ISSN No. 0976-5697

Volume 6, No. 3, May 2015 (Special Issue)

International Journal of Advanced Research in Computer Science

RESEARCH PAPER

Available Online at www.ijarcs.info

A Novel E-Commerce Application for Customers

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Abstract: As Internet is becoming more widely used, online shopping is also growing tremendously. Electronic Commerce (EC) describes the buying and selling of products, services via Internet. It is about doing business electronically. Consumers could perceive the potential for time savings and reduced effort compared with traditional forms of shopping. Our project basically deals with the cons of existing E-Commerce sites such as the reasons which compromise the weaknesses of existing online websites for shopping. Basic disadvantage in existing shopping sites is there is no common platform that implements business to customer approach as well as customer to business approach, we provide both of these approaches. Information regarding the product and retrieval of relevant information is necessary in shopping sites, but if irrelevant information occupies more display space then users feel uncomfortable, we provide only the information regarding the products being searched. In any business system feedback plays a major role, since it is customer feedback which decides the quality of either product or the system so we now provide facility of providing site feedback also to the customer which helps other users to decide whether this site is useful or not. In customer to business approach customer can only post the items that they possess to sell, but we provide a facility to them in which helps they can post requirements in a product that they need. Dynamically the quantity availability of a product is displayed with other details of the product.

Keywords: customer, feedback, optimal search, product, comparison.

I. INTRODUCTION

Online shopping system which is available now-a-days have several advantages which are 24*7shopping facilities and reducing cost of travelling in traditional system, but there are disadvantages in them also. There will be many approaches in business such as business to customer, customer to customer, customer to business, government to customer, customer to government and many more but there is no available shopping site that provide common platform for any of the approaches in common. Shopping sites will provide a facility of providing feedback to the customers about different products in their site, but no online shopping site gives facility of giving feedback on the site itself this feedback given on the site will help other naive users to decide whether the site is useful for shopping in a comfortable way or not. Product availability in terms of numbers is not given in any shopping site they will only provide the availability such as whether the product is in stock or out of stock whether there is only one item in stock also it shows that products are in stock then in that condition if a customer wants to order two or items of such kind then it shows that products are out of stock which creates confusion in customers so providing quantity of product in terms of numbers helps the customers. When products are searched many sites provide other information also of different category from the product being searched this makes customers feel uncomfortable in searching for the product so when a product is searched if only information regarding to the product is displayed then it makes it easy for customer in searching. Existing online shopping sites include flipkart [1], olx, qiuckr, naaptol, bigbasket, ebay, future bazaar and many more.

Information Retrieval:

In some cases while customer is searching for some product unwanted and irrelevant information of other products appears. In those cases there is no actual need of displaying those product details which are not actually searched for which may cause some dissatisfaction in searching for customer.

Product Description:

Some of these online shopping sites won't actually provide the correct information regarding the product. Description of the product includes its cost, features, visual representation, brands, and colour. For any user to purchase a product he/she definitely requires the correct description of product.

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Brands:

Some sites won't provide brands of the products they have actually placed. So when customer wants to search according to different types of brands this will become disadvantage.

Product Ranges:

Some sites such as fashionyou.com won't actually provide the cost ranges of the product. When the customer wants to search for the product according to some cost ranges it will be disadvantageous of not providing the ranges.

Ratings and site feedback:

In every shopping sites there will be ratings and feedback given to the products only but won't provide feedback on the site whether that site is useful for searching and buying of product. When feedback on site is given it helps other users to have correct impact on particular site.

II. PROPOSED SYSTEM

Proposing system basically deals with the environment that makes user feel comfortable while searching the product. We are creating a platform for products which are both new items and old items. User viewing the site can view new products as well as old products and relative cost differences between them. Basic idea behind it is, providing correct and relevant information regarding the product searched for which automatically reduces the repeating of irrelevant products in available information space. Another criterion is any client can post the item and the customer in requirement will be given details of the client who posted the product. Only registered users have the privilege of posting the items they have with them. Dynamically there will be updating cost price of product and displaying difference between previous and the present cost price of the product. Availability of the product will be dynamically updated that is when a customer orders a product then availability of the remaining quantity of the particular product will be displayed. Shortage in quantity of products will be dynamically informed to the supplying organisation when quantity comes below a predefined range. Comparison for the product is provided in categorical basis.

MODULES

A. Admin

Admin is the one who manages databases, communication with organizations and with bank. Admin can view the feedback that customers gave on both product and the site also. Admin will be given access to update product details, modify the product details, and insert new products in database. Admin can only communicate the necessity of products that are out of stock to the organizations that supply those. Admin can communicate with bank about the details of the payment given online by the customers.

B. Bank

Bank is the third party in communication between the customer and the shopping system. Bank will have communication with both customer as well as the admin of the shopping system. All the operations that include banking should be atomic and maintain consistency in payment details. Bank should be maintain atomicity in crediting amount from the customer's account and debiting that particular amount into the account of the shopping system that customer has bought.

