

CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION TO THE ORGANIZATION

The Coca Cola Company is one of the biggest manufacturers, distributor and marketers of beverages in the world. It was formed in 1886. Coca Cola offers more than 400 brands, including coffees and teas, juices and juice drinks, sports drinks and waters as well as carbonated soft drinks with operations in more than 200 countries. The products of The Coca Cola Company touch lives everywhere. So wherever you are, you're sure to find a Coca Cola product to enjoy sales of Coca Cola and other Company products 1 billion servings per day. At present, the Coca Cola company has more than 16 million customers around the world that to serve their products directly to consumers. There are nearly six billion people in the world who are potential consumers of their Company's products.

1.1.1 MISSION

“Our roadmap starts with of our mission, which is enduring. It declares our purpose as a company and serves as a standard against which we weigh our actions and decisions.”

- To refresh the world.
- b. To inspire moments of optimism and happiness.
- To create value and make difference.

1.1.2 VISION

“Our vision serves as the framework for our roadmap and guides every aspect of our business by describing what we need to accomplish in order to continue achieving sustainable quality growth.”

- **People:** Be a great place to work where people are inspired to be the best they can be.
- **Portfolio:** Bring to the world a portfolio of quality beverage brands that anticipate and satisfy people desires and needs.
- **Partners:** Nurture a wining network of consumers and suppliers, together we create mutual, enduring value.
- **Profit:** Maximize long term return to shareowners while being mindful of our overall responsibilities.
- **Productivity:** Be a highly effective, lean and fast moving organization.”

1.1.3 VALUES

- **Leadership:** The courage to shape a better future
- **Collaboration:** Leverage collective genius
- **Accountability:** If it is to be, it's up to mend to be real
- **Passion:** Committed in heart and mind
- **Diversity:** As inclusive as our brands
- **Quality:** What we do, we do well

1.2 HISTORY

Coca Cola is a multinational company who started its business on May 1886 in Atlanta as a beverage (formal drink) industry. Dr. John Styth Pemberton made a cough syrup which he named “coke” on 8th may 1886. Its price was 5 cent per glass and was available at the largest pharmacy of Atlanta known by the name of Jacob’s Pharmacy. Later on it was purchased by a well known businessman AsaGriggs Candler who introduced it as a “carbonated soft drink” in the market and hid marketing tactics led coke to Coca Cola and it dominated the market of carbonated soft drinks throughout the twentieth century. In 1895 the company started to sell their product coke in bottles which was a strategy of the company to be recognized well in the International market. Their

strategy worked and the bottled form of coke was successfully recognized all over the world in the beginning of 1896. Now a day's Coca Cola is the most famous and highly consumed brand in all over the world.

Coca Cola Company started its business in Pakistan in 1953, with the brands

- Coca Cola
- Sprite
- Fanta

The name of the company was “**Coca Cola Beverage Pakistan Limited**”. The company was result of a joint venture between The Coca Cola International, Fraser and Neeves Singapore and Package ltd. It acquired many local bottling companies Pakistan, recently most of the bottling companies have been acquired by the company and now it has switched its attention to boost up their shares in Pakistani market.

Plants of the company in Pakistan

There are many plants of the Coca Cola Company in whole over Pakistan. The plants are in Karachi, Hyderabad, Multan, Gujranwala, Sialkot, Faisalabad, Rahim Yar Khan and Lahore.

1.3 LOCATION

Coca Cola Beverages Pakistan Limited. 5-E-II, Gulberg III, Lahore 54660, Pakistan.

Website: www.coca-cola.com

Contact no :(042) 35756845

1.4 OBJECTIVES

The main objective of the company is to create economic value added by improving economic profit and creating such an image of the company that the consumers start differentiating their product from other competitors and to understand the internal and external environment in which Coca Cola operates. To know about the Coca Cola Company's strategies management process maximize their long term cash flows

- To understand the future prospects of different products
- To identify and characterize the different growth strategies used by Coca Cola

1.5 PRODUCTS

We have a variety of beverages to suit every lifestyle, taste and need. The choice is yours! Find clear nutrition facts about your favorite drinks here.

The product range of Coca Cola includes:

- Coca Cola
- Coca Cola classic
- Caffeine free Coca Cola
- Diet Coke
- Caffeine free diet Coke
- Diet Coke with lemon
- Diet Vanilla Coke
- Cherry Coke

1.6 FUTURE PLAN

Our future plan is to Increasing the per capita consumption of its beverages. Expanding its distribution networks and leading the beverage revolution in India. The company is facing a huge numbers of challenges from all over the world. **Competitors** are making brand new strategies to come close or defeat the company. If the company wants to flourish them in the future, they must look forward and should understand the direction of the business in the market and make their mind for future. The company should become aware about what is going to come in front of them in the future and how will they be able to tackle the situation.

1.7 ORGANIZATIONAL DESIGN

Before the nineties the Coca Cola company was having the centralize system of control in it, but after sometime they realized that if they had to meet the demands of the customers they should adopt the decentralized system in which the authority of decision making is distributed between different managers so that the every sector can be managed effectively. This system was implemented in the nineties by the company's board of directors. Now the organization is having two groups who are responsible for operating:

- Bottling Investments
- Corporate

Operating groups are also divided by different regions i.e. Africa, Asia, Middle East, European Union, Latin America, North America etc. All the divisions' are further divided into geographical regions. This allows the local market to involve in decision making, due to this the organization responds quick to the changing demands of the market, this helps the upper level managers to concentrate on the long term planning of the organization.

The company's corporate division is filled with different departments which are as follow:

- MIS Department
- Finance Department
- Human Resource Department
- Marketing Department
- Innovation Department
- Planning Department

Some of the above mentioned departments are in the lower levels in the regions of the company, the decision making job is most of the times done by the top level management. Sharing the latest information with each other is very fast by the entire department and by such activities the organization appears to be doing their job effectively by balancing standardization and mutual adjustment. The organization has made the code of conduct which is a guidebook for the employees that how should they act? The disciplinary actions are the main subjects of the code of conduct. The larger role in the organization's success is played by the mutual adjustments due to the changes brought upon by Navies Isdell the CEO and Chairman of the company 2004. The turnover has been reduced because the employees feel more engaged in the work. The organization's growth rates increased and the return of equity for stockholders went from a negative return to a 20 percent return. The changes brought by Isdell proved to be good for the organization and the employees were also happy with the change which is reflected by the end results of the company. Such balances are indispensable because due to them the employees feel some flexibility and it also gives some time to the organization to forecast their future plans about the organization. The structure of the Coca Cola Company is made up of both "Mechanistic and Organic" models.

The Coca Cola Beverage Company mainly focuses on the responsiveness. All the complex integrating mechanism which are discussed before are the characteristics of the organic

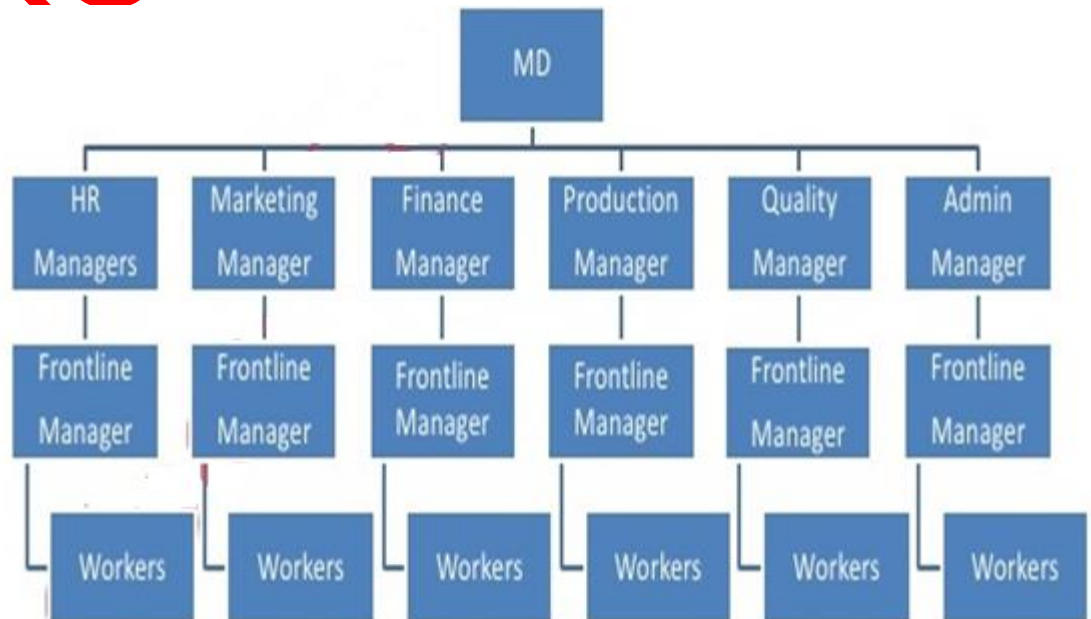
structure. The company uses survey and interviews for the flow of information from bottom to up, latterly the information is exchanged by the intranet. The surveys have made the Coca Cola Company to believe of simplification and standardization. Centralization and standardization are associated with mechanistic structure. The mix of the two structures looks to be ideal for the organization. When organization wants to appeal to such a huge kind of independent market it requires to be flexible, on the other hand to be more efficient in production. Coordination is easy for the company when it uses complex integrating mechanisms. Due to centralization the organization goals and organizational choices are kept align. Now that the information in the company is flowing very easily, the top level of management will receive the information more fast due to treorganization's flexibility and responsiveness. Recently there was a shift in the organization to make it more decentralized and organic which corresponded with quite uncertainty with organization.

1.8 ORGANIZATION STRUCTURE

94,800 employees are currently working in the Coca Cola Company. According to the organizational chart there are five hierarchical levels at the corporate level.

Managing Director (MD)

- Human Resource Managers
- Marketing Manager
- Finance Manager
- Production Manager
- Quality Manager
- Administrator Manager



1.9 DEPARTMENT AND MANAGEMENT FUNCTIONS

There are four major functions of management of the Coca Cola Company which are as follow:

- a) Planning
- b) Organizing
- c) Leading
- d) Controlling

a) Planning

The Coca Cola Company consists of just a three layers of flat hierarchy. Due to this the **top level management (MIS)** has the duty of setting the goals and objectives of the company. Planning is also done by the upper level managers.

Strategic Goals

In most of the companies the strategic goals are made for long term but Coca Cola Company's goals are set for only three years, they change their strategies after every three years. The goals are set by the Managing Director of the company after getting the clearance from the headquarters of the company in Singapore. Every year in the annual meeting they have a review of their strategy to make sure that are moving with the changing environment in the market. The following are the strategic goals of Coca Cola Company:

- To continue to be an organization providing the quality products to the valuable customers.
- To select and retain the professional people for the organization.
- To project an outstanding corporate image.
- To satisfy the customer through extra ordinary service and an excellent service
- A along with the complete tactical and operational support.

Tactic Goals

Tactic goals are set at the end of the year at annual basis. The top level management decides these goals with the consultation of the lower level employees. The following are the tactic goals of the company:”

- To increase the revenues by 20% as compared to last year.
- To increase the total retail customers by around 10%
- To increase the market share by 5%
- To reactivate the discontinued customers by 30%”

Operational Goals

The operational goals are also set by the Managing Director of the company. Before implementing these goals the manager consult them with lower level employees and after convincing them they implement the goals officially. In this type of goals the company uses Management by objectives (MBO). Every employee assigned is told about what the organization is expecting from him/her and then his evaluation is done on the basis of organization’s rules and regulations. According to Coca Cola Company a sales man has three main functions to perform:

- To find new customers.
- To retain existing ones.
- To bring back the discounted accounts.

