International Research Journal of Engineering and Technology (IRJET) e-ISSN: 2395 -0056
Volume: 04 Issue: 03| Mar -2017 www.irjet.net p-ISSN: 2395-0072

Paper on Customer Care Unit For Shopping Mall

Manoj Kumbhar, Prabhakar Bansode, Manoj Vadar, Dr. S.R. Chougule

[1,2,3]*Department of E&TC, SGI Kolhapur, Maharashtra, India*
[4]*Head of Department, Department of E&TC ,SGI Kolhapur, Maharashtra, India*

Abstract – Now a days so many peoples are very busy in our work therefore this peoples are not a such time to going in shopping malls choosing the different types of goods and then check the quantity and quality of this ,by choosing this goods amount will be pay in accounter centre therefore so much time will be going in shopping mall. In that system having a draw back, in that inaccurate weight goods due to user mistake .In this paper proposed on "Customer care unit for shopping mall" in that we have to distribute to the different types of goods packet. To buy the different types of grains in shopping mall by using RFID card , if the card will show to the reader ,then controller check the codes & details in the server. After verification ,the system will shows the all grains details like quantity, quality and amount of this items. Then user will enter the number of the grains ,after the receiving the goods number ,user will directly pay the amount of the material at a same time ,therefore with the help of this system time required for this process will be less at it is very simple to use the peoples in shopping malls.

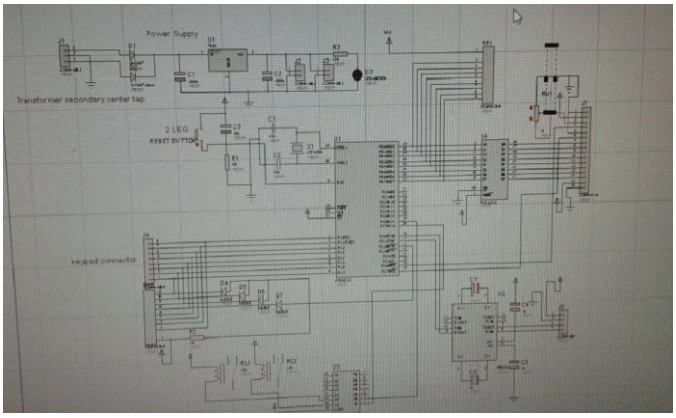
***Key Words*: Microcontroller, Rf card working, LCD interfacing.**

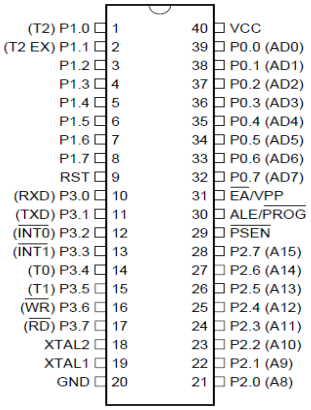
1.INTRODUCTION

This system is very easy & simple to use in shopping malls to the users. In our system we are using the microcontroller 89s52 and generate the program to distribute the grain system in user demand .The microcontroller as the CPU which transfer the data from RFID reader to server, the customer will show the card then after authentication the server will show the availability items and the allocated quantity of goods packets and accordingly the weighted good packet will be buy by the user. If the packet of goods in that will be empty it will acknowledged by the limit switch and the same will be reported to server.

