

# **NEAR EAST UNIVERSITY**

# FACULTY OF ECONOMICS AND ADMINISTRATIVE SCIENCES

# DEPARTMENT OF COMPUTER INFORMATION SYSTEMS

# SUPERMARKET AUTOMATION SYSTEM

Submitted To:

Department of C.I.S.

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### **ACKNOWLEDGEMENTS**

I want to thank to:

My lecturer and at the same time Chairman of C.I.S., Assist. Professor Dr. Yalçın Akçalı for his personal inspirations and supports.

My friends Mustafa Erol Yetim and Hayati Sonay for their psychological support to conclude the project.

I want to thank to:

My family for providing me with financial support and for their psychological support while preparing the project.

# **ABSTRACT**

The project is Supermarket Automation System. The system operates some processes such as registering new suppliers with their products, registering new employees, registering new products with its categories and etc.

I choose to do this project because one of my relative wants to do it, so he can do his job computerized, modern and fast. At this reason I choose to do this project also my graduation project and my first program to sell.

There three main users of the system. These are;

Manager that he/she can reach all menus except purchasing and buying, he/she can add, delete or update promotions, he/she can add or update employees, and also he/she can reach all reports.

User that he/she can add, delete or update suppliers, he/she can add, delete or update suppliers' products, he/she can add, delete or update customers, he/she can add, delete or update suppliers, he/she can purchase new products to the company and also he/she can cancel old sales.

Cashier that he/she can sell the products.

The Supermarket Automation System aims to serve customers who come to the supermarket for shopping in the best way and provides much more fast shopping.

### **INTRODUCTION**

In the early days of retailing, all products had to be fetched by an assistant from shelves on one side of a counter while the customers stood on the other side and pointed to what they wanted. Also, many foods did not come in the individually wrapped consumer-size packages taken for granted today, so an assistant had to measure out the precise amount desired by the consumer. These practices were obviously labor-intensive and therefore quite expensive.

The concept of a self-service grocery store was developed by Clarence Saunders and his Piggly-Wiggly stores. He was the most successful of the early chains in the world, having become common in North American cities in the 1920s. The general trend in retail since then has been to stack shelves at night and let the customers get their own goods and bring them to the front of the store to pay for them. Although there is a higher risk of shoplifting, the costs of appropriate security measures will be ideally outweighed by the economies of scale and reduced labor costs.

Supermarkets proliferated in the world, along with suburban areas after World War II. At present, supermarkets are often co-located with smaller retailers in strip malls and are generally regional rather than national.

In Europe, the proliferation of out-of-town supermarkets has been blamed for the disappearance of smaller, local grocery stores and for increased dependency on the motor car (and the consequent traffic). In particular, some critics consider the practice of selling loss leaders to be anti-competitive, and are also wary of the negotiating power large retailers have with suppliers. Supermarkets are found around the world in dozens of countries.

It was formerly common for supermarkets to give trading stamps. Today, most supermarkets issue store-specific "members' cards," "club cards," or "loyalty cards" which are scanned at the register when the customer goes to check-out. Typically, several items are given special discounts if the credit card-like devices are used.

Today supermarkets face price competition from discount retailers such as Wal-Mart and Zellers (non-union labor and greater buying power) and warehouse stores such as Costco (savings in bulk quantities).

This project deals in automation of various activities related to customers, suppliers, finance and Inventory of Supermarket. Performed complete development of application capturing day-to-day transactions like handling sales transaction, customer payments, product receipts, updation of stock etc.

My Project has 7 processes. These are;

- 1. Customer Registration Process,
- 2. Selling Process,
- 3. Accounting Process,
- 4. Purchase Process,
- 5. Employee Process,
- 6. Promotions Process and
- 7. Reports Process.

### 1. Customer registration Process;

This process will include add and update customers.

### - Adding Sub process;

This process will take in new attendants' personal information. Such as Home Phone, Title, etc.

### - Updating Sub Process;

This process will update existing attendants' personal information. Such as Home Phone changes, Surname changes, Address changes, etc.

### 2. Selling Process;

This process takes customers' requests, gives them invoices and when it is necessary it cancels existing and old sales.

### - Customer Invoice Sub process;

This process takes customers requests, gives them invoices such as bill, and update current stock. And when a cancellation occurs, sends paying request to Customer Payroll Process.

### - Customer Payroll Sub Process;

This process takes all customers' payments, repay their money, updates Bills and Bill Details Tables.

### 3. Accounting Process;

This process calculates all payments, gives another processes permition to do money transactions, and does salary calculations to pay employees' salaries.

### - Cancelled Selling Accounts Sub process;

This process updates the database if any customer brings back the billed product.

### - Salary Calculation And Payment Sub Process;

This process does all calculations of payments.

### - Customer Payments Sub process;

This process updates the database if any customer brings back the billed product.

### - Supplier Payments Sub process;

This process updates the database if any Supplier sends a bills to the billed product.

### - Employee Payments Sub process;

This process calculates and pays employees' salaries.

### 4. Purchase Process;

This process calculates the purchase amounts, realizes the transaction, sends to accounting process paying order to the supplier and if that supplier is not recorded, records that customers information and update it.

### - Supplier Payment Sub process;

This process will pay supplier payments which the account process sent (because of security privacy).

### - Supplier Order Sub Process;

This process takes the order list from manager and gives new order to supplier, if the supplier statements or commitments come, updates database.

### - Adding New Supplier Sub process;

This process will take in new suppliers' company information. Such as Company Address, Contact Name, Contact Title, etc. And if any information update occurs, it also updates the stored database information.

### 5. Employee Process;

This process will include add and update employees' personal information and provides to hold their attendances.

### - Adding New Employee Sub process;

This process will take in new attendants' personal information and store it in the database when the manager sends them acceptance. Also this process provides to update the employees' personal information if any change occurs.

### - Employee Attendance Sub Process;

This process will hold employees' day-to-day attendance information.

### 6. Promotions Process;

This process will add, delete and update promotions, sets its interval and updates the products selling price.

### 7. Reports Process;

This process will include all internal and external stakeholders' reports, such as, employees, suppliers, customers, etc.

### - Aggregate Product Reports Sub process;

This process will include all category and product reports.

### - Aggregate Bill Reports Sub Process;

This process will include all bills and bill details reports.

### - Customer Reports Sub process;

This process will include all customer reports.

### - Aggregate Purchase Reports Sub Process;

This process will hold all purchase and purchase details reports.

### - Promotion Reports Sub process;

This process will hold all promotion reports.

### - Aggregate Supplier Reports Sub Process;

This process will hold all suppliers and their products' reports.

### - Aggregate Employee Reports Sub Process;

This process will hold all employees' and their attendance reports.

# **DESIGN OF THE SYSTEM**

### **EXPLANATION**

### The minimum requirements of the system are as follows;

Intel Pentium IV Processor

2.4 GHz

512 MB of RAM

80 GB Hard Disk

15" Monitor

Microsoft NT 2000 Server Edition

USB 2.0 Support

10 / 100Mbps Fast Ethernet Adapter for PCI

### The recommended requirements of the system are as follows;

Intel Pentium Centrino Processor

3.2 GHz

2048 MB of RAM

1 TB Hard Disk

17" Monitor

Microsoft NT 2003 Server Edition

USB 2.0 Support

 $100\,/\,1000$  Mbps Fast Ethernet Adapter for PCI

I used Delphi programming language for writing this program and Paradox database that has also connection with Delphi.

Also to be able to run the program without any problem install-shield express is also provided together with program.

### SUPERMARKET AUTOMATION SYSTEM

### 1. PROJECT IDENTIFICATION AND SELECTION

### THE AIM OF THIS PROJECT

The Supermarket Automation System aims to serve customers who come to the supermarket for shopping in the best way and provides much more fast shopping.

The existing system's handicaps, easiness to use and flexibility of processes that the new system wishes to bring the users and corrections to be made on the existing system are explained in detailed under the headlines "The Existing System's Capabilities" and "The New System's Providences".

### THE SYSTEM BOUNDARIES:

- 1. The employees who are aimed to use this system did not have enough computer education therefore they must have little computer using capabilities.
- 2. The customers' information cards that hold the customers' personal information are kept by employees on hand and are not processed correctly and in order.
- 3. The primary feature that separates each customer cards uniquely is a number called customer number and this number is incremented by one for each new customer. However in existing system last numbers may be forgotten, so the uniqueness is not sure.

### **RESOURCE LIMITS:**

Actually there are some limitations to do the project. Furthermore the limits can be passed at most 10 %. Actual value the owners give me to do the project is  $$5,000 \pm 10$  %. As an extra payment I can take only from training. All of these expenses will be afforded by company's own budget.

# 2. PROJECT INITIATION AND PLANNING

### **Technical Feasibility:**

The hardwares that are necessary for the system are as follows:

- A server to a server room,
  - Computers and for each cashier's desk,
  - Computers for each users' desk or room,
  - A computer and a printer for system manager.

Beside this hardwares, some hardwares and some softwares for new software system that will be applied and should be afforded as well.

### **Operational Feasibility:**

A test has been made the employees to determine their computer usage levels. According their results may be some training can be given the employees. But for server management, the company will need to hire a new employee as a system administrator or server (database) manager.

### **Economical Feasibility:**

All the expenses will be afforded to the company's own budget as I mentioned before.

### 3. ANALYSIS

### THE REQUIREMENT DETERMINATION:

The requirements made by manager are as follows;

- To increase the speed of operations,
- To prevent data duplication,
- To prevent the loss of data,
- To provide quick data access,
- To provide distinction between users with saving their data,
- To restrict data access to the system,
- To differ reaching all the data for every job description (with different menus)

### THE EXISTING SYSTEM'S CAPABILITIES

- The supermarket works with manual system. All the market documents hold in hand.
- When a customer bought some more foods, calculation is done with help of a calculator.
- There are no promotions to old customers, every customer has seen a daily customer, and there are no distinctions.
- All transactions are cash transactions; there are only one P.O.S machines.
- They are counting their inventory on hand and they are writing on a notebook (When a customer ask about a product, they are looking that notebook) and they are looking for the shelf and than they can reply the answer of the question.

### THE NEW SYSTEM'S PROVIDINGS

- The new system will give a change to do their job much faster, because they can reach the data from every computer.
- The new system will give a change to see their inventory every time, and the system will give attention to the products which are under re-order level.
- Every time (on run time of program) they can take reports and they can print it.
- The new system can provide the multiple sale processes at the same time (cash sale or credit-card sale).
- The new system will provide the customers distinction with customer points. Every collected point will give a change to take more presents.
- The new system can provide the salary calculations for employees with holding their attendances.
- The new system can provide different system entries with different job positions.

