#### Design and Implementation of an Office Stationary E-Commerce site

 $\mathbf{BY}$ 

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This Report Presented in Partial Fulfillment of the Requirements for the Degree of Bachelor of Science in Computer Science and Engineering.

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# DAFFODIL INTERNATIONAL UNIVERSITY DHAKA, BANGLADESH DECEMBER, 2019

#### APPROVAL

This Project/internship titled "Design & implementation of an office stationary e-Commerce site", submitted by Ahsan Habib, ID No:161-15-6833 & Md: Nazmul Hasan Nahid, ID No: 161-15-7334to the Department of Computer Science and Engineering, Daffodil International University has been accepted as satisfactory for the partial fulfillment of the requirements for the degree of B.Sc. in Computer Science and Engineering and approved as to its style and contents. The presentation has been held on 06/11/19.

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#### **DECLARATION**

We hereby declare that, this project has been done by us under the supervision of **Mr. AbdusSattar, Assistant Professor of CSE Department,** Daffodil International University. We also declare that neither this project nor any part of this project has been submitted elsewhere for award of any degree or diploma.

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#### ACKNOWLEDGEMENT

First we express our heartiest thanks and gratefulness to almighty God for His divine blessing makes us possible to complete the final year project/internship successfully.

We really grateful and wish our profound our indebtedness to Mr. Abdus Sattar, Assistant Professor of CSE Department, Daffodil International University. Deep Knowledge & keen interest of our supervisor in the field of "Web Development Project" to carry out this project. His endless patience, scholarly guidance, continual encouragement, constant and energetic supervision, constructive criticism, valuable advice, reading many inferior draft and correcting them at all stage have made it possible to complete this project.

We would like to express our heartiest gratitude to Prof. Dr. Syed Akhter Hossain and Head, Department of CSE, for his kind help to finish our project and also to other faculty member and the staff of CSE department of Daffodil International University.

We would like to thank our entire course mate in Daffodil International University, who took part in this discuss while completing the course work.

Finally, we must acknowledge with due respect the constant support and patients of our parents.

#### **ABSTRACT**

Today's fastest growing business environment, it is very important to be able to understand and respond about clients demands in the most effective manners. Actually online Shopping is a lifestyle which contains various fashionable and lifestyle products. This project allows viewing different kind of available products enables registered users to buy their desired products whenever they want by using PayPal payment method and also can place order using Cash on Delivery option. This actually provides an easiest access to the Administrators and Managers to view all the orders placed using given different kind of payment system. To develop an ecommerce site, some technologies must be studied and understood. These includes server, programing language such as C, PHP, HTML5, CSS3, Java Script and relational databases. The object of this project to develop a basic website where a consumer is provided with a shopping cart application. This document will discuss each of the technologies to create an ecommerce website.

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#### **CHAPTER 1**

#### INTRODUCTION

#### 1.1 Introduction:

Online shopping and e-commerce is a huge multi-billion dollar industry nowadays. It is one of the best way to get the wanting products to be in home or office. In recent times business-to-consumer e-commerce has grown into the most famous and prolific form of online commerce. In Electronic bussiness it is very important to build a great relation with the customers also important to have their faith on that ecommece site, to be able to find the customers satisfaction level and dissatisfaction level. It is commerce between businesses and consumers. Actually It is a dynamic platform. In our country this kind of initiative can decrease our unemployment day by day. This kind of e-Commerce is made our life very easy to lead because we can get all the things what we want by ordering online and for saving our time. On one hand, less time wasted On the other hand, reduce the unemployment of our own country by offering unemployed youth services. I wish one day this kind of platform will take the unemployment problem up to 0%.

#### 1.2 e-Commerce:

Sometimes we shuffled between e-Commerce and e-Business but e-Commerce and e-Business is different things. e-Commerce is totally a virtual process where product is sold virtually. if you have a physical shop where you sell or buy products that is not e-Commerce business, if you have a physical shop with a Website then it is called e-Commerce. e-Business is Internet Business but e-Business is not only Internet Business but also where internet technology is used To built up the business and productivity of the business[1].

#### 1.3 e-Business:

Actually In E-business there are exist all the site of running a business selling products, services, customer education, developing the business, Marketing etc. The money transections in business is the term of e-Commerce. For the successful business,e-Commerce and e-Business both must have a quality, accuracy. E-business is like the pillar of the e-Commerce site. Without e-Business, e-commerce

businessrunning impossible. To run the e-commerce, need a good combination of both e-business and e-commerce.

#### 1.4 Business Models:

There is some categories in e-Commerce business model. Those are in below.

- 1. Business to Business
- 2. Business to Consumer
- 3. Consumer to Consumer
- 4. Consumer to Business
- 5. Business to Government
- 6. Government to Business
- 7. Government to Citizen

#### 1. Business to Business:

In the Business to Business Model, at first product is sold to an intermediate customer then that product is sold to the final customer. Example: A wholeseller place an order to the germents after that Retailer places order to the wholeseler[2].

