Appendix 1A Initial Meeting
PURPOSE: Initial Meeting
NAME: Mr Gupta
DESIGNATION: Owner Of Gupta's Grocery's
DATE: 18th November 2022
TIME: 8:45-9:30 PM

Interview

Question 1- Can you please briefly describe your business?

Answer 1- I have a grocery store which has all

Question 2- How do you manage the different operations; do you have any system to do it for you?

Answer 2- I manage all the operations manually; I do not have any system. I had a system a long time ago, but it got run over with a car and since then I have been manually calculating and billing all my orders. I contact all my suppliers through WhatsApp.

Question 3- What are the existing challenges you are facing

Answer 3- As we have a manual managing system, sometimes we forget customer orders and if we finish the stock, we forget to reorder. Then calculating the subtotal of each and every bill takes time which decreases efficiency. Since there are 4 other glossary stores next to mine there's always competition and since customers do not prefer to wait in lines, they sometimes go buy their needs from the other shop.

Question 4- What are the current techniques to manage these orders

Answer 4- There are no current techniques to manage any orders, I just take them over WhatsApp or telephonically or customer's generally just come over to my shop to order what they want.

Question 5- How to do you keep track of the orders from the customers?

Answer 5- I do not have any system to keep track of my customers orders, either they WhatsApp me or they come directly to store to they do telephonically.

Question 6- How do you get the orders?

Answer 6- I get orders telephonically or customers come directly to my store.

Question 7- How do you handle the logistics?

Answer 7- Weekly I have a supplier who comes to deliver the required list of stocks which I provide him with, and I have 4-5 delivery boys who deliver to their WhatsApp orders to their homes.

Question 8- Do you have a tracking mechanism?

Answer 8- I track my orders manually with pen and paper and all these bills are stored in a file, but the problem is that this file is not arranged date wise, so it is not efficient if a customer wants to return some stuff.

Question 9- How large will be the inventory?

Answer 9- The inventory will be over 3000 items. I have items as small as needles to as large as festival gifts.

Question 10- Different type of products you sell?

Answer 10- We have stocks on grocery's, bakery's, milk products, by time to time, festive seasons we sell gift items and then we have daily needed such snacks, soap, shampoo, etc.

Question 11- Challenges faced in getting and serving the order?

Answer 11- Stock run outs sometimes and its difficult to keep track of what is running out. There is also difficult competition with neighbours there are 4 shops in the neighbourhood and due to slow service, customers often leave for other stores.

Question 12- How do you manage the inventory

Answer 12- The inventory is not well managed at all as I am not aware of the stock, I have for the various items I have.

Question 13- How do you get more clients?

Answer 13- I get more customers by doing more marketing, and add additional services such as home delivery, online orders via WhatsApp, etc.

Question 14- How do you expand your business?

Answer 14- I have no idea of how I can expand my business, but I will keep on adding more and more products.

Question 15- Do you currently use a software to manage your business?

Answer 15- No, it's all manual as I have mentioned before.

Question 16- Who are the stake holders in your business?

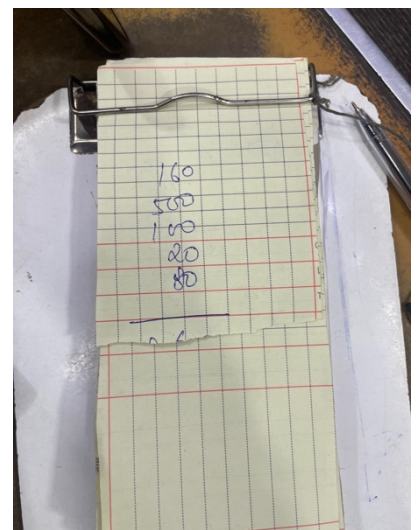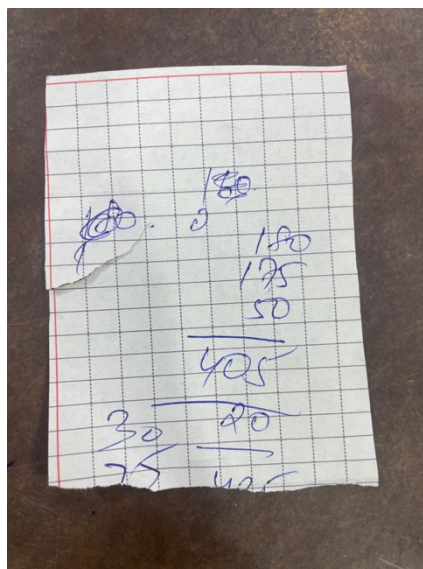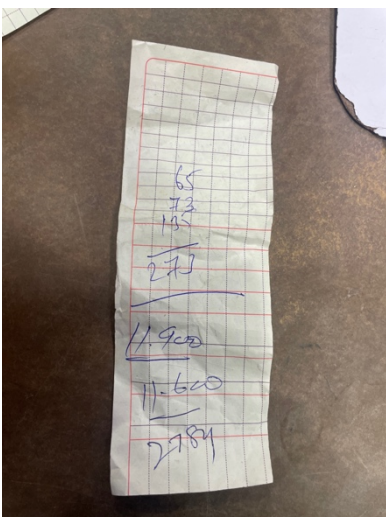Answer 16- I am the only stake holder in my business.