1.1 Microcontroller

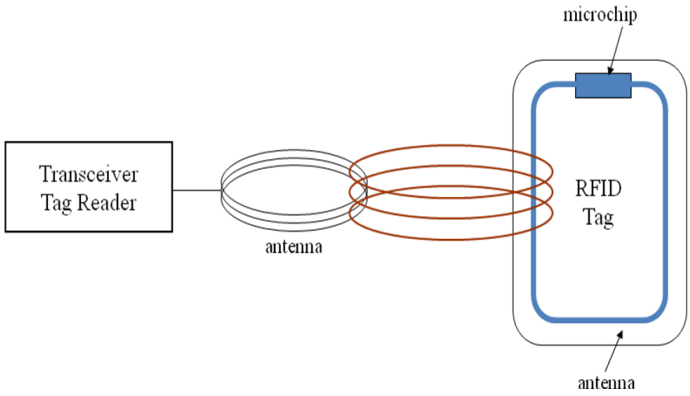
The Microcontroller IC 89S52 has 256x8 bit internal RAM . In that there 4 different ports each one having 8 input/output lines providing a total 32bit input/output lines. first port is to perform input/output operation. second port is used for on/off relay and getting the serial data . In that the port connection will give to the LCD, keypad, RF reader. The microcontroller is the main part of the system .





1.2 RF card working

After the RFID gets into the magnetic field of RFID reader, the RFID will receive the Radio Frequency signal emitted by RFID reader. By the energy of induced current the RFID tag will send out product information stored in the tag chip. RFID Reader will receive the signal and read and decode the information sent to the central information system for data processing.



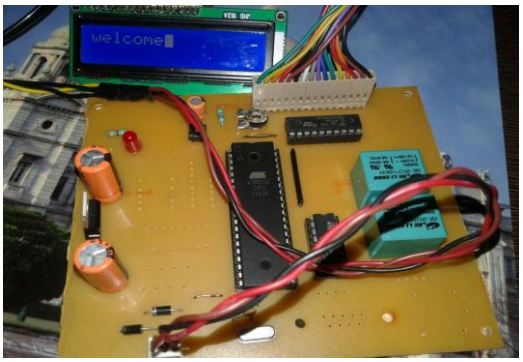
RF card

RF card Reader

2. LCD interfacing

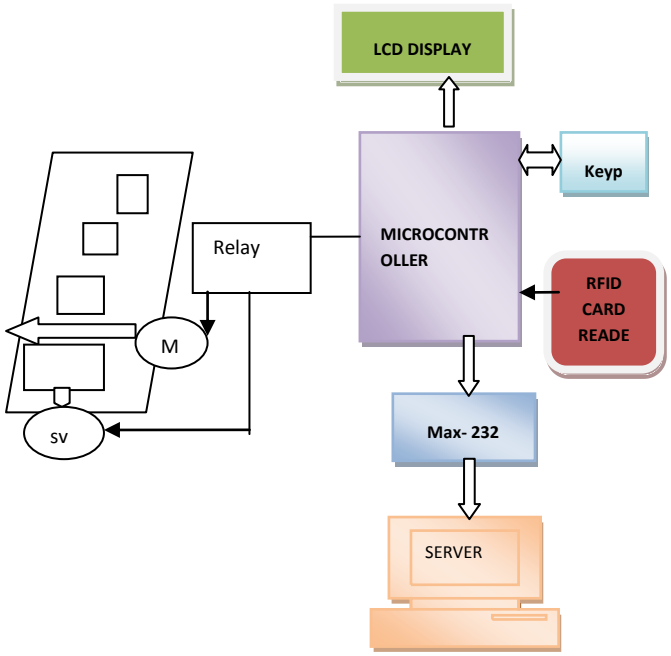
In our project LCD is interfaced with the port-0, i.e. from pin number 32 to pin number 39. In other words the data-bus D0-D7 is connected to port-0 of IC 89s52. Pin RS is directly connected to Pin11 of controller and one more another important pin EN is directly connected to pin 14 of the controller. On the other hand pin R/W of LCD is connected to ground. The LCD interfacing is done here for indicating various display messages for the user.

It can display 16 characters per line and there are 2 such lines. In this Liquid crystal display each character is displayed in (5x7) matrix. This LCD has two registers, namely, Command and Data. The command register stores the command instructions given to the LCD. A command is given to LCD to do a predefined task like initializing it, clearing its screen, setting the cursor position, controlling display etc. The data register stores the data to be displayed on the LCD.