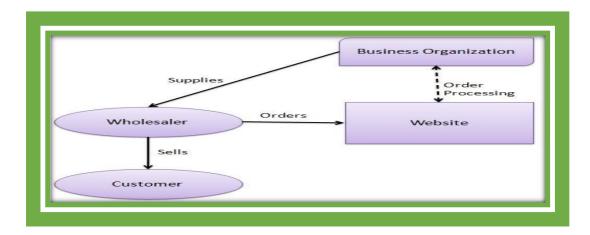


Figure 1.1:Business to Business

#### 2.Business to Consumer:

In this model it sells directly to the customers. In this model customer can directly order to the business site as per customers choice. After the customers order website will send a message or notification through email or other ways what is implimented in the website[2].

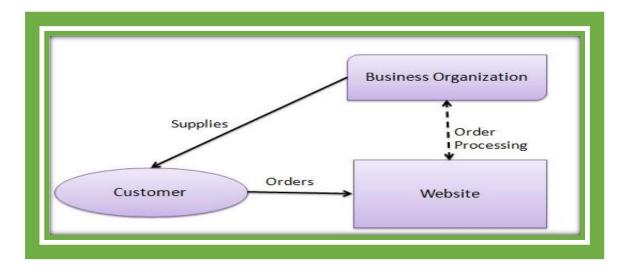


Figure 2.1:Business to Cunsumer

#### 3. Customer to Customer:

In this model it helps 1<sup>st</sup> customer ( consumer ) to sell their products or assets as like their flats , shops, land, cars, or others things to the Other customer . Actually by this model all the information of the consumer assets is published in the website then other customers viewing the products they can grave their likable assets or product[2].

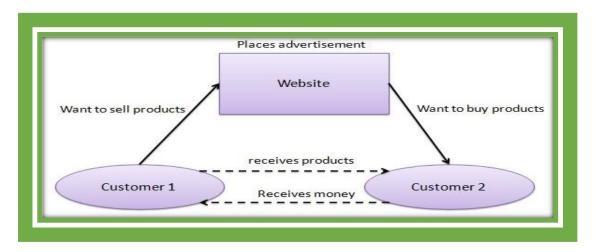


Figure 3.1:Customer to Customer

#### 4. Consumer to Business:

It's be like in this model consumers shows various websites of various business organization for a particular service[2].

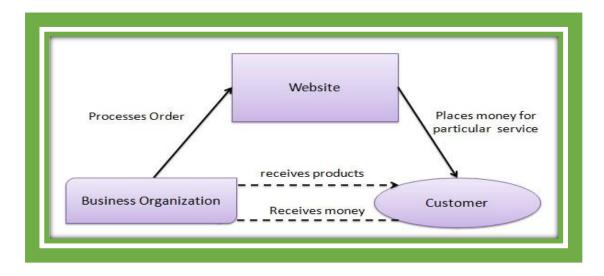


Figure 4.1: Consumer to business

#### 5. Business to Government:

In this model Websites are used by the government and this websites provide a media to business to submit the form of application to the govt.this website to exchange information with various business organizations and also trade by the government[2].

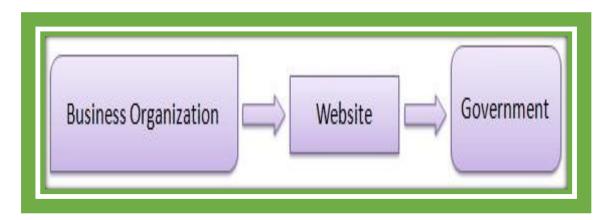


Figure 5.1:Business to Government

#### 6. Government to Business:

Actually this model is used by government for the business organizations .[2]

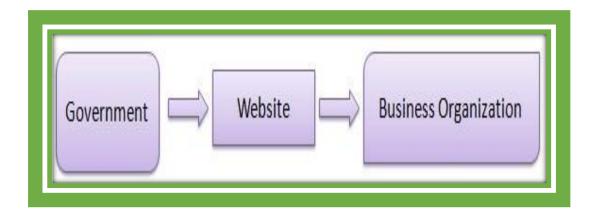


Figure 6.1: Government to Business

#### 7. Government to Citizen:

Such website used by the government for the citizen. By this kind of Website model different kind of products or assets auction can be done. Even citizens can registration their birth cirtificate ,death cirtificate etc[2].

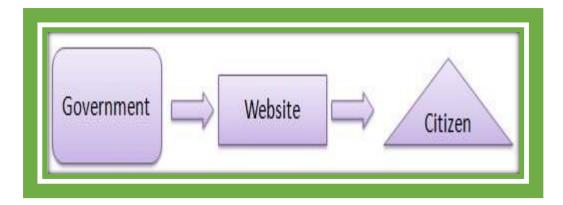


Figure 7.1: Government to Citizen

#### 1.5 Motivation:

My site has been built for this reason that official and other people can get their necessary stationary product in reasonable price by ordering online being at home or at office as they can't get their needy product being at home or office directly, they need to go to the shop and then buy those product.it is very annoying going to the shop at the time of working .that's why we will deliver their necessary product at their home or office at given time, if they need emergency delivery it will also be considered by us And will be delivered at their given time, otherwise we will give them a fixed date or time for the delivery.

