Group view-Requirements Interview

Discussion and Agenda

Interview Details

Objective	Determine the requirements of the retail system
Date/Time	Wednesday 24/11/2021 6:30PM
Location	Zoom meeting
Client Participants	Dam Summers- Secondo Store Owner
Project Team Participants	Rui Qin (Allen) Chenxin(Vicky) Zhang Timothy Correia-Paul

Interview Agenda

Topic	Duration (min), Interviewer	Potential Questions	Comments

Introduction	0.5, Allen	- Thank the client - Introduce the team - Tell them the purpose of the interview	The purpose of this is to make client more comfortable

Requirements Overview	2, Tim	• Repeat the system description including the 6 stock processes that That would like to be automated.
		
		1. Sourcing stock from individual clients and business clients
		2. Selling clothes
		3. Marking down stock
		4. Returning unsold stock to clients
		5. Donating unreturned stock to Salvos
		6. Paying clients if their stock does sell.
		
		Different types of reports!! E.g. how many clients for the last month, amount
		
		Do these features cover everything you would like your business information system to do? Is there any additional functionality you would like for your system?
		
		• What are your current business challenges?
		    ○ In the current system, what process is the most repeated?
		    ○ What process takes a lot of time?
		• What step would you like to make automation?
		    ○ More specific about it
			The purpose of this is to identify the goals of the system

Stock Process #1: Source stock from clients	2, Allen	• Currently, how do you source stock from clients? How would you like this process to be automated?
		    ○ Walk-in or send through the post?
		        ■ If it is sent through the post do we need to track the post?	

		● Should clients be able to use the information system, or just employees? ○ Can you tell us more about your clients' general comfort level with technology? ● Do you need to automatically send instagram or something else after you get some new clothes?	

Stock Process #2: Clothes Selling	*1.5, Allen*	● What information do you record while you sell the client's clothes? Is that all required?
		
		● 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?
		
		  ● What information do you record while you cannot sell the clothes? Is that all required?
		
		    ○ Do you have extended selling services?	

Stock Process #3: Marking stock down	*3, Allen*	● What information do you provide to the client and What information does the client need to provide to you? ● What is the post-sales service you would like to have? ● How & how often do you update the information after it is stored? ● Who is the guy changing the information? ● We notice we not only accept the individual client clothes but also accept business client clothes, Should we separately record the client?	

Stock Process #4: Returning unsold stock to clients	*2, Vicky*	● Currently, how do you return the stock to the client?
		  ○ Let the client collect or post it?
		
		● 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?
		
		  ● And will it be recorded?
		  ● Does the client have a lower credit if they do this?	

Stock Process #5: Donating unreturned stock to Salvos	*1,vicky*	● After 8 weeks, do we need to ask the client if the clothes can be donated or we just just send it back? ○ If they choose to send back we require them to pay their post cost right?	
Stock Process #6: Paying clients	*1.5,Vicky*	● The payment should be paid before the clothes are sold, or we get paid while we receive the clothes? ○ 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?	

Stock Process #7: Automated reporting on the business	*Tim*	● 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?
		● Are there any other aspects of the reporting system that you would like to discuss?
		  ○ Not sure about the details
		  ○ Can let me know later on
		  ○ E.g. overview of how many clients, how much stock was sourced,	

Finances	*1,Tim*	● How much do you think this system will be worth to you? Discuss details ● What is your estimated budget for developing this system? Discuss details	
Conclusion	*0.5, Tim*	● Thank the client ● Tell them we will be sending a follow-up email of details of the interview Any final comments or questions you would like to ask before we end the interview?	

		One more thing= to do into the new system is the mark down -> every week if the stock is not sold, then on monday it should be automatically marked down by 10%. Each week this should apply, on the monday.	

Follow-Up

Items Resolved	See interview record
Items Pending	See interview record
Next Session	TBA