

Define the process

Process: Buying a book

Start: Customer wants a book

Steps:

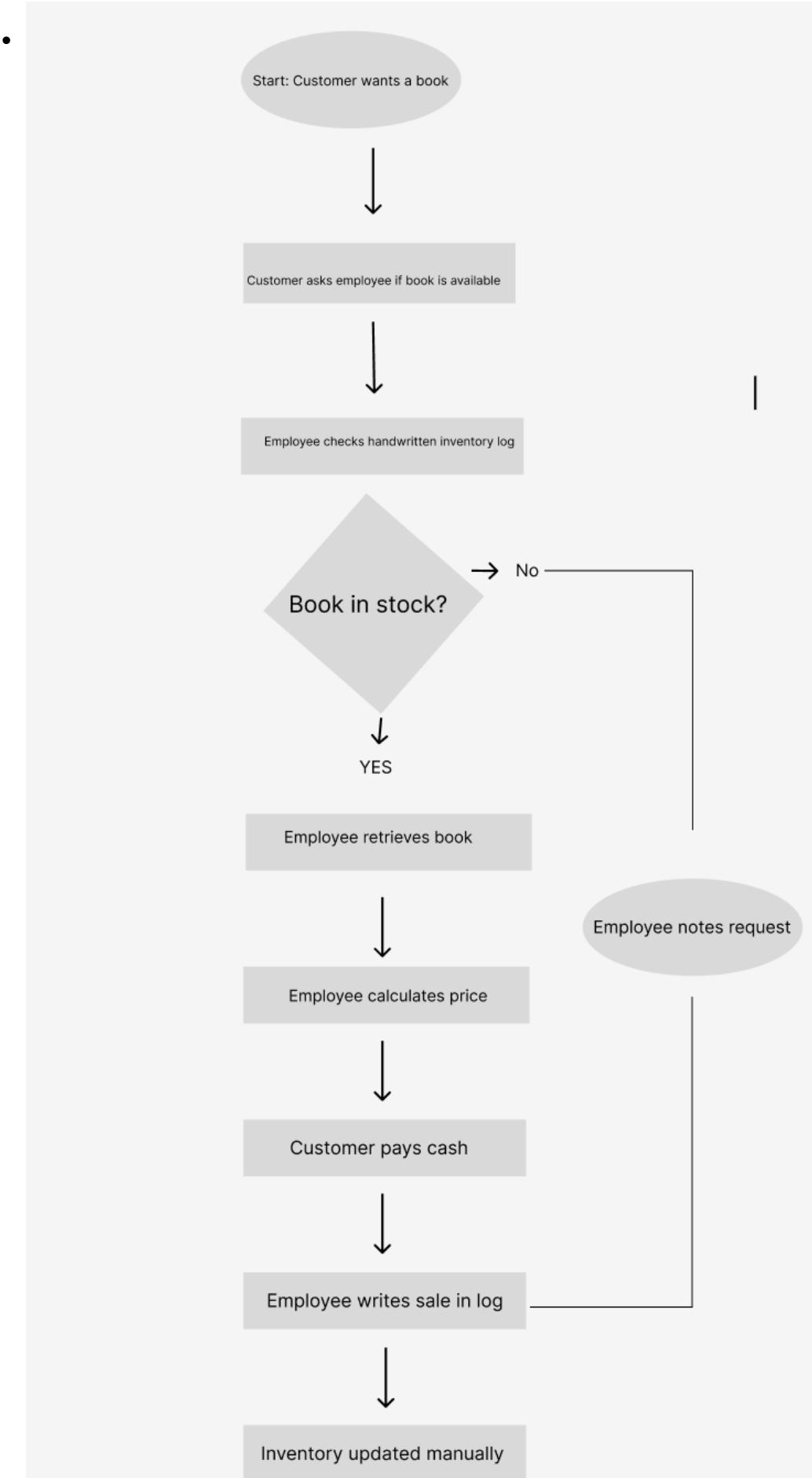
1. Customer asks employee if the book is available.
2. Employee checks handwritten inventory log.
3. If book is in stock → employee retrieves it.
4. Employee calculates price manually.
5. Customer pays cash.
6. Employee writes down the sale in the log.
7. Inventory is updated manually.
8. Customer leaves.

