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Quick-Quoter Web Application

Michael Osborn Dakota State University

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QUICK-QUOTER WEB APPLICATION

A graduate project submitted to Dakota State University in partial fulfillment of the requirements for the degree of

Master of Science

in

Information Systems

May, 2010

By Michael Osborn

Project Committee:

Dr. Kevin Streff Dr. Ronghua Shan Chris Olson



PROJECT APPROVAL FORM

We certify that we have read this project and that, in our opinion, it is satisfactory in scope and quality as a project for the degree of Master of Science in Information Systems.

Student Name: Michael Schorg	
Master's Project Title: Quere Quoter Web	Application
Faculty supervisor:	Date: 5/7/2010
Committee member:	_Date:
Committee member:	_Date:



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Student Name	Odpor	
Master's Project Title: Jusck &	Quoter We	eb Application
Faculty supervisor:		Date:
Committee member: Ronfun	Show	Date:5/7/2010
Committee member:		Date:



PROJECT APPROVAL FORM

We certify that we have read this project and that, in our opinion, it is satisfactory in scope and quality as a project for the degree of Master of Science in Information Systems.

Student Namer Michael Osborn	
Master's Project Title Quick - Quister We	eb Application
Faculty supervisor:	Date:
Committee member:_ Chris Olson	Date:
Committee member:	Date:

DECLARATION

I hereby certify that this project constitutes my own product, that where the language of others is set forth, quotation marks so indicate, and that appropriate credit is given where I have used the language, ideas, expressions or writings of another.

I declare that the project describes original work that has not previously been presented for the award of any other degree of any institution.

Signed, 1 Michael Osborn

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INTRODUCTION

Background of the Problem

Lyle Magorien contacted me in regards to automating his price quoting process for customers interested in purchasing new campers and trailers at his business. Lyle needs a way to develop quotes quickly and accurately based a set of options chosen by a customer. Currently his system involves looking up models, walking through the options with the customer, recording the options the customer wants, and manually calculating the quote on the spot. Customers will usually re-negotiate the quote by adding or removing options from the model, which requires another on the spot calculation.

Statement of the problem

Lyle's current process is paper-based, labor intensive, prone to errors, and produces quotes that are not easy to modify at a later date. The cost of shipping the product and the cost of the material involved in creating the campers or trailers changes frequently and must be re-calculated during later negotiations with the customer. During the quoting process, the customer may become aware of the cost of options, because the price and the cost are on the sheets used to identify the options for a specific model. After the quote is accepted by the customer Lyle has to make sure that all options the customer wanted are correctly reported to the vendor during purchasing. Lyle also needs to calculate the cost of the purchase for billing purposes, which requires another look at the options' selected in the quote.

OBJECTIVES

The goal of this project is to automate the quoting process currently conducted at Lyle's business to reduce the amount of labor and errors during daily operations. The project will result in a web application and a relational database that enables Lyle's customers to easily view the options for all supported camper and trailer models, and produce real-time quotes. The web application will automate the reporting of quotes, so Lyle can email and print quotes for customers, produce internal pricing sheets, and produce product ordering sheets.

The web application will allow Lyle to administrate the addition of new campers and trailers and document the price, cost, and other variables pertaining the model itself and the options available to the model.

Lyle has also requested that this same web application be developed in a way in which he can resell the web application as a service to other businesses interested in automating their quoting process. To do this, the web application must allow for administration of business accounts and user accounts. Specific models of campers created by Lyle's business will be available for other businesses through an import feature.

SCOPE

1. Quick-Quoter Web Application

a. Planning & Design Phase

- i. Planning
 - 1. Define Purpose
 - 2. Define Scope
- ii. Analysis
 - 1. Document Requirements
 - 2. Develop ERD
 - 3. Verify Requirements

iii. Design

1. Web Page Design

- a. Create Quote Page
- b. Manage Quote Page
- c. Profile Page

d. Generic Administration

- i. Type Page
- ii. Make Page
- iii. Make Options Page
- iv. Model Page
- v. Dealer Page
- vi. Import Page
- e. Global Administration
- i. Dealers page
- 2. Report Design
 - a. Quote Report
 - b. Pricing Report
 - c. Manufacturer Report

b. Implementation

- i. Develop Database
 - 1. Create Database Tables
 - a. Identify Column Data Types
 - 2. Create Database Procedures
 - a. Identify and Create Procedures
 - 3. Create Database Functions
 - a. Identify And Create Functions
 - 4. Identify Program Objects
 - 5. Create Program Objects
 - a. Identify Class Functions / Procedures
 - b. Create Class Functions / Procedures
 - 6. Create Master Page GUI
 - a. Write CSS

7. Create Content Pages

- a. Code HTML
- b. Code Behind
- 8. Create Reports
 - a. Quote Report
 - b. Pricing Report
 - c. Manufacturer Report
- 9. Debug a. Verify Functionality
 - b. Verify Requirements are met

DELIVERABLES

At the completion of this project, the following items will be reviewed and/or delivered to the committee for final approval:

- 1. Project Plan Document (Word 2007 Document)
- 2. Work Breakdown Structure (Microsoft Project File)
- 3. Gantt Chart (Microsoft Project File)
- 4. Z Entity Relationship Diagram (Visio 2007 Document)
- 5. SQL Database Diagram (Microsoft XPS Document)
- 6. Requirement Documentation (Word 2007 Document)
- Web Application (ASP.NET Web Application developed in Visual Studio 2008 using VB.NET)
- 8. Z Relational Database (SQL Server 2005 Express Database)

