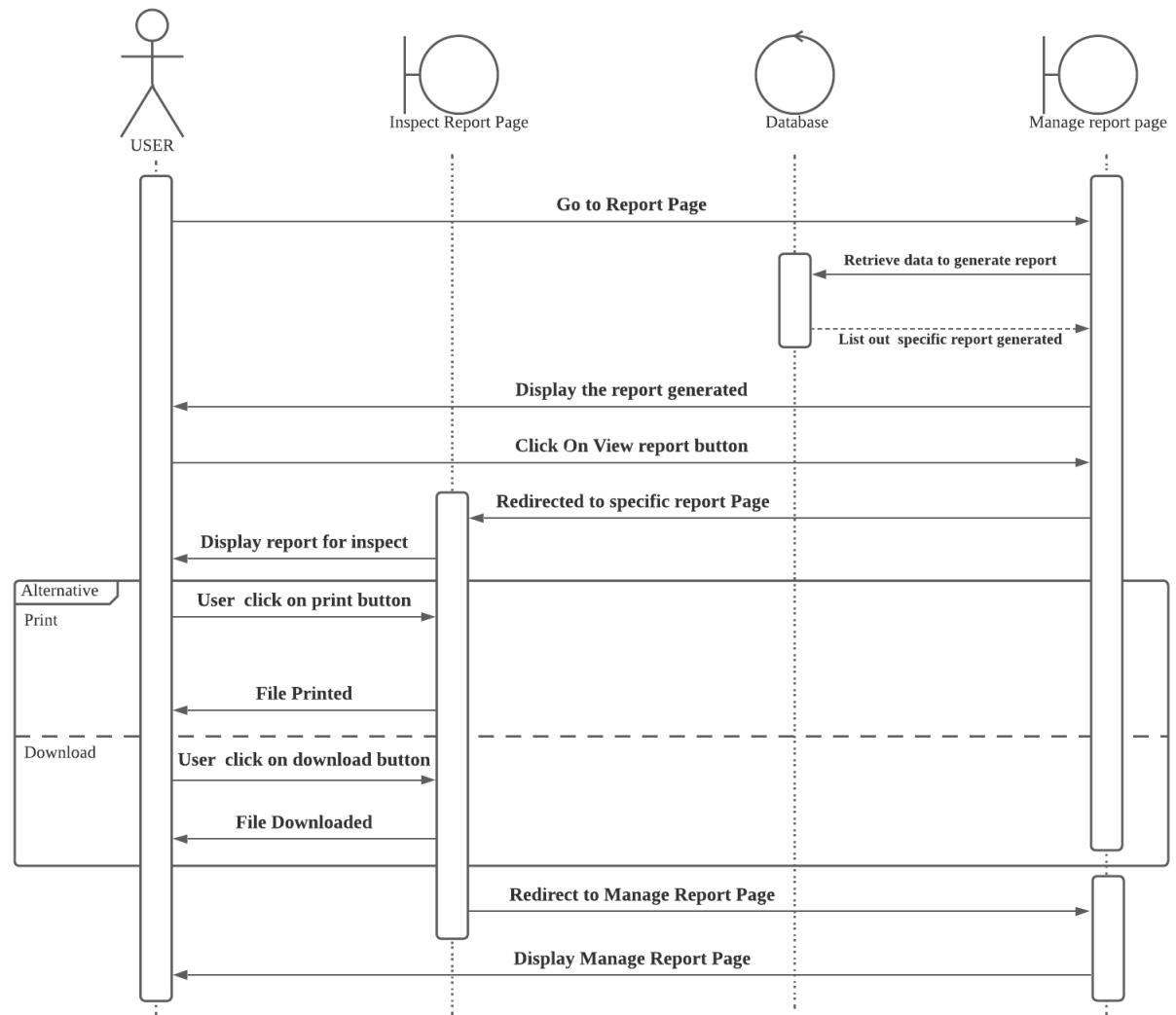
Manage Service (Request Service)



Manage Feedback (Add Feedback)



Manage Report (Print/Download Report)



2.6 Development Software, Language, Technology, API and Tools

2.6.1 Programming Languages

HTML (Hypertext Markup Language)

HTML is mainly used for the frontend development (structure of the user interface).

CSS (Cascading Style Sheets)

CSS is mainly used for the frontend development (visual and aural of user interface).

PHP (Hypertext Pre-processor)

PHP language is mainly used for backend development, such as linking to the database. It is also used to develop dynamic and interactive website.

JavaScript

JavaScript is mainly used for frontend interactivity, such as auto-calculation of price in quotation.

SQL (Structured Query Language)

SQL is mainly used to manage the database, such as inserting, updating, and deleting data in the database. SQL is also used to perform queries to retrieve the data we want. As we are using phpMyAdmin, MySQL is used in our system.

2.6.2 Tools

Bootstrap 5

Bootstrap is a popular HTML, CSS, JavaScript framework used for developing a responsive frontend. It is supportive on all web browser in computer or even mobile devices.

jQuery

jQuery is a framework built with JavaScript. jQuery came in handy when Vanilla JavaScript is too complex to be used in building interactive frontend. In our system, jQuery is used in developing a table with pagination and search function.

CanvasJS

CanvasJS is used to draw graphics via scripting (JavaScript). We used CanvasJS to draw line graph and pie chart when developing manage report module.

2.6.3 Development Software

XAMPP

For the development of the system, we used XAMPP so that we can set up a localhost to develop the system. This software includes local Apache Server and MySQL server. At the beginning of the development stages, we develop our system using the localhost. After all the features are integrated, we uploaded our codes to the web hosting site for further development step.

Sublime

Sublime is a text editor used for writing programming code. All of the group members used Sublime for their coding when developing the system.

GitHub

GitHub is a code hosting platform used for collaboration between group members. We can share the codes of each group members in GitHub which eases the code compilation.

2.6.4 Web Hosting

Hostinger

For our hosting, we have purchased a domain and rented a hosting server on [Hostinger](#) for a year. The domain name for our group is metautm.tech.

2.7 Function/Module Explanation

2.7.1 Sign in / Sign Up Module

This module is accessible by all users of the system including employer, employee and customers. Sign in process is compulsory to verify all the users accessing our system. Every user will have to enter their username and password in order to complete the sign in process successfully. After signing in, the system will create a session for each user. If one of the credentials entered is wrong, the user will be notified to reenter their username and password again until the credentials are correct. We use PHP to hide the error message and it will only show the error message when it has detected URL which matches the condition set. Every user may quit the system by logging out to it and the session will be ended for the user.

If users have forgotten their password, there are forgot password function in the system. Users can enter their e-mail registered and they will soon receive an e-mail with a reset password link. They can click on the link to reset their password.

There is also sign-up function in our system. The user type which can be signed up is Customer only. User would have to fill up their username, email address and password. Users are required to re-enter the password which will be validated by using JavaScript function.

2.7.2 Manage User Module

This module can only be accessed by the employer. Employer can create, read, update and delete users of the system, including customer, employee, and employer themselves. In this module, we retrieved all user from the database using SQL and displayed the all users in a table with pagination, sort and search function by using PHP and jQuery.

When adding a new user, employer has to enter the username, email address, password and the user type. Employer are required to re-enter the password which is validated using JavaScript. When modifying and viewing the information of one user, SQL

is used to retrieve the data from the database. When deleting the user, the system will update the status of the user into inactive.

In this module, all users are able to view and edit their own profile after entering their password correctly. When editing and viewing the information of the profile, SQL is used to retrieve the data from the database. When changing the password, users are required to enter the same password twice which is validated using JavaScript.

2.7.3 Manage Customer Module

This module enables employer to access all of the function (create, read, update and delete) customer details. Before requesting for any service, an employee or customer has to select the existing customer from the database or creating a new customer based on their own user account. Employer are able to add or delete states available for customer in this module. In this module, we retrieved all customers from the database using SQL and displayed the all customers in a table with pagination, sort and search function by using PHP and jQuery. Employer and employee can view all of the customer in the system and filter them by own customer or all customer. The filter function is done by using PHP and SQL.

When adding a customer, users are required to enter the customer's name, phone number and address which includes the street, city, postcode and state. The address is inserted into the address table first and the ID of the address will be inserted into the Customer Table along with the customer's details by using SQL. When modifying and viewing the information of one customer, SQL is used to retrieve the data from the database. When deleting the customer, the system will update the status of the customer into inactive which will not be seen for user with user type "Customer", but still can be seen for user with user type "Employer" and "Employee".

2.7.4 Manage Service Module

This module enables all users to request for services and update status of requested service. All of the users have to request the services before getting the quotations. After requesting services, the default of status will be “Pending”. Employees or employers will check for availability of time and date, and then update the status. If they are available, the status will be updated to “Accepted”. If they are not available, the status will be updated to “Rejected” and users will have to request for service again after changing the time or date. When there is one quotation’s status is “Accepted” in the service, the service’s status will change to “Completed”.

In this module, we retrieved all services from the database using SQL and displayed the all services in various tables with pagination, sort and search function by using PHP and jQuery. Employer and employee can view services of all customer in the system and filter them by services of own customer or all customer. The filter function is done by using PHP and SQL.

When requesting a service, users are required to enter the customer’s name, request date, service type and service details. When viewing the information of one service, SQL is used to retrieve the data from the database. When cancelling the service, the system will update the status of the service into "Cancelled" which will not be seen for user with user type “Customer”, but still can be seen for user with user type “Employer” and “Employee”. Employer and employee can then delete the cancelled service along with the quotation in the service from the database.

2.7.5 Manage Quotation Module

This module enables employees and employers to create, view, modify, print and delete quotation. They can also update the status of the quotation. As for customers, they are able to view quotation, print quotation and update the status of quotation either by accepting or rejecting.

In this module, we retrieved all quotations from the database using SQL and displayed the all quotations in various tables with pagination, sort and search function by using PHP and jQuery. Employer and employee can view quotations of all customer in the system and filter them by services of own customer or all customer. The filter function is done by using PHP and SQL.

After receiving the request of services, employee or employer have to create a quotation by entering the topic, date, total amount. The total amount will be auto calculated using JavaScript. They can add or delete items in the same quotation which is done by using JavaScript. When adding the quotation into the database, the items are inserted into the item table first and the ID of the item will be inserted into the Quotation Table along with the quotation's details by using SQL.

Upon waiting for the customer's reply, the status of the quotation will be "Pending". Employer and employee are able to modify the quotation only during the pending status. They are able to add or delete the items in the quotation. If the customers reject the quotation, the status will change to "Rejected". If the customers accept the quotation, the status will change to "Accepted". After the status has been changed, employer and employee are only allowed to view or delete quotation. When viewing the information of one quotation, SQL is used to retrieve the data from the database.

