Appendix A:

Dear Mr Sami,

Thank you for your questions, I would be delighted to answer all the following questions.

1. How do you organise your data files?

I use printed tables to organize all my employee's data, however, this is ineffective because this wastes a massive amount of time and an extra amount of unnecessary effort. Recently, more people are wishing to work at my cafe and it is really stressful managing all these new recruitments and employees.

2. What current processes do you undertake?

Currently, I undertake many tasks simultaneously as I calculate the revenue made by each employee. I also ask customers for reviews and feedback so that we can improve the consumer experience.

3. What is your routine for a customer?

They would wait in line, then go to the cashier, look at our menu which is on a board, and then order the coffee they choose. They can pay by either cash or card and occasionally our receipt machine would work which could cause us problems.

4. What would you like to have in your software?

Is it possible, if you can add a checkout feature for our employees and can you ensure they can print a receipt when using the software? Also, can we guarantee that if customers would like to view the menu they would have to create an account? Furthermore, could customers place a review and feedback so we can improve our services?

I would also prefer if we could set up an interview via zoom or google meets so we could discuss further about the product. Can we Zoom after tomorrow at 4PM (Jordan Time)?

I hope my feedback aids you in producing an appropriate software for the cafe.

Yours Sincerely,
Muhammed Abdullah

Appendix B:

Interview with Muhammed Abdullah

Me: Good morning, Mr. Muhammed Abdullah. Thank you for joining me for this interview. I would like to discuss the project we will be working on for your cafe in Amman, Jordan.

Muhammed Abdullah: Good morning. Thank you for taking the time to speak with me. Yes, I am very interested in hearing more about the project.

Me: Great, let's start by discussing the problem you are currently facing with the manual tracking and recording of orders in your cafe.

Muhammed Abdullah: Yes, currently, we are using pen and paper to keep track of orders and the performance of our cafe. It's become quite time-consuming, and with the increase in customers, it's becoming more difficult to manage.

Me: I understand. I propose to develop a software application that will automate and manage these tasks. I will be using NetBeans IDE which is an open-source software to create a user-friendly interface and Java programming language to develop the application. I will also be using MySQL as the database to store all the data.

Muhammed Abdullah: That sounds great. I'm glad we can use an open-source software like NetBeans to keep the cost low. And MySQL is secure and reliable.

Me:: Yes, I believe it's the best solution for your cafe. The software will be able to add, edit and remove orders and employee/customer accounts. It will also generate a receipt automatically for every order using TIBCO Jaspersoft Studio.

Muhammed Abdullah: I see. That will save a lot of time and reduce the workload on my employees. Can the software compute the total number of orders placed each month automatically?

Me: Yes, it can. In fact, the software will generate graphs based on the orders placed each month, and the admin (you) can add new employees/customers, as well as delete and edit the records through a form with specific fields.

Muhammed Abdullah: That's fantastic. What about security? Can we ensure that the data is secure?

Me: Absolutely. The software will have user authentication and authorization controls to ensure that only authorised users have access to certain features or data within the application. I will also implement data validation mechanisms to prevent data tampering.

Muhammed Abdullah: That's great. I'm excited to see the finished product. When do you think it will be ready?

Me: I estimate that the project will take approximately three months to complete. However, I will update you on our progress and potential delays.

Muhammed Abdullah: Thank you. I appreciate your time and effort in developing this software for my cafe. I look forward to seeing the finished product.

Me: Thank you, Mr. Abdullah. It was a pleasure speaking with you, and I am excited to start working on this project.

Appendix C:

3/1/2023

Dear Mr Sami,

I appreciate what you have done and I am completely grateful for your exceptional work and initiative. I have answered the questions you have provided.

1. What were the features you liked about the program?
- Printing a receipt for each order saves me so much time. This has to be my favourite feature.
- Adding, deleting and updating accounts and information within the database was extremely useful and convenient.
- The checkout system was simple and easy to use.
- The verification and validation features help ensure information is entered appropriately.
- The tables made information clear and concise.
- The product also linked with the database which is extremely useful.

2. What were features that needed Further modification for the program?
- Identify which employee places the most orders and give an award such as Employee of the month to that particular employee.

- Add a check-out system using card as well as cash, making transactions between customers and employees much easier, more efficient and faster.

3. What are some recommendations for further development?

- Minor Developments:

1) The GUI does maintain the original size of the UI when the application is maximized. Each label size, text size and table size should increase correspondingly to when the application increases.

2) Adding a personalise background feature. This allows each user to individually change the background colour of the software to their preferences.

- Major Development:

1) Adding a forgot password prompt so, users who forget their password can make a new one. A verification code will be sent to the user's email and once they have verified they can change their password.

2) In terms of the receipt, inserting the name of the customer that placed the order could be beneficial as it ensures convenience and accuracy.

3) Add a customer-written feedback section as currently, customers can only rate the café from 1 to 5. Additionally, another feature to add is customers rating each product out of 5 individually and not the café overall.

Yours sincerely,
Muhammed Abdullah