



Short Paper  
**A Website with Ordering and Inventory Systems for XYZ  
Organic Shop**

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*Date received:* September 8, 2023

*Date received in revised form:* January 9, 2024

*Date accepted:* January 28, 2024



Recommended citation:

De Guzman, A. V. F., Llave, E. J. Y., Saludo, N. A., Barut, B. B., Reyes, V. M., Villones, R. B., & Crisostomo, S. C. (2024). A website for ordering and inventory systems for XYZ Organic Shop. *International Journal of Computing Sciences Research*, 8, 2749-2765. <https://doi.org/10.25147/ijcsr.2017.001.1.185>

## **Abstract**

*Purpose* – Knowing the current situation of XYZ Organic shop due to an unorganized inventory system, the product staff is having a hard time monitoring the number of products available to offer on the business which led to some instances where a product is out of stock.

*Method* – In this study, the agile software development methodology was used by the proponents. The Agile approach allows all the parts of the development of the system to be constructed efficiently by putting the client's needs.

*Results* – The project was evaluated based on ISO- 25010:2011 with six (6) criteria: functionality, reliability, usability, efficiency, satisfaction, and maintainability. The result of the evaluation, it is crucial for the success of a website to receive a rating of "very satisfactory" with an overall 4.06 weighted mean.

*Conclusion* – Based on the initial findings of the study, the respondents agreed that the functionality and performance of the website were evaluated by its users immediately after its launch, following the completion of the implementation process.

*Recommendations* – It is recommended that future preference of administrator of the website for XYZ Organic Shop should contemplate submitting a proposal to copyright the website to protect the organization's intellectual property.

*Research Implications* – The study allows us to provide online information about XYZ Organic Shop's history, marketing strategies, ordering procedure, and inventory process. The system has been implemented to improve XYZ Organic Shop sales, and it has been updated now and continuously improves to its latest version.

*Practical Implications* – The priority benefit of A Website with Ordering and Inventory Systems for XYZ Organic Shop is to give information on the products and how to use them. Information is one of the criteria of customers for buying a product.

*Keywords* – e-commerce, organic, ordering, inventory, business, online, shopping cart

## INTRODUCTION

Today, many businesses use online ordering systems, such as e-commerce businesses, because any respectable business is expected to have some form of internet presence, and because marketing opportunities increased during the pandemic lockdown in the Philippines. Technology innovation is an integral part of existence in the twenty-first century, and it is difficult for a business to succeed without it. However, some businesses lack an online presence or their website, making it difficult for them to market their products and reach their target market. Electronic commerce plays an essential role in advancing information technology as well as communication. This is particularly true in the realm of the economy. In the age of globalizing economics, many markets have become progressively international and competitive based on Taher (2021).

Companies are giving more importance to online selling, which provides more benefits compared to offline selling. Likewise, consumers are more knowledgeable thanks to social media, which gives them more power and access to information related to online shopping; before making online purchases, they tend to seek information on social networking sites and get details about products and return policies according to Qalati et al. (2021). The growing proliferation of social media networking sites has led to an increase in the use of social media platforms as marketing tools to augment consumer reach with the hopes of fostering business outcomes. Yet, limited empirical evidence exists as to how social media impacts these outcomes as mentioned by Dolega et al. (2021).

The smart inventory system helps organizations to create an optimistic approach in their resolutions and business management records the inventories through several technology analytic capabilities programs in the study conducted by Mondol (2021). Web-based online inventory system is an innovation from humans as an effort to build an application that will help companies. It can be used in the fields of industry, business, or company. Web-based online inventory system is still the company's best partner in carrying out the company's mission. Therefore, we can save energy and cost in addition to Soegoto and Palalungan (2020).

One of these companies is XYZ Organic Shop, whose lack of a website impedes growth opportunities. The XYZ Organic Shop continues to meet customer demand by importing organic goods from Turkey and Korea from over ten (10) different suppliers. The owner of the XYZ Organic Shop is Mr. Bilal Madak. It primarily sells seven (7) product lines, including organic dried fruits, jams, nuts, teas, herbs, candies, and seasonings. The Picky Organic shop has no brick-and-mortar locations; they only sell online. All the products are stored in a single warehouse, where the staff organizes the stock inventory, along with the shop's office in San Juan City, New Manila, where they prepare the packing of orders and have them picked up by a designated courier.

