Interview Transcript

Requirements Overview

Notes:
- The 6 identified major requirements were confirmed.
- 1 additional requirement was specified: automated business reporting- e.g. clients, stock sales, cash flows, etc.
  - This will be discussed later in the interview.

Stock Process #1: Source stock from clients

How do you source stock from clients? How would you like this process to be automated?

- Currently the client brings in their stock, if they are not yet a client, they fill in a client form and Dan recommends the price based on his experience.
- For business clients and individual clients, they have a different form to fill in.

Should clients be able to use this system directly, or through employees?

- Clients should be able to register themselves.
- Dan (/employees) fill in the stock information into the system
  - Using a digital version of the existing stock form.

Do you need to automatically send instagram or something else after you get some new clothes?

- When stock is low the system should be able to get the clients' details and notify them to bring in more stock.

Stock Process #2: Clothes Selling

What information do you record while you sell the client's clothes? Is that all required?
- Currently on a physical form (ref. consignment sample form document)

Who will set the price, is that you are going to negotiate the price with the client? Do you need the system to auto calculate the sale price, like 5% of the client's price?
- Dan might change the price based on his experience

- ○ Indicative that this does not need to be automated? Follow-up with Dan is required to confirm this detail,

What information do you record while you cannot sell the clothes? Is that all required?
- After 8 weeks if the stock is not sold, the system will notify the client to come and collect the item. If they do not pick up within 4 weeks, it will be donated to charity (Salvos)

Do you have post-sale services? E.g. refund policy.
- Currently no refund policy- except in extreme / exceptional cases which are dealt with on a case by case basis.
  - ○ The system is likely not going to handle refunds. However, it can still be useful to record / notify the store about refund requests.

Stock Process #3: Marking stock down

What is the post-sales service you would like to have? E.g. refund policy.

- Currently no refund policy- except in extreme / exceptional cases which are dealt with on a case by case basis.
  - ○ The system is likely not going to handle refunds. However, it can still be useful to record / notify the store about refund requests.

Stock Process #4: Returning unsold stock to clients

Currently, how do you return the stock to the client? Let the client collect or deliver by post?

- Pick-up.

Can they cancel the consignment? How about while selling the clothes, if the client decides to return the clothes is that they have a punishment?

- Handled by Dan on a case by case basis.
  - ○ Not handled by the system.

Stock Process #5: Donating unsold stocks to Salvos

After 8 weeks, do we need to ask the client if the clothes can be donated or we just just send it back?

- No. Clients are notified and given 4 weeks to come and pick up their unsold stock. However if they don't come to pick it up, it will be donated to charity.

Stock Process #6: Paying clients

The payment should be paid before the clothes are sold, or we get paid while we receive the clothes?

- After. The Monday morning after the stock is sold, the client is paid for their sales.

If the clothes fail to be sold, should we need to send the money back? Do we need to record actual money to be paid and expect money to be paid?

- Should record the sale price.
- When stock is sold, depending on whether the client is an individual or business client, Dan will deduct the [appropriate] commission [rate] from the sale price before paying the client.

Stock Process #7: Automated reporting on the business

You mentioned that you would like an automated reporting system. Could you please discuss the different features you would like to be covered by this automated reporting system?

- Has the idea in mind- but the details have not been worked out yet.
- Dan can let us know these details later on.
- The type of reporting could be:
  - The number of clients from last month
  - The amount of stock sources from last month
  - Etc.
    - Other examples mentioned in the requirements overview section: clients, stock sales, cash flows, etc.

Finances

Do you have an estimated budget for developing this system? And if so, how much?

- A reasonable price; between 10k-15k.

Conclusion

We will be sending a follow-up email of details of the interview

Thanks the client

Do you have any final comments or questions or things you would like to communicate to us before we conclude this interview?

- One other feature to add in the new system is the markdown feature:
- Every week on monday, if the stock has not sold, then it should be automatically marked down by 10%.
- Each week this markdown feature should apply, on Monday.

Thank you for your interview on behalf of the team

- If you have any questions, feel free to email me (Dan Summers) for more information about the requirements.