After receiving the quotation, customer is only allowed to view the quotation and either accept or reject the quotation. During viewing the quotation, all of the users are allowed to print the quotation, which is done by using JavaScript. When cancelling the quotation, the system will update the status of the quotation into "Cancelled" which will not be seen for user with user type "Customer", but still can be seen for user with user type "Employer" and "Employee". Employer and employee can then delete the cancelled quotation along with the items in the quotation from the database.

2.7.6 Manage Feedback Module

This module is designed for users to create, view, and delete feedback. Customer can only create and view feedback. Employer and employee can access all the functions (create, view and delete). When viewing the information of one feedback, SQL is used to retrieve the data from the database. When creating a feedback, users are required to rate the service from 1 to 5 stars and provide a comment. One user is only allowed to give one feedback per service once the service's status is “Completed” which is done by using PHP and SQL.

Customers can view the general feedback of each service types in their homepage or recent feedbacks by other customers in the landing page of the system. They can also view their own feedbacks in the service details of completed services.

2.7.7 Manage Report Module

This module can only be accessed by the employer. Employer can read and observe the latest conditions in this system. There are a total of 4 reports, which are quotation, service, customer and user reports. The report will generate statistical information from the data collected in the database by using SQL. Employer can also filter the reports by the status or year and month which is done by using PHP and SQL. There is also a pie chart in each report which is generated by CanvasJS after retrieving required data from the database. Besides, employer can choose to download, print and export the report to Excel, which is done by using JavaScript and jQuery.

In the dashboard of employer interface, employer is able to see a line chart of total sales of accepted quotation which is generated by CanvasJS after retrieving required data from the database. Employer can filter the line graph by year. The filter function is done by using PHP and SQL.

2.8 System Credentials (Hosting)

2.8.1 Web Hosting Credentials

Hostinger:

Website IP Address: 31.220.110.147

Website address: <http://www.metautm.tech>

Host website address: [Hostinger](#)

Log in with Google:

Username	yjyejui626@gmail.com
Password	edward6262001

FTP Details:

FTP IP	ftp://31.220.110.147
FTP Hostname	ftp://metautm.tech
FTP Username	u886803676
File Upload Path	public_html

2.8.2 User Credentials

User Type	Username	Password
Employer	employer1	employer1
Employee	employee1	employee1
Employee	employee2	employee2
Customer	customer1	customer1

Customer	customer	customer
Customer	customer2	customer2

	← T →	u(userID)	u_username	u_pwd	u_email	u_type	↑	u_statusID
<input type="checkbox"/>		9	employer1	\$2y\$10\$b3SmOiqCblnemyU014do.ucxtYRm92h67.DNB.iWz6F...	employer@gmail.com	1	6	
<input type="checkbox"/>		7	employee1	\$2y\$10\$dLhdxeRa5p.hjaTMu6LkdueVIA9lvxAIuHbqmZE1nmT...	employee1@gmail.com	2	6	
<input type="checkbox"/>		22	employee2	\$2y\$10\$c8H4gy0ogljbQp7zboz04uFhg5Wr.lg1DZTUygdfljt...	employee2@gmail.com	2	6	
<input type="checkbox"/>		8	customer	\$2y\$10\$WxCPlonyUiPr8sLcOMu/HO3pfxBgMRa/ptgseMV4mwu...	customer@gmail.com	3	6	
<input type="checkbox"/>		20	customer1	\$2y\$10\$hkqOI9/lzm.pAUC8q6mR3.q3f/HZLm2lI556sBaUhn....	31231313123@gmail.com	3	6	
<input type="checkbox"/>		21	customer2	\$2y\$10\$oC9GJqlLwnNgamyViwSwHeZgJuPgzb3yGRyQcQ4hVaT...	customer2@gmail.com	3	6	

2.8.3 Database Credentials

MySQL Database	u886803676_db_qms
MySQL User	u886803676_localhost
MySQL Host	localhost
Password	Meta2022!

2.8.4 Webmail Credentials

Email (Username)	enquiry@metautm.tech
Password	Meta2022!

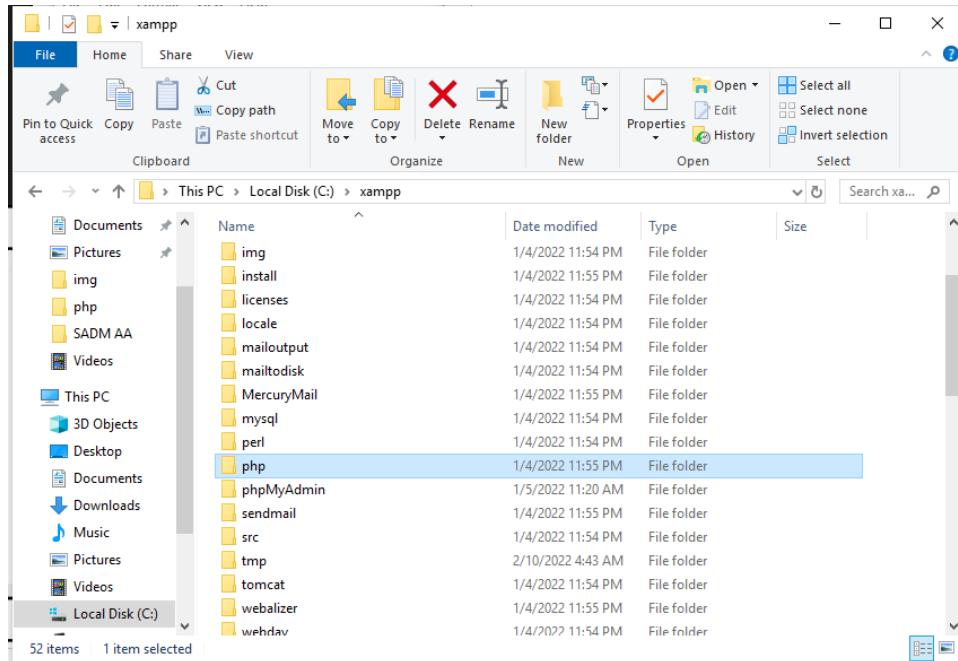
2.9 Localhost Setup

2.9.1 File Extraction

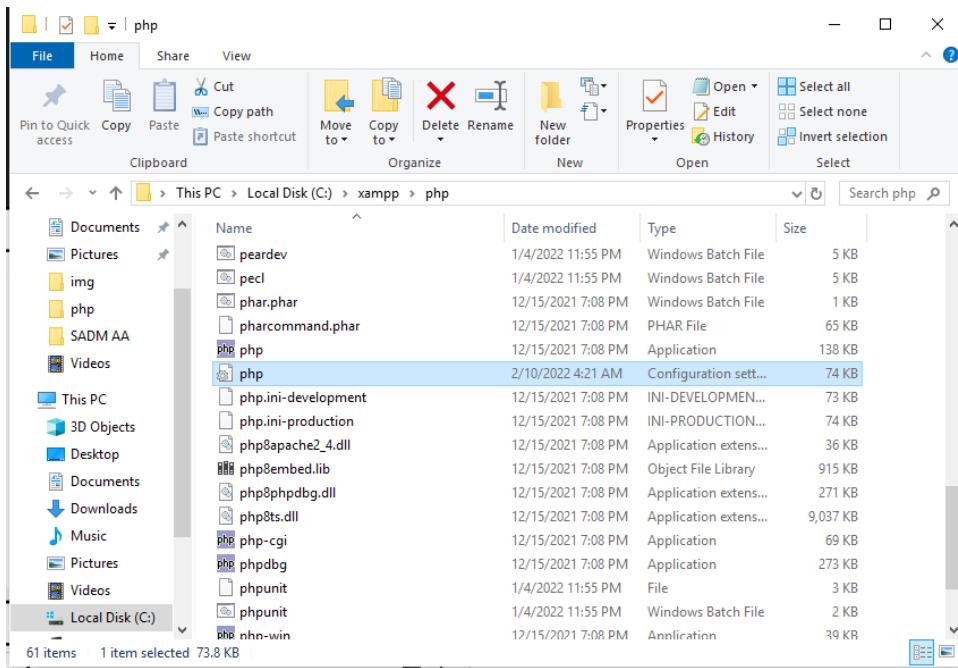
1. Download the zipped file.
2. There will be two folders named “localhost” and “webhosting” inside the zipped file.
3. Extract the “localhost” folder into your **htdocs** folder.
4. Run your **phpMyAdmin**.
5. Create a new database named “**db_qms**”.
6. Import the “**db_qms.sql**” file from the “localhost” folder into the database.

2.9.2 Set Up Send Email Function for localhost (For GMAIL only)

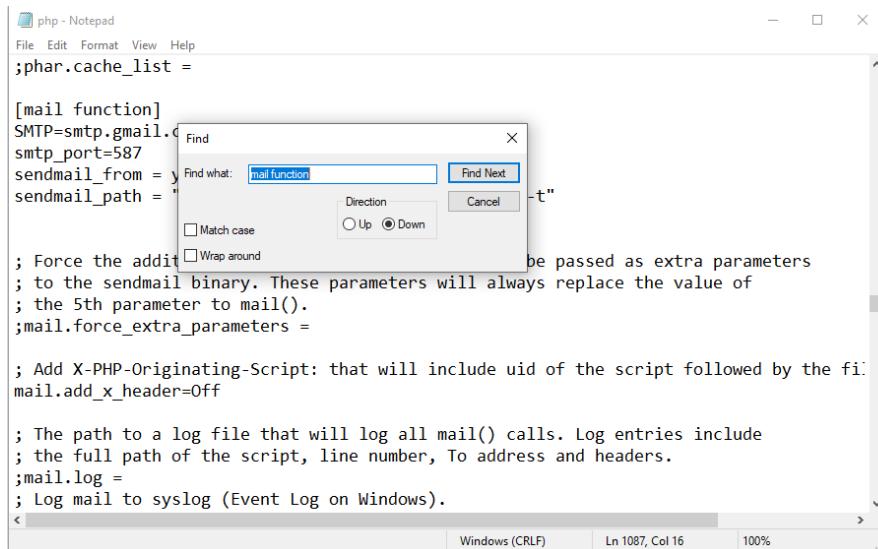
1. Open XAMPP Installation Directory. In this case (C:\xampp).