Decision Making

Decision making process is centralized in the company. The classical model issued, the top level managers take their time in making the decisions, and all the possible alternatives are kept in mind before going for the rationally economic solution. The top level managers don’t consult with any employee in case of programmed decision making. The ordinary routine decisions are made by the line managers’ of the middle level management after

getting the permission from the general manager. The following are the decisions which are taken by the top level of management in the Coca Cola Company:

- The package positioning
- Trade discounts
- Advertisements
- Price reductions
- Distribution.

In recruitment of new employees the top level management approves the vacancies and the **Human Capital Department** is asked to conduct a written test such kind of tests are conducted for the employees of lower level. The prospective applicants are short listed through the interview process. After taking the interview of the applicant the operation manager and the general manager make the final decision of selection of the employee.

b) Organizing

Organizing is the second management function. The following steps are taken by the Coca Cola Company in organizing their goals and objectives:

- Departmentalization
- Work Specialization
- Delegation and Accountability
- Resource Allocation
- Organizing the Human Resources

All the steps are discussed below in detail:

Departmentalization

On the basis of functional approach the Coca Cola Company is divided into different departments. Grouping of employees is done on the basis of their common skills and work activities. Such kind of approach helps the company in solving their problems and it also

make the less the need of training the employees specially. The general manger is head of all the departments all the department have to report to the general manager in the Coca Cola Company. There are six major departments in the company which are as follow:

- Production Department
- Industrial Relations Department
- Sales and Marketing Department
- Human Capital Department
- Finance Department
- MIS Department

Production Department: This department looks around all the production of the company. All plants in the country are in under its control.

Industrial Relation Department: This department deals with the problems of the employees. The department listen the problems of the employees and send them to the high authorities for settling them up and stop them from becoming a hurdle in the work progress of the company.

Sales and Marketing department: This department makes sure that the product is easily available in the market for the customers to buy and deals with the issues of advertisement, promotion, and distribution of the product.

Human Capital Department: This department takes care of the efficient workers of the company, they select some efficient workers of in the company recommend their names for promotion in job so that the workers remain happy and don't leave the company. Management level employees are dealt by the department.

Finance Department: The department is concerned with cost and price of the products produced by the company. It also tackles with import related issues of the company.

Finance department is assisted by the sales and marketing department in making invoices and payroll entries.

MIS Department: The MIS is defined as an integrated system of man and machine for providing the information to support the operations, the management, and the decision making function in the organization. An MIS deals with information that is systematically and routinely collected in accordance with a well defined set of rules.

Work Specialization

There is a high percentage of work specialization in the Coca Cola Company because every manager is appointed in the function in which he is expert so there is no boredom or monotony. All the promotions of the employees are based on their performances. No favoritism is allowed in the company

Delegation and Accountability

There is a high percentage of delegation in the company. The work is done with proper authority and responsibility. Every manager is made accountable for the actions of his subordinates. All the subordinates are guided very keenly by their respective managers at the time of accomplishing some goal. Keeping the delegation process on the other side the managers also motivate their subordinates to boost up their energy and make them more effective by using different methods. They make their subordinated think that they have to give their best to their managers which increases their performance, quality of work and satisfaction of the customers. Resource Allocation When the issue of resource allocation comes into action the Coca Cola Company has given the authority to managers to use the resources of the company wherever and whenever they are needed. Only they are required to get the approval from the manager if those assets belong to his department. The resources can be capital, labor, machinery or anything else.

Organizing the Human Resources

The company does the recruitment process when there is a position empty and the recruitment is always done on permanent basis in Coca Cola Company. Recruitment is done when the manger needs the employee under him and he send the request to the general manager and after the approval of the general manager the request is sent to the Human Resource Department. In Coca Cola firstly all the vacancies are announced within the organization so that if there is someone who can fulfill the requirements can get him/herself promoted or can refer someone of his relative to join if he is capable of that job. If there are no suitable persons than the company searches its bank where there are huge amount of application of the applicants. If there also they find no person suitable for the job then at last they give the advertisement in the newspaper etc.

c) Leading

The third management function is “leading”. The following major steps are taken by the Coca Cola Company in the leading function:

- Motivation
- Communication
- Corporate Culture

Motivation

Coca Cola Company gives high attention to the motivation of the employees. Promotions of hardworking employees are a part of the company’s policy. Promotions of employees are done on the performance basis which is a great motivation for the employee that higher his performance there is more chance of his promotion. Beside from promotion strategy the Coca Cola Company also uses the compensation strategy to motivate the employee; Coca Cola is paying industrial average in compensation. Not only this different campaigns and competitions between the employees itself are also used to motivate the employees.

Managers play a very important role in the motivation of the employees in Coca Cola Company. They help them in all their problems either they are personnel or professional. They give them feedback on their performance which makes the employee feel good. Working environment and a challenging milestone are a major factor in employee motivation in the company.

d) Controlling

The last and the most crucial function of management are “Controlling”. In this function the company evaluates that either they have achieved the goals which they had set before. If the answer is “yes” then the employees and managers are rewarded with bonuses and other ways and vice versa.

Sales Person’s Reporting System

Sales person had to report to the market developer area every day about his activities. Every sales person is given a route card in which there are details of the visit of the outlet. A part from this the sales person is also given a forum to fill up for the orders of the next day to be loaded in the truck. This makes the managers know that how much sales of which brand and the size of the product are been done by the sales person. The information is useful for the human resource department because they have to evaluate the total performance and calculate the total salary of the sales person

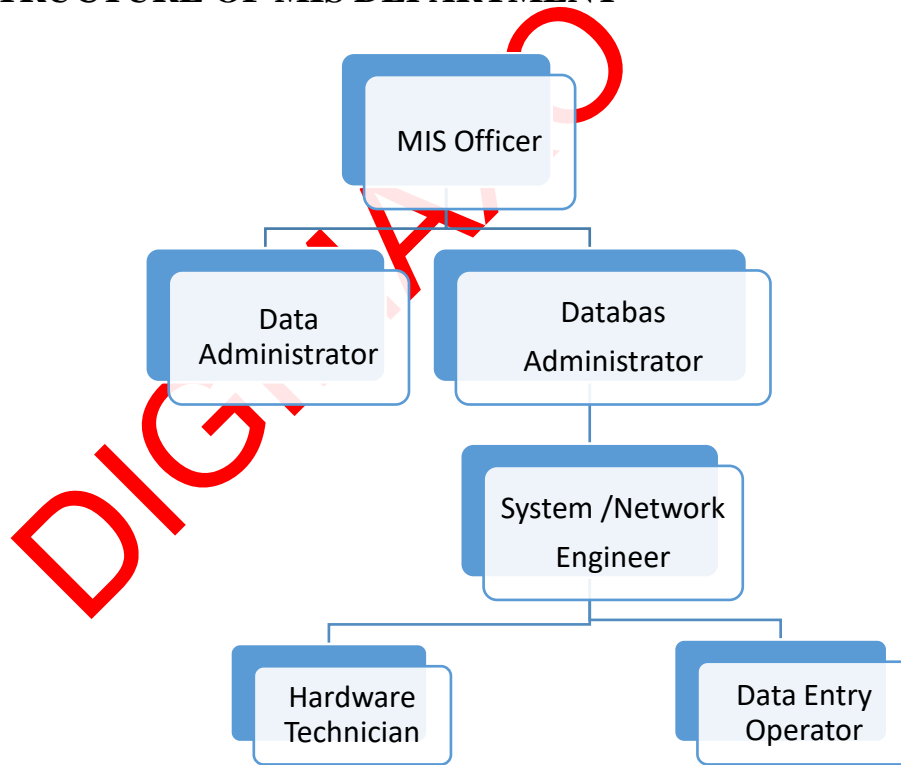
Sales Person Evaluating System

Evaluation of all the sales person is done on quarterly basis. Evaluation helps in the promotion of the people to higher levels in the organization. The evaluation is a great motivator for the sales person because due to this he works hard to get promotion or at least the monetary reward. Monetary rewards are not only given to the best sales person, they are also given to the best market developer and the best sales manager of the year.

CHAPTER 2

INTRODUCTION TO MIS DEPARTMENT

2.1 STRUCTURE OF MIS DEPARTMENT



2.2 ACTIVITIES

MIS department of coca cola beverages Pakistan limited is consisting of following members.

- MIS officer
- A database administrator
- A system /network engineer
- Hardware technician
- Data entry operators

The main functions performed by this department are

- a) Customer record
- b) Keeping records of orders in a process

a) Customer record

Customer may be a **whole sale dealer** or an **agent** etc .All data concern with customer is kept as a record this data include

Personal information

Personal information includes name, address, and region; cell no, bank, account and credit card number, email id

Official information

Official information must be required for keep track of customer record because customer may be dealer or might be sole owner of a purchase company or some focal person of an organization

Business information

A track of previous business record is kept for taking decision .All data is received by the sale department to keep in database. Its main purpose to find out new customers, to retain existing ones and to bring back the discontinued accounts.

Merits of activity

- ✓ Gather information of an order whenever it needed
- ✓ It help in report generating and check the progress of an order
- ✓ By this process company can easily contact with their customer for advertisement

Shortcomings

As the records of customer are handled manually so the firm has to waste their precious time for entering of data this problem can be solved by this problem can be solved by online sale order System when a customer himself enters his information at the time of registration

Keeping customer record

Most of the customer of Coca Cola Beverage Pakistan Limited may be abroad and it is not possible for the local staff to make visit their dealer for the collection of data. CCBPL arrange

- **Teleconferencing**
- **Electronic mail**

The above arrangements are made for the collection of data and instruction of data so that project can be developed according to the need of customer. The table which include the following fields are used for this purpose

Consignment ID	Cus ID	Cus Name	Date	Details

Merits of system

- Gathering information from the wholesale dealers when needed
- The cost of data collection reduces as the firm uses email to gather information instead of travelling to meet their wholesale dealer to held meeting

Demerits of system

The standard time of every country different, so some times it is difficult to contact customers because some countries enjoy night time | countries when we have working hours.

b) Keeping records of orders in a process:

The member of sales department work in small teams who take care of the particular order assigned to them by management, they are supposed to carry out all the process from the production to deliver. Each group has its team leader. It is the duty of the team leader to keep an eye on the process of an order completion. At the end of the day the data is collected from the team leader, and make a record of it. Coca Cola Beverage Pakistan Limited is using database for keeping daily records of an ongoing projects. The table contains the following fields

Consignment ID	T.L ID	T.L Name	Date	Work done

Merits of keeping order and customer records:

- It provide complete information about the orders in a process
- It is an easy way to calculate the time period and cost for future order.
- It is beneficial for the firm as it help in generating progress reports.

