



Meeting Agenda

- **Objective of meeting**

Understand the requirement of client and how client run their business

- **Date time and location**

19th August 08:30Am, Room H6.97 Building H at Caulfield campus of Monash university

- **Preparation for meeting:**

Please bring: any system forms, records, and/ or any relevant system documentation

- **Duration**

Approximate 40 to 60 minutes

- **User participation (name, title/ position)**

Bec Albinson, the owner of Crafty Cuts Laser

- **Project team participation**

Fiona Huang , Jake Irving and Nasser Aloqayli , Gail Bourne

Interview/Discussion

(Questions may be asked during the meeting)

The current system:

1. How is your current business running?
2. How does your manual system work with regards to supplier/customer?
3. How do you manage products in stock?
4. What if the customer returns the stock, how you handle it?
5. What are the stages of making a sale?
6. What features would you like in your system?
7. What functions you hate most and desperately need improve?
8. Is your retail shop managed together or separately with your online business?

The new system:

9. Who will be using the website? Do they know how to use it?
10. What functions would you like to have in the admin account?
11. Do you wish to keep records of all sales?
12. What functions would you like to have in the customer account?
13. What details do you request from customers when they creating account?
14. What functions you expect your customer will find in your new website?
15. What is the process of purchasing order? And how is the payment is going to be?
16. What do you hope to accomplish with the new system?
17. Are there some special requirements of system interface?
18. What do you want visitors to do once they are at your site?

**Note: Questions may vary during the meeting depend on the situation*