## **LITERATURE REVIEW**

### ***Review of Related Studies***

As stated by Gosain (2021) Customers must be able to monitor their orders in real time after making a purchase, necessitating the existence of a system for order tracking. One of the requirements for any significant online business is to provide customers with order assurance. Customers are increasingly attracted to business concepts that provide order tracking, particularly if they guarantee the security of business offers.

In the current digital era, consumers favor online purchasing because it saves them time. However, due to their busy schedules, choosing products that meet their requirements can be time-consuming. A shopping cart that quickly fills with products that satisfy the needs of the customer is essential. Using a web-based application known as an Online Shopping Cart, consumers can purchase a variety of items as explained by Hero (2019).

According to Hero (2019), customers can purchase their desired item without visiting a physical establishment. The system seeks to provide customers of a physical store with access to the benefits of online shopping and to enable the purchase of items from a store via the Internet from any location. The proposed system includes not only the model for the Online Shopping Cart system but also all models used to describe and implement the IT system. This proposal is for the creation of an online purchasing cart system that enables suppliers to sell their products directly to customers online. The browsing cart influences consumer preferences and increases the likelihood of online purchases.

There may be vulnerabilities in the system that go undetected, making the use of e-commerce a potentially hazardous endeavor. As a result, transactions as vital as payments should be prioritized to prevent problems, particularly on the Internet. Considering that payments must be properly screened to make online transactions safe and easy to manage, it should be noted that although it may be difficult to create a secure payment system, this type of problem is common in the modern era and should therefore be considered without difficulty based on Barskar et al. (2010).

### ***Review of Related Systems***

According to research by Aldin and Brehmer (2004) on the automated canteen ordering system. The online food ordering market has grown by 40 percent in the 21st century, and research indicates that the majority of U.S. consumers have ordered their food online. The market for online food ordering includes food prepared by restaurants, retailers, and independent individuals. And supplies are ordered online followed by pickup or delivery. For businesses that sell products or services, web-based marketing is beginning to offer more opportunities that add value to how they sell. E-commerce (Electronic Commerce) has

become reliant on the Internet's ever-increasing global popularity as a means to attract more consumers. E-commerce refers to any form of business that conducts transactions electronically rather than through the direct exchange of products or services without physical contact. In addition, Burleson et al. (2005), the design and operation of a website can be influenced by the nature of the business, the target audience, and the business's activity to meet the needs of consumers.

As explained by Lattanzi (2020), the online food industry's development rate has "exploded." Therefore, consumers prefer to shop online rather than in person, and business owners can make real-time adjustments to their web system and readily promote their brand to boost business recognition. Business-to-consumer transactions such as auctions, online shopping, and online financing have emerged over the years Pasadilla (2006).

According to the study by Bisong-Abang (2020), maintaining vital information in files and manuals is a dangerous and time-consuming task, and a web-based inventory system can address the issue. In addition, Bisong-Abang (2020) emphasizes that a web-based inventory system can assist a business in providing accurate and efficient consumer transactions. In addition, errors in the report will be significantly reduced. In addition, PHP-MYSQL is utilized in the proposed system.

## METHODOLOGY

### *Software Development*

The proponents of this study employed the agile software development methodology. As depicted in Figure 1, the Agile methodology permits the efficient construction of all system development components by placing client requirements first.

