

**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.

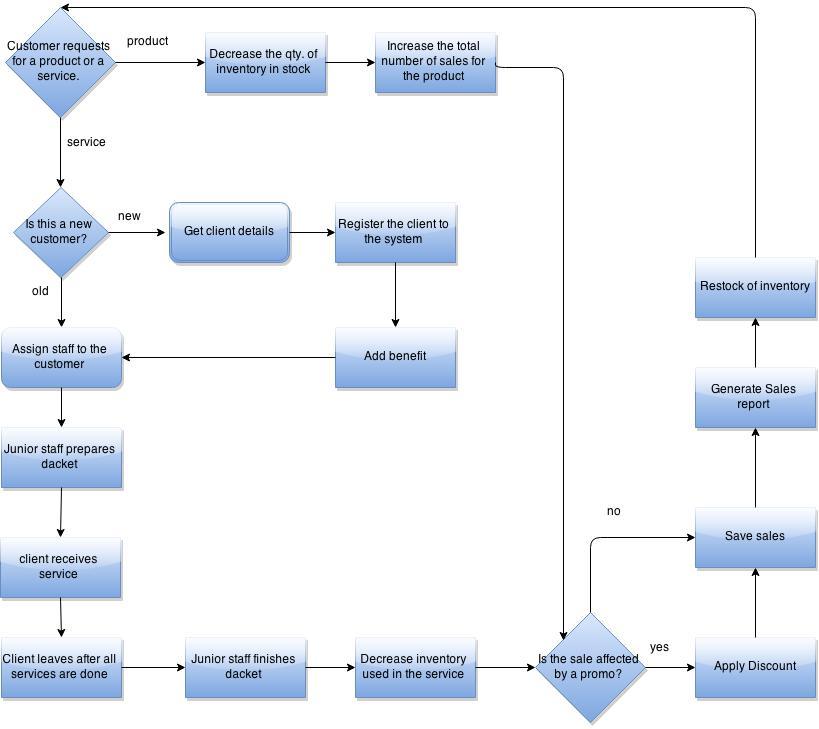
After the sale of the product, the salon manager keeps track of how many times the item was bought from the salon. The reason for this is so that the owner may have knowledge on each product and how they are doing in the store. The owner will use this information to change or adapt to how many products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

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 information being recorded by each branch is isolated from every other branch. | There is no tracking which information is updated. | It prevents any inference for the owner for improvements to the business. If anything is lost in the inventory there is no way of proving or tracking anything in between the branches. |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

***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: 7** |
| **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: 10** |
| **Pre-condition:**  Must be logged in as owner or 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: A transaction is done after a client’s stay** | |
| **Estimate (Days): 36 hrs.** | **Priority: 9** |
| **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 receives the total amount of payment is given 3. If the client has a promo, then a discount is applied to the payment 4. After the transaction, an official receipt will be printed | |
| **Post-condition:**  All databases (e.g. inventory, client, sales, etc.) concerned are updated. | |
| **Acceptance Criteria:**   1. Test if the promo is valid. 2. Test if the databases are updated accordingly. | |

* 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: 7** |
| **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:** 6 |
| **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:** | |
| **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 #2: The owner can add to the existing inventory for each store** | |
| **Estimate (Days): 12hrs.** | **Priority: 10** |
| **Pre-condition:**  Must be logged in as owner or 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. | |

**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.