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Project Donut Parade

Project Guidelines:

1. Problem Statement: Customers are unable to place orders online in a way that is convenient, simple, and easily accessible by employees.

2. Intended User: Intended user is a customer of Donut Parade wanting to place an order / Employee at donut parade filling orders for customers who place orders.

3. Why is it a problem: Currently, the user has no way to know the stock of current items, therefore do not know the completion time of their order. Orders are not easy to place as they are placed on Facebook Messenger and logged on paper by employees. Orders are filled from an order book. There is no official streamlined way for customers to place orders or for employees to check orders.

4. Solution Would Benefit User: The customer would be able to see estimated stock, place order for pickup or curbside, and select the specific types of donuts they would like. Employees would be able to see all orders in one place in a way that's easy to read, in one location, and can be easily approved or denied based on stock or wait times.

5. Flow for addressing the problem: When an order is placed, customers can specify whether the order is for pickup in store or curbside, specify the time for pickup, as well as the number and types of donuts

6. Nature of solution: Website with order capabilities, specifies time, types, quantity, pick up method, and customer contact information. The site will also include a page for employees to see current orders with all order information, for them to review and approve or contact the customer if necessary. Orders will be in one place that is easily accessible to employees. Each order has a few required qualities: A name, phone number, order, desired pickup time, and method of picking up (curbside or in store). Employees will see all of this information in a list of current orders. They will either

approve the order if they have the relevant stock or pickup time is reasonable, or deny the order and contact the customer for any relevant changes in order or pickup time.

7. Software involved in solution: Database, web server, Square POS system,

8. Hardware: Potential hardware may involve ticket printers, monitors to show current orders, computers to approve or deny orders. Hardware is not set in stone at this moment

9. Other solutions:
    a. Facebook messenger: Not practical for employees or for customers. Relies on the owner to respond to facebook messages and communicate orders to employees who write them down.
    b. Treehouse ordering: Is only accessible for people with treehouse accounts, orders have gone down as treehouse is not reaching a large number of people.

Project description

1. Part 1: The project seeks to create a website for The Donut Parade that allows users to place orders and allows employees access to those orders in an easy to access process that works for both the customer and the employees. The website will allow employees to update the current stock of donuts from their end that can be accessible to customers on their end. The customer will be able to place an order for donuts reflected by the current stock and pick a pickup time that matches current stock. Orders will come in an organized fashion to employees that allows them to have a central location for all of their orders. The database on the backend of the site can be easily updated by employees to reflect the current stock in store and display it to customers via the website.

2. Part 2: User stories
    a. As a Customer, I want to be able to see the available stock online that reflects estimated inventory so that I can place an order for specific items.
    b. As a Customer, I want to be able to pay for my order online, so that I can hasten the pickup process.
    c. As an Employee / Owner, I can see all orders placed online in one place so that we can fill orders in a timely and organized manner
    d. As an Employee / Owner, I want to be able to approve an online order before it is officially placed, so that we can make sure we have necessary product on hand

    e. As a Customer, I want to be able to place an order and choose between in-store pickup or curbside, so that it can be at my best convenience

    f. As a Customer, I want to be notified if my order is not able to be completed, so that I can revise it.

    g. As an Employee /Owner, I want to be able to tell the customer why their order is not able to be completed, so that they can revise it.

    h. As a Customer, I can provide my contact information so that the store can contact me with any information regarding my order.

    i. As an Employee / Owner, I want to be able to adjust estimated inventory so that customers can have accurate stock information.

3. Part 3: Glossary

    a. Database: A way to store data in a format similar to a table

    b. Donut : A torus shaped baked good

    c. Web Server: A web server is a computer or software that stores websites and sends them to your browser when you want to visit a site.

    d. POS: Point of Sale system, handles transaction and order information.