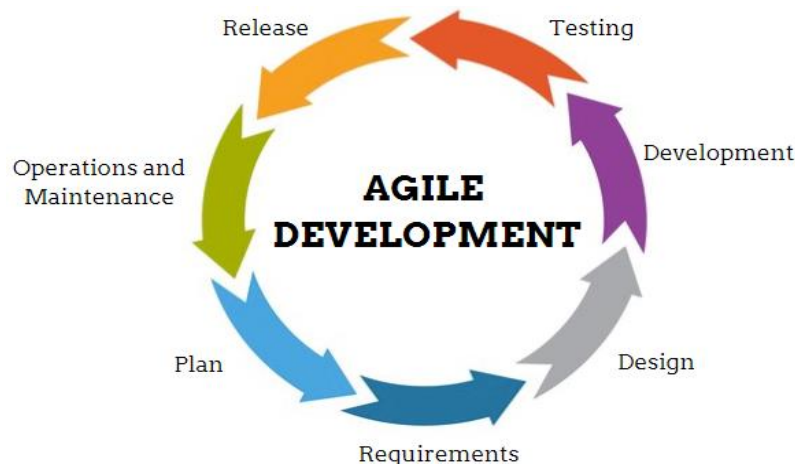


Figure 1. Agile Development Methodology

## ***Planning***

The plan phase is when the proponents consider all aspects of the system's development. Proponents initiate an interview with their client and research the analysis of existing systems to support their objective to create a system and clearly define the system's expectations. The researchers have collaborated with their clients to develop a website that will aid in the expansion of their business. The company desired a website to sell their organic products online so that people can view their stores even when they are online, given that the modern world is predominately dependent on the internet.

## ***Requirements Analysis***

The system requirements are derived from observations of the proponents' interviews with their clients and the data acquired by the proponents throughout the study to precisely define the system's expectations. The researchers began compiling vital information, such as the objectives that needed to be addressed in this project, the project's history, whether a specific element needed to be improved and how their project would impact their work.

## ***Design***

The proponents begin designing the system's operation and writing its specifications. The researchers are well-versed in the creation of websites, as it is taught in their respective programs, and can create a website with features such as databases and modules for users and administrators. While the researchers can construct websites, they also seek advice from their mentors regarding the website's functionality and whether it is user-friendly on both the front end and the back end.

## ***Development***

After extensive planning, designing, and defining system expectations, developers are prepared to implement the project. In addition, production can proceed with few obstacles. PhpMyAdmin SQL for Database is used to store the information data on the system by the proponents. The Proponents make use of MySQL. All coding is done through Sublime Text, where the proponents edit, add features, and design the aesthetic and functionality of the web page. Normalizing the table for database administration by defining the table for customer, order, product, service, ratings, payment, etc. Since there are similar systems related to our project, we began to normalize the tables after adapting the method of another study on developing e-commerce websites.

## Testing

In which the implemented programs and procedures are tested to determine whether the proposed design and functionality of the system satisfy the initial set of objectives. To ensure that the final product meets the expectations of the business owner, the researchers met with the proprietor of the XYZ Organic Shop near Ali Mall to discuss the appearance and functionality of the website.

## Acceptance of the Client

This is the phase in which the system has been designed and tested, indicating that its requirements have been met. After completion of all system features and requirements, the system is available for deployment. The operation and Maintenance phase is wherein the system is deployed and ready to use by the user. In addition, there's still monitoring for potential bugs, errors, and feedback from the users for the improvement and enhancement of the system.

## Evaluation Procedure

Important participants in the evaluation procedure for the website, which was based on ISO 25010:2011, include both those who used it and the website's owner. During the usability testing that was performed, users provided feedback on the website's functionality and effectiveness. The owner of the website collaborated with users to identify areas of the website that needed improvement and implemented changes to enhance the website's overall quality, including its portability, reliability, and usability. The proponents used the Likert Scale (as shown in Table 1) to measure the efficiency and acceptability evaluation of a given respondent.

Table 1. Evaluation Criteria using the Likert Scale

Assigned Number	Numerical Range	Verbal Interpretation
5	4.50 - 5.00	Excellent
4	3.50 - 4.49	Very Satisfactory
3	2.50 - 3.49	Satisfactory
2	1.50 - 2.49	Unsatisfactory
1	1.00 - 1.49	Poor

## RESULTS

### System Architecture

Figure 2 is a System Architecture diagram; it can view how the system is built and how it is automated and provides basic services. The system architecture in the following instances is illustrative.

