

**Salon Inventory and Reports Implementation ( S.I.R.I. )**

SOFTWARE REQUIREMENTS SPECIFICATION

|  |  |
| --- | --- |
| **Team Name** | **AstroNats** |
| **Section** | S19B |
| **Team Members** | Amadora, Angelo  Choo, Beatris Mariell  Choy, Seaver  De Jesus, Paolo Miguel  Nobleza, Joseph Ryan  Palabay, Hannah Patricia  Regalado, Leonardo  Tan, Jaylica Anne  Uy, Justin Kerrbie  Wang, Kenneth |
| **Date Submitted** | January xx, 2015 |

1. **Executive Summary**

Taylor Tyler is a salon company that offers the services using products made from 100% herbal ingredients. They focus on healthy hair spa services. They currently have two branches, one at SM MOA and another at BF Homes Parañaque, and also have an upcoming branch at Robinson’s Galleria.

The salon is a franchise of Bee Choo Herbal Hair Treatment from Singapore. It uses the same products and treatments done in Singapore: the Origin Bee Choo products.

1. **Overview of the Business Process**

*This chapter presents the company’s business process and goals as an organization/department. What are the company’s business requirements?*

Currently, the company’s business process goes like this: a customer comes in and then either requests a service or buys a product over the counter.

If the client asks for a service, the manager checks if he/she is a new or regular client. If the client is new the manager registers them in to the records of clients. This part is quite important to the owner of the company as they study on why clients return and why clients don’t return. The client then gets assigned staff for their service. A senior staff is in charge of this certain client for their entire stay, while a junior staff can help but can also be replaced by another during the client’s stay.

The staff records the usage of product in doing their service, all while writing on pieces of papers on what the client ordered. These papers, which includes the services rendered and the staff who rendered them, are given to the manager which later the manager compiles and records. After all that is processed, the manager proceeds to handle the transaction of the client who pays for the services. If the services is affected by a promo, a discount is applied to the total amount the client pays. After that, they write out the official receipt and save the sales in the records.

TaylorTyler is also a company who sells products as well services to its valued customers. The client goes to the salon manager and asks for the certain product that he/she may buy. Once the client opts to buy the product from the salon manager, the quantity in stock is affected in terms that it is decreased from the inventory.

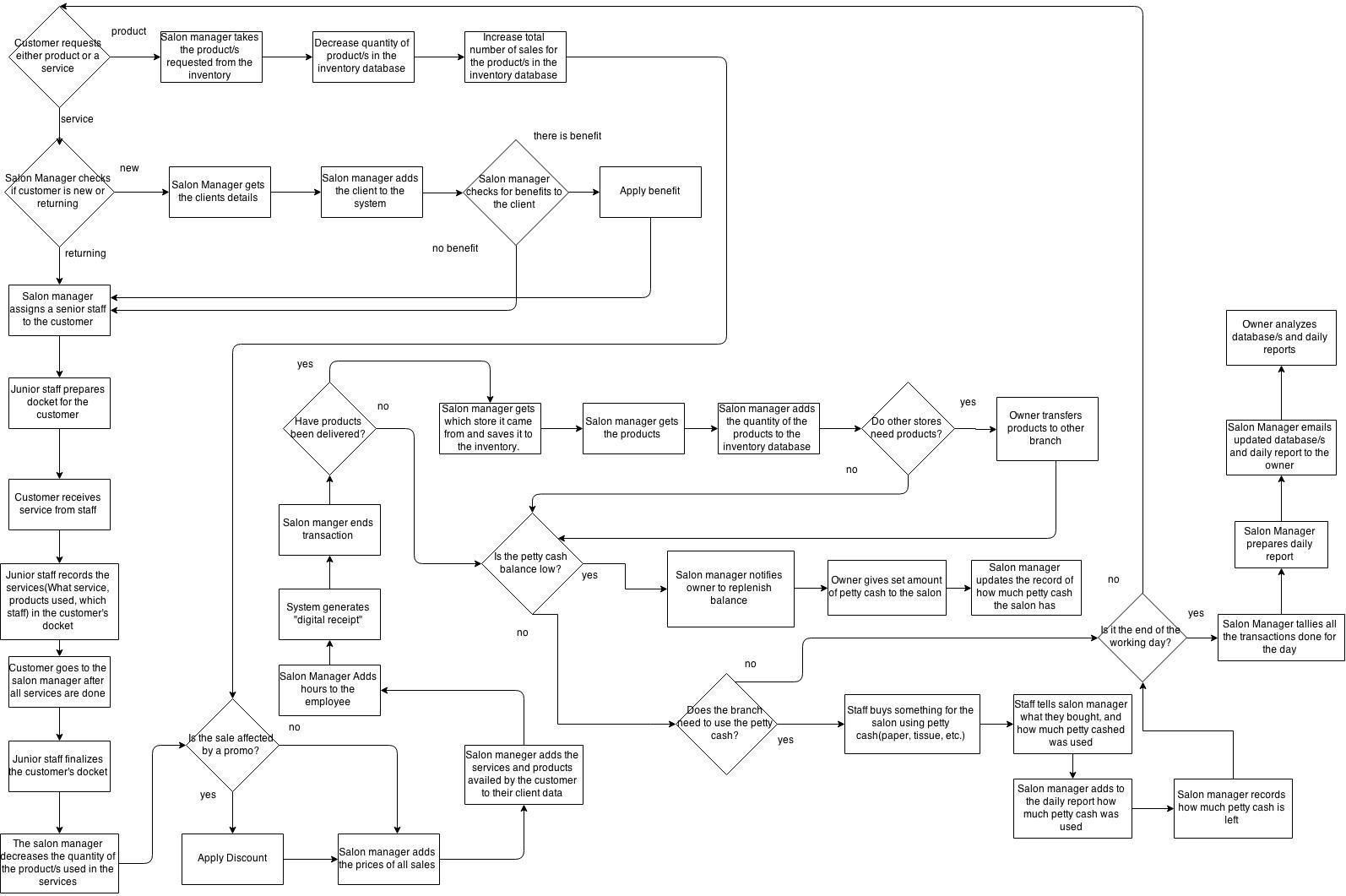
After the sale of the product, the salon manager keeps track of how many times the item was bought from the salon. The reason for this is so that the owner may have knowledge on each product and how they are doing in the store. The owner will use this information to change or adapt to how many products are taken out of the inventory and the quantity the owner would need to restock a certain product.

The company also utilizes promos in order to attract customers for their business. The products that are sold to the customers must be checked if a promo may be applied (such as discounts, buy 1 take 1, and the like),however, this is in the discretion of the salon manager whether or not to mention the promo to the client.

If the product is applicable for a promo, the salon manager also applies the change of price of the product to the sales. They edit the price of the products so that it reflects to their sales.

At the end of the day, they create a sales report which is derived from an Excel file they used to keep their records. They also check their inventory after calculating how much stock they have left judging by the reports they had. If there is a certain product that is low in stock, they will have products shipped to them to restock their inventory.

The business process can be visualized by the figure below:



**2.2 Data Requirements**

**(What’s inside the reports generated at the end of the day, what’s inside the forms, etc.)**

A client registration is optional to a first time customer of the salon. The client information contains the following name (first name, middle name, and last name), address, contact number, email, and an optional photo.

An inventory item must have an ID, Name, Price, Quantity, Cost(To be confirmed)

Daily Sales report contains Salon Manager name, date, amount of products used/sold for each product, petty cash out, petty cash balance, and total sales.

Transactions to be adapted from the salon’s dockets. Contains client name, services rendered, products used(to be checked)

**2.3 Roles in the Business Process**

|  |  |
| --- | --- |
| Role | Description of Tasks |
| Customer | Fills up a form containing his/her details |
|  | Avails of salon services |
|  | Choose the products he/she wants to buy, if any |
| Salon Manager / Asst. Salon Manager | Per customer: |
|  | Assigns an employee to the customer |
|  | Adds each service done to the customer's  form |
|  | Makes the final receipt after customer  with done with all the services he/she wants |
|  | Updates excel files for every new change |
|  | Tallies all of the customers form for a report at the end of the day |
| Employee/Staff | Handles the customers assigned to them for service |
|  | Places in the form how much product was used for the customer |
| Owner | Generates accounts for the salon manager. |

