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| 1.0 **Introduction**  A. Project overview – Shopping is an activity whereby people usually do to top-up goods or get the things they desired. People in the twenties do not have enough time to shop and could not cope if the customer searches the whole supermarket and know that the goods are out of stock. Thus, the ‘Check, Take and Go’ is a kiosk system that could definitely help this problem. This system creates a link between supervisor and the customer in which customer do not have to search the whole store to get the things and only search it by the kiosk. However, this system can be a down if it is in high demand where manpower and the number of kiosk can be the constraints. In order to get the resources requirements, a survey can be conducted from supervisors of the supermarket and the customers there.  B. Recommendation – These are the few important findings from the supermarket. The number of supervisor is limited and can be a problem during peak hours. Supervisors have to patrol the whole department from time to time. Supervisors are oftenly the ‘shop directory’ for customers to find things and can waste the supervisor time in doing their job. Misplaced things are found almost everywhere because the customers simply put when they do not want to purchase the things in the trolley. Therefore, the supermarket needs a system where customer can get the things that they wanted and pay for it on the spot so that they are no misplaced items, can save customer and supervisor time and makes the supervisor job easier. |
| 2.0 **System Description**  Alternatives – This system can be either in a kiosk or at the customer’s service. A kiosk will be costly and need more man power for customer’s service to attend the customers. There is also another different system where the number of stocks can be viewed at a screen at the entrance and it will also show the place to get the items.  System Description – The kiosk system will be an ideal system as people can interact with the latest technology and also saves manpower. The screen at the entrance can be a burden as everyone will gather at the entrance or customers do not have the time to view it. This system is easy where user will input the things they desired, check for availability, then select the quantity and finally make the payment at the kiosk itself. The items will be delivered to customer or can be collected at a specific place. The supervisor side will be notified by a device and prepare the items when the payment is made. It saves time, and easy for the supervisors to monitor the flow of stocks as the items are guaranteed to be sold. |
| 3.0 **Feasibility Assessment**  A. Economic Analysis – Estimated Cost for kiosk hardware:   |  |  |  | | --- | --- | --- | | DEVICE | SPECS | MEDIAN PRICE | | Full Kiosk | Touchscreen, CPU, Enclosure (only) | $3,440 | | Touchscreen | 17" lcd | $1,180 | | Touchscreen | 15" lcd | $872 | | Thermal Printer | Across all models | $630 | | CPU | With OS | $736 | | Keyboard | Industrial | $334 | | Enclosure (only) | Across all materials | $1330 | | UPS | Across all models | $114 | | Card Reader | Across all models | $113 | | Bill Validator | Across all models | $368 | | Fully Loaded Kiosk | \* | $6,583 |   Referring to others kiosk.  Estimated cost for application software:   |  |  | | --- | --- | | Kiosk (median price) | $3,440 | | Kiosk Software | $400 | | Management software (36 months) | $1,800 | | 24/7/365 technical support (36 months) | $3,600 | | Installation | $1,000 | | Initial project management | $300 | | Total | $10,540 |   Referring to others software project on kiosk.  Estimated benefit: $10,000 increase of sales.  B. Technical Analysis- Technical risk suck as kiosk not functioning well, ID issue, Receipt issue, Audio/Visual issue, Payment card issues. Risk rating is quite moderate because doesn’t involve user’s information unless involve credit cards.  C. Operational Analysis – The kiosk system with the combination of the ‘touch-n-go’ system can solve manpower problem and make things work faster and more convenient. This can also solve business transitions by cutting down long ques. By this, supervisors can focus more on other things.  D. Legal and Contractual Analysis –  There is a possibility that foreign country shopping system might be the same.  E. Schedules, Time Line |
| 4.0 **Management Issues**  Willowbrook Mall’s Convenient and Easy-To-Use Gift Card Kiosk which offers a quick and convenient way to purchase the items. Supervisors might have a misunderstanding the customer when coming to getting the items. The management of supervisors might be messy during peak hours. |