

UNIVERSITI TEKNOLOGI MALAYSIA
FACULTY OF COMPUTING

INDUSTRIAL TRAINING REPORT

**INDUSTRIAL TRAINING REPORT ENHANCING AND
OPTIMIZING XEERSOFT SYSTEM FUNCTIONALITY**

By

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2024/2025

**BACHELOR OF COMPUTER SCIENCE
(NETWORK & SECURITY)**

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TRAINING PERIOD: 1 OCT 2024 – 19 FEB 2025

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REPORT DATE: 22 JANUARY 2025

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XEERSOFT SYSTEM FUNCTIONALITY

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INDUSTRIAL TRAINING REPORT ENHANCING AND OPTIMIZING
XEERSOFT SYSTEM FUNCTIONALITY

TEO CHEEN SHENG

A project report submitted in fulfilment of the
requirements for the award of the degree of
Bachelor of Computer Science (Network & Security)

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ACKNOWLEDGEMENT

In preparing this thesis, I was in contact with many people, researchers, academicians, and practitioners. They have contributed towards my understanding and thoughts. In particular, I express my deepest gratitude to XeerSoft company for providing me with the opportunity to intern within the esteemed IT department. I am sincerely thankful to Mr. Loo Kah Jun, my company supervisor, for his guidance, encouragement, and feedback throughout the training period. I wish to express my sincere appreciation to my main project report supervisor, Dr. NOR AZIZAH ALI, for encouragement, guidance, critics and friendship.

I am also indebted to Universiti Teknologi Malaysia (UTM) for their continuous support and for facilitating this industrial training program, which has been instrumental in bridging the gap between academic learning and industry practice.

Lastly, I express my deepest gratitude to my parents for providing mental support throughout the entire internship period. Their encouragement and understanding have been my pillar of strength, making this journey more manageable and rewarding. Thank you for being a constant source of motivation and belief in my abilities.

ABSTRACT

Industrial training serves as a crucial program that bridges the gap between theoretical knowledge and practical application, providing students with hands-on experience in a real-world setting. My internship at XeerSoft was an opportunity to apply the concepts learned during my university education to practical tasks. Under the guidance of my company supervisor, Mr. Loo Kah Jun, and faculty supervisor, Dr. Nor Azizah Ali, I was entrusted with a variety of assignments aligned with my skill set. These included addressing client-specific requirements and resolving system bugs identified by the QA team. Throughout this training, I developed essential skills such as programming techniques, task management, and problem-solving. The hands-on experience of working on live projects and troubleshooting real-time issues has significantly contributed to my professional growth and prepared me for future challenges in the industry. This report aims to provide a detailed overview of the tasks I undertook, the skills I acquired, and the knowledge I gained during my internship at XeerSoft. Furthermore, the final chapter highlights the challenges encountered and offers suggestions for improving the industrial training experience, ensuring it remains a valuable learning platform for future career.

ABSTRAK

Latihan industri merupakan program penting yang merapatkan jurang antara pengetahuan teori dan aplikasi praktikal, memberikan pelajar pengalaman langsung dalam persekitaran dunia sebenar. Latihan industri saya di XeerSoft menjadi peluang untuk mengaplikasikan konsep-konsep yang dipelajari semasa pengajian universiti kepada tugas praktikal. Di bawah bimbingan penyelia syarikat saya, Encik Loo Kah Jun, dan penyelia fakulti, Dr. Nor Azizah Ali, saya diberikan pelbagai tugas yang selaras dengan kemahiran saya. Tugas ini termasuk memenuhi keperluan khusus pelanggan dan menyelesaikan pepijat sistem yang dikenal pasti oleh pasukan QA. Sepanjang latihan ini, saya telah membangunkan kemahiran penting seperti teknik pengaturcaraan, pengurusan tugas, dan penyelesaian masalah. Pengalaman langsung dalam mengendalikan projek sebenar dan menyelesaikan isu masa nyata telah memberikan sumbangan besar kepada perkembangan profesional saya dan mempersiapkan saya untuk menghadapi cabaran pada masa depan dalam industri. Laporan ini bertujuan untuk memberikan gambaran terperinci mengenai tugas yang telah saya laksanakan, kemahiran yang telah saya peroleh, dan pengetahuan yang telah saya pelajari sepanjang latihan industri di XeerSoft. Selain itu, bab terakhir laporan ini akan mengetengahkan cabaran yang dihadapi dan mencadangkan penambahbaikan bagi pengalaman latihan industri, memastikan ia terus menjadi platform pembelajaran yang bernilai untuk pelatih-pelatih akan datang.

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LIST OF ABBREVIATIONS

CEO	-	Chief Executive Officer
ERP	-	Enterprise Resource Planning
POS	-	Point of Sale
RMS	-	Retail Management System
CSS	-	Cascading Style Sheets
HTML	-	Hypertext Markup Language
GL	-	General Ledger
TIN	-	Tax Identification Number
SOCSO	-	Social Security Organization
EIS	-	Employment Insurance System
RAM	-	Random-access memory
OS	-	Operating System
PHP	-	Hypertext Preprocessor
QC	-	Quality Check
QA	-	Quality Assure

LIST OF SYMBOLS

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CHAPTER 1

INTRODUCTION

1.1 Company Background

XeerSoft Sdn. Bhd. is a pioneering Malaysian-based company dedicated to empowering businesses through innovative and comprehensive software solutions. Founded with a commitment to enhancing efficiency and profitability, XeerSoft specializes in developing and implementing ERP (Enterprise Resource Planning) and retail management systems tailored to meet the unique needs of various industries, including retail, hospitality, F&B, manufacturing, wholesale, and distribution. By integrating advanced technologies such as cloud-based solutions, mobile applications, and real-time data analytics, XeerSoft offers robust and scalable tools designed to optimize business processes from end to end.

One of XeerSoft's key strengths lies in its diverse suite of solutions that enable clients to manage crucial business functions seamlessly. These include advanced modules for accounting, inventory control, supply chain management, customer relationship management (CRM), e-commerce, and POS (Point of Sale) systems. Each solution is developed with a focus on flexibility, allowing businesses to adapt quickly to changing market demands while centralizing data for enhanced decision-making. For instance, the XeerSoft ERP suite consolidates business data across departments, providing real-time insights that empower managers to make data-driven decisions swiftly and effectively.

A cornerstone of XeerSoft's success is its customer-centric approach, with a strong emphasis on providing personalized support and comprehensive training. This dedication to service excellence has established XeerSoft as a preferred partner for both small enterprises and large multinational corporations, each seeking to streamline workflows, reduce operational costs, and increase productivity. Moreover, XeerSoft's

solutions are designed to be scalable, ensuring that as clients grow, the systems evolve with them to support new operational complexities.

XeerSoft's industry expertise and technical proficiency have earned it a reputation as a trusted leader in the Southeast Asian market, but the company's reach extends globally, with clients spanning multiple continents. Through continuous research and development, XeerSoft remains at the forefront of technological advancements, ensuring that its clients have access to the latest tools and strategies for success in a digital-first economy.

1.2 Company Solution

XeerSoft Sdn. Bhd. offers a comprehensive suite of ERP and retail management solutions that streamline business operations across a wide range of industries, including retail, hospitality, manufacturing, and wholesale distribution. Each product is crafted to provide seamless integration, data-driven insights, and a high degree of customization to meet specific business needs. Here's an overview of XeerSoft's core products and solutions:

1.2.1 Enterprise Resource Planning (ERP) System

XeerSoft's ERP system provides a centralized platform to manage all aspects of a business, from finance and human resources to supply chain and inventory. The ERP system consolidates data across departments, improving visibility and control over operations. Key features include:

- **Accounting and Finance:** Streamline financial processes, including budgeting, forecasting, and reporting.
- **Inventory Management:** Track stock levels, automate reordering, and reduce wastage with real-time insights.

- **Supply Chain Management:** Optimize the supply chain with tools for procurement, vendor management, and logistics.
- **HR and Payroll Management:** Manage employee records, payroll, and compliance with customizable HR modules.

1.2.2 Retail Management System (RMS)

Designed specifically for retail businesses, XeerSoft's RMS helps retailers manage their entire operations, from point of sale (POS) to backend inventory and customer relationships. Key features include:

- **POS System:** A flexible and user-friendly POS system that integrates seamlessly with inventory and CRM, supporting both online and offline modes.
- **Customer Relationship Management (CRM):** Enhance customer engagement with tools for customer data management, loyalty programs, and targeted marketing.
- **E-commerce Integration:** Sync with online stores and manage orders, payments, and promotions across multiple channels.
- **Omnichannel Retailing:** A holistic approach that combines online and offline sales channels, creating a unified shopping experience.

1.2.3 Inventory and Warehouse Management

The inventory and warehouse management module helps businesses maintain optimal stock levels and manage storage efficiently. With features such as barcode scanning, automated replenishment, and warehouse mapping, this solution supports efficient inventory handling and accurate stock counts.

1.2.4 Membership and Loyalty Solutions

XeerSoft offers a comprehensive membership management system that includes loyalty programs, referral tracking, and rewards management. This solution helps

businesses build customer loyalty, increase repeat sales, and track member engagement effectively.

1.2.5 Hotel and Hospitality Solutions

XeerSoft's specialized modules for the hospitality industry provide tools for managing reservations, front desk operations, billing, and guest services. These solutions cater to hotels, resorts, and other hospitality businesses aiming to improve guest experiences and streamline operations.

1.2.6 E-commerce and Online Store Solutions

XeerSoft's e-commerce platform integrates seamlessly with its ERP and retail management systems, providing businesses with a unified platform to manage online sales, product catalogs, inventory, and customer data. This helps businesses expand their reach through online channels while maintaining operational control.

1.2.7 Customizable Cloud and Mobile Solutions

Recognizing the growing need for flexibility, XeerSoft offers cloud-based and mobile solutions that allow businesses to access critical data anytime, anywhere. These mobile solutions are ideal for sales teams, field service management, and businesses with remote or mobile operations.

XeerSoft's products are built to provide long-term scalability, enabling businesses to add modules or adapt systems as they grow. With a focus on creating user-friendly, efficient, and cost-effective solutions, XeerSoft has established itself as a reliable partner in digital transformation for businesses worldwide.

1.3 Company Structure

The organizational structure of XeerSoft Sdn. Bhd. for 2023, as shown in the chart, is led by the CEO, Wong Wai Kit, who oversees multiple departments and key roles within the company. The structure is divided into various specialized departments, each managed by a director or chief officer.