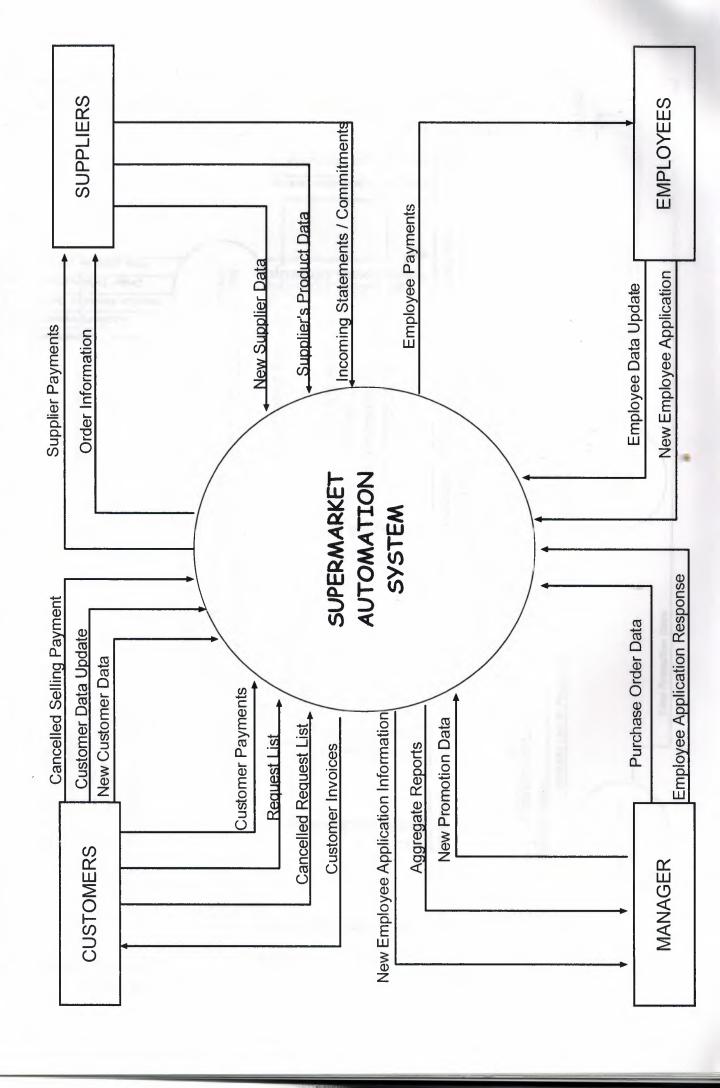
### THE DATABASE

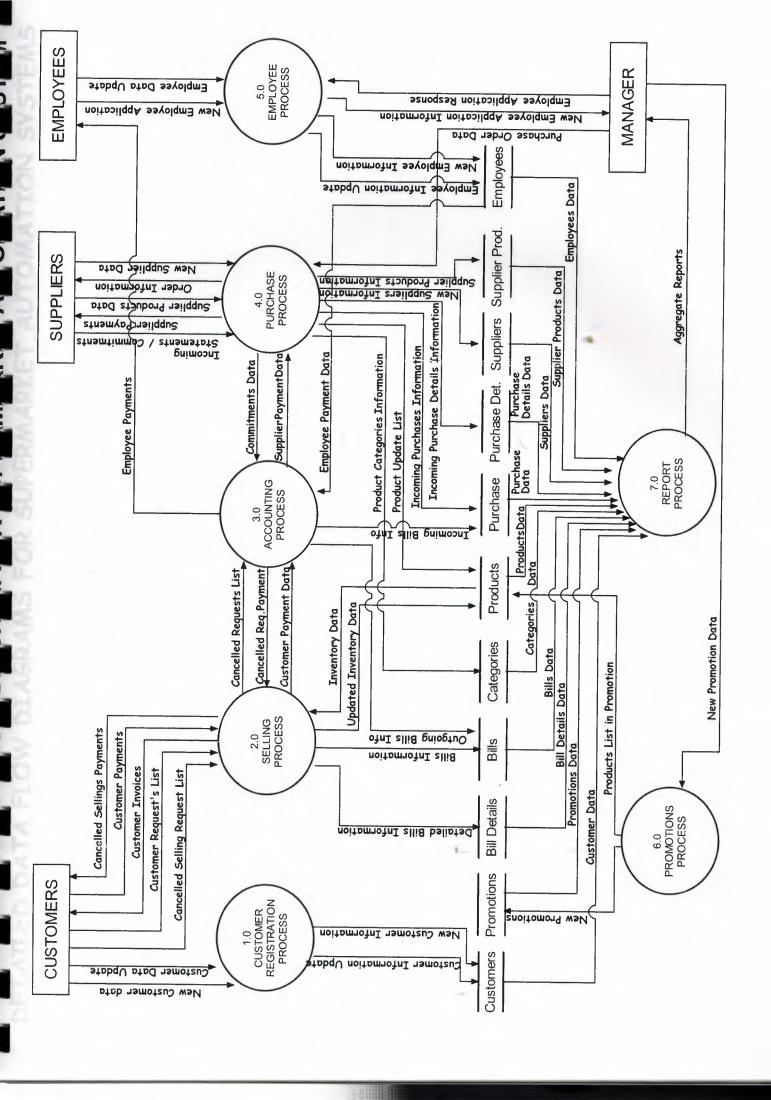
There are eleven tables in the system. These are;

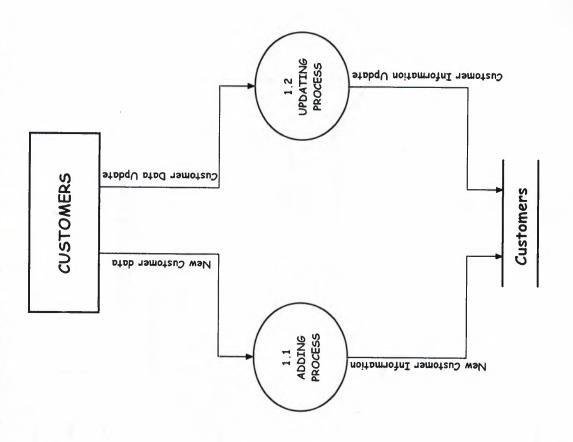
- Customers,
- Employees,
- Attendances,
- Suppliers,
- Supplier Products,
- Products,
- Categories,
- Promotions,
- Purchase,
- Purchase Details,
- Bills and,
- Bill Details.

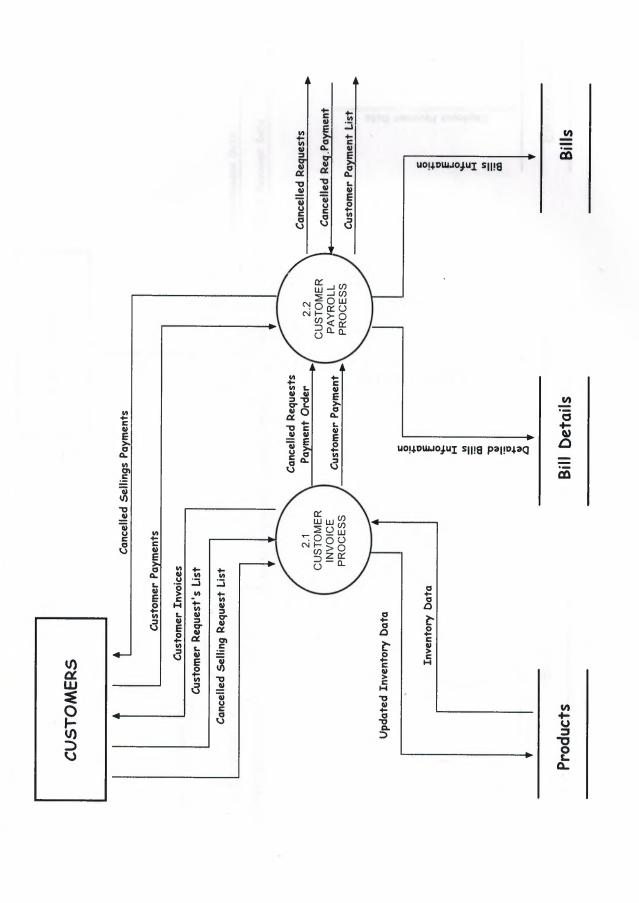
DATA FLOW DIAGRAMS

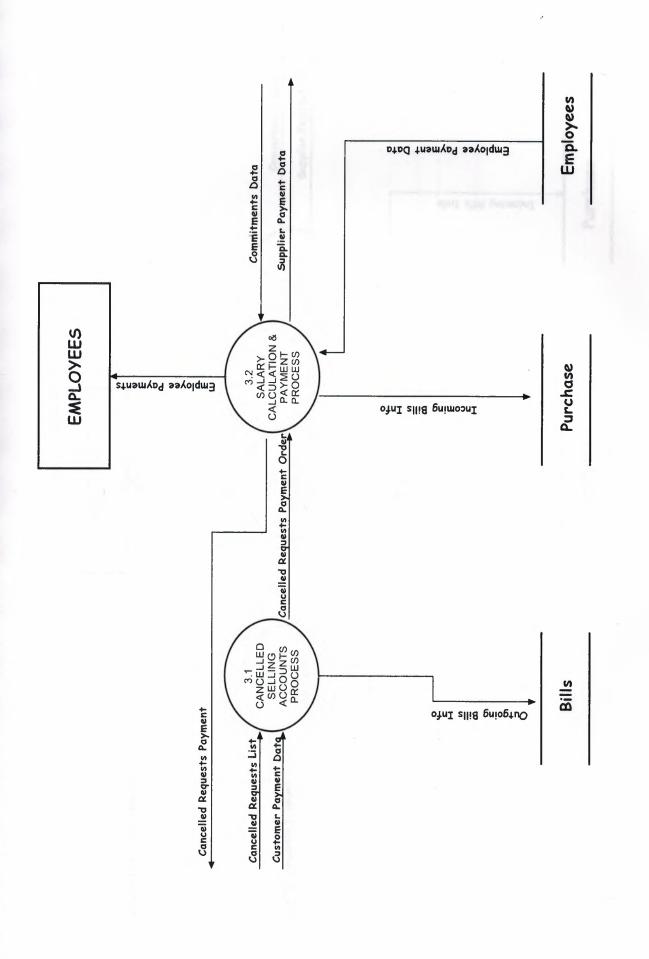
# CONTEXT DATA FLOW DIAGRAM FOR SUPERMARKET AUTOMATION SYSTEM