#### 1.6 Objectives:

- **☞** To create a dynamic Platform.
- **☞** To reduce the rate of unemployment.
- To reduce the loss of time as well as reduce the annoyance of human beings.
- **☞**To purchase product through online.
- ► Actually it is our passion also to have an e-Commerce site of our own for our business.

#### 1.7 Expected Outcome:

- Everybody can start Investing small amount of money for this business.
- **☞** People can get profit easily.
- **■** It impacts on self-employment.
- Reduce dependency on others reasonable
- it will increase the economic status of Bangladesh

#### 1.8 Report Layout:

The Initial matter consists of the Introduction, Motivation, Objectives, Expected outcome. Initial pages are paginated independently from whatever remains of the content. We have organized our report as follows:

**Chapter 2**, Discuss the overall description of the project. Here I have described about the Login page, registration page, Customer page, Admin page, Shop Keeper page.

**Chapter 3**, Decide the requirements of the project. I am defined the use case diagram and design requirements. I also discussed about the requirement collection and analysis process.

Chapter 4, Specified the front end and the back end design of the project.

Chapter 5, Here described about data management.

**Chapter 6**, Discussed about conclusion and Operational requirement of the project. At last of all report I give the related reference to ensure that the information in the

Report are must be correct .

#### **CHAPTER 2**

#### RELATED WORKS

#### 2.1 Introduction:

e-Commerce is a huge multi-billion dollar industry nowadays. It is one of the best way to get the wanting products to be in home or office. In recent times business-to-consumer e-commerce has grown into the most famous and prolific form of online commerce. In Electronic bussiness it is very important to build a great relation with the customers also important to have their faith on that ecommece site, to be able to find the customers satisfaction level and dissatisfaction level. It is commerce between businesses and consumers. Actually It is a dynamic platform. In our country this kind of initiative can decrease our unemployment day by day. This kind of e-Commerce is made our life very easy to lead because we can get all the things what we want by ordering online and for saving our time. On one hand, less time wasted On the other hand, reduce the unemployment of our own country by offering unemployed youth services. In the e-Commerce side there are some disadvantages also. We will describe about some e-Commerce site in below:

#### 2.2 PriyoShop.Com:



Figure 2.2.1: Priyo Shop.com [7].

PriyoShop.com is an online shopping destination its offers hassle free shopping with good security system. They have some common features like other online shopping websites that is cart, payment system, Reviews star rating of a product,

Good resolution photos, search option, related products option, wish list, special offers/visible hotlines, detailed shipping information and there are some extra features that is in Exciting Offers which is daily offer name is unique that is Colorful Friday, Super Saturday, Fashion Sunday, Budget Monday, Houseful Tuesday, Brand Bazar Wednesday, Powerful Thursday. Now we will talk about the disadvantages of websites that is here is no guaranty of any products in this super shop only you can change this product if you don't like this product seeing live. After that Mechanical failures can cause unpredictable issues. For safety issue all the websites have some bugs that is found by the hackers because hackers all the time try to hack customer's card because most of the customers pay their bill by their card.

#### 2.3 Rokomari.Com:

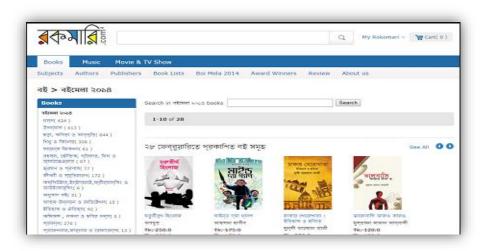


Figure 2.3.1: Rokomari.com [8].

Rokomari.com is an online shopping destination its offers hassle free shopping with good security system. Their main products are various kind of book selling. They have some common features like other online shopping websites that is cart, payment system, Reviews / star rating of a product, good resolution photos, search option, special offers/visible hotlines, detailed shipping information, Report. This is like other online shopping site. It has no wish list at all. Its disadvantage is also at first payment system. We can't be sure that is how much

their payment system is secured. How much my personal data is secured. They have no emergency delivery system. Their product has no guaranty except returning the product in three days if you don't like seeing live. From viruses how much it is protected, if hackers throw a virus to get the customers personal information. Then how to protect the customer's personal information.

#### 2.4 BAGDOOM.com:

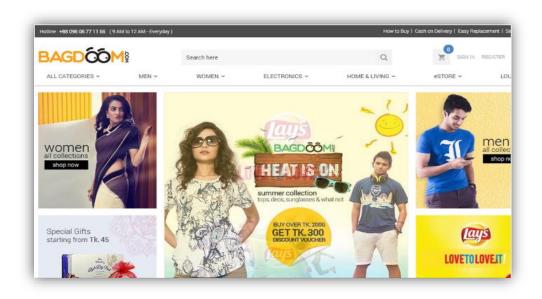


Figure 2.4.1: BAGDOOM.com [9].