1. **Problem Analysis (in WORD this is LANDSCAPE)**

*This chapter presents the findings of the investigation on the organization’s needs and problems to be addressed by the software. (Only problems to be ADDRESSED) This section will also provide the reader with a background of the organization which is the primary stakeholder of the system to be developed. The various users and stakeholders of the software are also presented here.*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **ID** | **Description** | **Cause** | **Symptoms** | **Impact** |
| # | What’s the problem? | What causes the problem? | How do we know the problem exists? | Why is this important? What are the consequences? |
| 1 | Currently their inventory is being checked regularly when they use a product for services or sell a product over the counter, counting how many are stocked and sold. It is possible that they could find a shortage in a certain  product. | Miscalculations and/or lack of updates. | They need to know if a supply is running short or else it would be a big problem for their services. | They need to know ahead of time if a supply of a certain product is running out, or else it would have a big impact on their services. |
| 2 | With more upcoming business branches in mind, cross referencing all the data from all the branches would be hard. | Cross referencing a lot Excel files is tedious and takes time, whereas an easier to combine database would be much simpler. | The files aren’t updated in real time and sent to other salons, or at least as often in a day, making some data useless at the end of the day. A business with a lot of branches will have trouble with this. | It will make compilations and reports tedious and slow when they are needed daily. |
| 3 | There is no unified data in between branches | The files in each branch are only updated on the happenings inside the specific branch. | The files contain different data. There is no tracking of any inventory at a given time. | There must be a way to track inventory/items that the owner would want to send to other branches. Each branch should be awayre of the happening of the other branch. |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

***The section ends with the statement of the problem, need or opportunity where the software is the proposed solution (BUSINESS REQUIREMENT).***

1. **Software Solution** 
   1. **Objectives**

The S.I.R.I. software that we plan to design for the company Taylor Tyler aims to aid the salon business in their records keeping, including records of clients, staff, inventory and services rendered, by making an automated system with a database that can be easily accessed and managed by the company managers. The system also aims to be able to help making daily records easier, and have the database possibly accessible from any access points (e.g. the Internet). The software is also planned to help handle the inventory managing, alerting the users at points when a stock of a certain product is in need of restocking.

The specific objectives of the software are as follows:

* To provide a facility for managing the records of the salon’s clients, staff, inventory and services rendered
* To provide a facility for making transactions and official receipts (?) and recording them in the database
* To provide a solution for tracking customer records and cross referencing data for the study of sales development
* To provide a system that alerts the user about their inventory stocks
* To generate daily reports on all the records.
  1. **Characteristics**

The client specifically told the team that it doesn’t have to have a good looking user interface, as long as the software is functional and easy to use, then it should be fine. The software should also not have any computational errors, which would really impact the records and possibly even their profit. It also has to have a reliable database which should be easily accessible.

1. **User Stories**

*This chapter presents the user stories included in the product backlog.*

* 1. **Login**

|  |  |
| --- | --- |
| **User Story #1: The owner and salon manager can log in using a username and password which will give them access to the system to avoid unauthorized access.** | |
| **Estimate (Days):** | **Priority: 70** |
| **Pre-condition:**  The owner has all user privileges as set-up by the system and he can add accounts for salon managers. | |
| **Scenario:**   1. The salon manager/owner will run the system. 2. On startup, the system will prompt for a username and password. 3. The salon manager/owner will enter the username and password. 4. If the login details are correct, the main menu of the system will show up. If not, it will keep prompting for correct login details. 5. The system will give corresponding access of the view based on their login information. | |
| **Post-condition:**  Owner can see and edit database of clients, inventory, staffs, sales, and transaction. Owner can add new products and promos. Salon manager can add and edit clients and sales. Salon manager can add number of stocks to the inventory. Salon manager can process transactions and generate daily reports. | |
| **Acceptance Criteria:**   1. Test that if login details are correct, the main menu will show up. 2. Test that if the login details are incorrect, the main menu will not show up and the user will be prompted for the correct password. 3. Test that the user will see the correct information based on their user privileges. | |

* 1. **Inventory Report**

|  |  |
| --- | --- |
| **User Story #2: The salon manager and owner can check the amount of stock for every product so they would know when to restock the products.** | |
| **Estimate (Days): 12hrs.** | **Priority: 100** |
| **Pre-condition:**  The user must be logged in, which can either be an owner or a salon manager. | |
| **Scenario:**   1. The salon manager/owner uses the system to check the inventory’s amount of stock for every product. 2. A notification will come up if any of the products are under the threshold amount they need. 3. Until it is restocked, the alert would be put under pending notifications. | |
| **Post-condition:**  The salon manager and the owner are the ones updating the amount of stocks. | |
| **Acceptance Criteria:**   1. Check if the current amount in stock of a product is less than the set threshold amount that the owner has set. 2. Test that if the amount of stock of a product is under the threshold amount a notification will come up. | |

* 1. **Transaction Handling**

|  |  |
| --- | --- |
| **User Story #3: The salon manager will use the system for transactions after a client’s stay** | |
| **Estimate (Days): 36 hrs.** | **Priority: 90** |
| **Pre-condition:**  The customer has availed products and/or services. | |
| **Scenario:**   1. The salon manager inputs all the services rendered to the client 2. The salon manager also inputs all the items used for the client’s services/ the items sold to the client 3. The salon manager receives the total amount of payment is given 4. If the client has a promo, then a discount is applied to the payment 5. The system removes the items used/sold in the inventory | |
| **Post-condition:**  All databases (e.g. inventory, client, sales, etc.) concerned are updated. | |
| **Acceptance Criteria:**   1. The system displays the digital receipt. 2. Test if the promo is valid. 3. Test if the databases are updated accordingly. 4. Test if the information displayed is correct. 5. Test if it is accessible by accounts other than owner and salon manager. | |

* 1. **Daily Reports**

|  |  |
| --- | --- |
| **User Story #4: The salon manager can request the system to generate a daily report at the end of working hours to send to the owner for analysis** | |
| **Estimate (Days):** | **Priority: 70** |
| **Pre-condition:**  It is the end of working hours or when the owner asks for it anytime. | |
| **Scenario:**   1. Salon manager uses the system to generate a report 2. The system gathers data from today’s records 3. A daily report is displayed by the system | |
| **Post-condition:**  The salon manager can save the report in an Excel file or Word document and/or send the report. | |
| **Acceptance Criteria:**   1. Test if the contents of the reports have no errors. 2. Test if there are no errors in saving into an Excel/Word file. | |

* 1. **Recording a new client**

|  |  |
| --- | --- |
| **User Story #5: The salon manager can add a new client to the database** | |
| **Estimate (Days): 12hrs.** | **Priority:** 60 |
| **Pre-condition:** The salon manager has to search the database to check if the client is new. | |
| **Scenario:**   1. A client is checked if he/she is a new or a regular client 2. If the client is new, his name is asked from for the record 3. A picture of the client will be taken if the client agrees | |
| **Post-condition:**  The customer is then recorded into the database as a regular customer. | |
| **Acceptance Criteria:**   1. System checks if the client is new or regular. 2. Test that a new client is added to the database. | |

* 1. **Restocking Items**

|  |  |
| --- | --- |
| **User Story #6: The owner can add to the existing inventory for each store** | |
| **Estimate (Days): 12hrs.** | **Priority: 100** |
| **Pre-condition:**  The user must be logged in, which can either be an owner or a salon manager. | |
| **Scenario:**   1. The salon manager/owner uses the system to check the inventory’s amount of stock for every product. 2. A notification will come up if any of the products are under the threshold amount they need. 3. Until it is restocked, the alert would be put under pending notifications. | |
| **Post-condition:**  The salon manager and the owner are the ones updating the amount of stocks. | |
| **Acceptance Criteria:**   1. Check if the current amount in stock of a product is less than the set threshold amount that the owner has set. 2. Test that if the amount of stock of a product is under the threshold amount a notification will come up. | |

* 1. **Adding Petty Cash Balance**

|  |  |
| --- | --- |
| **User Story #7: The salon manager can add an amount of money to the petty cash balance** | |
| **Estimate (Days): 12hrs.** | **Priority: 70** |
| **Pre-condition:**  The user must be logged in, which can either be an owner or a salon manager. | |
| **Scenario:**   1. The system will show a prompt asking how much the user wishes to add to the petty cash balance 2. The user will input the amount he wishes to add to the balance 3. The user confirms the amount given | |
| **Post-condition:**  The amount the user put in will be added to the total amount of petty cash recorded in the database. | |
| **Acceptance Criteria:**   1. Test if the input is valid | |

* 1. **Use Money from Petty Cash Balance**

|  |  |
| --- | --- |
| **User Story #8: The salon manager can use an amount of money in the petty cash balance and explain why** | |
| **Estimate (Days): 12hrs.** | **Priority: 70** |
| **Pre-condition:**  The user must be logged in, which can either be an owner or a salon manager. | |
| **Scenario:**   1. The system will show a prompt asking how much the user wishes to deduct from the petty cash balance and the reason why they need to 2. The user will input the amount he wishes to deduct to the balance 3. The user will input the reason in another text box why they wish to get money from the balance 4. The user confirms both inputs | |
| **Post-condition:**  The amount the user put in will be deducted from the total amount of petty cash recorded in the database, and the reason will be saved to the database of reasons along with the time and date of when this was done | |
| **Acceptance Criteria:**   1. Test if the inputs is valid | |

* 1. **Check Petty Cash Balance**

|  |  |
| --- | --- |
| **User Story #9: The salon manager can check the amount of money in the petty cash balance** | |
| **Estimate (Days): 12hrs.** | **Priority: 70** |
| **Pre-condition:**  The salon manager must be logged in. | |
| **Scenario:**   1. The user uses the system to check the balance of the branch petty cash 2. The system displays the petty cash balance. | |
| **Post-condition:** The database should not be affected after | |
| **Acceptance Criteria:**   1. Test if the amount displayed is correct | |

