A WEB-SITE PAGES FOR THE SERVICES OF A

PRIVATE BOX EXCHANGE AND XEROGRAPHIC COY

(A Case Study of Panabiz Int. Limited, Abuja)

By

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i

CERTIFICATION

This is to certify that the work was carried out by Sunday Oluwaloni Dagunduro of the department of Mathematics and Computer Science, Federal University of Technology, Minna.

U.Y Abubakar   ....

Supervisor   Signature   Date

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DEDICATION

This project is dedicated to God Almighty who is the Alpha and Omega and the source of strength.

ACKNOWLEDGEMENT

I sincerely thank God who in His infinite mercy causes me to endure all through this programme. In writing a project of this nature, not much success could have been achieved without the help and cooporation of those who care, and when kindness cannot be returned or reciprocated it should be appreciated and passed to others.

To this end, I wish to register my sincere thanks to my supervisor, Dr. U. Y. Abubarkar, if not for his experience, the shape and systematic sequence of the project could have been conspicuously absent.

I seize this oppurtuinity to thank my darling wife, Mrs Rita Dagunduro for her understanding, my mum, Mrs Victoria Dagunduro, for her prayers, members of staff of Panabiz International Limited, Abuja and all my friends.

Finally, my course mates and lecturers at the department for your support.

To all these people it seems only fair to me to record my heartfelt gratitude.

TABLE OF CONTENT

CHAPTER ONE: INTRODUCTION

CHAPTER TWO: LITERATURE REVIEW

CHAPTER THREE: SYSTEM ANALYSIS AND DESIGN

CHAPTER FOUR: SYSTEM IMPLEMENTATION

CHAPTER FIVE: SUMMARY, RECOMMENDATION AND CONCLUSIONS

ABSTRACT

The challenges posed before many commercial organizations and web sever administrators today are quality and efficiency web service delivery and provision of accurate information to clients (customers). This is coming as a result of the increase in the use of internet and its enormous importance to human capacity building. This project work proposed the use of internet services in carrying out business transactions and advertisements in any business organization (e-commerce). The web application was designed using the concept of front-end and back-end integration. In the front-end integration, Hypertext Markup Language (HTML) and Personal Home Page (PHP) were used for the design, while MySQL serve was also used as the back-end integration database.

CHAPTER ONE
INTRODUCTION

1.1   General Introduction

Technological developments have a fundamental influence on many aspects of today's society, but this influence is most apparent for those processes in which information plays crucial roles and, of course this also applies to business organizations.

Technological developments will change the traditional "paper" business organisation to an enhance digital organisations. The development of internet applications and services has increased the rate at which communication technology grows.

A web application user through various means access web services, but the primary method is the web browser. It uses a web site as the front-end to a more typical application. In a web application, client data input executes business logical on the server, in software engineering a web application sometimes called WebApp is an application that is accessed with a web browser over a network such as the internet or the intranet. Web applications are popular due to the ubiquity of web browser as a client, sometimes called a thin client, the ability to update and maintain web applications without distributing and installing software on potentially thousands of client computers is a key reason for their popularity. Web applications are used to implement web mail, online retail sales, online auction and perform many other functions.

1

Web developers often use client-side scripting to add functionality especially to create an interactive experience that does not require page reloading. Recent technologies have been developed to coordinate client-side scripting with server-side technology.

1.2   Statement of the Problem

The problem of having to get customers registering with an organization manually, requesting for goods and services through telephones (which delivers only instant information only) or having to be physically present before requesting for goods and services is taken into consideration in this project. These problems are been attempted by using web application (which delivers both instant and delayed information access).

1.3   Aims and Objectives

The main aims and objectives of this project are:

1. To develop those features that are supposed to be in an organization website that are not yet included in the present site of the organization.

2. Make it easy for people to find organizational information targeted specifically at them.

3. Use a single consistent web-based front end to present information from a variety of back-end data sources.

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3. Use a single consistent web-based front end to present information from a variety of back-end data sources.

4. Reducing paperwork as information may now be displayed on terminal screen on demand.

5. Reducing the stress that costumers go through in the process of registration with the organisation.

1.4   Justification of the Study

- Problems associated with the current yet-to-be fully automated means of performing administrative and management functions in the organization.

- Need for efficient, effective and adequate management of costumers.

- Need for adequate protection and security of vital information

- Need for easy and fast means of information dissemination.

1.5   Scope and Limitations of the Study

This project is to cover the design, implementation and testing of the online application for the Panabiz International Limited. It will cover the design of the website that will be used for distance transactions with customers, registration of the customers with the organization and for advertisement of products.

The project is limited to only online application, while mobile application services and stand-alone or desk-top application services are not included.

1.6 Significance of Study (Importance)

A well-implemented online application can offer a number of benefits to a *user* of the system and the organization as well.

1. *One place to get information:* The visitor no longer has to search for the information, the information finds him.

2. *Global access to their information:* The only thing required is a web browser. There's no need to configure e-mail programs, etc. A person can be anywhere in the world (such as away at a conference) and still get at the information they need.

3. *Personalized and customized information:* The information available in a portal is personalized for each individual. In addition, this person can then customize this information further to suit his or her individual tastes.

4. *Promote a life-long connection with the organization:* A properly designed web application will follow a person from being a prospective customer, all the way to be coming a major supplier or a dealer.

5. *Attract new customers:* One of the major advantages of any online application is that, it serves as an advertisement to the organization.

6. *Standardization of Web Services:* The portal, through use of standards for defining how information gets into channels, can help in the standardization of web-based services on in the campus.

1.7   Definition of Terms

In any human endeavour, there are common terms or keywords that are peculiar to that field. The terms used in this project are identified and defined as follows:

A)   The Internet

Encyclopedia Encarta 2006, defines the internet as a computer – based global information system, an open connection of computer networks that enables the computers and the programs they run to communicate directly.

Encyclopedia Britannica 2007, defines the internet as a network that connects computer networks all over the world through satellite and telephone connection, connecting users with service networks such as e-mail and the World Wide Web.

B)   The World Wide Web (WWW)

The World Wide Web is a hypermedia – based system for browsing internet sites, it was named the web because it is made of many sites linked together. Users can travel from one site to another by clicking on hyperlinks or the World Wide Web which is the universe of network-accessible information, an embodiment of human knowledge.

C)   FTP (File Transfer Protocol)

FTP is used to transfer files between hosts on a network. The FTP functions are useful for moving and copying files from and to other hosts. One common use you might make of this is to backup your website or mirror files at another location.

D) Client-server

Client-server networking is the networking model that companies usually choose when there are ten or more workstations on the network. Unlike a peer-to-peer network, there is a central machine that delivers network services to the workstations. Once again, these network services could be file and print sharing.

E) TCP/IP

Transmission Control Protocol/Internet Protocol (TCP/IP) is the hot protocol on the market these days because it is the protocol of the Internet and Internet-based technologies. TCP/IP has become the protocol of choice for Windows NT, Windows 2000, and Novell networks because of its capabilities to communicate in heterogeneous environments.

CHAPTER TWO
LITERATURE REVIEW

2.1 Introduction

A similar research work out carried out by Kopchi, 2007 on the title "Building an online shop (a case study of Plateau State Agricultural Development Programme Jos)" is to be reviewed. The work was to provide the management with accurate and timely information that can assist in making decision that may affect the effectiveness and efficiency of the organisation. This also provides a better and convenient environment for customers to order whatever product he/she needs any time without any cost of travelling to the organisation. The system is programmed using free and open source software application (FOSS): Personal Home Page (PHP), MySQL the database management system, Apache server for running PHP files. Hypertext Mark-up Language (HTML) is also used in the implementation of this package for creating forms and the PADP website.

2.2 Web Applications and E-Commerce

After the development of the World Wide Web (www) many things that are very difficult to do or obtain, like information on a large variety of topics or communication with distance friends have become so simple that anyone can have access to them just by using a computer.

Some of the merits of World Wide Web is online shopping, an activity that many have become addicted to. Shopping is a necessity for all of us, some of us really enjoys it, and others try to keep it as simple and short as possible. Online shopping is the best solution for both those who consider it a chore that they try to avoid and for those who do it a daily basis.

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Web applications are popular due to the ubiquity of the browser as a client, sometimes called a thin client. The ability to update and maintain web applications without distributing and installing software on potentially thousands of client computers is a key reason for their popularity. Web applications are used to implement web mail, online retail sales, online auction and many other functions.

2.3   A Brief History of the Internet

In the 1950s and early 1960s, prior to the widespread inter-networking that led to the Internet, most communication networks were limited by their nature to only allow communications between the stations on the network. Some networks had gateways or bridges between them, but these bridges were often limited or built specifically for a single use. One prevalent computer networking method was based on the central mainframe method, simply allowing its terminals to be connected via long leased lines. This method was used in the 1950s by researchers such as Herbert Simon, in Pittsburgh, Pennsylvania, when collaborating across the continent with researchers in Sullivan, Illinois, on automated theorem proving and artificial intelligence.

A fundamental pioneer in the call for a global network, J.C.R. Licklider, articulated the ideas in his January 1960 paper, Man-Computer Symbiosis. "A network of such [computers], connected to one another by wide-band communication lines [which provided] the functions of present-day libraries together with anticipated advances in information storage and retrieval and [other] symbiotic functions." In October 1962, Licklider was

appointed head of the United States Department of Defense's Advanced Research Projects Agency, now known as DARPA, within the information processing office. There he formed an informal group within DARPA to further computer research. As part of the information processing office's role, three network terminals had been installed: one for System Development Corporation in Santa Monica, one for Project Genie at the University of California, Berkeley and one for the Compatible Time-Sharing System project at the Massachusetts Institute of Technology (MIT). Licklider's identified need for inter-networking would be made obviously evident by the problems this caused. "For each of these three terminals, I had three different sets of user commands. So if I was talking online with someone at S.D.C. and I wanted to talk to someone I knew at Berkeley or M.I.T. about this, I had to get up from the S.D.C. terminal, go over and log into the other terminal and get in touch with them. I said, it's obvious what to do (But I don't want to do it): If you have these three terminals, there ought to be one terminal that goes anywhere you want to go where you have interactive computing.