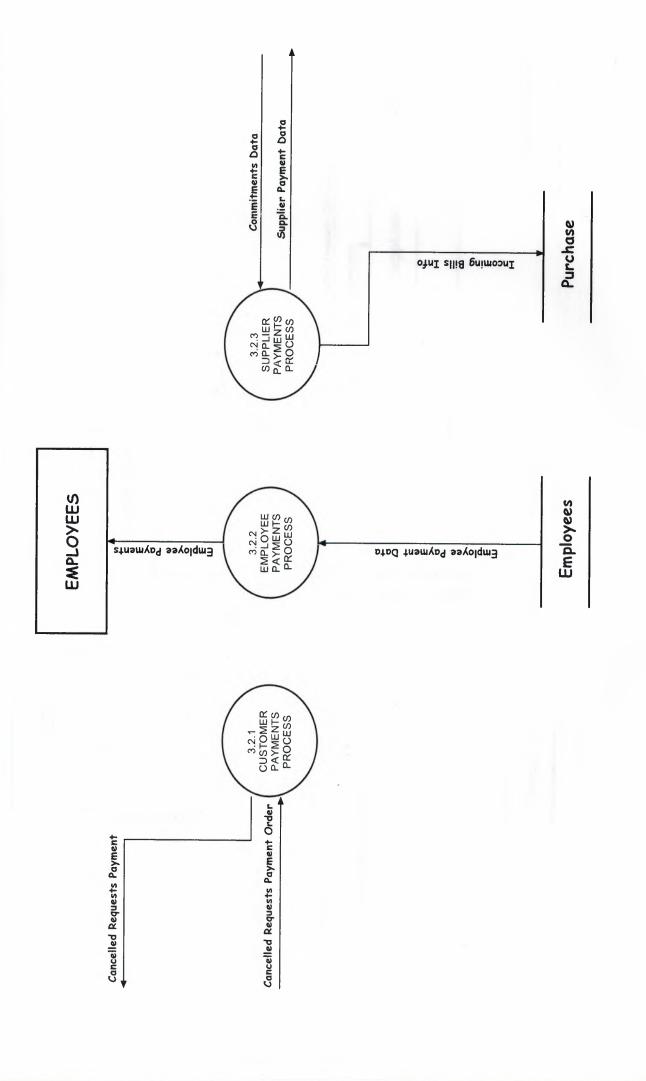


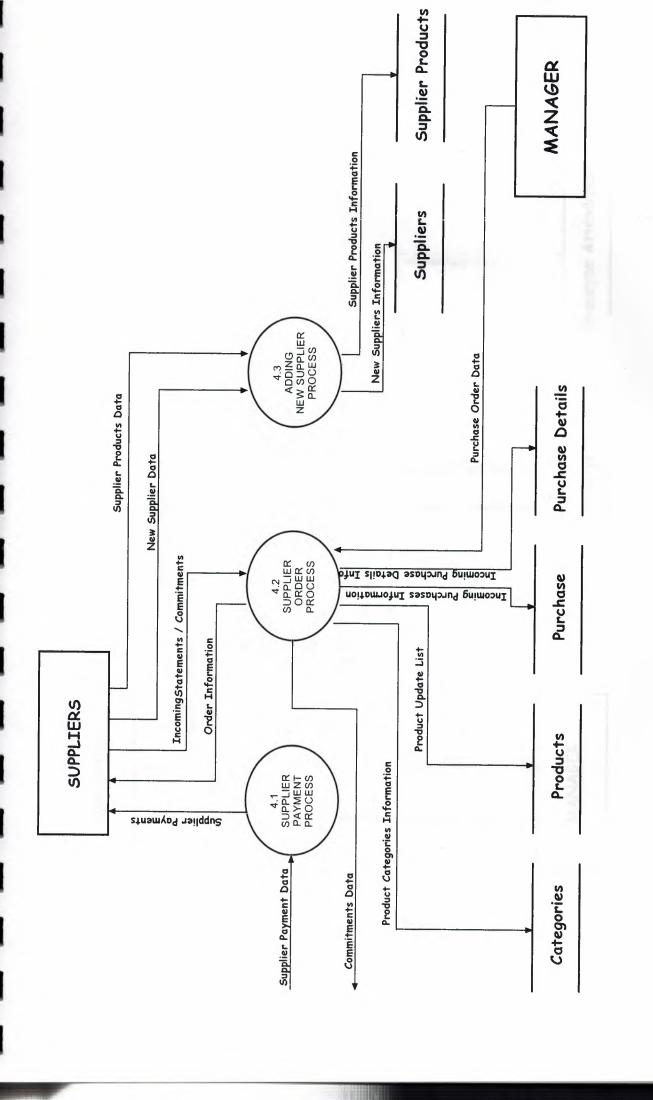


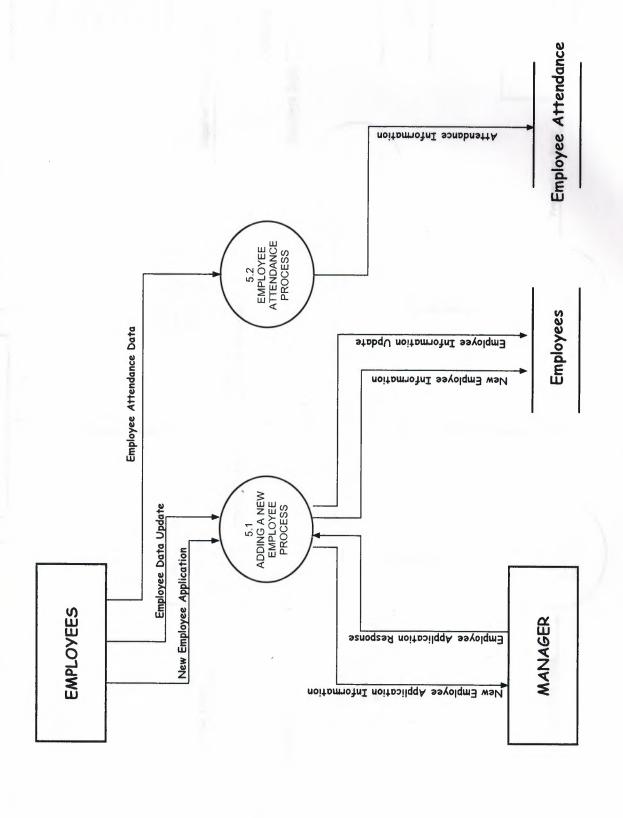


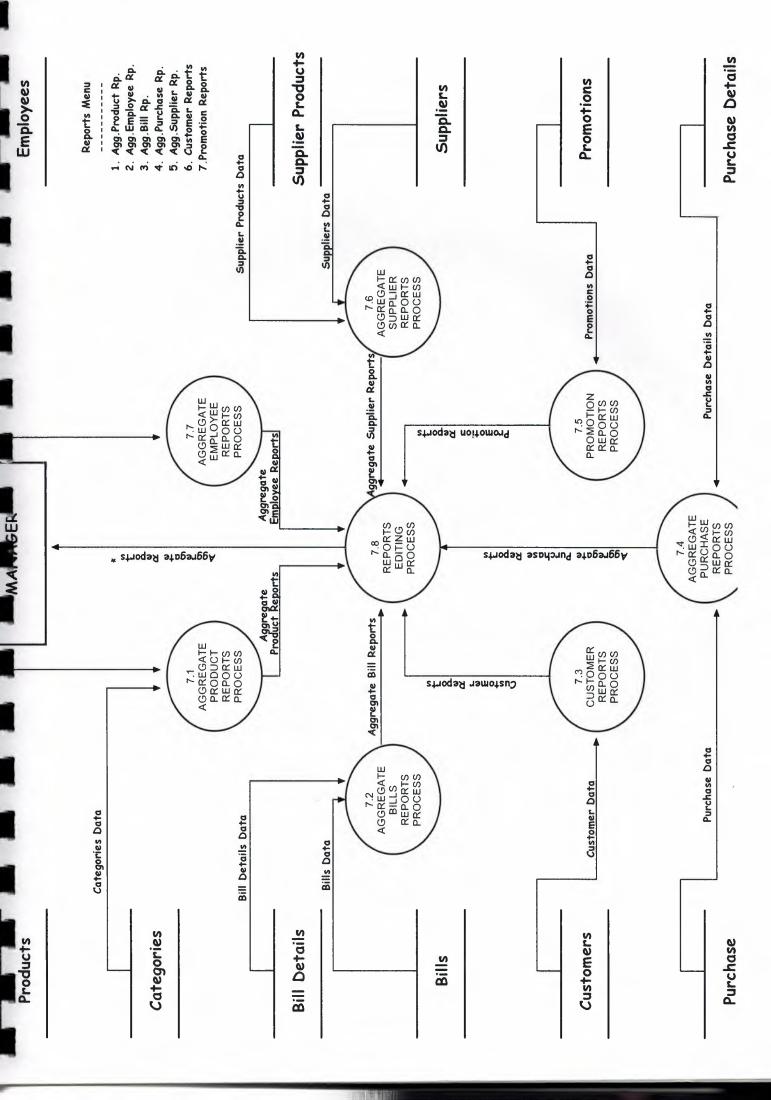




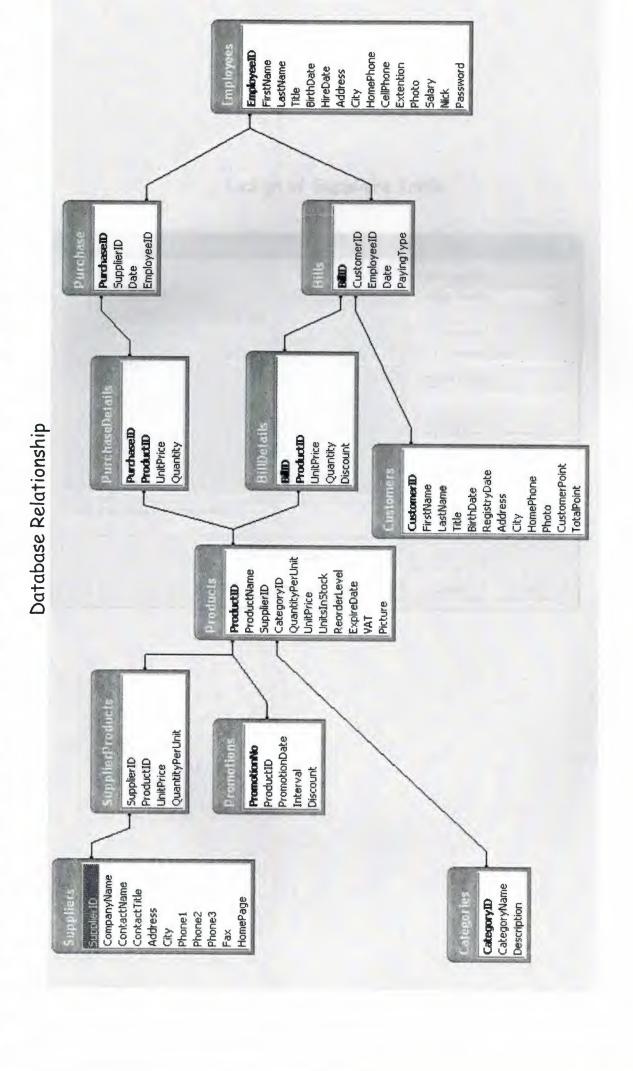




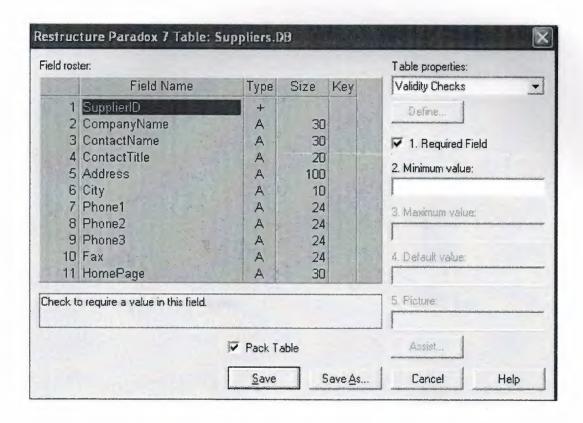




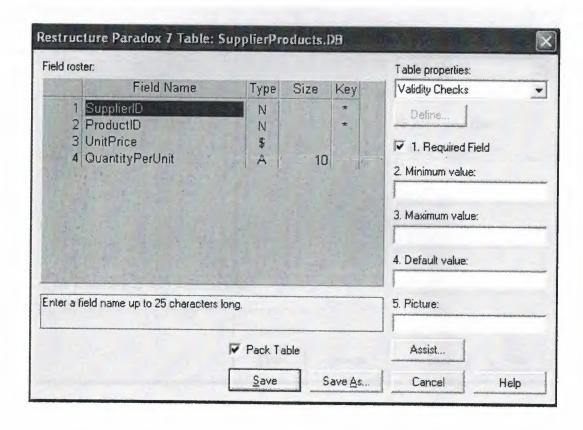
# DATABASE DESIGN



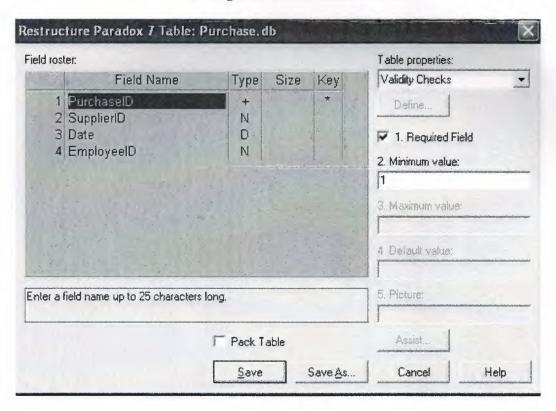
# Design of Suppliers Table



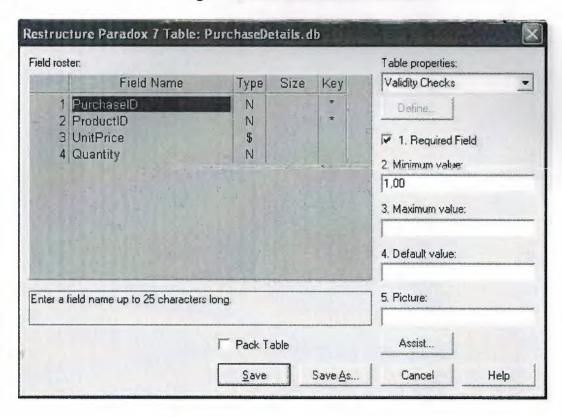
# Design of Supplier Products Table



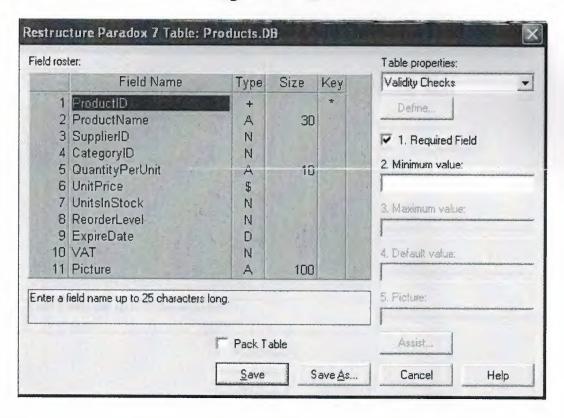
# Design of Purchase Table



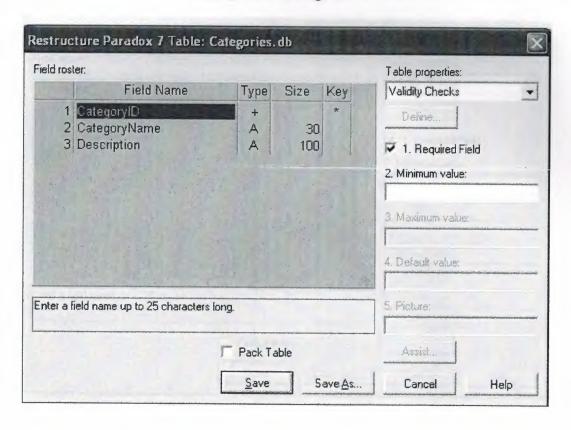
# Design of Purchase Details Table



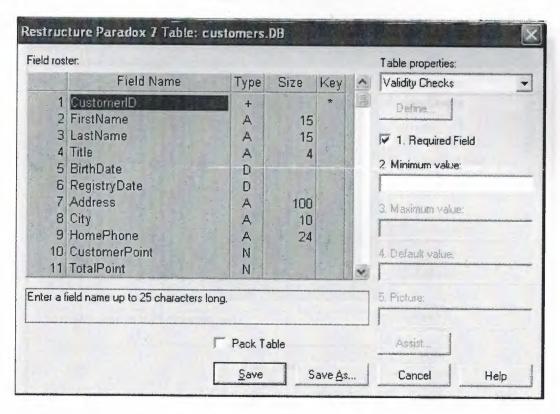
