

CROWN SERVICES CONNECTING NEIGHBOURHOOD SERVICES

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ABSTRACT

In today's world, the online platform has become more preferred. The evolution of the online shopping system as it is familiar today developed with the evolution of the internet. Nowadays most people prefer online shopping, this glorious invention allows people to buy things from the comfort of their homes which increases the economy of the larger platforms such as Amazon, Walmart, Big Basket, etc Small businesses have a big contribution to the Indian economy. These industries include grocery stores, medical stores, local vegetables, and fruit shops economy is going down due to the evolution of online shopping systems. The main aim of Crown Services is to provide a city-specific online marketplace for various household services in which multiple services will be under one platform to improve the local store's economy. Keywords: shopping system, city-specific service, local stores, neighborhood services, household services.

I. INTRODUCTION

In today's world, the online platform has become more preferred. So here is a small thought of starting up this small idea in which a lot of daily tasks can be done being home like groceries, medicine, helping with laundry, traveling in a bus, and many more. There will be home delivery involved keeping this in mind there will be various locations that will be provided to the delivery people where they will be placed. The global coronavirus pandemic had a severe and significant impact on consumer behavior, demand for essential items, retail outlets, and the availability of logistics services. When the Covid-19 pandemic hit forcing physical stores to shut down, retailers turned to online storefronts to serve their customers while maintaining social distancing. However, because of increased consumer demand and supply shortages of essential items with e-commerce players/e-retailers, small format local retailers selling essential items stayed afloat due to accessibility.

Whenever a particular user logs in to the application (free download), the user has to put in details as to what he/she wants to buy or the services he/she wants to avail of (like a list of things). This application will quickly show the available places as per the rating and different prices (best prices, cost-effective) as to where these things are available (shops can be nearby or far off places) the user is free to choose the place (shop) from where the various items have to be purchased or the various tasks have to be done (guaranteed service).

Consider an instance the user wants to buy a list of items so he/she just logs in to the application, mentions the locations from where he/she wants the items and it will be bought from their specified places as per the user and delivered (services at doorstep). Suppose a user needs his/her clothes to be dry cleaned then he/she has to just give the location of the place from where he/she wants the clothes to be dry cleaned and the delivery person will collect the clothes from the user and give it to the specified store by the user. Once the dry clean is done the laundry store staff will notify the delivery person, as well as the user, and will deliver the dry-cleaned clothes back to the user (treat yourself at your place).

The user can choose payment mode as online or offline. Coming to the point of traveling in the bus, there will be a separate section where the user can check out the timing chart of the various buses, this helps the user if they do not belong to the region and don't have any idea about the routes and locations in the city to travel. This application is city-specific which means for example if this application is developed for a region then the stores present in that region can sell their products and provide services (local services and stores are given light)and the customers in that region can buy the products and also avail various services (city specific-vocal for local).

II. METHODOLOGY

System Design

CHOOSE: As the first step admin keep it simple and precise for the customers to understand their services and facilities and how they are to be accessed.

BROWSE AND BOOK: Admin filter the choices and narrow it down to the choices picked up by our customers

and keep in mind the importance of transparency and the level of transparency our customers are looking for in order to gain their trust.

CHAT: The customer can chat with the respective delivery person assigned for their work in order to avoid misconceptions and confusion.

SIT BACK AND RELAX: The application promises the best service to the customer, after having the assurance that the customer has received the service that they are expected and satisfied.