Bagdoom.Com is an online shopping website. Their main product is young men/women's cloths. Its previous site name is AKHONI.COM. All kind of fashionable products selling is their main intension. They have some common features like other online shopping websites that is cart, payment system, Reviews star rating of a product, good resolution photos, search option, related products option, wish list, special offers/visible hotlines, detailed shipping information. the disadvantages of websites that is here is no guaranty of any products in this super shop only you can change this product if you don't like this product seeing live. After that Mechanical failures can cause unpredictable issues. For safety issue all the websites have some bugs that is found by the hackers because hackers all the time try to hack customer's card because most of the customers pay their bill by their card.

#### 2.5 AJKERDEAL.com:

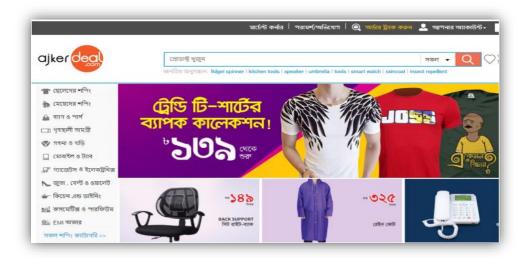


Figure 2.5.1: Ajkerdeal.com[10].

Ajkerdeal.com is an online shopping website where customer can get Winter Collection, Men's Shopping, Women's Fashion, Watches & Clock, Cosmetics, Jewelry, Gadgets, Household, Computer Accessories, Home Decor Kitchen& Dining. They have some common features like other online shopping websites that is cart, payment system, Reviews / star rating of a product, good resolution photos, search option, related products option, wish list, special offers/visible hotlines, detailed.

#### 2.6 Clickbd.com:



Figure 2.6.1: Clickbd.com[11].

Clickbd.com is an online shopping site where customers can get Computers,

Electronics, Fashion, Mobiles, Cars & Vehicles, and Properties& Rents etc. They have some

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features like other online shopping websites that is cart, payment system, Reviews / star rating of a product, good resolution photos, and search option, related products option, wish list, special offers/visible hotlines, detailed shipping information, help. Now we will talk about the disadvantages of websites that is here is no guaranty of any products in this super shop only you can change this product if you don't like this product seeing live. After that Mechanical failures can cause unpredictable issues. For safety issue all the websites have some bugs that is found by the hackers because hackers all the time try to hack customer's card because most of the customers pay their bill by their card.

#### 2.7 Jadroo.com:



Figure 2.7.1:Jadroo.com [12].

JADROO.COM is an online shopping site where customers can get all kind of kids & mom products, men fashion, Women Fashion, Home Décor, Home, Appliances, Personal Care, Health Care, Sports & Fitness, Supermarket, Mobile & Computer all these products are available in this site. They have some features like other online shopping websites that is cart, payment system, Reviews / star rating of a product, good resolution photos, search option, related products option, wish list, special offers/visible hotlines, detailed shipping information, help, Blog. Its disadvantage is also at first payment system. We can't be sure that is how much their payment system is secured. How much my personal data is secured. Their product has no guaranty except returning the product in three days if you don't like seeing live. From viruses how much it is protected, if hackers throw a virus to get the customers personal information, then how to protect the customer's personal information.

#### **CHAPTER 3**

#### REQUIREMENT SPECIFICATION

#### 3.1 Description:

Nowadays,

- **■** All members or any kind of member can view available products and anyone can register.
- •Only registered member can purchase single or multiple products.
- There are three roles that is Visitor, User and Admin.
  - Only User can view and purchase products
     Visitor can only view products
  - Contact page is available for any kind of problem to contact Admin.
  - But the Admin has all the facilities including all the facilities of visitors and user
  - ✓ All right has the Admin to edit products information, add products or remove products.
  - ✓ All right has the Admin to edit user information, add user and also can remove user.
  - ✓ All right has the Admin to ship order to user according to the customers placed order by sending confirmation mail.

#### **3.2 Functional Requirements:**

- **▶** Home
- **■**Products:
  - → papers and notebooks:
    - Regular Papers
    - Special papers
    - Register Khata
    - Notebooks and Diaries
    - Geometry Sets

# → Writing Supplies:

- Pen and pencil
- Board and Display
- Markers and Highlighters
- Sharpeners and Erasers

#### → Folder Files:

• All types

# → Office basics:

- Anti-Cutters
- Punch Machine
- Calculator
- Staplers
- Tape
- Envelop
- Seal pads

# → Desk Supplies:

- Pen Holders
- Desk Accessories
- Holders and Document Tray

# → Combo Package:

- **■**Search as
- **☞**Contact us
- **⊸**About
- **⊸**Help
- Terms of use

# **→** Shopkeeper's page details:

- **⊸**Home
- **►** Advertisement
- Available Products
- **■**Discount
- Pending Request
- **☞** Inventory
- **☞** Profile
- **■**Logout

#### **Customer page details:**

- Search
- My Account
- **☞** Need Help
- **☞** Cart
- Papers and Notebooks
- **■** Writing Supplies
- Folder Files
- Office Basics
- **■** Desk Supplies

#### **3.3 Non-Functional Requirements:**

The back-end design of an application is generally the design of database. The database is related to the connectivity between the user and the server. In our project the back-end design is design of XAMPP. We used XAMPP as our database server.