# Design of Products Table



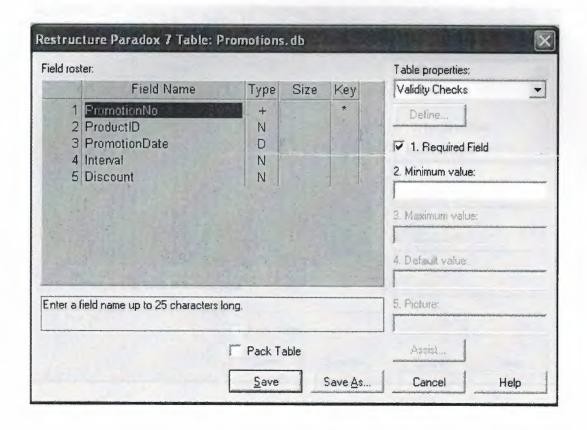
# Design of Categories Table



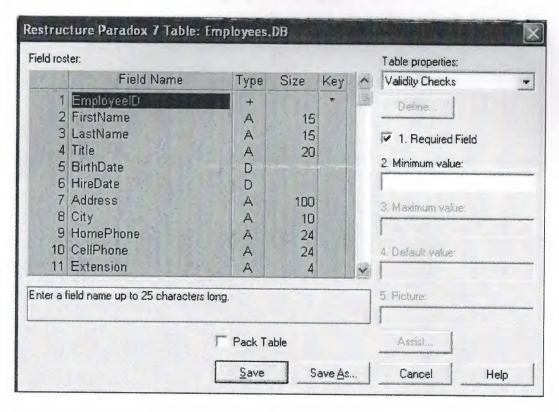
# Design of Customers Table



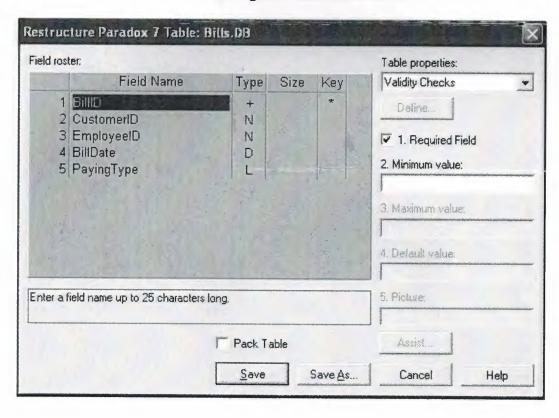
# Design of Promotions Table



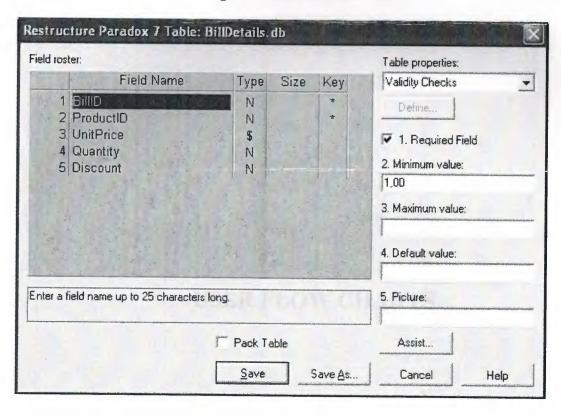
### Design of Employees Table



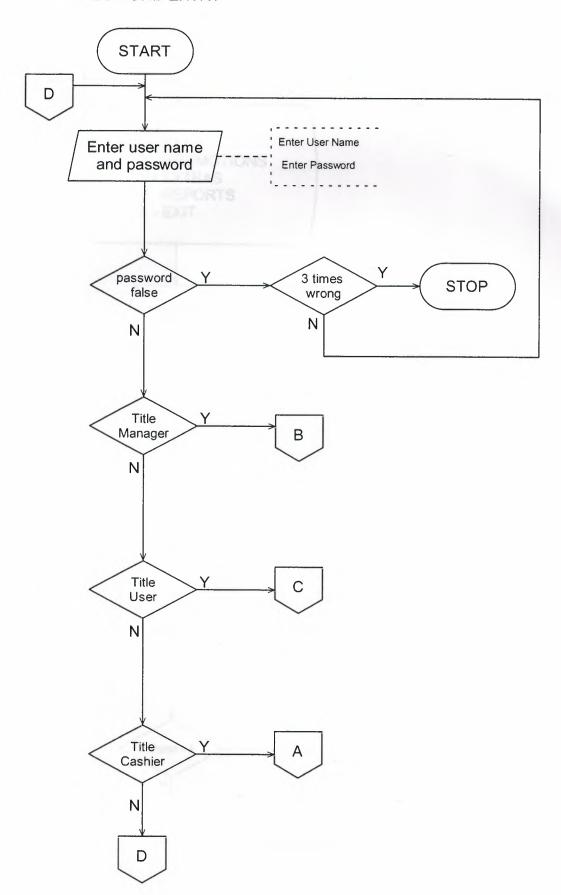
# Design of Bills Table

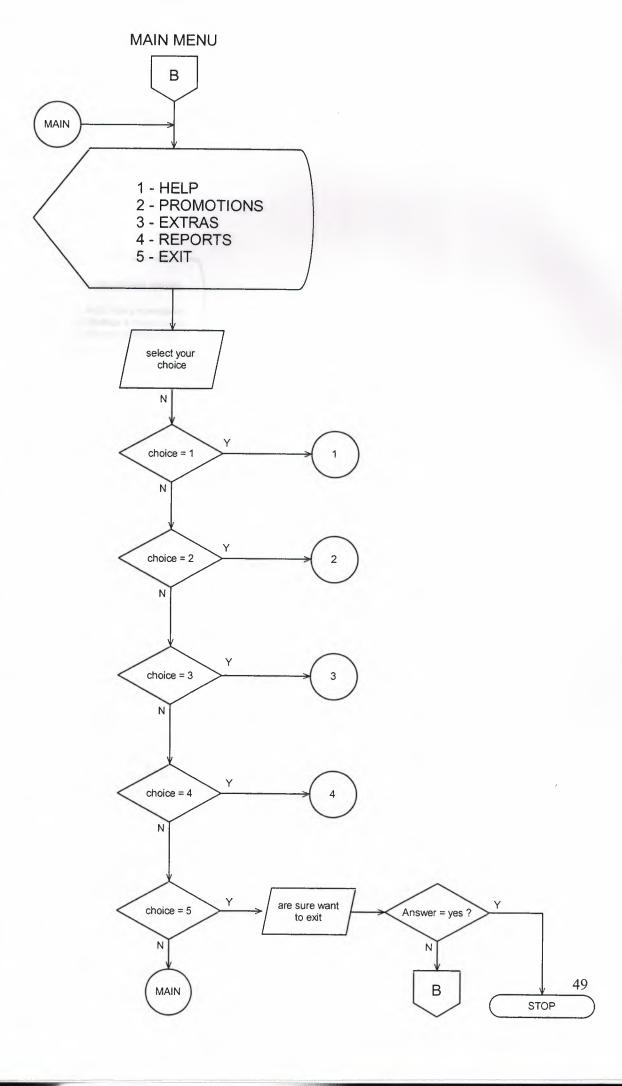


# Design of Bill Details Table

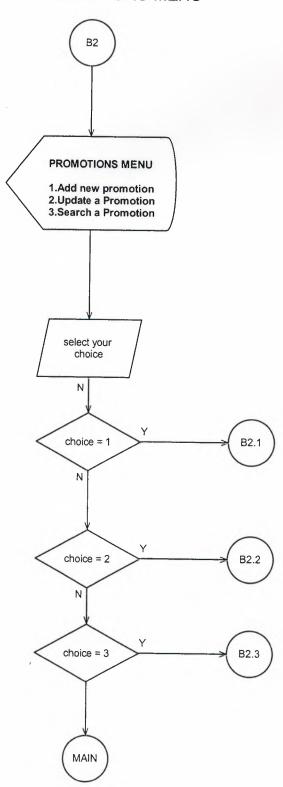


# **USER FLOW CHARTS**

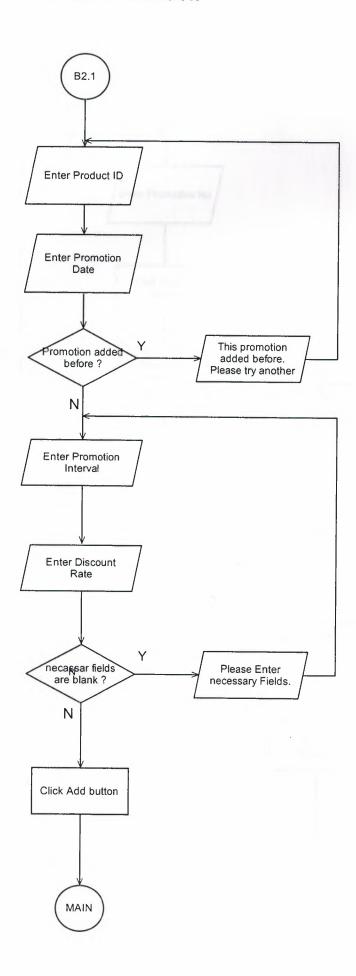




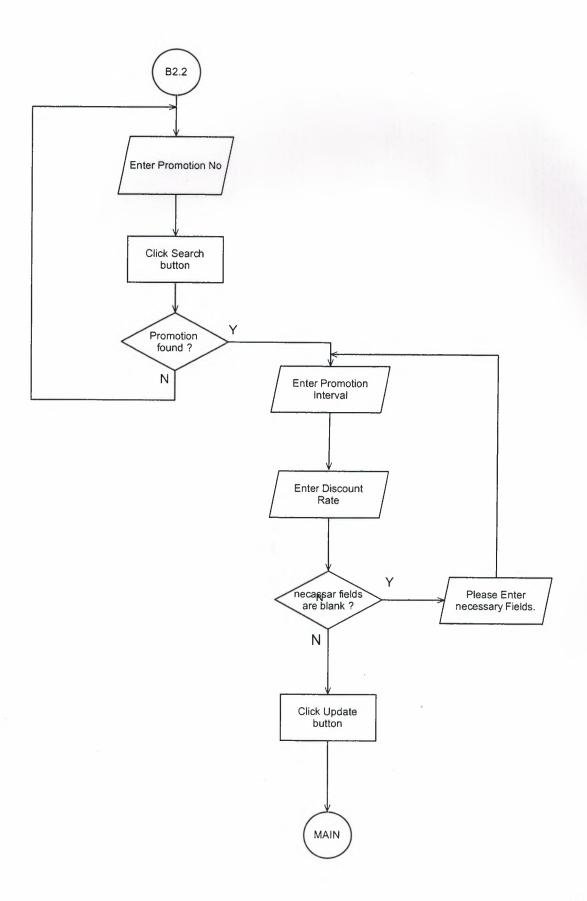