2. Locate C:\xampp\php\php.ini and open it with NotePad.



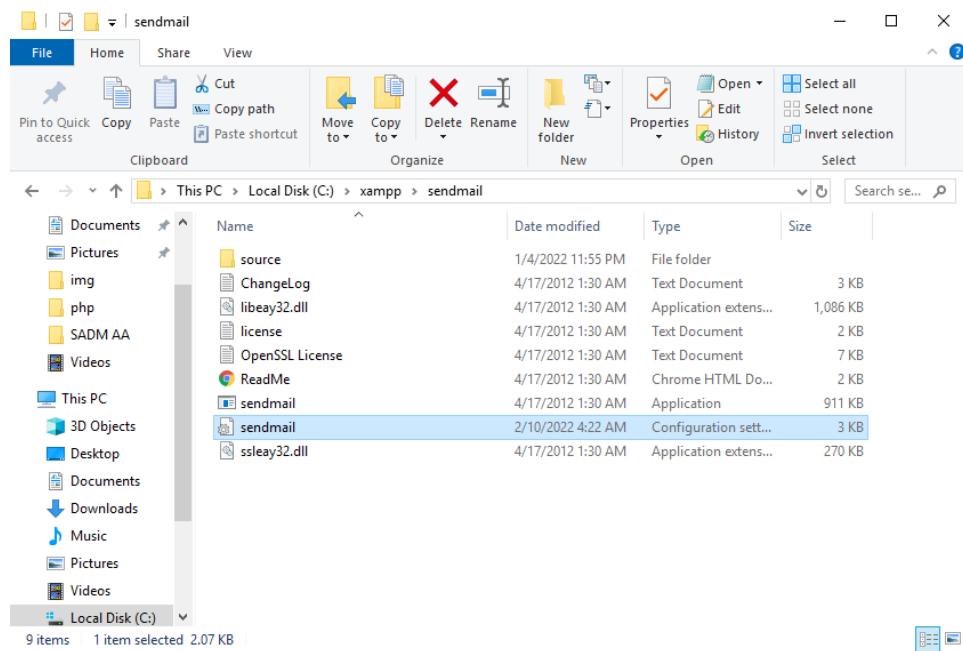
3. Ctrl+F to find [mail function].



4. Change the following credentials into the these and Save the file. (Please change the sendmail_from to your own email account)

```
[mail function]
SMTP=smtp.gmail.com
smtp_port=587
sendmail_from = yjyejui626@gmail.com
sendmail_path = "\"C:\xampp\sendmail\sendmail.exe\" -t"
```

5. Locate C:\xampp\sendmail\sendmail.ini and open it with NotePad.



6. Find these two credentials and change it as below.

```
smtp_server=smtp.gmail.com  
smtp_port=587
```

7. Find these two credentials and change it to your own email account and password then save the file.

```
auth_username=[REDACTED]  
auth_password=[REDACTED]
```

8. Log into your own email account and go to the link below to turn on “Allow Less Secure Apps”

https://myaccount.google.com/lesssecureapps?pli=1&rapt=AEjHL4OTSqa8D1V2dgQ9gnUI7u_04I7bUvVJn0IQ4AOOr2mQYOlIm9QzC3wemWMcxB6fvgwU0WUm1ruujEihPlnWF3vB64jnL1w

9. Restart your XAMPP Apache.

2.10 System Interface for All Users

Landing page

POWEREC

Home About Services Testimonials Contact Us Login



KEM KDSI

Lawatan tapak kerja-kerja menaiktaraf sistem chiller dan freezer (cold room) dan lain-lain kerja berkaitan di Wisma Seri Bayu, Kem KDSI, Tg Pengelil, Pengerang, Kota Tinggi, Johor. Kod bidang : CIDB G1 ME M01

[Read More](#)

ABOUT

ABOUT

WHO WE ARE

POWEREC provide various services provision such as:

- ❖ Electrical & Electronic Repair
- ❖ Air conditioning and refrigeration supply & repair
- ❖ Power supply & telecommunications cabling works
- ❖ Fire fighting & fire alarm system
- ❖ Fogging maintenance work
- ❖ Sewage maintenance work
- ❖ Cleaning of buildings & cleaning area services
- ❖ Sanitary maintenance work

Open today until 5:00 PM



Call To Action

Log in to our system now OR click call now to look for a quote.

[CALL NOW](#)

SERVICES

WHAT WE DO OFFER

Electrical & Electronic  Maintain and repair factory equipment and other industrial machinery, such as conveying systems, production machinery, and packaging equipment.	Air conditioning  Work on heating, ventilation, cooling, and refrigeration systems that control the temperature and air quality in buildings.	Pest Control  Commercial Pest Control to kill Termites, Roabnts, Ants, and Cockroach Control Service For Your Company
Fire fighting & fire alarm system  Powerec Fire Suppression Systems offer a range of advanced solutions for assets protection.	Pump  Install pumps in buildings	Sewage  Remove obstructions and sewers cleaning including sewer appurtenances and repair

TESTIMONIALS

WHAT THEY ARE SAYING ABOUT US

 good 

5.0 ★★★★★

123

 good service 

5.0 ★★★★★

Lee Ming Qi

 fafsadfsdfa 

5.0 ★★★★★

leeming qi

● ● ● ● ●

CONTACT

CONTACT US

 Location:



Power Technology Service
60, Jalan Sera 1, Taman Rering, 81250 Masai, Johor
5.0 ★★★★★ 4 reviews

 Call:
07-386 3448

 Business Hour:

Mon	: 8:00 AM - 5:00 PM
Tue	: 8:00 AM - 5:00 PM
Wed	: 8:00 AM - 5:00 PM
Thu	: 8:00 AM - 5:00 PM
Fri	: 8:00 AM - 5:00 PM
Sat	: 8:00 AM - 5:00 PM
Sun	: 8:00 AM - 5:00 PM

Sign in

POWERREC

Sign in

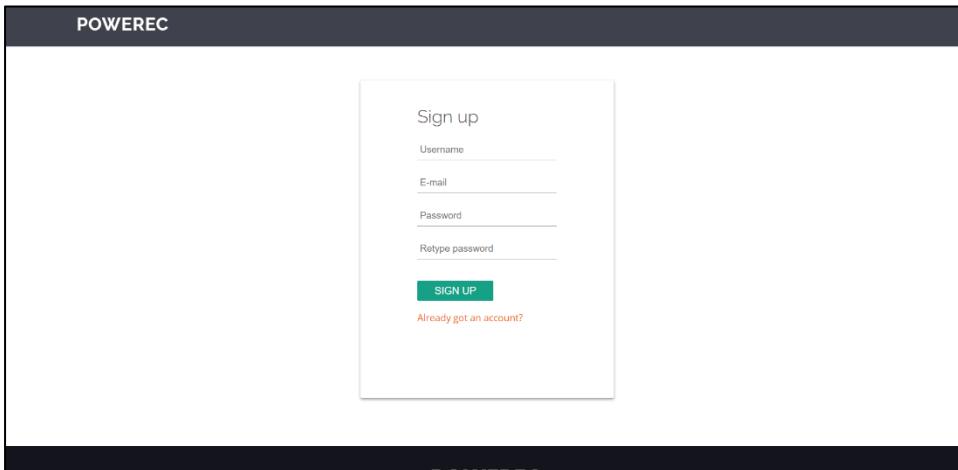
Username

Password

SIGN IN

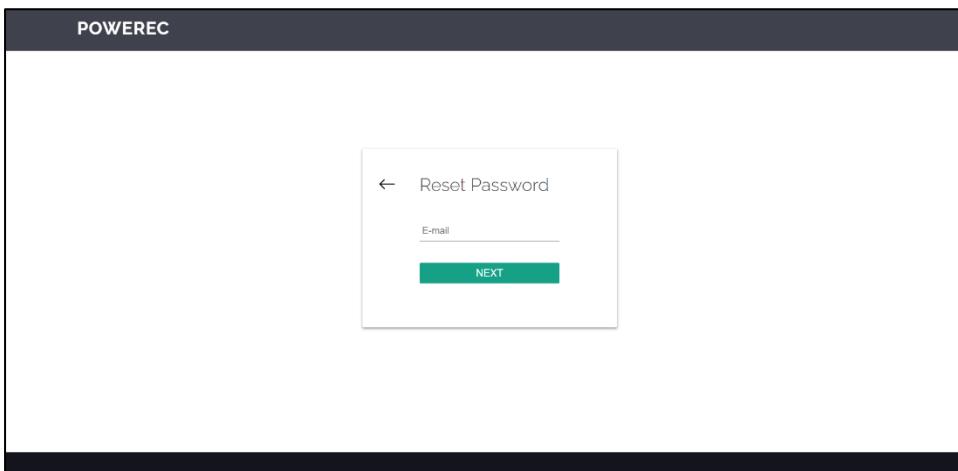
[Forgot Password?](#)
[Don't have an account yet?](#)

