**Positioning**

**Business Opportunity**

The business opportunity met by this project is providing a POS service to those retail business providers need better transaction and management system that is adaptable to their business. By creating a well documented and cleanly structured product we’ll be able to make small changes to adapt to specific customers allowing us to market/sell our product to multiple customers at once. By incorporating features such as an emergency off-line mode, administrative inventory control and well-structured logging we’ll have a final product that perfectly fits our customers’ needs.

**Problem Statement**

|  |  |
| --- | --- |
| The problem of | poorly structured and functioning POS systems |
| affects | Retail Stores and the managers, cashiers and customers that interact with these systems. |
| the impact of which is | Retail inefficiency through wasted time and dissatisfied staff/customers |
| a successful solution would be | a simple to use, computer application that will allow the Retail location to handle/record sales, rentals and returns as well as including useful service applications and features such as fault-tolerance and administrative functionality. |

**Product Position Statement**

|  |  |
| --- | --- |
| For | Retail Stores |
| Who | Need software to handle customer transactions and log data |
| The POS System | Is a software application |
| That | Processes/records sales and rentals, also handles returns and refunds. |
| Unlike | Current POS/other POS systems which aren’t as efficient, easy to use, incorporate useful service applications or have ample fault-tolerance |
| Our product | Is simple and practical to operate, but filled with useful features. |

**Stakeholder Descriptions**

|  |  |  |
| --- | --- | --- |
| **Name** | **Description** | **Responsibilities** |
| Developers | Implements and codes software requirements into an application | Ensures system functionality, usability, and aesthetics |
| Requirements Engineers | Specifies the requirements of the application | Ensures that the system meets requirements that specify what is needed to solve the problem |
| Cashiers  (System User) | Surface-level users of the POS system | Correct and accurate use/understanding of the surface level POS system including interacting with the customers and entering sales/rentals/returns |
| Managers  (System User) | Admin-level users of the POS system | A more complex use/understanding of the POS system, including administrative duties, inventory control and data analysis |
| Retail Customers | Customers of our customer, these people should only experience indirect interactions with the POS system | Communicate to the cashier the transaction type,items involved and payment. Communicate the customer id to the cashier in case of rental. |

**Product Overview**

SGT POS will be a computerized application used in different retail stores that will record sales and handle payments (process sale), process rentals and handle payments (process rental), and handle returns and refund credit (handle return). The POS will be efficient, elegant and easy to use on surface level (cashiers) as well as administrative level (managers) but also include services such as an off-line mode, a third-party tax calculator and inventory control that will make it top of the line.

**Summary Of System Features**

-Record sale and handle payment (Proces Sale)

-Process rental and handle payment (Process Rental)

-Handle return and refund credit (Handle Return)

-Payment authorization

-Support manual inputs of item ID or barcode

-Interfaces to various service applications (3rd party tax calculator and inventory control)

-Off-line mode (capable of capturing sales and handling cash payment when offline)

-Administrative functionality including startup/shutdown and user management