### PROMOTIONS MENU



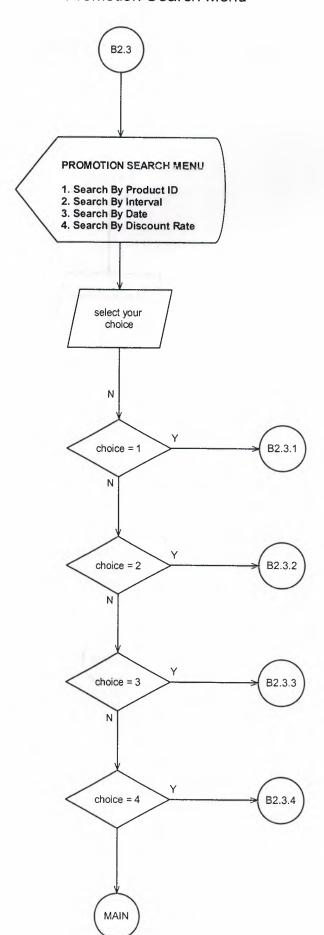
#### **Add new Promotion**



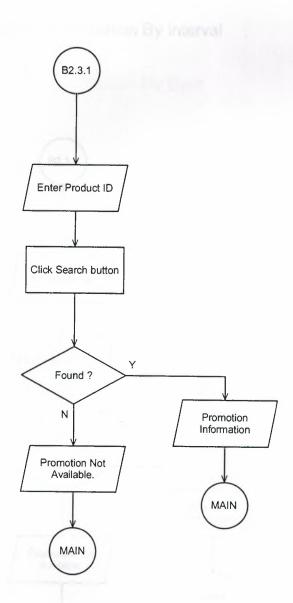
### Update a Promotion



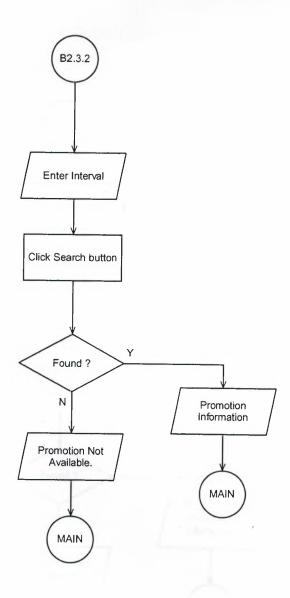
### Promotion Search Menu



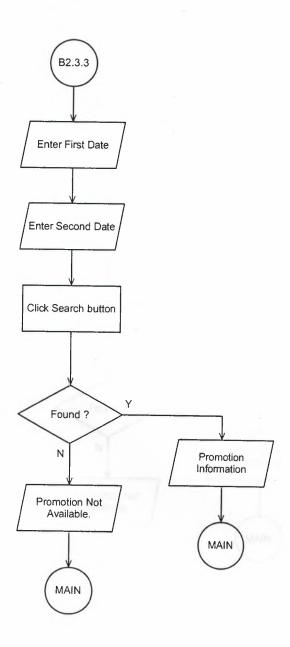
### Search a Promotion By Product ID



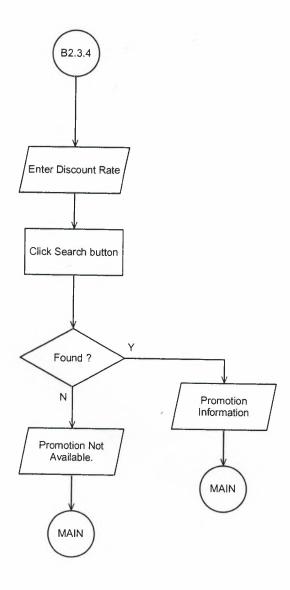
# Search a Promotion By Interval



# Search a Promotion By Date

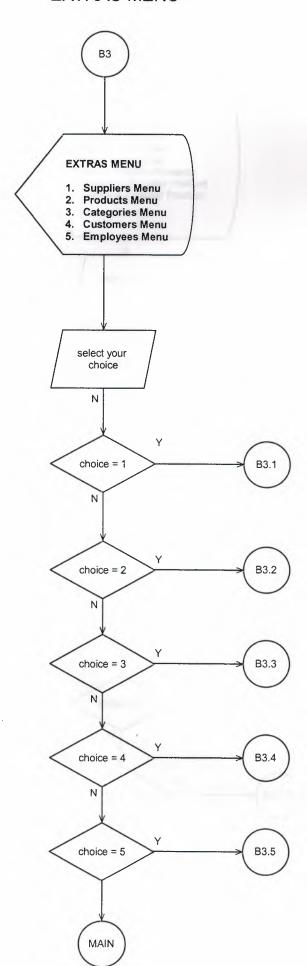


# Search a Promotion By Discount Rate

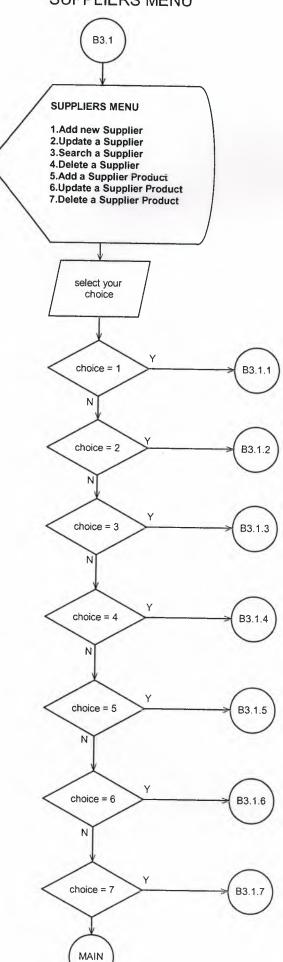


Control Many
Products Many
Controlled Many
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Controlled Many

