Appendix 2

First Conversation

Client: I am owner of a small pet shop, but recently I started getting more and more clients to my shop and my old system of registering transactions does not keep up with the demand and the queues starts to form.

Me: Oh I understand, so how actually are the transactions performed now?

Client: The employee manually types the product code into the register, writes the price in the notebook to then calculate the day's earnings.

Me: Ok, so I have an idea how to help you. What do you think about the idea of implementing the Point of Sale program into your shop? Ideally this program would scan the barcode, send it to the cash register and save the transaction in history.

Client: I think that would be a great idea.
Me: ok, last thing think I want you to know, that I am a beginning programmer and I am not quite sure if I can manage everything of the POS Application, because the first struggle I see at the start is learning the SQL language and the connection to the database and I want to know exactly what are your ideal criteria for the program?

Client: If it sent the information to the cash register I would be delighted, but If you could not manage to do that I will be happy to have a nicely looking application, that just helps with the paperwork, especially the day's earnings , because so many paper is wasted only for that. Therefore it is an additional cost for me. I would also want to see a different accounts for every employee.

Me: I will do my best to help you with your business, because it is important to support small businesses in days of globalisation.
Client: Thank you

Final Conversation

Me: This is an application for your shop. Unfortunately I could not manage to implement the printing receipt function, but as my knowledge progress, it would be a matter of adding it into an existing program, which I created for you. What I managed to do is firstly as you can see there is a login window, so every employee has a different account and nobody other can access the program. After logging in, the main window is displayed where you can scan the barcode, display the products and count the sum of the prices, where further can be compared with the amount of cash in the cash register and it will be easier for your employees to finish a day.

Client: I don't know what to say, as you first approached me, I did not expect to get such a clear and nice looking programme. I know that it would improve the speed of managing paperwork, hence the productivity of my employees. I don't know how to thank you.

Me: If you find some bugs or something that you would like to improve or change. You have my number and I am willing to fix or change that, because the most important thing is for you to be happy form the outcome of the solution.

Client: Thank you, once more.