Promoted to the head of the information processing office at DARPA, Robert Taylor intended to realize Licklider's ideas of an interconnected networking system. Bringing in Larry Roberts from MIT, he initiated a project to build such a network. The first ARPANET link was established between the University of California, Los Angeles and the Stanford Research Institute on 22:30 hours on October 29, 1969. By 5 December 1969, a 4-node network was connected by adding the University of Utah and the University of California, Santa Barbara. Building on ideas developed in ALOHAnet, the ARPANET grew rapidly.

When the National Science Foundation and other research agencies and Universities joined the link enthusiasm began to grow for the Internet's e-mail, file transfer, and remote login services that enhanced research and collaborative study.

As commercial organisations began providing access to the Internet to people who were not researchers or part of the University community, the Internet's growth exploded. In 1981, 213 computers were registered on the Internet. It is projected that by 1998 there would be over 3 million computers connected through the Internet, with more than 100 million people connecting through these computers. The rough estimates are that about 15,000 people connect each month to the Internet.

Sometimes called the information superhighway, the Internet has become an inexpensive, global communication tool capable of sending text, sound, graphics, and videos to computers around the world. The faster your connection, the more you will enjoy using the Internet.

2.3.1   The Internet Backbone

The core or "backbone" of Internet is a group of host computers linked together by a dedicated (always open high-speed) telecommunications connection. Some of the companies that maintain the core of the Internet are AT&T, Spirit, MCI and Cables and Wireless. Service providers and other networks (regional, education and government) get their high-speed connection by connecting into the regional or educational networks. This pattern of connecting goes on until you have an intricate network.

Services such as Microsoft Network, America Online, and CompuServe were not Internet networks prior to 1996, but they are connected onto the Internet via gateways (intermediary computer that connect networks that have different protocols). These online services then were able to offer Internet access as well as their own information services to the general public.

2.3.2 Activities on the Internet (Services)

Once you are linked onto the Internet and using the internet protocols, you are able to "visit" and "talk" with every other computer on the Internet, regardless of where they may be in the world; you can also participate in the different Internet activities. A related research carried out by Obiorah (2007), on the title "Internet Enabled Student Results Processing and Accessibility" also mentioned discussed the primary Internet activities follows:

- Send and receive electronic messages (e-mail)

- Transfer data files to and from computers around the world (File Transfer Protocol [FTP])

- View corporate or personal documents containing graphical hypertext content (World Wide Web).

- Share points-to-view on specific subjects with other online groups, (Use net newsgroups – Network News Transfer Protocol).

- Log into other computers to conduct research or view huge databases of information like library databases (remote log-in or Telnet).

- Chat with other users on the Internet Relay Chat (IRC).

- E-Commerce

- Electronic Fund Transfer

- Electronic Banking

- Voice mail

- Teleconferencing

- Internet phoning

- E-Books e.t.c.

2.3.3 The Web Browsers

The Encyclopedia Encarta (2006) defined a web browser is a software application which enables a user to display and interact with text, images, videos, music and other information typically located on a Web page at a website on the World Wide Web or a local area network. Text and images on a Web page can contain hyperlinks to other Web pages at the same or different website. Web browsers allow a user to quickly and easily access information provided on many Web pages at many websites by traversing these links. Web browsers format Hypertext Mark-up Language (HTML) information for display, so the appearance of a Web page may differ between browsers.

Some of the Web browsers currently available for personal computers include Mozilla Firefox, Safari, Konqueror, Opera, Flock, Internet Explorer, Epiphany and AOL Explorer. Web browsers are the most commonly used type of Hypertext Transfer Protocol (HTTP) user agent. Although browsers are typically used to access the World Wide Web, they can also be used to access information provided by Web servers in private networks or content in file systems.

2.4 History of Panabiz International Limited Abuja

PANABIZ INT'L LIMITED is a part of a business conglomerate called TOLARAM group. The group started in 1948 in Indonesia and operated as TOKO VASWANI (Textile shop). The chairman of the group is Mr Mohan Vaswani,has been since 1960.

In 2002, Panabiz launched the digital photocopier into the Nigerian market called the DP-series. In 2004 the TDA PABX was introduced to the market. 2005 marked the panabiz Billion Naira turnover. 2006-Commercial Engineers were introduced to major Nigeria cities for prompt response.

2007-Digital colour copiers were launched amid fun-fare at Transcorp Hilton Hotel Abuja at an opening well attended by representatives of Matshushita Electric of Japan, maker of Panasonic range of products.

2.5 Customer Orientated

A successful e-commerce organisation must also provide an enjoyable and rewarding experience to its customers. Many factors go into making this possible. Such factors include:

1. Providing value to customers. Vendors can achieve this by offering a product or product-line that attracts potential customers at a competitive price, as in non-electronic commerce.

2. Providing service and performance. Offering a response, user-friendly purchasing experience, just like a flesh-and-blood retailer, may go some way to achieving these goals.

3. Providing n incentive for customers to buy and to return. Sales promotions to this end can involve coupons, special offers, and discount.

4. Providing personalized special offers may go some of the way to substituting for the face-to-face human interaction found at a traditional point of sale.

5. Providing a sense of community. Chat rooms, discussion boards, soliciting customer input and loyalty programs (sometimes called affinity programs) can help in this respect.

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6.   Owning the customer's total experience. E-tailers foster this by treating any contracts with a customer as part of a total experience, an experience that becomes synonymous with the brand.

7.   Letting customers help themselves. Provision of self-serve site, easy to use without assistance, can help in this respect. This implies that all product information is available, cross-sell information, advise for product alternatives, and supplies and accessory selectors.

2.6   Security Issues

Samet (1990), in the research work titled "The Design and Analysis of Spatial Data Structures" discussed security issues on the internet and also categorized them with proffered solutions as follows:

➤ User and payment data are encrypted when it is transferred on the internet.

➤ Quality seals can be placed on the shop webpage if it has undergone an independent assessment and meets all requirements of the company issuing the seal. The purpose of the seals is to increase the confidence of the online shoppers; the existence of many different seals foils this effort to a certain extent.

➤ Privacy of personal information is a big issue. In spite of privacy guidelines of OECD, for example, privacy violations still occur and hamper e-commerce from development to its full potential.

CHAPTER THREE

SYSTEM ANALYSIS AND DESIGN

3.1 Concepts of System Analysis and Design

System analysis and design is a problem solving activity that involves a critical examination of a sys tem, identification of system functions and devising improvements.

The process of system analysis and design can be carried out in four stages.

1. System investigation: this involves identifying the information needs of a system and the feasibility of meeting these needs. It involves the review of the existing system and finding out the problems associated with it.

2. System analysis: this process involves the detailed examination of the current information flow and drawing up of specifications of new system.

3. System design: this involves the process of devising an alternative information system.

4. System development and implementation: This stage is where the designed information system is transferred from paper to physical reality. The process included development, testing and training of the end users of the system.

3.2 Review of the Existing System

The current system used in the company Panabiz International Limited Abuja is analyzed here under the following titles.

- Input analysis

- Processing analysis

- Output analysis

3.2.1 Input Analysis

The company has a *static website* that is accessible online, but from the critical analysis of the existing system used, the site do not requires any input to operate. This is because the site is only for advisements (static).

Commercial transactions are done manually and the only inputs required in the receives are:

- Customer Name

- Customer Address

- Product Name

- Product Number

- Prices

- Date of Purchase

3.2.2 Processing Analysis

All processing in the company are done using a standalone system, which keeps track of all daily transactions. Marketing the products (goods and services) of the company is the responsibility of the marketer and the static website. Other processing activities are done manually.

3.2.3   Output Analysis

The output analysis of the existing system includes the following:

- A hard copy received

- A one year guarantee certificate (not all products carries this).

3.3   Problems of the Existing System

During the system analysis or the examination of the existing system, a lot of setbacks were seen and recorded as follows:

- Attending to customers from far places requires the customers to come down to the company physically.

- The manual record keeping of the customer information is still on paper.

- The payment processes in the company result to time wasting and attracts thieves to intrude.

- Unauthorized person have access to some customers records and therefore can be easily be altered.

- Customer records can be damaged or attacked by water, fire outbreak, rats and some kind of insects.

3.4   Feasibility Study

The objective of this study is to see how a dynamic website can be designed and implemented on the internet for the company Panabiz International Limited. The analysis process of this system (i.e. implementation of internet online application) begins with a thorough investigation and understanding of the system to provide enough information that will help in implementing the system. The process will also involve input to the feasibility study, which is a set of preliminary system requirements with an outlined description of the system.

The following factors are mainly put into consideration

i) Economic implication: - this is the verification of the economic profitability of the proffered system and the benefit of this system of organization.

ii) Operational implication:- this is how effective the proposed information system is evaluated after it is developed and installed (workability)

iii) Technical implication:- this is the means by which technical analysis sis being carried out to evaluate the performance of the system.

iv) Human implication: this implies the study of the system, carrying out a thorough survey to be sure that the system will actually be accepted an used a feasibility study report should be presented to the management of the organization. If the report is favorable, then there is project execution, it is commissioned and carried out, else if the report is not favouarable the project is terminated.

3.5   System Design

This involves the design of input, file and output requirements of the proposed system to be used for the design of the application in question.

3.5.1   Input Design of the Proposed System

The proposed system contains the following input parameters:

Home Page Design (option button)

- Registration form
- Customer service form
- Advertisement
- Management
- Help

Registration Form (input options)

- Surname
- Other names
- Company name
- Company registration number
- Contract address
- Permanent address
- Office phone number
- Fax number
- E-mail address

Customer Service (input options)

- Imaging solutions

    1.   Monochrome copier

    2.   Color copier

- Telecom solutions

- Boardroom solutions

- Customer support

- Mode of payment

- Card number

3.5.2   Output Design

The main output of the proposed system is a ***dynamic website*** with both web pages and forms which includes the following:

- The home page: This consists of hyperlinks to the other pages and forms.

- Registration form: This form is used to register customers to the company and also collect contact information.

- Customer service form: All customer transactions, complains and payments are done in this form.

- Management page: The members of the management are detailed here including there pictures, positions and contacts.