* 1. **Adding Employee to the Records**

|  |  |
| --- | --- |
| **User Story #10: The salon manager can add new employees into the system.** | |
| **Estimate (Days): 12 hrs.** | **Priority: 90** |
| **Pre-condition:**  The owner or salon manager has to be logged in. | |
| **Scenario:**   1. The user uses the system to add a new employee into the database 2. The system asks the user for all the information of the employee needed to make the record (name, personal information, etc.) 3. The system then asks if the staff is to be a senior or a junior staff. | |
| **Post-condition:**  The employee database will be updated. | |
| **Acceptance Criteria:**   1. Test if the staff is added to the database 2. Test if all the input given by the user is valid 3. Test if the data of this employee is retrievable from the database | |

* 1. **View Client Details**

|  |  |
| --- | --- |
| **User Story #11: The owner and the salon manager can view the information of any client** | |
| **Estimate (Days): 12 hrs.** | **Priority: 90** |
| **Pre-condition:**  The owner or salon manager has to be logged in. | |
| **Scenario:**   1. The user uses the system to view the client database 2. The system displays a list of client’s names where the user can choose which client they wish to view the details of 3. After the user chooses which client, the system will display all the information for the client, including: the client’s full name, picture (if there is), transactions and all their visits (with date, time and branch). | |
| **Post-condition:**  None of the databases should be changed | |
| **Acceptance Criteria:**   1. Test if all the information displayed about the client is correct | |

* 1. **Send Item/s to another Branch**

|  |  |
| --- | --- |
| **User Story #12: The owner and the salon manager can send items to another branch** | |
| **Estimate (Days): 12 hrs.** | **Priority: 90** |
| **Pre-condition:**  The owner or salon manager has to be logged in. | |
| **Scenario:**   1. The user uses the system to send item/s to another branch 2. The system will display the inventory of the current branch in a list 3. The user will choose from the list which item they want to send 4. The system will prompt the user how much of this item they want to send 5. The user will input the amount 6. The user then chooses if they want to send another item (go back to #2) or send it | |
| **Post-condition:**  The inventory database should be changed according to what item/s were sent and the amount | |
| **Acceptance Criteria:**   1. Test if the inputs are valid 2. Test if the inventory is correctly updated 3. Test if the inventory list displayed is correct | |

**Appendix A – Improved Business Process**

*This chapter presents the improved business process when the proposed software solution is implemented. This visualizes how the software solution benefits or affects the current business process.*

When the proposed software solution is implemented, the business process would not change much except for the processes being automated and done faster than when it was done manually.

If a customer enters the salon, the customer would be asked if he/she is a new or a regular customer. The customer would then be asked to input his/her name on the terminal to assure the status of the customer. If the customer is new, he/she would be asked to input his/her details such as home address, contact number, and a photo to be added to the customers’ database. However, the process of asking details is optional and the customer is allowed to refuse but the customer could still enjoy the services the salon offers. Then, the salon manager would assign a senior staff to the customer who would be tasked every time he/she would enter the salon. The status would then be changed into regular. If the customer is a regular, the next process proceeds as usual.

The next process would be the actual offering of services and products to the customers. The customers would now then tell the senior staff of what services should be performed or what products would he/she buy. The process of offering a service and a product differs. However, the staff is assigned to record in a list any services or products that the customer have been offered. If the customer asks for a product, the staff would check with the salon manager holding the database if the product is available or not. If the product is available, it would be then added by the staff to the list of products/services. If the customer asks for a service, the staff would also add that service in the list of products/services and the corresponding products that would be used by the service after the staff confirmed the availability of the services and products. After offering the products and services to the customer, the staff would then proceed to the salon manager and give the list to the salon manager. The salon manager would then confirm it with the customer and staff and then input it to the terminal applying the following changes in the inventory: (1) Quantity of Products/Stocks left (2) Increase total number of sales in the products (3) Daily Services Rendered with the staff and products involved. If there were any applicable promos, discounts would also be applied and confirmed before entering the details into the terminal.

After doing these processes per customer and the day ends, all these sales were already saved. The salon manager would review and generate the sales report. The software would alert the salon manager and owner If ever there were any products that needs to be restocked. The sales report would then be forwarded to the terminal of the owner. This process is repeated daily.

**Interview with Owner of TaylorTyler**

[ I ] – Interviewer [ TT ] – Owner

I: Good morning, This is me and the Team, I am Seaver, AJ, Ryan, Paolo, Leo. So, basically, we’re gonna ask a few questions to what kind of solutions we can provide you and your company. So first off let me ask you. How does your company operate? In regards with your client?

TT: Di, ang company namin, Is a salon treatment, so right now, we will be opening our third branch. Yung kailangan naming as a salon, parang we deal with our client customers directly, so the main thing we need is to have a system that can, di naman organize but, to have a database lang of our clients and then, of course, yung database na kailangan namin is yung services na nagawa na. We need to record each services done to the client. Ang kailangan lang namin is the name and telephone number lang kung may address, ok, kung wala ok lang din. Aside from the is the inventory of our products because we sell products and services. So we need to know is the particular client and kung ano man bibilhin niya for this particular day. So automatically kung services may monetary figure yan, kung product automatically mag aaffect yan sa inventory mo. So this client buys something it affects the inventory, so very simple solution lang. everything should work together. The inventory, clients and services.

I: So for the data that you’ll be needing for the solution. Who are the users that would use this?

TT: each branch has salon managers and assistant salon managers. So, sila ang gagamit nito.

I: So do you also want a database for the accounts?

TT: Yes so for example, kasi sila mag iinput ng data eh. They are the ones meeting with the clients. So ang customer papasok, gagawa ng service and they’ll be inputing the data.

I: let me rephrase the question, may log in ba? For example, is it restricted to only salon managers only?

TT: kasi may nag ooffer na sa amin ng program, maraming tier yung log in, of course kami as parang owner we have full administrative access. So, pwede naming tingnan yung inventory when we want to. Ang salon manager naman ang kaya nilang tignan is the inventory the client and the daily sales because every day they have to create a daily sales report. So yung sa amin, yung owner kita naming lahat. Yung Salon manager naman limited lang nakikita niya.

I : how are you currently handling/managing this kind of environment?

TT: Right now, we don’t have any real system. We all use excel files, so mayroon kami corresponding excel file for the clients, inventory. So naka separate lahat. The inventory of each branch. Which is into 2, the consumables and the non consumables. Yung consumables yun yung ginagamit naming araw-araw like paper, nail polish.

I: So did you encounter any problems with this kind of management?

TT: wala, mabagal lang talaga lahat. Right now, 3 branches is easier to manage, what if it becomes lets say 10?

I: So clarify ko lang. Pag may client na pumasok. Lalapit sila sa salon manager tapos mag oorder sila ng service. So pag nag order sila ng service babayad sila at gagamit ng product related to the service tapos yung nagamit I dededuct sa inventory and the money used will be added.

TT: parang ganun narin.

I: So is it possible narin na, for example, the customer will just go in and buy the product but, he wont take a service?

TT: pwede rin kasi we have different product for selling nga and we have different products for the salon use lang. So iba talaga yon.

I: So there are different inventories in your salon?

TT: yeah, we count that as consumables.

I: These categories, who categorizes them?

TT: kami, the owners kasi for example last years performance. Nalaman na naming which product is not saleable and which ones are.

I: How – Who has the ability to add more products on the --- (INAUDIBLE)?

TT: The salon manager. For example may bagong delivery, ipapasok niya. I-aadd niya doon sa existing ----

I: and how- uhh- how often do you update the inventory.

TT: Uhh- for the consumable, mas mabilis – mas ano yan- mas almost daily yoon. For the yung mga- ang mga over the counter products mas lessened mga once a week lang or something. Naka add kami ng mga products - kung may delivery – from Singapore. Doon kami nag --- siguro mga twice a month lang yata eh.

I: In terms of pay, uhh – during the sale itself, it’s not the salon manager doing it per day, it’s the cashier, right?

TT: Ang salon manager is also the cashier. Iisang tao lang iyan.

I: So uhh only one person will be able to use –

TT: Only one or two persons, because we have two salon managers per branch eh.

I: I have a question about services. Uhhm, it has, once you do a service, it is assigned to one client, and then the client is a—uhh has a list of services however, what if a client just asks for one service, is it always there?

TT: What do you mean one service?

I: Just one service only, uhh – does it cut the availability of the service?

TT: Ang service, typical salon service is: haircut, manicure/pedicure, our main service is hair spa, so when the client comes in, for example okay mag papahair cut baako, for guys may corresponding price, diba? So usually -- for hair spa, for example, maybe one or two persons will be in charge of that client.

