northstar and carryover customer

For agencies, individuals/households

Food bank hamper order system

Record data history

client-need mapping, parameters

profile info/data

multiple receivers?

how many in family

mandatory info vs optional (uncomfortable but needed info)

Ask for detailed information

main contact(headstone)

what organization

User verification

address

source of

age of members of household

different hamper types (diet restrictions)(baby)

Vegan

Gluten-free

Build it yourself Box?

based on product availability and demand

halal

Resrictions

50-60 deliveries/day

Able to update and fix new method

avoid call bookings (takes too much time)

honor the orders confirmed

does not overbook

limited phone ops

time slot options

booking at any time

booking months in advance

interconnected database with CRM

regardless of method used to book

realtime updates to bookings

Methods of booking

Easy online booking

Online / Phone / Email

walk-in

Activity 1 Page 1

Questions for meeting on Page 3