**QUESTIONNAIRE**

These questions are prepared to assist our group, Charmander from Faculty of Computer Science & Information Technology (FCSIT), Universiti Malaysia Sarawak (UNIMAS) to study the requirements to develop a web application for Abella Trigona.

1. **As part of our project, we would like to get to know about your company. Here are the following questions we would like to know.**

1. **What is the reason you started selling Abella Perfume?**

We had the idea to create Abella Scent'z as we wanted uniqueness in perfume products. Abella Scent'z is the only perfume in Sarawak that uses honey extract.

1. **When did you started selling?**

Our founder has been in the honey industry since 2017. After observing the downstream production of honey, the founder came up with the idea to make honey-based perfumes on 15 January 2020.

**2. We would also love to know what you would like us to develop for you. So to assist you, here are a few questions regarding the web app that we would like to ask you in order to understand and develop the desired web app.**

1. **How is the usual procedure for Abella Scent'z business operation (from customer purchasing orders to the delivery of the products to the customers)?**

90% of our operation purchasing is an offline system. Customers, agents, stockiest nor dropship agents would call our headquarter or WhatsApp to our purchasing department to get their products from us. Delivery usually by air postage and ship postage for outside Kuching area. Self-collect or using runner service for delivery.

1. **What are Abella's current problems that we can help resolve with the future web app?**
2. **What would you want the web app to have/perform? In other words, what are the main functions of the system that you require? E.g.: display your products, order, etc**
3. **Who will use this web app?**

I want my selling operation doing 90% effort through online, that is through web app. Easier for my customers (agents, stockiest, dropship agents, direct customers) to purchase the products. Inside the webapp I want the products picture inside there and payment gateway to those my customer paying online. Seem my business flow are commission based for the agent, stockiest and dropship I want each of my selling team, have their webapp that can connect or link to the hq webapp so they can see their commission and selling team commission. And of course, inside the webapp, such as company detail, company mission, future products coming, events company picture should be added.

Basically, the management staff would use the web app for them to see the order, adding event programs, doing editing, update the promotion. And agent, stockiest and dropship would use their webapp to see their sales commission, performance sales, team hierarchy.