DEALER MANAGEMENT SYSTEM

Vicky Murmur

Kalinga University, New Raipur (C.G.)

1. *ABSTRACT-* Dealer Management System, which is useful for the dealers to maintain the Items, Stock, price list, account as well as the record of customers. This is commonly used to make the manual process easier by making it a computerized system for shop management, and the total transaction, Items stock, sale, maintaining of account and customer record. So when the customer comes to the dealer point for the purchase then the problem faced by the staff is totally reduced by computerized system. This makes all system more effective and efficient.

2. *KEY WORDS-* Dealers, Management system, dealer management system.

3. *INTRODUCTION-* A dealer management system in plain terms is a software platform where dealers use to manage their dealership. Dealer management system is known as DMS. Dealer management system helps to perform all the day to day functions efficiently and in easier way. It is important that all these functions of a dealership work together. In the modern world, Information Technology is used efficiently in almost all fields of science, commerce and management. Drastic change in the adoption of IT in service retail industry is reported in common. With DMS dealers improve each facet of the business through combining all the tools in the single platform. The success of dealership depends on the success of all departments. A dealer management system helps to achieve the common goal by creating an effective and cooperative way for all the departments to communicate, interact and informed with transactions happening within other areas of the leadership. A good DMS will cheaper, improved quality, easier in functioning and more profitable.

4. *LITERATURE REVIEW -* Sasikumar Gurumoorthy [1] investigated the Design and Implementation of Computerizing the Dealership Management Software. The Works on automobile dealers to maintain the sales, service, spares, accounts details. This is commonly known as ERP Software which mainly focuses on the dealers and sub dealers of the automobile sector has some extra features. Software functionality which is dealers basically need to follow up with customer after they purchase the vehicle. That vehicle requires the service after limited Kms they travelled. Or they can avail up to three free services in the warranty period. This information's are maintained in the service modules. By the way all the modules have some maintenance. Md. Atikur, M. Karam , Sharif Ahmed and Roena Afroze investigated [2] on Design and execution of automated and sub- dealer Management System software. Shashank B. N, Sharath Kumar K. M., and Santosh Kumar Singh [3] worked on the implementation of dealer management system in an earth moving and construction equipment manufacturing company. Today the Modern industrial world has become more competent in terms of making profit and business development. Other than profits, business companies in the modern days have started to concentrate more on the touch points of the Customer's perception in selecting a product. In particular, manufacturing companies pertaining to earth moving and construction equipment have expressed deep interest in

providing service for their products. In order to manage all the service operations, efficient and reliable systems are needed. Hence, there is a huge scope to manage customer service operations through new and innovative solutions for a lesser cost. There is also a huge requirement in designing and implementing such systems especially in earth moving and construction equipment manufacturing firms. This research study includes analysis of existing system through secondary data. Secondly, analysis of value added activities and non-value added activities are carried out to plot a Value Stream Mapping to identify wastes in the system. In order   to collect the primary data, a questionnaire is designed considering important variables to implement Dealer Management System (DMS) through literature review. The variables that are considered include service operations, service related cost, customer service quality and resource utilization.

5. *OBJECTIVE-*

- To get efficient work done by the "Dealer Management System". This deals with the   Sales procedures.
- To understand the relationship of theoretical knowledge and principles with   practical project application and implementation
- To develop the project for removal of manual work which is facilitated by computerized work thus saving time, paper work, manpower etc and in turn saving money and cutting cost and long-term creating long term relationship with all customers.
- To understand the role of the project professionally in the market

6. *SYSTEM ANALYSIS-*

HARDWARE SPECIFICATION USED-

1. MEMORY : 2 GB RAM
2. PROCESSOR : INTEL Core i3
3. KEYBOARD: USB
4. MOUSE: USB OPTICAL
5. MONITER: LED 19"

SOFTWARE SPECIFIED USED-

- WINDOWS 7 Operating System
- Visual Basic 6.0
- MS-ACCESS(Office 2007)

ENVIRONMENT NECESSARY TO RUN THE PROJECT-

- *HARDWARE REQUIRED-*
1. Processor- Intel (R) Pentium (R) D CPU 2.80 GHz
2. RAM-1 GB
3. Hard Disk-500 GB
4. Minitor-17" Colour Monitor
5. Keyboard- Multimedia Keyboard
6. Mouse – OPTICLE MOUSE

- *SOFTWARE REQUIRED-*
1. Operating System- Microsoft windows Service Pack2
2. Data base – MS – Access 2003
3. Front-end Package- VISUAL BASIC 6.0

SYSTEM REQUIREMENTS-

- *Software Requirements*
1. Front end: Visual Studio 2006
2. Back end: MS ACCESS 2003 OR MS EXCEL
- *Hardware Requirements*
1. Processor: Pentium 4
2. RAM: 1GB or More
3. Hard Disk: 40GB or More

7.*COMPANY PROFILE-* The project entitled "DEALER MANAGEMENT SYSTEM" is done to make the manual process easier by making it a computerized system for shop management and the total transaction, Items , stock, Sale, maintaining of account and Customer Record.

