Appendix I: Initial Consultation

*Note: this interview is translated from the Bahasa Indonesia version

A = Programmer (myself), B = Client

A: Good afternoon, Mr. X, we will now start our interview session regarding the requirements of the program code. Could you please tell me briefly about your company and the program you require?

B: Yes, thank you. My company, PT. X, is an adhesive tape company and we are opting for a computer program to maintain the products, stocks, customers, salesperson, invoices, and salesperson commissions as a whole.

A: Ooo, I see. Has your company perhaps implemented a program before?

B: No, this is our first time and is a huge leap for us as well

A: Ooo, okay. That's great! Taking on new challenges is a good way to improve. So, Mr. X since this is your first time requesting a program to solve this problem, I'm curious how you dealt with it before and why you decided to request for a program?

B: Well, our company hired a staff to take notes of the products, stocks customers, salesperson, and invoices separately on different notebooks. This is where the problem arises. Since the notebooks are different for each category, updating changes will be time consuming and sometimes they will get mixed up. The customers' notebook might have the stocks data written in it and it's so troublesome for us to trace back. Additionally, when the staff writes in a hurry, their writings will be unclear therefore causing confusions and misunderstandings.

A: Ooo okay I understand, so the previous system was prone to human errors?

B: Yes, exactly

A: And for the salesperson commission page, is there any background information about it, since you mentioned about the products, stocks, customers, salesperson, and invoices but not the commission?

B: Ah, for the salesperson commission, this is my own idea since I am always worried that I will be paying double for the commission or maybe paying the amount incorrectly.

A: Oh okay, so, for the salesperson commission you wish the program to auto-calculate and ensures that the commissions are only paid once?

B: Absolutely right

A: Okay, now Mr. X could you please elaborate on the details of the required program. For example, the design, how you wish your program to be displayed, the functionalities, how you wish to trace back the data stored in the database, the more specific the better.

B: Yea, okay. So, for the display, I wish to be able to hover around big buttons or icons to assist navigations and I want to keep the design simple. For the functionalities, I want a separate form for inserting and updating the products, stocks, customers, and salesperson. Then the invoice details should be entered while tracking the stock and account limit of each customer and invoices should be viewed in a table for example one column represents date, next represents the invoice status and so on. Oh and I want a print function to print the invoices directly.

A: Oh I see, I understand your requirements Sir. By the way, may I ask how do you usually maintain the details of your products, customers, and salespersons? Is it by their names or IDs or any other distinctive features between them?

B: We do have IDs for each however it is difficult for tracking because of utilizing a medium of notebook

A: Right, Sir, do you wish to have autogenerated ID for the add form features? I believe this reduces human errors when creating a new ID and aids in updating

B: Yes that would be nice.

A: Also Sir, do you want to have a filter for the invoices to enable easier searching perhaps? For example, search for invoices by the category of products

B: Yes, I think I will need that and also a list of daily transactions, monthly transactions and invoices due today.

A: Alright, noted Sir. Anything else?

B: Hmm, this might be an extra work, but I wish to track the top 5 salesperson and products based on the sales revenue.

A: Hahahaha okay Sir I will still try to work on that.

B: Yes, thank you.

A: Lastly Sir, how would you like to secure the program? For instance, login details such as username and passwords.

B: Oh, I would like each user to have a username and password as well as a security question when changing passwords.

A: Alright, noted Sir. Is there anything else?

B: I believe those are all.

A: Okay, your requirements are duly noted. To wrap up this interview, I will summarize and explain briefly what I understand from you. Please feel free to correct me if I'm wrong. Okay, so the program to be developed should have big icons and buttons to enhance user interface. Users' identity or right to access should be based on the usernames and passwords also security questions should be utilized to enhance security. There should be separate forms to insert and update the products, stocks customers and salespersons separately as well as searching for automated IDs to update. Moreover, program for invoice transactions, stock purchases, and salesperson commission should utilize auto-calculation. Furthermore, during the invoice transaction, stock availability and customer's account limit should be maintained. Searching and updating invoices as well as list of daily transactions, monthly transactions, and invoices due today have to be present. One last extra request is the top 5 salesperson and products based on sales revenue. Is that all Sir?

B: Yes, that sounds wonderful

A: Okay Sir, I will try my best to convey all your requirements into the programming code. Nice meeting with you and thank you for your time. I will get back to you as soon as I finished my program design.

B: You're welcome and thank you as well.