1. How many locations are there and is potential for expansion to new location?
   ○ Currently only one location. Scalable software and potential for new storage centers in Alberta.
2. Could you elaborate on the objective: "enhance management of storage units"
   ○ Centralize the storage units, software, etc. Having all of the information regarding storage units in one place (other than actual payment).
3. On the searching interface, what "other useful documents" would you like to search?
   ○ Transaction, invoices, … any files that will relate to the storage unit.
   ○ Payment system: transaction history. These should also be linked to the client account.
   ○ Payments are month to month but it depends on the customer. Not really related to the project. We don't need to manage any payments, only transaction records.
4. Clarify what information is needed in the "Storage Unit Viewing Interface" (Security system, unit details, map & simplified models, etc.?)
   ○ The prototype will have the information for the current systems. We need to follow up and access the prototype.
5. The problem description mentions it is "Difficult to know where in the storage facility each client's unit is located" is a map necessary for the "Storage Unit Viewing Interface"?
   ○ Yes we need a map. An example can be viewed on the existing prototype.
6. On the second section of the document, you stated that Client Account Interface and Searching Interface must be secure interfaces. What about Storage Unit Viewing Interface?
   ○ Different levels of security (see question 7's answer).
7. For the level of access hierarchy, what should be available to users on each level?
   ○ Management and regular employees are the only two levels of security.
8. What would constitute a password/what levels of security would be necessary?
   ○ Just a simple username and hashed password.

9. What kind of existing payment systems do you use? Do you want clients to be able to pay using the system or a third-party system? Can you clarify the objective: "partial payments and multiple payment objectives".
   - Mostly e-transfer and cash. We do not care about payment methods at all other than invoices that should be able to be added as files in the system and linked to a client's account.
10. What are all the possible payment plans because you mention "..some of our users are on a month-to-month basis" what are the rest on?
    - Some are on month to month.
    - Some pay year in advance, etc.
    - We don't have to worry about the payment just that the unit paid for.
11. What information should be searchable? (Only client financial records, other client information, unit information, etc?)
    - Name, address, balance, alerting system, unit number, contact info (email, phone, etc.).
12. What happens to client records after two years have elapsed? (Does this only apply to former clients that have not been clients for two years?)
    - Once a client stops renting a storage container, if they come back, they will become a new client.
13. What is defined as 'sensitive information' with regard to client info/payment details?
    - Any information about client itself. That is, everything except names and phone numbers.
14. If you have plans to open a new location in another province or country what is the legislation regarding data storage/will storage occur across provinces?
    - No plans for across provinces yet.
15. What 'data' is being collected/would be collected for future business decisions?
    - No data is currently being collected and no data is planned to be collected.

General Notes:
- There is a prototype that we will get access to.
- They are expanding the storage unit, they would like to make sure the software will be able to add more units when they add more.

Requirements functions
- See available unit
- New Client
- Claim Unit
- Delete Clients if they are no longer renting
- See upcoming due balances
- Update balances with new payments
- View Client information based on various levels on access
- See Map and Click to see individual unit with details
- Add new unit

- Upload transaction
- What regular employees can do: view the map of storage containers and can see the name of the person that is renting each container as well as their phone number and email. Additionally, they can view client's accounts but the only information visible is name and phone number and email.

Should inform the managers or employees when a payment is upcoming and due

Follow up questions:
1. Dimensions of Storage Unit?
    - Width, length, height detailed on RFP.
1. Do we need to store credit card info on the client account?
    - No.
2. How do we get access to the prototype?
    - Group 1 will follow up, prepare the prototype, and email us.

Link to SureLock Storage RFP:
https://ansh-projects.github.io/SENG321-websites/assets/group1_RFP.pdf