3. Proposed Work

The system will be connected as shown in figure 1. The microcontroller is directly interfaces to the LCD, Keypad, RF card Reader. The Relay is also connected to the controller for on/off the motor & lock. In our system we are using three relays. two relays for motor ,one is forwarding & one is reversing. The all connection will mounting on the box will shown in fig.2.The different types of packets will be put in the mechanical part shown in fig .3 . it will work on the conditions of user requirement .If user will enter the 2 packets, the 2 packets will drop down.

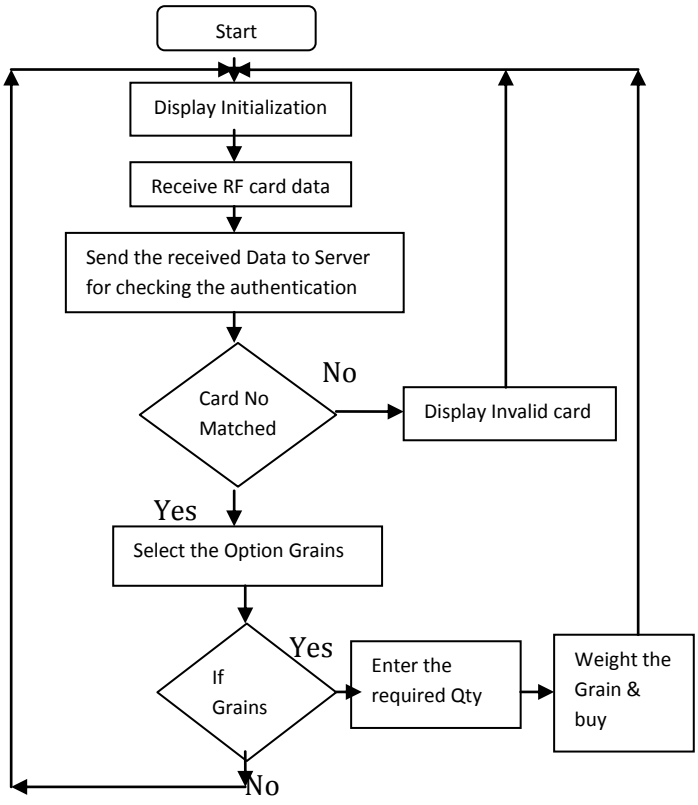


(fig.1)

(fig.2)

(fig.3)

4. Algorithm



In that system first it will be started , then it shows welcome on a display then the card will shown to the reader it will read the data, if it is invalid card then it will display the invalid to the display. If the card is valid it will shows the different types of goods in a screen with quantity. The user will select the grain & quantity this total amount is shown in the screen .The user will pay the amount with the help of card only no need to pay the amount in counter center.

5. CONCLUSIONS

In this paper, we have to study the today's condition of shopping malls. There are so many drawbacks in that system. In the shopping mall the most of the time is going to choose the different types of grains & then pack the accurate amount ,so much time this amount will be inaccurate. All the drawbacks will be rectified in this system. We have to implement the system in that all user getting the shopping mall card in that all details of customer will save in the computer of the mall. With the help of this card the user will purchased the different types of grains packets(Rice, sugar, wheat, jawar) in a accurate weight. In that system the payment of the material will cut with card itself ,there is no need to going in counter center .If the packets will empty in that system it will show the insufficient packets in the screen .This system is the automatic system therefore no one can interfere ,This system will easy & simple to understand & working.

ACKNOWLEDGEMENT

It gives us immense pleasure in presenting the project report on '**Customer care unit for shopping mall**'.

I would like to grateful thank Dr.S.R.Chougule my internal guide and Head of Electronics and Telecommunication Engineering Department, SGI college of Engineering for her support, advice along with motivation for doing something innovative. for giving us all the help and guidance required for the project .

I am really grateful to them for their support. Their valuable advice was also very helpful. At last we would like to thank our the college facility providing laboratory in charge for providing various resources such as laboratory with all needed software requirement.

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