Appendix

Appendix 1: Transcript of Initial Interview with client Brian

Me: Hey, how are you doing?

Brian: Alright.

Me: So I heard your main difficulties with running your store is mainly due to the time taken for stock keeping on an excel spreadsheet?

Brian: Yea

Me: Could you elaborate on any of these issues?

Brian: So, on the spreadsheet we currently have some simple equations so that we can calculate the total costs and revenue automatically but it's a time consuming process having to deduct the quantity of products.

Me: And could you tell me your process with restocking goods from your suppliers?

Brian: The process could definitely be streamlined because currently I just check which products are running low on the spreadsheet and then email the corresponding supplier for each of their products.

Me: Oh okay, so how many suppliers do you typically email when restocking?

Brian: Around 5 to 8 each order.

Me: Ok and what computers do you and your employees use?

Brian: Well I currently use a Lenovo laptop which is on Windows 10 but some of my employees are using Macbooks.

Me: So would you have yourself and employees working off a single device or would everyone use the program on their own devices?

Brian: Currently we are working off a shared spreadsheet on our own devices so I would think it better for everyone to work off their own device.

Me: Alright are there any other features or specifications you would want on the software.

Brian: I think it would be nice to have something to generate a report of a day's total sales as it would save me a lot of headache.