Sign up

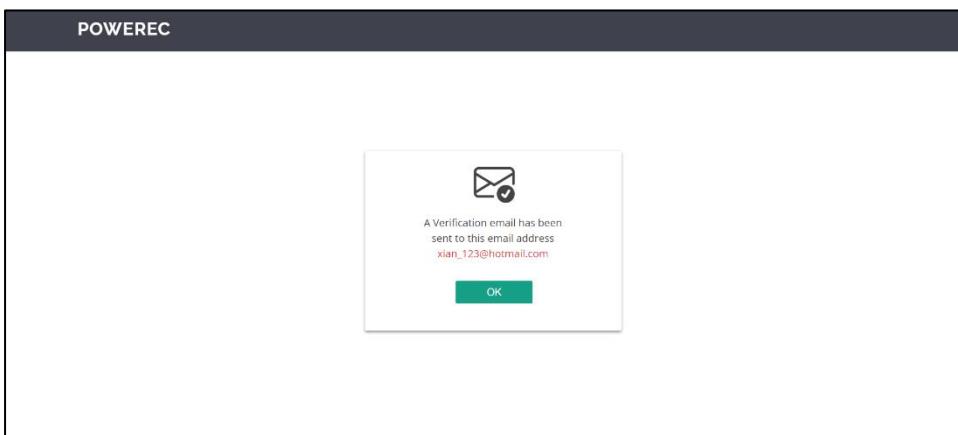


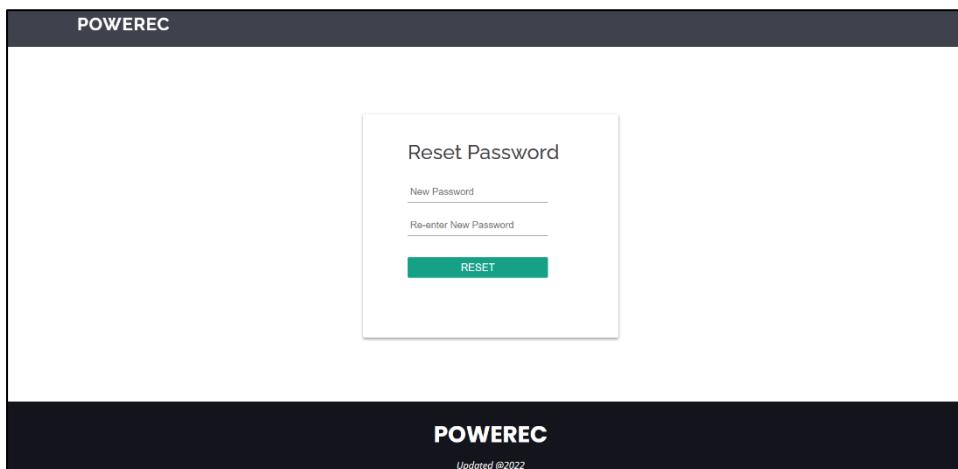
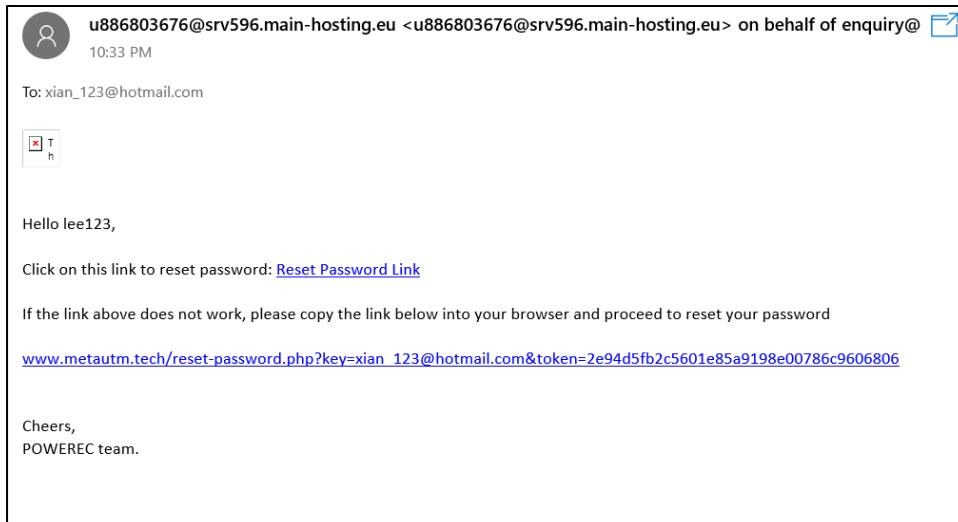
The screenshot shows the 'Sign up' page of the POWERREC application. At the top, there is a dark header bar with the word 'POWERREC' in white. Below the header is a light gray sign-up form. The form has four input fields: 'Username', 'E-mail', 'Password', and 'Retype password'. Below these fields is a green 'SIGN UP' button. Underneath the button, there is a small red link that says 'Already got an account?'. The background of the main content area is white.

Forgot Password

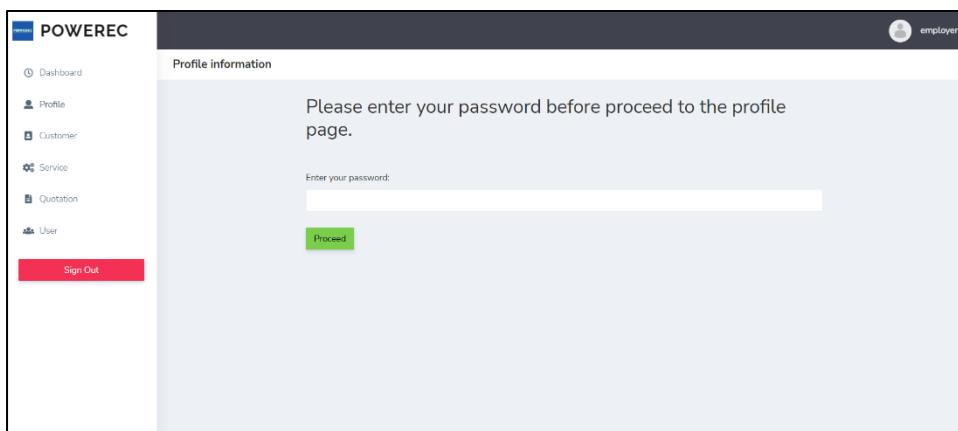


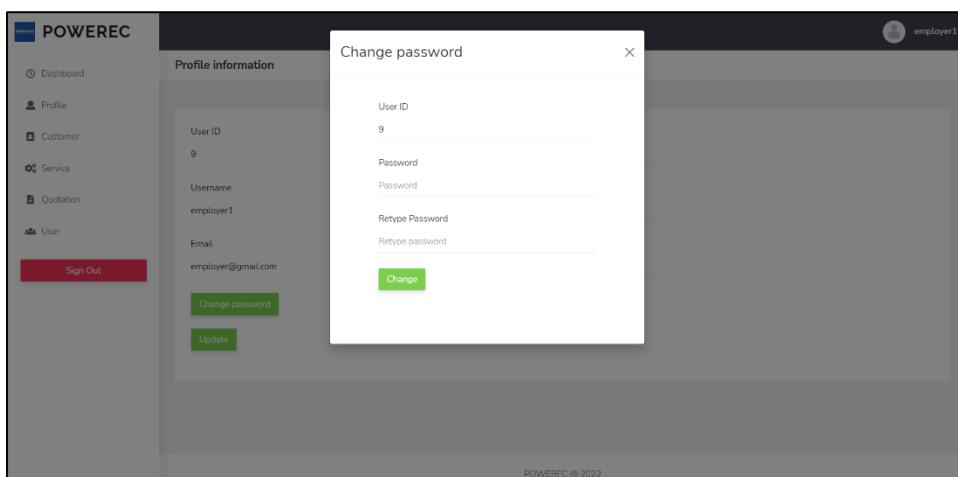
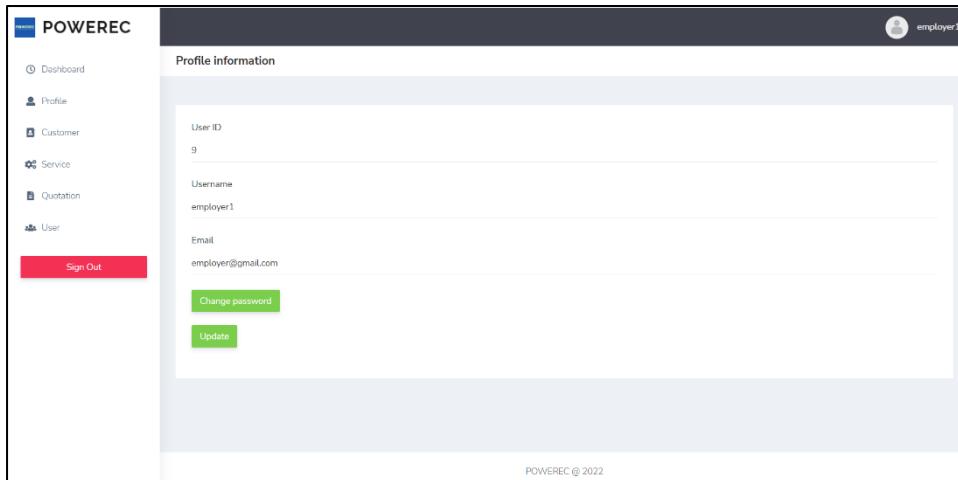
The screenshot shows the 'Reset Password' page of the POWERREC application. At the top, there is a dark header bar with the word 'POWERREC' in white. Below the header is a light gray reset password form. It features a back arrow icon followed by the text 'Reset Password'. There is one input field for 'E-mail' and a green 'NEXT' button below it. The background of the main content area is white.



