# Cioffi’s Meeting 1

### Attendees:

* Ian
* Luke
* Rafael

### General Info:

* Refer to the Power Point presentation for business flow and section numbers
  + Location: ../

### Meeting Minutes:

* Reviewed business flow and possible areas to improve
* Section 1 (Customer):
  + Have customers order only through orderz.com to minimize mistakes, returns and verify we have the items in stock
  + If they are unwilling and still want to phone in, have the sales staff put in the order on their behalf (this removes a parallel income system)
  + We need to fix pre-order problems
    - This is how you get customer loyalty
    - Will need to analyze warehouse methodology
* Section 4 (Order Forms):
  + When printing the orders have the order forms print off in different colours for each section (Grocery, Deli, Butcher)
    - The printer can take multiple trays of paper
    - Should we have it automatically pick up which sections are on the order form so sales doesn’t need to change printer sections each time?
    - Will the order forms have the entire order on it or only the section’s orders on it?
    - Figure out colour coding
  + Make sure the location and time of delivery is on the form (up to date)
  + For the number of sheets per customer we could just tell the number of sheets instead of item additions
    - Ex: “2 sheets” instead of “9+2”
* Section 5 (Grocery/Deli/Butcher):
  + Can we setup a label printer for the butchers to make the boxes and contents more readable?
    - It may be easy to do for locations but harder for what is in the box content
* Section 6 (Invoice):
  + Make sure the invoice information is up to date (address and contact information)
    - Sometimes there is an issue between “Bill To” and “Ship To”
  + Can the Order Form/Invoice analyze the weight and size of the packaging/order?
    - This is a cross sectional problem, figure out where it is best to implement (Sales, Order Form, Invoice, or Dispatch)
* Section 7 (Dispatch):
  + Automate driver route planning, take into account:
    - Number of orders
    - Drivers for the day
    - Location (Not zones but locations)
    - Urgency of delivery
    - Size and weight of the orders
    - Add 15 min stop time (we could weight this based on the driver and their experience)
    - Make it flexible with manual override
  + On driving route sheet
    - We could separate order size
      * Ex: Deli = 3, Meat = 2, Groc = 6
  + Automate end of day reporting
    - Make a python script that reads the location and times of the driver and distributes to the emailing list
* Section 8 (Drivers):
  + Setup a feedback loop to the dispatcher/sales
  + Address/Phone changes of customer
  + Delivery procedures of customer
  + Let the Delivery drivers see the orders before invoices are complete (if they are loading already)
  + ~~Could we update the GPS route on the fly if the schedule changes to drastically to meet customer timings?~~
    - This most likely won’t work due to possibly getting stuck in infinite logic loops
    - The drivers have their truck packed a certain way already and it could slow them down further if the customers orders are on the bottom of the pile
* General:
  + Side tasks for Luke:
    - Create proposal template sheet
    - GPS connector quote to fix
    - Cardboard compactor that fits in warehouse