

## Appendix A

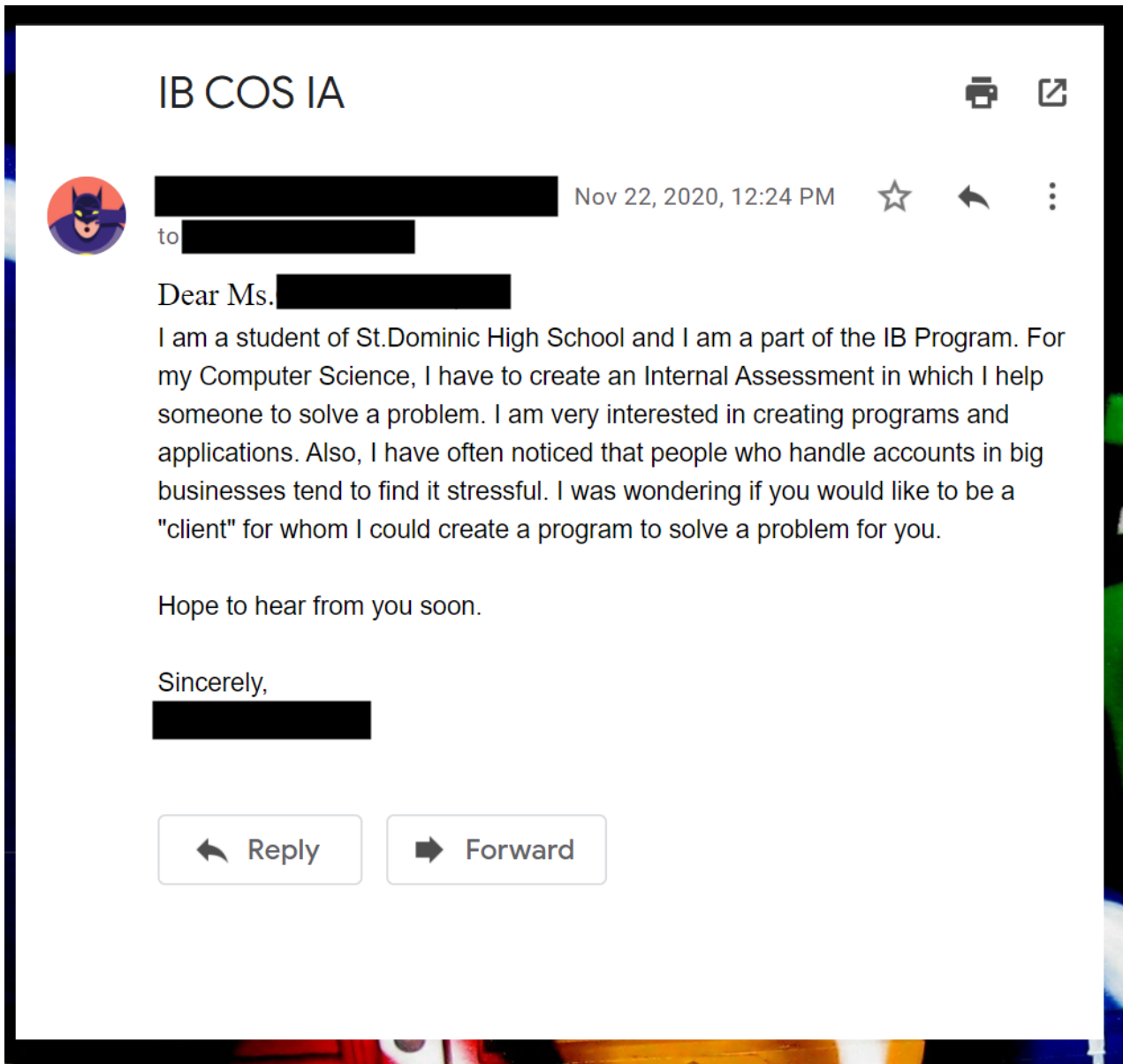


Figure 1. Setting up initial contact



[Redacted Name]

Nov 25, 2020, 8:23 AM



to me ▾

Dear [Redacted Name]

Looking at your interest in computer science .I am sure that you can help me .Hence I would like to be your client.

Regards

[Redacted Name]

Sent from my iPhone

*Figure 2. Returned email from client*

## **Interview**

### **1. What is your job in this business?**

My job profile :Office Admin

I do bank reconciliations

Accounts payables

Accounts receivables

Bank transfers

Maintain company expenses. For that I need a program where I can enter all the daily expenses.

I also do the cash payout for the incentives and perks to employees

### **2. How would you describe your issue?**

The issues are have are as follows:

Since I work in excel I have to enter each and every invoice with the due dates for the payments since there is no pop up reminder by default so I have to keep Track of each and every invoice on a daily basis to pay in time.

I work on excel and I would prefer to have a proper software like quick books

I am accounts payable hence I need a reminder or something that should pop up the due dates for

payments by default.

### **3. Please describe your current program.**

Currently, I use different Microsoft Office applications, such as MS Word, MS Excel and MS Access. It is very difficult to use because all of the information which I need to use is separated into three different applications and with the large file sizes, it becomes irritating to have to open different files multiple times and waiting for them to open.

### **4. What is, in your opinion, the biggest problem that you face?**

The biggest problem I face is definitely the lack of compatibility between the applications which I use. They have very big file sizes which take long to open when something needs to be done right away.

### **5. What would your typical day look like?**

My day mostly consists of entering and editing different accounts. Another big part of my day is spent on the phone to call and remind debtors to pay their dues, checking calendars, and making payments.

### **6. What solution would you be looking for, relating to computer programs?**

I need a reminder or something that should pop up the due dates for payments by default.

The program should have a payout also from petty cash to balance the credit and debit

I also do the cash payout for the incentives and perks to employees hence the program can help me calculate the incentives. Also I need something where I can manage my ledger.

### **7. If I were to create a program to assist you with your job, which features would you like the program to have?**

Features that I would like to see in the program would be like reminders before the due dates, it should show corrections by default if paid excess or apply any credit memos. I need a reminder or something that should pop up the due dates for payments by default.

The program should have a payout also from petty cash to balance the credit and debit

I also do the cash payout for the incentives and perks to employees hence the program can help me

calculate the incentives. Also I need something where I can manage my ledger. Along with these features I would like the program to have a login page so that the business information is kept safe and a forget password feature in case I ever forget my password.

**8. What type of design would you like the program to have? (Relating to aesthetics)**

I would like the program to have a minimalistic design/aesthetic.

**9. Are there any other features you would like to see in the program?**

The other features I would like are small things like editing my profile name or changing my profile picture. I would also like it to be very simple to use.