Each department within XeerSoft has specialized roles that support its core functions, contributing to the company's overall mission of delivering high-quality ERP and retail management solutions to clients. This hierarchical structure enables clear lines of communication and operational efficiency across all teams.



Figure 1.1 Organization Structure

1.4 Core Values

The training program at XeerSoft Sdn. Bhd. is structured to provide new interns with hands-on experience in multiple aspects of the company's software development and implementation processes. The training is divided into stages that cover key areas of

the company's software solutions, tools, and development methodologies, ensuring a comprehensive learning experience. The planned tasks and project schedule for my training program are presented in the Gantt chart in Appendix A.

Orientation and Software Setup: The first few days focus on introducing me to the company's environment, where they receive a tour and orientation from senior colleagues. During this time, I will be guided through the installation and setup of essential software, such as XMind, P4, TestTrack, and SQLyog, that I will use throughout my internship. This initial phase helps me become familiar with the tools and infrastructure used for system design, task tracking, and SQL debugging.

ERP System Familiarization: The training then delves into XeerSoft's ERP system. I learn how to navigate and operate the company's accounting and inventory systems, gaining insights into the core functionalities that form the foundation of XeerSoft's solutions. By watching tutorials and exploring different modules, I can be equipped to understand the operational aspects of ERP systems, including data exchanges and reporting tools.

Development and Customization Tools: I receive in-depth training on CodeCharge, a tool used for creating and managing master files, handling both frontend and backend operations. Through CodeCharge, I learn SQL for database management and gain exposure to the audit log feature, enhancing their knowledge of how databases interact with application functionality. They also work with the Smarty Report system to create customized reports based on client needs.

Hands-On Projects: A core part of the training includes working on real-world projects. For example, the Hotel Master project allows me to apply their skills in database management, system customization, and advanced reporting. In this project, I am responsible for designing listing pages, implementing search functionalities, and developing Excel export options, along with maintenance features for managing hotel details.

Advanced Data Handling and Reporting: The program also emphasizes data management through advanced data exchange, where I learn how to import data from

external files into the ERP system while ensuring data integrity. They work on features like duplicate checking and data validation to prevent errors during data import. Additionally, I am introduced to the Advanced Report system, where they develop filtering and grouping functionalities to provide meaningful insights for clients.

Bug Identification and Solution Design: I will be encouraged to identify and troubleshoot bugs, as demonstrated in the training task involving an issue with overlapping data displays in the SOCSO and EIS tables. This segment of the training fosters problem-solving skills and helps me understand real-time challenges in system functionality, allowing them to contribute to the refinement of XeerSoft's software.

Weekly Meetings and Feedback: Regular check-ins with senior team members provide me with feedback on their work and progress. Weekly meetings allow me to present their projects, receive constructive input, and refine their solutions based on the insights shared by experienced colleagues. This feedback loop plays a crucial role in enhancing my understanding and improving their technical and professional skills.

1.5 Gantt Chart

Process	Start	ETA	October				November				December				January				February				
			W1	W2	W3	W4	W1	W2	W3	W4	W1	W2	W3	W4	W1	W2	W3	W4	W1	W2	W3	W4	
ERP System Familiarization	01/10/2024	11/10/2024																					
Orientation and Software Setup	01/10/2024	07/10/2024																					
Hotel Master Assignment	7/10/2024	18/10/2024																					
Daily Task	21/10/2024	14/02/2025																					
System Design for New Requirement	21/10/2024	14/02/2025																					
Solve Bug	21/10/2024	14/02/2025																					
Coding for New Requirement	21/10/2024	14/02/2025																					

Figure 1.2 Gantt Chart

1.6 Chapter Summary

In Chapter 1, it will focus on the introduction to the company, which is XeerSoft and its organization structure. Besides, the unit information for practical training also will be introduced follow by the Gantt Chart for the internship program along the industrial training period.

CHAPTER 2

SPECIFIC DETAILS ON PROJECT/TRAINING

2.1 Introduction

This chapter will give some description about the internship program which take about 20 weeks. The main task which carries out by intern students also will be elaborated in this chapter. Besides, the brief introduces of software which required to use along the internship will be carry out for basic understanding on the internship program.

2.2 Objectives

- To familiarize oneself with the company culture and workflow processes
- To acquire hands-on experience in managing client requirements
- To enhance practical skills through real-world work exposure

2.3 Daily Tasks

In general, within the internship period which is 20 weeks, the training will focus on our ability in handle on different task which required by different clients. Different requirement needs different skill for us in order to solve the trouble meet. The top management team will assign the task by using TestTrack Client with the specific ID.

2.3.1 Advance Report for Truck (ID = 52820)

The task involves developing an advanced report feature for the "Truck Master" module under both the Inventory and Transportation menus, tailored to meet Hong Heng's requirements.

2.3.1.1 Task Overview

A new sub-menu labeled "Advance Report" will be added, allowing users to access the report, which includes comprehensive column displays such as Truck Type, Description, Subcontractor (concatenating creditor code and name), Driver (concatenating driver code and name), Commission (Ton and Lot), Truck Target, Insurance, Permit, Puspakom, and Road Tax details along with their respective fees, expiry dates, and installment information. The report will display fields in appropriate formats, including money formatting for amount fields, dd/mm/yyyy for date fields, and "YES/NO" for checkbox fields. It will include flexible filtering options, such as multiple selection list boxes for Truck, Driver, and Subcontractor, date range filters for Insurance, Permit, Puspakom, Road Tax, and Installment Start Dates, and user-defined date presets like "End of Next Month." Additional features include filters to exclude results with empty Driver or Subcontractor fields and a scheduler for automatic email delivery of the report. The report aims to provide accurate data representation, streamlined filtering, and scheduling functionality to enhance operational efficiency for Hong Heng.

2.3.1.2 System Design

The system design process for Hong Heng's advanced truck report began with understanding the client's requirements and translating them into a structured workflow. Using **XMind**, the overall report flow was visualized to outline the necessary inputs, outputs, and data handling processes. The design focused on

providing detailed insights into truck-related data, with features such as grouping, filtering, and advanced customization options.

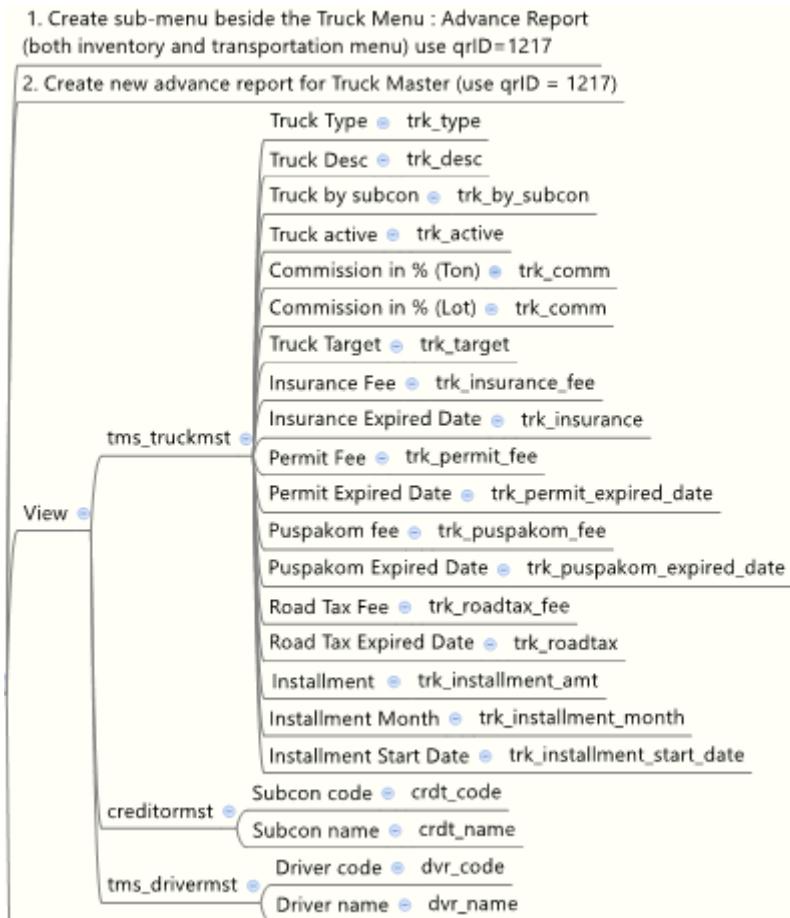


Figure 2.1 View column that will be included

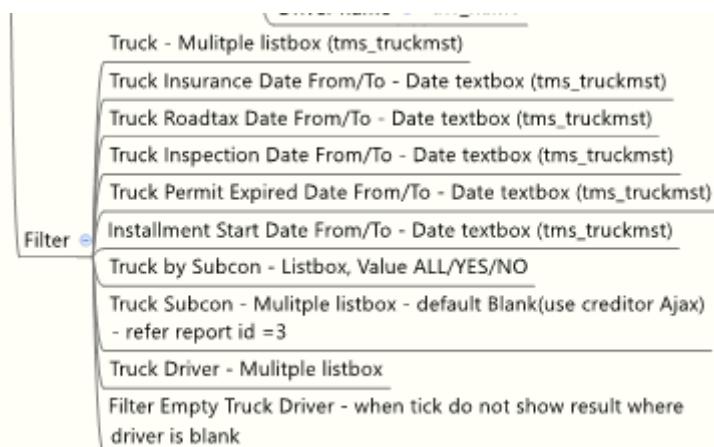


Figure 2.2 Filter that will be apply

```

UPDATE menumst SET menu_htmlspecial = '<a style="cursor:hand" onclick="javascript:parent.parent.changeframe(this.name1,this.name2)" name1="tms_truckmst_maint.php" name2="stxtMenuTruck"> </a><a style="cursor:hand" onclick="javascript:parent.parent.changeframe(this.name1,this.name2)" name1="modules/xersoft_dynamic/xersoft_inv_report_qr.php?menu=1&qrID=1217" name2="stxtMenuTruck"><em>|stxtMenuAdvanced|</em></a>' WHERE menu_no='1010' AND menu_level='3' AND menu_refno1='31-0-806' AND menu_refno2='21-11';

CREATE SUB-MENU
UPDATE menumst SET menu_htmlspecial = '<a style="cursor:hand" onclick="javascript:parent.parent.changeframe(this.name1,this.name2)" name1="tms_truckmst_maint.php" name2="stxtMenuTruck"> </a><a style="cursor:hand" onclick="javascript:parent.parent.changeframe(this.name1,this.name2)" name1="modules/xersoft_dynamic/xersoft_inv_report_qr.php?menu=1&qrID=1217" name2="stxtMenuTruck"><em>|stxtMenuAdvanced|</em></a>' WHERE menu_no='1020' AND menu_level='3' AND menu_refno1='31-49-110' AND menu_refno2='21-49';

Database
Filter Multiple Listbox

