User meeting 22nd March at 1pm

1. What kind of special offers do you intend to run? E.g. percentage based discounts or multiple items for a set value. Response – Both kind of offers
2. Do you want to allow cash on delivery? Yes
   1. Maximum value of cash on delivery? No according to the user this would be down to someone working in the store to determine whether or not to process the order.
3. What is the lead time between receiving an order & making a delivery? 45 min money back guarantee.
4. Do you have a reward scheme that you would like us to implement? No
   1. Point earn rate?
   2. Point spend rate?
5. What sales data would you like displayed in the manager application? Popular items
6. If the customer receives faulty goods, then they ask to swap it for a different item rather than a replacement of the same item, do they get charged? Either free replacement that is like for like or refund.
7. How long does the nearest delivery driver have to accept an order before it is given to all drivers? The customer stated that drivers can only accept orders when at the store. Tracking of where the delivery driver is in relation to delivery address would be beneficial.
8. When determining the closest driver, are we right in assuming that the “closest” means least time to travel to the store rather than distance as the crow flies? This is answered by question 7
9. How many pizza sizes do you want offer? Small medium and large