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Hamp Crafts’ Current Purchase and Supply Process

The Data Flow Diagram Interpreted.

1. Customer: Place an order.

2. Receive Customer Order or Process 1.0: This handles the receipt of the customer’s order.

3. Carrier Planning or Process 2.0: This is where the supplier chosen and then creates a shipping plan, including the shipment schedule and delivery plan.

4. Fulfill Order or Process 3.0: This step includes checking out and fulfilling the customer order.

5. Contract Negotiations or Process 4.0: This is where they negotiate with suppliers and shippers to agree on contracts and schedules for delivery.

6. Data Flows: Is customer orders, shipment schedules, delivery plans, and shipment notifications.

Current Process:

Hamp Crafts’ current process includes receiving customer orders, planning carrier shipments, fulfilling orders, and negotiating contracts with suppliers and shippers. Inventory management and order status tracking are done manually, with employees checking the inventory system and updating the local database regarding order statuses and shipment tracking. Communication inventory shortages or delays is also a manual process.

The Current Process Data Sources.

Customer Orders: The items purchased, quantities, and customer information.

Inventory System: The stock levels, order statuses, and shipment tracking.

Local Database: Stores information on inventory, order statuses, and shipment details.

Merchant Account Security: Which manages transaction funds and transfers to the primary business account.

The Process for an Online Storefront Enhancement.

1. Online Order Management: Which handles online customer orders, including product selection, shopping cart, and order placement.

2. Payment Method: Which would integrate with online payment gateways to handle customer payments securely.

3. Order Confirmation: Automated system to send order confirmations to customers.

4. Inventory System: With real-time updates to make sure online inventory matches the physical store inventory.

5. Customer Support: An AI backend for handling customer inquiries, updating customer information, and maintaining the website.

Data Sources Needed

Online Product Catalog: Data on product descriptions, images, prices, and availability.

Payment Gateway Data: Transaction data from online payments.

Customer Data: Information on customer accounts, preferences, and purchase history.

Website Analytics: Data on website traffic, customer behavior, and sales trends.

Databases Needed

Customer Database: It will manage the customer accounts and purchase history.

Order Management Database: It will handle online orders, payment details, and order statuses.

Product Database: It will maintain an up-to-date product catalog for the online storefront.

Analytics Database: It will store and analyze data on website performance and customer behavior.

My recommendation would be to integrate features of the online storefront into the current process model.

Reasoning:

Inventory Management: Integrating the online storefront with the current inventory system makes sure real-time of stock levels between the physical store and online platform, preventing overselling and stock discrepancies.

Customer Experience: It would provide a wonderful experience for customers, whether they shop online or in-store. They can receive consistent information on product availability and order statuses.

Data Management: Having a system for both online and in-store operations simplify data management and reporting, allowing for better decision-making and operational efficiency.

Scalability: An integrated system can be easily scaled as the business grows, adding new functionalities or expanding the online offerings without significant disruptions to the existing processes.