C. Customer

Customer in any e-commerce system will be given access only to view items, post items, order items and to give feedback. Customer will never have access to modify the details of products, update the products information in database. Online shopping sites that are available now-a-days have different sites for buying a product or selling a product, so for the customer there is no common platform to buy a product or to sell a product. In the proposed system customer can post the items that they possess with, they can also post the item they needs in addition with buying new products and they can also buy items that are present in shopping site that which are placed by the organization.

III. ADVANTAGES OF PROPOSED SYSTEM

In this system we are trying to provide some solutions for the cons that exist in the present shopping sites. All the advantages of our proposed system are remedies for those existing problems. Some of the basic areas that we are providing solutions will come under the advantages of this system they are:

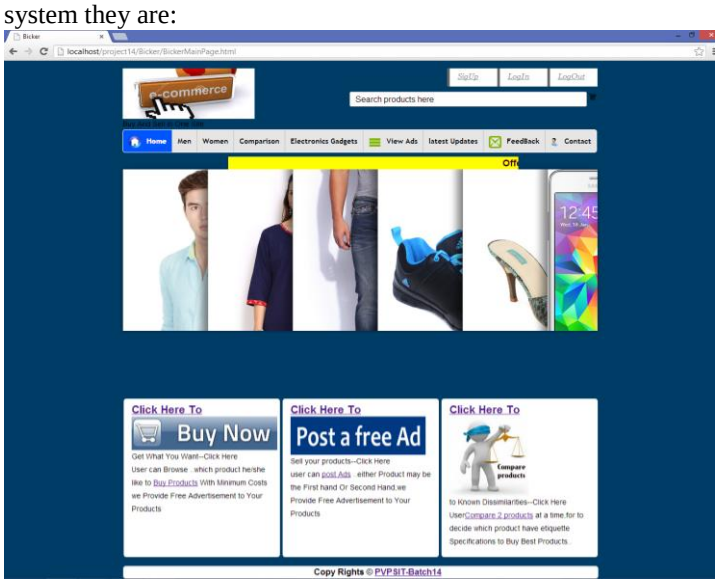

Figure 1. Main Page

Optimal search for product:

All the existing online shopping sites provide irrelevant information in excess than the information about the product being searched which causes discomfort to the customer. When only relevant information is provided, it helps the customer to save time to the customer. Basically this helps the customer in having the information that they searched for in less time.

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Figure 2. Optimal search retrieved product

Dynamical updating of the product price:

The product prices will be dynamically updated. Product prices changes time to time they won't be constant at any instant of time so there will be updating of product price dynamically this generally means as the product cost and features changes time to time then these changes will be automatically updated on the site.

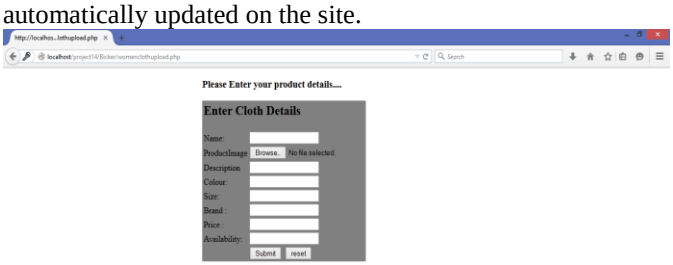
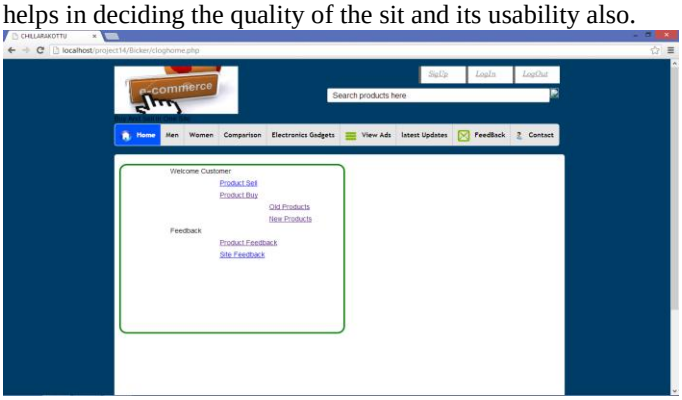


Figure 3.Dynamical updation of product

Customer Feedback:

Many shopping sites provide product feedback about different products available in their site. Feedback thus given helps other viewers to decide the pros and cons of the product. We provide site feedback availability to the viewers which helps naïve users to decide whether this site is useful or not. This additional feature added to the proposed system helps in deciding the quality of the sit and its usability also.