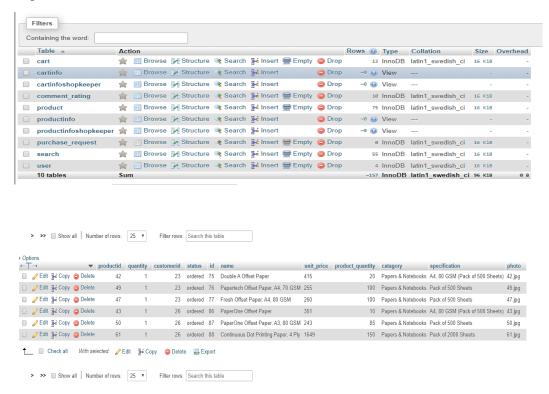


Figure 3.3.1: Database Table

#### This database consists of

- Users: User and Admin information is added to database with unique ID based on their roles.
- **Shopping:** Complete products information is stored in the table.
- **Orders:** Delivery information, Status and Customer ordered products are stored in this table.

#### 3.4 DFD Level 0 Diagram:

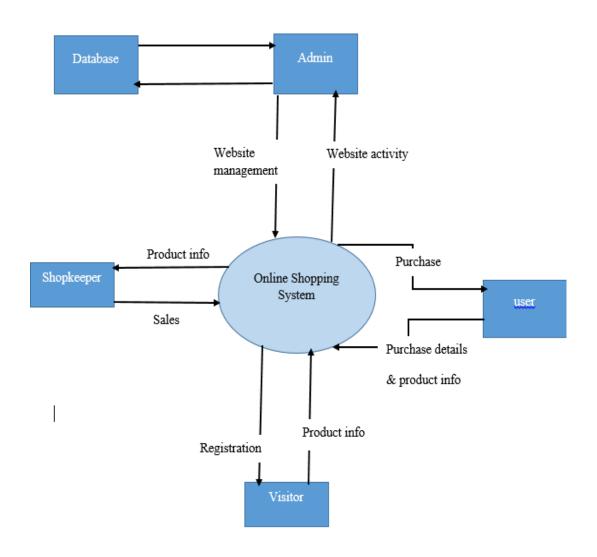
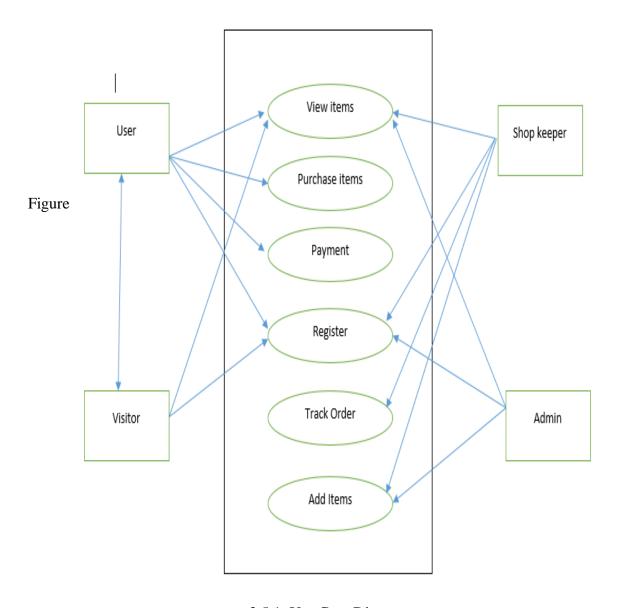


Figure 3.4.1: DFD Level 0

#### 3.5 Use Case Diagram:

In this diagram we will see the full system of our e-Commerce site at a glance. Here we can see that user can view items, purchase single or multiple items also can cancel the ordered products, visitor only can view the items once he/she will register him/herself, then they will get the facilities as like a user and lastly Admin have all the right to control all over the things and also have that facilities which is not for users.