So when the customer comes to the dealer point for the purchase then shop staff faces the manual work, which takes more and more time, as this system is totally   computerized, it doesn't take more time and the resultant comes as a complete hard   copy, in a print manner.

8. *THEORETICAL BACKGROUND OF THE PROJECT*- As the project deals with the all financial transaction and the shop like items Stock, Items Sales, Customers Record, and Account etc. This process is made computerized and the record of the   customer is stored in a database, is made simple and easier. This can be operated and   handled easily through this computer application. So, the right title that can be suggested from my part will be "DEALER MANAGEMENT SYSTEM".

9. *DESIGN-*

- Design is the first step in development phase for any techniques and principles for the purpose of defining a device, a processor system in sufficient detail to permit its physical realization.
- The design activities are of main importance in this phase, because in this activity, decisions ultimately affects the success of the software implementation and its maintenance are made easier. These decisions have the final bearing upon reliability and maintainability of the system. Design is the only way to accurately translate the customer's requirements into finished software or a system.
- Design is the place where quality is fostered in development. Software design is a process through which requirements are translated into a representation of software. Software design is conducted in two steps. Preliminary design is concerned with the transformation of requirements into data.

10. *SYSTEM PLANING (PERT)-*

A project evaluation and review technique (PERT) chart is a project management tool used to schedule, organize and coordinate tasks within a project PERT is designed for research and development type projects when activity completion time are uncertain. PERT Chart depicts task, duration, and dependency information.

11. ***INTRODUCTION TO FRONT END-*** Visual Basic is one of the most popular   ways   to create windows programs quickly and easily. Visual Basic is not only simple   to use but it is also powerful enough to create programs. That can rival almost anything   the   hard-core   programmers. Visual Basic is developed by "Basic "programming Language. Visual Basic is an ideal programming language which is used for the   development of professional application. In this language we can create an attractive   application with the help of graphics user interface.

12. ***INTRODUCTION TO BACK END-*** Access is such a rich and powerful that most   people begin to use and access it. It is easy for user's even beginner to work with   database. We can create table, edit data and use queries to find the data. With very little effort, and wizard that can do work of designing data entry forms reports mailing labels   etc. Access also makes it easy for developers to create application. It includes as entire   programming language, visual basic for application and it interface is so powerful that   developers can create many application without programming, access, queries and   reports. Macros are powerful requirement in the programming. When users learn access   that often find that they have to wade through long discussion of power features to learn   about the simple features they need to work with their own data. The help system is so   extensive and complex discussions of properties, expressions and other advanced   features   along   with instruction on the basis of creating tables, queries, simple forms,   report and mailing labels, which average the user actually needs.

13. *SYSTEM TESTING-*

- The purpose of system testing is to identify and correct errors in the candidate system. As important as this phase is, it is one that is frequently compromised. Typically, this project is behind schedule or the user is eager to go directly to conversion in system testing, performance and acceptance, substandard performance or service interruptions that result in system failure are checked during the test.

TYPES OF TESTING SYSTEM-

After a test plan has been developed. System testing begins by testing program modules separately, followed by testing "bundled" modules as a unit. A program module may function perfectly in isolation but fail when interfaced with other modules. The approach is to test each entity with successively larger ones, up to the system test level.

- ***System Testing consists of the following steps:***
    1. Program testing
    2. String testing
    3. System testing
    4. System documentation
    5. User acceptance testing