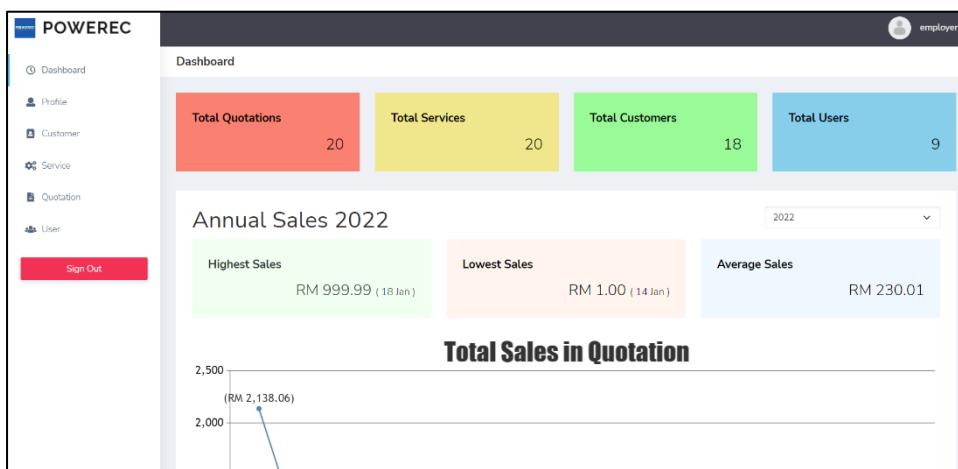


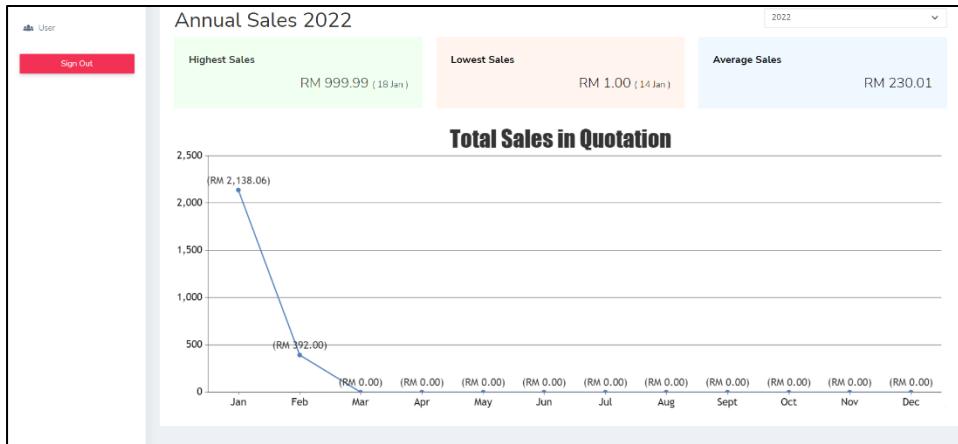
Profile



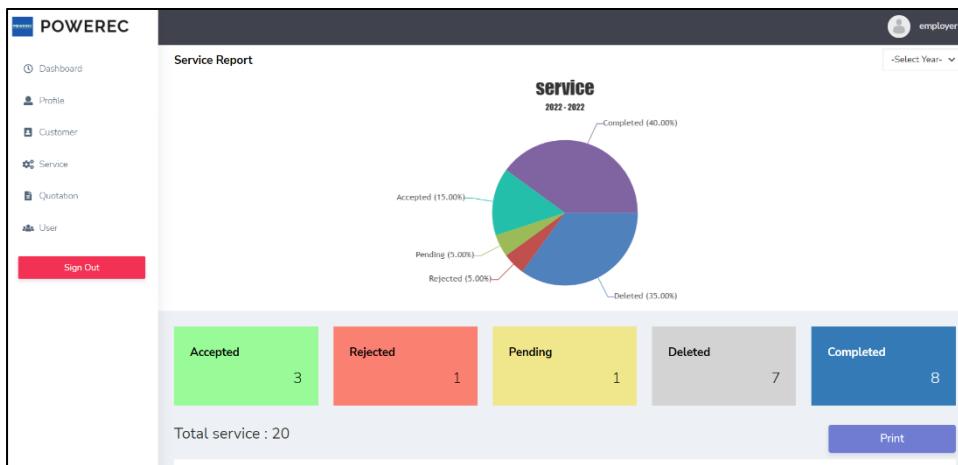
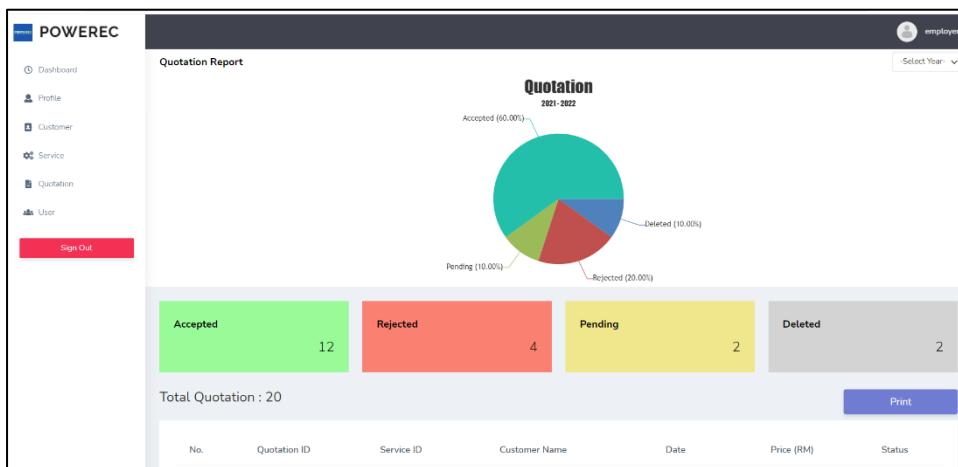


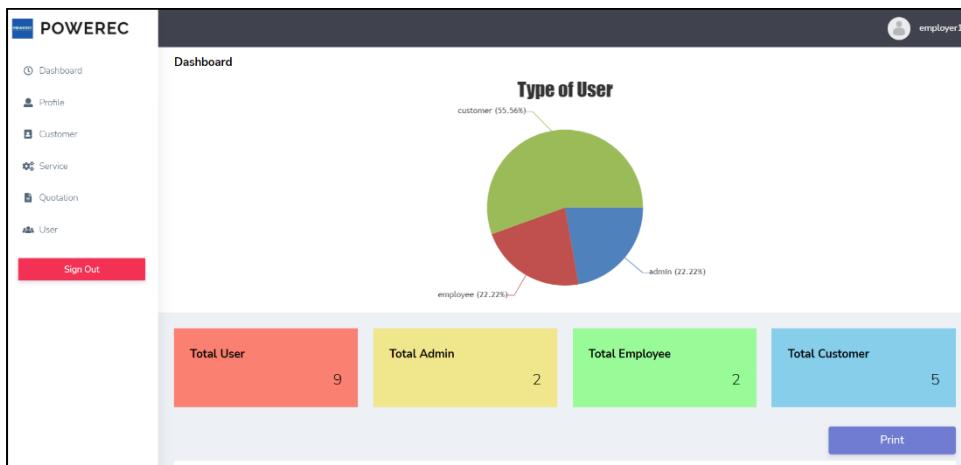
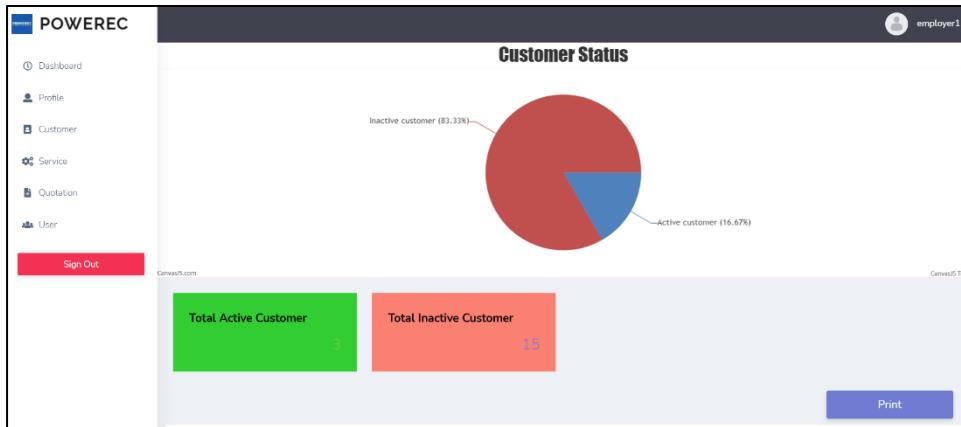
Employer (Admin) Dashboard





Manage Report (Admin)





POWEREC - Google Chrome

POWEREC Deleted Quotation Report Year 2021 - 2022

No.	Quotation ID	Service ID	Customer Name	Date	Price (RM)
1	73	18	123	2022-01-24	200.00
2	12	12	123	2022-01-14	14.00

Print 1 page

Destination: Save as PDF

Pages: All

Layout: Portrait

More settings

Deleted 2

Print

Price (RM)

200.00

14.00

Save Cancel

Print EXPORT REPORT

This window shows a report of deleted quotations. It includes a table of deleted items, a print dialog, and a summary of the deleted items.

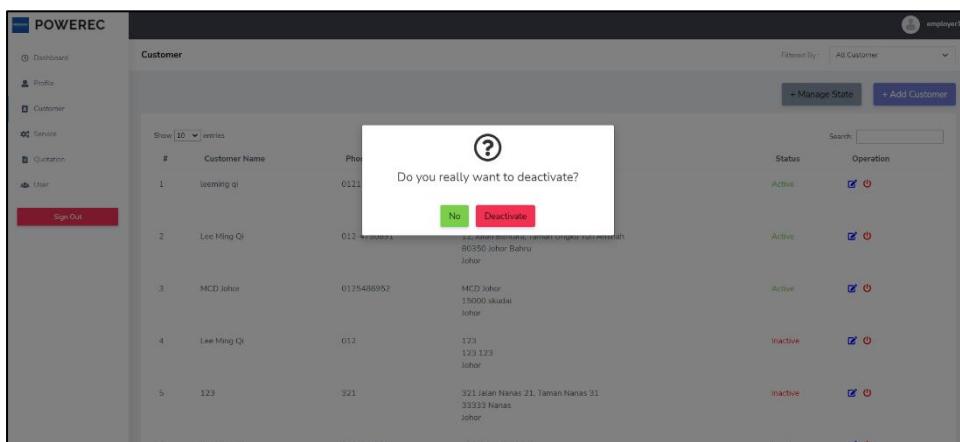
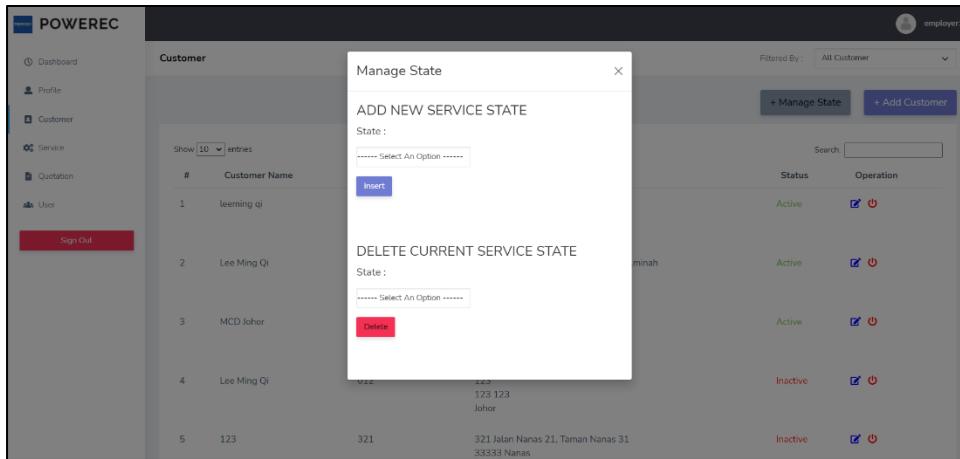
Manage Customer (Admin)

The screenshot shows the 'Customer' list page within the POWEREC Admin interface. The left sidebar includes links for Dashboard, Profile, Customer, Service, Quotation, and User, along with a 'Sign Out' button. The main area displays a table of customer entries:

#	Customer Name	Phone No	Addresses	Status	Operation
1	leeming qi	0121111111	111 Jalan Tembikai, Taman Tembikai, 11111 Bukit Tembikai Johor	Active	<input checked="" type="checkbox"/>
2	Lee Ming Qi	012-4750891	12, Jalan Bentara, Taman Ungku Tun Aminah 80350 Johor Bahru Johor	Active	<input checked="" type="checkbox"/>
3	MCD Johor	0125486952	MCD Johor 15000 skudai Johor	Active	<input checked="" type="checkbox"/>
4	Lee Ming Qi	012	123 123 123 Johor	Inactive	<input checked="" type="checkbox"/>

The screenshot shows the 'Customer / Add New Customer' form. The left sidebar includes links for Dashboard, Profile, Customer, Service, Quotation, and User, along with a 'Sign Out' button. The form contains fields for Name, Phone Number, Street, City, Postcode, State, and buttons for Clear and Register.

The screenshot shows the 'Customer / Modify Customer' form. The left sidebar includes links for Dashboard, Profile, Customer, Service, Quotation, and User, along with a 'Sign Out' button. The form displays existing customer information and allows modification of Name, Phone Number, Address Details, City, Postcode, State, and Status, with 'Save' and 'Modify' buttons at the bottom.



Manage Service (admin)

Service ID	Customer	Service Type	Requested Date	Completed Date	Details	Status	Action
42	leeming qi	Pest Control	11/02/22	-	twqefwqfw	Pending	...

Service ID	Customer	Service Type	Requested Date	Completed Date	Details	Status	Action
37	Lee Ming Qi	Pest Control	08/02/22	-	Termite Control	Accepted	...
13	123	Cleaning and Sanitary	14/01/22	-	customer	Accepted	...
21	123	Electrical and Electronic	07/01/22	-	computer	Accepted	...
23	leeming qi	Civil	07/01/22	-	abc	Rejected	...

Completed Services								
Service ID Customer Service Type			Requested Date	Completed Date	Details	Status	Action	Search: <input type="text"/>
19	leeming qi	Pest Control	19/01/22	09/02/22	crow	Completed	...	
18	123	Pest Control	22/01/22	06/02/22	cockroach	Completed	...	
9	leeming qi	Air Conditioning	13/01/22	22/01/22	halo	Completed	...	
22	123	Air Conditioning	20/01/22	22/01/22	air con cleaning	Completed	...	
24	123	Fire Fighting and Alram System	29/01/22	21/01/22	123	Completed	...	
20	123	Fire Fighting and Alram System	20/01/22	18/01/22	fire	Completed	...	
17	123	Civil	13/01/22	18/01/22	abc	Completed	...	
15	123	Pump	17/01/22	18/01/22	kitchen	Completed	...	