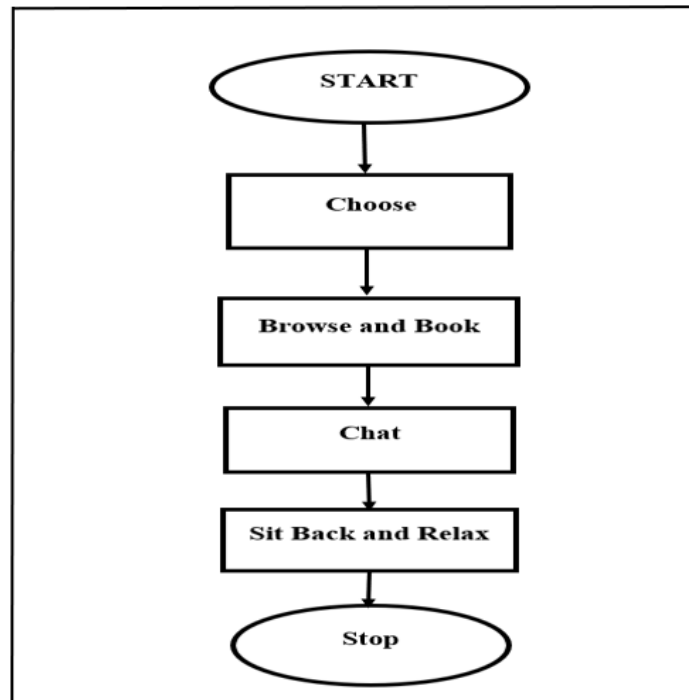


Figure 2.1: Customer End

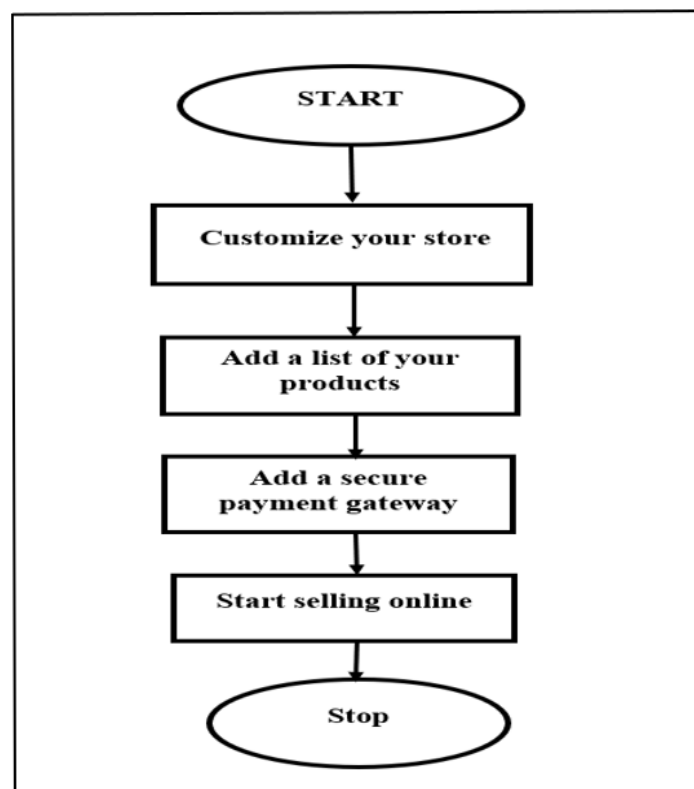


Figure 2.2: Seller End

CUSTOMER YOUR STORE: Seller can register their store on the platform by providing shop details such as name, address, contact number, and the type of service that they are providing.

ADD A LIST OF YOUR PRODUCTS: Seller can add their list of products along with the cost and quantity of the products available on this platform based on the type of service that they are providing.

ADD A SECURE PAYMENT GATEWAY: Seller can specify the payment way as either online mode payment or offline mode payment based on their requirements.

START SELLING ONLINE: Selling after specifying product details and payment gateway they can start selling the products online.