```

Figure 2.3 SQL Script that will need to insert

2.3.1.3 Coding & File Involve

To create the Hong Heng Advanced Report for Trucks, several updates were made to the menumst table to enable new advanced report functionality. The menu_htmlspecial column was updated to include HTML links with JavaScript functions for navigating between the truck maintenance page (tms_truckmst_maint.php) and the advanced report page (xeersoft_inv_report_qr.php?menu=1&qrID=1217). These updates were applied to menus 1010 and 1020, ensuring the new features are available under the relevant truck management menu

```

UPDATE menumst SET menu_htmlspecial = '<a style="cursor:hand" onclick="javascript:parent.parent.changeframe(this.name1,this.name2)" name1="tms_truckmst_maint.php" name2="stxtMenuTruck"> </a><a style="cursor:hand" onclick="javascript:parent.parent.changeframe(this.name1,this.name2)" name1="modules/xersoft_dynamic/xersoft_inv_report_qr.php?menu=1&qrID=1217&page=.../menu_dynamic.php%253Fmenu_no=1010%2526menu_key=11-2%2526menu_name={stxtMenuInventory}" name2="stxtMenuTruck"><em>|{stxtMenuAdvanced}</em></a>' WHERE menu_no='1010' AND menu_level='3' AND menu_refno1='31-0-806' AND menu_refno2='21-11';

```

Figure 2.4 SQL script for adding new sub-menu

Next, filters were set up by modifying the xersoft_batch_parameters table. Existing entries with id=1217 and type=1 was deleted to ensure no conflicts. New filters were then inserted, enabling users to filter trucks based on various criteria. These

include a Truck selection filter (implemented as a multiple select box), along with date range filters for Insurance, Road Tax, and Inspection dates. Each filter includes SQL queries for fetching options and validation scripts to ensure data integrity, such as ensuring the 'from' date precedes the 'to' date. Additionally, default date values were set using SQL commands to simplify user input.

```
DELETE FROM xeersoft_batch_parameters WHERE type=1 and id = 1217 and sequence = 1;
INSERT INTO `xeersoft_batch_parameters`(`id,type,sequence,sort,name,innertype,description,
xbp_explanation,compulsary,function,option1,option2,option3,option4,active,
xbp_groups_allow,xbp_users_allow,xbp_users_deny,xbp_condition_sql)
VALUES[1217,"1",1,10,"Truck","multipleselectbox","{stxtTruck}","Truck <br> (trk_code)",
0,"SELECT trk_no, CONCAT(trk_code,': ',trk_name) FROM tms_truckmst ORDER BY trk_no asc;",
"Truck","trk_no IN ($Truck)",NULL,NULL,1,NULL,NULL,NULL,"SELECT GROUP_CONCAT(trk_code)
FROM tms_truckmst WHERE trk_no IN ($Truck)"];
```

Figure 2.5 SQL script for filter column

For the view parameters, the xeersoft_batch_parameters table was updated with type=2 to specify the columns displayed in the report. These columns include truck type, truck description, and other relevant details. Like the filters, any existing entries with id=1217 and type=2 were deleted before inserting the new view configurations. Each parameter includes functions to dynamically fetch and display the corresponding data based on user-selected filters.

```
DELETE FROM xeersoft_batch_parameters WHERE type=2 and id = 1217 and sequence = 1;
INSERT INTO `xeersoft_batch_parameters`(`id,type,sequence,sort,name,innertype,
description,compulsary,function,option1,option2,option3,option4,active,
xbp_groups_allow,xbp_users_allow,xbp_users_deny)
VALUES[1217,"2",1,10,"{stxtTruckType}","View","{stxtTruckType}",0,
"unset($param);$param['arg1']=$trk_type;","trk_type","","NULL,NULL,1,NULL,NULL,NULL"];
```

Figure 2.6 SQL script for view column

2.3.1.4 Result

The Truck Advanced Report was newly added to enhance reporting capabilities for Hong Heng, introducing several new filters and columns for better data analysis and management. The report includes various filtering options to narrow down truck details based on specific criteria. Users can filter trucks by multiple parameters such as Truck (via a multiple-selection listbox), Truck Insurance Date (From/To), Truck Road Tax Date (From/To), Truck Inspection Date (From/To), Truck Permit Expiry Date (From/To), and Installment Start Date (From/To).

Additionally, a new filter, Truck by Subcon, was implemented, allowing users to filter trucks based on their subcontractor status.

Other filter enhancements include the ability to filter by Truck Subcon, Truck Driver, and an additional filter for Empty Truck Driver, which ensures only trucks without assigned drivers are displayed. The column display options in the report are fully customizable, and users can include or exclude columns such as truck details, subcon details, and driver information based on their reporting needs.

The date filtering functionality is robust, allowing users to filter based on a selected date column. It ensures accurate results when filtering by specific date ranges across different fields. The filters, including date-based filters, work seamlessly and as expected, enabling users to refine the data displayed in the report effectively. This new Truck Advanced Report offers a streamlined and detailed view, catering to Hong Heng's specific business requirements for truck management and reporting.

Truck Report (Load Format)

Column Display	Truck Type Truck Desc Truck By Subcon Truck Active Truck_Subcon	> >> < <<	
Truck	TRUCKCC01: TRUCKCC01 YHTruck01: WHB 8888 QA01: MD1 8272 QA02: TTT 9849	> >> < <<	
Driver	AIDRIVER: Abang Driver CC DRIVER01: RAHMAN CC DRIVER02: AMIN CC DRIVER03: JAMAL DRIV_002: sva	> >> < <<	

Filter Empty Truck Driver

More Details 

Submit **Cancel**

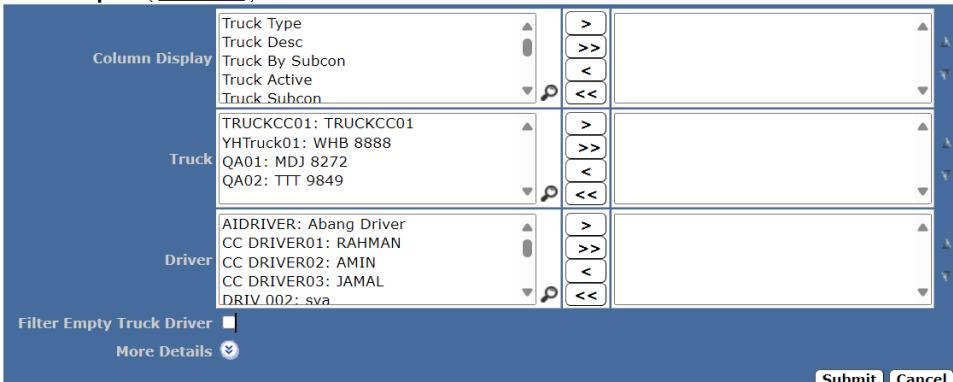


Figure 2.7 Default view for Advanced Report

Filter using date picker, date selection, manual input date and by month.

The screenshot shows a 'Truck Report (Load Format)' interface. On the left, there's a 'Column Display' section with a list of truck details. To the right, there are several date filter sections for 'Truck Insurance From' through 'Truck Installment Start Date To', each with a date picker and a 'By Month' input field. Below these is a 'Truck By Subcon' section with a dropdown set to 'All Subcon' and a list of subcon names. At the bottom, there are 'Submit' and 'Cancel' buttons.

Figure 2.8 Date filter in advanced report

The Truck by Subcon filter offers three options: "ALL" (to display all trucks), "YES" (to display only trucks associated with a subcontractor), and "NO" (to display trucks where the subcontractor field is blank).

Truck Type	Truck Desc.	Truck By Subcon	Truck Active	Driver	Truck Commission Top	Truck Commission Lot	Truck Target	Truck Insurance Fee	Truck Insurance	Truck Permit Fee	Truck Permit Expired Date	Truck Inspection Fee
1	SY008: FERAR	YES	YES	00002 : KC Test Overseas	10.00	10.00	10000.00	1,000.00	30/12/2024	85.00	30/12/2024	
1	YES	YES	YES	00002 : KC Test Overseas	10.00	10.00	60000.00	1,400.00	30/11/2024	700.00	31/12/2024	

Figure 2.9 Result filter by YES subcon

Truck Type	Truck Desc.	Truck By Subcon	Truck Active	Truck Subcon	Driver	Truck Commission Top	Truck Commission Lot	Truck Target	Truck Insurance Fee	Truck Insurance	Truck Permit Fee	Truck Permit Expired Date	Truck Inspection Fee
1	YU009: TOYOTA	YES	YES	CC DRIVER01 : RAHMAN	10.00	10.00	0.00	10/03/2022	0.00	0.00	0.00		
		YES	YES	YH-DRIVER01 : Allan Koo	80.00	80.00	0.00	30/03/2022	0.00	0.00	0.00		
		YES	YES	CC DRIVER01 : RAHMAN	5.00	5.00	0.00	18/04/2022	0.00	0.00	0.00		
		YES	YES	CC DRIVER01 : RAHMAN	1.00	1.00	0.00	11/11/2024	0.00	11/11/2024	0.00		
1	YU009: TOYOTA	YES	YES	YF2004 : Hill (Self bill)	10.00	10.00	0.00	14/11/2024	0.00	14/11/2024	0.00		
		YES	YES	KBDRIVER02 : MIYA	10.00	10000.00	2,000.00	24/07/2024	400.00	24/07/2024	600.00		

Figure 2.10 Result filter by NO subcon

2.3.2 Membership Master Layout Revamp

The Membership Master Layout Revamp project focuses on redesigning the system layout and functionality to improve user experience and optimize management processes for key features. This revamp covers four primary modules: Voucher Management, Income Group, Point Booster Voucher, and Referral Benefit Setup. The goal is to restructure these areas to enhance usability, streamline workflows, and align the system design with business needs.

2.3.2.1 Task Overview

Key tasks include identifying and analyzing existing listing and maintenance files to understand the current structure, ensuring no essential functionalities are lost during the redesign. New features such as advanced filtering options, improved data entry forms, and updated UI components like dropdowns, date pickers, and listboxes are introduced to simplify interactions.