3.5.1: Use Case Diagram

# 3.6 Sequence Diagram:

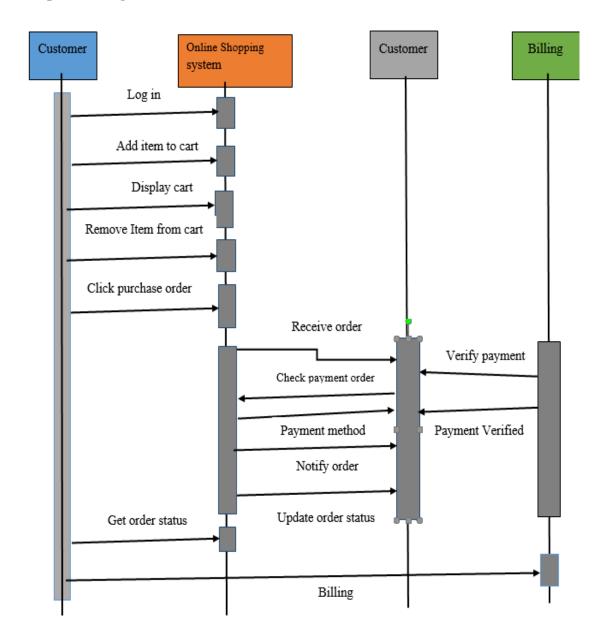


Figure 3.6.1: Sequence Diagram

# 3.7Class Diagram:

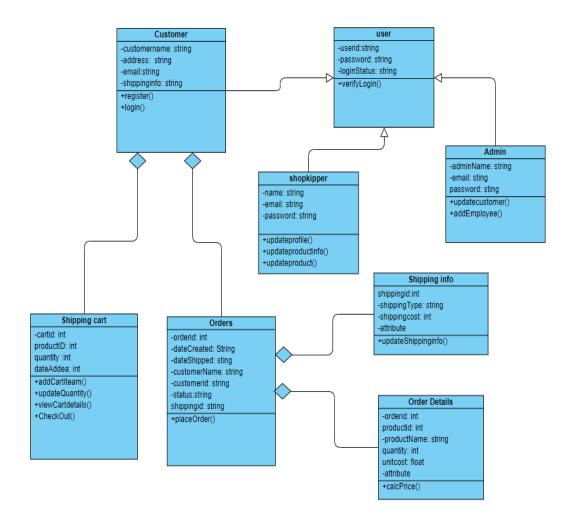


Figure 3.7.1: Class Diagram

# Chapter 4

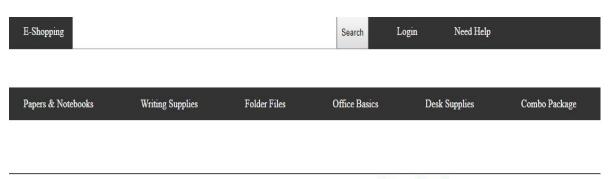
#### IMPLIMENTATION AND TESTING

#### 4.1 Implementation:

Except registered customer anyone can view the ecommerce website and available products but for registered customer they have to login by their Email and their password for purchasing or order products. All can register by his/her own. When he/she is registered, then his/her role will be a user.

#### 4.2 Homepage:

The Home Screen will consist of screen where customers or viewers can browse through the products which we have on our website.



# **Best Deals**



Figure 4.2.1: Home Page

### **4.3Products Page**:

This page consists of all the product with details. This page seems like same for both visitors and users. Here at first have the picture after that product's name then price after that you can add how many pieces of the product you want and add to cart option to add in the cart.

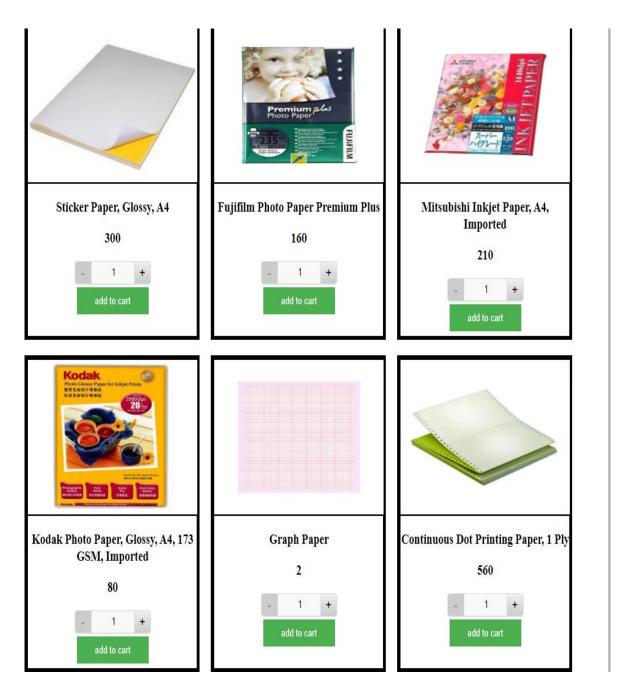


Figure 4.3.1: Products Page

#### 4.4Order Page:

Only registered user can purchase their desired, felicitated products. When they select their products, after clicking the add to cart option, all the product is added to the cart with unit price, that's product quantity and total price of a single product also the grant total multiple product.