Use case Diagram

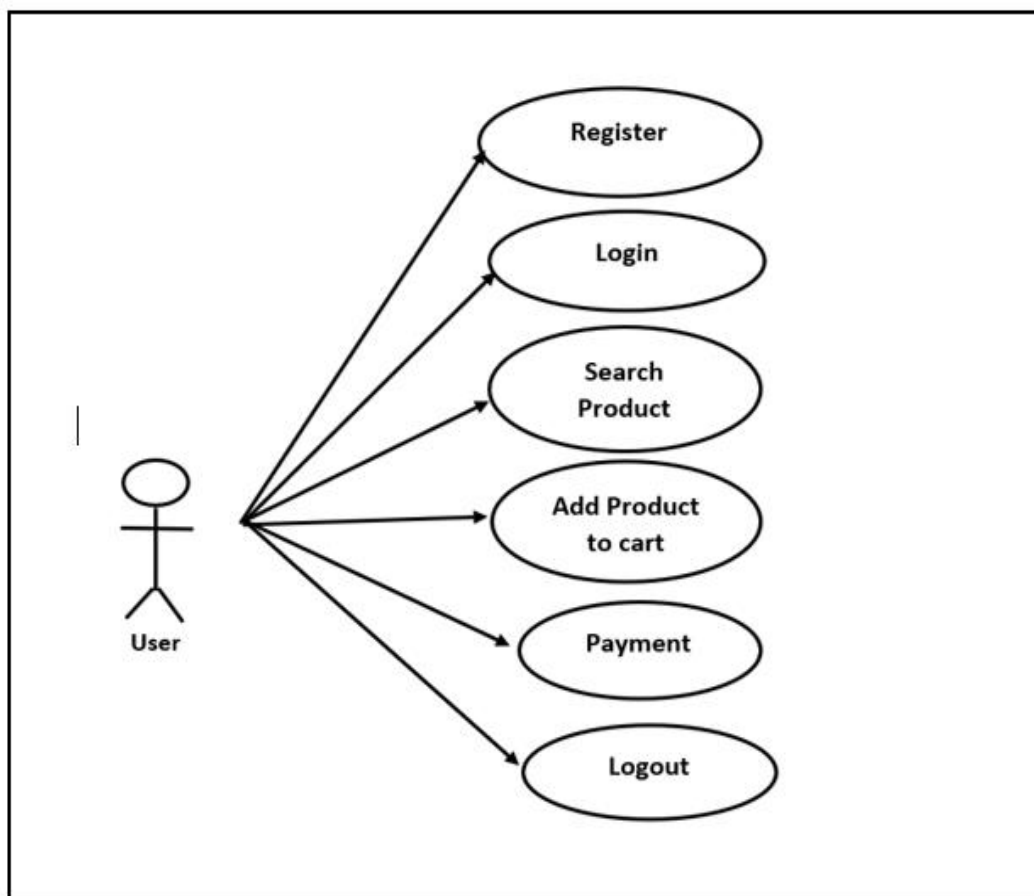


Figure 2.3: Customer End

Use case diagram at the customer end shows various operations that users can perform such as :

Register: If the User is a new person and doesn't have an account they can register themselves by specifying a user name, email, and a unique password.

Login: If the user is already registered they can log in user name, email, and password. If any of these criteria are not met in that case login will be failed.

Search product: User can search products under various categories, such as if a user want to buy dry fruits they can search under groceries category.

Add product to the cart: If a user wants to buy any product can add the products of their interest to the cart, and they even cancel the products from the cart.

Payment: After choosing the product system that displays the bill, the user can make the payment either online or cash on delivery, if it is an online payment mode user can use various payment gateways such as Paytm, phone pay, etc.

Logout: once a user completes ordering the service they can log out.