14. INPUT DESIGN

Fig. 1: Home page of Dealer Management System

Fig. 2: Exit page of Dealer Management System

Fig. 3: Price List of Dealer Management System

Fig. 4: Bill format of Dealer Management System

Fig. 5: Account Book Report of Dealer Management System

Fig. 6: Retailers List of Dealer Management System

15. OUTPUT DESIGN:

Fig. 7: Data Entry Page for Retailers Information of Dealer Management System

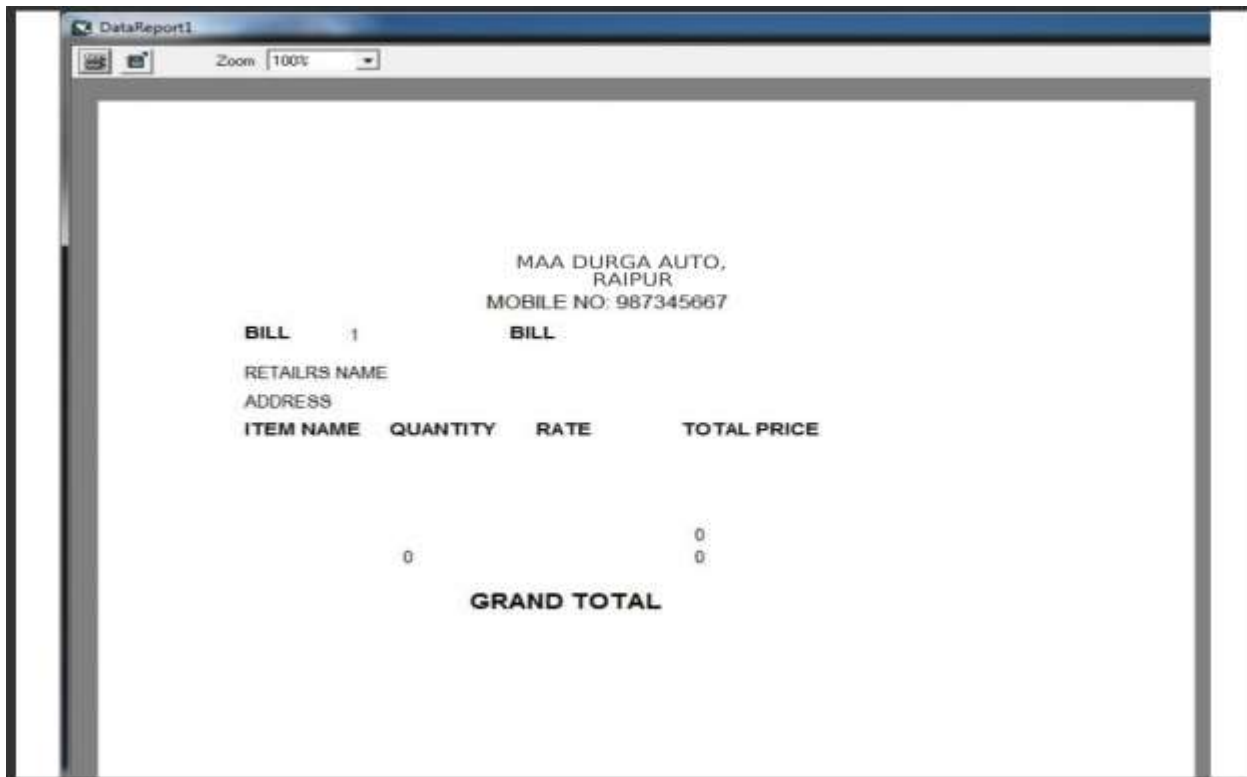*Fig. 8: Data Entry Page for Billing of Dealer Management System*

Fig. 9: Bill format of Dealer Management System

16. LIMITATION- The complete application is based on Microsoft visual basic 6.0. As front-end tool and Data Base is a MS Access that behaves as Back-End for the applications. Both the tools are efficient for these applications. Some problems arise when we enhance the scope on the system that is mentioned below.

The limitation behind visual basic 6.0 is that when we connect visual basic with MS Access, it is sometimes inconsistent because of in compatibility between Microsoft and MS Access and also when we use the MS Access personal Edition, Database must be started before operating on the software.

17. CONCLUSION- The major outcomes and conclusion from the study include that Dealer Management System is an effective tool providing the aftermarket solution for service operations. It helps to create strong relationship of theoretical knowledge and principles with practical project application and implementation and develop the project for removal of manual work which is facilitated by computerized work thus saving time, paper work, manpower etc and in turn saving money and cutting cost and creating long term relationship with all customers. It helped to understand the role of the project professionally in the market in government and private sector.

18. REFERENCES-

1. Sasikumar Gurumoorthy investigated the Design and Implementation of Computerizing the Dealership Management Software, Journal of Information Technology and Sciences, July 2016

2. Md. Atikur, M. Karam , Sharif Ahmed and Roena Afroze invested on Design and execution of automated and sub- dealer Management System software, InternationalJournal of Computer Application 177(21):47-55, December 2019

3. Shashank B. N, Sharath Kumar K. M., and Santosh Kumar Singh worked on the implementation of dealer management system in an earth moving and construction equipment manufacturing company Asian Journal of Management, ISSN: 0976-495X(Print), 2321-5763, October-December,2019