* Currently a manual system, wants to upgrade to an automated system.
* Will have at least 3 users(delivery person, newsagent, customer)
* Split 24 delivery areas.
* Delivery person for each delivery area(24).
* Owner currently works 7 days a week.
* Sells various publications(Newspaper, Books, Magazines).
* Owner currently starts work at 4am
* Has 1 customer book per area, each book has a list of customers that have signed up.
* Has 1 order book per area, valid orders are in this book. Orders can vary
* Manually go through order books, generate delivery dockets(24 times).
* Delivery people start at 7am.
* Delivery people go to the storeroom and take what is on the delivery docket.
* Successful delivery gets a tick, unsuccessful gets X(Stock comes back).
* Generate invoice for customer(I missed some of what he said on this).
* 1st of the month bill gets delivered.
* Customer has one month to pay, if customer has paid, they get marked PAID.
* If customer hasn’t paid, they get a reminder.
* 3rd month with no payment, warning letters get sent.
* If customer is on holidays, they usually ring owner to let him know and take them off the list.

N.B: Eoin if you have anything I missed add away.