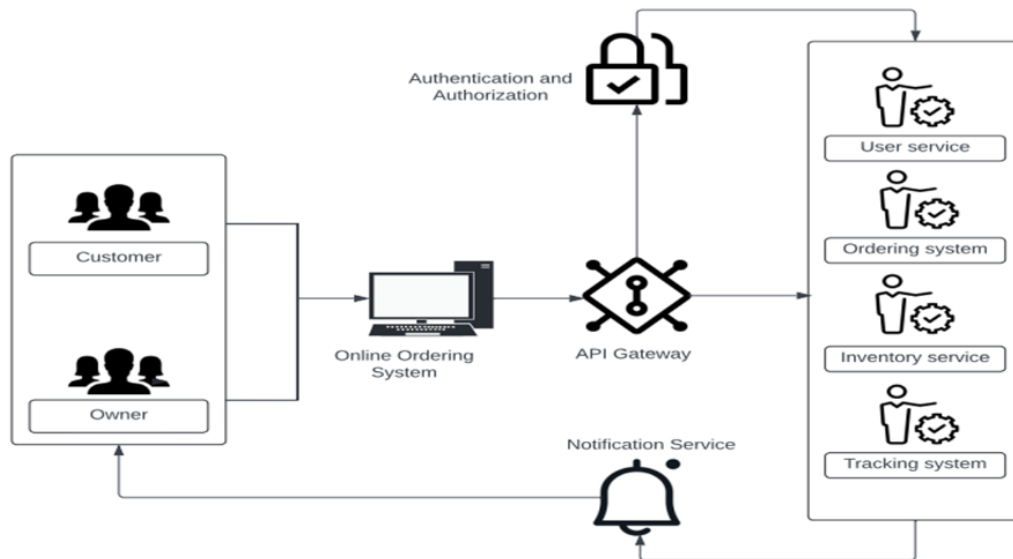


Figure 2. System architecture

### Modules

Figure 3 shows how users can view XYZ Organic Shop's New Arrivals, Best Sellers, and Special Offers in this section to assist them in making purchasing decisions. The products are sorted this way to make it easier for people to find products that they wish to purchase through various categories if they ever want to buy a specific product. For this menu in particular, the items are sorted based on the latest products that were added. By pressing the Best Sellers and Special Offers tab, they can see popular products and items with special discounts respectively.



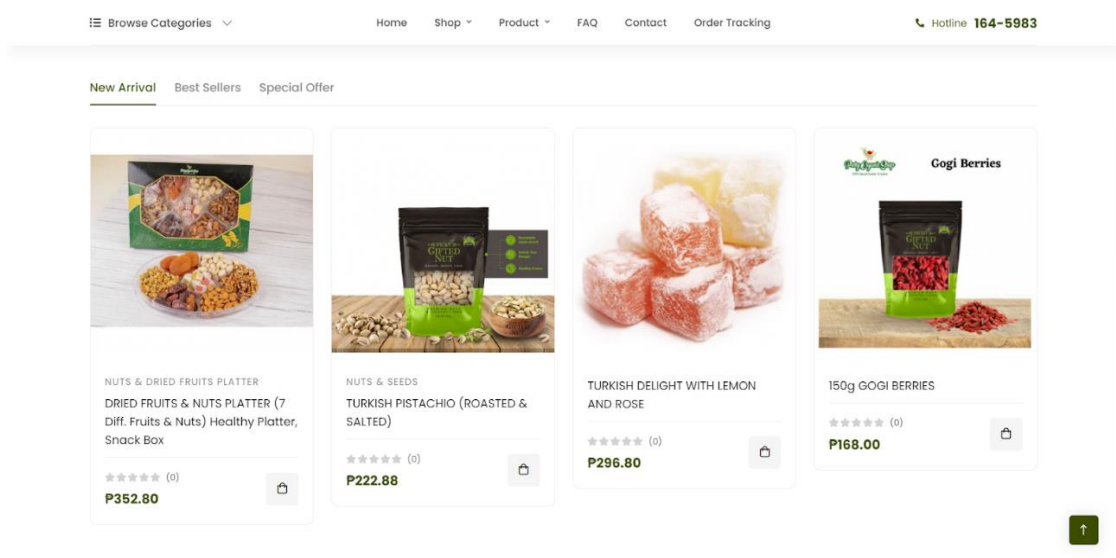


Figure 3. Products Browsing

Figure 4 shows the top categories and featured products of XYC Organic Shop that can assist them in making purchasing decisions. Clicking on the thumbnails in these menus can help customers quickly add these items to their carts.

