

ABSTRACT

Today, the Internet is the most well-known and the largest internetworking, which links hundreds of thousands of networks all over the world. Consequently, the Internet is the biggest source of exchanging information among people to communicate internally within the organization or externally with other organizations. The Internet can benefit organizations or companies in building new business models to link directly to their customers or suppliers, which is called “Electronic Commerce on the Internet”.

The NV Company, which operates a family business, faces many problems with the existing order system. The business process of the existing order system is inefficient, causing time waste and increasing high operating expenses in the company. However, electronic commerce on the Internet offers the company new market opportunities and new sales channels.

This project proposed the use of electronic commerce methodology by using the company’s web site to sell products and receive orders from customers of the company via the Internet. The investment cost is reasonable and the web site is available to consumers 24 hours a day. After the old system is replaced by the electronic order system, the new system offers the company an easier way to communicate with the existing customers as well as potential new customers at a very low cost. It decreases the maintenance cost of the system; furthermore, the redundant process in the existing order system is discarded, causing an efficiency of the order system.