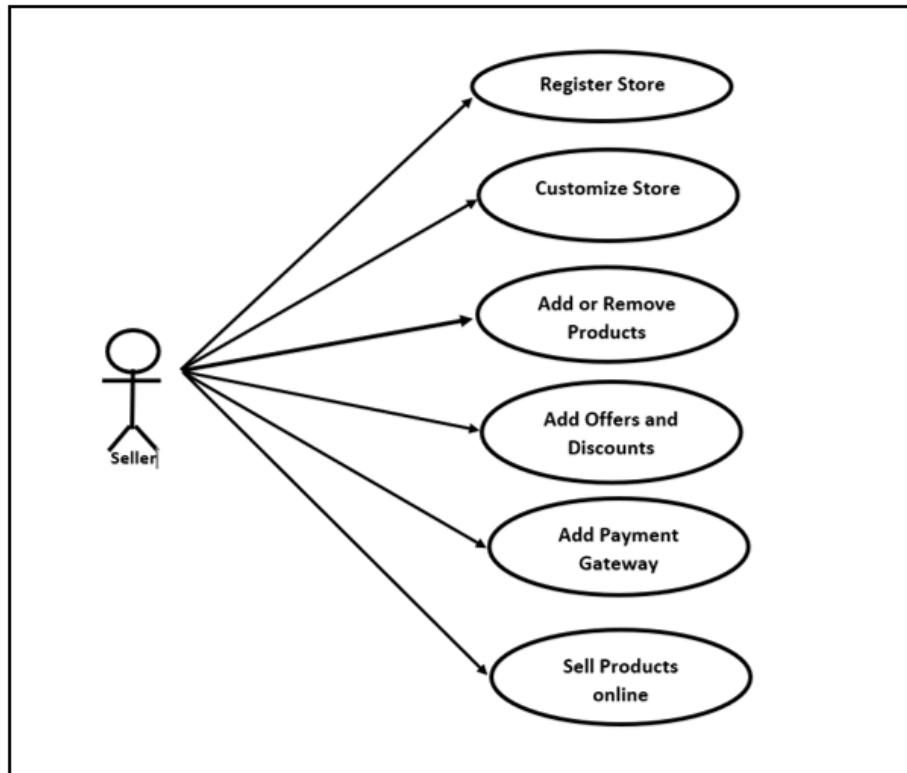


Figure 2.4: Seller End

Use case Diagram at the customer end shows various operations that the seller can perform such as:

Register Store: Seller can register their store in this application.

Customize Store: Seller can register their store on the platform by providing shop details such as name, address, contact number, and the type of service that they are providing.

Add or Remove products: Seller can add their list of products along with the cost and quantity of the products available on this platform based on the type of service that they are providing.

Add Offers and Discounts: The seller can add offers and discounts on each item.

Add Payment Gateways: The seller can specify the various payment gateways.

Selling after Specifying products details and payment gateway they can start selling the online product.

III. RESULTS AND DISCUSSION

Application commitment is to offer a premium quality service at a genuinely competitive price without ever compromising quality and assembly performance. Quality will always be our primary focus, and our service levels will indicate just how we value your business. The application will give the excellence in quality, reliability, safety, and operational efficiency, to improve the lives of the local community in all our projects and also to be a partner in nation-building and contribute towards India's economic growth. Crown service's commitment is to offer a premium quality service at a genuinely competitive price without ever compromising quality and assembly performance. Quality will always be our primary focus, and our service levels will indicate just how we value your business.

IV. CONCLUSION

Application commitment is to offer a premium quality service at a genuinely competitive price by registering the shops which sell products with genuine price and quality, without ever compromising the quality and assembly performance of the seller and the delivery community. Quality will always be our primary focus, and service levels will indicate just how we assess our business. The general objective of the project is to completely revolutionize the online marketplace and become people's favorite. The service is to integrate digital and neighborhood physical retail stores to help customers get easy access to household services as well as to improve local stores' economy. Crown services allow customers to avail of various other services within a few

clicks on a customer's mobile phone and a variety of other devices to fulfill daily needs. The application will give the excellence in quality, reliability, safety, and operational efficiency, to improve the lives of the local community in all our projects and also to be a partner in nation-building and contribute towards India's economic growth. Crown service's commitment is to build a place where people come to discover anything they want to buy online and authorize the small business also have the opportunity to penetrate the market with their products.

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