- Advertisement page

- Help

3.6   System Requirements

By system requirement we mean, what is will take the system to run conveniently and comfortably without overusing or under using the system resources. These are of two (2) types since a system is made up of the hardware and the software

b) Hardware requirements

    i)   I GB of RAM

    ii)   80 GB of HDD

    iii) 2.2 GHZ of processor speed

    iv)   11" Monitor (or more)

    v)   UPS of 1000 volts

    vi)   Switch

    vii) Cables

c) Software requirements

Software's requirements is about the operating system and other program that runs on the machine to make our dreamed proposed system a reality of running as expected. The software requirements are:

    i)   Operating systems: Window server 2003, Window XP professional Service pack 2

    ii)   Macromedia Dreamweaver

    iii) Text Editors such as Notepad and Microsoft word processor.

    iv)   Microsoft FrontPage

3.6 Choice of Programming Language

The programming languages used in this work are Hypertext Markup Language (HTML), Personal Home Page (PHP) and MySQL server.

(a)   HTML was chosen because of the following advantages;

The Hypertext Markup Language (HTML) and the World Wide Web altered the face of the Internet and of personal computing forever. At one time regarded as the province of universities and government organizations, the Internet has grown to touch more and more lives everyday. And the multimedia content that can be provided via HTML and other Web technologies such as Java and CGI makes the Web an exciting place to be.

Through the efforts of standards organizations, such as the World Wide Web Organization and the VRML Architecture Group and those of companies such as Netscape, Microsoft, Macromedia, and Sun Microsystems, the HTML and the other languages and technologies used to present information over the Web have continued to develop and evolve. The number of possibilities for providing information content over the Web is astounding, and growing every day.

(b)   PHP was chosen because of the following reason;

1.   It is flexible

2.   It can accommodate billions of records

3.   It has very strong security potency

4.   It is what I am familiar with

5.   It is well structured and thus aids modularization

6.   It is syntax based in the sense that it is faster to code

(c)   MySQL database was chosen because of the following reasons;

1.   It accommodates billions of records

2.   It has some in-build security features

3.   It is compatible with many other programming languages

4.   It can run on many different platforms.

5.   It is very easy to use

6.   It is user friendly.

CHAPTER FOUR

SYSTEM IMPLEMENTATION

4.1   Program Algorithms/Flow Charts

The program algorithm explains the step by step procedure used in designing the proposed system. The flow chart was used to diagrammatically represent the steps involved.

4.1.1 MAIN FLOW CHART

```
                          ┌─────────┐
                          │  Start  │
                          └────┬────┘
                               │
                               ▼
                        ┌──────────────┐
                        │              │
                        │ Welcome Page │
                        │              │
                        └──────┬───────┘
                               │
                               ▼
                        ┌──────────────┐
                        │              │
                        │  Main Menu   │
                        │              │
                        └──────┬───────┘
                               │
```

Registration	Customer Services	Advertisements	Management	Help Menu
Database	Database			

```
                          ┌────────┐
                          │  Stop  │
                          └────────┘
```

4.1.2   **MAIN   MENU   FLOWCHART**

```
                    ( Start )
                        |
                        v
              /                  \
             /   If                \           [ Registration ]
            <   Menu =Registration  >--------->[    Form      ]------------+
             \                     /                                       |
              \                  /                                         |
                        |                                                  |
                        v                                                  |
              /                  \                                         |
             /   If                \           [  Customer    ]            |
            <   Menu = Customer     >--------->[ Service page ]----------->|
             \   Service           /                                       |
              \                  /                                         |
                        |                                                  |
                        v                                                  |
              /                  \                                         |
             /   If                \           [ Advert Page ]             |
            <   Menu = Advert       >--------->[             ]------------>|
             \                     /                                       |
              \                  /                                         |
                        |                                                  |
                        v                                                  |
              /                  \                 [ Management ]          |
             /   If                \               [   page     ]          |
            <   Menu =              >------------->[            ]--------->|
             \   Management        /                                       |
              \                  /                                         |
                        |                                                  |
                        v                                                  |
              /        \              [ Help ]                             |
             / If Menu = \----------->[      ]----------------------------->|
            <    Help    >            [ Page ]                             |
             \          /                                                  |
              \        /                                                   |
                  |        <--------------------------------------------+
                  v
              ( Stop )
```

26
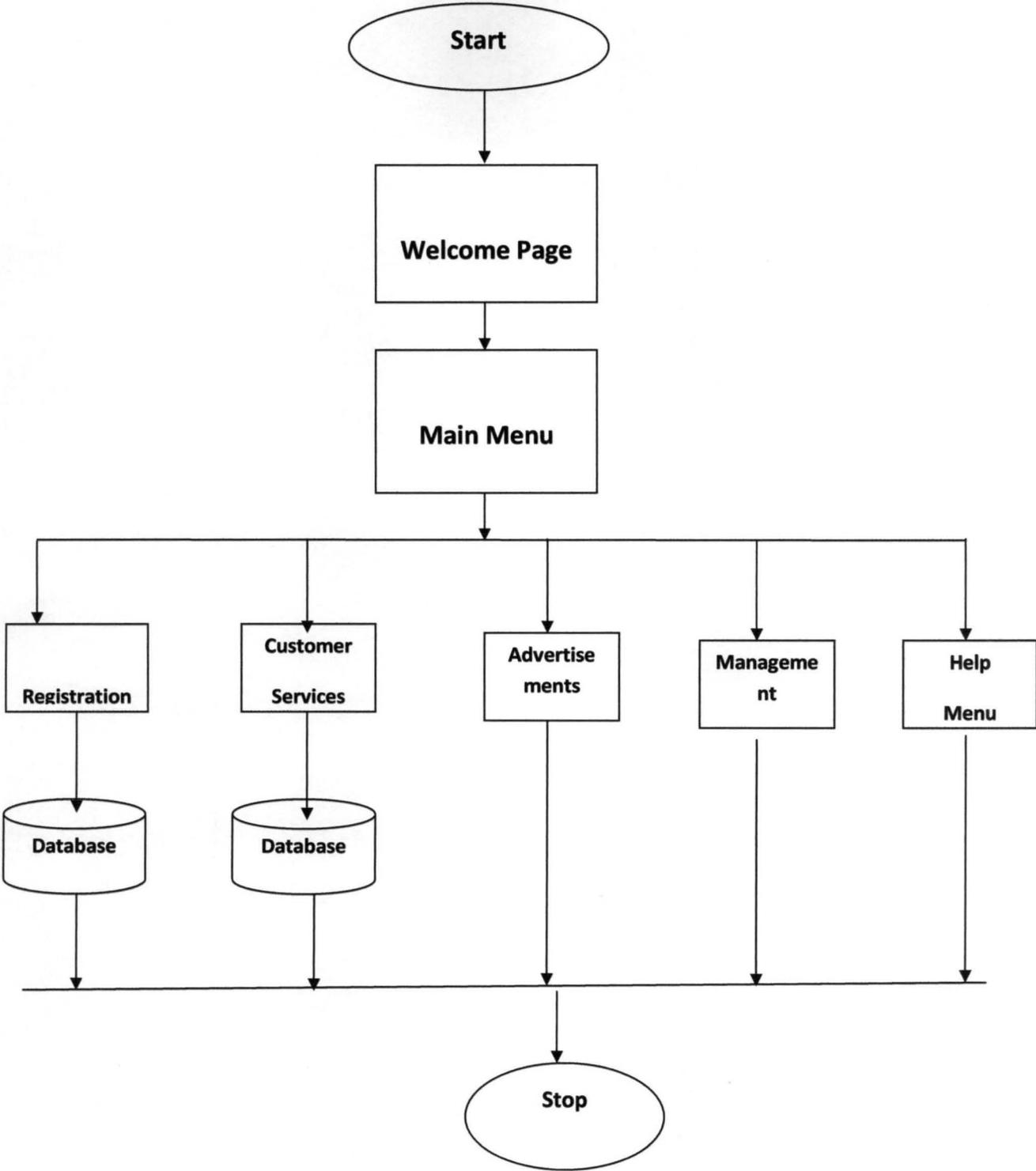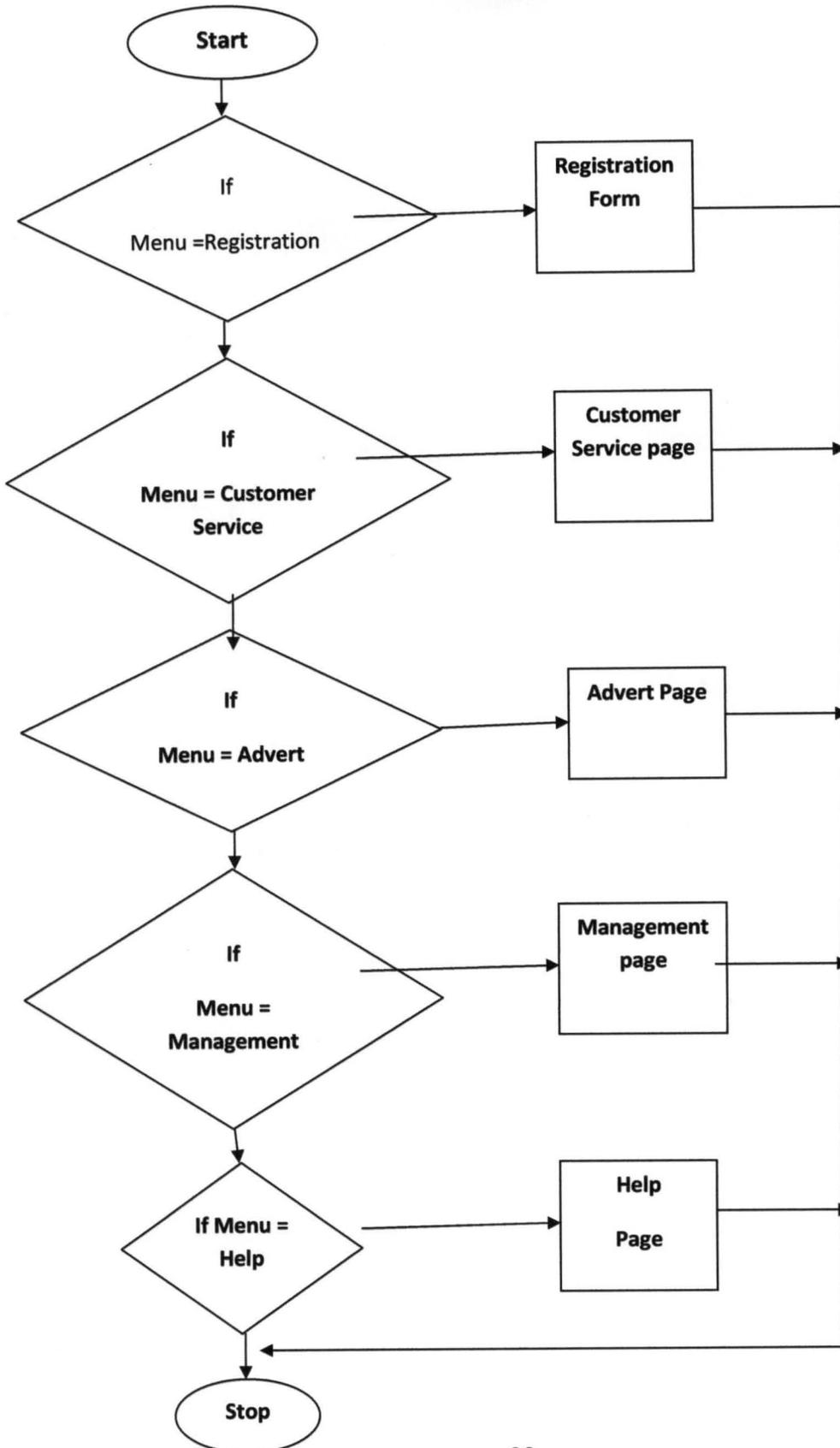
4.1.3 REGISTRATION   FLOW   CHART

```
              ┌──────────┐
              │  Start   │
              └────┬─────┘
                   │
                   ▼
         ┌──────────────────┐
         │     Surname      │
         └────────┬─────────┘
                  │
                  ▼
         ┌──────────────────┐
         │   Other Names    │
         └────────┬─────────┘
                  │
                  ▼
         ┌──────────────────┐
         │     Company      │
         │      Names       │
         └────────┬─────────┘
                  │
                  ▼
         ┌──────────────────┐
         │     Company      │
         │   Registration   │
         │      Number      │
         └────────┬─────────┘
                  │
                  ▼
         ┌──────────────────┐
         │ Contact Address  │
         └────────┬─────────┘
                  │
                  ▼
         ┌──────────────────┐
         │    Permanent     │
         │     Address      │
         └────────┬─────────┘
                  │
                  ▼
         ┌──────────────────┐
         │   Office Phone   │
         │     Number       │
         └────────┬─────────┘
                  │
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         ┌──────────────────┐
         │    Fax Number    │
         └────────┬─────────┘
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         ┌──────────────────┐
         │  E-Mail Address  │
         └────────┬─────────┘
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              ┌──────────┐
              │   Stop   │
              └──────────┘
```
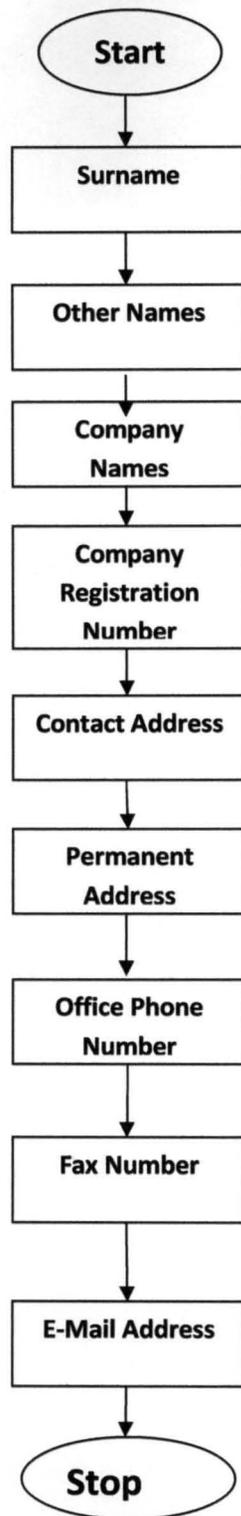
4.1.2 CUSTOMER SERVICE FLOWCHART