The task also incorporates secure access controls to manage user authorizations and ensure data integrity. Regular feedback sessions and testing are conducted throughout the design process to ensure the revamped system meets functional requirements and improves operational efficiency. This comprehensive redesign aims to deliver a user-friendly, efficient, and modern Membership Master system.

2.3.2.2 System Design

The Membership Master Layout Revamp system design aims to enhance user experience and optimize functionality by restructuring the layout and features across key areas, including Voucher Management, Income Group, Point Booster Voucher, and Referral Benefit Setup. The workflow begins with identifying and analyzing the original listing and maintenance files for these sections to understand the existing structure and functionality. This ensures that the new design accommodates all essential features while improving usability.

The redesigned system organizes each section into a streamlined layout, grouping related features and functionalities for easier navigation and management. In Voucher Management, the workflow includes configuring voucher creation, expiration settings, and usage tracking. The Income Group section is revamped to simplify the classification and management of income categories, ensuring accurate tracking and reporting. The Point Booster Voucher module focuses on enabling flexible point-boosting mechanisms for specific vouchers, allowing businesses to create targeted rewards. Meanwhile, the Referral Benefit Setup incorporates tools to manage referral incentives, track referred members, and allocate benefits efficiently.

Each section's listing page displays comprehensive records with customizable filters and sorting options, while the maintenance pages provide detailed forms for data entry and updates. New UI components, such as dropdown menus, date pickers, and listboxes, are integrated for improved user interaction. Additionally, authorization controls are implemented to manage access levels, ensuring secure data handling. Throughout the workflow, regular reviews and feedback from stakeholders ensure that the revamped design meets both functional and business requirements while maintaining alignment with the overall system architecture. The end result is a modernized, user-friendly Membership Master system that simplifies operations and enhances productivity.

Original File: pos_master_voucher.html	Bootstrap: pos_master_voucher_bootstrap.html		
Add/Edit Voucher Scheme			
General Tab			
Column 1	Column 2	Column 3	Column 4
Basic Info			
Voucher Scheme Code*	Voucher Scheme Name	Voucher Scheme Description	Term And Condition
Voucher Scheme Type	Voucher Scheme Generated Date*	Voucher Scheme Effective Date*	Voucher Scheme Expired Date*
Voucher Scheme Assign Effective Date	Voucher Scheme Assign Expired Date		
Voucher Scheme Percentage (%)	Voucher Scheme Amount	Voucher Scheme Fixed Amount	Purchase Amount Eligibility
Voucher Scheme User Define1	Voucher Scheme User Define2	Voucher Scheme User Define3	
Behavior Control			
Voucher Channel Allowed	Voucher Scheme Product Code	Voucher Scheme Payment Type	Birthday Voucher Entitlement
Dynamic Voucher	Validity Period	Maximum Redemption Allowed (per transaction)	
Itemize Voucher	Ignore Update Used Flag	Exclude From Auto Assign Promotion Upon Usage	Voucher Scheme Pos Print
Redemption Formula Flag	Redemption Formula	Redeem Limit Per Member	Redemption Point Scheme Type
Voucher Auto Replenish	Voucher Auto Assign Limit		
Voucher Store			
Advance Setup			
With Selected Product	Include Promotion/PWP		
Voucher Product Allowed		Product Group	
Product Category		Product Model	
Product Brand		Product Season	
List of Voucher No.			
From	To		

Figure 2.11 Layout Design for voucher page

Original File: pos_master_maint_point_booster_voucher.html
 Bootstrap: pos_master_maint_point_booster_voucher_bootstrap.html

Add/Edit Point Booster Voucher			
General Tab			
Column 1	Column 2	Column 3	Column 4
Basic Info			
Point Booster Voucher Scheme Code*	Point Booster Voucher Scheme Name	Point Booster Voucher Scheme Description	Term And Condition
Point Booster Voucher Scheme Type*	Voucher Scheme Multiply Rate*	Voucher Scheme Effective Date*	Voucher Scheme Expired Date*
Voucher Scheme Generated Date*	Voucher Scheme Effective Date*	Voucher Scheme Expired Date*	
Voucher Scheme Assign Effective Date	Voucher Scheme Assign Expired Date		
Point Booster Voucher Scheme User Define1	Point Booster Voucher Scheme User Define2	Point Booster Voucher Scheme User Define3	
Behavior Control			
Dynamic Voucher	Validity Period		
Redemption Formula Flag	Redemption Formula	Redeem Limit Per Member	
Voucher Auto Replenish	Voucher Auto Assign Limit		
Voucher Store			
Advance Setup			
Product	Product Group		
Product Category	Product Model		
Product Brand	Product Season		
List of Point Booster Voucher No.			
From	To		

Add/Edit Point Booster Voucher	
User definition Tab	
Voucher Userdefine1	Voucher Userdefine2
Voucher Userdefine3	

Figure 2.12 Layout Design for point booster voucher page

Original File: master_referral_benefit_setup.html
 Bootstrap: master_referral_benefit_setup_bootstrap.html

Referral Benefit Setup			
Add/Edit Referral Benefit			
General Tab			
Column 1	Column 2	Column 3	Column 4
Basic Info			
Upon Sign Up Give Benefit	Sign Up Get Point	Both Party get Voucher	Sign Up Get Voucher
Upon Purchase Give Benefit	Purchase Point Option	Purchase Point Formula Level 1	Purchase Point Formula Level 0
Referral Benefit Assign Effective	Referral Benefit Assign Expired Date	Sorting	Active

Figure 2.13 Layout Design for Referral Benefit Setup Page

2.3.2.3 Coding and File Involves

The code is used to update the template formats for several pages as part of the Membership Master Layout Revamp project, focusing on modernizing the user interface by integrating Bootstrap-compatible templates. The process involves two main steps for each page. First, the existing template records for the respective pages are deleted from the ccstemplateformat table. This ensures that outdated templates are removed, preventing any conflicts or inconsistencies during the implementation of the revamped layout.

Next, new records are inserted into the same table, specifying the pages, the updated Bootstrap-compatible templates, their original template references, and a flag indicating whether the template is mobile-specific (tpl_is_mobile, set to 0 here to denote non-mobile-specific templates). These new templates are designed to provide a responsive and visually modernized layout, enhancing the overall user experience by leveraging Bootstrap's capabilities for consistent styling and better adaptability across various screen sizes.

The pages updated include modules for Voucher Management (pos_master_voucher.php and pos_master_list_voucher.php), Point Booster Voucher (pos_master_list_point_booster_voucher.php) and (pos_master_maint_point_booster_voucher.php), and Referral Benefit Setup (master_referral_benefit_setup.php). For each of these, the old templates are replaced with new Bootstrap-compatible files, ensuring the system aligns with the project's objective of offering a cleaner and more user-friendly interface. This update is a crucial step in revamping the Membership Master layout to improve usability and design consistency.

```
DELETE FROM ccstemplateformat WHERE tpl_page = 'pos_master_voucher.php'  
AND tpl_template = 'pos_master_voucher_bootstrap.html'  
AND tpl_template_orig = 'pos_master_voucher.html';  
INSERT INTO `ccstemplateformat`(`tpl_page`, `tpl_template`, `tpl_template_orig`,  
`tpl_is_mobile`) VALUES['pos_master_voucher.php', 'pos_master_voucher_bootstrap.html',  
'pos_master_voucher.html', '0']);
```

Figure 2.14 SQL script for update bootstrap file page

To integrate Bootstrap into the header of an HTML file and redesign the layout using its grid system, the structure is organized into a single row divided into 12 equal columns, aligning with Bootstrap's responsive framework. Each field or element within this row is allocated a specific number of columns based on the design requirements. For example, a single field can span 4 columns within the 12-column structure, leaving room for additional fields or spacing.

To implement this, the Bootstrap CSS file is included in the <head> section of the HTML file using a <link> tag, ensuring access to Bootstrap's styling and grid system. Each field within the layout needs its class attribute updated to reflect the

appropriate Bootstrap classes. For instance, a field occupying 4 columns would have a class such as col-md-4, which specifies that the field takes up 4 columns in a medium-sized viewport. This responsive class ensures that the layout dynamically adjusts across different screen sizes.

By adopting this approach, the overall structure becomes clean, responsive, and visually consistent. This change not only modernizes the layout but also allows developers to manage the spacing, alignment, and distribution of fields effectively, leveraging Bootstrap's pre-defined classes to ensure a streamlined user experience.

```
<html>
<head>
<meta name="GENERATOR" content="CodeCharge Studio 3.0.1.6">
<meta http-equiv="content-type" content="text/html; charset=iso-8859-1">
<title>Petmst</title>
<link rel="stylesheet" type="text/css" href="Themes/BlueNote/Style.css">
<link rel="stylesheet" href="lib/bootstrap v4.5/css/bootstrap.css">
<link rel="stylesheet" href="Themes/Custom/themes.css">
<script language="javascript" src="common/nll_common_search.js"></script>
```

Figure 2.15 Include bootstrap file at header of HTML file

2.3.2.4 Result

The revamp resulted in the development and implementation of five key pages, each redesigned using Bootstrap to improve responsiveness and usability. The Voucher Maintenance Page, located under the path Membership > Master > Voucher > Add New, allows for the creation and updating of vouchers, with its functionality implemented in the file pos_master_voucher_bootstrap.html. Similarly, the Voucher Listing Page, accessible via Membership > Master > Voucher, displays a comprehensive list of all existing vouchers and uses the file pos_master_list_voucher_bootstrap.html.