I: So we also --- (INAUDIBLE)

TT: Oo so, kasi you have to know that one or two staff will be in charge of that client, diba? Ang tawag naming doon is either a senior or a junior, diba? So, kasi kasama rin iyan sa count of commission nila yoon. Okay? So after that, uhh after that, the junior will be in charge of writing down the services rendered to a particular client. For example ang order ng client is hair spa. Meron kaming papel diyan sinusulat: “hair spa”. Itatabi ng salon manager iyan. At the end of the day, pag tapos na siya. Punta siyadito, Kung isang -- angtawag naming: isang ---? (ducketdacketdukkit? Bucket?). Kung isang hair spa lang, okay nine hundred ninety, iyon ang icha-charge namin sa kanya. But at the end of the day, for example during – naki hair spa ka, isinasabi nila ay gusto ko rin niyan, pa hair cut narin, pa manicure/pedicure narin pa ganyanganyan… so dadami ang (ducket)? Niya. So paglabas ng client, i-aadd lahat ng services, isusulat doon sa official receipt, doon sila mag babayad. But each client can be – have, uhh - one stop servicing, two stop or three or four. Depende kung anong service iyon. So doon na medyo – medyo magulo iyan. So dapat part – part ng system niyan na to – uhh to clarify kung anong services ang ginawa ng isang client, it’s part of the client database eh. On a particular day kung anong ginawa ng client, kung sino ang gumawa sa kanya, with the corresponding amount. Kasi iyon ang lalabas sa computation ng commission sa payroll.

I: So question, meron rin po ba dapat na record ng mga -- employee?

TT: Well --- may record ang mga employee, ---- of course, kasi sa part ng system niyan uhh one of the, pwede mo extend ang system into payroll rin eh. Diba? So kung may payroll ka na isang module or part of your system, na nag rerecord, may employee database. So each corresponding employee has a corresponding percentage of remission.

I: About the, the services: for the employees, do we also need to keep track of the availability of employees? For example: He or she is in charge of a client right now, so should we ---

TT: Di na kailangan na ganyan ka ano sa detalye iyan. You don’t need that. The salon’s managers can do that in real time na eh. Makikita nila iyan. So the salon manager will be the one who is going to assign a staff to do the services.

I: Are there any other factors that you need to consider for the availability of the services, other than the employee’s availability? So for example: The equipment?

TT: Wala naman – wala. Kasi the equipment, uhh the equipment is always there, uhh the product the consumable product is always there, so hindi nauubusan iyon. Dapat hindi mauubusan iyon. Kaya may inventory eh kasi once na for example uhh the spa paint we use medyo mababa na, dapat maaalarm niya yoong system to restock – to go out to restock na.

I: Regarding the services, again, uhh, the service is given by the staff, right?

TT: Mhhmm.

I: So if the staff, let’s say the staff is unavailable, the service is also unavailable?

TT: No no no no no--- kasi marami kaming staff eh. Each staff can do --- almost all of the services. Except for example: Uhh trabahong salon manager yan na make sure na for example haircut, dapat yung senior lang ang puwede gumawa. We have to make sure that there are seniors available all the time. So it’s not really part of the system na, it’s part of the job of the salon manager.

I: Uhhm, Soo -- I just have a – I just have a thought no. Uhm let’s say for example theres the product, wala nang product, so the service will be unavailable, supposedly? In the inventory it says it’s unavailable, but in the, but when they check the store inventory nila theres the inventory, will the system be (allowing) not allowing the service to be done? Like hindi niya aadd sa- na it’s part of the database or puwedes iyang I override na parang meron siyang palang product.

TT: I’m sure dapat puwedeng mag override iyon.

I: So the store manager can uhm create like, uhm pwede niyang isulat sa system na meron ka palang system sa- so iaadd niya ang product. So i-aadd niya ang product.

TT: Hindi kasi for example uhh—for example today, we delivered 50 cups of herbal paste, iyonangginagamit for hairspa, herbal paste. So on the system may 50, add 50 plus whatever left to last time diba? So everytimegagamit for example this client used 2 cups, this client used 3 cups, diba? Automatic mapipick up niyaiyan. Let’s say bumagsaksiyang lower than 20, dapataalarmnayung system to the salon manager to add na. So we want as much as possible, we don’t namawawalaiyon.

I: About the -- the amount that is going to alarm you, will you set that or is there a set amount that will –

TT: We will set that, let’s say for herbal paste let’s say it cannot go below 30, for shampoo it cannot go below 5 gallons, parangganyan.

I: So the TT will be given access to whether how low it can go?

TT: Yeah, yeah.

I : So would you need a daily report? A monthly report? Lets say a month passes do you need the program to dishout some information like which one sold more and which ones sold less./

TT: right now, ang ginagawa ng salon managers, they are giving us daily reports of sales and after that they compile it.

I: So do you need the system to do that?

TT: oo, generate reports everyday. Actually we need the data, like ilan nagpa hairspa today, nagpa haircut, which clients took these services. Para next time malalaman naming kung ano highest chance na kunin nila ulit. For example, we have 10 guys who want to take hairspa, hairspa for men use less shampoo and others compared to when women have hairspa. So we can limit the inventory and services for the specific branch.

I: so in terms of it as a business nga. Do you give out discounts?

TT: Ayun narin. Dapat the system is flexible enough from time to time to be able to change the computation for a promo.

I: okay so lets say will there be a needed discount coupon? Initially theres a code like checking.

TT: no, for example, right now we are giving 10% discount for hairspa across the board but we have a promo if you bring in a friend only one of them will have a 50% off based on the regular price of the hairspa, the program should be flexible enough to compute that.

I: So would you like the system to be able to add certain promos like for example add a promo and what kind of services it would be and what discount will be given.

TT: yes, it should be simple like I press something in order to execute the discount. Right now we have a loyalty card that works that if you have 6 hairspa the next is free. So the services they use should be saved in our system.

TT: So right now, minsan makikilala sila ng Salon Manager "o lumang client ka from other branch ah" so you cannot enjoy the free spa

I: Regarding that, if one branch already has a record of that client, the other branch should also have it?

TT: Oo, nagshashare kami ng database through email. So kung automated na lahat, mas madali. So if I add 10 clients in one branch right now, lalabas rin sa kabila in real time.

I: Would the client have to show an ID?

TT: No

I: So it would be up to the Salon Manager to input the name.

TT: Yes

I: What about if there were 2 different kinds of people and they had the same first name and last name how do you fix that?

TT: Kung pwede nga eh, kapag yung database pwede namin lagyan ng picture. So each client has his own database parang eto yung mukha ko eto yung nagawa ko ganyan ganyan. Member since 2014 pala siya, parang ganun. On that, we can recheck na, from that database gusto rinnaminmalaman Who are the clients? For example this client comes in every month for three months then biglang nag stop, gusto namin malaman kung bakit. So dapat may way rin kami to check.

I: Regarding the client, must there always be one Senior?

TT: Depende kasi for example if the service is haircut or haircolor, dapat may Senior. But if the client is regarding hair spa, kung new client, dapat may Senior, kung old client or regular, pwede nang walang Senior. And kung manicure, pedicure na, yung manicurista na pwede dun.

I: So for a new client, it’s a must for there to be one Senior?

TT: A client should have a Senior attatched to his/her database. Kahit after 20 visits, walan asiyang Senior, dapat meron din. Kasi through the course of the services, kung nagpalit siya ng Senior, dapat malaman namin. Nasa database namin yun, para malalaman namin na eh bakit? Baka pangit pala mag gupit yung senior

I: Regarding this Senior and Junior classification, what are the bases for classifying them as Junior or Senior?

TT : Of course yung Senior is trained. Yung nag school train na marunong mag haircut, color and everything. Parang formally trained. In school, or in other salon or something like that. Kung pumasok kayo sa Salon, usually the one who’s doing the haircut is the senior. Usually the one na nakatayo lang sa tabi, yunyung junior.

I : Are there any instances that Juniors become Seniors?

TT : Kung pumasok na sila sa school and marunong na sila mag haircut. Kasi to become a Senior, dapat marunong ka mag haircut, mag color, and then years and years of training na yun. We have some Juniors na marunong na mag haircut pero the skill level is not there pa.

I : Regarding the Seniors and Juniors, who can add them? Would it be the owner?

TT : Kami na, oo.

I : For the user interface, will other people, customers be able to look at it?

TT : No.

I : So are you looking for functionality or beauty?

TT : More on functionality

I : Would you need a manual or tutorial for the program?

TT : Hindi na siguro kung madaling gamitin. Kasi a lot of companies have premade programs. May software nasilatapos the software is talaga for these salon business, spa services, yung ganyan may tutorial kasi mahirap gamitin eh. Kasi they touch all the aspect kasi parang one product for all eh. So they touch all the aspects of these kinds of services tapos ang hirap gamitin kasi ang raming module. Eh sa amin, we don’t need all the modules, iilan lang ang kailangan namin. So I think it will be quite easy.

I : For example the years go by, would you be wanting us to modify the program. For example kailangan mo ng bagong functionality, would you be needing us to be the ones to do it?