MC=MONOCHROME

```
                            ┌──────────┐
                            │  Start   │
                            └────┬─────┘
                                 │
                            ┌────▼─────┐
                            │ If IMS = │───── NO ──────────────┐
                            │   MC     │                       │
                            └────┬─────┘                       │
                                 │ YES                         │
        ┌────────┬──────────┬────┴─────┬──────────┬─────────┐  │
        ▼        ▼          ▼          ▼          ▼         │  │
   ┌────────┐┌────────┐┌─────────┐┌─────────┐┌─────────┐    │  │
   │ DP-180 ││DP-8016P││ DP-8020P││ DP-8035 ││ DP-8060 │    │  │
   └───┬────┘└───┬────┘└────┬────┘└────┬────┘└────┬────┘    │  │
       │         └──────────┼──────────┴─────────┘         │  │
       │                    ▼                              │  │
  ┌─────────┐          ┌─────────┐                         │  │
  │ DP-C256 │◄── Yes ──│ IF IMS  │◄────────────────────────┘  │
  └────┬────┘          │  = CC   │                            │
       │               └────┬────┘                            │
       │                    │ NO                              │
       │               ┌────▼─────┐                           │
       │               │   IF     │──── NO ───────────────┐   │
       │               │ TELECOM  │                       │   │
       │               └────┬─────┘                       │   │
       │                    │ YES                         │   │
       │      ┌─────────────┼──────────────┐              │   │
       ▼      ▼             ▼              ▼              │   │
 ┌──────────┐┌──────────┐┌──────────┐┌──────────┐        │   │
 │KX-TDA200 ││FX-TES824 ││ KX-TDA30 ││ KX-TDA100│        │   │
 └──────────┘└──────────┘└──────────┘└──────────┘        │   │
                    NO                                   │   │
              ┌──────────────────┐                       │   │
              ▼                  │                       │   │
        ┌─────────┐              │                       │   │
        │ IF BS=  │──── YES ─────┼──►┌────────────┐      │   │
        │PANABOAR │              │   │ PANABOARD  │      │   │
        └────┬────┘              │   └─────┬──────┘      │   │
             │                   │         │             │   │
             ▼                   │         ▼             │   │
          ┌─────┐                │      ┌─────┐          │   │
          │  A  │                │      │  B  │          │   │
          └─────┘                │      └─────┘          │   │
```

