Golden Shoe proposal

# Issues the company is facing

## Return process

This issue arises since the current implementation of Golden Shoe’s online presence does not have any return process. Users are required to call customer service in order to request a return for a given item.

**Solution:** Customers should be able to request a return through the Golden Shoe website. This can be done via functionality where the user enters a specific webpage for requesting returns, Next, the user enters the order reference while also selecting from a list of products for this order. Meanwhile, there are some checks that occur to confirm the order reference and item bought. A unique code is generated for the delivery confirmation that he or she should place in the return package. Next, an admin has to go and confirm that the return has been received by the company, marking the return request as complete.

## Items showing as in stock, but being out of stock (customer able to check-out item)

This issue is caused by the current website presence not being connected with the database (if any) to check current stock and place restrictions if the quantity is larger than the stock.

**Solution:** Connect the newly created presence to the database and ensure that there are restrictions. User should not be able to add items to basket that are not in stock.

## Many queries around delivery dates and time

There are potential frequently asked questions around delivery dates and times because the current application (online presence) does not give information on when the product will be dispatched and arrive at the users’ given address.

**Solution:** Implement a way for orders to have different types of delivery choices that will give the user information about when the product will be dispatched and delivered.