Work Breakdown Structure

Quick-Quoter Web Application

	Task Name	Duration
0	Quick-Quoter Web Application	110.13 days
2	Planning	0.5 days
	Define Purpose	2 hrs
-	Define Scope	2 his 2 his
	Analysis	12 days
	Document Requirements	2 wks
	Develop ERD	2 wks 2 days
-		19.75 days
	Design	
	Web Page Design	2.25 days 5 hrs
	Quote Page	
	Manage Quote Page	5 hrs
	Profile Page	1 hr
	Generic Administration	0.75 days
	Type Page	1 hr
	Make Page	1 hr
	Make Options Page	2 hrs
	Model Page	1 hr
	Dealer Page	1 hr
	Global Administration	0.13 days
	Dealers Page	1 hr
	Report Design	0.38 days
	Database Specification	1 wk
	Model Domain Objects	1 wk
	Model Data Transfer Objects	2 days
	Model Data Transfer Interfaces	2 days
	Implementation	77.88 days
	Develop Database	7 days
	Create Database Tables & Relationships	2 days
	Create Database Procedures	1 wk
	Develop Objects	11 days
	Create Business Objects	2 wks
	Create Data Transfer Objects	1 day
	Develop Data Access Layer	5 days
	Implement Data Transfer Interfaces	1 wk
	Develop Master Page	1 wk
	Develop Content Pages	19 days
	Develop Page Controls	1 wk
	Integrate Domain Objects	2 wks
	Develop Reports	3 days
	Debug	27.88 days
	Automate Test Cases	3 wks
	Verify Requirements	3 days

Requirements Specification

Quick-Quoter Web Application

Contents

Minimum Operational Requirements	3
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Global Administration	
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Minimum Operational Requirements

- 1. Windows Server 2003.
- 2. SQL Server 2005 Express Edition.
- 3. SQL Server 2005 Toolkit.
- 4. Internet Information Services 6.0.
- 5. ASP.Net 3.5.

Administrative Requirements

Administration within the tool will have two different components: global and normal administration. Normal administration refers to the setting up of content prior to the quoting process and the management of users for a specific dealership. Global administration will have these privileges as well as the ability to manage all dealership account information within the tool. Global administration privileges will be given to administrators of a global dealership. This dealership is unique and represents the access granted to the owner of the tool.

Global Administration

Dealership & User Account Information

- Administrators must be able to create new dealership accounts. The following information is required when creating a new dealership.
 - a. Name.
 - b. Login.
 - i. Logins must be unique across all dealerships.
 - c. City.
 - d. State.

Recognized States include:

labama	Federated States of Micronesia	Kentucky	Montana	Ohio
laska	Florida	Louisiana	Nebraska	Oklahoma
merican Samoa	Georgia	Maine	Nevada	Oregon
rizona	Guam	Marshall Islands	New Hampshire	Palau
rkansas	Hawaii	Maryland	New Jersey	Pennsylvania
alifornia	Idaho	Massachusetts	New Mexico	Puerto Rico
olorado	Illinois	Michigan	New York	Rhode Island
onnecticut	Indiana	Minnesota	North Carolina	South Carolina
elaware	lowa	Mississippi	North Dakota	South Dakota
istrict of Columbia	Kansas	Missouri	Northern Mariana Islands	Tennessee

exas	Vermont	Virginia	
exas	Vermont	A I BUILD	

West Virginia Wisconsin Wyoming

ltah

- Virgin Islands e. Account Expiration Date.
- 2. Administrators must be able to update or delete dealership account information at any time.

Washington

- 3. Administrators must be able to add new users for a given dealership. The following information is required when creating a new user account for a dealership.
 - a. Name.
 - b. Login.
 - i. Logins must be unique within each dealership.
 - c. Email.
 - d. Phone.
 - e. Password.
 - f. Administration Status.
- 4. Administrators must be able to enable and disable user accounts for a given dealership.
- 5. Administrators must be able to update user account information at any time.
- 6. Administrators must be able to delete user accounts at any time.
 - a. Administrator cannot delete their own account.

Normal Administration

Dealership & User Account Information

- 1. Administrators must be able to update dealership name at any time.
- Administrators must be able to add new users to its dealership. The following information is required when creating a new user account for a dealership.
 - a. Name.
 - b. Login.
 - i. Logins must be unique within the dealership.
 - c. Email.
 - d. Phone.
 - e. Password.
 - f. Administration Status.
- 3. Administrators must be able to enable and disable user accounts to its dealership.
- 4. Administrators must be able to update user account information at any time.
- 5. Administrators must be able to delete user accounts at any time.
 - a. Administrator cannot delete their own account. This prevents administrators from removing all access to the tool for its dealership.

Content Administration

- 1. Administrators will be able to add/update/delete types. The following information is required when adding a new type:
 - a. Name.
 - i. Type names must be unique.