Search Voucher Scheme																																						
Code	Generated Date	Expired Date	Active																																			
mv	10/04/2023	30/04/2023	Inactive																																			
Results In Excel					<input type="button" value="Search"/>																																	
List of Voucher Scheme																																						
<input type="button" value="Add New"/> <input type="button" value="1 of 1"/> <input type="button" value="Print"/> <table border="1"> <thead> <tr> <th>No.</th><th>Code</th><th>Name</th><th>Description</th><th>Generated Date</th><th>Expired Date</th><th>Voucher Percent</th><th>Print</th><th>Batch Assign</th><th>List</th><th>Notes</th></tr> </thead> <tbody> <tr> <td>10</td><td>AMV8001</td><td>RMS OFF</td><td></td><td>10/04/2023</td><td>30/04/2023</td><td>0.00</td><td><input type="button" value="Print"/></td><td><input type="button" value="Assign"/></td><td><input type="button" value="List"/></td><td></td></tr> <tr> <td>11</td><td>AMV9001</td><td>RM4 OFF</td><td></td><td>10/04/2023</td><td>30/04/2023</td><td>0.00</td><td><input type="button" value="Print"/></td><td><input type="button" value="Assign"/></td><td><input type="button" value="List"/></td><td></td></tr> </tbody> </table>						No.	Code	Name	Description	Generated Date	Expired Date	Voucher Percent	Print	Batch Assign	List	Notes	10	AMV8001	RMS OFF		10/04/2023	30/04/2023	0.00	<input type="button" value="Print"/>	<input type="button" value="Assign"/>	<input type="button" value="List"/>		11	AMV9001	RM4 OFF		10/04/2023	30/04/2023	0.00	<input type="button" value="Print"/>	<input type="button" value="Assign"/>	<input type="button" value="List"/>	
No.	Code	Name	Description	Generated Date	Expired Date	Voucher Percent	Print	Batch Assign	List	Notes																												
10	AMV8001	RMS OFF		10/04/2023	30/04/2023	0.00	<input type="button" value="Print"/>	<input type="button" value="Assign"/>	<input type="button" value="List"/>																													
11	AMV9001	RM4 OFF		10/04/2023	30/04/2023	0.00	<input type="button" value="Print"/>	<input type="button" value="Assign"/>	<input type="button" value="List"/>																													
<input type="button" value="Add New"/> <input type="button" value="1 of 1"/>		<input type="button" value="Voucher"/>		<input type="button" value="Income Group"/>		<input type="button" value="Income Group"/>		<input type="button" value="CCS Template Format"/>																														

Figure 2.16 Voucher Master Cc3 Listing Page

Add/Edit Voucher Scheme											
<input type="button" value="General"/> <input type="button" value="User Definition"/>											
<h3>Basic Info</h3> <table border="1"> <tr> <td>Voucher Scheme Code*</td> <td>Voucher Scheme Name</td> <td>Voucher Scheme Description</td> </tr> <tr> <td>123</td> <td>Mr.Wong</td> <td>Desc. : 123ABC</td> </tr> </table>						Voucher Scheme Code*	Voucher Scheme Name	Voucher Scheme Description	123	Mr.Wong	Desc. : 123ABC
Voucher Scheme Code*	Voucher Scheme Name	Voucher Scheme Description									
123	Mr.Wong	Desc. : 123ABC									
Voucher Scheme Type	Voucher Scheme Generated Date*	Voucher Scheme Effective Date*	Voucher Scheme Expired Date*								
Internal	13/01/2025	14/01/2025	30/01/2026								
Voucher Scheme Percentage (%)	Voucher Scheme Amount										
25.00	2500.00										
<h3>Behavior Control</h3> <table border="1"> <tr> <td>Voucher Scheme Payment Type</td> <td>P04 : Internal Voucher</td> </tr> <tr> <td>Voucher Scheme Pos Print</td> <td><input type="checkbox"/></td> </tr> <tr> <td>Voucher Auto Replenish</td> <td><input checked="" type="checkbox"/></td> </tr> </table>						Voucher Scheme Payment Type	P04 : Internal Voucher	Voucher Scheme Pos Print	<input type="checkbox"/>	Voucher Auto Replenish	<input checked="" type="checkbox"/>
Voucher Scheme Payment Type	P04 : Internal Voucher										
Voucher Scheme Pos Print	<input type="checkbox"/>										
Voucher Auto Replenish	<input checked="" type="checkbox"/>										
<input type="button" value="CCS Template Format"/>		<input type="button" value="CCS Template Format"/>		<input type="button" value="CCS Template Format"/>							
<input type="button" value="Voucher"/>											

Figure 2.17 Voucher maintenance pages

For managing Point Booster Vouchers, the Point Booster Voucher Maintenance Page enables users to add or edit entries and can be found under Membership > Master > Point Booster Voucher > Add New, linked to the file pos_master_maint_point_booster_voucher_bootstrap.html. The Point Booster Voucher Listing Page, located at Membership > Master > Point Booster Voucher, provides a listing interface for these vouchers, using pos_master_list_point_booster_voucher_bootstrap.html.

Figure 2.18 Point Booster Voucher Cc3 Listing

Figure 2.19 Point Booster Voucher maintenance page

Lastly, the Referral Benefit Setup Page, accessible under Membership > Master > Referral Benefit Setup, is designed for configuring and maintaining referral benefits, implemented through the file master_referral_benefit_setup_bootstrap.html. These pages have been thoroughly revamped to leverage Bootstrap's modern, responsive layout features, significantly enhancing both the user interface and overall experience.

Figure 2.20 Referral Benefit master Maintenance Page

2.3.3 Accounting Globalsetting for limit row in cc3 for GL

The task involves implementing a feature in the Accounting Global Setting module to limit the number of rows displayed for the General Ledger (GL) in the CC3 system. This enhancement aims to optimize performance and improve user experience by controlling the volume of data displayed on a single page. The system design ensures that users can configure the maximum number of rows in the settings, and the application enforces these limits when retrieving and displaying GL records.

2.3.3.1 System Design and Coding

The system design focuses on implementing global settings 7064 and 7065 within the functions `ledger_header_SorterHD_TRANSNO_BeforeShow()` and `ledger_header_ds_BeforeExecuteSelect()` to improve the handling and display of General Ledger (GL) data. The setting 7064, represented by the variable `$default_load`, defines the default number of rows to load during data queries, while 7065, represented by `$no_of_days`, specifies the range of days for which data will be retrieved and displayed. These values are dynamically fetched using the `getHiddenGlobalSettingValue()` method. If no values are configured, the system defaults to a fallback value of 90000000, ensuring consistent operation.

Within the function `ledger_header_SorterHD_TRANSNO_BeforeShow()`, the `$default_load` value is applied to limit the number of rows displayed in the sorted

transaction headers, optimizing performance by preventing excessive data from being processed at once. Similarly, the function ledger_header_ds_BeforeExecuteSelect() utilizes the \$no_of_days value to filter data by date range, dynamically adjusting the SQL query to include only records within the specified number of days. This ensures that only relevant and recent data is loaded into the system, enhancing user experience and system responsiveness.

2.3.3.2 Result

The system design incorporates functionality to enhance the search and listing experience in the General Ledger (GL) module by utilizing global settings 7064 and 7065. When performing a search, the "Accounting Date From-To" fields are preconfigured to display a default duration of two days, as defined by the value set in setting 7065. This ensures that users are immediately presented with a concise and relevant timeframe for their queries, reducing the need for manual adjustments and improving the efficiency of the search process.

For the listing functionality, the system adopts a blank default view as determined by setting 7064. This approach ensures that no data is preloaded into the listing by default, providing users with a clean and uncluttered interface. Users can then apply specific filters or search criteria to populate the listing with the desired data. This behavior aligns with the principle of optimizing performance by preventing unnecessary data from being loaded initially while offering flexibility for users to tailor the results according to their needs. Together, these configurations provide a streamlined and user-friendly experience for managing and analyzing GL data.



Figure 2.21 Set Global Setting 7064 and 7065

Search Within G/L Entries

By Transaction Number	<input type="text"/>
By Reference or Voucher No.	<input type="text"/>
By Name	<input type="text"/>
With E-Invoice	None
E-Invoice Status	None
Accounting Date From	<input type="text" value="17/12/2024"/> <input type="button" value="..."/>
	<input type="text" value="19/12/2024"/> <input type="button" value="..."/>
	<input type="button" value="By Month"/> <input type="button" value="..."/>
	<input type="button" value="Search"/>

List Of G/L Entries

Add New	1	of 1
No Accounting Date Voucher No. Sub Reference Remarks Name Document Status Amount Selected E-Invoice Status		
No records		
Add New	1	of 1

Figure 2.22 Display only 2 days and default blank

2.3.4 Standardization Task

The task focuses on standardizing error messages across the system to ensure clarity and consistency for users. Specifically, the user inquired about the field "dbtr_tin" and its usage, indicating the need to investigate and clarify its function. To address this, a thorough review of the Debtor Master and Creditor Master is required. The goal is to identify where "dbtr_tin" is utilized, verify its purpose, and ensure the associated error messages are meaningful and standardized.

By implementing clear and consistent error messages, the system will improve user understanding, reduce confusion, and enhance overall usability when dealing with debtor and creditor records. This task also includes aligning any technical or field-specific terminology, such as "dbtr_tin," with user-friendly language.

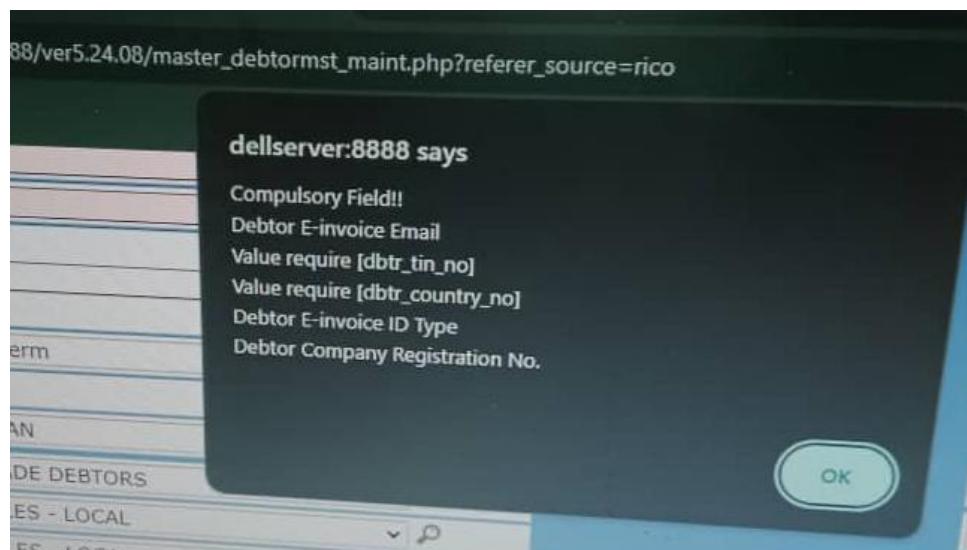


Figure 2.23 Error message

2.3.4.1 System Design and Coding

The task focuses on enhancing the error-handling mechanism within the system by implementing specific error messages for clearer user guidance. Four new error message variables are introduced: `v_errmsg="{stxtCreditorTIN}"`, `v_errmsg="{stxtCreditorCountryNo}"`, `v_errmsg="{stxtDebtorTIN}"`, and `v_errmsg="{stxtDebtorCountryNo}"`. These variables correspond to the Tax Identification Number (TIN) and Country Number fields for both creditors and debtors. The system checks these fields during the validation process to ensure compliance with predefined rules. If any error is detected, such as missing or invalid data, the appropriate error message is assigned to the `v_errmsg` variable and displayed to the user. This approach ensures that users receive clear and actionable feedback, such as "TIN cannot be blank" or "Invalid Country Number," making it easier for them to identify and correct issues. The workflow involves assigning these error messages during validation, integrating them into the system, and conducting thorough testing to ensure all scenarios trigger the correct message. This enhancement significantly improves system usability by providing consistent and precise error messages, ensuring users can efficiently resolve data entry issues.