28

A

B

If
BS=PROJECTOR

YES → PROJECTOR

NO

If BS
=CONFERENCE
PHONES

YES → CONFERENCE
PHONES

NO

CUSTOMER
SUPPORT

NO

If MP =
MASTER CARD

YES → ENTER CARD NUMBER

NO

If MP=CREDIT
CARD

YES → ENTER CARD NUMBER

OTHERS
SPECIFY

Stop

4.2   Program Interfaces

Figure 4.1: The Index Page
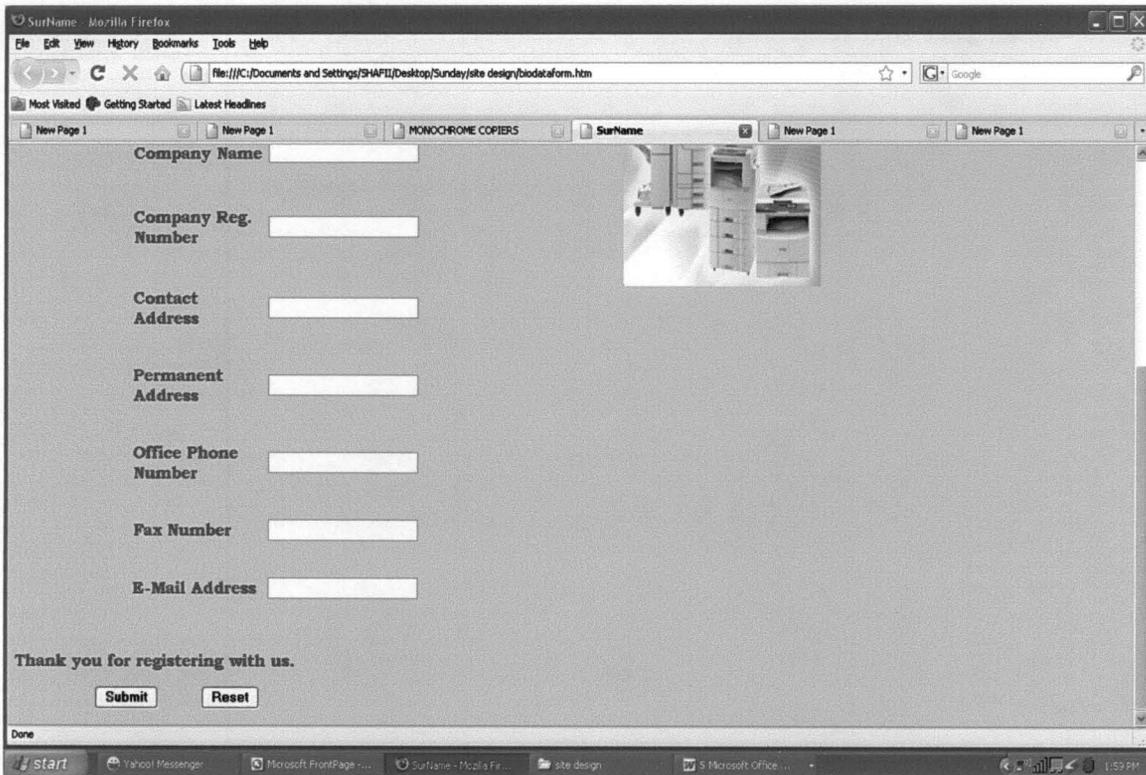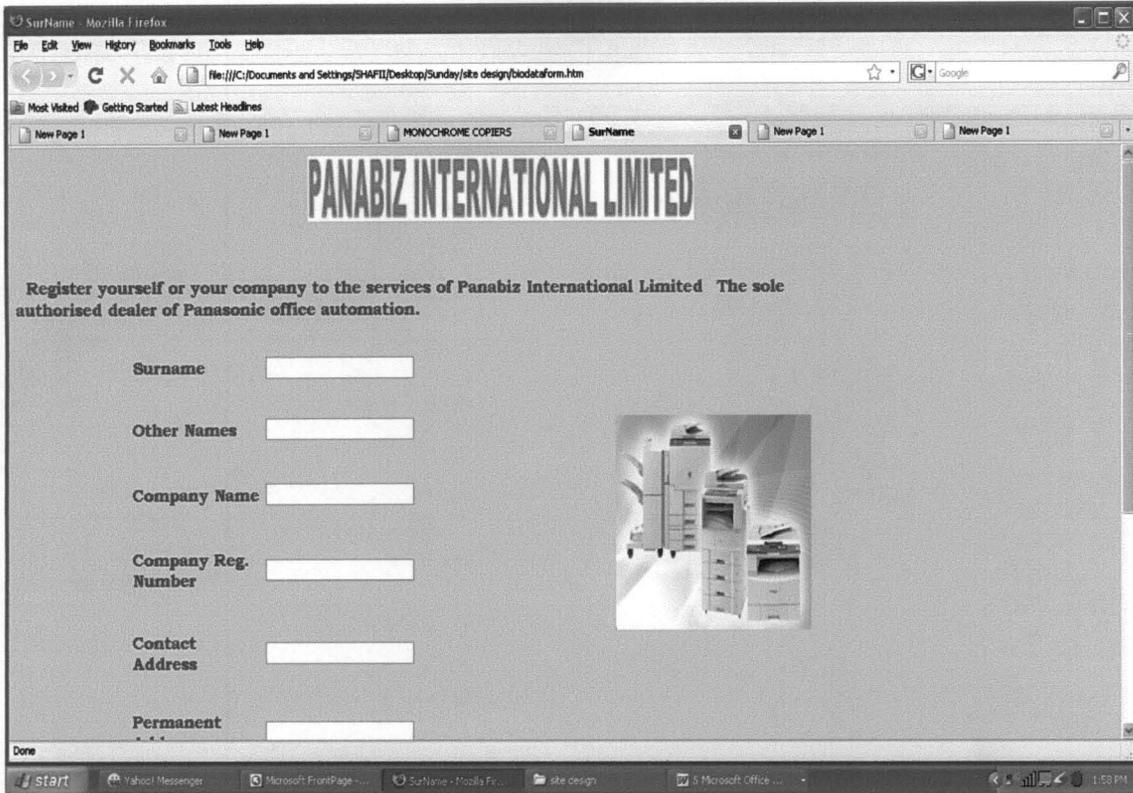
Figure 4.2(A & B): Customer Registration Form
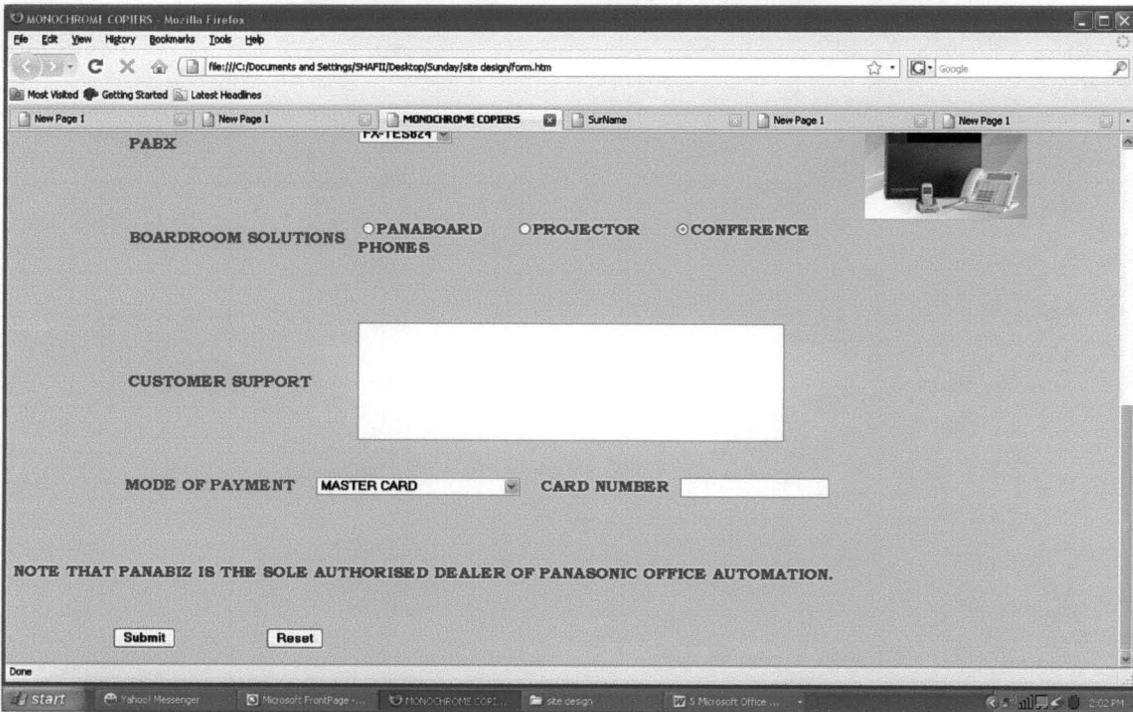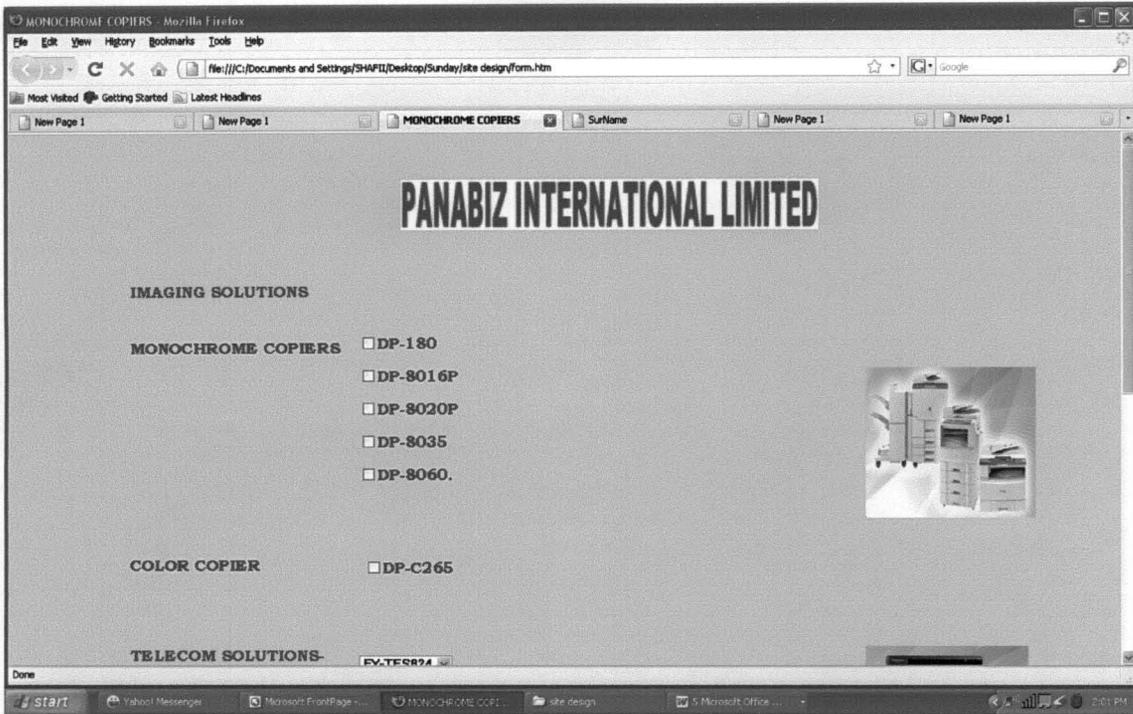
Figure 4.3 (A & B): Customer Service Form
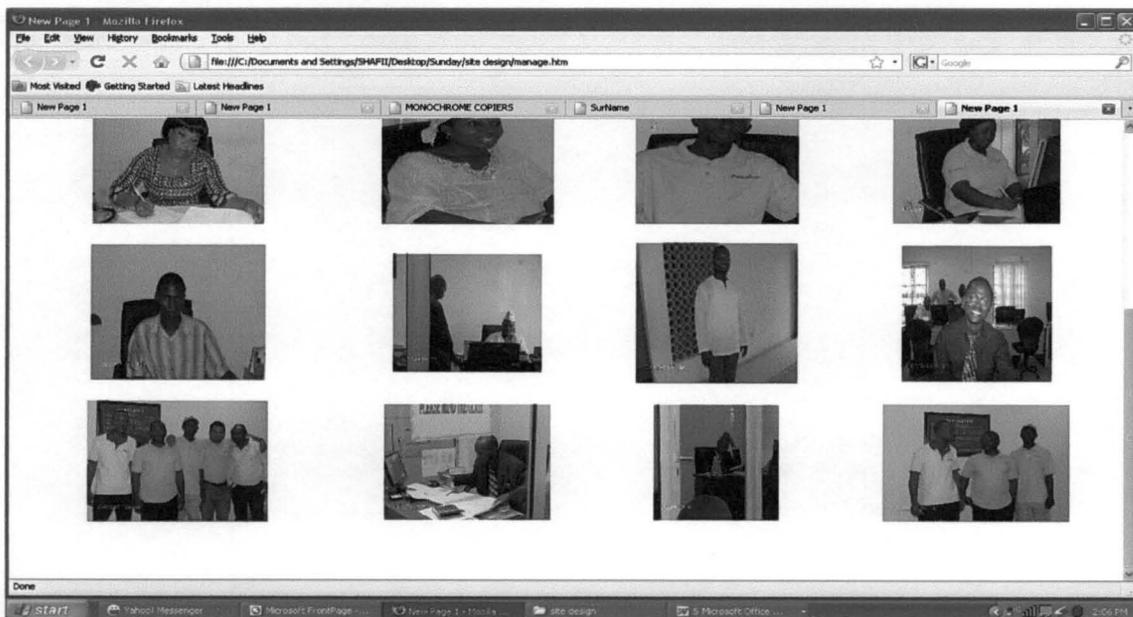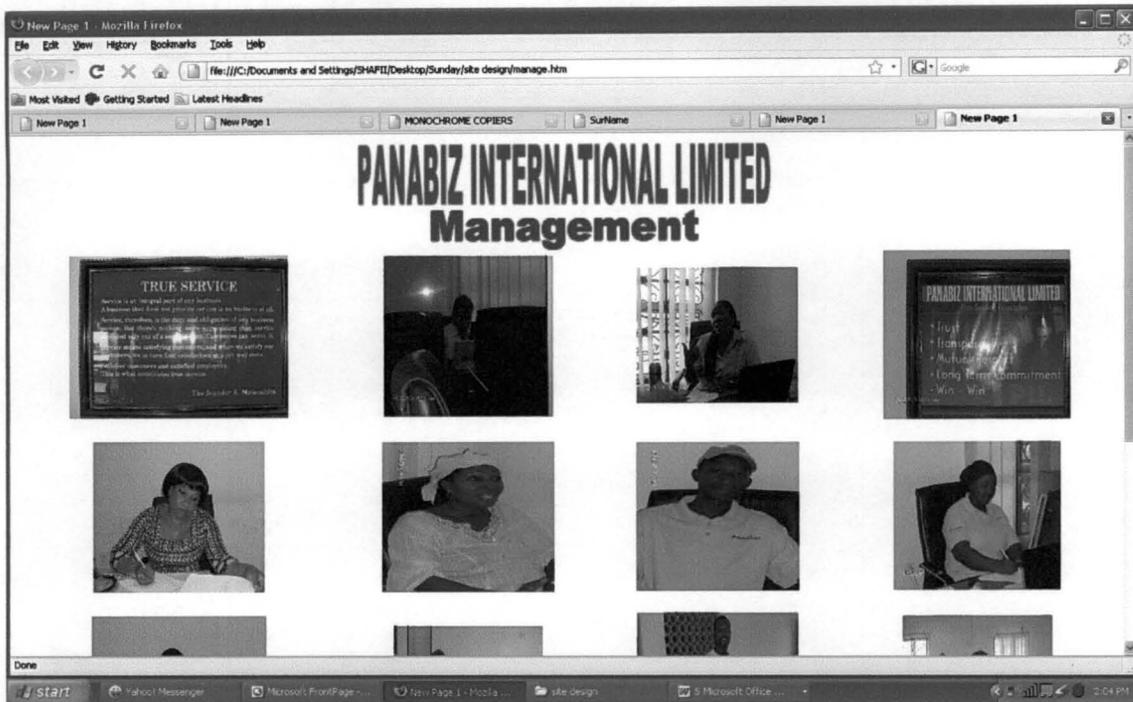
**Figure 4.4 (A & B): Management Page**