- 2. Administrators will be able to add/update/delete makes. The following information is required when adding a new make:
 - a. Type.
 - b. Name.
 - i. Make names must be unique.
 - c. Percent Markup.
- 3. Administrators will be able to add/update/delete options and sections for a make. Sections are used to break apart different options or for a specific make.
 - a. The following information is required when adding sections:
 - i. Section name.
 - b. The following information is required when adding options:
 - i. Section
 - ii. Option name.
 - iii. Price.
 - iv. Cost.
 - v. Required (means options must be included in the quote).
 - vi. Multiples (means you can specify at quote time how many of this option you would like).
- 4. Administrators will be able to order options within each section.
- 5. Administrators will be able to add/update/delete models. The following information is required when adding a new model:
 - a. Type.
 - b. Make.
 - c. Name.
 - d. Price.
 - e. Cost.
 - f. Year.
 - i. Available years will be listed from 1980 to (current year + 1).
- 6. A model must be unique in the context of its name and year for a specific make.
- 7. Models will by default inherit the options of its parent make.
- 8. Administrators will be able to enable and disable options for a specific model.
- 9. Administrators will be able to enable and disable models for a specific make. This disables the model from quoting and allows the administrator time to enter the model and verify the options are correctly added.

User Profile

- 1. Each user has the ability to update their personal profile. The following information may be updated in the profile.
 - a. Name.
 - b. Email.
 - c. Phone.

- d. Password.
- e. Disclosure Statement.

Quoting

- 1. The tool must be able to create a quote based on a set of options for a given model/year
- 2. Users must be able to select a type, make, model, and year.
 - a. The options enabled options for that model/year will be displayed.
 - b. The calculated price of that model/year will be displayed in a total.
 - i. Initial price is the price of the model *(1 + Make Markup percent) + initial required options.
- 3. The user will be able to select options at their discretion.
 - a. As options are selected/removed/required their price added/removed from the total.
 - b. Options that allow multiples will begin with a multiple of one. Users may enter in a new number representing the number of times they would like to purchase that option.
 - i. If selected, the price of the option reflected in the total must be multiplied by the number of multiples.
 - ii. The number of multiples must be one or more.
- 4. Freight may be added but is not required. If added it will be reflected in the total
- 5. Contact information may or may not be included in the quote. If desired, the following information may be entered to identify the contact.
 - a. Name.
 - b. Email.
 - c. Home Phone.
 - d. Cell Phone.
 - e. Other Phone.
- 6. Quotes can be generated at any time for a selected type, make, model, and year.
 - a. The report generated must include the following information.
 - b. Dealer Information.
 - i. Name.
 - ii. City.
 - iii. State.
 - c. User Information.
 - i. Name.
 - ii. Phone.
 - iii. Email.
 - iv. Disclosure Statement.
 - d. Contact information (if available).
 - i. Name.
 - ii. Email.
 - iii. Home Phone.
 - iv. Cell Phone.

- v. Other Phone.
- e. Quote Information.
 - i. Current Date.
 - ii. Type.
 - iii. Make.
 - iv. Model.
 - v. Year.
 - vi. Relevant sections.
 - vii. Selected options and quantity.
 - viii. Freight.
 - ix. Total Price.
- 7. Quotes may be saved.
 - a. All relevant contact information must be saved.
 - b. All required and selected options and their multiples must be saved.
 - c. Date of the quote must also be saved.

Managing Quotes

- 1. Quotes will be viewable only by the user who created it.
- 2. Quotes will be organized by date (newest first).
- 3. Contact name if available, model, and the date created must be displayed to the user.
- 4. Quotes will only contain selected options that are currently available for a model.
- 5. Quote totals must reflect current price changes.
- 6. Quotes will not be stored as a physical file on the hard-drive, but rather as options selected in the database.
- Quotes must be able to be reissued to the quoting page where all available selected options, freight, and contact information will be populated.
- 8. Quotes may be deleted at any time.
- 9. Three different reports must be made available to the user.
 - a. Quote report (as describe above).
 - b. Price report with the following information:
 - i. Dealer Information.
 - 1. Name.
 - 2. City.
 - 3. State.
 - ii. User Information.
 - 1. Name.
 - 2. Phone.
 - 3. Email.
 - 4. Disclosure Statement.
 - iii. Contact information (if available).
 - 1. Name.

- 2. Email.
- 3. Home Phone.
- 4. Cell Phone.
- 5. Other Phone.
- iv. Quote Information.
 - 1. Current Date.
 - 2. Type.
 - 3. Make.
 - 4. Model.
 - 5. Year.
 - 6. Relevant sections.
 - 7. Selected options
 - 8. Quantity with unit price/cost.
 - 9. Option Price and Cost
 - 10. Total price and cost for selected options.
 - 11. Model Price and cost.
 - 12. Markup percent, markup percent * price, and markup percent * cost.
 - 13. Freight.
 - 14. Total Price and cost.

c. Manufacturer report with the following information:

- i. Dealer Information.
 - 1. Name.
 - 2. City.
 - 3. State.
- ii. User Information.
 - 1. Name.
 - 2. Phone.
 - 3. Email.
 - 4. Disclosure Statement.
- iii. Contact information (if available).
 - 1. Name.
 - 2. Email.
 - 3. Home Phone.
 - 4. Cell Phone.
 - 5. Other Phone.
- iv. Quote Information.
 - 1. Current Date.
 - 2. Type.
 - 3. Make.
 - 4. Model.
 - 5. Year.