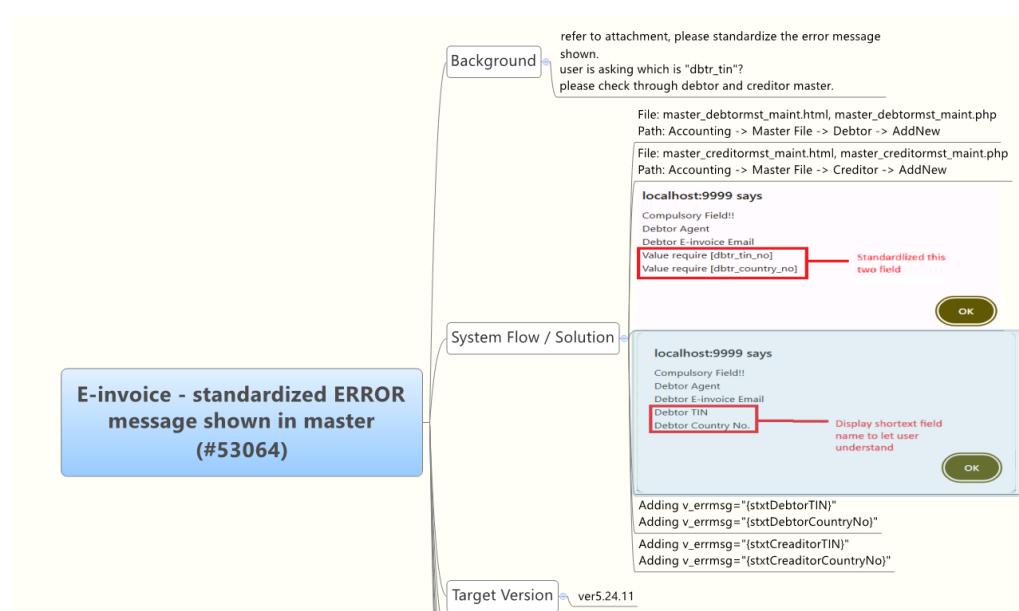


Figure 2.24 System design for standardization task

2.3.4.2 Result

The result of this task ensures that all alert messages in the system are no longer hard-coded but instead follow a standardized approach using predefined error message variables. This eliminates inconsistencies in the way error messages are displayed and simplifies future maintenance. By introducing variables such as {stxtCreditorTIN}, {stxtCreditorCountryNo}, {stxtDebtorTIN}, and {stxtDebtorCountryNo}, the system now dynamically retrieves and displays relevant error messages for issues like missing or invalid Tax Identification Numbers (TIN) or Country Numbers for creditors and debtors. This standardized implementation not only enhances the clarity and precision of alert messages but also ensures consistency across the system, improving user experience and making error handling more manageable for developers.



Figure 2.25 Debtor master's standardize error message

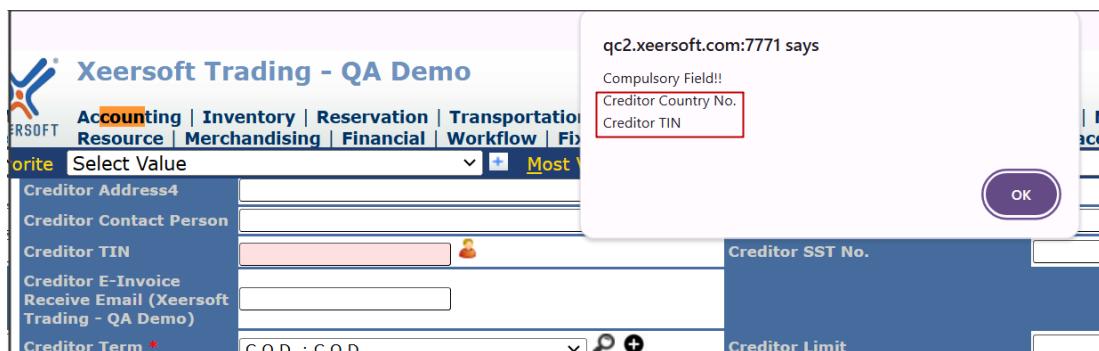


Figure 2.26 Creditor master's standardize error message

2.3.5 Bug Task

The task involves resolving a data inconsistency issue in the Payroll module that occurs when users view the SOCSO and EIS tables in separate tabs simultaneously within the Chrome browser. Specifically, when the SOCSO table is opened in one tab and the EIS table in another, the data from the EIS table incorrectly displays in the SOCSO tab, while the EIS tab appears blank. This behavior disrupts user experience and undermines data integrity, as each tab fails to display its intended content.

2.3.5.1 Coding

To address this issue, the system design focuses on identifying the root cause and implementing a robust fix. The investigation will involve replicating the issue to determine whether it stems from shared session variables, caching mechanisms, or improper handling of data requests. The solution includes enhancing session management by ensuring each tab uses unique session or query parameters to handle table-specific data independently. Backend logic will be adjusted to associate these parameters with the correct table data, ensuring requests are processed separately for SOCSO and EIS.

On the frontend, JavaScript will be updated to prevent potential data overwrites between tabs, with local or session storage used to maintain tab-specific data. Additionally, data retrieval methods will be validated to ensure accurate results, and error-handling mechanisms will be implemented to display appropriate alerts if issues arise. Extensive testing across Chrome and other major browsers, including Edge and Firefox, will validate the fix and confirm data isolation for various scenarios. By implementing these measures, the issue will be resolved, ensuring that each tab correctly and consistently displays the intended table data, improving both user experience and system reliability.



```
<!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.01//EN" "http://www.w3.org/TR/html4/strict.dtd">
<html>
<head>
<title></title>
<link href="../../Themes/BlueNote/Style.css" type="text/css" rel="stylesheet">
</head>
<body>
<form action="thp_socso_listing.php" target="listingFrameSocso">
SOCSO Rate Table:&nbsp;
<select class="" name="RateTable" style="width:200px">
```

Figure 2.27 Changing target ID



```
<html>
<frameset id="masterFrameset" rows="50,* ,1" framespacing="0" frameborder="0" border="0" resize onload="setFrameVis()">
<frame id="selection" src="<?=$topURL;?>" name="topFrame" scrolling="no" noresize>
<frame id="controls" src="<?=$middleURL;?>" name="listingFrameSocso" scrolling="no" noresize >
<frame id="content" src="<?=$bottomURL;?>" name="detailFrame">
</frameset>
</html>
```

Figure 2.28 Changing frame name

2.3.5.2 Result

The task resolved the issue where the SOCSO and EIS tables displayed incorrect data when viewed in separate tabs in the Chrome browser. After implementing the fix, each tab now correctly displays its respective data. When users navigate back to the SOCSO table tab, it consistently displays SOCSO data, and the EIS table tab displays EIS data without any overlap or data misplacement. The solution ensures proper data isolation, allowing each tab to function independently and display its intended content, significantly improving the user experience and system reliability.

2.4 Hardware & Software Used

This section outlines the essential hardware and software resources utilized throughout the internship period. These tools are integral to performing daily tasks, completing assignments, and achieving project goals efficiently. The hardware includes devices such as computers, monitors, and peripherals that support smooth operations, while the software encompasses a range of applications, platforms, and development tools critical for system design, debugging, reporting, and collaboration. This combination of hardware and software ensures a productive working

environment, enabling interns to contribute effectively and gain hands-on experience with industry-standard tools and technologies.

2.4.1 Hardware

The hardware used is listed in Table 2.1.

Table 2.1 Hardware Used

Name	Description
Laptop	Processor: AMD RYZEN 7 RAM: 12.0 GB OS: Windows 11 64 bit

2.4.2 Software

At XeerSoft, a variety of software tools are utilized to ensure the seamless execution of tasks and projects, fostering an efficient and productive work environment. Table 2.2 provides an overview of these software applications, each tailored to specific aspects of the company's operations. Beyond the programming software used for development purposes, developers are also required to install additional tools like TestTrackClient and XMind 2013.

TestTrackClient is an essential application for tracking overall progress, managing tasks, and ensuring that project milestones are achieved within the defined timeline. It allows developers to monitor updates, log issues, and collaborate effectively with team members. XMind 2013, on the other hand, is a powerful mind-mapping tool that helps developers visualize and organize their coding logic. This tool is particularly useful for planning complex workflows, designing system architectures, and brainstorming solutions to technical challenges.

By combining programming tools with task management and planning software, XeerSoft ensures that developers have all the resources they need to maintain clarity, enhance productivity, and deliver high-quality results throughout the development process.

Table 2.2 Software Used

Name	Description
Visual Studio Code	A powerful integrated development environment (IDE) used for coding and programming tasks, offering features like debugging, syntax highlighting, and extensions to enhance productivity.
Perforce Visual Client (P4V)	A version control system used to manage and track changes in source code, enabling efficient collaboration and ensuring code integrity across the development team.
TestTrack Client	An issue tracking system designed to streamline the testing process, manage bugs, and monitor project workflows, ensuring timely and organized progress.
SQLyog	A user-friendly interface for managing MySQL databases, facilitating tasks such as querying, database design, and performance optimization.
XMind 2013	A mind-mapping tool that helps visually organize ideas, concepts, and client requirements, supporting effective planning and system design.
VMware Workstation	A virtualization software that allows developers to run multiple operating systems on a single host machine, enhancing flexibility for testing and development.
CodeCharge Studio	A web application development tool that generates code in various programming languages, enabling rapid creation of robust web solutions.

2.5 Time Period to Complete All Tasks

The tasks assigned to developers during the internship are accompanied by a designated time frame to ensure proper planning and execution. This time allocation is represented in the Man-hour column, as illustrated in Figure 2.28. The Man-hour column provides a clear indication of the amount of time required to complete each task, helping developers prioritize their workload effectively. Tasks with a higher Man-hour value signify that they are more complex or extensive and will require a greater investment of time and effort to complete. This structured approach not only aids in time management but also ensures that the progress of each task can be monitored systematically, promoting efficiency and adherence to deadlines throughout the development process.

