OAC Group C Client Meeting Minutes
Monday October 3rd, 2022

Present:
Zach Prenovost
Karlen Speiser
Cam Wilson
Aiden Murphy
Anne Brunton (Client)
Group A Client Liason
Group B Client Liason

Agenda

Questions:

Question 1: What is your preferred way we handle users that would prefer to pay with cash? We had discussed previously that we did not want users to see location until they were a confirmed customer and had paid for the service. This was for privacy reasons of the selling locations. However if the user wants to pay with cash they would need to be given the address to make the transaction.

We have brainstormed 3 potential solutions to this problem:

Option 1: We allow the users an option to pay with cash. The website informs the seller that the purchaser has made an order so that the correct quantity is set aside. We give the purchaser the selling address and they are to pay cash when they arrive to pick up the wood.

Option 2: Same as option 1 but instead of giving users an address we give them contact information of the selling location.. This is to ensure that these orders are legitimate. Once the seller has confirmed they will give the purchaser the address.

Option 3: To not allow cash transactions.

CLIENT ANSWER:
Option 4: Allow the user an option to pay with cash but do not provide any information about the seller. The website informs the seller that the purchaser has made an order so that the correct quantity is set aside. Give the seller the purchasers information, the transaction remains 'pending' until the seller either cancels or completes the sale.

Question 2: We are also wondering whether you guys would still want to accept e-transfers and whether or not these should be treated as cash?

CLIENT ANSWER:

Allow purchaser to etransfer - we will need to have a process to ensure the etransfer is completed.

Question 3: Should there be a manual approval process performed by staff in selling locations when an order is placed to confirm stock? We potentially see issues arising if the stock is not updated frequently, and a large purchase is made. Ideally we would like to avoid approving orders that cannot be completed (See question 4).

Our thoughts are the customer orders the firewood, a staff member sees an order request, and clicks either tick or cross, and depending on which is pressed, the stock is updated appropriately and a text/email is sent informing the customer either the request was denied (should come with a short message as to why) or the order was approved, alongside the pickup location.

CLIENT ANSWER:

Only allow purchases to be made based on stock available. We will let sellers know that if they don't have stock to cover a sale, they will have to reach out to other locations to make up the balance and organize sale with the purchaser.

Client-Meeting Revision:

If the order is large (to be determined), separate purchase process which requires confirmation from the seller/staff.

Question 4: How do we handle orders that cannot be completed and other errors? What is the process? We think that we refund the purchase, and send a text/email informing the customer an error has occurred

CLIENT ANSWER:

Yes, if the order cannot be completed - refund the purchase, let purchaser know and send message to administrator that an error occurred; what the error was; purchaser information. This will allow the administrator to contact the purchaser once the problem is resolved.

TODO

Question 5: Should e -transfer be handled upon pickup we give email , or over the website at pos? Then the order gets approved when the seller accepts and marks on the website that the e-transfer is received. At that point it would get approved as if it was an approved CC transaction?

ANSWER:

Give out rotary email to purchaser and then confirm purchase is being made before anything else

To do : (Send email)
Recommend which tech stack options we would like to use when delivering our Pros & Cons list.