

## Assumptions about the process + results

Currently the following workflows are not automated:

- Sending invoices to the customers; -> True
- Uploading the invoices to moneybird; -> True
- Providing the licenses to the schools; -> False
- Keeping track of the invoices; -> False, MoneyBird does this
- Sending out the necessary starting materials for schools; -> True
- Sending account and school information for the schools/users to use the app; -> True

## Interview 1 preparation + results

This interview was held on Google Meets with Stijn, both Delly and I were present and writing down the answers.

1. How does a school start with your product?  
**Answer:** They fill out a form on the website, and the moment they've done this, we get a notice.
2. How do you keep track of the payment statuses?  
**Answer:** Moneybird does this.
3. Which payment method or methods do you want to accept?  
**Answer:** Bank transfers
4. How much back-and-forth communication is required for the customer to get started with the product?  
**Answer:** Sometimes on the same day, schools start with a demonstration and on that same day scan hundreds of books to get started. In other cases, we teach them how to properly use it and lead them.
5. Do you send out all the materials to get started after the payment or before?  
**Answer:** We send materials usually the moment they start, and send the payment later.
6. What security standards should be used for the payment process?  
**Answer:** It is already in the process to be automated

## Interview 2 preparation + results

This interview was done via Slack, I sent a questionnaire to Tom and he answered a day later. The answers are translated to English.

1. How do you know, and how do you keep track of which customers are going to use the app? How do you know when they filled in the form and how do you keep track of this?

**Answer:** Most customers let us know via email that they want to start with our service. Some customers fill in the form "Order Biebscan" on the website. This form will be called "Order Leesapp" or "Order directly".

2. How much time do you spend on checking whether the form has been filled in or not?

**Answer:** I don't check this. Every time when a school is added to the app, I also add it into the Excel sheet\*.

3. How much time do you spend on creating an invoice for a school and uploading this to MoneyBird?

**Answer:** 10 minutes per school.

4. How much time do you spend on sending the starting package to a school?

**Answer:** Between 10 and 15 minutes per school.

5. Do you know immediately when a payment has been finalized? Or do you need to check this yourself?

**Answer:** When the invoice is sent in MoneyBird, it will be registered as "pending" and when it has been paid, oftentimes it will be marked as "paid".