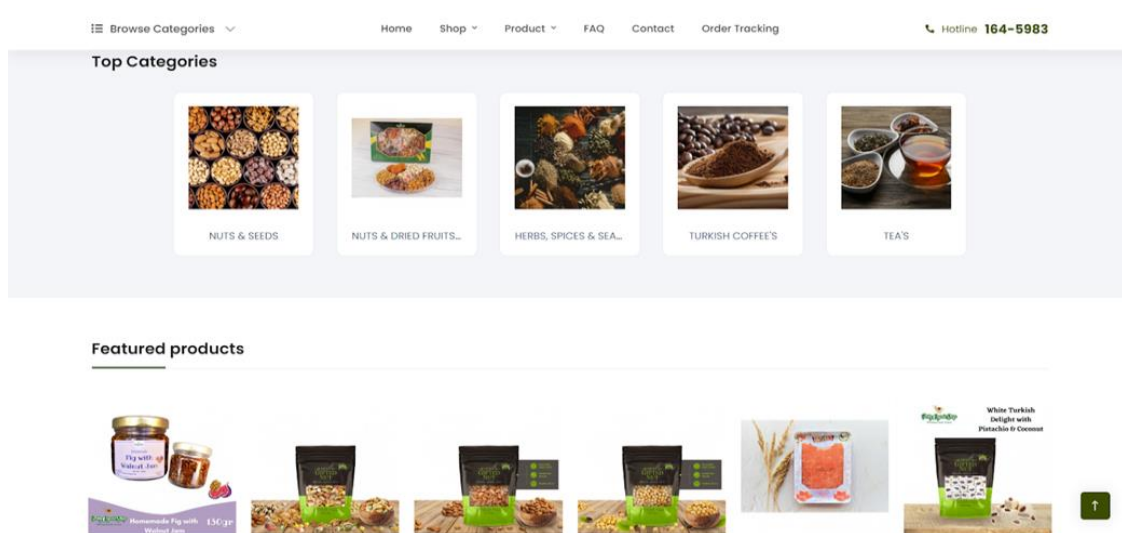


Figure 4. Top Categories and Featured Products

The shopping cart module tracks down items that the customer wants to purchase (Figure 5). They may visit this page to see the total price of all the items they have added to the cart or even add or deduct the quantity of a certain item to a maximum of 50 items per item. They may continue filling their shopping cart as they please, use coupons to get a discount or proceed with purchasing their goods.

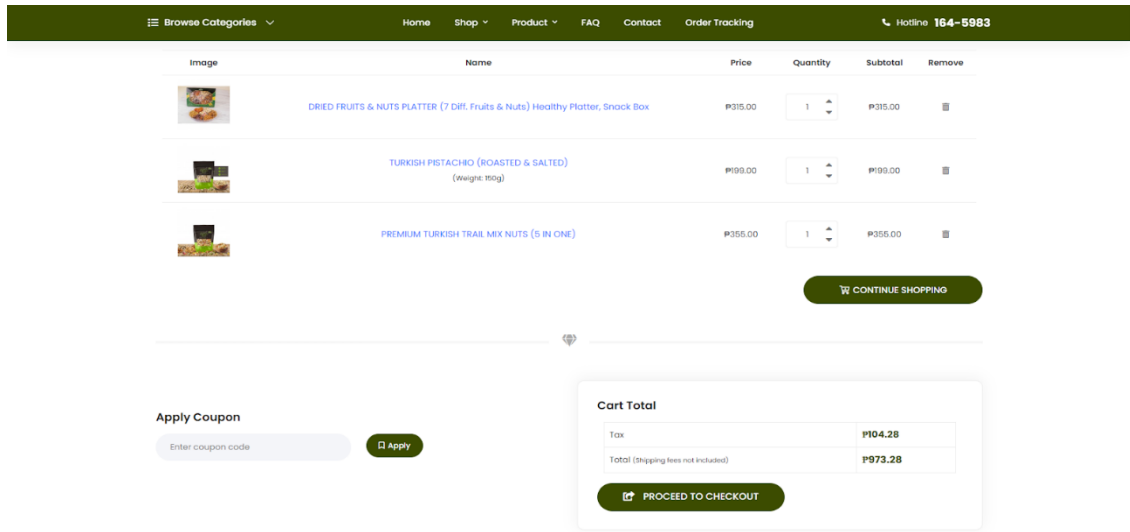


Figure 5. Shopping Cart

The shopping cart module tracks down items that the customer wants to purchase (Figure 6). They may visit this page to see the total price of all the items they have added to the cart or even add or deduct the quantity of a certain item to a maximum of 50 items per item. They may continue filling their shopping cart as they please, use coupons to get a discount or proceed with purchasing their goods.

