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Summarized Customer Notes

- Had question about the sitemap shown but scraped them after a Lo Fi prototype associated with a different sitemap was shown
- Income source is a more important question than income amount
- Main focus of the website should be on the hamper service
- Important information from users would be: how many people are in the house and what their age or date of birth is (so the Food Bank knows how many people they will make the hamper for), address is nice to have saved on user's profile so they don't have to re-enter when ordering delivery
- Homepage should be replaced with the Food Banks existing homepage (so we have more time to focus on the hamper service design)
- An option to allow users to reschedule instead of just canceling an order would be nice
- Implement a calendar type view instead of having three options of dates to choose from, block out days that fall within the two weeks that a person cannot pick up an order
- Really likes the idea of an about page with the rules, would like rules to be separated into "delivery rules" and "pickup rules"
- Rules example:. Hampers are meant to last around 10-12 days, therefore a user cannot order a new hamper until 2 weeks have passed since their previous order
- Delivery rule example: drivers will not enter someone's home, please be ready to pick up your order from your doorstep
- Pickup rule examples: please ensure you have some form of identification to pick up your order (so they know who they are giving the hamper to), please ensure your trunk is cleared out and you have enough space to fit the hamper
- Delivery times cannot be given a rough estimate until nearer to the day, once the delivery day approaches the user will be given a estimate of a 1-2 hrs range that the hamper will be dropped off at, difficult to schedule delivery in advance
- Basket ID or order ID might not be necessary, if you think you have a reason for adding it you can but do not add it if it serves no purpose
- Drivers will update once a hamper is delivered
- John does not mind if the important questions are asked right away at registration (if a user puts them off, they might never do them), would be nice to do everything all at once and not have to worry about adding more information later
- Allow user to easily update and add/remove members of the household, allow them to update their answers and to update any changes like address, email, phone