**Transcript of Interview:**

Marco Joaquin Po: Good afternoon, May I ask if what are the processes that you do when a customer inquires or purchase a certain product?

Anne Santos (admin staff): First we check for the product in the storage room then will double check the logbook (List of products) then after we check if the product is available we then now process it just writing down in a small paper (official Receipt). After we make a sale we then now just update the logbook to deduct the item.

Joseph Alovera: Does the other staff have any authority to open the logbook or checks the list of products in the logbook?

Marco Joaquin Po: And also did you encounter problems doing everything in manual? For example the computation of your sale?

Anne Santos (admin staff): I’m the only one who can write down in the logbook and checks the list of product from time to time. We do have a hard time in keeping track of our items in stock, and knowing when the items are short for the day or the following day.

Joseph Alovera: How about your computation of sales?

Anne Santos (admin staff):I do the computation of sale I do it manually, I will compute for a daily sales first after we close the hardware store. Computing for the sales are difficult because you need to do it right to know so that I can know if we have an income.

Marco Joaquin Po: Do you have your own supplier?

Anne Santos (admin staff): Yes we do have our own supplier.

Marco Joaquin Po: How do you know when to call or tell the supplier that you’re needing supplies for the store?

Anne Santos (admin staff): Before the day ends I tell the staff to manually check the inventory, checks the list if we still have the product. Then if there is no stock left for we’ll just call the supplier for restockment.

Joseph Alovera: Does your store accepts credit card? Cheque?

Anne Santos (admin staff): We only accept cash here in our store.

Marco & Joseph: Thank you for accepting our interview, Bye.