**Potential Solution Evaluation Results – ePrint**

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| **#** | **Use Case** | **Ranking**  (5 very important,  1 Low Importance) | **Score**  (2 Fully satisfy  1 Partially Satisfy  0 not satisfy) | **Extended Score**  (Ranking x Score) | **Comments** |
| 1 | Customer Registration | 5 | 2 | 10 | Confirmation email received |
| 2 | Customer Login | 5 | 2 | 10 | B2B allows ordering, review of previous orders, saved drafts and reordering |
| 3 | Online Template use | 5 | 1 | 5 | Limited to those loaded for customer, fields made editable when loaded by print company. Able to preview the PDF |
| 4 | Customer Design Upload | 5 | 2 | 10 |  |
| 5 | Design assistance request | 4 | 2 | 8 | Demonstrated on both example eStores, form to fill out and submit |
| 6 | Online information request | 4 | 1 | 4 | Provided email and physical address, not a self-generated form.  (I did note that one website provided real time chat) |
| 7 | Add to Shopping Cart | 3 | 2 | 6 | If customer logs out without placing the order they are taken to the shopping cart on return, thus reminding them of half processed orders. |
| 8 | Remove from shopping cart | 3 | 2 | 6 | B2B and B2C |
| 43 | Price calculated | 5 | 2 | 10 | Simple grid |
| 43 | Price calculated | 3 | 2 | 6 | Dynamic calculation*,” If you wish you can build the matrix using our zoning function that enables you to charge a higher margin for short run jobs”* |
| 43 | Price calculated | 4 | 1 | 4 | Wait for admin not an option, just request a quote |
| 9 | New Customer Order Submitted | 5 | 2 | 10 | Email confirmation received |
| 10 | Customer Reorder | 4 | 2 | 8 | Definitely can on the B2B site but not on B2C site |
| 11 | Order Cancellation | 4 | 1 | 4 | B2C and B2B request cancellation by email |
| 12 | Credit card Payment | 5 | 2 | 10 | Demonstrated on the example websites |
| 13 | Internet Payment Selected | 5 | 2 | 10 | Demonstrated on the example websites |
| 15 | Customer views History | 5 | 2 | 10 | Past orders displayed, items in cart displayed on return to site |
| 16 | Customer Approves Custom Design | 3 | \*1 | 3 | By Email/Phone;\* Developing a function that allows B2B customers to see what you want them to see(Orders, estimates, Jobs and invoices) |
| 17 | Customer wants change to custom design | 3 | 1 | 3 | By Email/Phone |
| 18 | Customer wants to cancel custom design | 3 | 1 | 3 | By Email/Phone |
| 19 | Customer completes Survey | 3 | 1 | 3 | Not an online survey, mail chimp, but can put contact us forms on the page for feed- back?? |
| 20 | Copy Express Updates website | 5 | 2 | 10 |  |
| 21 | Copy Express Uploads Quote/feedback | 5 | 1 | 5 | Email to customer |
| 39 | Customer fails to log out | 3 | 2 | 6 | Auto logs out, requests re login when activity is detected. |
| 40 | Browser closed without log out | 3 | 2 | 6 | Auto logs out, return to home screen |
| 22 | Choosing Template | 5 | 2 | 10 | Templates allocated to specific customers or B2C site |
| 23 | Making Appointment | 4 | 1 | 4 | Email the Copy Centre, although one example website had an online chat option. |
| 24 | Job Priority | 5 | 1 | 5 | Can colour code by days before delivery |
| 25 | Check Backlog | 5 | 2 | 10 | The filters can be used to see which jobs are at which status, colour coding can be used to display overdue jobs |
| 28 | Payment | 5 | 2 | 10 | Progress to Job option on MIS |
| 29 | Feedback | 3 | 1 | 3 | No facility for this on the website B2B or B2C; but can be generated manually by the MIS |
| 30 | Quote (Estimates) | 3.5 | 1 | 3.5 | Email sent to customer via the MIS |
| 31 | Cancel Order | 5 | 2 | 10 | Change job status to cancelled |
| 38 | Add Order | 5 | 2 | 10 | Estimates are associated with the jobs they produce |
| 45 | Pre-Press PDF Proofing | 5 | 2 | 10 | Fully adjustable for the specific print press *but “the PDF's that are received from the system at this stage are just one up print ready files so you gang them up after receiving them”* |
| 46 | Pre-Press JDF File | 2 | 0 | 0 | “Not at this stage” |
| 41 | Print job completed | 4 | 1 | 4 | Raise delivery note, send email, raise invoice (not automated) |
| 42 | Job needs to be rerun | 5 | 2 | 10 | Can reset the Job Status to prepress, awaiting artwork etc. |
| 32 | Load Invoices into Xero using CSV format | 5 | 2 | 10 | Can load reports into excel. |
| 32 | Load Invoices into Xero using API Integration | 4 | 2 | 8 | API Provided but will need upgrading at some point due to higher demands |
| 33a | Monthly Invoicing | 3 | 0 | 0 | No ability to batch jobs together |
| 34a | Weekly Invoicing | 3 | 0 | 0 | No ability to batch jobs together |
| 35 | Customer Credit | 5 | 1 | 5 | Manually applied |
| 36 | Produces Sales Trends Report | 5 | 1 | 5 | Product categories can be selected and reports ran |
| 37 | Produce Sales History Report | 5 | 2 | 10 | Monthly, quarterly, fiscal year, selected dates etc, can be exported to excel to produce graphs etc |
|  |  | 181.5 | **Total** | **297.5** | 82% of total functional requirements (Potentially 91%) |