33
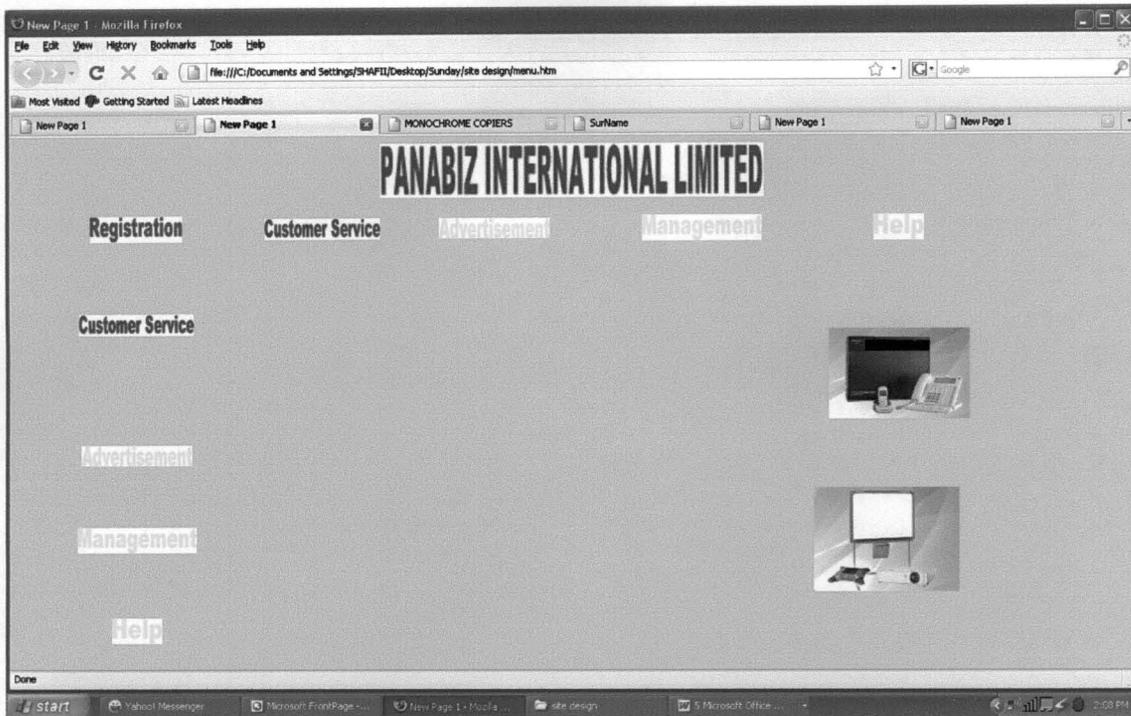
Figure 4.5: Main Menu

4.3   Discussion of Results

After testing the proposed system, it shows that all the problems observed in the existing system have been overcomed by the new system. And the new system has the ability interact with the customer. The company after implementing this system can be able to monitor the records of their customers effectively.

CHAPTER FIVE

SUMMARY, RECOMMENDATIONS AND CONCLUTIONS

5.1   Summary

In chapter one, a general introduction of the internet applications, design and implementation was made. A discussion on the problems, scope and limitations of the research was also done; so many reasons were also given to justify the work.

In chapter two, a review of related research works done starting with Kopchi, 2007 "building an online shop". Using the internet for e-commerce and other activities/services on the internet was discussed. The history of Panabiz International Limited, Abuja was also given.

In chapter three, a good analysis of the existing system was done, starting with the system review, input and output analysis and the problems of the existing system. The design of a proposed system with new input/output parameters was proposed before finally give reasons for choosing HTML, PHP and MySQL as the programming languages for the design.

In chapter four, the program algorithms using flow charting were presented or designed, the program interfaces were also presented and a discussion about the result obtained.

Given the features provided by the developed software, it is obvious to say we have for ourselves a boaster of speed and accuracy as well as a compressor of space (storage). The software toolkit that has been designed is a value adder by all standards, a menu for providing structure and organization in processing environment.

5.2   Recommendations

Following how user-friendly, reliable, fast and efficiency the new system works, it is therefore recommended that Panabiz International Limited Abuja management should adopt the use of this system which will require the buying of new computer systems, training of staff on how to use the computer system and orienting and putting awareness to customers on how to go about doing the order or purchase on online.

It is also recommended that the company should setup an internet network connection to make the implementation of the website more easy and efficient. A web administrator should also be employed to maintain the website.

The company should also collaborate with credit card companies like Interswich Nigeria Limited to facilitates security and transactions online. A serious awareness campaign should also be made to gain the confidence of customers to use the new system.

5.3   Conclusions

It is important to note that the use of computer base information in any organization, especially in keeping sales, products and customers records is very important for efficient, fast and accurate processing of the necessary data for the overall objective of the organization as a whole. Such importance can only be manifested practically; if this computer based information system is incorporated into any organization where this information system meets their requirements.

It is very clearly that the used of manual system brought about so many issues that cause a lot of problems to organization regards keeping sales record, customer's record and the retrievals of such records, on like the new system which addresses this problems is considered more preferable.

But its quit unfortunate that despite the advancement in computer base applications, many organization or firms today in Nigeria are still using the manual systems in transacting their businesses.

REFERENCES

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Samet H. (1990), "The Design and Analysis of Spatial Data Structures", Addison-Wesley Publishing Ltd, USA.

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Yun Ding, Heiner Litz, Rainer Malaka, and Dennis Pfisterer (2003), "On Programming Information Agent Systems – An Integrated Hotel Reservation Service as Case Study", M. Schillo et al. (Eds.): MATES LNAI 2831, Springer-Verlag Berlin Heidelberg, Germany. pp. 50–61.

Appendix

Program Codes for Index Page

```html
<html>

<head>
<meta http-equiv="Content-Type" content="text/html; charset=windows-1252">
<title>New Page 1</title>
</head>

<body>

<table border="0" style="border-collapse: collapse" width="79%"
id="table1">
        <tr>
                <td width="112"> </td>
                <td width="700">
                <p align="center">
                <img border="0" src="IMAGE/wel_ani4Tay.gif" width="404"
height="141"></td>
                <td width="162"> </td>
        </tr>
        <tr>
                <td width="112"> </td>
                <td width="700"> </td>
                <td width="162"> </td>
        </tr>
        <tr>
                <td width="112"> </td>
                <td width="700">
                <p align="center">
                <img border="0" src="IMAGE/LOGO.gif" width="480"
height="105"></td>
                <td width="162"> </td>
        </tr>
        <tr>
                <td width="112"> </td>
                <td width="700"> </td>
                <td width="162"> </td>
        </tr>
        <tr>
                <td height="99" width="112"> </td>
                <td width="700" height="99">
                <marquee behavior="slide" loop="1240"><img border="0"
src="IMAGE/2009-03%20(Mar)/HPIM0776.JPG" width="184" height="138"><img
border="0" src="IMAGE/2009-03%20(Mar)/HPIM0774.JPG" width="151"
height="138"><img border="0" src="../index_files/telephony.jpg" width="170"
height="139"><img border="0" src="IMAGE/2009-03%20(Mar)/HPIM0765.JPG"
width="164" height="139"><img border="0" src="IMAGE/2009-
03%20(Mar)/HPIM0778.JPG" width="131" height="133"><img border="0"
src="IMAGE/2009-03%20(Mar)/HPIM0782.JPG" width="158" height="132"><img
border="0" src="IMAGE/2009-03%20(Mar)/HPIM0787.JPG" width="177"
height="133"><img border="0" src="IMAGE/2009-03%20(Mar)/HPIM0773.JPG"
width="142" height="132"><img border="0" src="IMAGE/2009-
03%20(Mar)/HPIM0756.JPG" width="150" height="135"><img border="0"
src="IMAGE/2009-03%20(Mar)/HPIM0783.JPG" width="168" height="134"><img
border="0" src="IMAGE/2009-03%20(Mar)/HPIM0789.JPG" width="128"
height="135"><img border="0" src="IMAGE/2009-03%20(Mar)/HPIM0790.JPG"
width="132" height="134"><img border="0" src="IMAGE/2009-
03%20(Mar)/HPIM0748.JPG" width="121" height="134"><marquee></td>
                <td width="162" height="99"> </td>
        </tr>
        <tr>
```