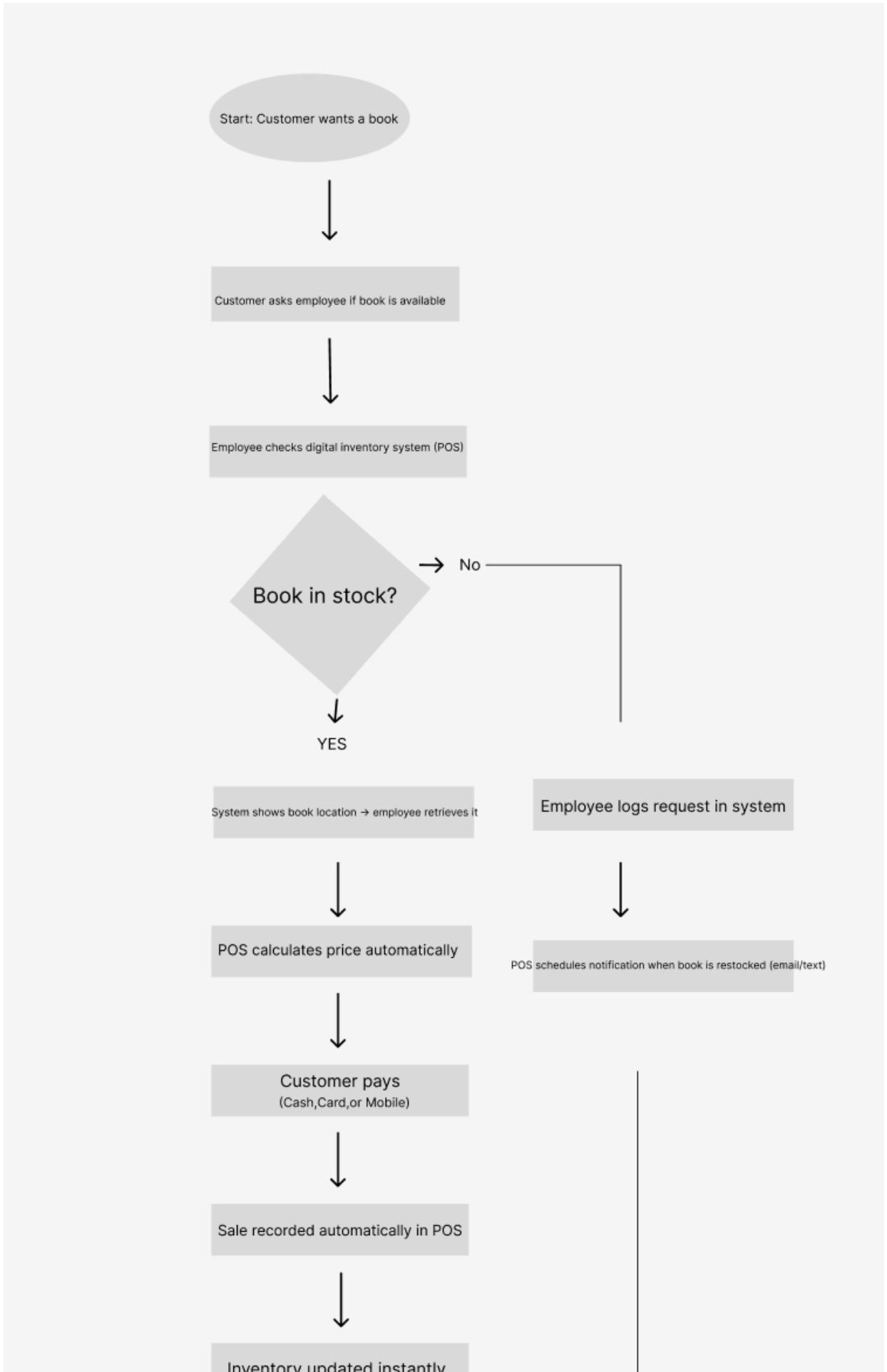
Possible decision:

Customer: Book in stock?

- **Yes:** continue purchase
- **No:** take note of request, tell customer when available

End: Customer leaves with book / order noted





Requirements List

- High priority: Online Ordering, Inventory Management, Payment Processing (can't run the online bookstore without these).
- Medium priority: Order Tracking, Search & Filter, User Accounts, Notifications (improves customer experience).
- Low priority: Reporting, Customer Support, Security as standalone (still needed but less urgent for initial operation).

As-Is process

- 1.Customer checks online to see if books are available
- 2.Customer sees we don't do online.
- 3.Customer drives to in-store location
- 4.Customer walks in and ask if book is in stock.
- 5.Employee checks the handwritten inventory log
- 6.If book is in stock employee will get the book. Check No.10 for if not
- 7.Employee checks book price

- 8.Employee asks them to pay cash.
- 9.If customer has cash they complete transaction/ if not customer leaves.

- 10.If book is not in stock
- 11.Employee writes down that they need an order of those books.
- 12.Customer leaves.

To-be process

- 1.Customer checks online to see if books are available
- 2.Customer sees our website and searches the website with the search bar
- 3.Customer finds the book they want and places order, If out of stock book will be delivered when available, If in-stock Customer can either pick up in store or deliver it to their house.
- 4.Customer Gets their book.

- 5.Customer walks in store and ask for book
- 6.Employee searches up the book title on our computerized auto-updating inventory log
- 7.If book is in-stock employee grabs book from shelves. If out-stock check No.11
- 8.Employee returns with book asks, cash or card, if card asks them to tap or insert on the POS system, if cash employee asks for certain amount and finishes transaction.
- 9.Customer leaves with their book
- 10.Inventory auto-updates.

- 11.Employee informs them book is out of stock
- 12.Employee asks for their number, and puts it into their computer system.
- 13.Computer system will message them when their book is available and the customer either goes through steps 1-4 or 5-10.

New system must be able to do credit card transactions

New system must allow Customers to order online

New system must make the employees job simpler and easier/Find books easier and log the books automatically.

New system must be able to message the customer when books are available

New system must be able to deliver books

New system must be able to give a sales report for a time-period.

New system must be able to send out a digital receipts

New system must be able to do returns

New system must be able to send alert when a book stock is getting too low.