Question 17- How good are you in using technology?

Answer 17- It depends on how you describe good. I can use my phone very well but a laptop I have not used much. My son is teaching me how to use a laptop so I can perform basic processes on a laptop as well.
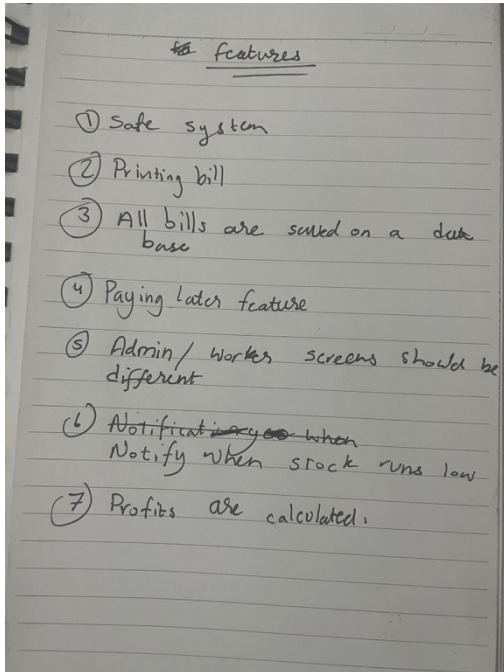
Question 18- Do you have stable WIFI connection in the shop?

Answer 18- No I do not as a matter of fact, I don't even get stable network here, to take calls I need to go outside the shop.

Appendix 1B- a few bills of the Manual bills

Appendix 1C- initial planning in the meeting and ideation

Appendix 1D- Feedback on success criterions

Name

1 response

Mr. Gupta

Designation

1 response

Owner of Gupta's store

Are you satisfied with the features listed with the software which will be developed?

1 response

Yes, they are very well thought of

Do you have any suggestions for the product?

1 response

I would like to suggest that you add a feature of customer profile as well so that for the members we could add schemes and discounts. Also a very important note is that the data that the system has needs to be completely secure.

Do you have any concerns with the product?

1 response

No, not as of now.

Will the product help you in the long term?

1 response

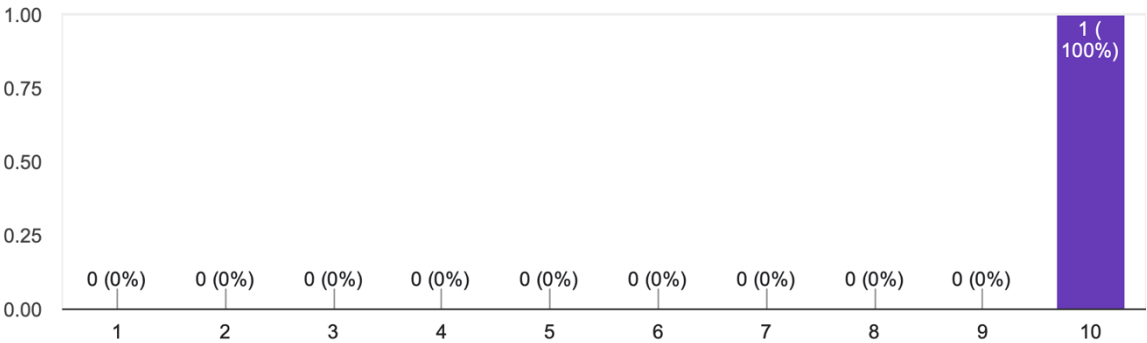Yes it will really help me out a lot.

