UNIVERSITY COLLEGE CORK
Business Information Systems
IS1111 – Project 2020

Your Style specialises in the customization of runners, allowing customers in Ireland to design their own footwear. The outlet offers three models which can be customized by a customer: 1. Classic, 2. Retro, 3. Vintage (see Appendix 1 for details). The customization of these items are completed off-site in *Your Style* warehouse facilities and returned to the shop when completed. Currently, the ordering management of this process is paper-based. After a customer places an order s/he receives a copy of the docket providing details (e.g. model type, colours, quantity, etc.) for design and another copy is kept in *Your Style* records (i.e. filing cabinet). This has caused problems in the past as dockets are frequently mislaid and it is difficult to respond to customer queries relating to the status of their order. Unfortunately, customer service in this area has been identified as a key cause of customer "churn" in recent years.

You have been asked to design a program to act as an Ordering Management System. The program needs to keep track of a list of orders provided by customers to be designed. For Phase 1 of this project, the owner of *Your Style* has asked you to develop a computer-based system that will save information relating to the items to be customized. The program needs to provide a <u>menu</u> AND a <u>set of buttons</u> in order to create a clear and easy-to-use GUI (*Your Style* employees receive only basic computer training). *Your Style* have a site license for an access database so the data must be stored in this. Your VB.NET program will provide a graphical user interface that will allow a number of customers and staff members to enter information via a PC.

- **Customers** can pop into *Your Style* premises and use a desktop computer to customize their shoe and/or track their order using an Order ID number.
    - o Customers must have an account to customize and track their order(s)
    - o Customers are required to complete the full payment up front.
    - o The prices of each customization component is available in Table 2.

Base Item	Unit Cost
Classic	€54.49
Retro	€49.50
Vintage	€44.99
Quarter*	€8.99
Vamp*	€14.99
Eyestay*	€5.00
Heel Tab*	€4.99
Heel/Back Counter*	€6.49
Laces	€4.00
Logo*	18% of customization costs
Text (Up to 10 Characters)*	€0.45
Per Additional Character*	€0.05
VAT	23%
Customization Component	

Table 1: Price List

Customer Attention:
- If customer requests a logo for inclusion but fails to provide it when ordering in the outlet then Your Style will not include the logo on the product but the customer will still be charged.
- If white is selected as the colour of any customization then there is no additional charge as this is available on the primary model.

- The **employee** (i.e. Store Assistant) should be able to view all information relating to the customer in order to respond to customer queries relating to the status of their customized goods.
  - An automatic email is sent from the Warehouse System to the employee with the status quo of orders (i.e. when orders are 'Still awaiting Shipment', 'Shipped and awaiting customization', 'Being Customized' and/or 'Customized and returned to outlet'). See Table 2 below for additional information on the status of goods.

Status	Description
Still awaiting shipment	*Your Style* are really busy at the moment and will ship your order to their facilities as soon as possible.
Shipped and awaiting customization	*Your Style* have shipped your order and it is in the list of goods to be customized.
Being customized	Right now, the *Your Style* team are working really hard on customizing the items you requested. Getting close!
Customized and returned to outlet	Woohoo-your item(s) is/are customized, packed & on its way to the *Your Style* outlet. Get here as fast as the laws of physics allow. And the Guards!

Table 2: Your Style Status Information

  - S/he is responsible for adding records (new customised item) and updating records (e.g. change order status from "Being customized" to "Customized and returned to outlet)". Items that have been collected can be deleted.

- The **owner/manager** should be able to run queries and print off reports (your choice) and have full control of the system (e.g. being able to add new staff and set passwords).

Figure 1 provides a sample customization order by a customer. This customer requested 2 pairs of this design – one for the customer and another for his bestie ☺

Figure 1: Customized Vintage Runner

Figure 2 provides a sample docket which shows the customer's information and order details (as per Figure 1). Customers can also print a hard copy of this docket at the end of their interaction with the application.

Your Style Ltd. Somewhere Street, Cork City Centre, T12 C3456 Phone: 021 499-9999			
Order ID:	12213	**Date:**	03/02/2020
Customer Name:	Mr. I Am Cool		
Customer Address:	123 Fake Street, Cork.		
Customer Phone Number:	085 123 456 7891		
Shoe Model to be customized:	Vintage		
Logo:	Yes		
Provided by customer when ordering*	Yes		
Customization Description:	Quarter: Blue Vamp: White Eyestay: Green Laces: White Back Counter: Light Grey Text: VB Rocks		
Size:	5 UK Ladies		
Customization Charge:	**Item**	**Unit Price (€)**	
	Model	54.49	
	Quater	8.99	
	Vamp	0.00	
	Eyestay	5.00	
	Laces	0.00	
	Back Counter	6.49	
	Text	0.45	
	Logo	13.58	
	Price per shoe:	89	
	Vat @ 23%	20.47	
	Total Per Shoe	109.47	
	Quantity Ordered	2	
	Total Amount Due	**€218.94**	
Served by:	Yvonne O' Connor		
* Note: If customer requests a logo for inclusion but fails to provide it when ordering in the outlet then Your Style will not include the logo on the product			