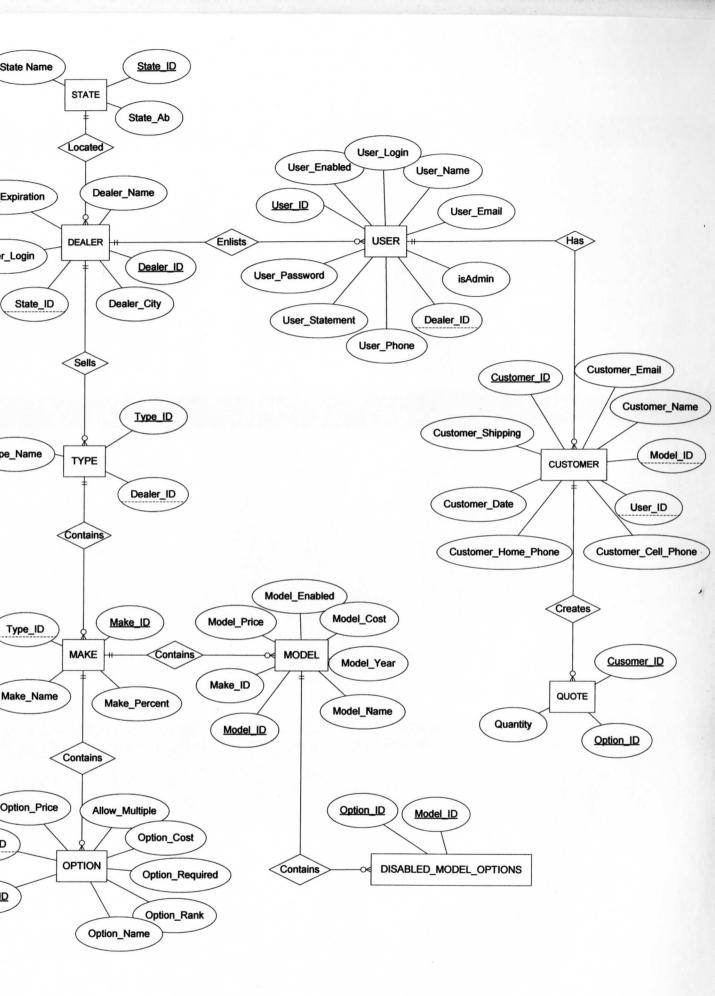
- 6. Relevant sections.
- 7. Selected options
- 8. Quantity with unit cost.
- 9. Option Cost
- 10. Total selected option cost.
- 11. Model cost.
- 12. Markup percent and markup percent * cost.
- 13. Total Cost.

Information Sanitization and Standardization

- 1. All information will be sanitized before being added to the database.
 - a. Email addresses will conform to xxx@xxx.xxx.
 - b. Phone numbers will conform to 555-555-555.
 - i. Phone numbers may have an extension 555-555-555x555.
 - c. Currency will be display with "\$" symbol and two decimals throughout the tool. "\$" symbol and commas may be omitted when entering data into the tool.
 - d. Percentages will have four decimal places and will be displayed with "%" symbol. "%" symbol may be omitted when entering data into the tool.
 - e. Dealer Names, Dealer Logins, User Names, User Logins, Type Names, Make Names, Model Names, and Contact Names will be limited to (a-z, A-Z, 0-9, ', -, &) characters.
 - f. Passwords will not be stored as plain text in the database.
 - g. Data Length must be restricted based on the data type of the column to be updated in the database. This restriction must be applied to the GUI in all relevant areas for data entry.

Messages

- 1. Success and error messages will be shown whenever there is an attempt to change information in the database.
 - a. Success messages will be shown when information is successfully changed
 - b. Error messages will be shown if there is an error in the program, or if the new information is invalid.



Database Specification

Quick-Quoter Web Application

Option_Quote Data Type Column Name Quote_ID bigint Option_ID bigint Quantity tinyint Type_ID bigint Make_ID bigint Section_ID bigint

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Option

Qu	ote	
	Column Name	
	Customer_ID	bi
8	Quote_ID	bi
	Type_ID	bi
	Make_ID	bi
	Model_ID	bi
	Shipping	m
	Info	nv
	Date	da
	User_ID	bi

FK_Option_Quote_Quote1

FK_Quote_Mo

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FK_Package_Quote_Quote1

		8	
Pa	ckage_Quo	te	
	Column Name	Data Type	Allow Null
8	Quote_ID	bigint	
P	Package_ID	bigint	
8	Type_ID	bigint	(1777)
P	Make_ID	bigint	

.

Jser

FK_Quote_Customer



Model Column Name Data Type All Type_ID bigint **Disabled_Model_Option** Make_ID bigint Allow Nulls Column Name Data Type Model_ID bigint bigint Type_ID Model_Name nvarchar(100) bigint 1 Make_ID Model_Year numeric(4, 0) Model_ID bigint (The second 8 Model_Price money Section_ID bigint led_Model_ 8 ∞ ∞ Model_Cost money P Option_ID bigint 1 Model_Enabled bit pris. 8 FK_Section_Make

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							Column Name	Data Type	Allow Nu
						8	Type_ID	bigint	[77]
						P		bigint	(m.)
						P	-	bigint	
							Package_Na	nvarchar	
							Package_Co	nvarchar	<u></u>
							Package_Price	money	
	Dis	column Name	lel_Packa Data Type	ige Allow Nulls	3		Package_Cost	money	
	8		bigint						
	8	Make_ID	bigint						
	P	Model_ID	bigint						
	8	Package_ID	bigint		œ				
odel_Packaç	-								



		Column Name	Data Type	Allow Nulls
		Manufacturer_ID	bigint	(The second s
	¥	Type_ID	bigint	1000
1		Type_Name	nvarchar(100)	1777
				line.