Showing 1 to 8 of 8 entries

Previous 1 Next

Cancelled Services								
Service ID Customer Service Type			Requested Date	Completed Date	Details	Status	Action	Search: <input type="text"/>
27	Lee Ming Qi	Pest Control	08/02/22	07/02/22	Termite	Cancelled	...	
25	123	Civil	06/02/22	09/02/22	31231	Cancelled	...	
26	123	Sewage	06/02/22	11/02/22	312313	Cancelled	...	
14	123	Fire Fighting and Alram System	22/01/22	-	kitchen	Cancelled	...	
16	123	Sewage	19/01/22	-	Fire Alarm System and Fire Hydrant Repair	Cancelled	...	
12	123	Pest Control	14/01/22	-	customer	Cancelled	...	
10	leeming qi	Electrical and Electronic	14/01/22	-	hello	Cancelled	...	

Showing 1 to 7 of 7 entries

Previous 1 Next

POWEREC © 2022

POWEREC

- [Dashboard](#)
- [Profile](#)
- [Customer](#)
- [Service](#)
- [Quotation](#)
- [User](#)
- [Sign Out](#)

Service

Pending Services

Service ID Customer		Requested Date	Completed Date	Details	Status	Action
42	leeming qi				Pending	...

Showing 1 to 1 of 1 entries

Accepted/ Rejected Services

Service ID Customer		Requested Date	Completed Date	Details	Status	Action	
37	Lee Ming Qi	Pest Control	08/02/22	-	Termite Control	Accepted	...
13	123	Cleaning and Sanitary	14/01/22	-	customer	Accepted	...
21	123	Electrical and Electronic	07/01/22	-	computer	Accepted	...
23	leeming qi	Civil	07/01/22	-	abc	Rejected	...

employer1

POWEREC

Service / Service Details

Service Details	
Service ID	42
Service Type	Pest Control
User Name	employer1
Customer Name	leeming qi
Customer Phone	0121111111
Address	111 Jalan Tembikai Taman Tembikai 11111, Uluh Tembikai Johor
Request date	11/02/22
Complete date	-
Service Status	Pending
Service Details	fwqdefwcfv

Action Buttons: Reject Service | Accept Service

Service Quotation

Service Quotation				
No.	Quotation ID	Date	Status	Action
1	85	2022-02-09	Accepted	

Showing 1 to 1 of 1 entries

Service Feedback

leeming qi
5.0 ★★★★
'yafsdafsdfa'

Completed Services

Completed Services							
Show [10] entries	Service ID	Customer	Service Type	Completed Date	Details	Status	Action
19	leeming qi	Pest Control	20/01/22	cockroach	Completed		
18	123	Pest Control	20/02/22	cockroach	Completed		
9	leeming qi	Air Conditioner	20/01/22	halo	Completed		
22	123	Air Conditioning	20/01/22	air con cleaning	Completed		
24	123	Fire Fighting and Alaram System	21/01/22	123	Completed		
20	123	Fire Fighting and Alaram System	20/01/22	fire	Completed		
17	123	Civil	18/01/22	abc	Completed		
15	123	Pump	17/01/22	kitchen	Completed		

Showing 1 to 8 of 8 entries

Cancelled Services

Show [10] entries

Manage Quotation (Admin)

PPOWEREC

- Dashboard
- Profile
- Customer
- Service
- Quotation
- User

Sign Out

Quotation

Pending Quotation

No.	Quotation ID	Service ID	Customer Name	Date	Status	Action
1	5	10	leeming qi	2022-01-19	Pending	
2	83	37	Lee Ming Qi	2022-02-07	Pending	
3	86	21	123	2022-02-10	Pending	
4	87	13	123	2022-02-10	Pending	

Show 10 entries Search:

Showing 1 to 4 of 4 entries Previous Next

Accepted Quotation

No.	Quotation ID	Service ID	Customer Name	Date	Status	Action
1	71	24	123	2022-02-24	Accepted	
2	85	19	leeming qi	2022-02-09	Accepted	
3	74	27	Lee Ming Qi	2022-02-07	Accepted	

Rejected Quotation

No.	Quotation ID	Service ID	Customer Name	Date	Status	Rejected Reason	Action
1	65	22	123	2022-09-16	Rejected		
2	15	10	leeming qi	2022-01-15	Rejected	Because I want to try	
3	22	12	123	2022-01-15	Rejected	no item	
4	13	12	123	2022-01-14	Rejected	testing	

Show 10 entries Search:

Showing 1 to 4 of 4 entries Previous Next

Deleted Quotation

No.	Quotation ID	Service ID	Customer Name	Date	Status	Action
1	73	18	123	2022-01-24	Deleted	
2	12	12	123	2022-01-14	Deleted	

Show 1 to 2 of 2 entries Previous Next

Delete All

Quotation / Add new Quotation

Go to service

Customer Name : leeming qi
Service ID : 42
Service Details : fwdfgfdgfw

Ref No. : Date : 03/03/2022

M/S : 111 Jalan Tembilai, Taman Tembilai,
11111, Bandar Tembilai,
Johor

RF : Topic

No.	Description	Qty	Qty Unit	Unit Price	Amount [RM]
1	Item	<input type="button" value=""/>	<input type="button" value=""/>	<input type="button" value=""/>	<input type="button" value=""/>

Total (RM) :

ADD Item **DELETE Item** **ADD Quotation**

POWEREC

Quotation / Modify Quotation

[Go To Service](#)

Customer Name : leemng qj
 Service ID : 10 [Cancelled]
 Service Details : hello

Quotation ID : 5
 M/S : 111 Jalan Tembikai, Taman Tembikai,
 11111, Bukit Tembikai,
 Bukit Tembikai.

Date : 01/19/2022

RE : edited topic again

No.	Description	Qty	Qty Unit	Unit Price	Amount (RM)	Action
1	fire	8	unit	1.00	8.00	
2	water	2	nos	3.00	6.00	

Total (RM) : 14.00

[Add Item](#) [Save](#)

No.	Quotation ID	Service ID	Customer Name	Date	Status	Rejected Reason	Action
1	65	22	123	2022-09-16	Rejected		
2	15	10	leemng qj	2022-01-15	Rejected	Because I want to try	
3	22			2022-01-15	Rejected	no item	
4	13			2022-01-14	Rejected	testing	

Showing 1 to 4 of 4 entries

[Delete All](#)

Deleted Quotation

No.	Quotation ID	Service ID	Customer Name	Date	Status	Action
1	73	18	123	2022-01-24	Deleted	
2	12	12	123	2022-01-14	Deleted	

Showing 1 to 2 of 2 entries

Manage User (admin)

POWEREC

User Page

[+ Add User](#)

Show 10 entries

#	User ID	User Name	Email	User type	User Status	Operation
1	9	employee1	employee1@gmail.com	admin	Active	
2	7	employee1	employee1@gmail.com	employee	Active	
3	22	employees2	employee2@gmail.com	employee	Active	
4	8	customer	customer@gmail.com	customer	Active	
5	20	customer1	31231313123@gmail.com	customer	Active	
6	21	customer2	customer2@gmail.com	customer	Active	
7	29	Ahmad222	Ahmad2@gmail.com	customer	Active	
8	30	lee123	xian_123@hotmail.com	customer	Active	
9	28	Ali	Ali@gmail.com	admin	Inactive	

Showing 1 to 9 of 9 entries

POWERREC

User Page

#	User ID	User Name
1	9	employer1
2	7	employee1
3	22	employee2
4	8	customer
5	20	customer1
6	21	customer2
7	29	Ahmad123
8	30	lee123
9	28	All

Add User Form

Username: employer1

E-mail: employer@gmail.com

Password: employer1

Retype Password: employer1

User Type: customer

Add user

User Status: Active

Operation: Edit, Delete

Search:

+ Add User

POWERREC

Edit User

User ID: 9

Username: employer1

Email: employer@gmail.com

User Type: admin

Change password

Edit

POWERREC © 2022

POWERREC

Edit User

User ID: 9

Username: employer1

Email: employer@gmail.com

User Type: admin

Change password

Edit

Change password

User ID: 9

Password: employer1

Retype Password: employer1

Change

POWERREC © 2022

The screenshot shows a user management interface. On the left, a sidebar lists navigation options: Dashboard, Profile, Customer, Service, Quotation, and User. The User option is highlighted with a red background. The main area is titled "User Page" and displays a table of users. A modal dialog box in the center asks, "Do you really want to delete the user?" with "No" and "Delete" buttons. The table has columns for #, User ID, User Name, Email, Type, User Status, and Operation. The operation column contains buttons for Edit, Update, Delete, and View.

#	User ID	User Name	Email	Type	User Status	Operation
1	9	employee1		employee	Active	Edit Update Delete View
2	7	employee1		employee	Active	Edit Update Delete View
3	22	employee2	employee2@gmail.com	employee	Active	Edit Update Delete View
4	8	customer	customer@gmail.com	customer	Active	Edit Update Delete View
5	20	customer1	31231313123@gmail.com	customer	Active	Edit Update Delete View
6	21	customer2	customer2@gmail.com	customer	Active	Edit Update Delete View
7	28	Ahmed222	Ahmed2@gmail.com	customer	Active	Edit Update Delete View
8	30	lee123	xian.123@hotmail.com	customer	Active	Edit Update Delete View
9	29	Ali	Ali@gmail.com	admin	Inactive	Edit Update Delete View

Employee Homepage

The screenshot shows the employee homepage. The left sidebar includes links for Homepage, Profile, Customer, Service, Quotation, and Sign Out. The main area is titled "Homepage" and features four colored boxes: a red "Profile" box with a person icon, a yellow "Customers" box with a person icon, a green "Services" box with a gear icon, and a blue "Quotation" box with a document icon.

Manage Customer (Employee)

The screenshot shows the customer management page. The left sidebar includes links for Homepage, Profile, Customer, Service, Quotation, and Sign Out. The main area is titled "Customer" and displays a table of customers. A modal dialog box in the top right corner asks, "Are you sure you want to edit this customer?" with "Yes" and "Cancel" buttons. The table has columns for #, Customer Name, Phone No, Addresses, Status, and Operation. The operation column contains buttons for Edit, Update, Delete, and View.

