**Note for 930 meeting**

Author: Shawn

**We are not responsible if their system gets hacked. (00:30)**

**What’s their API? (4:40)**

1.They use FirstData to process their bill.

2.Their site was build using WordPress, a web page making tool. Also, they use a plugin for this tool called wooCommerce. In my understanding, this is like a plugin, or package for Worpress. Business owners use it to manage their products and services, like changing the price, knowing the sales volume, etc.

Here is a link to explain this: http://www.wpzoom.com/plugins/what-is-woocommerce/

**What type of credit card do they support? (7:10)**

They support Visa, Master Card, America Express. Almost all those of major credit cards.

**Do they have a dummy Account? (7:35)**

They will send this dummy Account to Lindsey. Credit card information was stored with FirstData. They could go and ask them for a practice one.

**What’s their back office? (10:10)**

Back office is the place (from an abstract sense) where admins can go and make some changes on their price, on their customization.

DirtyDrawz has two back offices, one is from Wordpress (W office), the other is from Delivery.com (D office). W office is the one they hold in their own website dirtydrawz.com. Delivery.com is a platform that provide venders a place to sell their services. You can go and see their website. It provides all merchants on their platform a back office so that they can look up all their customer orders, see their pick up time & drop off time, etc. Actually, they love the D one instead of the W one.

For the rest of the time, they show us the two back office from the computer.

**Things about W office (their own one). (14:00)**

It doesn’t matter if you couldn’t see it. Text description is enough.

The back office is actually a database. They can see their orders, the customers’ name, address, pick up & drop off time. Just imagine a simple list view. And when a customer places an order, he has to choose their pick up time. Then choose their drop off time, and those options could only be available which are after 24 hours from their pick time.

They don’t like their own back office, because it doesn’t give them much information they need. For example, they order comes as

“name: John;

address: xxxxx;

pick-up time: Mon, 6pm-8pm;

drop-off time: Tue, 6pm-8pm;

services needed: wash & dry & fold……”.

It doesn’t tell which Monday to pick up. They need the date. Also when placing an order, customers are supposed to receive a confirmation email to make sure the date is agreed, or if they want to make changes on date. But right now, they don’t. So that’s a problem need to be improved. Also, for their website, there is no way to take a one-time order except making a phone call, which means most customers have to purchase a plan to get their services. Actually you can see a “order online” button on the right top. But that button takes you to the Delivery.com, making you be the Delivery’s customer.

What they like is that everything goes smooth.

They don’t mind if our app looks different from their Website, which means we could create a completely new one, new hierarchy, new appearance, only except new logo. They don’t mind if their customers have to create a new account to use our app. So we have a lot of freedom on design.

**Things about Delivery.com: (19:30)**

You can take a look of the page:

<https://www.delivery.com/cities/boston/categories/cleaner/dirty-drawz-laundry-service>

**Things about D office: (22:40)**

Delivery.com provides all merchant a back office to manage their order from this site. It’s also a list view but provides more information that merchant need to know, including the first name, last name, address, pick up & drop off date, laundry type, etc.

There are green items and red items in this list. I’m a still little bit confused about the color rules. But I think we could just move on, it doesn’t matter. (24:20)

Kelly prefer D office because it have much more information for her.

But the downside is that if the actual weight of customer’s laundry is over his own estimation, DirtyDrawz would have to call delivery.com to update the order. It’s inconvenient. (26:00)

**There are a couple of companies for reference: (29:10+51:44)**

Flycleaners, Cleanly, Nimnim.

**Other requirement Kelly and Simon mentioned:**

1. They like one-time order, it’s like they come, they weigh it, and wash, deliver it. And currently, customers could get one-time service only through phone call. (28:57+42:50)
2. They love scroll wheel to let the customer choose the date to pick up or drop off. (33:29)
3. We could copy their old F&Q in our app. (34:34)
4. They don’t care if the credit card information is provided by customers with the signing up process. They hope that customers only input their credit card information just before their first order, and after the terms condition, not during their signing up. (45:16)
5. They want to capture the action that a customer goes in and then quits account without giving an order. They could give a call and help this customer if there are any problems. (35:45)
6. They want their “notes” button to be small for limiting the requirement from those picky customers. (37:45)
7. They want these information during sign-up process: name, address, email, phone number. And they want to make this process simple. (46:00)
8. After logging in, they hope the first thing the customers should see the “wash & dry & fold” and “dry cleaning”. And there should be a price estimator, like Uber. And it’s not put into the bill. (48:00)
9. They want visual item in app for customer to choose for the type of their clothes.
10. They want to give customers options only like “fragrancy allergy”, instead of what brand of detergent. (I forget where it is but I remember there is this thing.)