Package_Option			
	Column Name	Data Type	Allow Nulls
P	Type_ID	bigint	
8	Make_ID	bigint	1
8	Package_ID	bigint	
8	Package_Option_ID	bigint	(mm)
	Package_Option_Name	nvarchar(200)	
			1000

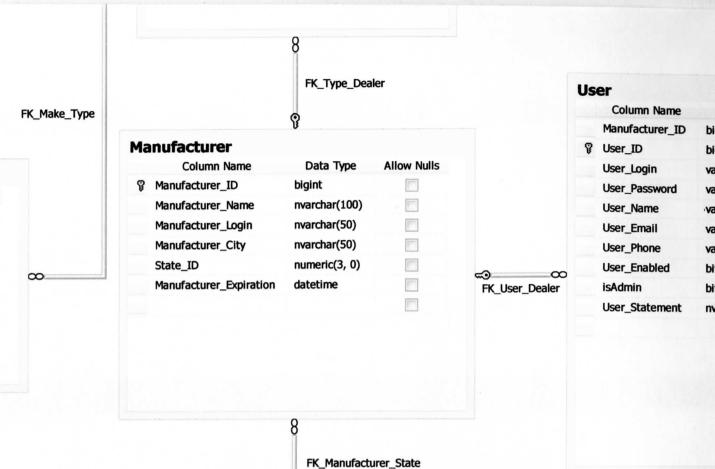
Option



666

Make

	Column Name	Data Type	
P	Type_ID	bigint	
P	Make_ID	bigint	
	Make_Name	nvarchar(100)	
	Make_Percent	money	



1

	a te Column Name	Data Type	Allow Nulls
¥	State_ID	numeric(3, 0)	(777)
	State_Name	varchar(50)	
	State_Ab	nchar(2)	general.
			(Sec.)



Customer

	Column Name	Data Type	Allow Nulls
	User_ID	bigint	(mm)
P	Customer_ID	bigint	
	Customer_Name	varchar(100)	4
	Customer_Email	varchar(100)	1
	Customer_Home_Phone	varchar(28)	1
	Customer_Cell_Phone	varchar(28)	1
	Customer_Other_Phone	varchar(28)	1
			10000

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ಞಾ____∞ ⁼K_Customer_User:

User Interface Design

Javescript Anivertion is Hole Message Area or Show During Actions Success messages Message lour Displays Erior or Green or fed Quote for larger monitors Obsplant Silver Gradient Bar E Manage Quote eader Lesion 1024 × 768 resolution web page Gold and silver keys MADMIN BProfile Olgout and depter Color for border Silver Drove -Hicke Me