II

```
                <td width="112"> </td>
                <td width="700"> </td>
                <td width="162"> </td>
        </tr>
        <tr>
                <td width="112">
                <img border="0" src="IMAGE/click.gif" width="112"
height="83"></td>
                <td width="700">
                <p align="center">
                <img border="0" src="IMAGE/click.gif" width="144"
height="83"></td>
                <td width="162">
                <img border="0" src="IMAGE/click.gif" width="141"
height="83"></td>
        </tr>
        <tr>
                <td width="112"> </td>
                <td width="700"> </td>
                <td width="162"> </td>
        </tr>
</table>

<p> </p>

</body>

</html>
```

Program Codes for the Main Menu

```
<html>

<head>
<meta http-equiv="Content-Type" content="text/html; charset=windows-1252">
<title>New Page 1</title>
</head>

<body style="background-attachment: fixed" text="#0000FF"
bgcolor="#C0C0C0">

<p align="center"><img border="0" src="IMAGE/LOGO.gif" width="431"
height="61"></p>
<table border="0" style="border-collapse: collapse" width="87%" id="table1"
height="501">
        <tr>
                <td width="1%">
                <p align="center"> </td>
                <td align="center" width="22%">
                <p align="center">
                <img border="0" src="IMAGE/registr.gif" width="104"
height="29"></td>
                <td width="15%">
```

III

```
                <p align="center">
                <img border="0" src="IMAGE/customer.gif" width="130"
height="24"></td>
                <td width="19%">
                <p align="center">
                <img border="0" src="IMAGE/advert.gif" width="125"
height="23"></td>
                <td width="22%">
                <p align="center">
                <img border="0" src="IMAGE/manag.gif" width="135"
height="29"></td>
                <td width="17%">
                <p align="center">
                <img border="0" src="IMAGE/help.gif" width="57"
height="29"></td>
        </tr>
        <tr>
                <td width="1%">
                <p align="center"> </td>
                <td align="center" width="22%">
                <p align="center"> </td>
                <td colspan="3" rowspan="8">
                <p align="center"> </p>
                <p align="center"> </p>
                <p align="center"> </p>
                <p align="center"> </p>
                <p align="center"> </p>
                <p align="center"> </p>
                <p align="center"> </p>
                <p align="center"> </p>
                <p align="center"> </td>
                <td width="17%">
                <p align="center"> </td>
        </tr>
        <tr>
                <td width="1%">
                <p align="center"> </td>
                <td align="center" width="22%">
                <p align="center">
                <img border="0" src="IMAGE/customer.gif" width="130"
height="24"></td>
                <td width="17%" rowspan="2">
                <p align="center"> </p>
                <p align="center">
                <img border="0" src="../index_files/telephony.jpg"
width="158" height="102"></td>
        </tr>
        <tr>
                <td width="1%">
                <p align="center"> </td>
                <td align="center" width="22%">
                <p align="center"> </td>
        </tr>
        <tr>
                <td width="1%"> </td>
                <td align="center" width="22%">
                <img border="0" src="IMAGE/advert.gif" width="125"
height="23"></td>
                <td width="17%"> </td>
        </tr>
        <tr>
```

```
                <td width="1%"> </td>
                <td align="center" width="22%"> </td>
                <td width="17%" rowspan="3">
                <img border="0"
src="../Panabiz%20International%20Limited%20--
%20Panasonic%20Office%20Automation%20and%20Telecommunications%20Solutions_f
iles/broom.jpg" width="163" height="117"></td>
        </tr>
        <tr>
                <td width="1%"> </td>
                <td align="center" width="22%">
                <img border="0" src="IMAGE/manag.gif" width="135"
height="29"></td>
        </tr>
        <tr>
                <td width="1%"> </td>
                <td align="center" width="22%"> </td>
        </tr>
        <tr>
                <td width="1%"> </td>
                <td align="center" width="22%">
                <img border="0" src="IMAGE/help.gif" width="57"
height="29"></td>
                <td width="17%"> </td>
        </tr>
</table>

</body>

</html>
```

Program Codes for Customer Service Form

```
<html>

<head>
<meta http-equiv="Content-Language" content="en-us">
<meta http-equiv="Content-Type" content="text/html; charset=windows-1252">
<title>MONOCHROME COPIERS</title>
<style>
<!--
span.yshortcuts
        {}
-->
</style>
</head>

<body bgcolor="#C0C0C0">

<form method="POST" action="--WEBBOT-SELF--">
```

```html
        <!--webbot bot="SaveResults" U-File="C:\Documents and
Settings\SHAFII\Desktop\Sunday\site design\_private\form_results.csv" S-
Format="TEXT/CSV" S-Label-Fields="TRUE" -->
        <p> </p>
        <p
align="center">          
            &nb
sp;  
        <img border="0" src="IMAGE/LOGO.gif" width="469" height="57"></p>
        <table border="0" style="border-collapse: collapse" width="93%"
id="table1">
                <tr>
                        <td width="12%"> </td>
                        <td width="23%"> <p><font color="#FF00FF"
size="4">
                        <span style="font-family: Bookman Old Style; font-
weight: 700">
                        IMAGING SOLUTIONS</span></font></p>
                        <p> </td>
                        <td width="50%"> </td>
                        <td width="13%"> </td>
                </tr>
                <tr>
                        <td width="12%"> </td>
                        <td width="23%"><font color="#0000FF" size="4">
                        <span style="font-family: Bookman Old Style; font-
weight: 700">
                        MONOCHROME COPIERS</span></font><p> </p>
                        <p> </p>
                        <p> </p>
                        <p> </p>
                        <p> </p>
                        <p> </td>
                        <td width="50%"><font color="#0000FF">
                        <font face="Bookman Old Style" size="4">
                        <input type="checkbox" name="C1" value="ON"
style="font-weight: 700"></font><span style="font-family: Bookman Old
Style; font-weight: 700"><font size="4">DP-180</font></span></font><p>
                        <font color="#0000FF"><font face="Bookman Old Style"
size="4">
                        <input type="checkbox" name="C2" value="ON"
style="font-weight: 700"></font><span style="font-family: Bookman Old
Style; font-weight: 700"><font size="4">DP-8016P</font></span></font></p>
                        <p><font color="#0000FF"><font face="Bookman Old
Style" size="4">
                        <input type="checkbox" name="C3" value="ON"
style="font-weight: 700"></font><span style="font-family: Bookman Old
Style; font-weight: 700"><font size="4">DP-8020P</font></span></font></p>
                        <p><font color="#0000FF"><font face="Bookman Old
Style" size="4">
                        <input type="checkbox" name="C4" value="ON"
style="font-weight: 700"></font><span style="font-family: Bookman Old
Style; font-weight: 700"><font size="4">DP-8035</font></span></font></p>
                        <p><font color="#0000FF"><font face="Bookman Old
Style" size="4">
                        <input type="checkbox" name="C5" value="ON"
style="font-weight: 700"></font><span style="font-family: Bookman Old
Style; font-weight: 700"><font size="4">DP-8060.</font></span></font></p>
                        <p><font color="#0000FF" size="4">
                        <span style="font-family: Bookman Old Style; font-
weight: 700"><br>
```

```html
                                <br>
 </span></font></td>
                                <td width="13%">
                                <img border="0"
src="../Panabiz%20International%20Limited%20--
%20Panasonic%20Office%20Automation%20and%20Telecommunications%20Solutions_f
iles/copiers.jpg" width="190" height="169"></td>
                    </tr>
                    <tr>
                                <td width="12%"> </td>
                                <td width="23%"><font color="#0000FF" size="4">
                                <span style="font-family: Bookman Old Style; font-
weight: 700">COLOR

                                COPIER</span></font><p><font color="#0000FF"
size="4">

                                <span style="font-family: Bookman Old Style; font-
weight: 700"><br>
                                <br>
 </span></font></td>
                                <td width="50%"><font color="#0000FF">
                                <span style="font-family: Bookman Old Style; font-
weight: 700">

                                <font size="4"> </font></span><font
face="Bookman Old Style" size="4"><input type="checkbox" name="C6"
value="ON" style="font-weight: 700"></font><span style="font-family:
Bookman Old Style; font-weight: 700"><font size="4">DP-
C265</font></span></font><p> </p>
                                <p> </td>
                                <td width="13%"> </td>
                    </tr>
                    <tr>
                                <td width="12%"> </td>
                                <td width="23%"><font color="#FF00FF" size="4">
                                <span style="font-family: Bookman Old Style; font-
weight: 700">

                                TELECOM SOLUTIONS- PABX</span></font><p> </p>
                                <p> </td>
                                <td width="50%">
                                <span style="font-size: 12.0pt; font-family: Times
New Roman">

                                <font face="Bookman Old Style" size="4"
color="#0000FF">

                                <select size="1" name="D1" style="font-weight: 700">
                                <option selected>FX-TES824</option>
                                <option>KX-TDA30</option>
                                <option>KX-TDA100</option>
                                <option>KX-TDA200</option>
                                </select></font></span><p> </p>
                                <p> </td>
                                <td width="13%">
                                <img border="0"
src="../Panabiz%20International%20Limited%20--
%20Panasonic%20Office%20Automation%20and%20Telecommunications%20Solutions_f
iles/telephony.jpg" width="182" height="115"></td>
                    </tr>
                    <tr>
                                <td width="12%"> </td>
                                <td width="23%"><font color="#FF00FF" size="4">
                                <span style="font-family: Bookman Old Style; font-
weight: 700">

                                BOARDROOM SOLUTIONS</span></font><p> </p>
```

```html
                        <p> </td>
                        <td width="50%"><font color="#0000FF">
                        <font face="Bookman Old Style" size="4">
                        <input type="radio" value="V1" name="R1"
style="font-weight: 700"></font><span style="font-family: Bookman Old
Style; font-weight: 700"><font
size="4">PANABOARD     
                        </font></span><font face="Bookman Old Style"
size="4">
                        <input type="radio" value="V2" name="R1"
style="font-weight: 700"></font><span style="font-family: Bookman Old
Style; font-weight: 700"><font
size="4">PROJECTOR     
                        </font></span><font face="Bookman Old Style"
size="4">
                        <input type="radio" value="V3" checked name="R1"
style="font-weight: 700"></font><span style="font-family: Bookman Old
Style; font-weight: 700"><font size="4">CONFERENCE
                        PHONES</font></span></font><p> </p>
                        <p> </td>
                        <td width="13%"> </td>
                </tr>
                <tr>
                        <td width="12%"> </td>
                        <td width="23%"><font color="#FF00FF" size="4">
                        <span style="font-family: Bookman Old Style; font-
weight: 700">
                        CUSTOMER SUPPORT</span></font></td>
                        <td width="50%">
                        <font face="Bookman Old Style" size="4"
color="#0000FF">
                        <textarea rows="7" name="S1" cols="57" style="font-
weight: 700"></textarea></font></td>
                        <td width="13%"> </td>
                </tr>
                <tr>
                        <td colspan="4">
                        <font color="#0000FF" size="4" face="Bookman Old
Style"><b>          &nbsp
;           &n
bsp;       
                        </b></font>
                        <p><font color="#0000FF" size="4" face="Bookman Old
Style"><b>          &nbsp
;         
                        </b></font><span style="font-family: Bookman Old
Style"><b>
                        <font size="4"><font color="#FF00FF">MODE OF
PAYMENT</font><font color="#0000FF">   
                        </font></font></b></span><font color="#0000FF"><font
size="4">
                        <span style="font-size: 12.0pt; font-family: Times
New Roman">
                        <font face="Bookman Old Style">
                        <select size="1" name="D2" style="font-weight: 700">
                        <option selected>MASTER CARD</option>
                        <option>CREDIT CARD</option>
                        <option>OTHER MODE OF PAYMENT</option>
                        </select></font></span></font><span style="font-
family: Bookman Old Style"><b><font size="4">   
                        CARD NUMBER  </font></b></span>
```

```
                            <span style="font-size: 12.0pt; font-family: Times
New Roman">
                            <font face="Bookman Old Style" size="4">
                            <input name="T1" size="20" style="font-weight: 700"
type="password"></font></span></font></p>
                            <p><font color="#0000FF" size="4" face="Bookman Old
Style"><b>          &nbsp
;           &n
bsp;       
                            </b></font></td>
                </tr>
                <tr>
                            <td colspan="4">
                            <p class="MsoNormal"> </p>
                            <p class="MsoNormal">
                            <font color="#0000FF" size="4" face="Bookman Old
Style"><b>NOTE THAT
                            PANABIZ IS THE SOLE AUTHORISED DEALER OF <span
class="yshortcuts">
                            PANASONIC OFFICE AUTOMATION</span>. </b></font></p>
                            <p> </td>
                </tr>
        </table>
        <p><font color="#0000FF"><b><font size="4" face="Bookman Old
Style">           &n
bsp;      
        </font></b><font face="Bookman Old Style" size="4">
        <input type="submit" value="Submit" name="B1" style="font-weight:
700"></font><b><font size="4" face="Bookman Old
Style">           &n
bsp;    
        </font></b><font face="Bookman Old Style" size="4">
        <input type="reset" value="Reset" name="B2" style="font-weight:
700"></font></font></p>
</form>

</body>

</html>
```