Demerits of keeping order and customer records

- Data gathering is very difficult and time consuming process , data entry form physical orders is very hard to consolidate .data is not in a consistent form hence more effort is required to maintain data in a consistent form.
- The data gathering every day is not up to date and it needs to be entered at the end of a day's operation. Sometimes data is not entered for some days due to certain resources like personal or technical reason

2.3 FINANCIL RESOURCES

Coca Cola Beverage Pakistan Limited is a production company and have all the customer for the abroad .the customer for their orders provide all the funds and data .company itself has its team of well organized experience staff and a well-organized manufacturing unit with larger resources to flourish in the future .The main source of funds for the company are through orders received from customers. When a production order agreement is made between the company and its customer, it is decided that

- The client will make payments in Dollars (because of its international value)
- The number factory and employee overheads is also included into the amount
- Then it is decided that what percentage of the total payment company charges will be transferred to the company's account and what will be the timeline of the payments

2.4 STRENGTH AND WEAKNESS

Coca Cola Company is doing business in a competitive environment with most of the countries in the world The One of the major weaknesses as in majority of companies is the lack of coordination between the management and the worker. In short there is a weak point in their Human Resource management. Workers feel that they are being exploited and are not given the remuneration that they deserve. The management fault is that they think that the worker is indefatigable and can work tirelessly. The tough schedule results into limited rest for them and there are no holidays.

2.4.1 STRENGTHS

- MIS office is equipped with latest computers along with all required accessories
- It has knowledgeable and well skilled staff members
- MIS and HR offices run side by side and have full authorities to perform their functions
- MIS office has direct contact with customers and higher officials of the company

2.4.2 WEAKNESS

- They receive orders from the customers in written form or on fax which is not a faster medium they do not have an online order system which could give them real time orders on line to save time
- The website of Coca Cola Beverage Pakistan Limited does not have any dynamic content it's a mere information sheet of the country where a user cannot interact with the products of company and place its order online . It was seen as a serious drawback by the company executives and a hindrance towards competition in ever growing market.

DIGIMARKO

CHAPTER 3

INVESTIGATION PHASE

3.1 PRELIMINARY INVESTIGATION AND PROBLEM ANALYSIS

Currently **Coca Cola Beverage Pakistan Limited** doesn't have any computerized system to manage workflow of orders. This situation is causing hurdles in management and overall productivity of company. Coca Cola has to produce more products to achieve its objective of serving its customer. It is difficult task for Coca Cola to achieve its objective in this competitive environment with existing system. So, a cost effective and efficient management system is very critical for Coca Cola to ensure smooth running of its business. Coca Cola sales order management system is expected to improve the operating efficiency of Coca Cola and enhance customer satisfaction with better services. The aim specified by the Coca Cola need to be fulfilled by the improved system in the organization.

3.2 STUDY OF EXISTING SYSTEM

In **Coca Cola Company** current sales order system working manually. The current system is time consuming and also it is very costly, because it involves a lot of paperwork to keep track of order flow. To manually handle the system was very difficult task. There are a number of regular customers in and around cities near Leeds that purchase items from the company on credit and their details are written on paper. Customers can place orders via the phone and the information is recorded on paper and then the it delivers to the customer's home. Sometimes paperwork goes missing and the customers don't receive their orders and this causes loss of business and trust from customers as they are often frustrated with the quality of service. The manager uses spreadsheets to keep track of product. customers are currently not able to purchase product from home or browse the internet to see

what is available, before driving to the stop only to find that the item they required has been sold out or has to be ordered from a supplier abroad.

- In the existing system the company gives information about product in the newspapers and printed catalog.
- Customer come personally and selects the product and makes payment.
- If product is not available then the customer give order prior with some advance payment.

3.3 PROBLEMS IN EXISTING SYSTEM

In today's fast paced society, it's very hard to be competitive without using cutting-edge technology available in market. After years of business, the data has grown much for **Coca Cola Beverage Pakistan Limited**. It is becoming a challenge for **CCBPL** to manage that data in an effective way. To be more productive in order processing, **CCBPL** needs a solution which can facilitate their current processes with use of technology and software. With increased amount of orders, it is becoming difficult for **CCBPL** to manage orders in effective and efficient manner. It is very hard to go through all paper work and backtracking orders. If there is any complain or review of any order, it takes large amount of effort and time to backtrack and fix the problem. This results in loss of resources, increased time, and low output. All orders are managed using different papers; all information regarding one order is stored in one physical file. This file contains all the documents related to that particular order. Once **CCBPL** receive an order, they assign a unique number to that order. Some of financial details regarding orders are managed in an Excel sheet. Workflow from order quotes, order to invoice and payments are today made manually without the help of a computerized management system. This means a lot of manual work, which leads to the loss of control over operations. Due to higher workloads and more errors, delay in the whole process is experienced on daily basis. No database exists and thus poor

ability to pick out orders. There exist no readymade systems that can meet all of **CCBPL** requirements. Main problem in existing system are as follow

- Most updations are unnoticeable
- Lack of security of data
- Consumes large volume of paper work
- Needs manual calculations take too much time
- No direct role for the higher officials
- Damage of machines due to lack of attention
- More man power required to do work
- File lost and Poor performance

3.4 NEED FOR NEW SYSTEM

Coca Cola Beverage Pakistan Limited is currently facing difficulties in managing paper work. Received orders are processed throughout their process completion cycle on paper documents. Handling of these documents (records) in a large number increase the overall order processing e.g. in documents verification, generating reports, back tracking of orders and payments, and information retrieval. Therefore, there is a need of management information system (**MIS**), providing an effective and efficient record keeping, along with an easy document management system for;

- Get Online Sales Order
- Easy Marketing
- Online Product Information
- Online select product
- Generate Report

3.5 PROPOSED SYSTEM

After analysis of existing system of Coca Cola Beverage Pakistan Limited I proposed an **online sales order management system** .The online sales order management

system is user friendly application. This automated system makes all functionality easier for both admin and authorized dealers. It is very simple in design and to implement. System resources and the system will work in almost all configurations. Following are the objective of proposed system

Enhancement:

The main objective of Online Sales Order Management System is to enhance and upgrade the existing system by increasing its efficiency and effectiveness. The software improves the working methods by replacing the existing manual system with the computer-based system.

Automation:

The Online Sales Order Management System automates each and every activity of the manual system and increases its throughput. Thus the response time of the system is very less and it works very fast.

Accuracy:

The online Sales Order Management System provides the uses a quick response with very accurate information regarding the authorized dealers.

User Friendly:

The Online Sales order Management System has a very user friendly interface. Thus the authorized dealer will feel very easy to work on it. The software provides accuracy along with a pleasant interface. Make the present manual system more interactive, speedy and user friendly.

Availability:

The transaction reports of the system can be retrieved as and when required. Thus, there is no delay in the availability of any information, whatever needed, can be captured very quickly and easily.

3.6 SIGNIFICANT FEATURES OF PROPOSED SYSTEM

The developed system has following significant features of proposed system

- Order handling
- Authorized dealer handling
- Computerized record keeping
- Computerized report preparation
- Supporting decision making system
- Integration among the departments through computerization

3.7 PROJECT SCOPE

Scope of this project is to investigate and design a software solution which can facilitate **Coca Cola Beverage Pakistan Limited** in performing their daily tasks, improving efficiency, and helping them to be more productive. This project will provide a solution through which **CCBPL** can easily manage, handle and generate all required information in their respective format when needed. It will help them to manage order details, financial data, and historical data and also in producing documents of different formats for different authorized dealers. This solution will help **CCBPL** in reducing effort spend on managing orders. It will also provide them opportunity to explore possibility of generating documents, managing financial details and analyzing historical data with use of digitalized solution.

3.8 PROJECT OBJECTIVES

The objective of this work is to implement the vision of the company by creating an easy to use, interactive, user friendly, fully functional, fast, communicative and remarkable web shop, which could convey a convincing message to the visitors or wholesale dealers. By this way the company will be able to achieve their financial goals and establish their brand name at mass level. Since the product is health effective, it only needs to communicate the message and provide opportunity to buy. These purposes are achieved in a sufficient manner after the successful implementation of a web shop according to the company vision. The developed system has following objectives

- Develop an automated system that will be able to record, store, retrieve and generate reports that will be useful for management in decision making and authorized dealers
- To enable management to know when, what and how much to order in terms required
- New management system is able to manage the order flow about products
- To expand market and service through advertisement of products
- To provide real time data for decision making
- To enhance wholesaler dealer satisfaction with better service
- To automate the record keeping and report preparation system
- To enhance the quality of decision making in every level of organization
- The authorized dealer will be able to order products online where they are

3.9 ASSUMPTION AND CONSTRAINS

The following constrains were identified for **Coca Cola Beverage Pakistan Limited** to support **Online Sales Order Management System**

- Internet connection for web server shall be available 24 hours a day and 7 days a week
- All the payments are handled by the Bank, which is not the part of the system.
- Data encryption shall be used for sensitive data sharing between user and the system.
- The system shall support its deployment at more than one geographical location, if needed.
- It should be possible/easy to add new functionality into the system without affecting it.
- The system shall accept customer order in different formats through company's website.
- The prospective users of the system are trained to use the system.
- The users of the system have knowledge to use the system.
- The Company will afford regular system upgrade and maintenance.
- The existing programs are compatible to the new proposed system

CHAPTER 4

REQUIREMENT ANALYSIS PHASE

4.1 SYSTEM REQUIREMENT ANALYSIS

System requirement analysis is the process of gathering and interpreting facts, diagnosing problems and using the information to about **sales order system** recommend Improvements on the system. System analysis is a problem solving activity that requires intensive communication between the system users and system developers. System analysis or study is an important phase of any system development process. The system is viewed as a whole, the inputs are identified and the system is subjected to close study to identify the problem areas. The solutions are given as a proposal. The proposal is reviewed on user request and suitable changes are made. This loop ends as soon as the user is satisfied with the proposal.

4.2 USER REQUIREMENT

The system will be designed to be user friendly. The user friendly and interactive interfaces design helps to achieve this by enabling customers to easily browse through the menus place orders with just a few clicks and also allows restaurant employees to quickly go through the orders as they are placed and produce the necessary items with minimal delay and confusion. The system will be simple to use.

Admin

- Admin first login and has the right to handle the entire system.
- Admin can add update and delete products.
- Admin can check order details.
- Admin can view feedback.
- Admin can generate report

User

- User views the product details.
- User can get the products configuration.
- User now gives the feedback.
- User can calculate the cartons.
- User need to login.
- If a user is not register then he has to first get register.
- If he is an already user provide user name password and get login.
- User can now give order.
- user can now see the status of the order given

4.3 FUNCTIONAL REQUIREMENT

Functional requirements define the capabilities and functions that a system must be able to perform successfully. The functional requirements of this online ordering system include:

- System must be able to add/modify authorized dealers.
- Authorized dealers must be able to view his/her personal details only.
- System must be able to accept orders from the dealer via online form.
- Authorized dealer must be able to view his/her orders history.
- Each Authorized dealer must be able to view placed order status.
- System must alert admin for new orders.
- Admin should be able to change the status of the order between order executions.
- System must generate feedback against an order to an authorized dealer.
- Authorized dealer should be able to validate and confirm their invoice.
- Admin must be able to view feedback list.
- Admin must be able to view order history of a customer.
- Admin must be able to validate and manage customers order against request.

- System must store information related to product and for each order.
- The system must guarantee secure access to the stored data, managing the permissions according to the user profile.
- The system must support easy addition of functionalities and enhancements
- The system should support device upgrading or changing of devices.
- The system shall automatically calculate the price that the customer must pay for an order.
- The web based ordering system shall be able to generate order confirmation and receipts.