#	Customer Name	Phone No	Addresses	Status	Operation
1	leeming qi	0121111111	111 Jalan Tembikai, Taman Tembikai, 11111 Bukit Tembikai Johor	Active	Edit Update Delete View
2	Lee Ming Qi	012-4750891	12, Jalan Bentara, Taman Sungku Tun Aminah 80330 Johor Bahru Johor	Active	Edit Update Delete View
3	MCD Johor	0125480952	MCD Johor 16000 skudai Johor	Active	Edit Update Delete View
4	Lee Ming Qi	012	123 123 123 Johor	Inactive	Edit Update Delete View
5	123	321	321 Jalan Nanas 21, Taman Nanas 31 33333 Nanas Johor	Inactive	Edit Update Delete View
6	Lee Ming Qi	012-4567891	123, Jalan Tembikai, 12345, Tembikai	Inactive	Edit Update Delete View

POWEREC

Customer / Add New Customer

Customer Registration Form

Name
Please enter your name

Phone Number
Enter Your Contact Number

Address Details
**** Please provide detail address**

Street
Enter Your Street

City
Enter Your City

Postcode
Enter Your postcode

State
-Select your state-

Clear Register

POWEREC © 2022

POWEREC

Customer / Modify Customer

Customer ID: 6

Name
leeming qi

Phone Number
0121111111

Address Details

Street
111 Jalan Tembilok, Taman Tembilok,

City
Batu Tembilok

Postcode
11111

State
johor

Status
ACTIVE

Reset Modify

POWEREC

Customer

Show 10 entries

#	Customer Name	Phone Number	Address	Status	Operation
1	leeming qi	0123456789	111 Jalan Tembilok, Taman Tembilok, 80350 Jalan Batu Johor	Active	<input checked="" type="checkbox"/>
2	Lee Ming Qi	0123456789	123 Jalan Nanas 21, Taman Nanas 31 80333 Nanas Johor	Active	<input checked="" type="checkbox"/>
3	MCD Johor	0125486952	MCD Johor 15000 skudai Johor	Active	<input checked="" type="checkbox"/>
4	Lee Ming Qi	012	123 123 123 Johor	Inactive	<input checked="" type="checkbox"/>
5	123	321	321 Jalan Nanas 21, Taman Nanas 31 33333 Nanas Johor	Inactive	<input checked="" type="checkbox"/>
6	Lee Ming Qi	012-4567891	123 Jalan Tembilok	Inactive	<input checked="" type="checkbox"/>

Add Customer

Search:

Filtered By: All Customer

Manage Service (Employee)

Pending Services

Service ID	Customer	Service Type	Requested Date	Completed Date	Details	Status	Action
No data available in table							

Showing 0 to 0 of 0 entries

Accepted/ Rejected Services

Service ID	Customer	Service Type	Requested Date	Completed Date	Details	Status	Action
13	123	Cleaning and Sanitary	14/01/22	-	customer	Accepted	...
21	123	Electrical and Electronic	07/01/22	-	computer	Accepted	...
23	leeming qi	Civil	07/01/22	-	abc	Rejected	...
37	Lee Ming Qi	Pest Control	08/02/22	-	Termite Control	Accepted	...
42	leeming qi	Pest Control	11/02/22	-	fwqefwqfw	Accepted	...

Completed Services

Service ID	Customer	Service Type	Requested Date	Completed Date	Details	Status	Action
19	leeming qi	Pest Control	19/01/22	09/02/22	crow	Completed	...
18	123	Pest Control	22/01/22	06/02/22	cockroach	Completed	...
9	leeming qi	Air Conditioning	13/01/22	22/01/22	halo	Completed	...
22	123	Air Conditioning	20/01/22	22/01/22	air con cleaning	Completed	...
24	123	Fire Fighting and Alram System	29/01/22	21/01/22	123	Completed	...
20	123	Fire Fighting and Alram System	20/01/22	18/01/22	fire	Completed	...
17	123	Civil	13/01/22	18/01/22	abc	Completed	...
15	123	Pump	17/01/22	18/01/22	kitchen	Completed	...

Showing 1 to 8 of 8 entries

Cancelled Services

Service ID	Customer	Service Type	Requested Date	Completed Date	Details	Status	Action
27	Lee Ming Qi	Pest Control	08/02/22	07/02/22	Termite	Cancelled	...
25	123	Civil	06/02/22	09/02/22	31231	Cancelled	...
26	123	Sewage	06/02/22	11/02/22	312313	Cancelled	...
14	123	Fire Fighting and Alram System	22/01/22	-	kitchen	Cancelled	...
16	123	Sewage	19/01/22	-	Fire Alarm System and Fire Hydrant Repair	Cancelled	...
12	123	Pest Control	14/01/22	-	customer	Cancelled	...
10	leeming qi	Electrical and Electronic	14/01/22	-	hello	Cancelled	...

Showing 1 to 7 of 7 entries

POWEREC © 2022

POWEREC

Homepage | Profile | Customer | Service | Quotation | Sign Out

Pending Services

Show [10] entries	Service ID	Customer	Service	Completed Date	Details	Status	Action
Showing 0 to 0 of 0 entries							

Accepted/ Rejected Services

Show [10] entries	Service ID	Customer	Service	Completed Date	Details	Status	Action
13	123	Cleaning and Sanitary	14/01/22	-	customer	Accepted	...
21	123	Electrical and Electronic	07/01/22	-	computer	Accepted	...
23	leeming qi	Civil	07/01/22	-	abc	Rejected	...
37	Lee Ming Qi	Pest Control	09/03/22	-	Termite Control	Accepted	...
42	leeming qi	Pest Control	11/02/22	-	twqsfewqfw	Accepted	...

Service Booking Form

Choose Customer: Lee Iia Xian
Select Booking Date: mmddyyyy
Choose Service Type: PLEASE SELECT YOUR SERVICE
Please Enter Service Details: eg. Air Cond General Cleaning - Air Cond Chemical Cleaning - Air Cond Overhead Cleaning

Completed Date **Details** **Status** **Action**

Search:

POWEREC

Homepage | Profile | Customer | Service | Quotation | Sign Out

Service / Service Details

Service Details

Service ID	13
Service Type	Cleaning and Sanitary
User Name	customer1
Customer Name	123
Customer Phone	123
Address	222 Jalan pisang, Taman Pisang, 22222, Bukit Pisang Johor
Request date	14/01/22
Complete date	-
Service Status	Accepted
Service Details	customer

Service Quotation

+ Add Quotation

Service Quotation

Show [10] entries	No.	Quotation ID	Date	Status	Action
Showing 1 to 1 of 1 entries	1	85	2022-02-09	Accepted	...

Service Feedback

leeming qi
5.0 ★★★★
'yafadsfadsfa'

Showing 1 to 3 of 5 entries

Completed Services

Service ID	Customer	Service Type	Completed Date	Details	Status	Action
19	leeming ql	Pest Control	20/01/22	crow	Completed	
18	123	Pest Control	20/01/22	cockroach	Completed	
9	leeming ql	Air Conditioner	20/01/22	halo	Completed	
22	123	Air Conditioning	20/01/22	air con cleaning	Completed	
24	123	Fire Fighting and Alarm System	20/01/22	123	Completed	
20	123	Fire Fighting and Alarm System	20/01/22	fire	Completed	
17	123	Civil	13/01/22	abc	Completed	
15	123	Pump	17/01/22	kitchen	Completed	

Showing 1 to 8 of 8 entries

Cancelled Services

Service ID	Customer	Service Type	Cancelled Date	Details	Status	Action

Show 10 entries Search:

Manage Quotation (Employee)

POWEREC

- Homepage
- Profile
- Customer
- Service
- Quotation
- Sign Out**

Quotation

Pending Quotation

No.	Quotation ID	Service ID	Customer Name	Date	Status	Action
1	5	10	leeming ql	2022-01-19	Pending	
2	83	37	Lee Ming Qi	2022-02-07	Pending	
3	86	21	123	2022-02-10	Pending	
4	87	13	123	2022-02-10	Pending	

Showing 1 to 4 of 4 entries

Accepted Quotation

No.	Quotation ID	Service ID	Customer Name	Date	Status	Action
1	71	24	123	2022-02-24	Accepted	
2	85	19	leeming ql	2022-02-09	Accepted	
3	84	17	Lee Ming Ch	2022-02-17	Accepted	

Rejected Quotation

No.	Quotation ID	Service ID	Customer Name	Date	Status	Rejected Reason	Action
1	65	22	123	2022-09-16	Rejected		
2	15	10	leeming ql	2022-01-15	Rejected	Because I want to try	
3	22	12	123	2022-01-15	Rejected	no item	
4	13	12	123	2022-01-14	Rejected	testing	

Showing 1 to 4 of 4 entries

Deleted Quotation

No.	Quotation ID	Service ID	Customer Name	Date	Status	Action
1	73	18	123	2022-01-24	Deleted	
2	12	12	123	2022-01-14	Deleted	

Showing 1 to 2 of 2 entries

Delete All

Show 10 entries Search:

POWEREC

Quotation / Add new Quotation

Customer Name : Lee Ia Xian(222)
Service ID : 45
Service Details : Non C0d

Ref No. : Quotation ID Date : 02/10/2022

M/S : KRP
14000, Bandar Merlimau,
Johor

RE : Topic

No.	Description	Qty	Qty Unit	Unit Price	Amount (RM)	
1	Item	1	quantity	none	unit price	Amount

Total (RM) : Amount

ADD Item **DELETE Item** **ADD Quotation**

POWEREC

Quotation / Modify Quotation

Customer Name : Lee Ming Qi
Service ID : 37 (Not Completed)
Service Details : Termitte Control

Quotation ID : 83 Date : 02/07/2022

M/S : 12, Jalan Bentara, Taman Lingku Tun Aminah
80350, Johor Bahru,
Johor Bahru.

RE : Termitte Control

No.	Description	Qty	Qty Unit	Unit Price	Amount (RM)	Action
1	Chemical 1	3	nos	38.88	116.64	
2	Chemical 2	2	nos	32.00	64.00	

Total (RM) : 180.64

Add Item **Save**

Showing 1 to 4 of 4 entries

No.	Quotation ID	Service ID	Customer Name	Date	Status	Rejected Reason	Action
1	65	22	123	2022-01-16	Rejected		
2	15	10	leeming	2022-01-15	Rejected	Because I want to try	
3	22	15		2022-01-15	Rejected	no item	
4	13	14		2022-01-14	Rejected	testing	

Deleted Quotation

Show 10 entries

No.	Quotation ID	Service ID	Customer Name	Date	Status	Action
1	73	18	123	2022-01-24	Deleted	
2	12	12	123	2022-01-14	Deleted	

Showing 1 to 2 of 2 entries

Delete All

Customer

Homepage

Manage Customer (Customer)

This screenshot shows the 'Customer' section of the POWEREC application. The left sidebar includes links for Homepage, Profile, Customer, Service, Contact Us, and Sign Out. The main area is titled 'Customer' and contains a table header for 'My Addresses' with columns for '#', Customer Name, Phone No, Addresses, and Operation. A search bar and a '+ Add Customer' button are also present. The message 'No data available in table' is displayed.

This screenshot shows the 'Add New Customer' page. The left sidebar is identical to the previous screen. The main area is titled 'Customer Registration Form' and includes fields for Name (with placeholder 'Please enter your name'), Phone Number (placeholder 'Enter Your Contact Number'), and Address Details (Street, City, Postcode, State, with Johor selected). A note at the top states '** Please provide detail address'. At the bottom are 'Clear' and 'Register' buttons.