Figure 2: Customer Docket

This project requires:

- Consistent and efficient coding structures
- Meaningful, useful and consistent naming conventions for variables, constants and objects
- Indentation and documentation is required throughout the code in the project
- A user-friendly interface, along with input validation prompts, to ensure the reliability and ease of usage of the program (splash and login forms, menus, tabbed controls, icons etc.)
- Separate forms for the different users
- Database that will store the information so that the system is robust and maintains information from run to run
- Reporting and Query capabilities

Marks will be awarded for additional use of VB functionality, and delivering the best possible solution. [Think of yourself as a software consultancy firm competing against other consultancy firms (i.e. your classmates). Only one firm will be awarded the contract, so the onus is on you to deliver the best possible business solution].

Note: This narrative outlines the base functionality that is required. Feel free to include additional functionality that you feel would be useful.

Additional Requirements:
- ✓ A **report** must be submitted along with the completed project, providing system documentation and a user guide (MAX 15 pages) and any other information that you deem necessary. The user guide should include step-by-step screenshots of the system.
- ✓ Each group member must submit a learning journal outlining how they approached the solution to the problem, a description of their role and activities in the group, and outlining any difficulties and how these challenges were overcome (It is suggested that you use a diary to record meetings and daily activities to help create the journal).

Deliverables:

- **(1) Prototype Application (75%) - group**
- **(2) User Manual (10%) - group**
- **(3) Learning Journal (15%) - individual**

Notes for Deliverables:

1. Groups (Randomly Assigned via Canvas – Based on Tutorial Times)
2. *Group Coding Project:* Uploaded by 1 person in the group onto Canvas. Responsibility of entire group to ensure it is uploaded correctly on time.
   a. Please ensure that your submission contains ALL the files associated with the program (form files, project files, standard code modules, text files) as well as the User Manual.
3. *Learning Journal:* Uploaded individually onto Canvas.
4. Penalty for late submissions is 10% for the first day late and another 10% per week (or part thereof). Submissions that are over 2 weeks late will not be accepted.

Due Date: March 26th 2020, 3pm
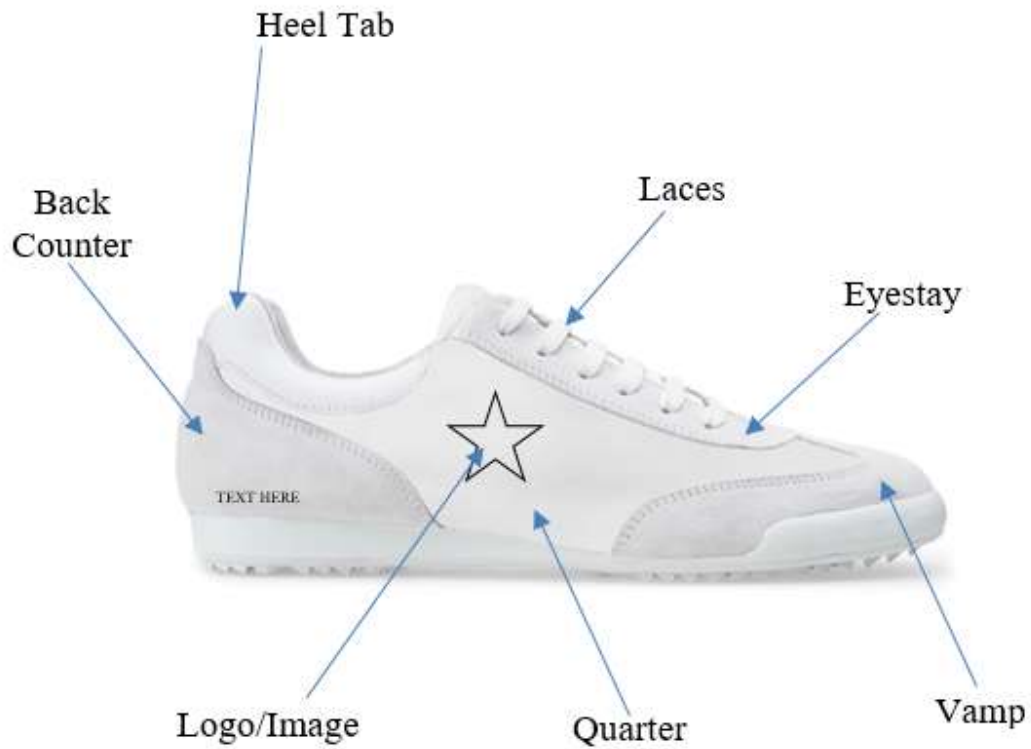
Appendix 1: Runner Types and Customization Areas

Heel Tab

Back
Counter

Laces

Eyestay

TEXT HERE

Logo/Image

Quarter

Vamp

Figure 1: Classic Runner

Heel Tab

Back
Counter

Laces

Eyestay

TEXT HERE

Logo/Image

Quarter

Vamp

Figure 2: Retro Runner

Figure 3: Vintage Runner