### **EXTRAS MENU**

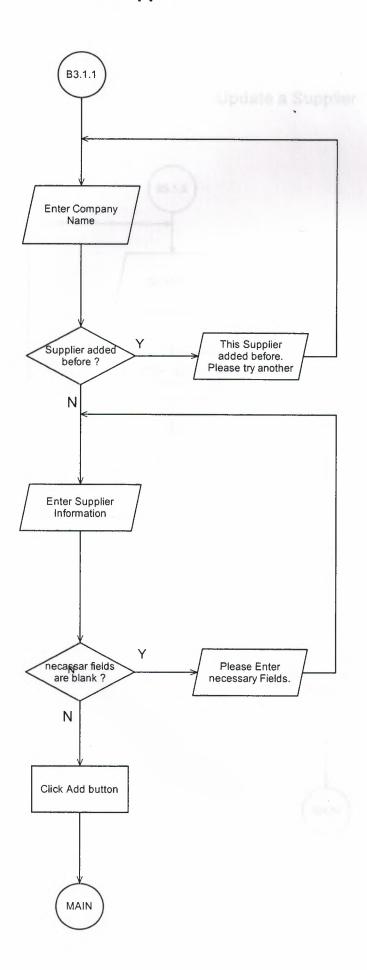


#### SUPPLIERS MENU

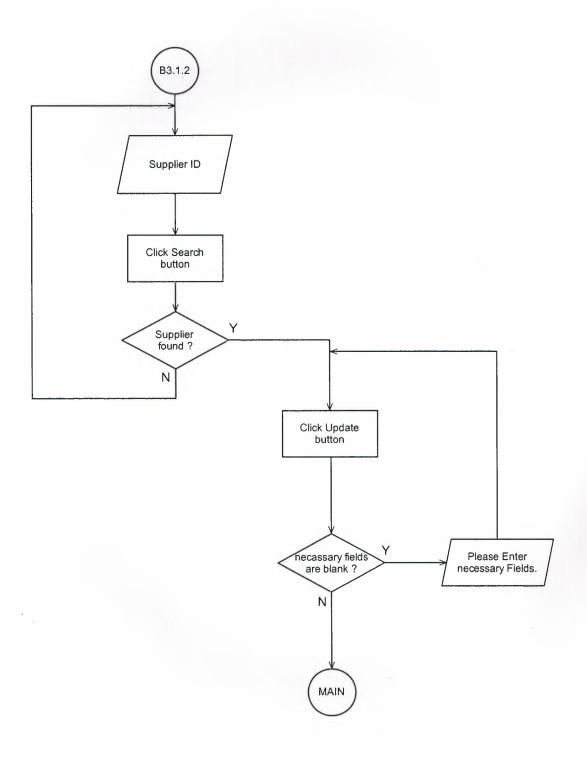




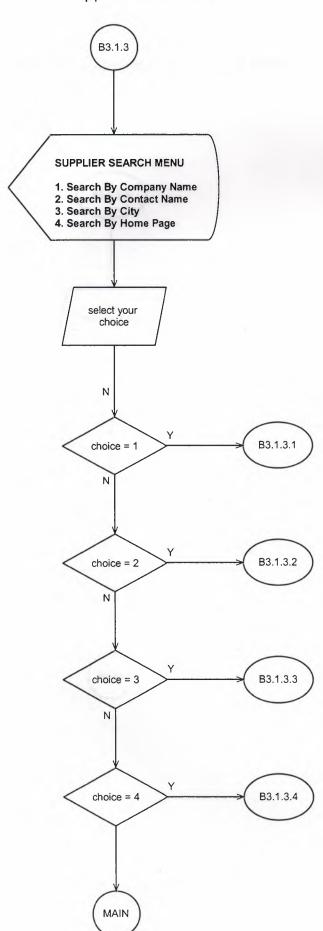
# Add new Supplier



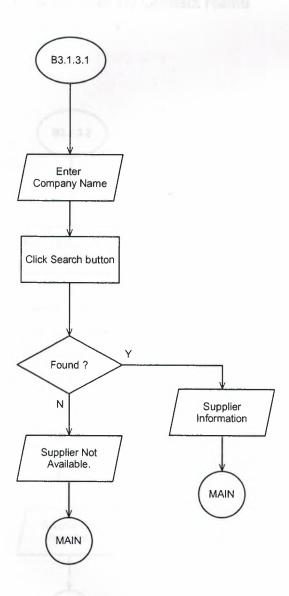
# Update a Supplier



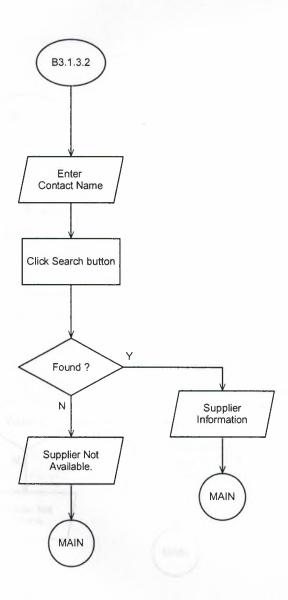
### Supplier Search Menu



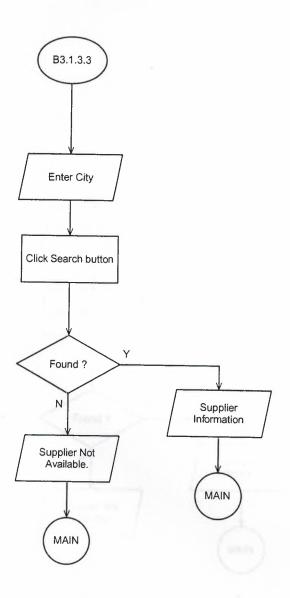
# Search a Supplier By Company Name



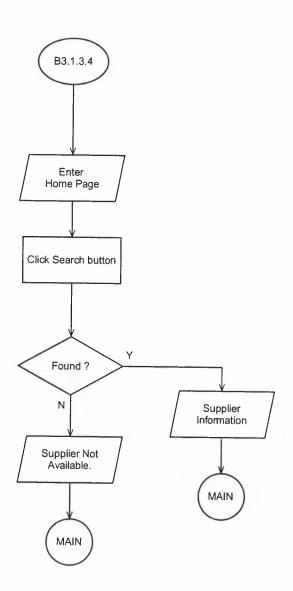
# Search a Supplier By Contact Name

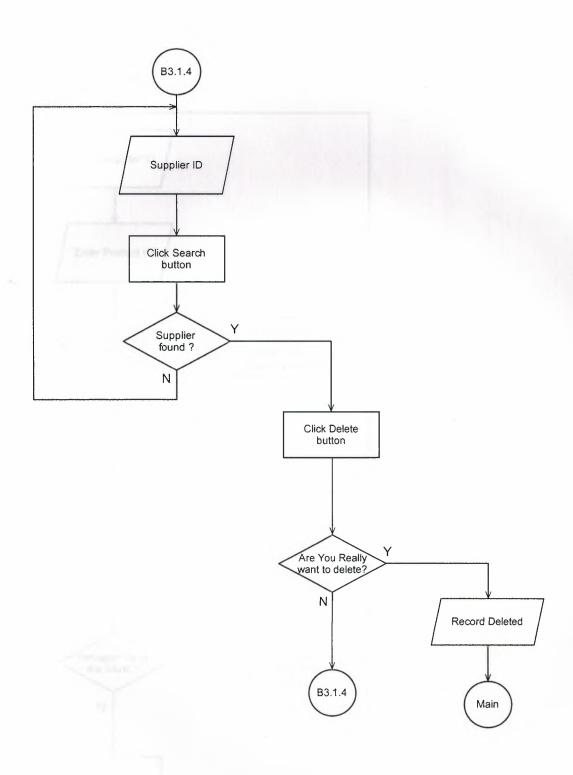


# Search a Supplier By City

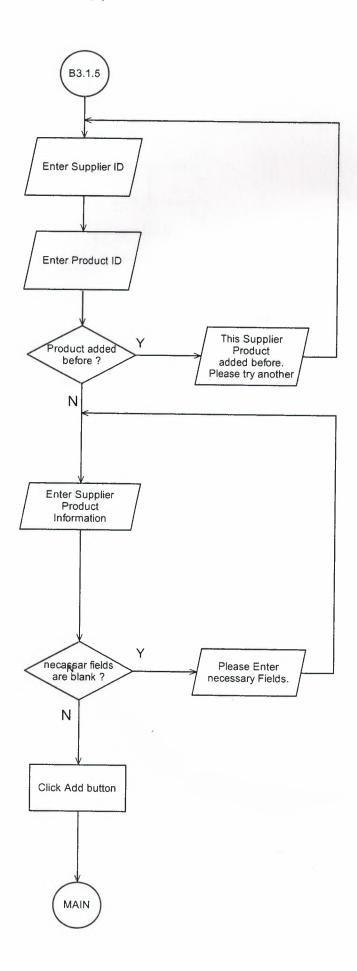


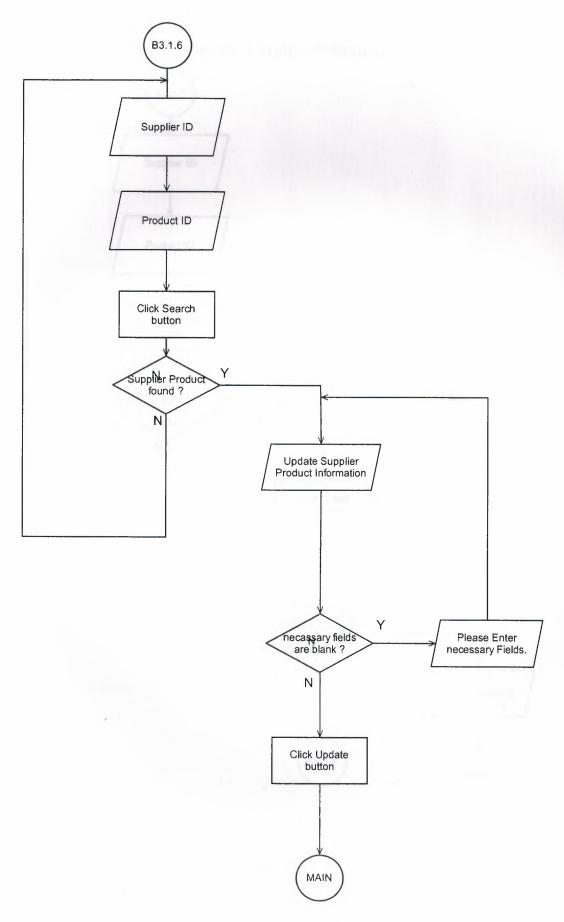
# Search a Supplier By Home Page



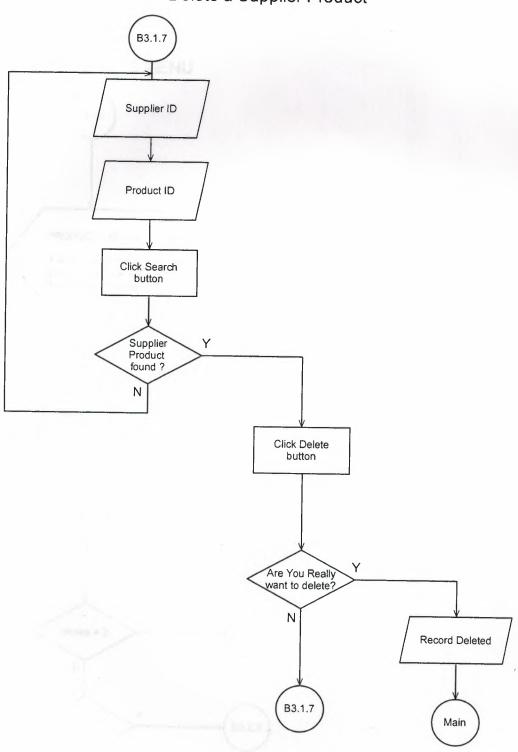


# Add a Supplier Product

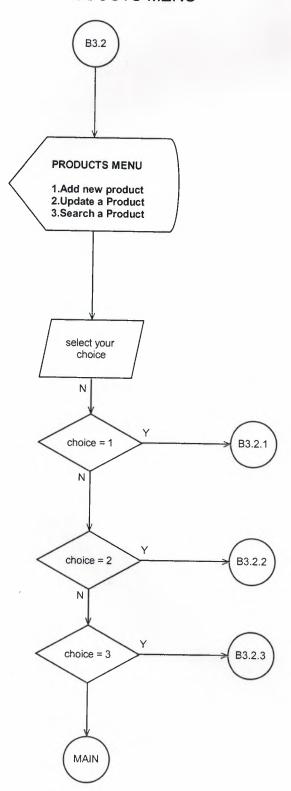




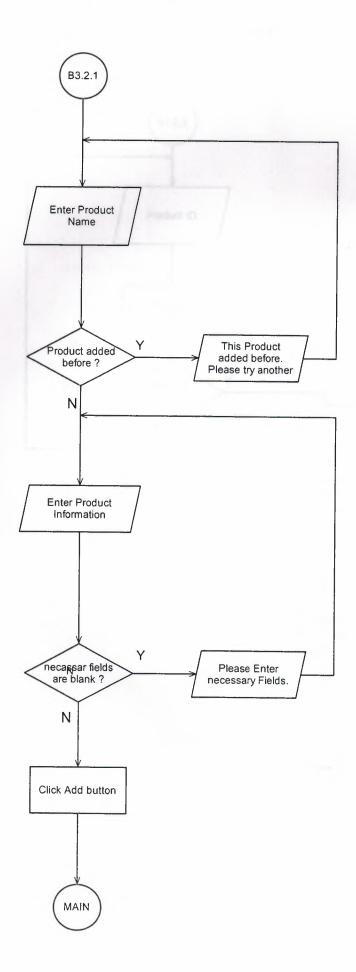
### Delete a Supplier Product



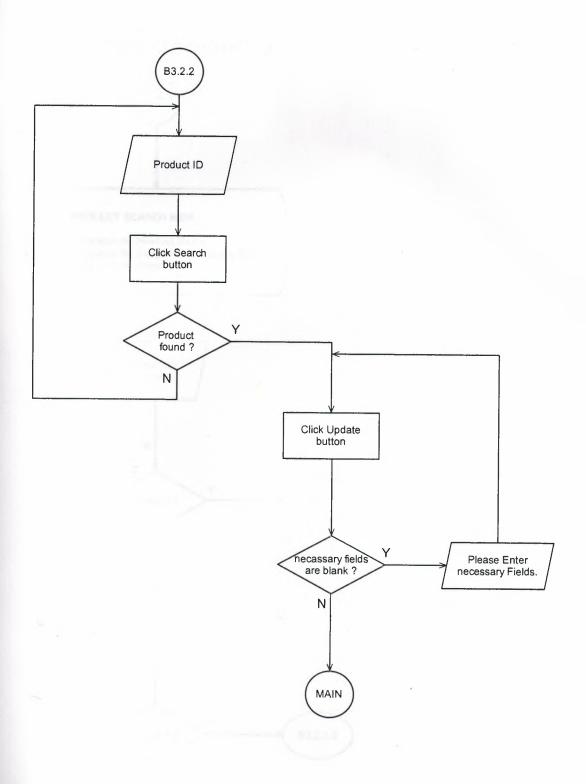
#### PRODUCTS MENU



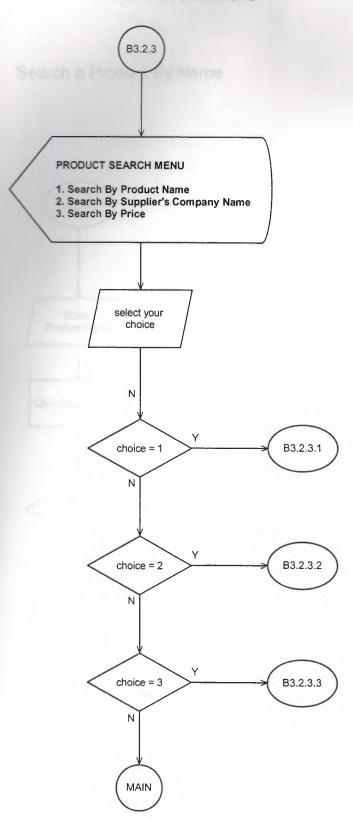
#### **Add new Product**



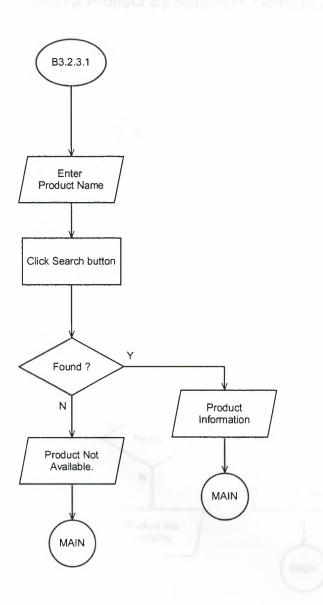
### Update a Product



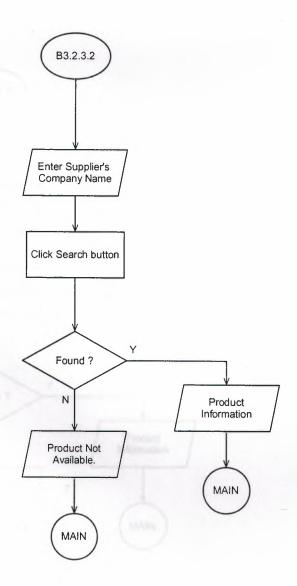
#### Product Search Menu



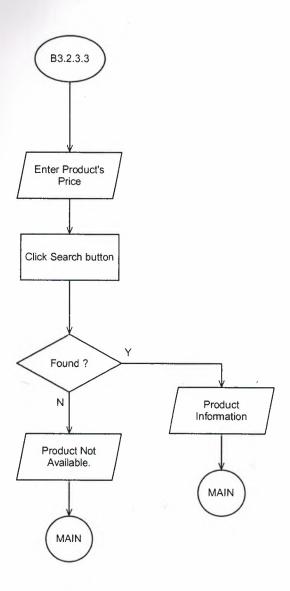
## Search a Product By Name



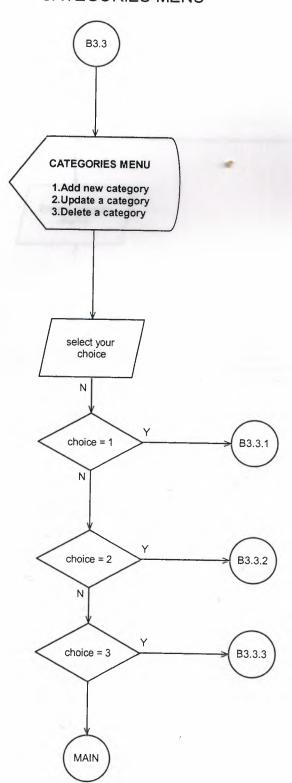
# Search a Product By Supplier's Company Name