TT :Oo syempre. As of now I don’t see any new functions na kailangan namin. Kasi it’s a very very simple business eh. We only need client database, and inventory; we have two kinds of inventory that we are using in the salon and inventory that we are selling to the client. And then on the other hand yung staff namin, yung services for each client kung anong ginawa nila. Then you generate the report na. I don’t see any additional needs pa. Kasi you generate reports, you see the reports, the most you can add is another module for payroll.

I: To clarify regarding the Junior Senior, is the information just being a Junior or a Senior? Like is that all that is needed to know?

TT : Right now we have three levels of employees. Salon Managers; it has too kinds: the main and the assistant. And then Seniors and Juniors.

I: So we don’t need to keep track of their history like where they studied?

TT : No

I: Yung owners, where can they view these information. Like would it be accessable in the internet na may website kayo?

TT :Oo for example we can log in to the terminal and check everything. For example right now I can log in to the MOA terminal and check kung anong nangyayari sa kanila, to check everything to check kung ilan clients today, kung ilang clients yesterday. And then I can do the reports, parang remote access.

I : So you go to MOA and access there?

TT : No, I can access anywhere

I : From what we got from the interview, basically the database you have is for the customers, and then you have the products. Two kinds of products: consumable and the ones for sale. There’s another one for the employees. And then there’s another one for the transactions. So for the clients niyo, you need Name, Contact Number, Address is optional, and kung kaya, picture. And then for the inventory, you need the name of the product, the price,

TT : So dun sa inventory may product name, product ID, and then okay na

I : Yes, and then the cost of the product. Its base cost and its sale cost

TT :Pwedeng base cost, but the base cost cannot be seen by the Salon Manager, owner lang. Alam lang nila yung selling price.

I : So only the owner can add new kinds of products?

TT :Oo but the Salon Manager can add the quantity

I: For the employees, you would need the Id, their name, umm do you need the services that they can do?

TT : Hindi na siguro.

I : Okay, Id, name, status(Salon Manager, Junior, Senior). And then there’s the option for promos. Yung sa promos yung salon manager nalang ba mag iinput depende kung anong promo meron.

TT :oo siguro there’s a button to for example kung walang promo, if I buy these, total ganyan. Kung merong promo for example these three may discount so less ten. So you have to have a way to do that.

I: So for the promo, let’s say, does it have to be, like, different name for that promo? \*\*Tapos, that one that only gets accepted go to the managers so they could add after naming //unclear - some parts are inaudible\*\* or, pwede the salon manager has the freedom to put the discount that he likes per like given… kasi kunyari, pag isa ka lang, 10% so that would be… siguro you call it hairspa promo.

TT: Pwede rin, kasi if we can put a name on this promo. For example, ito yung… Kasi we’re not generating the invoice naman eh. Diba? The phase you’re going to do for our own, kasi they have to write invoice kasi eh. Eh parang wala pa kaming facility to print invoice na pwedeng may BIR or something, hindi pa. Kasi ito yung iniisip ko ah… May client kami, isang person yung client, they will fill up a form then the name, etc. Once na-fill-up na niya yan, the salon manager will… uhhhh… Kunyare pipindot niya na yung “New Client”, \*inaudible part\* sa terminal then \*inaudible\*. Diba? And may option na yan to have the picture taken, kasi diba what if pag yung client ayaw naman pwede ring hindi. Once na nakaupo na yung client, you need to write down all the services that they will pay. Once na hindi nagawa yung services, nandito na yung client, the salon managers can go back to that invoice stage. In that invoice stage, ici-cite niya na mga name of the client. Naka-input na yung name ng client sa database, may client number nayan eh so automatic nakalabas na yan so i-input nya lang mga pwedeng ipagawa. So kung may promo, siguro sa side may names of the promo, like bring one friend or something. This way, it would compute automatically. Right now and last December, may promo na if you buy 2 products, you’ll get 20% discount. If you buy 1, wala. Buy 2 to get 20% talaga. So it should be okay for us to add the promo.

I: So only the owner could do that or pati manager?

TT: Dapat salon manager din kasi paano kapag wala kami?

I: Kasi what I’m thinking now is that there might be instances of product that the salon manager would just put discount tapos…

TT: Pwede rin na the discount would be just coming from us tapos… Kasi I’m thinking nga, it’s a more complicated step na eh, diba? Aside from the invoice stage, yung sides different promos and buttons they have to push, so parang ganyan eh. Paano mo ico-connect yan? Parang medyo mahirap kasi eh. I’m thinking something na you guys would do na okay. Kasi meron kami 3 kinds of promo, and then Christmas dalawa nalang, tapos sa Valentine’s apat nanaman eh. Christmas season madami, Valentine’s madami. Supposing you would do that, how could the owner easily complete the program, the discount? Yun lang yung concern ko. Kasi iba-ibang discount, iba-iba din.

I: Okay. For the transaction part naman, how long would you want to keep track of the records inside the computer?

TT: Wala, forever nayun. Hindi na magtatanggal ng records.

I: To clarify lang, is there a specific time where you consider clients an old client? Or after their first visit, old na?

TT: After their first. Ah, ang tawag pala naman dyan ay either new client or regular client, hindi pala old client kasi baka matanda eh. If they’re new, walk-in, first-time or whatever, then regular client. Once their name is inside the database naming, regular client nasya.

I: Do you have terminals now that you are using?

TT: We have computer right now. So right now, ang ginagamit naming talaga is Excel. Everything is in Excel form na.

I: So you are using Windows, tama?

TT: Windows, yes. Ah, I think they have this kind of program in David’s Salon in Malate. Yung ginawang program, almost like yung sinasabi ko sa inyo ngayon. We tried to contract him to do it in Taylortyler’s. Hindi nya kaya because his program only works in the old XP. Eh yung bagong computers, lahat naka-Windows 8 na. Yung program niya hindi na nagru-run dun. So hindi na namin tinuloy yung… But we almost have a perfectly working program dun sa David’s Salon Manila. Kahit hindi na yung maganda, functional lang.

I: Kasi, this would need network diba? So we just want to know if you would have your own computer at home nalang there managing it or something?

TT: Oo ganun sana. Kasi sa setup ng David’s Salon, may isang branch. Sa loob ng branch na yun, we have 3 computers. One is for the salon manager, sya yung nag-iinput ng mga client, everything, and the other one inside ng bodega. There, they have an inventory clerk to do the inventory. The reason for that is mas maraming trabaho sa David’s salon, mas maraming gamit. For coloring, did a client use a certain number of grams? Color used? Lalaki? So medyo mahirap, magulo. Eh we have one server pa, then yung server automatically sends reports to us through an e-mail.

I: So would it be better for you if it’s e-mail? Or dapat real-time na siya?

TT: Of course, maganda if we could remotely send, not really control, what’s happening sa salon in real-time. Malaking challenge ito. You can check yung mga salon services program. Maraming binebenta sa States. Nag-attempt sana kaming bumili kaso lang yung program na yan, they are catering for everybody. Ang dami-daming features na hindi naming nagagamit. So medyo complicated na yun.

I: I think we’re good with the interview. We think we got the idea naman and we’ll be giving you feedback.

TT: If you need to see the actual program, you need to see talaga sa place.

I: We need to finish this sir, in 2 months. So this is until the end of the term.

TT: You need to do this in 2 months? Yun nga yung sinasabi ko eh, yung module sa accounts baka may pwede kayong hindi gawin para hindi mahirapan eh. Basta ang importante lang, the client database and the daily sales. Kasi once na pumasok yung client sa database, magiging regular n asya eh. So pag cinocompute yung invoice, nandyan na yung pangalan nya, client number, anong services ginamit nya. Nasa manager yan, and yung total for today din. If yung ginawa niya is total worth P2500. But ang maganda dyan is may database of the services and how much a client did for a certain day para macheck namin. Like si Client A, pumunta siya the 10 times. 3x siya nagpacolor, 3x siya nagpa-hairspa. And ma-check namin sila, bakit hindi na sila pumupunta?

I: So basically, what we’re going to make is the database and generating reports now. So sir, thank you very much po for your time.

TT: You can propose naman how you can simplify pa or add things. At least pwedeng simplified, kahit wag na yung more details pa. Simple client database, simple inventory, simple plus and minus, everything working together. Yun yung first step.

O: May option that feature (inaudible) especially for a new client. Name, address, cellphone number tapos kung they’re willing to give an address, pwede rin. Basta yung pinaka importante is a name, address, address can be just Manila, Quezon City, di naman kailangan talagang ano. And then email address, cellphone number and option is a picture taken lang kung gusto niya

I: Do you have to have a copy of the report?