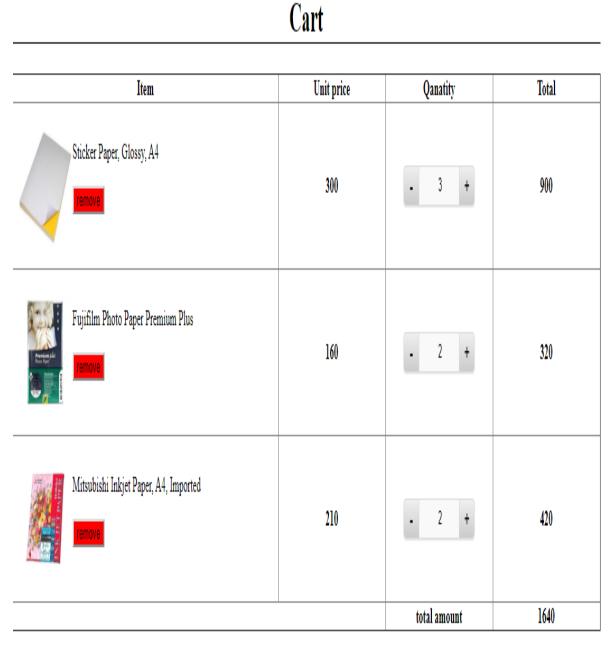


Figure 4.4.1: Order Page

#### **4.5Contact Page:**

Only registered customers can contact to the Admin. If they face any kind of a problem the he /she can send message to the admin writing his/her problem in the box.

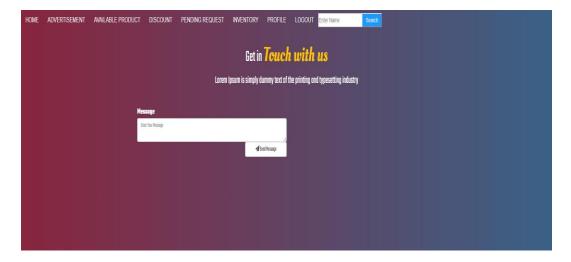


Figure 4.5.1: Contact Page

#### 4.6 Register Page:

New users can register here. When customers want to buy a product. They must be registerd.

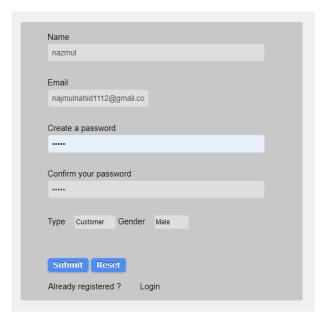


Figure 4.6.1: Register Page

# **4.7 LOGIN PAGE:**

Admin and user both use same login page.

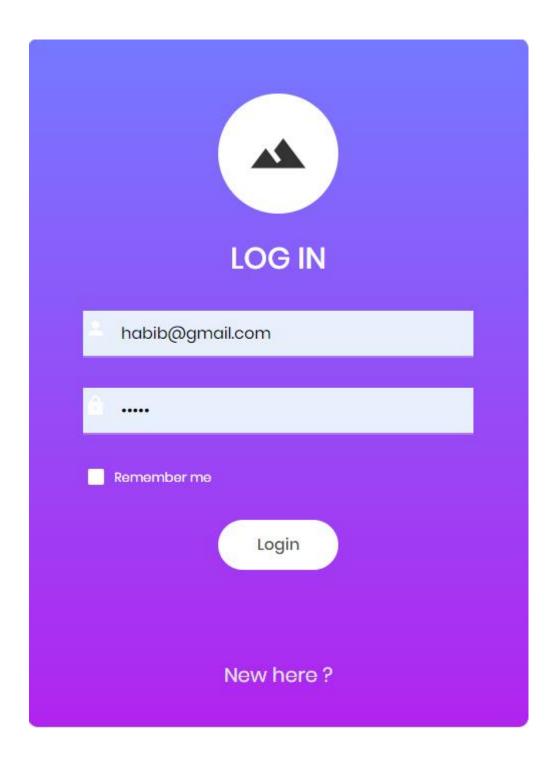


Figure 4.7.1: Login Page

#### 4.8 Admin Page:

Admin have all the facilities what a viewer and user have with some extra facilities. When User Name and password will be given in login form then system will understand who Admin is and who is user. Admin can control the whole things.

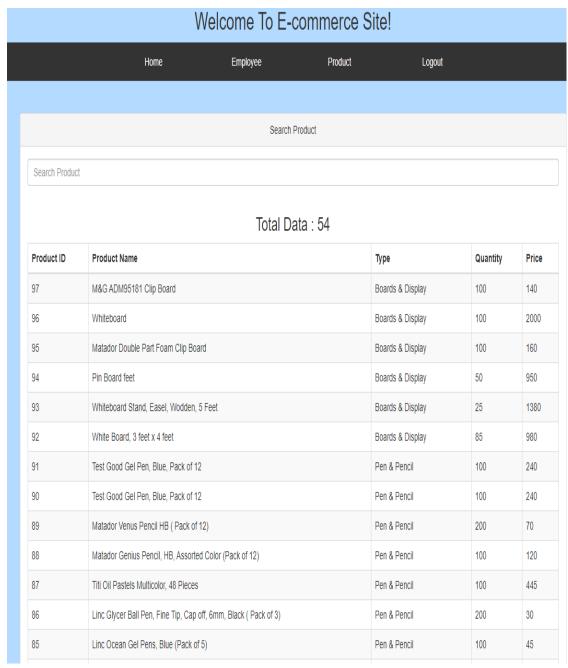


Figure 4.8.1: Admin Page

# **4.9 Order View for Users:**

Once user order any item he/she can able to see their selected product at the cart also the total price.