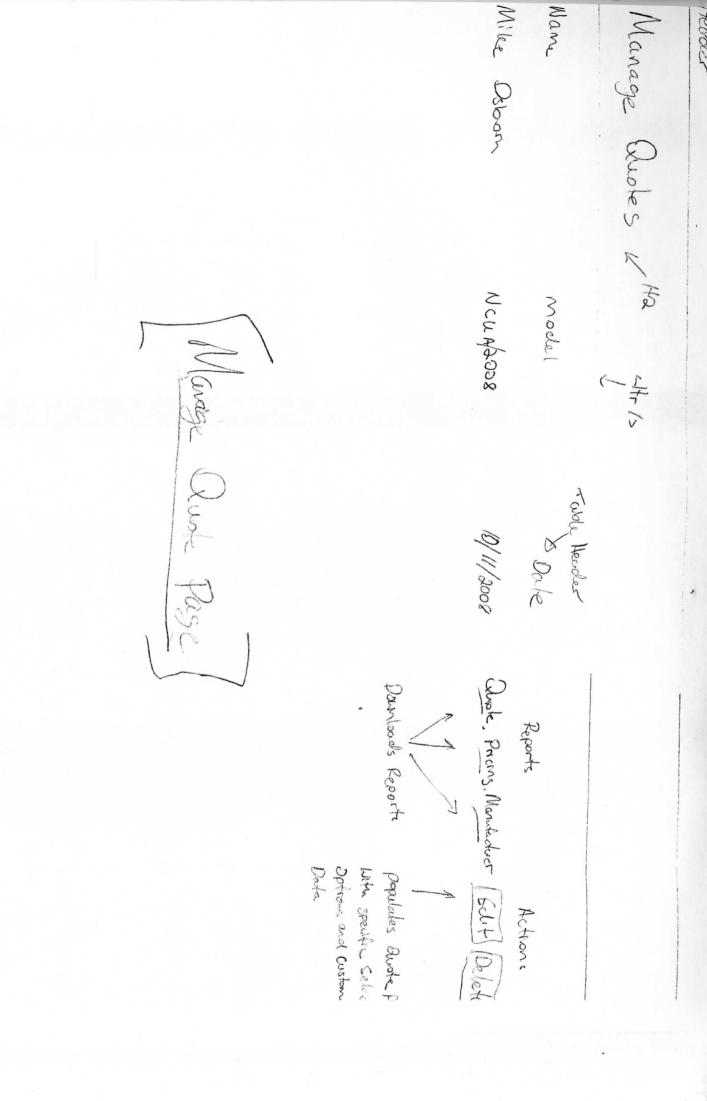
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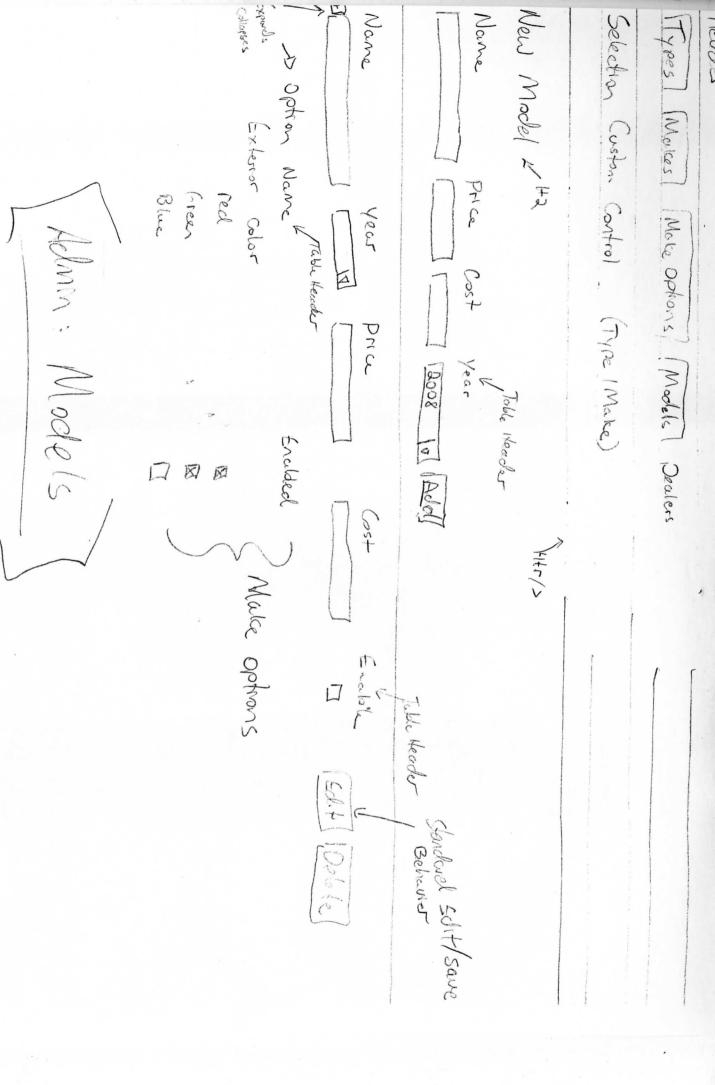
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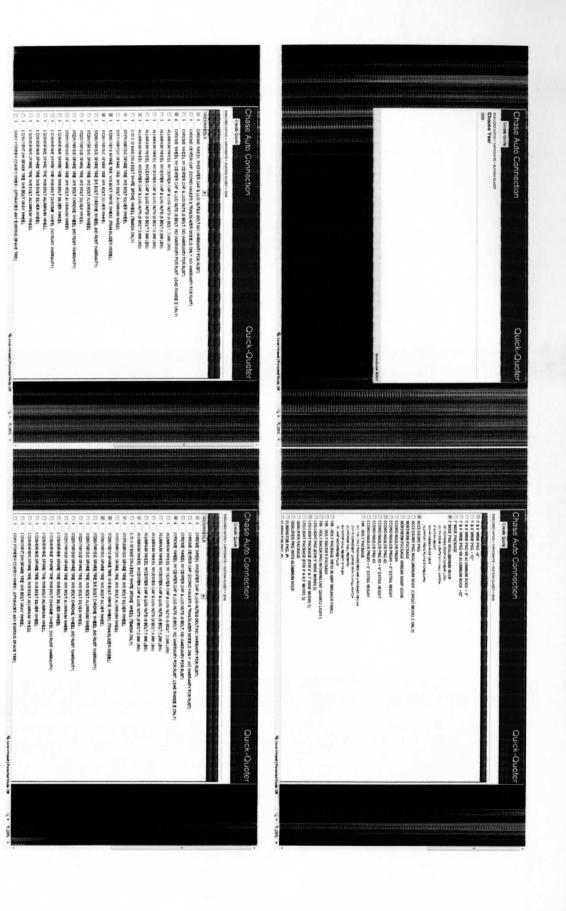
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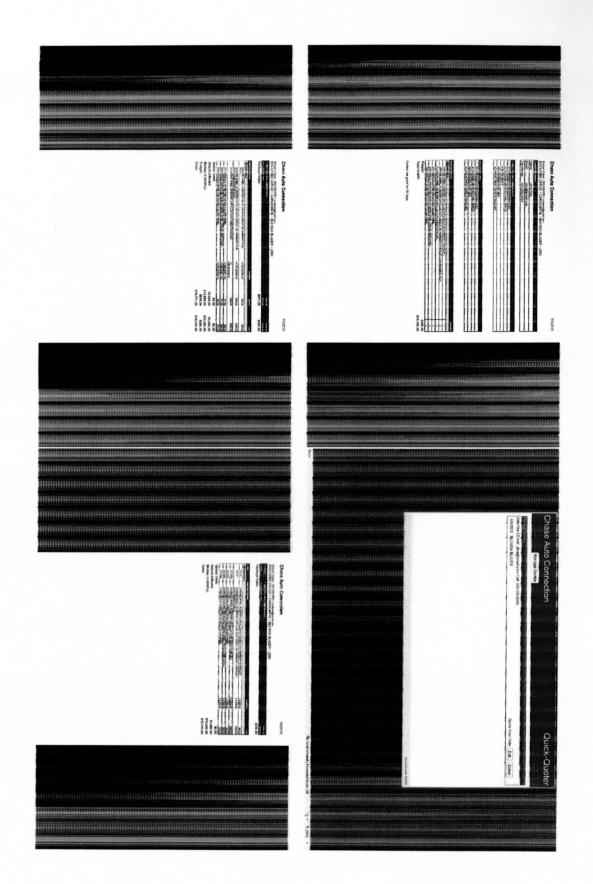
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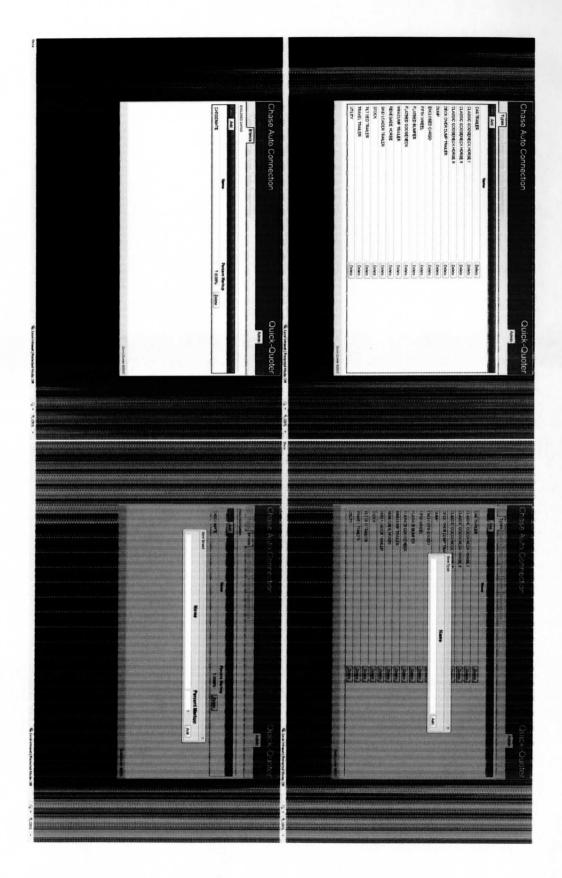
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ra Tire	1× 150,00/100 00	\$ 150.00	\$100.00
Optron Total:		\$ 650.00	\$ 350.00
model:		\$ 2,150,00	\$ 2,000.20
0%):		\$200.00	\$ 200.00
		\$ 150.00	\$150.00
		\$ 3,150.00	\$2700.00