Number	Procedure Status	Summary	Type	Priority	Man-Hour	Status	Sub version
53237	Proposal / Design	QA20241204 -003 Fiamma - ACCOUNTING > TRANSACTION ENTRY > GENERAL LEADER > GENER...	New Requirements	High - 3	8	Open, assigned to Internship - Developers	5.24.12
53048	Pair QC	Huspoon Seremban - debtor master add in more search option	New Requirements	High - 4	4	Open, assigned to Internship - Developers	5.24.12
52670	Testing / Verification	Li Hen Group - Template - Invoice template modify	New Requirements	Very High - 1	20	Open, assigned to Internship - Developers	5.24.10
52915	Acceptance Test	Membership Master Layout Revamp - Voucher / Point Booster Voucher / Referral Benefit Setup	New Requirements	Low - 10	16	Open, assigned to Kan	5.24.10
53071	Acceptance Test	Tayopack - Inventory Job Module master Upload Artwork want allow to upload PDF file	New Requirements	High - 3	4	Open, assigned to Internship - Developers	5.24.11
53323	Acceptance Test	LB - Inventory - Supplier Order - To have Checking on Expected Delivery Date Against Document D...	New Requirements	Very High - 1	2	Open, assigned to Xeersoft Infrastructure Gr...	5.24.12
52820	Ready for Release	Hong Heng - Advance Report for Truck	New Requirements	High - 3	12	Open, assigned to Justin	5.24.10
53011	Ready for Release	Fiamma - Inventory PO and Customer CN to extend length	New Requirements	Very High - 1	4	Open, assigned to Allan, Ngiam	5.24.11
53014	Ready for Release	Fiamma - Accounting - Accounting Globalsetting for limit row in cc3 for GL	New Requirements	Very High - 2	4	Open, assigned to Allan, Ngiam	5.24.11
53039	Ready for Release	Hin Hust - Merchandising - Customer Order (id:17), Customer Backorder (id:500) add delivery name...	New Requirements	High - 3	4	Open, assigned to Qing Zhe	5.24.11
53064	Ready for Release	E-invoice - standardized ERROR message shown in master	Standardization	Very High - 1	2	Closed	5.24.11
53100	Ready for Release	DEL2024114 - 002 - Daco demo - Customer field is empty when generate Itemize Voucher Report	Trouble Shooting	High - 3	2	Open, assigned to Xue Chin	
52791	Released	DEL2024103 - 002 - Chrome - Payroll - 2nd tab of EIS table data display at 1st tab Socso table when ...	Bugs	Medium - 5	4	Open, assigned to Xue Chin	
52892	Released	QA20241017-002-accounting- alert message prompt backend coding	Standardization	Medium - 5	4	Closed	5.24.11
52956	Released	QA20241024 -002 Inventory Transaction List, Print Customer Order/ Bill List of Deliver To Address m...	Standardization	Low - 8	1	Closed	5.24.12
53075	Released	Rasa Saying - Time Attendance Employee master want to have checking on duplicate IC	New Requirements	High - 3	2	Closed	5.24.11
53188	Released	LB - Inventory - Master File - Creditor Tax Exemption Info, Debtor Tax Exemption Info, Sales Tax Exem...	New Requirements	Medium - 5	2	Closed	5.24.12
53310	Released	Li Hen - Advance data exchange - Add on setting to allow import remark with duplicate	New Requirements	High - 3	2	Closed	5.24.12
53169	Pending	TODAYMOBILE - DMS Sales export add SAMSUNG-ACC in product group & product category	New Requirements	Very High - 1	1	Open, assigned to Tsu Hui	5.24.12

Figure 2.29 Time Period to Complete All Tasks

2.6 Theoretical and Practical Knowledge

During the internship period at Xeersoft, valuable theoretical and practical knowledge was acquired to support both current and future professional growth.

From a theoretical perspective, the company provided an in-depth understanding of database management systems, emphasizing their integration with the MySQL database, which forms the backbone of Xeersoft's system functionality. This knowledge encompassed core database concepts and the practical use of MySQL commands, offering a solid foundation for handling future database-related tasks.

Additionally, the programming languages learned in university, such as HTML, CSS, JavaScript, and PHP, were directly applied to various tasks, reinforcing and expanding existing knowledge while showcasing their practical applications in real-world projects.

On the practical side, hands-on experience with a version control system was a significant highlight. Each task assigned followed a specific versioning process, with new releases rolled out monthly to facilitate collaborative coding among team members. This experience enhanced the ability to work systematically in a team setting and contributed to developing skills in version control. Moreover, techniques for writing cleaner, more efficient, and maintainable code were learned, showcasing a progression from previous coding styles to more professional standards. Finally, the internship provided an opportunity to strengthen troubleshooting skills by working on bug-fixing tasks. These tasks required identifying and analyzing the root causes of issues, honing critical problem-solving abilities essential for any developer.

In summary, the combination of theoretical knowledge and practical experience gained during the internship has significantly enhanced technical expertise, problem-solving skills, and overall professional development.

2.7 Problem Faced

One of the main challenges encountered during the internship was adapting to the structure of the XeerSoft system, which was entirely new and unfamiliar. The system is highly complex and encompasses numerous functions, including an accounting module that posed significant difficulties for those without a background or understanding of accounting principles. This unfamiliarity often resulted in confusion when attempting to comprehend the system's structure and navigate its features effectively.

The complexity of the system further compounded the challenge when new tasks were assigned. For instance, some tasks involved new client requirements, which

occasionally lacked sufficient detail from the project manager. This lack of clarity made it difficult to conceptualize and implement solutions confidently. Unclear requirements often led to confusion about the client's expectations, delaying the progress of task completion.

To overcome these challenges, seeking guidance from senior developers became the primary approach to resolving issues. Senior developers provided essential insights and explanations that helped establish a foundational understanding of the system. Building on this knowledge, self-exploration of the system was crucial to gain a deeper understanding of its functions, data interactions, and overall design.

When uncertainty arose regarding client-specific data or requirements, senior developers often advised consulting the project manager to obtain confirmation. In cases where the project manager could not provide immediate answers, they facilitated communication with the client to ensure clarity and accuracy. This collaborative problem-solving approach ensured that tasks were completed effectively, even in the face of initial uncertainty and unfamiliarity.

In summary, while the steep learning curve of the XeerSoft system and unclear task requirements posed challenges, proactive communication, mentorship, and independent exploration proved essential in addressing these problems and achieving successful outcomes.

2.8 Conclusion

This chapter has covered the objectives, assigned tasks, and the tools utilized throughout the internship period. In conclusion, the internship experience at this company provided an invaluable opportunity to gain extensive knowledge and apply that knowledge to real-world tasks effectively.

CHAPTER 3

OVERALL INFORMATION OF INDUSTRIAL TRAINING

3.1 Introduction

This chapter highlights the skills and knowledge gained during the industrial training period. The experience facilitated significant growth in both technical expertise and soft skills, such as effective communication and teamwork. Valuable guidance from supervisors, collaborative support from colleagues, and access to various reference materials played a crucial role in the learning process, providing a strong foundation for practical application and professional development.

3.2 Skills Improvement

Throughout my 20-week internship, I gained extensive knowledge and skills from my supervisor and senior developers while working on the assigned tasks. This invaluable experience has prepared me to tackle future career challenges, offering valuable insights into managing real-world tasks and effectively collaborating with project managers to meet client requirements.

3.2.1 Programming Skills

Programming skills are essential and are utilized daily during an internship with a programming-focused company. During my internship, I had the opportunity to apply the knowledge acquired at university to real-world tasks. Recognizing that programming is a field of continuous learning, I delved deeper into various programming languages, particularly JavaScript and PHP, as they play a critical role

in web functionality. This hands-on experience enhanced my programming abilities and strengthened my understanding and application of these languages when addressing and solving tasks.

3.2.2 Problem Solving Skills

I developed strong problem-solving skills during my internship, particularly when assigned bug-related tasks. These tasks required me to identify the root cause of issues and devise effective solutions. Problem-solving also played a significant role in handling new requirement tasks, as I often encountered challenges due to my initial unfamiliarity with the system.

To overcome these obstacles, I sought guidance from senior developers, who provided valuable insights into the system's configuration. I applied these solutions to the local host environment to better understand the settings. Additionally, I made an effort to explore potential solutions independently before seeking assistance, which allowed me to grasp the task more thoroughly and follow explanations from my supervisor more effectively. This proactive approach greatly enhanced my ability to troubleshoot and resolve issues efficiently.

3.2.3 Task Management Skills

Through the diverse tasks assigned during my internship, I learned to approach and manage each one using various strategies. For tasks involving new requirements, it is crucial to thoroughly understand the client's needs and seek clarification from the project manager when details are unclear. Additionally, creating a system design for such tasks provided a clearer framework and direction for developing effective solutions.

Each task was assigned a specific timeline and priority level. To ensure timely completion, I prioritized tasks based on urgency, particularly those marked as critical by clients. Proper time management and planning were essential to handle emergency

requests promptly while ensuring all assigned tasks were completed within their respective deadlines. This experience helped me develop strong organizational and problem-solving skills.

3.3 Reference Materials

During my internship, I had access to a wide range of reference materials that played a crucial role in supporting my learning and development. One of the most valuable resources was the XeerSoft Knowledge Base website, which provided in-depth information about the company's system functions. This platform not only enhanced my understanding of the system's structure and features but also served as a reliable reference when tackling complex tasks.

In addition, the coding standards provided by XeerSoft were incredibly helpful. These guidelines clarified intricate coding concepts and offered examples to ensure the code could be consistently applied across all platforms. By adhering to these standards, I was able to write clean, maintainable, and effective code that aligned with the company's practices.

Online tutorials were another significant aid in my learning journey. Platforms like W3Schools offered accessible, step-by-step explanations of programming languages and frameworks, allowing me to deepen my technical knowledge and address coding challenges effectively. The XeerSoft tutorial videos were equally beneficial, providing tailored guidance specific to the company's systems and requirements. These videos broke down complex processes into manageable steps, making it easier for me to follow and apply the knowledge to real-world tasks.

Collectively, these reference materials acted as indispensable tools throughout my internship. They not only facilitated my learning but also empowered me to approach my tasks with greater confidence and efficiency. By leveraging these resources, I was able to bridge the gap between theoretical knowledge and practical application, ultimately enriching my overall internship experience.

