ORDER PROCESSOR

May 13, 2015

STORY

At trade exhibitions, the competition is tough. Retail buyers visit the exhibitions with a budget and then procure the needed products. Sometimes the buyers might order more products than they have budget for and then they will have to cancel some of the orders. Thus, for the sellers it is very important to send the invoice to the buyer as soon as possible, because the chances are bigger that they will pay the deposit before they run out of money.

In the trading industry segment this application can be used by, a variety of customers. The targeting group are any wholesalers, importers, exporters and manufacturers that need to quickly capture an order and immediately send an invoice to the customer. By utilizing the power of mobile devices, the seller can capture the details of a buyer, add the products already in their catalog to the order and send the order to the buyer, via email or SMS.

PERSONA

JOHAN

For me, I would like to:
Produce high quality products on time and increase the number of job orders.

Background
54 Years old, Married, Bachelors in Education, 34 years working experience as furniture manufacturer. Started with a small business and grew his business over the years.

Title / Role
Owner

Main Goals
- Produce high quality furniture
- Have a short delivery time
- Increase the number of orders
- Efficiently manage his business and staff

Job Responsibilities
Main tasks and frequency
- Designing new furniture twice a year
- Manage employees daily
- Manage orders daily
- Manage furniture production daily
- Find new ways to expand his business

Pain Points
- Generating, sending and following up on invoices sent to customers is time consuming
- Managing the orders and product manufacturing
- Managing staff work optimally to produce the right products at the right time.

Needs
- I need to manage the production process efficiently
- I need to provide high quality products
- I constantly need follow up with customers
- I need to create new products

Stakeholders
Main persons in contact during work
- Employees
- Customers
- Material suppliers

Competencies

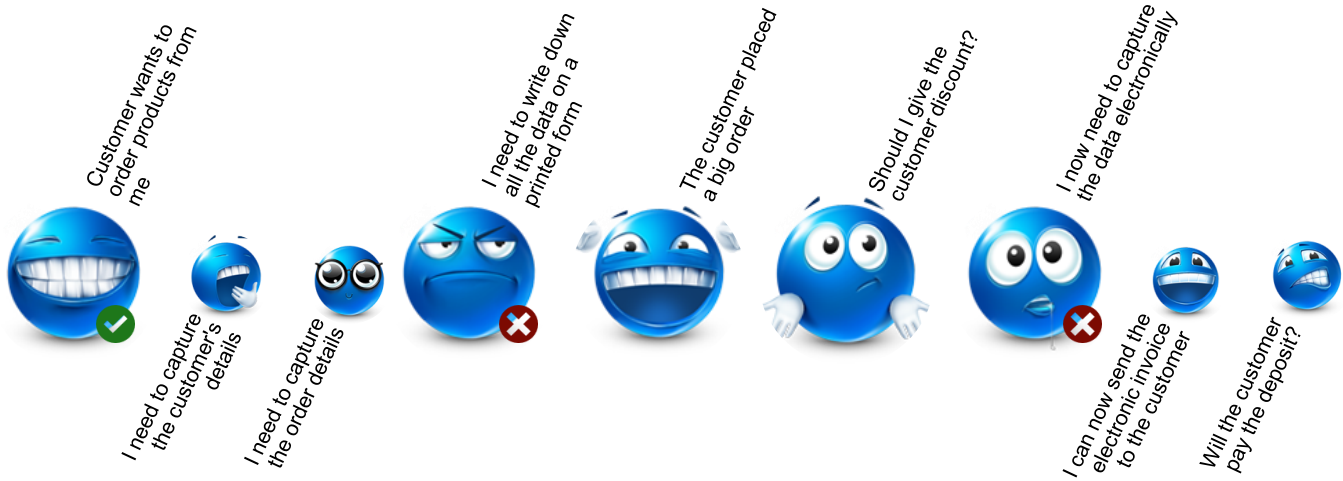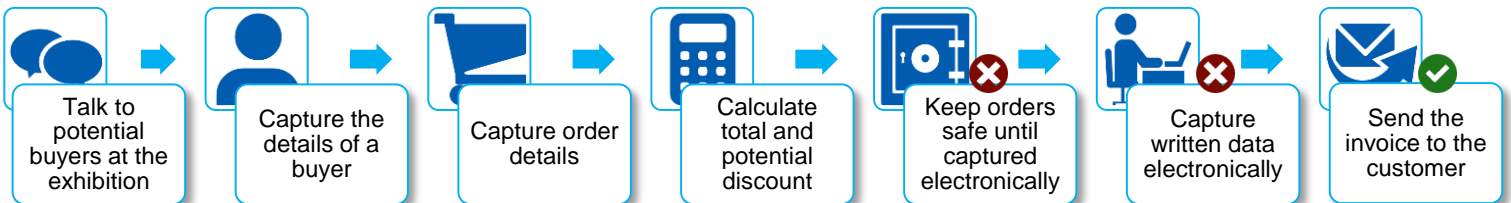|			
Casual user	----X|-------|-------|-------	Power user
Proactive	-------|-------X-----|-------	Reactive
Work in team	-------|-------|-------X-----	Lone fighter
Global focus	-------|-------|---X-|-------	Local focus
Innovative	-------|---X---|-------|-------	Conservative

USER EXPERIENCE JOURNEY

The total current user experience journey takes about **40 minutes** with a time delay of several hours between capturing the order details and sending the invoice.

