1. **Introduction**
2. **Current Functional Procedures**

The Vintage Shop is a small business specialized in selling second-hand entertainment items such as: movie DVDs, music CDs and Vinyl Records. All the transactions of the shop are completed over the counter and all the documentation related to those transactions and costumers are archived manually.

In order to make a purchase, the customer presents cash to the shop assistant and the transaction is carried out based on a two-part voucher. The customer signs the voucher and keeps one copy, while the assistant retains the other copy of the voucher in the till.

At the end of each day the collected vouchers are sent to the Bookkeeper, responsible for filing them. All the records concerned to the transactions are kept for, at least, three years.

As previously stated, everything in the Vintage Shop is done manually: from the stock supply to the processes and also management of transactions and information, which generates a high demand of paper work requiring an urgent update in the current system.

There are a few constraints associated to the current functional procedures performed in the shop. Among them, it is possible to list the demand of numerous hours of paper work and that the security related to the costumer’s information in not highly secured or easily accessed. The archives don’t have a backup which is also something relevant in this context.

In order to increase the performance of the shop, Alex Davis (owner of the Vintage Shop) is looking for ways to optimize the business by implementing a computerized system.

1. **Project Objectives**