3.4 Constructive Comments

Throughout my internship, I was fortunate to have the opportunity to work at XeerSoft, where the environment was incredibly supportive and focused on learning and growth. The team, especially the senior developers and supervisors, were always willing to share their extensive knowledge and provide constructive guidance. They ensured that the code we wrote was not only functional but also adhered to best practices, emphasizing clean, efficient, and maintainable coding standards. Their approach helped me understand the importance of writing high-quality code, which is a crucial skill for long-term success in software development.

The experienced team members brought diverse perspectives to coding challenges, introducing me to various solutions and approaches I had not considered before. Their expertise opened my eyes to new possibilities and techniques that expanded my understanding of programming and problem-solving. These interactions were incredibly valuable, as they encouraged me to think critically and explore innovative solutions.

Moreover, the tasks assigned during the internship were thoughtfully tailored to match our skill levels, ensuring a balance between challenge and achievability. Each task was designed to push our boundaries, helping us develop new skills and build confidence without feeling overwhelmed. This careful consideration allowed us to grow at a steady pace while still delivering meaningful contributions to the projects.

The supportive and nurturing environment at XeerSoft made the internship a truly enriching experience. The culture of collaboration, openness to questions, and continuous learning fostered personal and professional growth. This thoughtful approach to mentoring and task allocation not only enhanced my technical abilities but also strengthened my ability to adapt and tackle challenges. Overall, the internship was a transformative experience that equipped me with valuable skills, broadened my perspective, and prepared me for future career opportunities.

3.5 Conclusion

In conclusion, this chapter highlighted the development of skills during the internship, the valuable role of reference materials in managing tasks, and the significance of incorporating constructive feedback. Together, these aspects provided a well-rounded understanding of the learning and growth achieved throughout this period.

CHAPTER 4

CONCLUSION

4.1 Introduction

This chapter provides an overview of the overall accomplishments achieved during the 20-week internship, summarizing the skills and techniques acquired throughout the experience. It also highlights the challenges encountered and the approaches taken to address them during task execution. Finally, the chapter concludes with personal reflections and recommendations for future improvements.

4.2 Overall Achievement of Industrial Training

During my 20-week internship, I gained valuable knowledge and practical skills. Prior to this experience, my programming knowledge was mainly theoretical, learned from books, and I had little real-world experience in applying those concepts to actual tasks. As I began working on various assignments, I realized the importance of approaching both problems and solutions from different perspectives, as coding offers a high level of flexibility.

In the first three weeks, I was particularly curious about the XeerSoft system's functions. The system includes complex components like the POS system and Middleware, which were beyond the scope of what I had studied. As a result, I spent a significant amount of time familiarizing myself with the system and its settings to ensure that I could deliver the desired outcomes. I also learned the importance of understanding all the procedures and system components before starting a task to ensure my solutions aligned with the system's framework.

As the internship progressed, I became more proficient at extracting the necessary information from the knowledge base and backend databases. This enhanced my understanding of tasks and client requirements, helping me complete assignments within the allocated timeframe. However, some tasks required modifications to existing code, which meant I had to consult senior developers to ensure that I made the right changes without introducing new bugs.

One of my key achievements during the internship was seeing the tasks I worked on go live on the client-server. Before deployment, all tasks underwent a rigorous QC and testing process. If the QA team identified any issues, I was responsible for addressing the feedback and making the necessary corrections until the code passed all testing phases. A task was only considered complete once it successfully passed the testing phase with no issues remaining.

Lastly, over the course of the internship, I had the opportunity to work with various programming languages, such as JavaScript and PHP, to develop new functions integrated with HTML pages. This hands-on experience not only improved my proficiency in these languages but also taught me how to effectively use multiple programming languages to complete a task.

4.3 Problem and Execution

The biggest challenge I encountered was my lack of familiarity with the system, as I had limited experience using it. To overcome this, I adopted a structured approach, learning its functions step by step to ensure I fully understood all the procedures involved. Additionally, the coding tasks posed difficulties, as I had to gain a deep understanding of the solution flow to ensure the code executed smoothly.

4.4 Opinions & Suggestions

Overall, my internship experience was highly positive, and I am grateful for the opportunity to work with such a supportive team. The staff at XeerSoft were always approachable and encouraging, fostering an environment where collaboration and learning thrived. Their willingness to offer guidance and share their knowledge was invaluable, and it helped me feel comfortable and confident in navigating the challenges I encountered.

I truly appreciate the opportunity to complete my internship here, as it provided me with hands-on experience and a deeper understanding of the field. This internship not only allowed me to apply the theoretical knowledge I had gained in university but also gave me the chance to develop new skills and refine existing ones. The experience has been pivotal in my professional growth, exposing me to the real-world applications of programming, problem-solving, and teamwork.

The learning environment at XeerSoft has been incredibly constructive, providing both technical and personal development. The mentorship I received from senior developers, as well as the collaborative nature of the team, allowed me to continuously improve and gain confidence in my abilities. I am thankful for the experience, as it has equipped me with the tools and insights necessary to continue growing in my career. In conclusion, my internship was not only a valuable learning experience but also a major stepping stone toward achieving my professional goals.

4.5 Conclusion

In summary, this chapter reflects on the overall achievements, challenges, and experiences encountered during the industrial training. It highlights the skills and knowledge gained, as well as the difficulties faced throughout the internship, and provides insights into how they were addressed.

Participating in industrial training has proven to be a highly valuable experience, as it bridges the gap between theoretical knowledge gained in the classroom and its real-world applications. The hands-on experience I acquired during the internship allowed me to gain practical insights into the industry, refine my technical skills, and develop a deeper understanding of the professional environment. It offered me a clearer view of how various processes, tools, and systems are integrated into the day-to-day operations of a company.

In essence, industrial training not only supports students in their academic pursuits but also plays a crucial role in shaping their professional growth. It helps to build a foundation of practical knowledge and experience that significantly enhances employability. By engaging in real-time tasks, solving actual problems, and collaborating with experienced professionals, students are better prepared to enter the job market with confidence. Ultimately, the internship experience serves as an essential stepping stone, fostering both personal and career development.,

REFERENCES

XeerSoft (2021). Retrieved October 25, 2023, from <https://xeersoft.com/>.

INDUSTRIAL TRAINING CHECKLISTS (PLACEMENT)

No.	Activities/Tasks	Tick (✓)	Endorse by and date
1.	Report Duty To The Organization Approved by faculty	✓	
2.	Perform Report Duty Verification on ITS, verified by organization supervisor.	✓	
3.	Contact faculty supervisor to inform the job scope and organization information	✓	
4.	<i>Update of Industrial Training site (address). Inform faculty supervisor and JKLI, if any changes.</i>	✓	
5.	Updating Industrial Training Logbook online – daily basis	✓	
6.	Ensure that the organization supervisor is able to login to ITS successfully (Organization supervisor gets ITS userid and password).	✓	
7.	Faculty Supervisor Visit. Date (physical):	✓	
8.	Industrial Training Presentation.	✓	
9.	Performance evaluation by organisation supervisor in ITS	✓	
10.	Submission of Industrial Training Logbook.	✓	
11.	Submission of Industrial Training Report with checklist and achievement form as Appendix.	✓	
12.	Fill in Industrial Training Performance Evaluation by student in ITS.	✓	
13.	End Industrial Training	✓	
14.			
15.			

Note:

1. *Italic activities are optional depending on student situation.*

IMPORTANT: This checklist must be put as attachment in the industrial training report.

INDUSTRIAL TRAINING ACHIEVEMENTS

(This form must be filled by student and must be attached in the Industrial Training report)

Student's Name : TEO CHEEN SHENG

Organisation : XeerSoft Sdn Bhd

No.	Task (List all tasks have been completed)	Month of Task Achieved				
		Month	Month	Month	Month	Month
1	2	3	4	5		
1.	Training Week	✓				
2.	Hotel Master Assignment	✓				
3.	#52820 Hong Heng - Advance Report for Truck	✓				
4.	#52791 DEL20241003 - 002 - Chrome - Payroll - 2nd tab of EIS table data display at 1st tab Socso table when view both tables at different tab at the same time		✓			
5.	#53011 Fiamma - Inventory PO and Customer CN to extend length		✓			
6.	#53014 Fiamma - Accounting - Accounting Globalsetting for limit row in cc3 for GL		✓			
7.	#53064 E-invoice - standardized ERROR message shown in master		✓			
8.	#53100 DEL20241114 - 002 - Daco demo - Customer field is empty when generate Itemize Voucher Report		✓			
9.	#53039 Hin Huat - Merchandising - Customer Order (id:17), Customer Backorder (id:500) add delivery name 2 in group by and column display			✓		
10.	#52892 QA20241017-002-accounting- alert message prompt backend coding			✓		
11.	#52956 QA20241024 -002 Inventory Transaction List, Print Customer Order/ Bill			✓		

	List of Deliver To Address multi selection values Font Size / type not standard.				
12.	#53075 Rasa Sayang - Time Attendance Employee master want to have checking on duplicate IC			✓	
13.	#52915 Membership Master Layout Revamp - Voucher/Point Booster Voucher/Referral Benefit Setup			✓	
14.	#53188 L.B - Inventory - Master File - Creditor Tax Exemption Info, Debtor Tax Exemption Info, Sales Tax Exemption Certificate			✓	
15.	#53323 L.B. - Inventory - Supplier Order - To have Checking on Expected Delivery Date Against Document Date				✓
16.	#53310 Lii Hen - Advance data exchange - Add on setting to allow import remark with duplicate				✓

Deliverable/Training reflection (Outcomes that have been achieved)	
The primary accomplishment during my internship was contributing to the enhancement of the XeerSoft system. Through this experience, I gained the ability to handle various real-world tasks that involved multiple aspects of the system, allowing me to develop a deeper understanding of the system's logic and how its functions operate. Additionally, I acquired valuable experience in identifying the root causes of bugs and implementing effective solutions to resolve them. The industrial training program at XeerSoft equipped me with the skills necessary to manage real client tasks while refining my abilities in key areas essential for my future career. This hands-on experience significantly strengthened my technical expertise and prepared me for the challenges of working in a professional environment.	

Student Signature: Cheen Sheng

Date: 27/01/2025

Approval

Organisation's Supervisor:

Faculty Supervisor :

.....

(Signature)

.....

(Signature)

Name: Loo Kah Jun

Date: 27/01/2025

Name:

Date: