Order Management System

N Balaji[1] R. P rabhakar Naidu [2]

[1]STUDENT, DEPT OFMCA,MOTHER THERESA INSTITUTE OF COMPUTER APPLICATIONS,PALAMANER, INDIA

[2]ASSISTANT PROFESSOR, DEPT OFMCA,MOTHER THERESA INSTITUTE OF COMPUTER APPLICATIONS,PALAMANER, INDIA

ABSTRACT:

Objective of this project is to manage/process through web, the orders already placed by a customer either through company website or over phone. Order goes through various phases till it finally reaches the customer. At any point of time customer himself can check the status of the order online or over phone with the reference number he got while placing the order.Manual Process of this requires a lot many of records to maintain. And also it takes lot of time to solve problem and there is no method to find exact place of the problem where it will be created.Proposed system is web application. At any point of time customer himself can check the status of the order online or over phone with the reference number he got while placing the order.

Keywords : Customer, Web Application

I.   INTRODUCTION

An inventory is the stock of items used in an organization. An inventory system monitors the levels of inventory and determines the timeline and quantity of orders. Companies maintain inventories of raw materials, work in development or final products for various reasons, including unpredictable raw material delivery time, allowing for production scheduling flexibility or demand variations. There are many inventory-related costs including holding, ordering and shortage costs. An effective inventory management system can minimize these costs. Visual inventory systems are the most common systems in small businesses. In these systems, the manager periodically checks the availability of various items and determines the order quantity. It works best in companies with low variety of items that can easily be ordered and replenished.

This system is the least-effective system, and oversight may result in inventory shortages.

There are two types of multi-period inventory systems: fixed-order quantity models and fixed-time period models. In the fixed-order quantity model, an inventory item is ordered when the stock of the item reaches a specific reorder level. Demand for items, cost per unit, ordering costs, lead time and holding costs are considered when determining the reorder level. In the fixed-time period model, orders are placed at the end of a specific time period, such as a week or month. It works by counting inventory and placing orders periodically. It works best in situations when vendors make routine visits to customers and take orders for their complete line of products. Managers now believe that holding inventory masks other problems such as poor quality and bad supply chain management. Reducing inventory will expose these hidden problems so that they can be solved. A just-in-time

inventory system tries to maintain no extra raw materials or work in progress. Supplies arrive "just in time" for production. Holding costs, employees and space needed to manage the inventory is reduced in this way.

II.   MODULES

Administrator

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

Customer

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

Stores operator / Picker

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

Packer

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

Shipper

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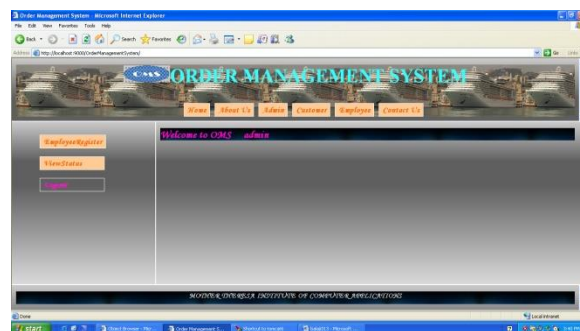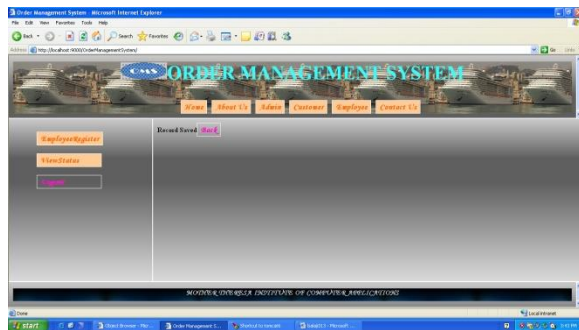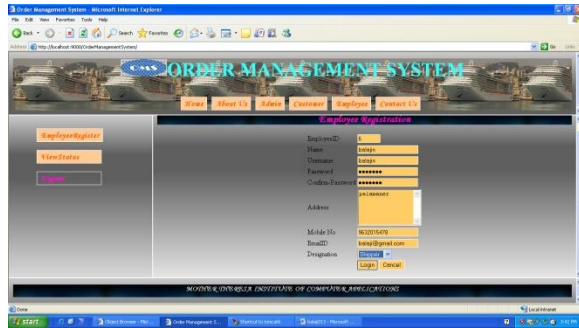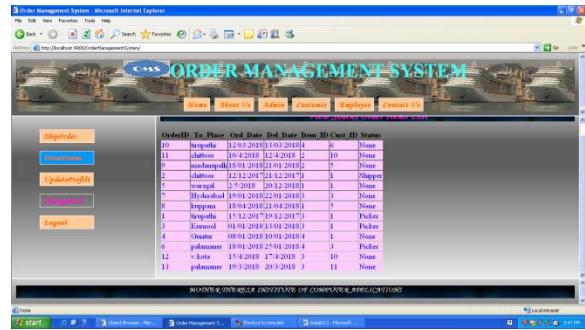
Screen shots:

