The current process that Hamp Crafts’ uses detailed in their data flow diagram is broken down into four phases. As the potential customer looks through the website, they can make an order where we enter the first phase which is essentially a customer’s cart where the website holds onto the items the customer is interested in buying. When the customer is ready to finalize their transaction, we go on to the next phase of the order where they “Check Out”, this phase is assumed to be where they input their credit card, shipping, and discount code information that applies. From here we split the tasks into creating a shipper for the order and fulfilling the order where the company chooses the supplier for the items ordered and fulfilment agreements made with the suppliers. The supplier then ships the products with a shipper and the order is then delivered. I think a few steps in the current process are missing as there is nothing preventing an order to be placed on inventory that is not instock making for a bit of an issue for the customer as it isn’t discovered until an employee catches it, which is another potential for failure if an employee does not catch it and approves a fulfilled order. The data sources involved in the process are the customer, carrier, shipper, and supplier.

For the new online storefront for Hamp Crafts’, there are several improvements that can be made to streamline their process as well as add in the new features they have requested such as, easy view products, payment process, order confirmation, customer support, and allowing admin access to modify customer information if needed. Some features that will need to be implemented along with the client wants are a secured payment system, active inventory for tracking what is in stock from suppliers and what is on backorder or completely out of stock, pricing of products, shipping costs if not covered by the company in their product pricing, as well as having an automated invoice with eta on delivery sent to clients to track packages. An additional database that will need to be created a maintained is having a customer information database for creating and updating customer information in a secure environment.

The next topic is whether it is worth creating a separate new system or implementing the updates into the currently active site. I think most of the feature improvements to their online storefront can be created and implemented in the currently active site by creating a copy of the backend and building up a sandbox environment that we can test to make sure once the implementation takes place, we are certain that the site will take the update without too many issues. Because they already have a clientele and a site generated, starting a new site could affect the client’s income therefore affecting their choice in working with our team to create a more professionally functional online storefront for them.