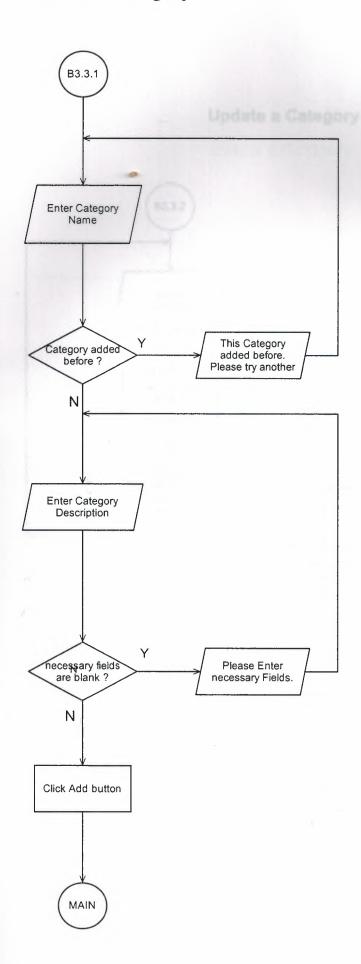
# Search a Product By Price



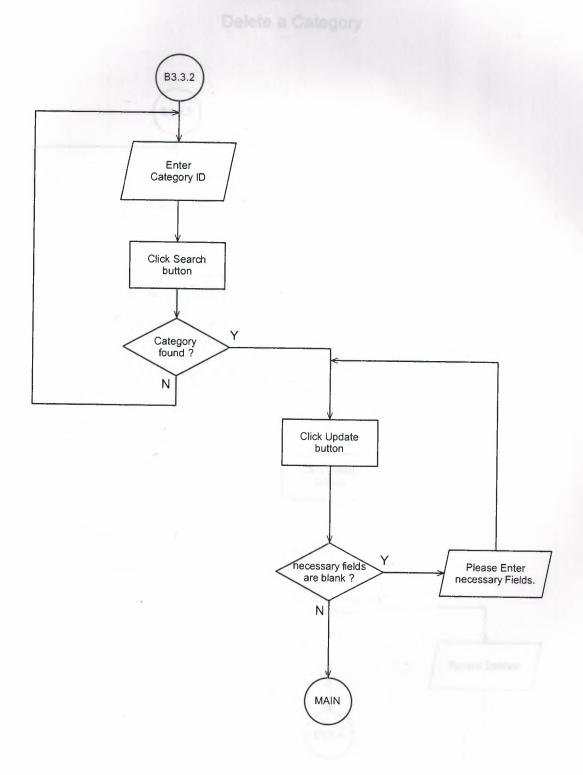
### CATEGORIES MENU



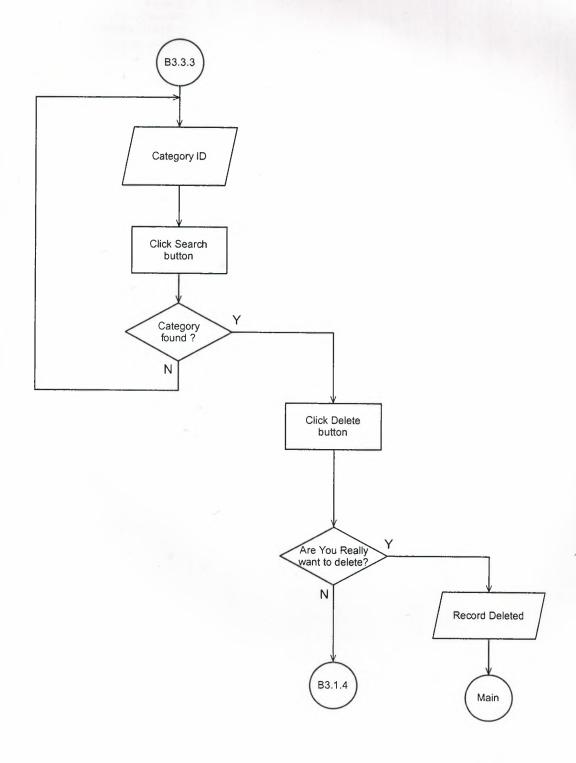
### **Add new Category**



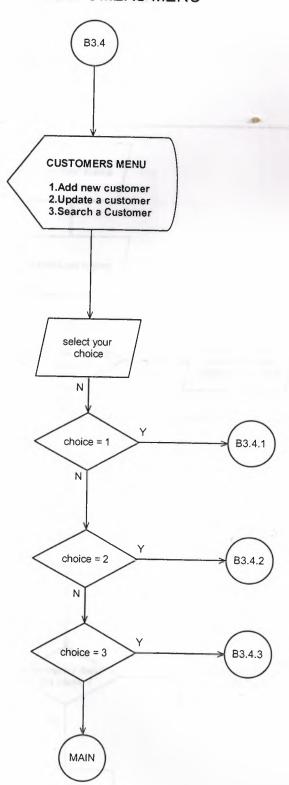
# Update a Category



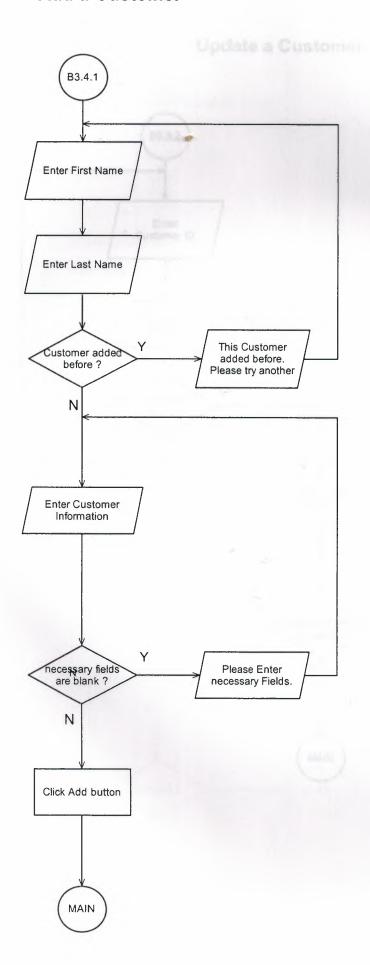
## Delete a Category



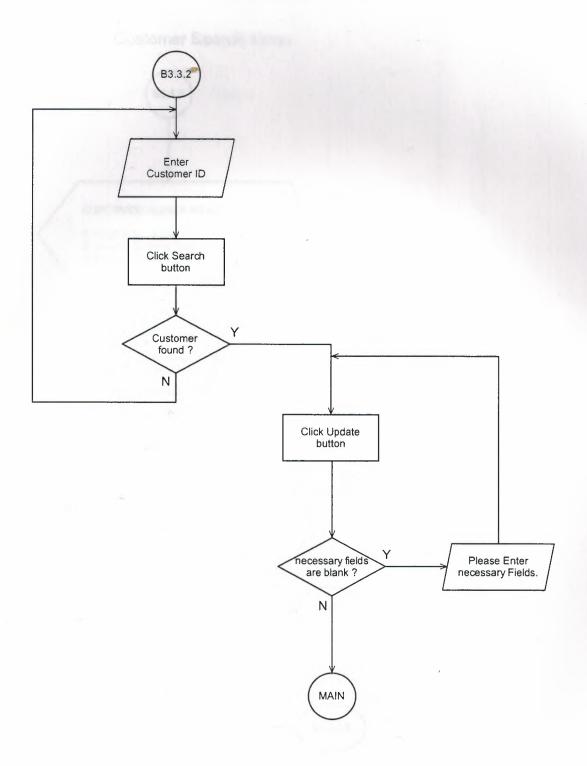
## **CUSTOMERS MENU**



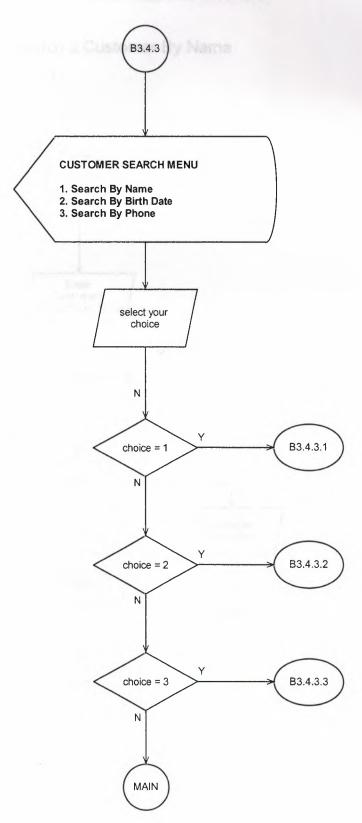
#### Add a Customer



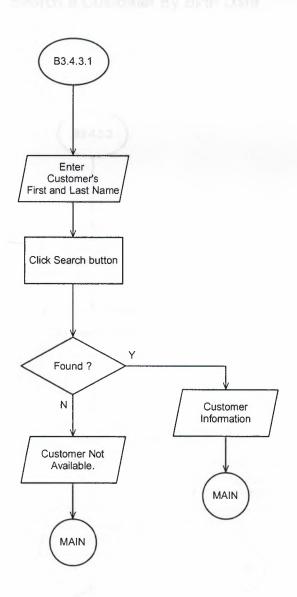
## **Update a Customer**



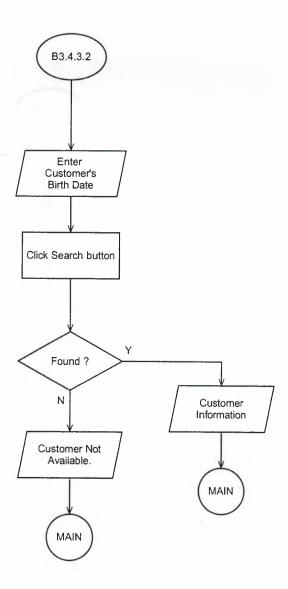
#### Customer Search Menu



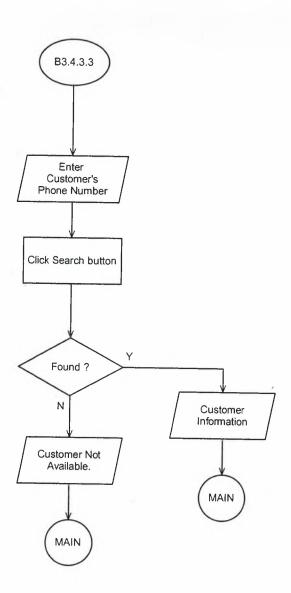
### Search a Customer By Name



### Search a Customer By Birth Date

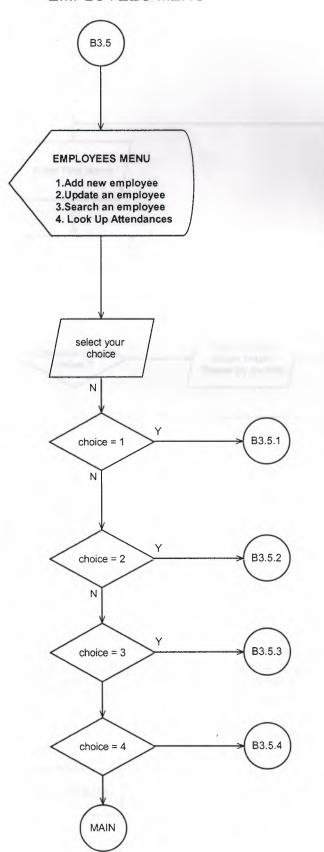


# Search a Customer By Phone

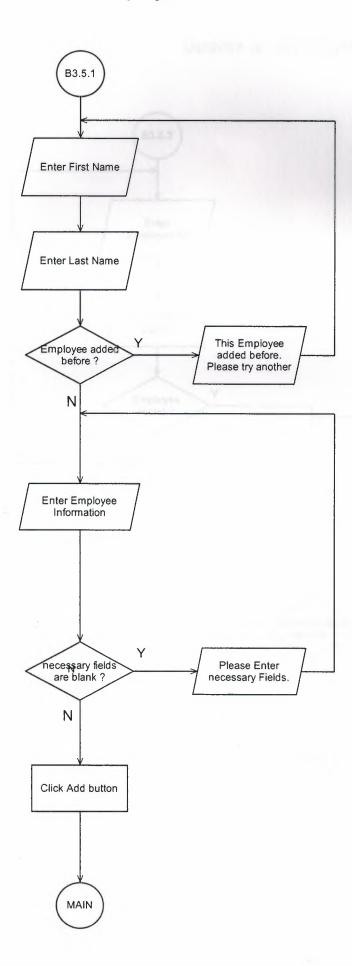


- 1. Add non omployee 2. Update on employee 3. Dearth an employee

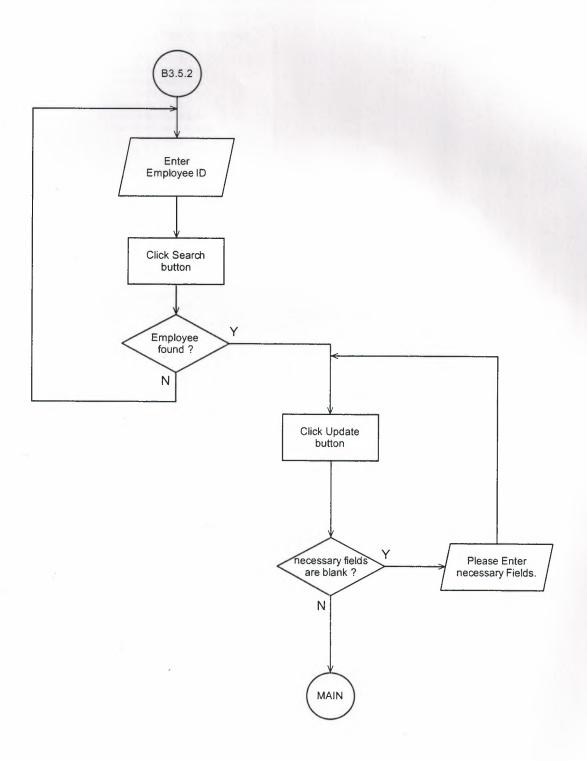
#### **EMPLOYEES MENU**



### Add an Employee

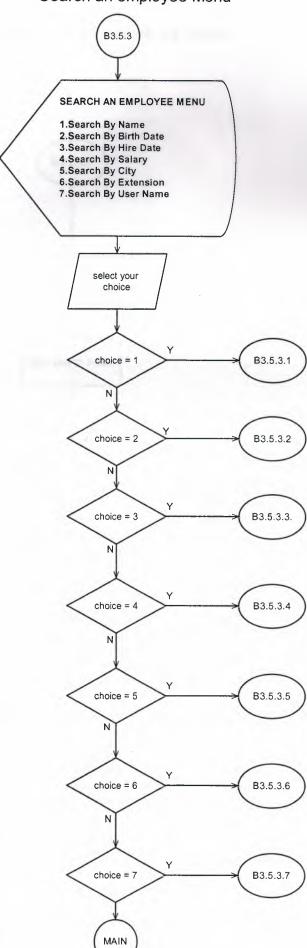


## Update an Employee

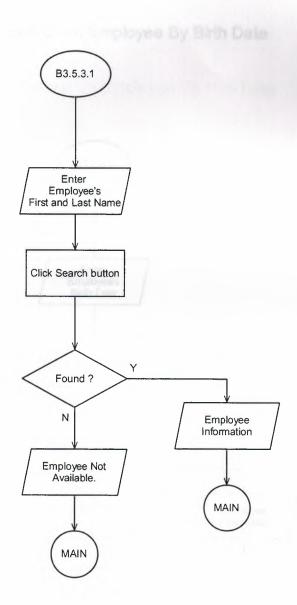




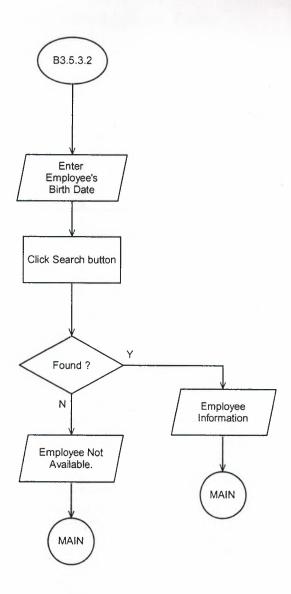
#### Search an employee Menu



### Search an Employee By Name

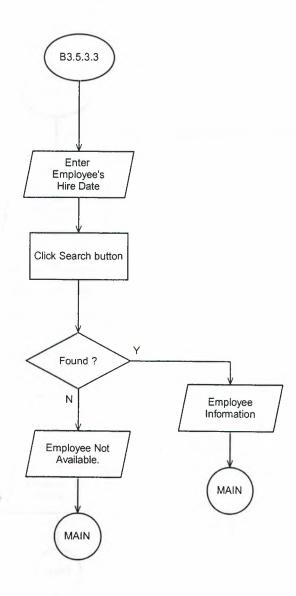


## Search an Employee By Birth Date

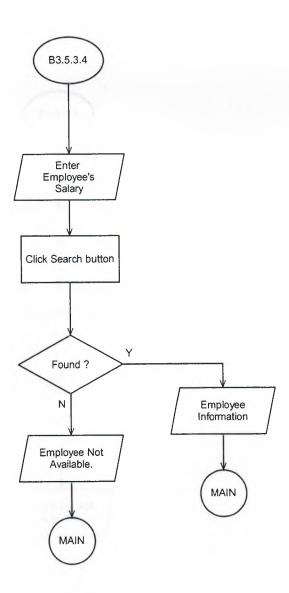


### Search an Employee By Hire Date

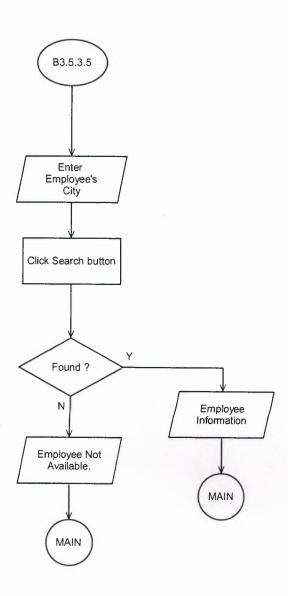
arch an Employee By Salary

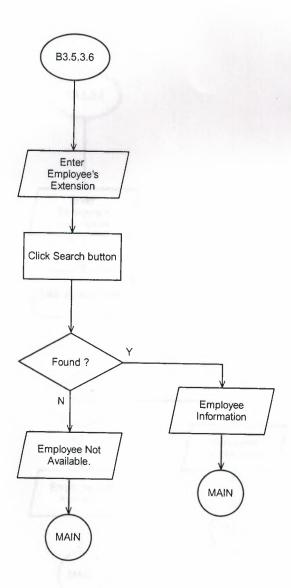


## Search an Employee By Salary

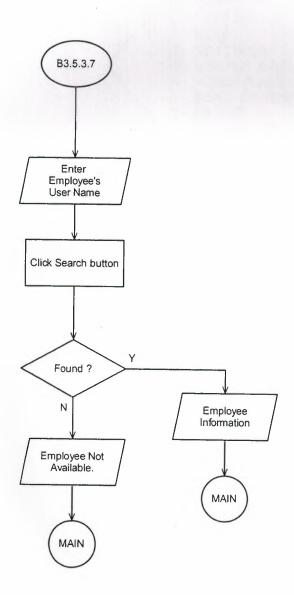


## Search an Employee By City

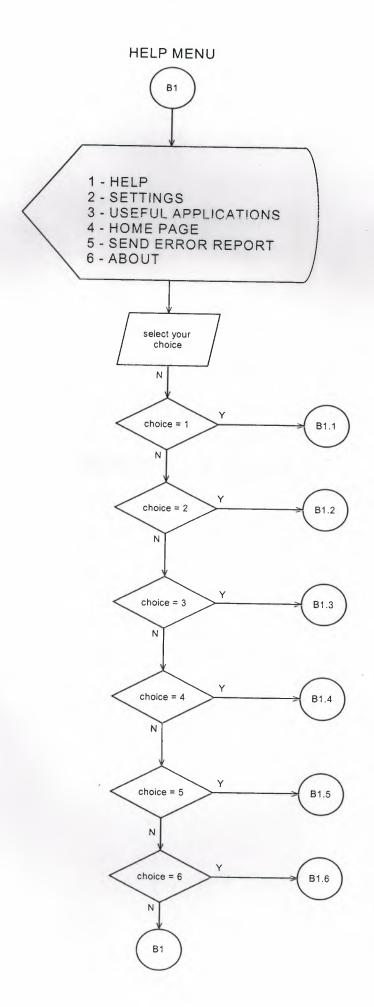




### Search an Employee By User Name

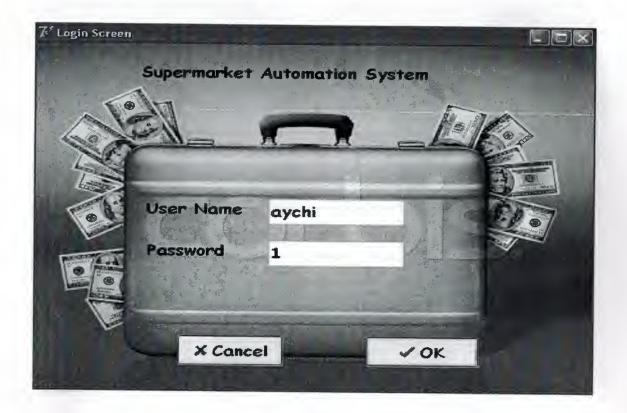




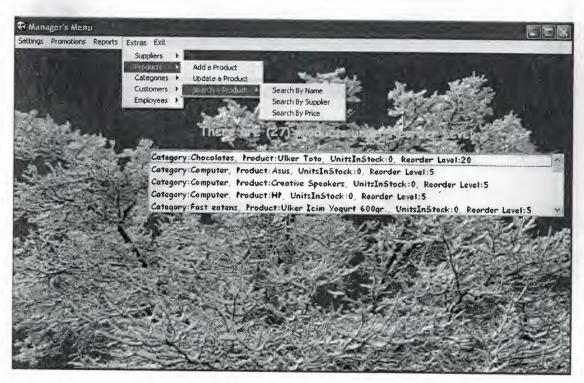


# SCREEN OUTPUTS

#### Manager Login Screen



Manager Main Menu