O: I can show you a typical report na sinesend sa akin. It’s a typical spreadsheet file lang, an excel file lang. Date, diba, and then the ... \*shows the spreadsheet\* eto yung mga herbal cups, this is daily report sales so hindi kasama inventory. Different sheets pa yun. So treatment, kung ilang treatment. So we have, minsan may free kami eh. Nagbibigay kami ng free eh. So there are free treatments, so dapat, hindi ko alam kung how we can separate that eh. We have other services, other services include hair cut, hair color and (inaudible). So kasi yung other services, ang main service kasi namin ang hair spa so eto lang yung inaano namin yung other services nilulumpsum(?) namin. So pwede niyong gawin na written yung other services like haircut, haircolor, manicure/pedicure, eyebrow threading, blowdry, hair and make up pwede mo i detail yan. And after that these are the products. So you can see no, from line 8 to 31 eto lang yung products namin so eto yung (inaudible) namin na binebenta so very easy to manage. Unlike other salon, there are hundreds and hundreds of things. So this is a summary eh so there are petty cash out how much they spend for the day so yun yung balance. So this is typical reports sa total sales. So in the total sales, it includes cash and credit card. So this is just a report, of course may mga mas det- so every line niyan kung petty cash out, so you have a parang separate sheet or separate window naka specify kung ano bang binili nila sa petty cash. Like tissue paper, tubig, ganyan. Typical salon use of petty cash, marami yan. Kunyari naubusan sila ng bond paper or pad paper, they have to buy. Aside from the petty cash, yung typical spend namin for product. Yung binibili naming product, iba naman yun its expenses na hindi petty cash. So this is typical sales report lang. Nothing fancy. So based on yung mga database na ginather for that day, isusummarize into this report na sinesend sa akin. So siguro may separate sheet ka na inventory lang. Day in, out. In out lang naman kami eh. Wala naman kaming ibang vendor eh kundi out lang in salon eh. Unlike other businesses meron kang mga may purses order pa, may tapos different company. Kami wala binebenta lang namin per client so one time transaction lang.

I: Regarding the petty cash balance, to be clear. It’s the balanced that you’re setting aside to buy the other supplies

O: Ang petty cash, we have 4000 pesos petty cash na parang revolving cash. So they will use up the petty cash. So time to time ibig sabihin right balance, aside from using this one, merong 550 pesos yung salon na petty cash so next day di sila gagamit. So mag miminus yan until it reaches 0 kung malapit na sa 0, they will call us para i replenish yung petty cash. So nirereplenish namin yan from time to time.

I: So this time to time, it’s, it’s not a set day?

O: No. Kung mauubos na, and then let’s say eto naubos na diba and they need another petty cash so ang ginagawa namin nagrereplenish kami, 4000 pesos. So nag replenish kami nung february 18.

I: It’s the owner who sets the value?

O: Mhm, usually 4000. Kami nag set nun 4000.

I: Definitely 4000, it never goes up?

O: No no no, as of now.

I: As of now, so it can change?

O: It can change in the future for example tumaas yung mga bilihin, we can make it higher. So eto naman yung mga dependant for today. For example today on february 5, there are 14 shampoo nabenta, 3 repair nabenta, 1 repair shampoo nabenta, 1 is free. So may 1 salon use. So this product binebenta namin and we can open it up for salon use. So on the inventory sheet, na minus na to sa inventory namin

I: So the numbers here are sold

O: Out, lahat ng numbers dito ay out. Walang in. On the inventory sheet itself, merong in. Merong in out, in out, in out.

I: The salon use, it’s different from the usual 1 here

O: So yung mga ganyan, parang sinabi ko before. Ang mga product namin, there are 2 kinds of product one salon use, one is over the counter and there are products that can be both salon use and over the counter like this one for treatment spa, ginagamit namin yan for treatment and at the same time yung whole bottle, we can sell it. And then yung ibang salon goods namin, yung scalping lotion paminsan minsan salon use, rebuilder salon use. Yung mga serum, minsan kasi the client want to try eh so binubuksan namin yung mga product namin for the client to try,

I: But these aren’t your whole inventory?

O: Actually these are our inventory of OTC, over the counter products. So yung mga mainly salon use product, wala dito. For example hair color, di kami nagbebenta ng hair color so salon use lang talaga yun. And then, nail polish, salon use lang yun. We have shampoo for salon use lang. Pero binebenta rin namin paminsan minsan. It’s not a lot, konting konti lang.

I: At the end of the spreadsheet, the total sales are computed for the month?

O: Yes, uhh actually hindi. Yung report nila hindi. Kasi based on this spreadsheet, meron kaming mga parang we keep on the books ourselves, tinototal namin yun. Which is not part of the program. Kami kami na yun.

I: So yung total sales, this is computed by ...

O: You can compute na to eh. You can compute na the total sales from here.

I: No I mean for this day

O: Eto naman, it’s computed ... sila sila na nagcocompute nun. For example the resibo for today, lahat ng OR ... kaya if you want when you have time you can go to the salon and see the process talaga. Pagpasok mo, diba sabi ko we have senior and junior. Junior who prepare the docket tawag namin dati is parang sale slip or whatever or purchase order or job order. Lahat ng mga junior will write down. This client or client A nagpa hair spa cost 990 pesos client A also have manicure/pedicure, client A also has ganyan ganyan ganyan. Depending on kung sino gumawa ng service, kanya kanyang docket. Each person for example doesn’t mean each client has one docket. Each client can have 2, 3 or 4 docket. At the end of the service, kung uuwi na yung client and tapos na lahat ng service niya, icocompute lahat ng mga nasa docket ng each client. For example, client A spent 3000 pesos, so sa OR isusulat niya nagpa hairspa, manicure/pedicure, ay bumili pa ng shampoo total of 3000 pesos. Ireresibo niya yan. So ipapatong patong niya yung mga resibo each day may 10 receipts. So i aadd mo yung 10 receipts, kung cash or credit and then each day may report. Sa credit card may report yan eh may parang you can print out a report from the credit card machine i aattach yan. I aadd niya yan lahat. So the credit card report plus the cash on hand should be equal. Should be equal to the total number of the amount in the receipts. So kung na balance niya yun, tama na siya so itatabi niya yun, itatabi niya yung envelope, next day ipapasok niya sa bangko. So yung report niya ilalagay niya dito.

I: The total sales isn’t based off the prices here, it’s the total sales for the day based on the receipts?

O: Oo kasi walang prices dito eh so di mo ma automated eh. So to get this number, diba sabi ko basically yun ang kasi in a salon program, maraming window yan eh. There is a window na parang OR siya a window na parang service lang, so ang iniisip namin is pagpasok mo, the basic window is we have one general window parang spreadsheet yan. Yan ang parang login logout namin. So there’s a date, each sheet is 1 day yan. Each day may pangalan ng mga senior and junior tsaka may time yan so if you open at 10 so may 10, 10:15, 10:30, 10:45, 11:00 up to closing yan. So each client na pumasok, nilalagay namin yun based on sino yung senior, sino yung junior. Kung nakasulat na yan, and another sheet is, so kung nilagay mo yung pangalan diyan so naka link yan sa client sheets, sa client profile. The client profile should be editable, so everyday kunyari feb 12 pumasok siya so we can type in na rin kung anong ginawang service, kung sino gumawa sa kanya. So in the future, pag may problema ma trace namin kung may nangyari sa kanya. So yung client profile na sheets, database lang yun diba, it should be linked to the main sheets of the daily login, and it should be linked to the OR so we have digital OR din so for example digital OR 001 dapat pareho siya with the totoong OR. So there are 4 or 5 items to be linked lang naman eh. Then of course on the client profile, lets say bumili siya ng tatlong shampoo, automatically it would reflect on the OR, then automatically it will be deducted from the interview. And then for example sinabi namin, this client A used 2 cups. Kung sinabing 2 cups, automatically, idededuct sa inventory namin 2 cups.

I: Regarding sa digital OR, in the processes you do now, do you keep track of kung binayaran siya in cash or in credit?

O: Oo, sa digital OR dapat nakasulat yun eh. This client pay lets say credit card, in cash dapat nakasulat yun. So at the end of the day kung ano yung naka paper we have totoong OR and the report from the credit card machine so dapat naka balance yun, yung totoong pera and the one from the credit card machine the amount should be equal to the total of the OR. So in a digital sense, dapat tama rin siya so parang example sometimes kung may sinesearch kami kasi kami pag may problema we have to go through totoong paper na OR hinahanap hanap. So kung digital na, press press lang sa computer lalabas na yan.

I – Interviewee T-Interviewer

Transcript 2/12/2015 – about 16:50 – 34:35

I: Per OR. Kasi ano naman eh, para for example, nalaman mo rin na you can search in such a way na this client A, let’s say, 2014 dumating sya ng 10 times. So ibig sabihin pag dumating sya ng 10 times, those 10 digital ORs nakareflect, nakalink yan sa kanya. Diba? So automatically, lalabas na report, client A pumunta January ganyan, anong OR number? Tapos pag sinabing from March, ano bang nangyari sa March? May problema, so if you click that OR number, lalabas yung OR na yan on a digital sense, diba?

T: I noticed that there are names here..