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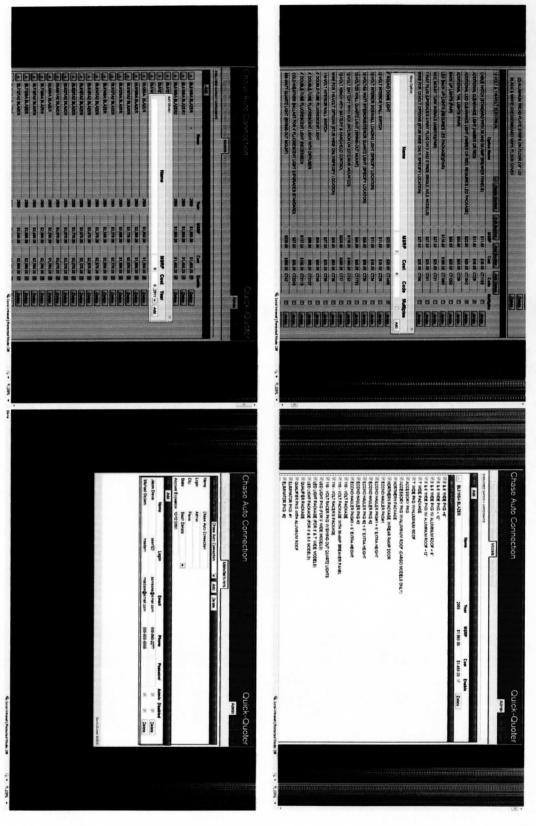