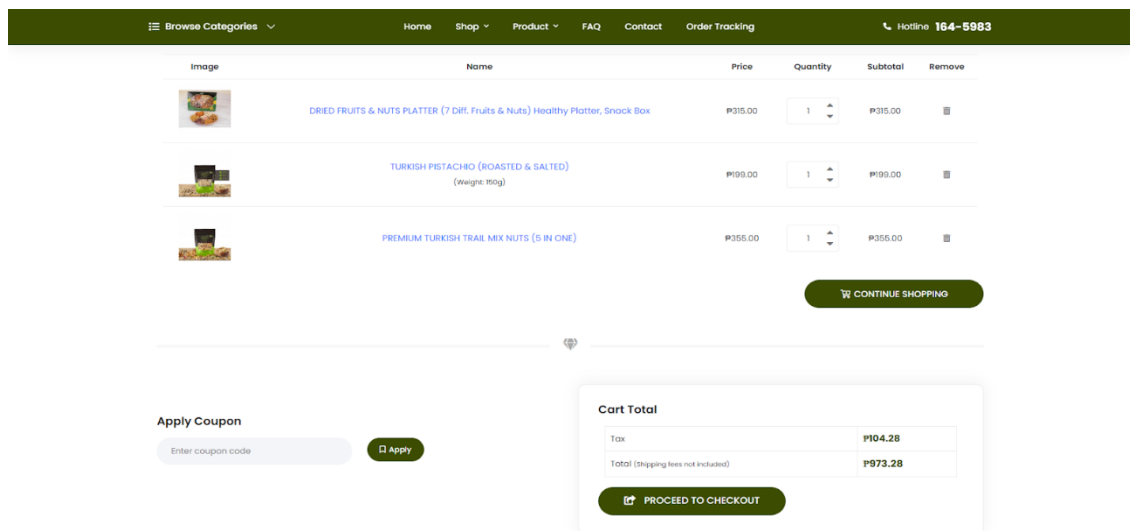


Figure 6. Shopping Cart

Figure 7, If the administrator would like to add products to their menu, and/or manage the quantities of said items, they may use the Products tab to do so. They can add potential new products by giving these items a dedicated page, in which the admins can add the picture of said product, the product's description, price, size, and category.

ID	THUMBNAIL	NAME	PRICE	STOCK STATUS	QUANTITY	SKU	ORDER	CREATED AT	STATUS	OPERATIONS
275		PANCAKE WITH HONEY	₹150.00	In stock	82	Picky Fresh	0	2022-12-10	Published	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>
274		FIGS WITH WALNUT JAM	₹265.00	In stock	100	-	0	2022-12-01	Published	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>
273		ROSE JAM	₹265.00	In stock	100	-	0	2022-12-01	Published	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>
272		APRICOT DIABETIC JAM	₹295.00	In stock	00	-	0	2022-12-01	Published	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>
271		SOUR CHERRY JAM	₹265.00	In stock	50	-	0	2022-12-01	Published	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>
270		FIG JAM/SPREAD	₹265.00	In stock	10	-	0	2022-12-01	Published	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>
269		TURKISH DELIGHT PLATTER	₹1,100.00	In stock	50	-	0	2022-11-30	Published	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>
268		DIABETIC HALVA & JAMS SNACK (Gift Box)	₹1,549.00	In stock	60	-	0	2022-11-30	Published	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>
267		PREMIUM TURKISH GIFT BOX (6 VARIETY)	₹1,399.00	In stock	50	-	0	2022-11-30	Published	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>
266		DRIED FRUITS & NUTS PLATTER (7 Diff. Fruits & Nuts) Healthy Platter, Snack Box	₹315.00	In stock	49	-	0	2022-11-30	Published	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>

Figure 7. Product List

## Evaluation Results

This is under ISO/IEC 25010:2011. Table 2 displays these criteria and their respective evaluation results. A high ranking for functionality (4.06) indicates that the website meets the requirements of its users, which increases consumer satisfaction and engagement. Users rely on the website's accessibility and dependability, so Reliability (4.02) is also crucial. A satisfactory level of dependability ensures that users can always access the website without experiencing errors or interruptions, which serves to build users' confidence and encourages them to revisit the site multiple times. Usability (4.16) is crucial for acquiring new consumers and retaining existing ones.