Appendix 1D- Feedback on Prototype

A general conversation had taken place between the client and I where we discussed all the possible features. A few updates were suggested by the client. The client was unaware of where the GST was getting added so he asked me to make it clearer. Then the Client wanted to understand how the admins will save the bills to the how the bills will be saved to the shared folder. He asked me to add a text input for where the admin will enter the customer ID, instead of a pop-up box as it may get confusing for the admin.

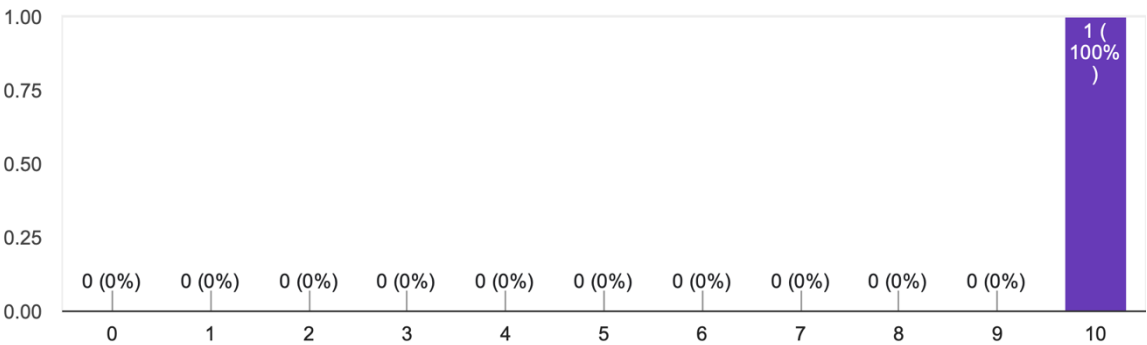## Appendix 1E- Feedback on App completion

Please rate the application on a scale from 0 to 10 with respect to its functionality
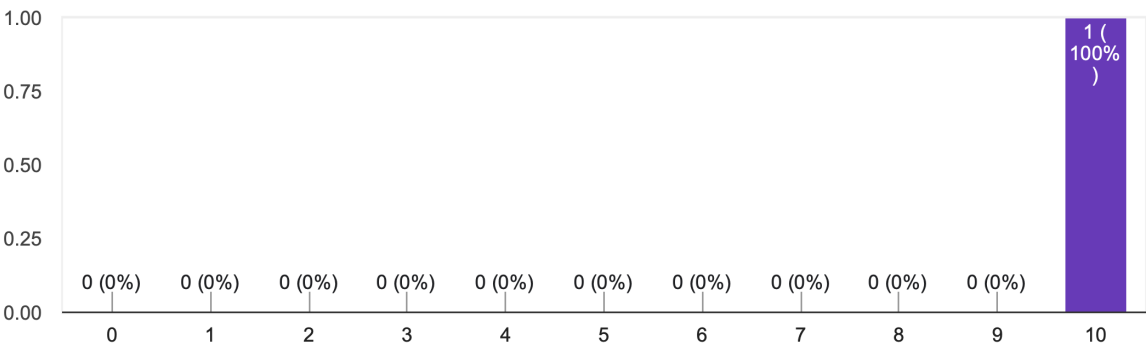1 response

Please rate the application on a scale of 0-10 with respect to its aesthetics
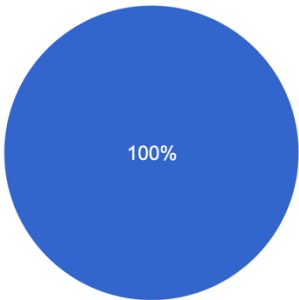1 response

Please rate the application on a scale of 0-10 with respect to its User Experience (UX).
1 response

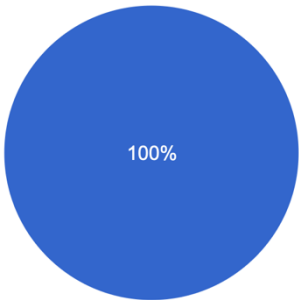Was the application similar to what you expect?

1 response

● Yes
● No

100%

Have the success criterion been met?

1 response

● Yes
● No

100%

Improvements?

1 response

You can add a pay later feature for further improvements where customers can pay their bills later.