Home page:

About:
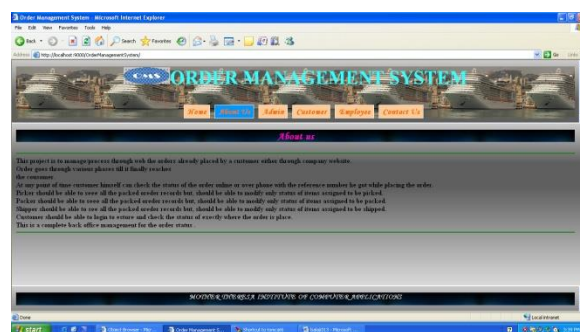
Admin login:

Employee registration:

After Logout

Employee login :
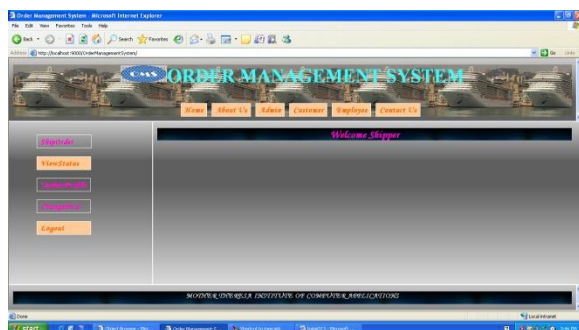
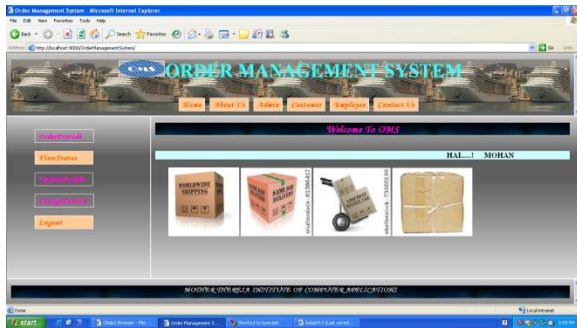**Updating employee profile:**
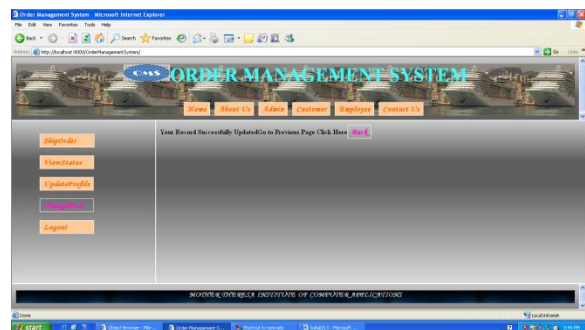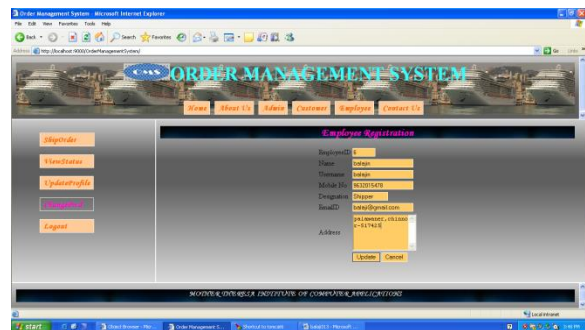
Changing password employee:

Customer registration:

Customer login:
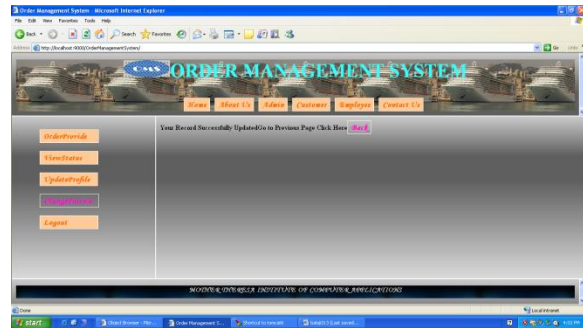
Customer ordering:

III. CONCLUSION

This system was mainly used used for reduced the manual work of updating and tracking and also make it easier for the user. It also provides flexible and powerfull reports regording customer details, stock details, and issu details. Thus this system was implemented successfully.
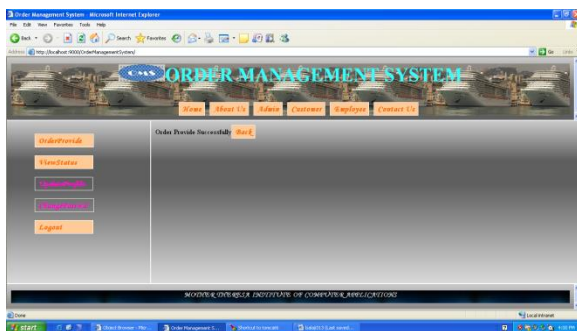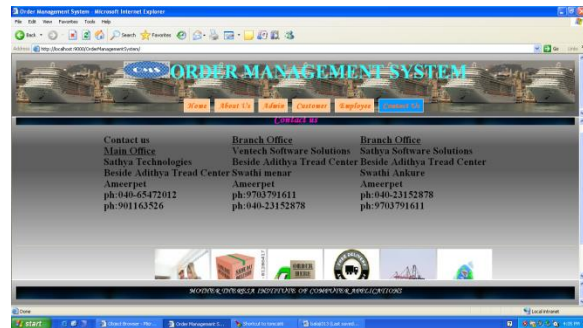
Updating customer profile:

IV. REFERENCES

[1]Operations and Supply Chain Management - The Core; F. Robert Jacobs and Richard B. ChaseEffective Small Business Management - An Entrepreneurial Approach; Norman M. Scarborough, et al.Business Statistics - For Contemporary Decision Making; Ken Black

[2] Vrtanoski, Jordan (2011). Order Handling in Convergent Environments. 2011 2nd International Conference on e-Education, e-Business, e-Management and E-Learning (IC4E 2011). pp. 378–382. arXiv:1201.0851 ⊖.

[3] Jump up^ Van Leeuwen, Matthys (2009). Managing Multi-Channel Orders with OrderCore – Enabling a Customer Focus in Order Fulfillment. Lulu. pp. 34–41. ISBN 978-0-557-03968-5.

[4] Jump up^ ATMonitor, In Search of True Multi-Asset Order Management Systems, atmonitor.co.uk, May , 2010

[5] Jump up^ "Cloud ERP vs On-Premise {sic} ERP". softwareadvice.com.   Retrieved 2016-11-23.

[6] Jump up^ "HedgeGuard | Portfolio Management System". HedgeGuard. Retrieved 2017-09-21. Jump up^ "Asset and Investment Manager". Bloomberg Professional Services. Retrieved 2017-11-02.