I: Ito naman, kung sinong gumawa ng report. These are the salon manager’s name, diba? So each OR, meron ding option to put the salon manager name. Kung sinong gumawa ng, for example, ang OR right now, we don’t write the salon manager’s name eh. Kasi pangit naman kung kailangan malalaman namin based on their handwriting, diba? Kaya lang on the …(inaudible part)… syempre kailangan ilagay nya kung sino gumawa ng report, sinong nagtype-in ng report. Tsaka kapag may problema, sila hahanapin namin.

T: Regarding the staff, assuming that, say, the first client usually picks this certain senior staff. Then another client comes in who usually gets the same senior staff as the first client, what does the salon manager do to ...

I: Kasi kung ganyan, if a client’s coming, asks for the same person, she/he has to wait. Talagang maghihintay sila.

T: The usual time per service is?

I: Kasi we have a senior and junior para mas mabilis ang turn-around, so if the senior is working with this one, with this junior, diba? Tapos may biglang dumating, sino yung pwedeng iwanan yung gawa nya to the junior and then move to the next client? Kasi ang important, ang trabaho lang naman sa senior, number 1 kung hair spa ang pag-uusapan, ano lang yan eh, parang consultation, check kung tama yung application ng everything. After that, the junior could finish the work and their senior could move to the next client. Yung medyo matagal lang is kung serve nya is color or haircut. Ang haircut naman talaga eh senior naman gumugupit eh. Ang colors dapat medyo bantayan mo depende kung sino yung junior nya. Kasi may mga junior na marunong na.

T: Regarding sa paglipat ng senior member, kasi iiwan sa junior diba? Does the salon manager keep track of the switch or is that done beforehand?

I: Done beforehand. Kasi malalaman mo rin yan eh. Kasi for example, in the middle of the work, let’s say maraming tao,the salon manager cannot be problematic(?inaudible)about it and nagswitch sila ng junior senior. Makikita naman sa ducket yan eh, kasi may ducket sila eh. On the ducket itself, the junior will write down the name of the senior. And minsan, walang senior, there are times na walang senior. For example, regular client, he/she just come in for the hair spa, junior lang ang gumagawa nyan, wala na kailangang senior.

T: But if the client requests for a senior…

I: Pwede rin, pwede rin… Mostly kung regular client, the client will not request for a senior. Kasi kung dalawa nagtatrabaho sa kanya, they have to keep things (inaudible). So minsan, yung talagang super regular lang at hair spa lang, they would ask junior lang. Kasi mabilis lang eh, just damp the hair, then massage, ganun.

T: So there is a, wala syang clear time na, sabihin natin na, a hair spa will take 30 minutes so from 12:15 – 12:45…

I: Walang clear time but we can approximate na for men, mga 1 ½ hours, for women, mga 2 ½ hours. Kasi kung steaming process na yun, wala na, iiwanan na naming yun eh. So the junior could go to the next client.

T: So at that moment, parang status ng senior member or staff is available again?

I: Oo, hindi sya occupied. And actually yung ganyan, di mo naman kailangan ireflect sa report whatever they’re going to do eh. Yung ganyan, trabaho ng salon manager yan eh. To manage na yan eh, so walang clear cut set of instructions yan. So hindi marereflect sa report yan. Ang nasa report lang is at the end of the day, kung sino yung senior at kung sino yung junior.

T: Ahh, okay. For the data, do all the branches have the same standard?

I: Parehong pareho.

T: Do you have the form for the inventory? Actually wala akong form, it’s just a report eh. Binibigay sa amin time to time. Wala eh, walang ganyan, just the balance lang, product name lang. (inaudible)So for example, January 1, remaining balance… For ginger9 shampoo, we have 27. So ending balance generated, total of 27. So baba na, out, ganyan diba? So ito, the inventory of our main branch can be BF homes. So ang BF homes ibig sabihin, the product we have sometimes goes to MOA branch and sometimes go to Galleria branch. So may out din to, so makikita minsan may out yan. Naka-out kami sa (inaudible)yan. Rebuilder. We move 48 pieces sa MOA so minus 48 sya, so hindi sya sales diba? Ang out is sales, ang salon use is salon use. Ang in naman is kagagaling lang from Singapore. This is typical, ayoko ng ganyang sistema. So andaming number eh.

T: The beginning balance, whose work is that, is it in a branch?

I: This one, it’s in a branch, our main branch, BF home branch. So ibig sabihin, sometimes, they move, tignan mo 38, but added 12. Di ko alam kung bakit naging 38 ulit. Diba dapat 40 na yan. Kung hindi automated, maraming room for mistake. Of couse, kung ginawa nila yung report, I can’t sit down and check everything eh. So we just rely on the thing’s number. And time to time, pinakaactual yung inventory, they correct the actual information which is very unreliable.

T: (inaudible)

I: So you can revise the system na kanya-kanyang branch na. Baka ang gagawin naming pag deliver from Singapore, ihahati na namin into tatlo. Parang ganyan nalang gagawin namin. Kasi medyo magulo eh. Ito naman parang ganyan eh, nag-order yung MOA, nag-order yung Galleria ganyan, so medyo magulo. So for me, I would to have, ano, per branch. Wala na tong MOA and Galleria. And I rather have product names and this is the data, /\*hands over data?\*/ mas gusto ko yun.

T: Regarding this end balance, what’s…

I: Ever since wala na, 0 product. At the end of January, we have 32, 36. But this one doesn’t reflect all, it only reflects BF Homes. Kasi yung mga dinala sa MOA, hindi naman namin malalaman from this spreadsheet, hindi namin malalaman kung ilan na ba ang nabenta. So dapat kukunin pala namin yung MOA, para alam talaga namin yung totoong balance. So medyo magulo yung system pa naming.

T: Regarding sa employees, do you keep track of how long they stay in the salon? Or is there a set time?

I: Dapat may set time, kaya lang may biometric kami sa salon, in and out kaya lang di naming masyado ginagamit. Ginagamit nila, kaya lang di ko naretrieve yung data. Parang for us, it’s much easier kung nirerecord nila rather than taking the data from the biometric. So if you’re going to touch the… parang payroll system na yan eh, diba? So we(or you?) have to use the biometric data. So yung biometric pwedeng, kasi yung biometric hindi ko alam kung pwedeng directly ikabit sa computer. Kaya lang usually, dinodownload naming yung data tapos sinasaksak pa naming yung usb to the machine. But if you’re going to touch the payroll, you have to use the biometric, mas madali. Kasi ano yan eh, ang pasok mo is 9:30 – 7:30, so kung nalate sila, may corresponding deduction sila. So yun, you have to make a program to automatically compute that. So ganyan, medyo another module na yan. After computing that, let’s say 500, tapos may late sya so minus-minus na yan. So may absent, so compute na yan how many days na pumasok sya. After that, dapat nakalink yan sa OR. Yan yung sinasabi ko yung digital OR. Kaya may digital OR kasi based on that digital OR we have to compute the commission. So after we compute the commission automatic na papasok yung commission sa payroll nya.

T: For the employees, is there a specific time you add new employees?

**Transcript Interview 2 (0:32 Minutes Onwards)**

Interviewee: Anytime you can add employee, kasi we have two kinds eh: One is permanent and one is for training. Anytime we can add employee for training and after training we can make the employee into permanent. Ang difference lang naman ng permanent is: may SSS

Interviewer: How do you control the staff from using too little or too much product?

Interviewee: Wala

Interviewer: So it’s possible that there is data inconsistencies?

Interviewee: Data inconsistency… Di masyado kasi we have only the ---- is only one eh. Herbal product. So either they use one or they use one half that’s it. Kung may tiratatabihinlangnilaiyon. So there’s no… Ang medyo mahirap lang is the color. Ang professional color kasi one tube di ko alam kung ilang- 100 ML ata. So depende sa client. This will be reflected on the inventory. This client used this color, 20 ML used 6.1 10 ML peroxide number 5 20 ML, dapat nasa inventory din iyon. May scale kami.

Interviewer: So there’s a person na pwede kang mag 6.1 and then…

Interviewee: Wala naman, usually in quarter lang naman eh like .25, .5, .75.

Interviewer: So like 20.75 ML of…

Interviewee: Oo, so for example parang 100 ML ata per tube eh. They can use half, half is 50 ML na diba, they can use ¼ or ¾ parang ganyan. Depende sa quality ng hair, depende sa haba ng hair. Depende kasi minsan I used half of this color to mix into a certain color. And both of them let’s say if I mix 50 ML and another 75 ML that’s 125 ML so I have to use 125 ML of peroxide, kasi one is to one eh, to mix. And peroxide we have 5 kinds of peroxide. 4 or 5, may number iyan eh, 2, 5, 7, 11 parang ganyan.

Interviewer: So regarding the… they only use half and half of this product and half of the other product. Inventory wise, is it count as an out for one product?

