

User journey

Your name Shopkeeper Bill

Date 08.11.18

User action

Bill wants to see his total inventory for the shop

1 Start

User action

Bill wants to see all information on one particular product

2

User action

Bill wants to see all stock of a particular product type

3

User action

Bill wants to see which products are low/out of stock

4

System response

Gets list of all products from database and displays on page

System response

Filters the display to only show that one product

System response

Filters to display products by the selected product type

System response

Filters products by stock %: anything less than 10% of desired stock is considered low in stock

User action

Bill wants to see a "shopping list" of low/OOS products, inc supply cost

5

User action

Bill wants to see the current markup on a specific product

6

User action

Bill wants to increase the markup on a specific product

7

User action

Due to supply cost increases, Bill wants to change the supply cost of a product

8 End

System response

Calculates quantity of each product required based on desired stock level and totals the values based on supply cost

System response

Displays markup as a % based on supply price divided by customer price

System response

Takes a % greater than a pre-defined minimum from the user and changes the customer price accordingly (supply price is constant)

System response

Allows the user to change the supply cost provided the markup is still greater than predefined minimum