Summary:

Lowe's Home Improvement Warehouse uses a MS-DOS style system that allows employees to interact with inventory as well as assist customers in completing their purchases.

Context:

After login, the user is prompted with the Main Menu. The user may enter any of the listed options or navigate with the Function keys at the bottom of the screen. Function keys range from F1 to F24 and are selected using the F1-F12 keys (along with a modifier) on the common desktop keyboard. As an example, when the first menu (Sales Menu) is selected, a similar screen is produced.

Nature:

This design produces quite a few issues with the most prominent being a lack of context for the user. The screen has an ambiguous information architecture that makes exploration mandatory. The screen options are inconsistent as the function keys change from screen to screen and are often hidden from the user (see Main Menu and Register). The system was designed with functionality in mind rather than focusing on the common users goals. All of these are downfalls of the system per Johnson (2013).

Recommendations:

This system is designed to serve a wide range of users from entry level to experienced management. The design should follow a user centered focus allowing for both simplicity and advanced functionality. As the MS-DOS system ages it continues to distance itself from the average entry level employee of today. An updated GUI build from the Windows OS, would allow for a reduced learning curve for new employees and support a wide range of users while utilizing modern and standardized functionality.

Main Menu

Enter Selection: _

1. SLMU - Sales Menu
2. CSMU - Customer Service Menu
3. ADMU - Administrative Menu
4. ARMU - A/R Menu
5. INMU - Inventory / Pricing Menu
6. WHMU - Warehouse Menu
7. N/A - Not Available
8. N/A - Not Available
9. ADRP - Reports Menu
10. MAIL - Lowe's E-Mail
11. LWCE - Lowe's Credit Express Menu
12. ORMU - Out For Repair Menu
13. N/a - Not Available
14. VSMU - Vendor Service Menu
15. STMU - Staged Order Menu
16. CBCU - Commercial Sales Menu

F1: HELP   F2: CALC   F3: REVERSE   F14: PTR SELECT   F15: VIEW MSGS
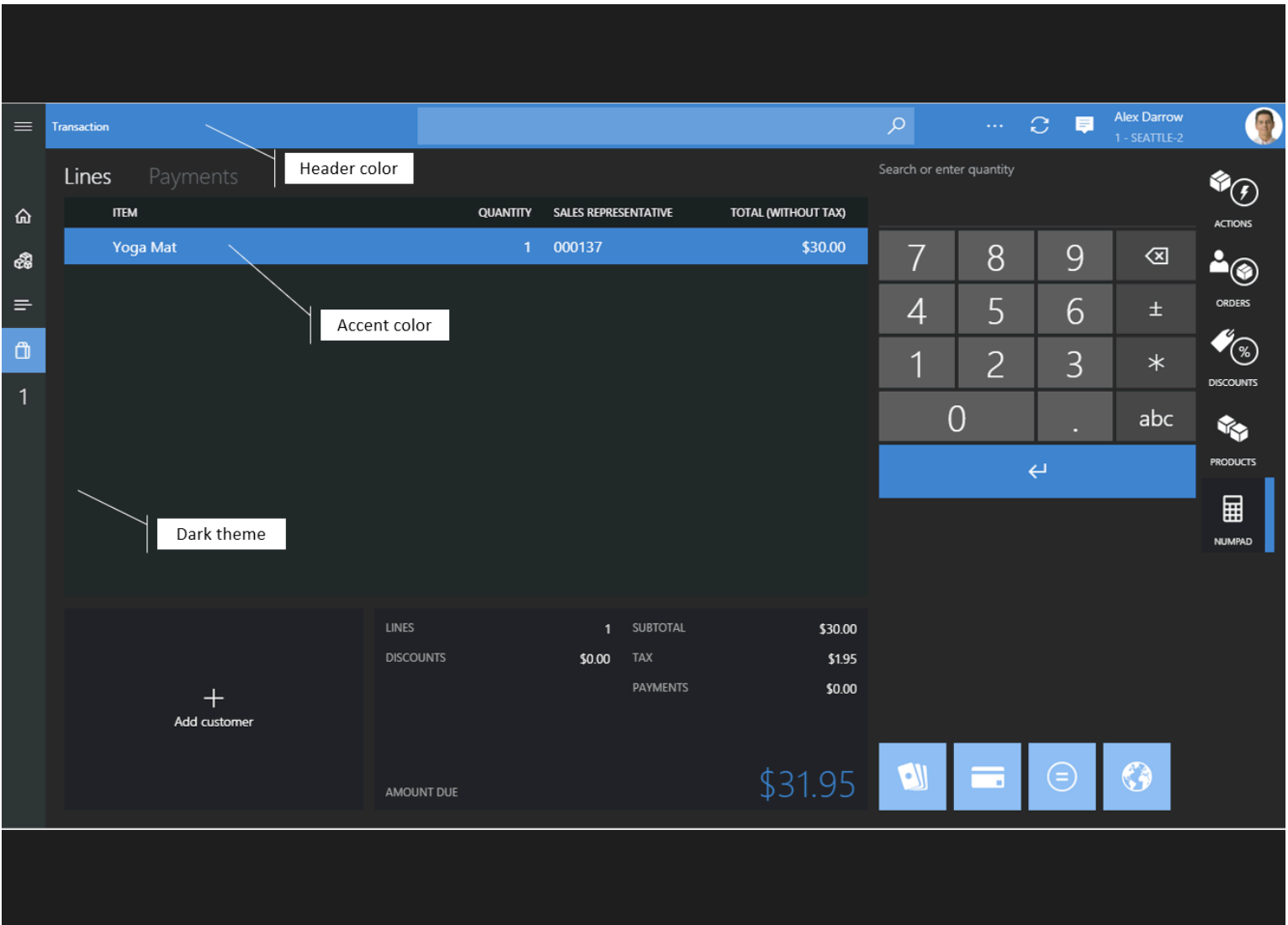
Sales Menu

Enter Selection: _

1. N/A - Not Available
2. SLNS - No Sale
3. N/A - Not Available
4. SLIE - Sale / Estimate Entry
5. EDFM - Electronic Due File Menu
6. OMGR - Order Management
7. CSMU - Customer Service Menu
8. N/A - Not Available
9. N/A - Not Available
10. N/A - Not Available
11. WHVI - Vendor Information - Vendor Inquiry
12. SOMU - Special Order Menu
13. ISMU - Installed Sales Menu
14. ASMU - Assembly Tracking Menu
15. N/A - Not Available
16. SLTR - Sales System Training Mode
17. N/A - Not Available
18. RTIE - Return Item Entry

F1: HELP   F2: CALC   F3: REVERSE   F14: PTR SELECT   F15: VIEW MSGS

Register

LINE	ITEM	QTY	DESCRIPTION	LD	PRICE. EXT	PRICE

ITEM/UPC: _   QTY: PRICE: LOAD: CW.   GIFT: N

MODEL: STORE OH: INSTALL: N

F4:PO LKP F5:X FRT F6:RCALL F10:ECAT LKP F11:ITM LKP F13:INV OPTS

Recommended Design

Header color

Accent color

Dark theme

(Microsoft Dynamics 365 - Point of Sale)