# **Ordered Item**

Item	Unit price	Qanatity	Total
PaperOne Offset Paper shipping under process	351	1	351
Sticker Paper, Glossy, A4  Cancel Order	300	3	900
Fujifilm Photo Paper Premium Plus  Cancel Order	160	2	320
Mitsubishi Inkjet Paper, A4, Imported  Cancel Order	210	2	420
		total amount	1991

Figure 4.9.1: Order View for Users

#### 4.10 Order Remove:

User have the right to cancel their order after giving the order also. From below picture we are seeing that when you want to cancel the order there is a confirmation what you have to fill up.

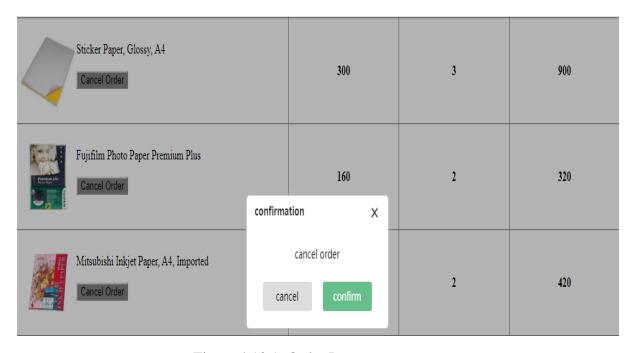


Figure 4.10.1: Order Remove

In below we can see that customers request for cancel the order is cancelled.

#### **4.11 TESTING:**

This testing is needed to prevent from errors. By this test, the ensuring of parallelism to the client by adding values to the products.

The need for Web Testing

- How much activity the site can handle.
- How reliable is the technology?
- How about browser compatibilities.
- Is the site content meaningful?
- Is the application easy to use?
- The server has the enough power?
- How many visitors are expecting?

# **4.12 Testing Table:**

Type of Testing	Testing Process
Browser Compatibility	<ul> <li>Linux, Windows, Mac should cover the principal platform.</li> <li>Each Extensions of browsers</li> <li>Lack of backing to early browsers.</li> </ul>
Page display	<ul><li>Display errors</li><li>Slow Downloading time</li><li>Runtime error message</li></ul>
Back-up and recovery	<ul><li>Failure of backup</li><li>Fall over Recovery</li><li>Failure recovery</li></ul>
Availability	<ul> <li>Inadmissible levels of unavailability.</li> </ul>
Usability	<ul><li>Lack of support</li><li>Site navigation</li><li>Catalog navigation</li></ul>
Session Management	<ul><li>Storage</li><li>Expiration</li></ul>
Content Analysis	<ul> <li>All the time available</li> <li>Offensive content</li> <li>Copyright contravention.</li> </ul>
Transection	<ul> <li>Auditing</li> <li>Integrity of transection</li> <li>Throughput</li> </ul>

Order process and purchasing	<ul> <li>Processing of payment</li> <li>Tracking of order</li> <li>Functionality of cart</li> <li>Processing of payment system</li> </ul>
Internationalization	<ul> <li>Cultural sensitivity</li> <li>Display of language</li> <li>Regional Accounting</li> <li>Support of language</li> </ul>
Operational business procedures	Bottleneck observation
System Integration	<ul> <li>Integrated performance</li> <li>Updates</li> <li>The capacity of interface volume</li> <li>The format of data interface</li> </ul>
Login and security	<ul> <li>Viruses of computer</li> <li>Attacks of Web</li> <li>Digital Signature</li> <li>Transmission of unsecured information</li> <li>Login capability</li> </ul>

#### **CHAPTER 5**

#### CONCLUSION AND FUTURWORK

#### **CONCLUSION:**

The internet market business is growing day by day.it becomes one of the pillar of modern business, though electronic shopping has achieved importance not only for entrepreneur but also customer aspects. E- Shopping generates business opportunities and for the customer, it makes shopping possible.

As per a survey, in online most of the customers are very emotional and usually make decisions to be on a site for the few seconds looking on the sites. If website design is not good actually your design is like a shops interior [4]. A customer will be attracted by seeing website design, if design is okay then customers at least will not skip your website within a second. In this project a customer is provided an electronic commerce site to buy products and this product is made by PHPHTML, CSS.

An e-commerce sites cart design must be accompanied with user friendly cart. For the customers it should be convenient to view the cart and should be able to add or remove the ordered items from the cart[5]. In this project a customer is provided an electronic commerce site to buy products and this product is made by PHP, HTML, CSS.

This project actually gives me a lot of knowledge that is how to use PHP, html, css3 to develop a website, and how to connect to the database to access the data and to provide the user, the system of modifying data and web pages with a shopping cart application.

#### **Future Work:**

As this site is made for our own business, actually this is for student business that's why now this site consist of only the stationary product. In future we will develop an app for this website so that customer can easily order. When our business will be grown up then gradually all the daily needy suppose garment's products, all kind of plastic product, Electronics, gadgets etc. will be included in our business.

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# **Plagiarism Report:**

# AAA-Plagiarism Report

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