Fruit & Veg Ordering Service

User’s Story:

Con owns a suburban fruit and deli shop.

Covid19 has meant Con has had extreme increased demand for home delivery. This is unlikely to abate in the next few months. Daily turnover has doubled. Staff numbers have also doubled.

Fruit and vegetable prices, quality and availability can change daily depending wholesale market fluctuations.

Demand is incredibly high. The staff are being overloaded. Things are falling between the cracks. Orders inaccurately fill. Payments not collected. Basically, while they are doing well, they are only getting by on a wing and prayer. Customers on the whole are very forgiving of mistakes made. In general customers are very satisfied. This is an opportunity to build lasting increase in the value of the business if the can keep the ship afloat and on course.

Each morning the daily price list is post to the shop’s Facebook Group page. Con has a group on Facebook to which customers need to belong to access the price list. There are about 200 members of the group.

The client base is predominately families with children and empty nesters.

Presently customers email their orders based on the daily price list.

The quality of email orders is extremely variable. Amounts of each item is often not given or is confusing for Con’s staff to interpret. Additionally, clients do not provide basic details like their names, contact phone number, email, delivery address, delivery instructions.

Preparation of orders, collecting payments and delivery is often haphazard due to the high demand and staff shortages.

Clients are contacted when order is packed to give the exact price of the order. In the first instance payment will continued be handled manually. This however will need to be streamlined and systemized in the near future also.

A more reliable ordering system is a critical step in developing an effective and cost-efficient fulfilment, payment and delivery system.

**Project:**

Build an online order app that will:

* Display the latest products available and the price.
* Display the basic unit of measurement (weight, count)
* Display products on special
* Allow customer to enter an amount of each product they require.
* Require customers to enter details such as name, phone number, delivery address.
* Allow opportunity for customers to enter questions/comments and provide delivery instructions if they want too.
* Provide a submit button to send order to shop and also send copy of order to customer. (method??)