This screenshot shows the 'Customer' section again. A modal dialog box is centered over the address list, asking 'Do you really want to delete?' with 'Yes' and 'No' buttons. The background table shows one entry: '# 1 Lee Hua Xian3232'.

Manage Service (Customer)

This screenshot shows the customer service management interface. The left sidebar includes links for Homepage, Profile, Customer, Service, and Contact Us, along with a Sign Out button. The main area is titled 'Service' and contains three sections: 'Pending Services', 'Accepted/ Rejected Services', and 'Completed Services'. Each section has a table header with columns for Service ID, Customer, Service Type, Requested Date, Completed Date, Details, Status, and Action. A search bar is located at the top right of each section. Below the tables, it says 'No data available in table' and shows 'Showing 0 to 0 of 0 entries'. Navigation buttons 'Previous' and 'Next' are also present.

This screenshot shows the same interface as above, but with a modal dialog box overlaid on the 'Pending Services' section. The dialog has a warning icon and the message: 'Please add a customer at the customer page first!'. It contains two buttons: 'Maybe Later' and 'Add Customer'.

This screenshot shows the same interface with the modal dialog still overlaid. The dialog now displays a 'Service Booking Form' with fields for 'Choose Customer' (set to 'Lee Iis Xian0232'), 'Select Booking Date' (set to 'mmddyyyy'), 'Choose Service Type' (with a dropdown menu), and 'PLEASE SELECT YOUR SERVICE' (with a text input field containing placeholder text). At the bottom of the dialog are 'Close' and 'Book' buttons. The background sections are dimmed.

Profile
Customer
Service
Contact Us

Service Details

Service ID	43
Service Type	Air Conditioning
Customer Name	Lee Jia Xian3232
Customer Phone	01120621573
Address	Krp 14000, Bukit Mertajam Johor
Request date	18/02/22
Complete date	-
Service Status	Accepted
Service Details	Not C0ld

Service Quotation

Show 10 Entries	Search <input type="text"/>			
No.	Quotation ID	Date	Status	Action
1	88	2022-02-10	Pending	✓ ✗

Showing 1 to 1 of 1 total entries

POWEREC
Homepage
Profile
Customer
Service
Contact Us

Service / Service Details / View Quotation

lee123

[Go to service](#)

Customer Name : Lee Jia Xian3232
 Service ID : 43 (Not Completed)
 Quotation Status : Pending ✓ ✗

Quotation ID : 88 Date : 2022-02-10

M/S : Krp
14000, Bukit Mertajam,
Johor

RE : Air Cond. cleaning

No.	Description	Qty	Qty Unit	Unit Price	Amount (RM)
1	Service	1	nos	25.00	25.00
2	Washing tools	1	los	15.00	15.00

Total (RM) : 40.00

[Accept](#)
[Reject](#)

POWEREC
Homepage
Profile
Customer
Service
Contact Us

Service / Service Details / View Quotation

lee123

[Go to service](#)

Customer Name : Lee Jia Xian3232
 Service ID : 43 (Not Completed)
 Quotation Status : Pending ✓ ✗

Quotation ID : 88 Date : 2022-02-10

M/S : Krp
14000, Bukit Mertajam,
Johor

RE : Air Cond. cleaning

No.	Description	Qty	Qty Unit	Unit Price	Amount (RM)
1	Service	1	nos	25.00	25.00
2	Washing tools	1	los	15.00	15.00

Total (RM) : 40.00

Accept the quotation?

[No](#)

[Accept](#)

[Accept](#)
[Reject](#)

This screenshot shows a modal dialog titled "Reject the quotation?" with a question mark icon. It contains a text input field "Tell Us Your Reason" and a "Your Reason" placeholder. Below the dialog is a table of service items:

No.	Description	Unit	Unit Price	Amount (RM)
1	Service	nos	25.00	25.00
2	Washing tools	los	15.00	15.00

Total (RM) : 40.00

At the bottom are "Accept" and "Reject" buttons.

This screenshot shows a modal dialog titled "Feedback Request" with a blue header. It features a logo of a person speaking and the text "Your opinion matters". Below it says "Help us improve our service? Give us your feedback.". There is a "Your Rating" section with five stars, followed by a "What could we improve?" text area and "Close" and "Send" buttons.

Contact Us page (Customer)

The Contact Us page includes a map showing the location of Powerec Technology Service at 60, Jalan Sena 1, Taman Rinting, 81750 Masai, Johor. The map also highlights nearby landmarks like Today's Market, Bonda Eastern BBQ & Steamboat, and Grumpy Gelat & Friends.

Call
07-306 3448

Business Hour

Day	Time
Mon	8:00 AM – 5:00 PM
Tue	8:00 AM – 5:00 PM
Wed	8:00 AM – 5:00 PM
Thu	8:00 AM – 5:00 PM
Fri	8:00 AM – 5:00 PM
Sat	Closed
Sun	8:00 AM – 5:00 PM

60, Jalan Sena 1, Taman Rinting, 81750 Masai, Johor

<https://recajtm.tech/customer/dashboard.php>

2.11 Alpha and Beta Testing Reports

2.11.1 Alpha Testing

We uploaded the system files to our web hosting server after all of the modules were merged and commenced the debugging process. We conducted alpha and beta testing to ensure that the system's functionalities were operating correctly. We conducted the alpha testing among our teammates. We performed additional cross-checking among team members on the modules we're working on. The cross-checking is as shown in:

Module / Features	Done By	Tested By
Sign In/Sign Up	META	Kelvin Ee Lee Jia Xian
Manage User	Lee Jia Xian	Lee Ming Qi
Manage Customer	Kelvin Ee	Goo Ye Jui
Manage Services	Goo Ye Jui	Kelvin Ee
Manage Quotation	Lee Ming Qi	Goo Ye Jui
Manage Feedback	Goo Ye Jui	Lee Ming Qi
Manage Report	META	Lee Jia Xian

While we were testing the functions, we kept track of any issues we found with the GUI. The following are among the issues that were uncovered.

1. Footer of Some Pages are Not Aligned
2. Unstandardised Font Design
3. Unstandardised Button Design
4. Non-Functionable Button

5. Mislead Navigation button

Besides testing our system by modules, we tested the functions by logging in as accounts of each user type.

User Type	Tested By
Employer	Goo Ye Jui
Employee	Lee Ming Qi
Customer	Lee Jia Xian Kelvin Ee

We have found no issues after the testing. All modules and function can be accessed successfully by the user.

2.11.2 BETA Testing

We requested a virtual conference with the client, Abang Fahmi to test the system using Zoom as we required third-party comments and suggestions to improve it further. The user credentials and the URL were sent to Abang Fahmi and he tested the system. Besides Abang Fahmi, we have invited our friends from other courses to conduct the beta testing towards our system.

Name	Matric No	Role
Goh Ny Zhen	A20EE0253	Employer
Ng Wen Gee	A19EA0107	Employee
Hong Pei Geok	A20EC0044	Customer

User Credentials and URL were sent to them as well. After a short briefing about our system, they started to test for the system according to the flow explained.

Role	Task
Employer	<ul style="list-style-type: none"> • Login with the user credential given • Add new Service State • Accept/Reject the services • Create Quotation • Print Quotation • Modify User by adding employee • View the dashboard page and try to print/export report
Employee	<ul style="list-style-type: none"> • Login with the user credential given • Accept/Reject the services • Create Quotation • Print Quotation • View Feedback given
Customer	<ul style="list-style-type: none"> • Sign up as a customer • Create customer details • Request for services • Accept/Reject Quotation • Give Feedback upon accepting quotation • Access to functions like edit profile, forgot password

Throughout the testing, they suggested to have some pop out message after modifying the details. The actions have been taken as it is based on the Human Computer Interaction knowledge. Overall, the responses received were positive and they are satisfied with the navigation of pages, functions of the system and the GUI look.

2.12 UAT Reports

EMPLOYER USER ACCEPTANCE TEST REPORTS (UAT)

Please fill in “/” in the space provided

Sign In/ Sign Up

Details	Strongly Disagree	Disagree	Not Sure	Agree	Strongly Agree
Sign in and sign out are constructed according to the needs and guideline				/	
Sign up process are constructed according to the needs and guideline					/
Forgot password are constructed according to the needs and guideline				/	

System Functionalities

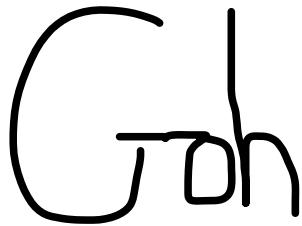
Details	Strongly Disagree	Disagree	Not Sure	Agree	Strongly Agree
The system helps me to manage my work according to the needs and guideline				/	
Create customer are constructed according to the needs and guideline					/
Add /Delete Service State are constructed according to the needs and guideline				/	
Request services are constructed according to the needs and guideline					/
Create Quotation are constructed according to the needs and guideline				/	
Create User are constructed according to the needs and guideline				/	
Create Feedback are constructed according to the needs and guideline				/	
Print And Export Report are constructed according to the needs and guideline					/
Filter Report are constructed according to the needs and guideline				/	

Use of the System

Details	Strongly Disagree	Disagree	Not Sure	Agree	Strongly Agree
The system is easy to use					/
The system graphic design is constructed according to the needs and guideline			/		

Declaration: I GOH NY ZHEN, hereby certify that the above information is true and complete. I am fully aware that I should have not misled the information provided.

SIGNATURE:



DATE:08/02/2022

CUSTOMER USER ACCEPTANCE TEST REPORTS

(UAT)

Please fill in “/” in the space provided

Sign In/ Sign Up

Details	Strongly Disagree	Disagree	Not Sure	Agree	Strongly Agree
Sign in and sign out are constructed according to the needs and guideline					/
Sign up process are constructed according to the needs and guideline					/
Forgot password are constructed according to the needs and guideline				/	

System Functionalities

Details	Strongly Disagree	Disagree	Not Sure	Agree	Strongly Agree
The system helps me to manage my work according to the needs and guideline				/	
Create customer are constructed according to the needs and guideline					/
Request services are constructed according to the needs and guideline					/
Accept/Reject Quotation are constructed according to the needs and guideline				/	
Create Feedback are constructed according to the needs and guideline				/	

Use of the System

Details	Strongly Disagree	Disagree	Not Sure	Agree	Strongly Agree
The system is easy to use				/	
The system graphic design is constructed according to the needs and guideline				/	

Declaration: I HONG PEI GEOK, hereby certify that the above information is true and complete. I am fully aware that I should have not misled the information provided.

SIGNATURE:

A handwritten signature consisting of a stylized letter 'H' and some cursive script to its right, all in black ink.

DATE:08/02/2022

2.13 Gantt Chart



For a clearer view, do click on this link: [Gantt Chart](#)