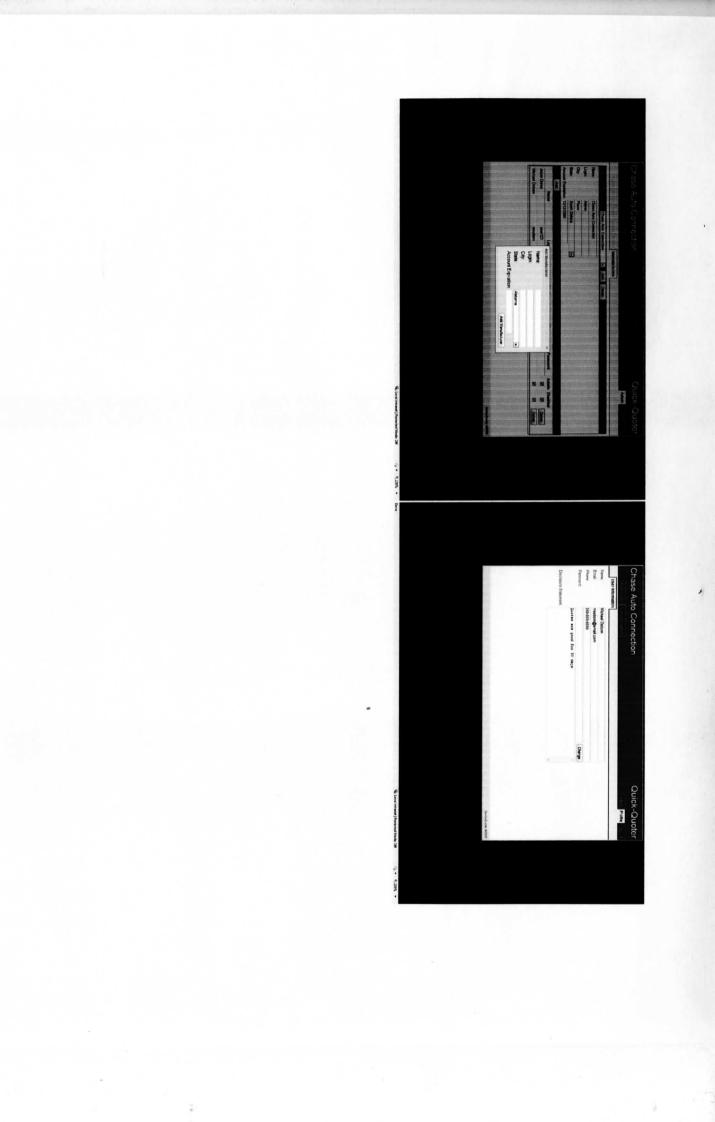






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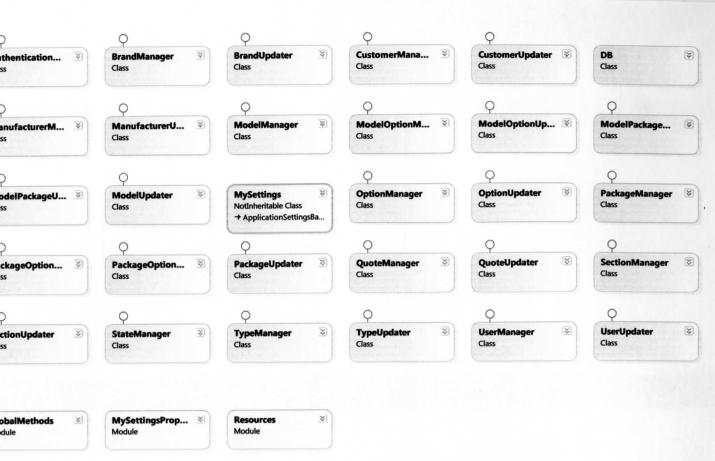




Data Transfer Objects Design

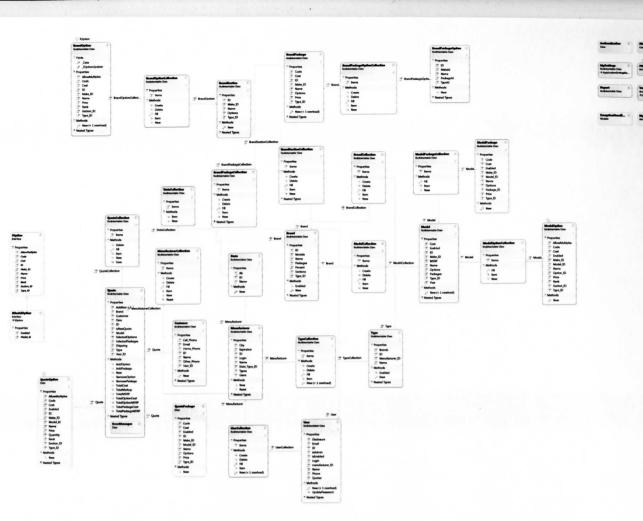
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Data Access Design



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Domain Model Design



Presentation Power Point



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- Perform quotes on campers or trailers
- Choose a model/year
- Choose from available packages
- Choose from available options
- Get Final Price
- Save quotes with customer information
- Generate reports on saved quotes
- Manage quoting content

Software Development Lifecycle

Water fall methodology

- Planning
- Analysis
- Design
- Implementation

Planning

- Primary Output
- Project Plan
- Challenges Faced
- Project size estimation
- Maintaining the project plan

Analysis

Primary Output

- Requirements Specification
- Data Model

Challenges Faced

- Long Distance Communication with project sponsor
- Incorrect Requirements
- Missing Requirements

Design

Primary Outputs

- Database Specification
- Domain Model
- Interface Design
- Testing Specification

Challenges Faced

- Consistency between models
- Developing a 3 tier architecture

Implementation

- Primary Output
- Integrated System
- Challenges Faced
- Implementing various programming languages
- Knowing & following best practices

Lessons Learned

- Analysis is key.
- Images are worth a thousand words!
- **Requirements DO change over time**
- Separation of concerns allows for multitasking
- **Favor Conceptual Object Modeling**
- Test Driven Development