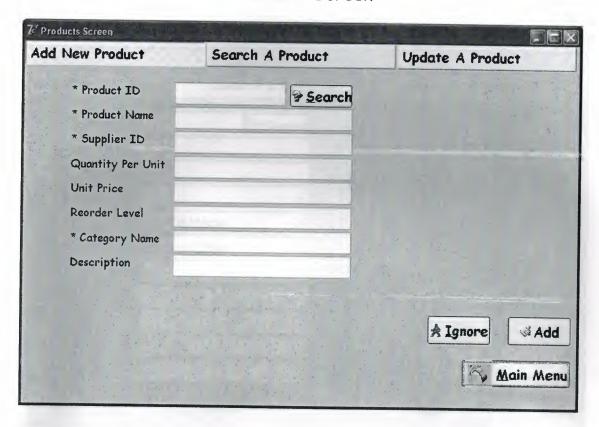
## Supplier Screen

7d Supplier Screen		
Add New Supplier	Search A Supplier	Update A Supplier
* SupplierID		<b>→</b> Search
* Company Name		- Seurch
Contact Nome		
Confact Title		
Address		
City T		
Phone1		
Phone 2		
Phone 3		· · · · · · · · · · · · · · · · · · ·
For No		
Home Page		À Ignore
	The second second second	
Ť.		Main Menu

Supplier Products Screen

Supplier Products Screen		
Add New Product	Delete A Product	Update A Product
* SupplierID		<b>P</b> Search
* Product ID	100000000	
Unit Price		
Quantity Per Unit		
		All Assessment
		A Ignore Add
		Main Men

### Products Screen



Categories Screen

ategory Screen		
d New Category	Delete A Category	Update A Category
Category ID		Search
Category Name	Simula and displaces assists a popular in the commencer is the state of the state of	
Description	A STATE OF THE STA	
		A Ignore A
		Parameter and the second secon
		Main M

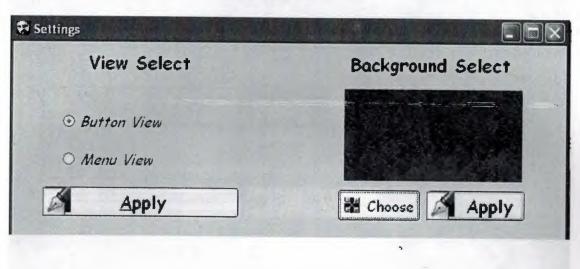
## Customers Screen

Z' Customers Screen				
Add New Custo	mer	Search A Custo	mer	Update A Customer
* Customer ID  * First Name  * Last Name		<b>Search</b>	Photo	
Title Birth Date	1/18/	2006		
Registry Date	1/18/			
Cîty				
Customer Point Total Point				À Ignore
				Main Menu

Employees Screen

Add New Employee		Search An Employee		Update An Employee		
* Employee ID  * First Name		2	Search	* Salary  * User Name		
* Last Name Title				* Password		
Birth Date	5/12/200	6	•			
* Hire Date Address	5/12/200	6	*			
City						
Home Phone Cell Phone						
Extension					A Ignore	⊌ Add

### Settings Screen



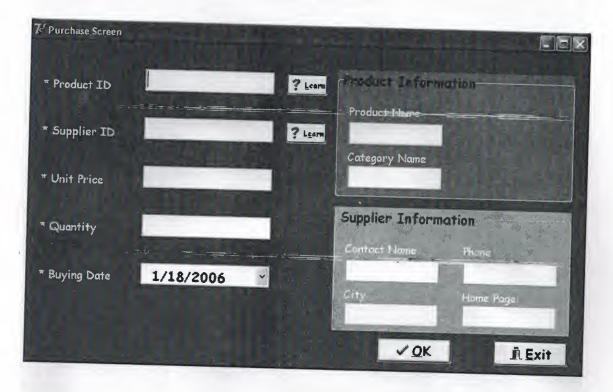
#### User Login Screen



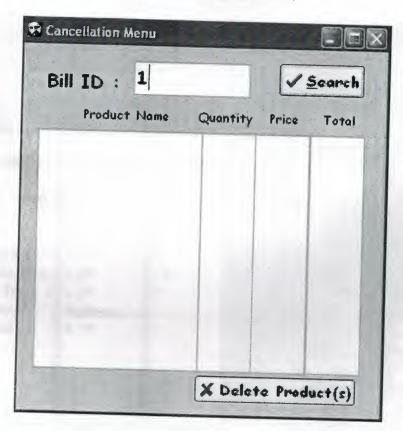
#### User Main Menu



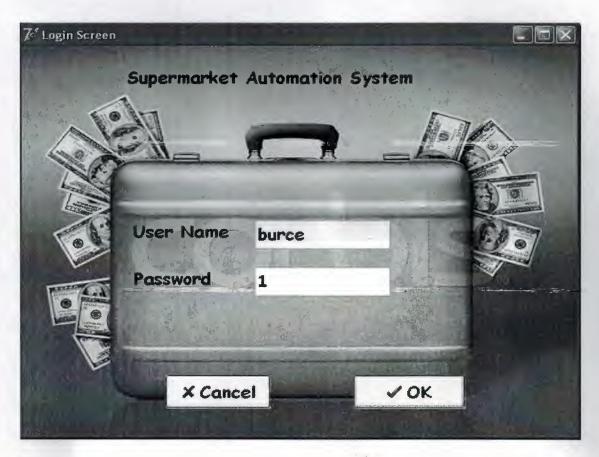
### Purchase Menu



## Cancellations Screen



#### Cashier Login Screen



Cashier (Sale) Menu