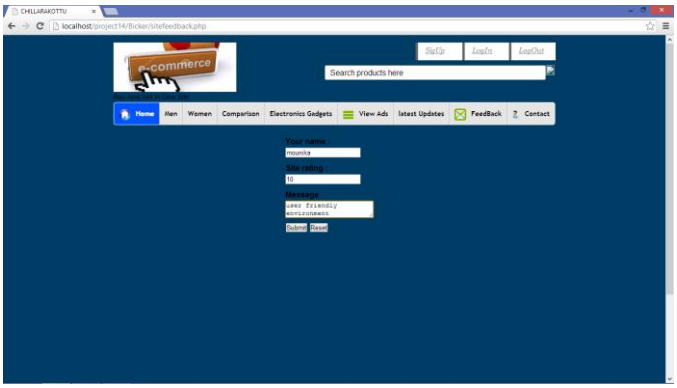


Figure 4&5: Customer Feedback

Customer Requirements:

In the existing systems, customer can only post the item which he has but in this system user can post their requirement that is if they needs a product of some brand, with some features then they can even post those details on the site so that there will be burden reduced searching for products. We provide this facility by name I WANT TO SELL which facilitates the feature description facility provided to the customer. So when these kind of ads are posted if a viewer has a product with those features they can contact since contact details will also be posted.

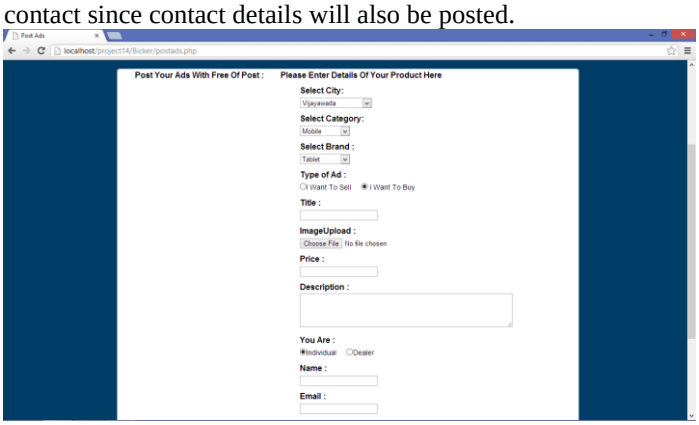


Figure 6. I Want To Sell and I Want To Buy

Product Features:

Exact information regarding the product won't be provided in many shopping sites, although provided there will be some products when delivered will have different dimensions than the ordered product. We provide exact information regarding the product as cost, size and dimension including feature description about the product.

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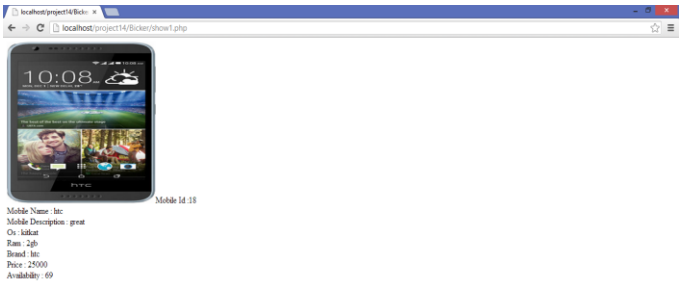

Figure 7. Retrieval of Exact Information about Product

Quantity availability:

When a product is searched the quantity availability of the product will also be displayed so that it helps the customer when they want to order a product with more quantity than the available since current number of items in stock can be represented visually. Generally in many shopping sites they won't display the number of items of a particular product in stock they only display whether the item is in stock or not so when a customer orders more items than in the stock it dynamically displays they were not in stock so visual display of current stock helps customer in ordering the product.

Fig 8: Displaying exact number of product in stock

Comparison of products:

Comparison generally helps users in comparing various features of the products that makes them easy to make decision in purchasing the product. When a customer needs to compare two products then the information regarding to the both products will be displayed including cost, colour, size, features, images of the product, including technical features also. Shopping sites provide only comparison for the products in electronic cadre only but in our proposed system we provide comparison between all the products of different categories including clothes and footwear also.

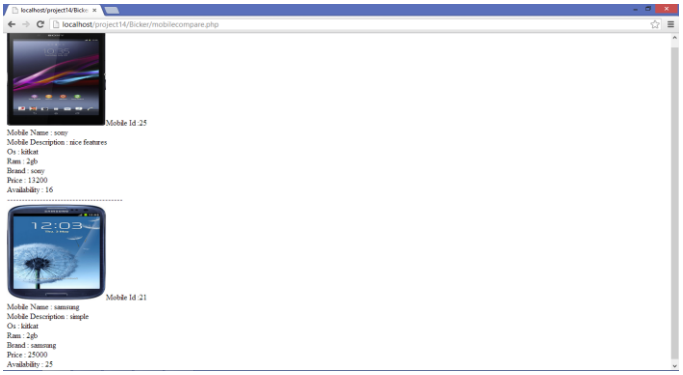

Figure9. Comparision of Products

These are various advantages that we implement in our proposed system.

IV. Conclusion

Our proposed system gives a user friendly environment, in case of searching a product here we only provide the relevant information but not about other products which are nearly equal to the product being searched this saves the information space. Comparison also is provided based on the categorical products so there is high possibility for comparing the products.

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