CONOPS Preparation

Team 4

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1   The Current System or Situation

1.1   Background, Objectives, and Scope

Right now the current system uses a traditional check-out system where a store staff person scans each item, collects the payment and bags the groceries.

The objective is to implement a self-service check-out system in all their stores.

In the new system the customer will scan the items and bag them, and they will pay for their groceries by inserting a card or currency or swiping a credit card.

This would make checkout faster since the self checkout system requires less hardware making it easier to install more of these which in return would make the process more efficient.

1.2   Operational Policies and Constraints

You depend on your personal to use your checkout meaning that there are times where the checkouts are idle.

You require two person to operate the checkout (the costumer and the cashier).

The cashier must be present during the entire checkout process.

1.3 Description of the Current System or Situation

The system is operating inside a supermarket, it requires a carrier band, a screen, a printer, scanner gun, scanner panel and a Point-of-Sale.

This Point-of-sale can take cash, credit card (Which are link with different credit card providers system) and also support Apple Pay and Google pay.

The cashier needs to use the carrier band to bring the items near her so she can use either the scan panel or the scan gun to get the pricing of the item and add it to the POS.

The carrier band has a fixed amount of items it can carry at a particular time, the speed depends on the expertise of the cashier, the amount of items of the customer and the current availability from the remove payment providers.

The cost of operation requires to maintain all the hardware and also the cashier salary.

1.4 Modes of operation for the current system or situation

The regular mode of operation would be that the cashier scans and creates a final bill for the customer and the customer paid, but there are some cases that the cashier requires to return a transaction or requires to open the cash drawer.

In this case the cashier would require to call a supervisor that can overwrite this transaction or gain more access to the cash drawer.

1.5   User classes and other involved personnel

In the current system exists there types of user, most of the time the user are going to be:

- **Cashier**: Who can control the carrier band, add items to the bill, create the bill and confirm payment.

- **Costumer**: Who manually add items to the band and pay the bill

If a situation arises there is another that has access to the system which is the supervisor who has access to overwrite instructions created by the cashier.

1.6   Support environment

For this system there are three companies that take care of the different parts of the system, one company maintains the carrier band, the other takes care of the POS and the last one takes care of the payment provider.

2   Justification For and Nature of Proposed Changes

3 Concepts for the Proposed System

4 Operational Scenarios

5 Summary of Impacts