Interviewee: Yes. For the color itself, yun ang medyo madugo color eh. For example: today I ordered 10 tubes of this particular color. So 10 tubes it means let’s say 1 liter. If 100 ML yung tube. So 100 let’s say 1000 ML pumasok. So kung 1000 ML pumasok, today this particular shade gumamit tayo ng 125 ML. It doesn’t mean 125 ML into one client lang. So dapat yung digital OR or the client profile should write it used this kind of ganyan ganyan ganyan …. Para automatically it will deduct from the inventory. Iyana ng point ko, sa inventory iyon eh. So the client profile should be linked to the inventory na.Tapos yung paste naman can be 1 cup, 2 cups, half cup.

Interviewer: So the out would be per ML instead of tubes.

Interviewee: Instead of tube.

Interviewer: It’s by…

Interviewee: Kung ano iyan eh, medyo may kasi we have 2 kinds of color eh. One is organic one is non-organic. Yung organic color yon ang medyo madugo eh. But the non organic color usually we are using …kasi parang ganyan din eh kasi 40ML isang tube eh.

Interviewer: So you count per ML hindi siya per…

Interviewee: We count per ML talaga for the color.

Interviewer: And the cups.

Interviewee: And the cups yung cups yung herbal paste naman per cups. Mas madali kasi each cup is around 200 ML so minsan we use 1 or 1 and a half. Basta half. We never say we use 1 and 1/4.

Interviewer: Regarding the cups so is the data always the same in terms of one product is equal to two cups.

Interviewee: Wala kasi isang product naman iyon eh. The paste is one product. So cups talaga iyon. In cups talaga. Only the color is the same ML.

Interviewer: So theres only one product uses cups and one product the hair that…

Interviewee: The hair uses ML.

Interviewer: Those two products only. The rest are just normal inventory

Interviewee: The rest… oooo. Kasi like for example uhh.

Interviewer: Shampoo?

Interviewee: Shampoo, hindi mo maquantify na iyon, don’t tell me every time na mag shampoo weweighing scale mo siya.

(Laughter)

Interivewee: So yung shampoo naman is, walahindinaquaquantify. So for example na miniminus lang siya sa inventory kung naubosnayungisangganyan.

Interviewer: Then that’s when they get…

Interviewee: That’s when they get and they minus it. Nail polish din, hindi mo … So narereplace lang iyan pag naubos na, or baka the half of it tumigas na tatapon na.

Interviewer: So not necessarily like one client mauubos yung parang may magagamit may kukunin pala sa inventory, pwede rin na walang kukunin.

Interviewee: Yes.

Interviewer: So again for example when you add a new product let’s say the product that is in terms of cup, do you add it I add more cups to it or I add one product and then it converts it into cups somewhat like that.

Interviewee: What do you mean.

Interviewer: Uhm let’s say you want to restock a certain product that uses cups right? If you add that will you say…

Interviewee: In cups din. So today nag in kami ng 50 cups. Cups din. And in color we can say pumasok ng 3000 ML parangganyan.

Interviewer: May I ask something, if there’s a chance that we get a copy of the inventory and how you do the sales or kahit like dummy copy lang. Like a copy of the file so we can have a basis on what to put…

Interviewee: I can give you this, I can e-mail it to you. Kaya lang mas maganda if you can create your own eh, kuha mo? Kasiang… this are very basic eh, diba? IF you can create something na ganyan din naman eh, I can send it to you walang problema, but you can create your own. Mas user friendly diba? Kasi if you can download those… I’m sure may mga trial version na… Kasi there are a lot of programs na off the shelf programs na binibili for mga salon use or mga spa yung mga spa yung mga ganyang klaseng program. Which is... thousand and thousand dollars siguro you can download a free copy and take a look kungpanonilaginagawa. Kasi last time may nag offer samin, it’s around 70,000php per branch, yung program naiyon. Ang problem is, since very simple lang kami, gagamit lang namin ng 20% of the feature, other 20% hindi naming gagamitin. Kasi it’s ano eh, marami siyang module, yunnamang module di naman naming ginagamit eh. We just only need the inventory, the client database… Yun lang. So nag tiyatiyaga kami sa spreadsheet.

Interviewer: I think we’re good, I think we’re good so far.

…

Interviewer: Okay so to review everything that we’ve done so far. The client the profile client, you ask for the name, the address, the cell phone number and an optional picture.

Interviewee: Oo.

Interviewer: For the reports, you keep track of the date, which are over the counter and which are for salon use. At the end of the day the total sales is computed by the salon manager, not based on the report itself. Nilalagay ng salon manager iyon in the end.

Interviewee: Kaya lang dapat kung automated na lahat, so automated na lahat iyon. So ang gagawin ng salon manager, is to compare the toong sales with the report generated by the computer.

Interviewer: It also contains in the petty cash out which contains the other expenses of the salon. And you give each branch a petty cash balance. To be clear, the petty cash balance is for the specific branch, or all the branches?

Interviewee: Specific branch.

Interviewer: Regarding the inventory, it currently it’s in one branch only and you send it out to others.

Interviewee: Yung yes, hindi- three branches may kanya kanyang inventory, only the BF branch, kasi right now all the staff babagsak iyon sa BF homes, and BF branch is with the inventory. Ang gusto kong mangyari is kung binagsaksa BF, dapat automatically divided into three na, one is for BF, on is for MOA one is for Galleria(?). Para hindinasasamayung inventory sa BF homes naidededuct pa niya after kung kukunin naming. So kungbumagsaksiya for example nabagong dating yungmga product. Automatically ididividena naming iyon to tatlo. Para hindinamasasamasa…

Interviewer: Regarding sa each branch inventory, you said divide by three diba?

Interviewee: Dependekasiminsan the, like BF homes mas walang client, so mas makonting product iiwan naming. So mas maraming product, you can sana baka double ang Galleria and MOA and then konti lang naiiwan sa BF.

Interviewer: So it’s you the owners that will set that…

Interviewee: Yes we will set the parameters. The inventory iinput lang naman ng salon manager iyon diba? Today pumasokito 12, tapos the other branch pumasokito 24 ganyan.So…

Interviewer: Regarding sa employees. It’s the junior staff that creates the sabihin natin yung ano, what was the term?

Interviewee: The dacket(?).

Interviewer: The dacket…

Interviewee: Oo.

Interviewer: At the beginning of the service?

Interviewee: During the service.

Interviewer: Ah during… And then after the, so let’s say the client goes in as transaction, the salon manager assigns the staff to the customer, and then a senior is given to the customer. So while the senior prepares, the junior is making the dacket.

Interviewee: Ooparangganyan.

Interivewer: The junior is making the dacket…

Interviewee: Kasi every time na gumawa ng dacket, the dacket, kasi parang booklet iyan eh, take it out and give it to the salon manager, or leave it on the reception table. So kungpumuntakasa salon, kung ilang pile of dacket, should correspond kung ilang yung client nakaupo.

Interviewer: After the creation of the dacket, everything is compiled the moment the client goes out. And then after that just compile all the dackets.

Interviewee: Mmhmm.

Interviewer: Uhh regarding the digital OR, you keep track of which is cash and which is credit?

Interviewee: Mmhmm.

Interviewer: It’s per transaction? Not per let’s say dacket.

Interviewee: No no, Per client. Tapos depende rin, minsan one OR, tatlong client.Kasipwedeakongmagbabayadlang for three clients.

Interviewer: Ahh, so it’s in the person who pays made it. Kasi name niya.

Interviewee: Oo. So pwedeng three clients, for example tatlong client profile, on that day, parepareho OR number niyo. Kasi siya lang ang nagbayad eh, so one OR lang.

Interviewer: So it’s not considered nasabihinnatinna: ako, I’m not the one who got three, I got one one and one, one service for me one service for…

Interivewee: Oo, oo.

Interviewer: It’s not I bought three?

Interviewee: No no no…

Interviewer: I have a question, for example like the junior staff they only get staff for junior staff, so only the, parangsiyalangnakasulatdoonnasiyayung staff nanaka assign.

Interviewee: Yes, walang senior pangalansadacket. Kasi for example may mgadacketnga. Diba so anginiisipkohabangnandyannaangdacket, iniinput na ang services to the client profile na. So in a computer, kung for example for this instance there are five clients inside the salon. So ibigsabihin there are 5 windows of client profile naka open. So every time na may dacket na dumating, ittype na lang iyon na client ganyan. So ittype ng salon manager to the client profile: today, kunganoangginawaniya, at kung sinoang nag service sakanya. Tapos at the end of the day ikawang mag babayad, ang OR number is 003, so ang ittype naming is 003. So each client profile pwedeng maraming tabs, one tab ito, per day na pumunta ito. Parangganyan. So the more data, the more tabs. You can do a tab you can do whatever, kunganongklasediba.

Interviewer: Do you have a copy of the dacket itself?

Interviewee: Wala sa salon. Kaya nga if you’re going to push talaga gagawin ito, you have to go to the salon, sit down, and tignan mo ang operation kung pano sila. Kasi mahirap na iexplain ulet ito pag di mo nakikita eh. Napahair spa rin kayo para makita niyo talaga ang process.

Interviewer: Okay so thank you for your time again.