Program Codes for Registration Form

```
<html>

<head>
<meta http-equiv="Content-Language" content="en-us">
<meta http-equiv="Content-Type" content="text/html; charset=windows-1252">
<title>SurName</title>
<style>
<!--
span.yshortcuts
      {}
```

```html
-->
</style>
</head>

<body bgcolor="#C0C0C0">

<form method="POST" action="--WEBBOT-SELF--">
        <!--webbot bot="SaveResults" U-
File="fpweb:///_private/form_results.csv" S-Format="TEXT/CSV" S-Label-
Fields="TRUE" -->
        <table border="0" style="border-collapse: collapse" width="76%"
id="table1">
                <tr>
                        <td colspan="4">
                        <p align="center"><b>
                        <font size="4" face="Bookman Old Style"
color="#0000FF">         &nbsp
;            &n
bsp;  
                        <img border="0" src="IMAGE/LOGO.gif" width="434"
height="66"></font></b></p>
                        <p> </p>
                        <p><b><font face="Bookman Old Style" size="4"
color="#0000FF"> 
                        Register yourself or your company to the services of
Panabiz
                        International Limited</font></b><span style="font-
size: 12.0pt; font-family: Bookman Old Style">  
                        </span>
                        <span style="font-family: Bookman Old Style; font-
weight: 700">
                        <font color="#0000FF" size="4">The sole authorised
dealer of
                        Panasonic office automation.</font></span></p>
                        <p> </td>
                </tr>
                <tr>
                        <td width="14%"> </td>
                        <td width="16%"><b>
                        <font size="4" face="Bookman Old Style"
color="#0000FF">Surname</font></b><p> </td>
                        <td width="42%">
                        <font color="#0000FF" face="Bookman Old Style"
size="4">
                        <input name="T1" size="20" style="font-weight:
700"></font><p> </td>
                        <td width="32%"> </td>
                </tr>
                <tr>
                        <td width="14%"> </td>
                        <td width="16%"><b>
                        <font size="4" face="Bookman Old Style"
color="#0000FF">Other Names</font></b><p> </td>
                        <td width="42%">
                        <font color="#0000FF" face="Bookman Old Style"
size="4">
                        <input name="T2" size="20" style="font-weight:
700"></font><p> </td>
                        <td width="32%" rowspan="3">
                        <img border="0"
src="../Panabiz%20International%20Limited%20--
```

X

```
%20Panasonic%20Office%20Automation%20and%20Telecommunications%20Solutions_f
iles/copiers.jpg" width="219" height="217"></td>
                </tr>
                <tr>
                        <td width="14%"> </td>
                        <td width="16%"><b>
                        <font size="4" face="Bookman Old Style"
color="#0000FF">Company Name</font></b><p> </td>
                        <td width="42%">
                        <font color="#0000FF" face="Bookman Old Style"
size="4">
                        <input name="T3" size="20" style="font-weight:
700"></font><p> </td>
                </tr>
                <tr>
                        <td width="14%"> </td>
                        <td width="16%"><b>
                        <font size="4" face="Bookman Old Style"
color="#0000FF">Company Reg.
                        Number</font></b><p> </td>
                        <td width="42%">
                        <font color="#0000FF" face="Bookman Old Style"
size="4">
                        <input name="T4" size="20" style="font-weight:
700"></font><p> </td>
                </tr>
                <tr>
                        <td width="14%"> </td>
                        <td width="16%"><b>
                        <font size="4" face="Bookman Old Style"
color="#0000FF">Contact
                        Address</font></b><p> </td>
                        <td width="42%">
                        <font color="#0000FF" face="Bookman Old Style"
size="4">
                        <input name="T5" size="20" style="font-weight:
700"></font><p> </td>
                        <td width="32%"> </td>
                </tr>
                <tr>
                        <td width="14%"> </td>
                        <td width="16%"><b>
                        <font size="4" face="Bookman Old Style"
color="#0000FF">Permanent
                        Address</font></b><p> </td>
                        <td width="42%">
                        <font color="#0000FF" face="Bookman Old Style"
size="4">
                        <input name="T6" size="20" style="font-weight:
700"></font><p> </td>
                        <td width="32%"> </td>
                </tr>
                <tr>
                        <td width="14%"> </td>
                        <td width="16%"><b>
                        <font size="4" face="Bookman Old Style"
color="#0000FF">Office Phone
                        Number</font></b><p> </td>
                        <td width="42%">
                        <font color="#0000FF" face="Bookman Old Style"
size="4">
```

```html
                                    <input name="T7" size="20" style="font-weight:
700"></font><p> </td>
                                    <td width="32%"> </td>
                            </tr>
                            <tr>
                                    <td width="14%"> </td>
                                    <td width="16%"><b>
                                    <font size="4" face="Bookman Old Style"
color="#0000FF">Fax Number</font></b><p> </td>
                                    <td width="42%">
                                    <font color="#0000FF" face="Bookman Old Style"
size="4">
                                    <input name="T8" size="20" style="font-weight:
700"></font><p> </td>
                                    <td width="32%"> </td>
                            </tr>
                            <tr>
                                    <td width="14%"> </td>
                                    <td width="16%"><b>
                                    <font size="4" face="Bookman Old Style"
color="#0000FF">E-Mail
                                    Address</font></b><p> </td>
                                    <td width="42%">
                                    <font color="#0000FF" face="Bookman Old Style"
size="4">
                                    <input name="T9" size="20" style="font-weight:
700"></font><p> </td>
                                    <td width="32%"> </td>
                            </tr>
            </table>
        <p><b><font face="Bookman Old Style" size="4" color="#0000FF">Thank
you for
        registering with us.</font></b></p>
        <p><font face="Bookman Old Style" size="4"
color="#0000FF"><b>         &n
bsp;    
        </b></font><font color="#FF00FF" face="Bookman Old Style" size="4">
        <input type="submit" value="Submit" name="B1" style="font-weight:
700"></font><font face="Bookman Old Style" size="4"
color="#0000FF"><b>       
        </b></font><font color="#0000FF" face="Bookman Old Style" size="4">
        <input type="reset" value="Reset" name="B2" style="font-weight:
700"></font></p>
</form>

</body>

</html>
```