A rating of highly satisfactory for a website's usability indicates that it is user-friendly, intuitive, and provides excellent user experience. This promotes extended visits and strengthens customer loyalty. Additionally, it increases user engagement. To enhance the quality of the user experience, efficiency (4.08) is essential. A website receives a high classification for its efficiency if it has quick response times, quick loading times, and efficient resource utilization. A website is more likely to retain users if it delivers the promised content and services promptly. Due to the proliferation of diverse platforms and devices, portability (4.00) is becoming an increasingly significant concept. The portability of a website can be rated on a scale from very poor to very excellent if it is adaptable across a range of environments and can be accessed without issue on a variety of devices. This allows the website to attract a greater number of users and makes it more convenient for them.

Table 2. Respondents' Evaluation Summary of the XYZ Organic Shop Website using ISO Standard Criteria

Criteria	Rating	Interpretation
<b>Functionality</b> <ul style="list-style-type: none"> <li>Functionality refers to the capacity of software to provide functions that satisfy users' stated and implied requirements under the prescribed conditions of use.</li> </ul>	4.06	Very Satisfactory
<b>Usability</b> <ul style="list-style-type: none"> <li>The capability of a software product to be comprehended, learned, utilized, and alluring to the user under predetermined conditions.</li> </ul>	4.16	Very Satisfactory
<b>Reliability</b> <ul style="list-style-type: none"> <li>The capacity of a software product to sustain a certain level of performance when operated under specific conditions is referred to as reliability.</li> </ul>	4.02	Very Satisfactory
<b>Efficiency</b> <ul style="list-style-type: none"> <li>The capacity of a software product to offer suitable performance relative to the number of resources required under specified conditions is defined as efficiency.</li> </ul>	4.08	Very Satisfactory
<b>Portability</b> <ul style="list-style-type: none"> <li>The ability of a software product to be transferred from one environment to another is referred to as portability. Organizational, physical, and software factors all have a role in the environment.</li> </ul>	4.00	Very Satisfactory
<b>Over-all Weighted Mean</b>	<b>4.06</b>	<b>Very Satisfactory</b>

## DISCUSSION

This research provides a summary of findings that were derived through the design and analysis of a website. These findings were found to be significant. The purpose of this study is to gather valuable insights that can be utilized to improve website performance and enhance the user experience by evaluating vital aspects of a website based on the criteria specified by ISO standards. The research is being conducted to achieve this goal.

A diagram presented in Figure 2 shows the System Architecture of the system where you can see depicts the construction and automation of a system showcasing its ability to carry out functions. The provided examples of system architecture serve as illustrations. Figures 3, 4, 5, 6, and 7 are the Screenshots of the System Modules for XYZ Organic Shop. Figure 3, To assist customers in making purchasing decisions users have the option to explore XYZ Organic Shops Best Sellers, New Arrivals, and Special Offers sections. This arrangement allows consumers to easily find the products they're interested in through different categories. Figure 4, The XYZ Organic Shop website showcases categories and featured items making it easier for customers to make purchasing decisions. Customers can

conveniently add these items to their shopping carts by clicking on the respective images, within these menus. Figure 5, Customers can find the items they want to purchase through the shopping cart module. On this page, shoppers can see the price of their selected items. They have the freedom to continue adding items to their cart, apply coupons, for discounts or complete their purchase. Figure 6, The things that the customer wishes to buy are located by the shopping cart module. They can keep adding items to their cart as they like, apply coupons to receive a discount, or go ahead and make the purchase. Figure 7, The Products tab gives the administrator the ability to add products to their menu and/or control the quantity of those items. Potential new products can be added by creating a special page for them, where admins can provide information about the product, including its price, size, category, description, and photo.

