**Potential Solution Evaluation Results – W3P**

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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 |  |
| 2 | Customer Login | 5 | 2 | 10 |  |
| 3 | Online Template use | 5 | 2 | 10 |  |
| 4 | Customer Design Upload | 5 | 2 | 10 |  |
| 5 | Design assistance request | 4 | 2 | 8 | Can send messages on the contact with the B2C site or directly from the B2B portal Messages Tab or when adding a product to the basket, you can click the “we’ll design for you” Talk to Us button. |
| 6 | Online information request | 4 | 2 | 8 | Contact us, form, FAQ |
| 7 | Add to Shopping Cart | 3 | 2 | 6 |  |
| 8 | Remove from shopping cart | 3 | 2 | 6 | Small rubbish bin on shopping cart page |
| 43 | Price calculated | 5 | 2 | 10 | No actually grids, all dynamic |
| 43 | Price calculated | 3 | 2 | 6 | Dynamically calculated on the websites |
| 43 | Price calculated | 4 | 1 | 4 | Wait for admin not an option, just request a quote |
| 9 | New Customer Order Submitted | 5 | 2 | 10 |  |
| 10 | Customer Reorder | 4 | 2 | 8 |  |
| 11 | Order Cancellation | 4 | 1 | 4 | B2C and B2B request cancellation by email |
| 12 | Credit card Payment | 5 | 2 | 10 |  |
| 13 | Internet Payment Selected | 5 | 2 | 10 | Confirmed during webinar |
| 15 | Customer views History | 5 | 2 | 10 |  |
| 16 | Customer Approves Custom Design | 3 | 2 | 6 | The customer is sent a link that directly links them to the design (no login) which can be approved and the job is then marked as artwork approved in the MIS |
| 17 | Customer wants change to custom design | 3 | 2 | 6 | Auto Preflight, approval process allows for change request |
| 18 | Customer wants to cancel custom design | 3 | 2 | 6 | Auto Preflight, approval process allows for cancellation |
| 19 | Customer completes Survey | 3 | 1 | 3 | Contact us form or mailchimp, no online surveys |
| 20 | Copy Express Updates website | 5 | 2 | 10 |  |
| 21 | Copy Express Uploads Quote/feedback | 5 | 2 | 10 | Auto Preflight Approval service. |
| 39 | Customer fails to log out | 3 | 2 | 6 |  |
| 40 | Browser closed without log out | 3 | 2 | 6 |  |
| 22 | Choosing Template | 5 | 2 | 10 |  |
| 23 | Making Appointment | 4 | 1 | 4 | Email Copy Centre |
| 24 | Job Priority | 5 | 1 | 5 | Work Summary report, not sure if can be sorted by date |
| 25 | Check Backlog | 5 | 2 | 10 | Workflow Summary |
| 28 | Payment | 5 | 2 | 10 | Change the job status to ready for print |
| 29 | Feedback | 3 | 2 | 10 | Messages sent to B2B can be viewed on the website |
| 30 | Quote (Estimates) | 3.5 | 1 | 3.5 | Emailed |
| 31 | Cancel Order | 5 | 2 | 10 | Change status to cancelled |
| 38 | Add Order | 5 | 2 | 10 |  |
| 45 | Pre-Press PDF Proofing | 5 | 2 | 10 | Software does this I think??? |
| 46 | Pre-Press JDF File | 2 | ? | 0 |  |
| 41 | Print job completed | 4 | ? | 0 |  |
| 42 | Job needs to be rerun | 5 | 2 | 10 |  |
| 32 | Load Invoices into Xero using CSV format | 5 | 2 | 10 |  |
| 32 | Load Invoices into Xero using API Integration | 4 | 0 | 0 |  |
| 33a | Monthly Invoicing | 3 | 2 | 6 | I’m assuming so, will need to confirm |
| 34a | Weekly Invoicing | 3 | ? | 0 |  |
| 35 | Customer Credit | 5 | 2 | 10 | Voucher can be applied, I’m assuming so, will need to confirm |
| 36 | Produces Sales Trends Report | 5 | ? | 0 |  |
| 37 | Produce Sales History Report | 5 | 2 | 10 |  |
|  |  | 188.5 | **Total** | **321.5** | **321.5/349(measured) =92%** |

.. Not Known at this point in time