Second meeting with Client on 19/05/23

1. **Does the warranty count from the installation date or the purchasing date?**

The warranty counts from the date of purchase.

1. **Does the warranty count from the company or the supplier?**   
   The warranty typically counts from the supplier. The warranty terms and conditions are typically provided by the supplier of the solar panels, and they are responsible for the warranty obligations.
2. **What technology do you use on a daily basis? (Laptop, tablet, etc)**

We are currently using our personal mobile phones and we have a Laptop which is the one we used to manage our inventory using spreadsheets. Do they have company email?

1. **Would you think it could change in the future?**

Hopefully yes! As a new company we are giving the best of ourselves to make the company growth.

1. **Who is in control of the inventory at the moment?**

This is responsibility of the administrator.

1. **Is there a master copy or are there many copies?**

There is only one copy at present and it’s shared via google drive so everyone can access and check information available but only the administrator is able to update the spreadsheet.

1. **How does the information get updated? (After the installation or before?)**

The inventory information is updated before the installation. When a customer places an order, the inventory records are adjusted accordingly to reflect the decrease in stock quantity. This ensures that accurate inventory levels are maintained, and it helps prevent overselling or running out of stock. Once the installation is completed, the inventory records do not require any further updates related to that specific installation.

Is there a delivery fee charged by the supplier?

Yes, there is $150 fees charged by the supplier. We normally try to pick the products with our trailers.

Is there a transfer sheet for the stock from supplier to company?

Yes, there is a delivery order showing products quantities taken from supplier stock.

Do they have to purchase installation equipment like screws, tape, etc. when collecting solar panels from supplier?

Yes, a new purchase order is generated specifically for that job but is not tracked on our stock inventory.

1. **Which other features do you think you could potentially need in the future?**

Some of the possible features that we could implement in the future are:

* Advanced Reporting and Analytics (including extended weather forecast)
* Integration with accounting system (Payroll, timesheets, invoicing suppliers, customer purchases).
* Update existing website.
* Future stock management (When getting their own warehouse).
* Mobile application (Scheduling jobs, time tracker, integration with payroll, etc.)
* CMS (To manage customers and contracts)

1. **What sorts of roles and functionality levels would you require? (Update, create and delete product information)**

At this stage we only need to have an admin user that can fully manage the stock management control web system with authority to create, update and delete products.

* Admin for full permissions (Our responsibility)
* Manager (CRUD)
* User (View)

**Final questions to ask:**

* How does the process of inventory works?

Current process involve:

* 1. Purchase Order: Solar Life generates a purchase order to the supplier. The purchase order specifies the quantity and type of products required.
  2. Supplier Receives and Stores Products: The supplier receives the purchased products and stores the products in their warehouse.
  3. Request: Solar Life submit a request to the supplier. The request specifies the quantity and type of products needed for a specific installation.
  4. Product Retrieval: The supplier retrieves the requested products and prepares them for delivery or pickup by Solar Life. They ensure that the products are in proper condition and ready for installation or sale.
  5. Delivery or Pickup: The products are either delivered to Solar Life designated location or picked up.
  6. Inventory Adjustment: Upon receiving the products, Solar Life updates stock records.
* Information needed:
  + Purchase order with details of products needed and quantities required.

**Questions business overview**

Check Diagram \*

* What is the company structure? (Management (\*), Employees (Levels of access), IT. What are their interactions?)
* What processes are in place?
* What processes would the company like in the future?