In terms of the evaluation, it is crucial for the success of a website to receive a rating of "very satisfactory" with an overall 4.06 weighted mean according to the ISO 25010 criteria listed in Table 2. The findings of the evaluation allowed us to conclude that the Website was in a nicely operational state. This high rating indicated that the website excelled in terms of being accessible across different platforms, providing a user-friendly experience, and maintaining a high level of dependability.

## **CONCLUSIONS AND RECOMMENDATIONS**

### ***Conclusion***

The XYZ Organic Shop website was built from the ground up and given great consideration during the design process so that it would have all of the essential features required to meet the requirements of its users. The functionality and performance of the website were evaluated by its users immediately after its launch, following the completion of the implementation process. The website was given a rating of "very satisfactory," which indicates that it was successful in living up to the standards set by its users and providing them with an engaging and rewarding experience. The evaluation's findings were overwhelmingly favorable.

### ***Recommendation***

Considering the findings of the study and the results of the survey, the following recommendations could be made. It was determined that the website for XYZ Organic Shop was advantageous and efficient and that both consumers and owners would benefit from the system. As a result, the website that was just mentioned will be created and utilized as the official website for XYZ Organic Shop. The administrator of the website for XYZ Organic Shop should contemplate submitting a proposal to copyright the website to protect the organization's intellectual property. To spare users the inconvenience of having to wait several minutes for plugins to install and launch, the website may not include any plugins.

Therefore, it is advantageous for site visitors to peruse articles written in basic and standard CSS. It is also recommended that websites use photographs that are either very clear or have been appropriately enhanced to enhance the aesthetic appeal of the website.

## **RESEARCH IMPLICATIONS**

The study allows us to provide online information about XYZ Organic Shop's history, marketing strategies, ordering procedure, and inventory process. The system has been implemented to improve XYZ Organic Shop sales, and it is continuously updated and improved to its latest version.

## **PRACTICAL IMPLICATIONS**

The priority benefit of A Website with Ordering and Inventory Systems for XYZ Organic Shop is to give information on the products and how to use them. Information is one of the criteria of customers on buying a product, by setting information that will help the user. Customers must know all the details about the product while navigating an online shop. Organizing stock inventory will define how good the flow of the business is, with accurate stock management it can avoid inaccurate information that can cause loss of sales and improve employees' quality of work. Having an effective ordering process can lead to customer satisfaction and can help increase sales with a well-facilitated design interface that can interact between users and websites.

## **ACKNOWLEDGEMENT**

First and foremost, we want to express our deepest gratitude to God, whose infinite blessings, wisdom, and opportunities have empowered the writer to complete this research journey. We are humbled by His guidance and grace, which have enabled us to reach this significant milestone. We would also like to thank Dr. Ferdinand R. Bunag for his invaluable guidance and support throughout this research. And we are also grateful to our University Research & Development Center, for their technical expertise and administrative assistance on this study.

## **FUNDING**

This study did not receive funding support from any organization.

## **DECLARATIONS**

### ***Conflict of Interest***

All authors declared that they have no conflict of interest.

## **Informed Consent**

The study did ask the XYZ Organic Shop's Owner and its Staff for consent as a participant. It can help them in this research on how we manage it and have a better ordering and inventory systems.

## **Ethics Approval**

The conducted research was reviewed by the Institutional Ethics Review Committee of the Trinity University of Asia - University Research & Development Center. The amendments to the research protocols were acknowledged and approved.

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### **Author's Biography**

Annie Vironica F. De Guzman was a graduate of Trinity University of Asia's College of Engineering and Information Sciences. She completed her Bachelor of Science degree in Information Technology in the year 2022.

Earl Joseph Y. Llave completed his studies at Trinity University of Asia's College of Engineering and Information Sciences and graduated with honors. He was able to complete the requirements for his Bachelor of Science degree in Information Technology.

Nicole Anne Saludo after completing her studies at Trinity University of Asia's College of Engineering and Information Sciences. In the year 2022, she was able to successfully fulfill the requirements for her Bachelor of Science degree in Information Technology.

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