4.4 NONFUNCTIONAL REQUIREMENT

A non-functional requirement is a requirement that specifies criteria that can be used to judge the operation of a system, rather than specific behaviors. The non functional requirements of this sales order system are as follow:

- The system should be easy to maintain and adapt to by users.
- The system should enable backup and recovery manually or automatic.
- The system should provide security to the database by use of passwords.
- The system shall be accessible from anywhere in the world.
- The system shall be made available 99% yearly.
- System shall automatically make backups after every 4 months. This can be tuned according to company needs too.
- System connectivity with internet shall be ensured through backup line.
- The safety of the system information shall be insured by means of firewall.
- The company system is going to be used commercially, so the project in not open source and the source code cannot be published.
- The system is the first project for the company, therefore there is no such existing system which needs to be integrated

CHAPTER 5

FESIBILITY STUDY

5.1 COMPARISON MANUAL SYSTEM VS. ONLINE SYSTEM

Before exploring more about the newly built system it will be better to make a comparison of the two versions of system and explore the reasons that why the old system was bad enough to be changed with this new system and what will be the benefits of introducing this newly built system. So we will discuss both systems one by one.

5.1.1 MANUAL SYSTEM

It was based on paper work so updating a page was not very easy. It was not possible for users to buy products. The design was not user friendly. This was not easy way for users to search the products. It is very costly and time consuming. It is very hard to manage the orders with correct level of accuracy manual system have a chance of errors by human and getting information about brands of product was not easy

5.1.2 ONLINE SYSTEM

The online system is built using the dynamic web technologies ASP.NET and MS SQL. Users can make their accounts, buy products and track their orders. User can edit, delete their orders. Users can manage their accounts. Users can communicate with administrators via email. Administrators can add new products, delete or edit the existing products. Administrators can modify user accounts. Administrators can process orders and inform the customers about their order status.

5.2 FEASIBILITY REPORT ANALYSIS

The online sales order system being developed in place of physical mail order System include following feasibilities to be considered before development of the project could be decided. Following are the grounds to prove goodness of online sales order system

The system shall be able to produce the following reports:

- Customer Details
- Product Details
- Order details

5.3 TECHNICAL FEASIBILITY

At first it's necessary to check that the proposed system is technically feasible or not and to determine the technology and skill necessary to carry out the project. If they are not available then find out the solution to obtain them.

MIS department the company has a competent group of technically sound and well equipped People who are dedicated to the current system and are in favor of development of a new **Online Sales Order system**. So, technically feasibility is in favor of proposed system. The company has already its website from many years, they did not need any new equipment in form of hardware, and however they will have to get extra web space from their **ISP service** provider and a greater bandwidth for local internet in the company. These are not very costly steps and can be easily met through. Their available resources personal workings at Coca Cola Beverage Pakistan Limited are trained enough that they can handle this software easily.

5.4 ECONOMIC FEASIBILITY:

While considering economic feasibility, it is checked in points like performance, information and outputs from the system. The developing system must be justified by cost and benefit. Criteria to ensure that effort is concentrated on project, which will give best, return at the earliest. One of the factors, which affect the development of a new system, is the cost it would require.

All the software being used for the development of the new system are available with the Microsoft windows and they do not need to get licensed versions, however they are

required to buy some antivirus software licenses which could save the system from any virus attacks in future . The budget required to operate is also minimal .the running costs are also very low so project is feasible economically.

5.5 OPERATIONAL FEASIBILITY

System environment is very user friendly so it is very easy for admin and authorized dealers with the system easily and quickly. The system include s

- Efficiency
- Flexibility
- Reliability
- Usability
- Performance
- Delivery

Efficiency

The system to be developed will be efficient and will have high speed and throughput because all the work will be done by the computer when online sale order management system will be implemented then the authorized dealers can give feedback view product information easily and in fast way.

Flexibility

The system to be developed will be flexible for addition and deletion of records and other required changes in the data can be made very easily

Reliability

The data retrieved from system will be accurate and reliable because the order placed by the authorized dealers will be entered in the database are following are checking by finance and sales department for their consistence. Database is accessible by the administrator only

and protected with login name password, so unauthorized person cannot add or change the data

Usability

The system to be developed will be user friendly so it is very easy to operate and handle by some computer operator. The system is designed for online sale order to provide friendly environment so that authorized dealer and admin of Coca Cola Company can perform various tasks easily and in an effective way

Performance

The system to be developed will be best in performance .There is no restriction on the number of the authorized dealers to be added to the database. All user inputs must be validated within the client's browser to reduce error and Increase throughput in processing of orders. The execution of user demands as rapidly and efficiently as possible. The systems will rollback transactions such as update appointment in case of hardware or software failure. To t handle the anticipated volume of data, including throughput and storage.

Delivery

The whole system is expected to be delivered in **six months of time** with a weekly evaluation by the project guide.

CHAPTER 6

SYSTEM DESIGN PHASE

6.1 SYSTEM DESIGN

The web system was built keeping in mind the simplicity and performance of the system. Because the system was built for online business and was supposed to be a medium to carry out all sales tasks between the buyer and the seller so it was very important to make the system user friendly. Therefore during the design phase the emphasis was to make this system more users friendly and more efficient. So that all business tasks can be done easily and error free. The interface of the system is developing keeping in mind that it should be good looking, attractive, easy to understand and self-explanatory. The system is also equipped with state of security features, which enable only authorized people to view or modify sensitive information. The information is protected by login and password, which can assigned to each user of system

6.2 SYSTEM ARCHITECTURE

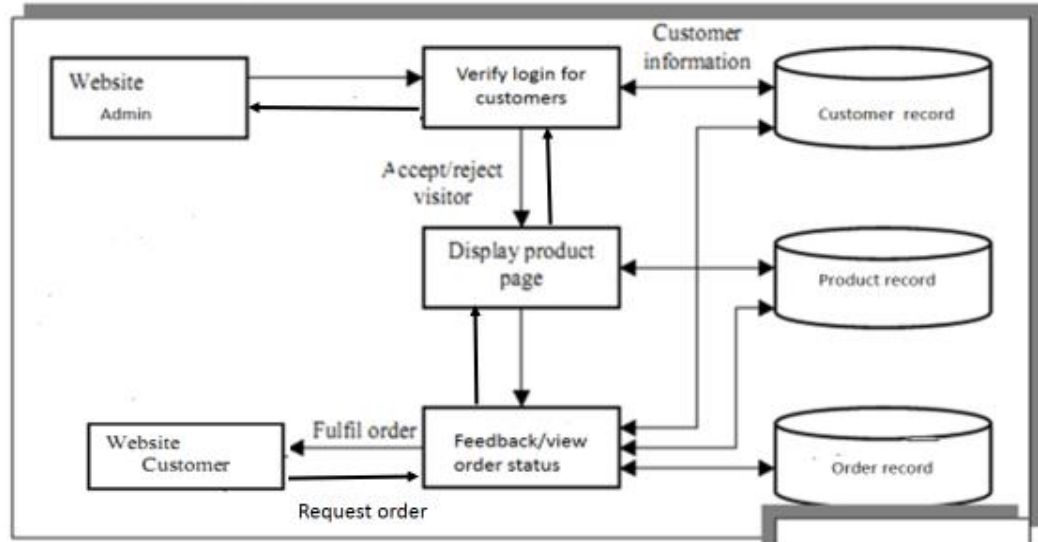
The architecture of the system is depicted below using a logical and physical design. The Logical design shown in **Figure 6.2.1** is a data flow diagram that describes the flow of Information requests and responses for the system. The physical design shown in **Figure 6.2.2** describes the hardware and software needed to realize the logical design.

- Logical design
- Physical design

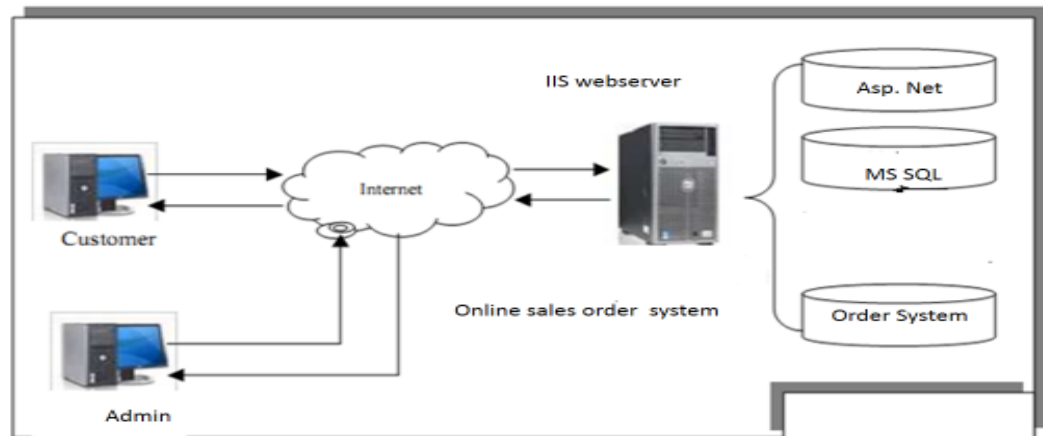
Logical design

The idea behind the logical design is that the system will be accessible to both admin and customers via web interface, admin varify loginfor customers. A customer cannot access the website without logging

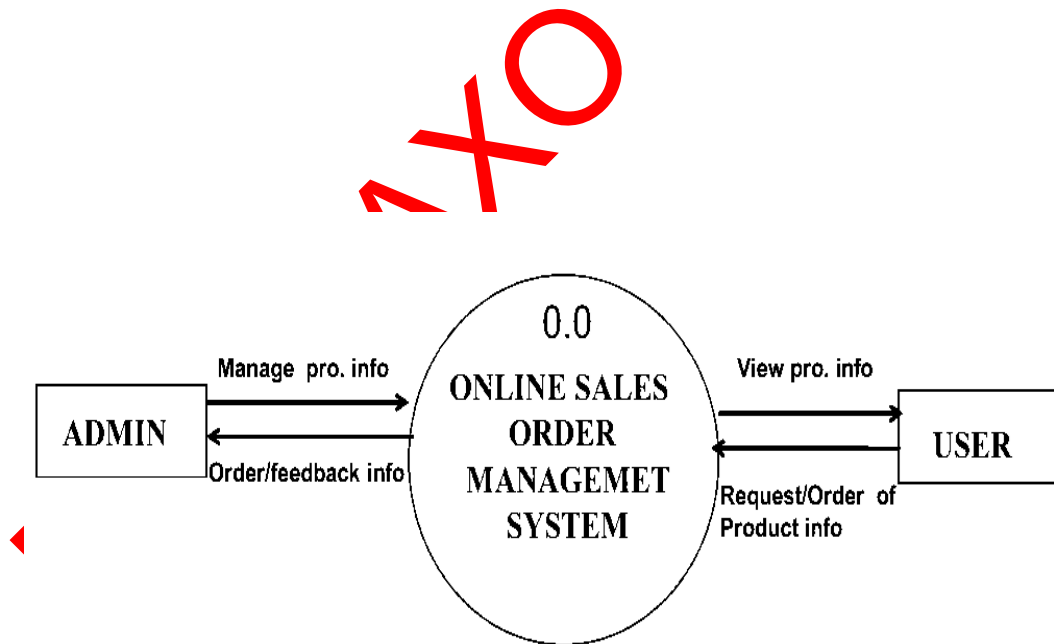
6.2.1 LOGICAL DESIGN FOR THE WEBSITE



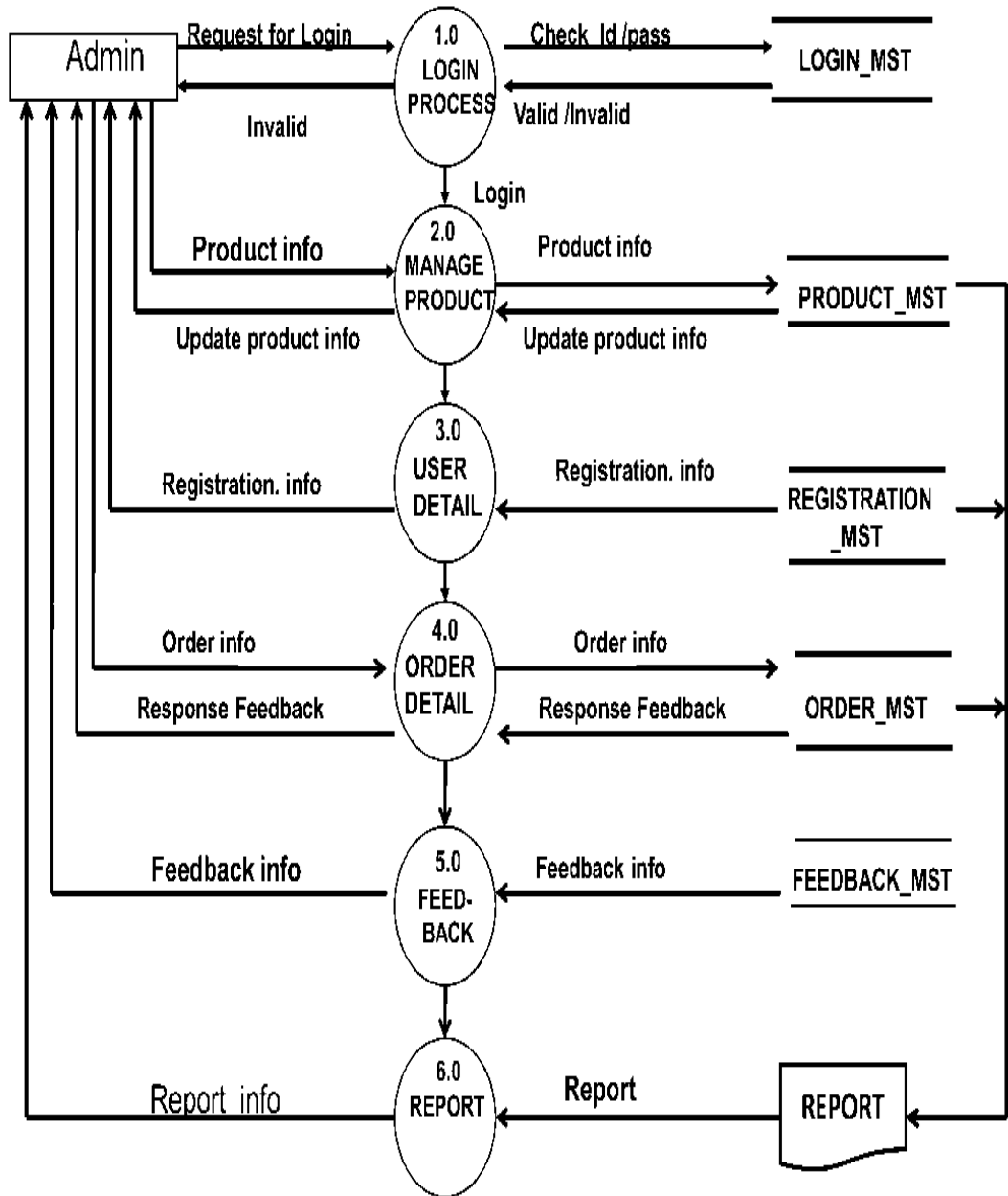
6.2.2 PHYSICAL DESIGN FOR THE WEBSITE



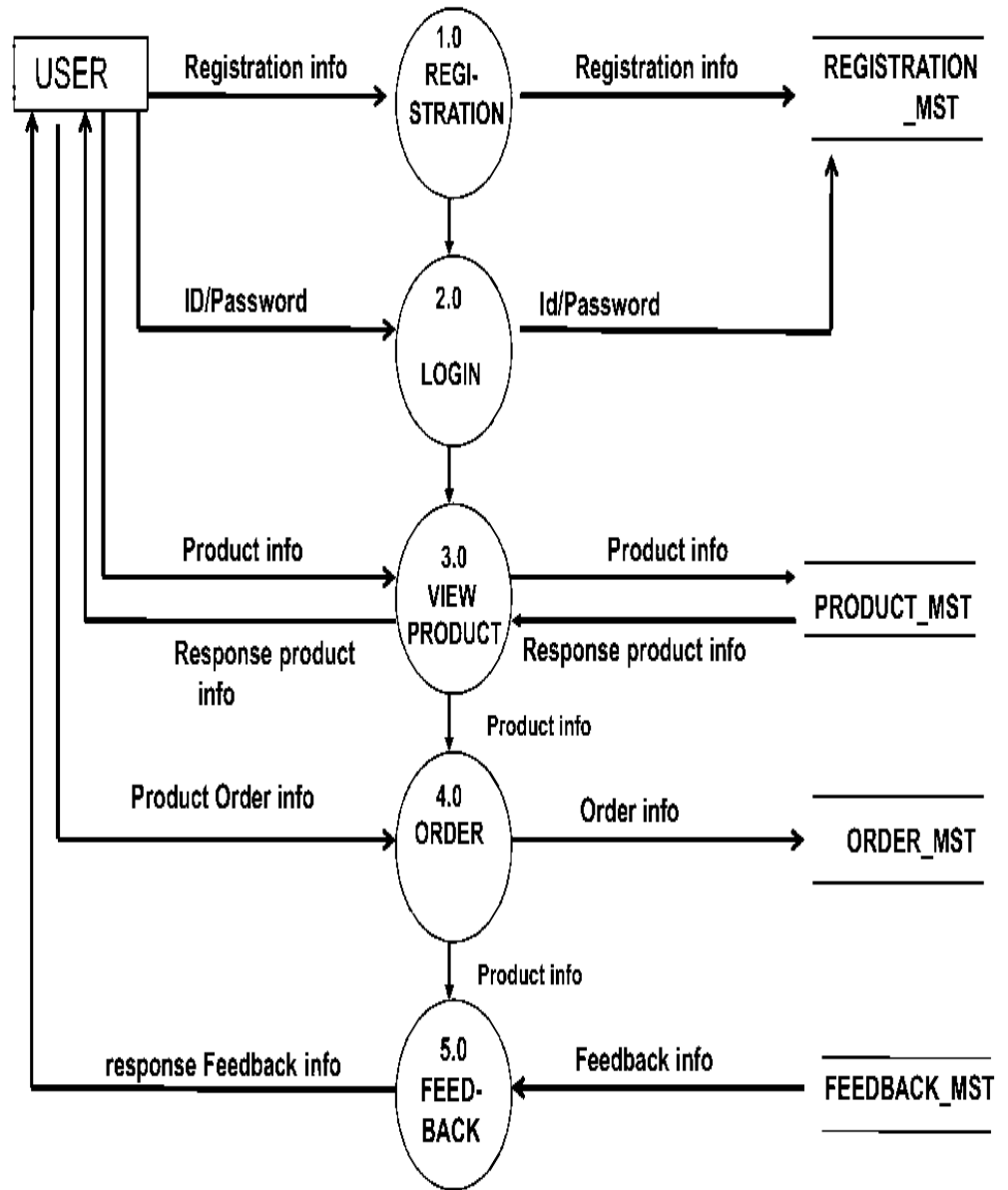
6.3 CONTEXT LEVEL DFD FOR ONLINE SALES ORDER MANAGEMENT SYSTEM



6.4 FIRST LEVEL DFD FOR ADMIN



6.5 FIRST LEVEL DFD FOR UESR



6.6 DATA DICTIONARY

- LOGIN_MST
- USER_MST
- PRODUCT_MST
- ORDER_MST
- FEEDBACK_MST
- USER_FEEDBACK

Table:Login_MST

Field	Data Type	Size	Description	Constrain
User Name	Text	12	User Name	Primary Key
Password	Text	8	Password	Not Null

Table:Registration_MST

Field	Data Type	Size	Description	Constrain
User_Id	Number	8	User Id	Primary Key
Name	Text	25	User Name	Not Null
Office_Name	Text	25	User Office Name	Not Null
Address	Text	50	User Address	Not Null
City	Text	15	User City	Not Null
Pincode_No	Number	6	Pincode No	Not Null
Contact_No	Number	10	Contact No	Not Null
Email_Id	Text	25	User Email Id	Not Null
Date	Date/Time	-	User Date/Time	Not Null

Table: Product_MST

Field	Data Type	Size	Description	Constrain
Product_Id	Number	8	Product Id	Primary Key
Product_Name	Text	25	Product Name	Not Null
Series	Text	10	Product Series	Not Null
Size	Text	8	Product Size	Not Null
Rate	Number	5	Product Rate	Not Null
Image Uploaded	Text	200	Image Uploaded	Not Null

Table : Order_MST

Field	Data Type	Size	Description	Constrain
Order_Id	Number	8	Product Id	Primary Key
User_Id	Number	8	User_Id	Not Null
Billing_Address	Text	50	Billing Address	Not Null
Series	Text	20	Series	Not Null
Product_Name	Text	8	Product Name	Not Null
Order_Type	Text	12	Order Type	Not Null
Quantity	Number	6	Product Quantity	Not Null
Date	Date/Time	-	Date/Time	Not Null

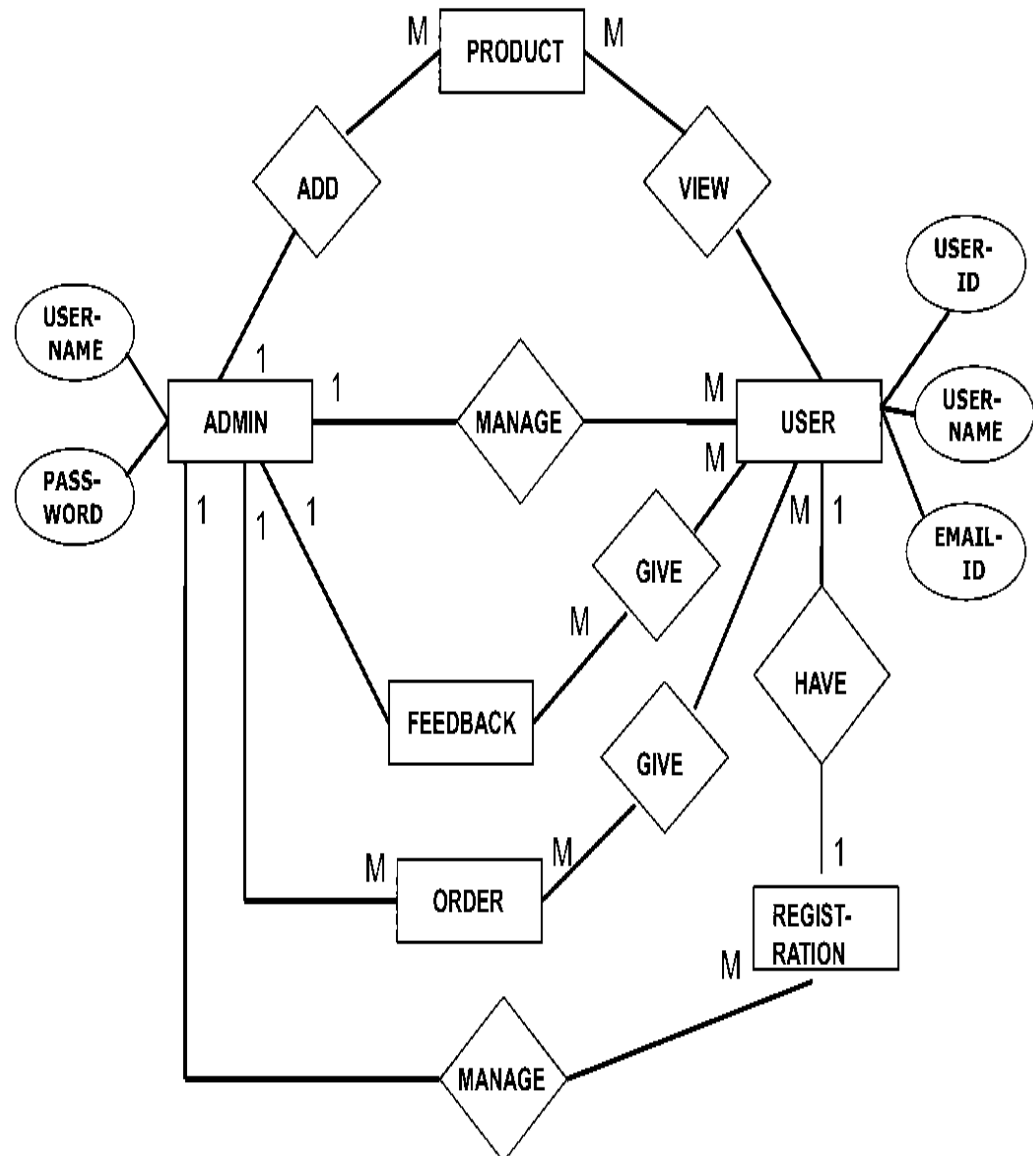
Table: FeedBack _MST

Field	Data Type	Size	Description	Constrain
FeedBack_Id	Number	8	FeedBack Id	Primary Key
FeedBack	Text	8	FeedBack Of User	Not Null
Order_Id	Number	10	Order_Id	Not Null
Date	Date/Time	-	Date/Time	Not Null

Table: User_FeedBack

Field	Data Type	Size	Description	Constrain
User_FeedBack	Number	8	FeedBack Id	Primary Key
Name	Text	20	Name	Not Null
Address	Text	40	Address	Not Null
FeedBack	Text	8	FeedBack Of User	Not Null
Date	Date/Time	-	Date/Time	Not Null

6.7 ER_DIAGRAM



6.8 INPUT DESIGN

Input design is the link that ties the information system into the world of its users. The input design involves determining the inputs, validating the data, minimizing the data entry and provides a multi-user facility. Inaccurate inputs are the most common cause of errors in data processing. Errors entered by the data entry operators can be controlled by input design. The user-originated inputs are converted to a computer based format in the input design. Input data are collected and organized into groups of similar data.

DIGIMAX

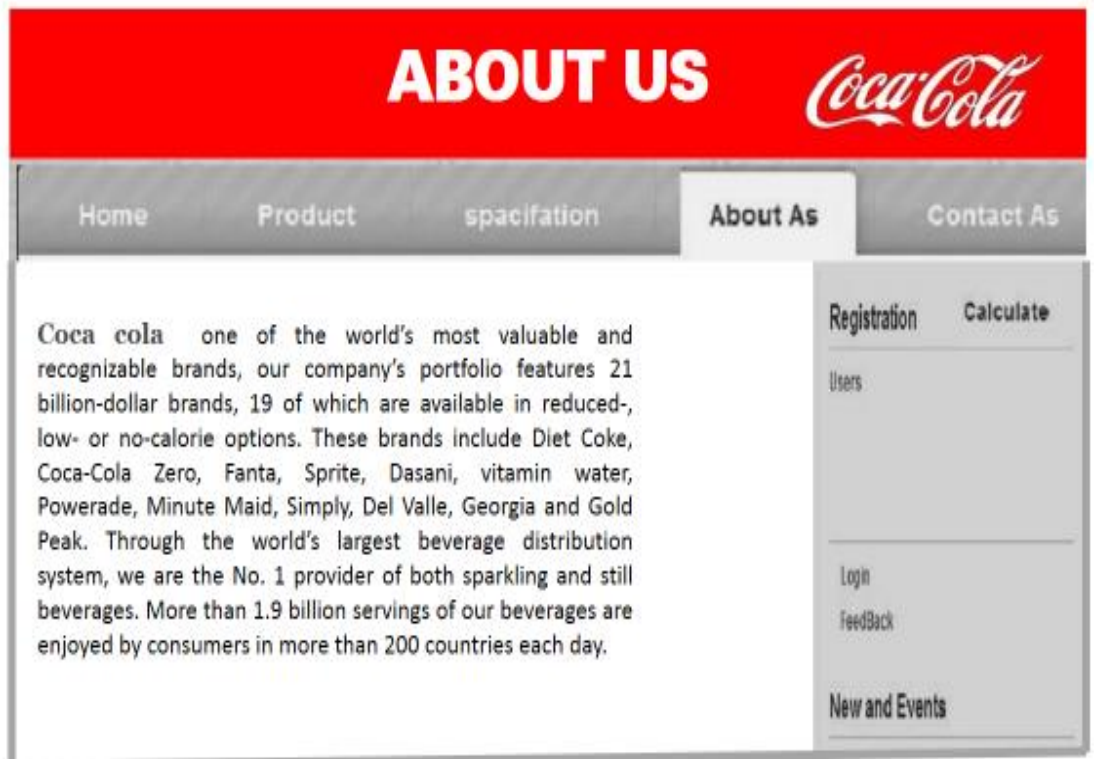
Home page

Allows the users to see all products offered with nice images as well as select an item to place an order.



ABOUT US:

This page contains the company information and information about the owners.



CONTACT:

This page contains the contact information like email, Phone numbers and a contact form. Users can contact the admin in case of any problem related to web shop or for general queries.



CONTACT AS *Coca-Cola*

Home Product spacifation About As **Contact As**

Sales Office
Address : LAHORE SALES OFFICE:
Main Saggian Road, Near Caltex Petrol
Pump, Lahore.
Landmarks : Caltex , Saggian Bridge,
Saggian Road
City : Lahore
Phone : +92-42-37152882,
37152883, 37152884, 37152885,
37152886,

Registration Calculate

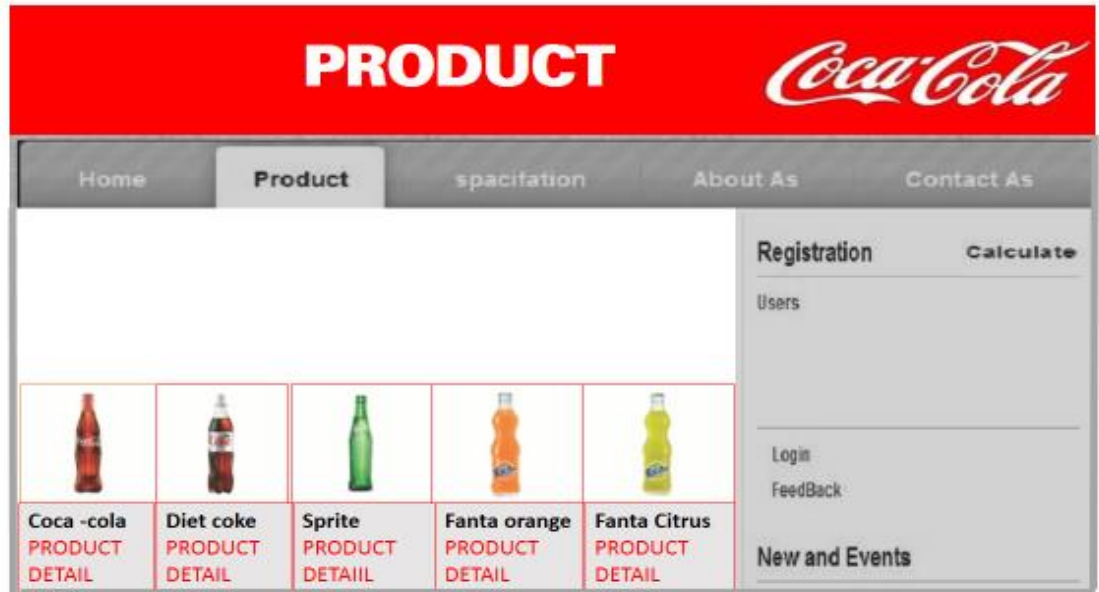
Users

Login
FeedBack

New and Events

PRODUCT:

It contains all the products available for users to purchase. User can view the product details. User can get the products configuration.



PRODUCT SPECIFICATION

User can see product specification and Calculate the cartons to buy

SPECIFICATION				Coca-Cola	
Home	Product	spacifation	About As	Contact As	Calculate
SERIES	CARTONS	QUANTITY	RATE	Registration	Calculate
Family pack	PET bottle 1.5l	six bottle	420	Users	
Family pack	PET bottle 1l	Six bottle	330		
Family pack	PET bottle 500 ml	Six bottle	270	Login	
Regular pack	PET bottle 250ml	24 bottle	480	FeedBack	
				New and Events	

CALCULATE			Coca-Cola	
Home	Product	spacifation	About As	Contact As
Calculate _ Cartons			Registration	Calculate
No of cartons	<input type="text" value="10"/>	<input type="button" value="Calculate"/>	<input type="text" value="4500"/>	Users
Rate	<input type="text" value="450"/>			
1lpack	500mlpack	250mlpack	Login	
			FeedBack	
			New and Events	

USER REGISTRATION

These are the **Authorized Dealers** who have registered their account and had placed an order. The options available for them are to view the status of their orders, give feedback against an order. They can also alter their account details like email, password, address etc. they can made new orders also.

NO

USER REGISTRATION *Coca-Cola*

Home Product spacifation About As Contact As

User Registration Detail

User ID : 1013 Date : 4/12/2012

Name : chinmay patel

Office Name : ampics

Address : Medistar hospital ; Himatnagar

City : Himatnagar

Pincode No : 383301

Contact No : 9429179495

Email Id : chinmayt20@gmail.com

Registration

Registration Calculate

Users

Login

FeedBack

New and Events

USER REGISTRATION



Home

Product

spacifation

About As

Contact As

User Registration Detail

Congretulation Your Registration Is Successfully

User Name : 1013

Password : 9429179495

Registration

Calculate

Users

Login

FeedBack

New and Events



USER FEEDBACK



Home

Product

spacifation

About As

Contact As

FeedBack ID :

6

Date : 4/12/2012

Name : chinmay patel

Address :

Medistar Hospital;
Himatnagar;
Saberkantha;
Gujrat

Feedback :

Very Nice

FeedBack

Registration

Calculate

Users

Login

FeedBack

New and Events

USER LOGIN SUCCESSFULLY



Home Product spacifation About As Contact As

Login Details

Label

User Type :

User Name :

Password :

App_Web_10p95...
login successfully

Registration Calculate

Users

Login
FeedBack

New and Events

USER HOME PAGE



Home Order Detail View Order Details

WELCOME TO USER

WelCome to User : 1013

Logout

USER ORDER DETAIL



Home Order Detail View Order Details

Order Details

Order ID : 2024 Date : 4/12/2012

User ID : 1013

Billing Address : Medistar Hospital;
Hilwknagar;
Sabarkantha;

Series : Regular

Product Name : Cockzero

Quantity : 66

Order Type : Std

WelCome to User : 1013

Logout



USER VIEW ORDER STATUS



Home Order Detail View Order Status

View Order Status

Order_id Billing_Address Product_Name Date

2025	Medistar Hospital;	Coke Diet	4/16/2012 12:00:00 AM
2027	Saravati Hostel; sec-15 Gandhinagar;	White	4/16/2012 12:00:00 AM

Enter Order ID: 2027

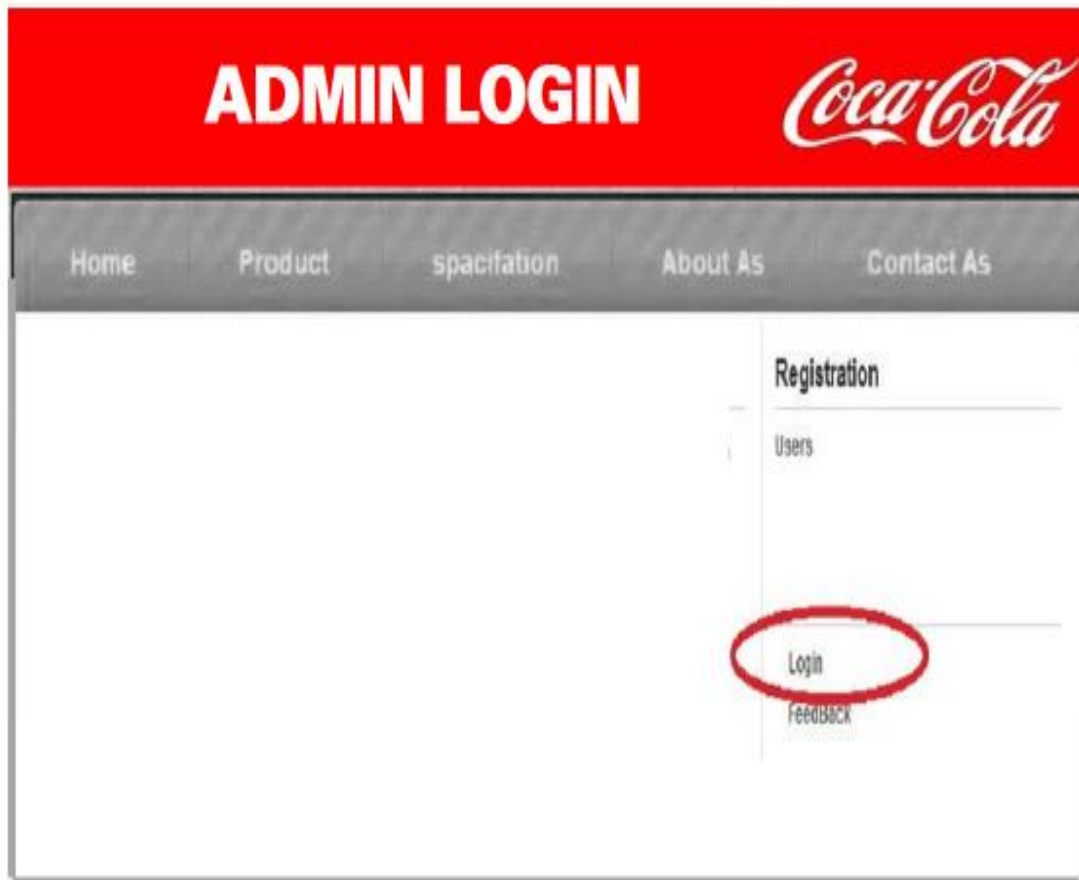
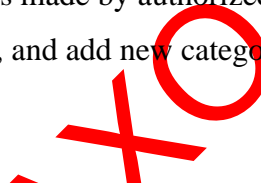
Order_id	FeedBack	Date
2027	your delivry will be complet after 2 day.	4/16/2012

WelCome to User : 1013

Logout

ADMIN LOGIN

Administrator is the person who login to manage the overall system. Administrator has full control over the system. Administrator can add, delete, change, and approve orders made by authorized dealers. Administrator can add new products, change products, and add new categories.



ADMIN LOGIN SUCCESSFULLY



Home Product spacitation About As Contact As

Login Details

Label

User Type :

User Name :

Password :

App Web i6iy5...

login successfully

Registration Calculate


Users

Login

FeedBack

New and Events

ADMIN HOME



Home Add Product Order Status View User FeedBack Report

WELCOME TO ADMIN

WelCome to Admin : 2000

Logout

ADD PRODUCT



Home Add Product Order Status View User FeedBack Report

Add Product Details

Product ID :

Product Name :

Series :

Rate :

Image :

App_Web_ekokm...
Add successfully
OK

WelCome to Admin : 2000
Logout

Product_id	Product name	Series	rate	images
1021	Fanta citrus	Regular pack	360	-upload//orange.jpg
1000	Coke Zero	Family pack	420	-upload//coke.jpg
1001	Fanta Orange	Regular Pack	480	-upload//citrus.jpg

UPDATE PRODUCT



Home Add Product Order Status View User FeedBack Report

Product ID :

Product Name :

Series :

Rate :

Image :

App_Web_ekokm...
Update successfully
OK

WelCome to Admin : 2000
Logout

Product_id	Product name	Series	rate	images
1002	Fanta citrus	Regular pack	360	-upload//orange.jpg
1000	Coke Zero	Family pack	420	-upload//coke.jpg
1001	Fanta Orange	Regular Pack	480	-upload//citrus.jpg

DELETE PRODUCT



Home

Add Product

Order Status

View User Feedback

Report

Add Product Details

Product ID:

Product Name:

Series:

Size: Eg: 600*900

Rate:

Image:



Welcome to Admin : 2000

Logout

Product_id	Product name	Series	rate	Images
1002	Fanta citrus	Regular pack	360	-upload//orange.jpg
1000	Coke Zero	Family pack	420	-upload//coke.jpg
1001	Fanta Orange	Regular Pack	480	-upload//citrus.jpg



ADMIN VIEW ORDER STATUS



Home

Add Product

Order Status

View User Feedback

Report

Order Status.

Order_id	User_id	Product name	Date
2021	1000	Coke Zero	4/11/2019 12:00:00AM
2022	1001	Fanta	5/11/2018 10:00:00AM
2023	1002	Sprite Zero	3/12/2018 11:00:00AM

Welcome to Admin : 2000

Logout

ADMIN GIVE ORDER FEEDBACK *Coca-Cola*

Home Add Product Order Status View User FeedBack Report

FeedBack Details

FeedBack ID : Date :

Order ID :

Admin ID :

FeedBack :

WelCome to Admin : 2000

Logout

ADMIN VIEW USER FEEDBACK *Coca-Cola*

Home Add Product Order Status **View User FeedBack** Report

User FeedBack

Enter ID :

Name : Date :

Address :

Feedback :

WelCome to Admin : 2000

Logout

6.8 OUTPUT DESIGN:

Computer output is the most important and direct source of information to the user. Output design is a very important phase since the output needs to be in an efficient manner. Efficient and intelligible output design improves the system relationship with the user and helps in decision making. Allowing the user to view the sample screen is important because the user is the ultimate judge of the quality of output. The output module of this system is the selected notifications.

6.9 DESIGN OBJECTIVES

- The database system was designed to help the management of **Coca Cola Beverage Pakistan Limited** to monitor and control flow of orders.
- The output of the system should be able to meet the user requirements by providing the necessary reports to management for decision-making e.g. weekly reports on orders.
- It should have security and access controls in order to prevent unauthorized users from accessing the database, through the use of passwords.

Coca Cola Beverage Limited

Home Add Product Order Status View User FeedBack **Report**

Show Report

1. Order Details
2. Product Details
3. User Details

WelCome to Admin : 2000

Logout

REPORT: ORDER DETAIL

Order_id	User_id	Series	Product name	Quantity	Billing address	Date & time
2021	1000	Regular pack	Coke Zero	10PET	City bank skp	4/11/2019 12:00:00AM
2022	1001	Family pack	Fanta	12PET	Hospital road	5/11/2018 10:00:00AM
2023	1002	Regular pack	Sprite Zero	22PET	Civil line	3/12/2018 11:00:00AM

Coca Cola Beverage Limited

Home Add Product Order Status View User FeedBack **Report**

Show Report

1. Order Details
2. Product Details
3. User Details

WelCome to Admin : 2000

Logout

REPORT: PRODUCT DETAIL

Product_id	Product name	Series	Product_rate
1002	Fanta citrus	Regular pack	360
1000	Coke Zero	Family pack	450
1001	Sprite	family pack	460

Coca Cola Beverage Limited

Home Add Product Order Status View User FeedBack **Report**

Show Report WelCome to Admin : 2000

1. Order Details
2. Product Details
3. User Details

Logout

REPORT: USER DETAIL

User_Id	Name	Office name	Address	City	Contact no	Email_id
1001	Sadqat	Ahmad	Civil line	Multan	03377868611	Reh22@gmail.com
1002	Luqman	Ali	Hospital Road	Sheikhupura	03212456789	Soni12@gmail.com
1000	Rehan	Haider	Sabshatan chock	Lahore	03331994567	Fazi55@gmail.com

CHAPTER 7

CONSTRUCTION AND TESTING NEW SYSTEM

7.1 TECHNOLOGY FOR DEVELOPMENT

As the Online Sales System application is a global application which is going to be used by the users belonging to various region of the world, therefore, it should be developed and designed by using some open source and platform independent technology. The following technologies are being used to develop the system according to the need.

- Microsoft Visual Studio
- C#.NET
- ASP.NET
- IIS Server.
- MS SQL

7.2 FRONTEND AND BACKEND TOOL

Tools: Visual Studio 2010, MS office

Front End: ASP.NET with C# .NET Framework 4.0

Back End: MS SQL Server 2008

7.3 REASON FOR USE OF THESE TOOLS

These tools are very helpful in the development of any kind of business application. There are no licensing costs for these tools. These tools have wide community support. It also affected the decision that I had previous development experience with ASP.NET and MS SQL. This technology is entirely based on the object oriented principals it provide language independence It makes the installation process very easy because I don't need registry entries for installing a private assembly. It provides better support for dynamic

web pages. .Net provides code based security mechanism which is a lot better from windows role based security mechanism

7.4 MINIMUM HARDWARE AND SOFTWARE REQUIREMENT

hardware specification (minimum)	software specification (minimum)
<p><input type="checkbox"/> Server Configuration</p> <ul style="list-style-type: none"> • Processor 3.6 GHz • 64 GB RAM • 16 TB Free Space in Hard Disk 	<p><input type="checkbox"/> Server Configuration</p> <ul style="list-style-type: none"> • Microsoft windows 2000 or other equivalent with .NET framework. • IIS web server • Internet Explorer 5.0 or Compatible Browser. • MS SQL Server
<p><input type="checkbox"/> Client Configuration</p> <ul style="list-style-type: none"> • Processor 2.5 GHz • 16 GB RAM • 1 TB Free Space in Hard Disk 	<p><input type="checkbox"/> Client Configuration</p> <ul style="list-style-type: none"> • Windows XP or other equivalent OS • Internet Explorer 5.0 or compatible web browser

7.5 TESTING

Testing is the process of exercising software with the intent of finding errors and ultimately correcting them. The following testing techniques have been used to make this project free of errors. Content Review The whole content of the project has been reviewed thoroughly to uncover typographical errors, grammatical error and ambiguous sentences.

Navigation Errors Different users were allowed to navigate through the project to uncover the navigation errors. The views of the user regarding the navigation flexibility and user friendliness were taken into account and implemented in the project.

7.6 TESTING STRATEGIES

The basic strategies that I have used for testing are as follow

7.6.1 SPECIFICATION TESTING

The specification testing is what program does in some various condition is.

I check this system to give wrong username, password, wrong data then system display message for input correct data.

7.6.2 CODE TESTING

The code testing is examining the logic of program.

I have testing all path of program, path means to specific combination of condition that handle by program. When the any User give order that check correct id, password and user number etc.

7.6.3 UNIT TESTING:

Unit testing is focused on verifying small portion of functionality.

I have check different type of modules like admin module, User module etc. Unit testing is important part where each module and process of application is to be test by possible input sets and desired output.

7.7 BLACK BOX TESTING

In black box testing only the functionality was tested without any regard to written code

I have test the functionality by gathering the test cases and then implement these test cases.

There was no inconsistent in the output

7.8 WHITE BOX TESTING

In white box testing internal code written in every component was tested

I have test the code by generating the test cases and then implement these test cases. There was no inconsistent in the output

CHAPTER 8

SYSTEM IMPLEMENTATION PHASE

8.1 METHODS OF IMPLEMENTATION

There are three main options available for installing the system on site. There will be a brief discussion into these types and a selection of the most appropriate one will be made.

8.1.1 DIRECT IMPLEMENTATION

This method is used when the old system stops and the new one begins

I have selected this method because it has the advantage that it is fast and efficient for small scale businesses and organizations. There is minimum duplication of work, requires minimalist support and there is no need to integrate interfaces between old and new systems. However if the new system fails, in this case the system will not dependent on any other part of the business. So, it will be feasible for proposed system.

8.1.2 PARALLEL IMPLEMENTATION

In this approach the new system runs alongside the old until it is reliable, and the old system is phased out slowly. This method is expensive but a secure approach. In this case as there was no current system, apart from the paper based system Therefore it would not be feasible to use this method.

8.1.3 PHASED CHANGEOVER OR PILOT RUNNING

In this approach the new system is tested in one department or area and if the tests are successful the system is introduced to the rest of the organization. This method is used within larger organizations and would not really be appropriate as the system will be deployed all at one time. So, it would not be feasible for proposed system

8.2 PROPOSED CONVERSION STRATEGY

In conclusion a direct method of changeover has been selected. The dates for the deployment will be during late March and Early April, which will allow for the system to be evaluated against the original requirements. A couple of weeks for deployment will be sufficient to ensure that the system is up and running. The entire existing product on the shop floor will need to be detailed and input into the system. Data input will take a period of time, which would need to be conducted when the business is closed to avoid distractions and ensure that the correct information is input into the system. Using the barcode scanner will allow the products to be identified. The deployment phase of the system was successful and the owner now has the solution which can be used. During this time other extensions and the requirements which were not implemented as part of the system were discussed, clarified and as previously stated will be implemented before September 2018.

8.3 USER TRAINING

A user manual will developed in order to guide a user through the system. Other users may use the guide to navigate through the system. Within the changeover period, it is important that the users know how to use the system. This will be conducted on site during deployment. After this time, if any additional help and support is needed this will be available from then developer. On the job, and or one to one training would be sufficient to train the users on how to use the new system

CHAPTER 9

MAINTENANCE AND SUPPORT PHASE

9.1 MAINTENANCE AND SUPPORT

The system has the robustness to deal with the invalid order from the users. The system is reliable enough to carry out all business tasks without any bugs. The system has ability to meet any security risks for business. The system has been built as a user friendly both for end users and administrative staff. The system performs all tasks efficiently by using the available resources. The system was built keeping flexibility in mind so that new features can be added into it according to future business requirements. The system is highly modifiable. Text on pages and the messages displayed of each page can be easily changed from admin control panel.

9.2 NETWORK AND SYSTEM ACCESS SECURITY

To protect the data in the database a password will set up to ensure that no one else can access confidential information, like order and sales information. The use of the cable modem implies that the system will always be connected to the Internet, therefore there needs to be some consideration into security issues. A firewall will be used to ensure that the information on the system is not accessible through the Internet and that it is secure from intruders. There is also Anti-virus software to enforce internet security.

- The system shall use secure sockets in all transactions that include any confidential customer information.
- The customer's web browser shall never display a customer's password. It shall always be echoed with special characters representing typed characters.
- The system shall automatically log out all customers after a period of inactivity.
- The system shall confirm all transactions with the customer's web browser.

- The system's back-end servers shall never display a customer's password. The customer's password may be reset but never shown.
- The system's back-end servers shall only be accessible to authenticated administrators.
- The system's back-end databases shall be encrypted.

9.3 BACKUP AND RESTORE

High reliability is of paramount importance, so a stable operating system and database is implemented for this purpose. It requires daily back-ups to guard data against accidental data loss. Data need to be restored within 24 hours to ensure smooth operation of the company. Company already has a daily data backup system, so no new system needs to be implemented. A larger data backup media needs to be used backup the database though i.e. Zip Disk, or rewrite able CD's.

9.4 FUTURE SYSTEM ENHANCEMENT

In future Payment Gateway can be used for the transaction related to the Order of the Products. We will think to make this web application more interactive in design. In future we can try to implement the advertisement also can be implemented in the web page. Other enhancements include developing data access pages, which would allow the user to access the database from home, access to the reports could aid in allowing for preparation and planning for the next business day. An extension to the system could be to implement a recommender system whereby the system recommends items which that have sold out faster than expected; the system can then prompt the user to view the report so that he can make better informed decisions based on sales trends, before purchasing. This enhancement would be a powerful feature as it would seem like the system is intelligent.

CHAPTER 10

SWOT ANALYSIS AND CONCLUSION

10.1 STRENGTH

Coca Cola has a brand name that holds its own prestige in the world market. The multinational entity of the Coca Cola Pakistan gives it an edge upon other competitors. The management of this beverage company comprises of one of the most professional people and the strong financial firmness guarantees it a solid backing to sell its product. The product quality has improved due to upgraded quality of packaging. The products are regularly supplied to the dealers through proficient means of delivering. The increase in the procurement of Coca-Cola has done through new supply and distribution measures and advertising campaigns. It gives trade offers to its dealers for storing more and more coke products. This will help Coca Cola Pakistan in strengthening its integrity in the market.

My personal experience is that the product quality and taste is far better than any product of its kind and also the improvement in packaging and the commencement of plastic shells has received a favorable response from the dealers and the loaders.

10.2 WEAKNESS

One of the major weaknesses as Coca Cola Beverage Pakistan Limited is the lack of coordination between the management and the worker. The decision making process in the company is highly centralized and the workers feel that there exists no proper authority existing in the firm. The salesmen feel dissatisfied for they are totally powerless to make any decisions themselves. In dealing with their buyers they have not the slightest authority to allow them any credit or discount. The product is not available to the extent that it should be.

Lack of promotion: Promotional activities have been greatly neglected in many areas. This indeed results in a high degree of difficulty for coke in penetrating the market.

Manual paper work: The huge amount paper work takes a lot of time, which could be effectively channeled to other important activities. The salesmen have to do a lot of clerical work i.e. he has to fill a lot of forms (call slips, route riding forms, cash memos, clearing bills etc.) at the shops and also after arriving back at the factory. At the same time the management also complains that the paper work leads to a lot of pilferage by the employees

Lack of coordination: In the factory there is a co-ordination lag between the activities of the marketing, sales and repairing departments.

I suggest market department must have good relation with the MIS department for the promotion of their services.

10.3 OPPORTUNITIES

We know that Coke came to Pakistan in 1996 and since it is working hard to develop its market. We think that Coca-Cola can secure new dealers and buyers of its product as still large part of the country is still devoid of its products. It can promote its products in the younger generation by targeting the new outlets being opened due to improved law and order situation and a growing population.

- New information tools can provide quicker data sharing between **CCBPL** various units
- More specialized personnel can be hired
- Data can be accessed from everywhere of the world through the technology
- Frequent updating of records and data entries can be established.

I suggest that this mindset should be diverted to towards growing opportunities

10.4 THREATS

As, the company faces competition from various non-alcoholic sparkling beverages including juices and nectars and fruit drinks. Competitive factors impacting the company's business include pricing, advertising, sales promotion programs, product innovation, and brand and trademark development and protection. Intense competition could impact Coca Cola's market share and revenue growth rates.

I suggest MIS department must continuously monitor threats regarding to business and be prepared to adjust their strategy as new threats emerge.

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10.5 CONCLUSION

During the study of Coca Cola Sales Order System, the present system used by the company was seen and studied. It was found with the problem and system analysis is done by bringing solution to it is a new computerized information system with the help of processes like system design, system implementation, testing, conversion, maintenance etc. It will solve the problem order process, sales etc.

MIS department is responsible for the generation of reports for each authorized user, order detail i.e. and these reports are also submitted to the Accounts Manager. On the basis of these reports Management make decisions about the products, sales and different matters. This department is also responsible for the development of computer programs for all departments.

With the implementation of the new system the company will be able to obtain its objectives and helps to remain active in competitive market. Manifesto for Growth has set the strategic road map, and the engagement of the people has given us a solid start. Sustainable growth is how The Coca Cola Company will regain its position as the beverage provider of choice for consumers, the employer of choice for people, the partner of choice for customers and the investment of choice for shareowners. The result of our project is the online sale order system for coca cola Company in which a module for recording products, ordering products module, a payment process of checking customers before delivering product ordered and a reporting module are fully implemented.

10.6 RECOMMENDATIONS

Sales system is an online solution for handling orders. It provides easy and quickest way of finding and managing information related to orders. In recent days by studying and exploring different ERP/CRM systems .I would like to say few words about suitable options for Coca-Cola Beverage Ltd. They can be up and running very soon, they don't need too much time for customization as most of the company requirements are meet. One important aspect is that Coca Cola Beverage Pakistan Limited doesn't need too much technical know how to manage these systems. They are already hosted and maintained by provider's .I personally suggest Online Sales Order system for Coca Cola Beverage Limited. Many of employees are already familiar with User Interfaces of Microsoft. This will make it easy for them to learn and use that software .This software can be integrated with all the software which **Coca Cola Beverage Pakistan Limited** is currently using. This software is developed, designed and maintained by Microsoft. They have large Research and Development resources, which make it more promising and suitable for long term.

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