> ℹ️ *The more important **mindsets** that will have the biggest influence on the persona is indicated by larger emoticons. The important positive and negative **mindsets** and **actions** are indicated by the* ❌ *and* ✅ *respectively.*
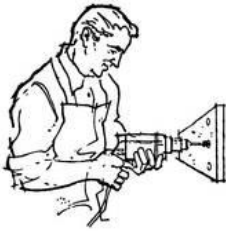
1. Mindset

- Customer wants to order products from me ✅
- I need to capture the customer's details
- I need to capture the order details
- I need to write down all the data on a printed form ❌
- The customer placed a big order
- Should I give the customer discount?
- I now need to capture the data electronically ❌
- I can now send the electronic invoice to the customer
- Will the customer pay the deposit?

2. Actions

| Talk to potential buyers at the exhibition | Capture the details of a buyer | Capture order details | Calculate total and potential discount | Keep orders safe until captured electronically ❌ | Capture written data electronically ❌ | Send the invoice to the customer ✅ |

3. Touch points

At the tradeshow exhibition with furniture on display

Converse with fellow exhibitors

Interact with potential buyers and customers

Uses pens and printed order forms

Has a mobile phone and/or tablet

Uses a calculator

Has a laptop

MOCK UP (PROTOTYPE)

The application should have a clean and responsive design so it can be effectively used on a mobile phone, tablet or desktop. This application allows Johan to quickly create a new order on any device he has available and send the invoice to the customer. The customer can pay the deposit, before running out of money to spend at the tradeshow.

Order Processor		Order	
Search		John Smith	2000 Deposit
John Smith	2000 Rand		Deposit
0862451158	Deposit		
Jane Doe	1000 Rand		
0723659887	Sent		

CustomerName: John Smith
Deposit: 0
Discount: 0

Send

1 - All the orders can be seen and a single order can be viewed by clicking on the item in the list.

Order Processor	Order
Search 🔍	

John Smith | 2000 Rand
0862451158 | Deposit

Jane Doe | 1000 Rand
0723659887 | Sent

John Smith — 2000 Deposit
Deposit

ⓘ 🔷

Name	Price
Treste Table	1599
Bedside table	899
Leather dining room chair	650
Soft headboard	1950

➡ Send
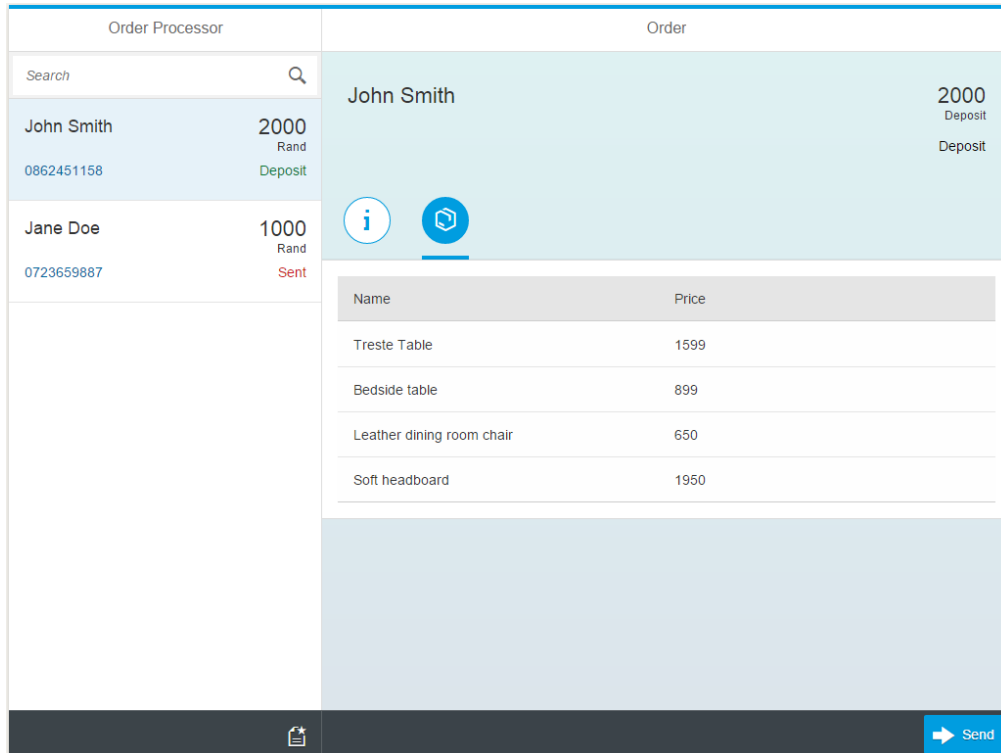
2 - The products for each order can be viewed and the invoice can be sent immediately.

Order Processor	New Order
Search 🔍	

New Order Total — R 899

John Smith | 2000 Rand
Call 0862451158 | Deposit

Jane Doe | 1000 Rand
Call 0723659887 | Sent

👤 Customer   🔷¹ Products

Name: [   ]
Contact: [   ] [   ]
Address: [   ] [   ] [   ] [   ]

📋 New   Save   Send   Cancel
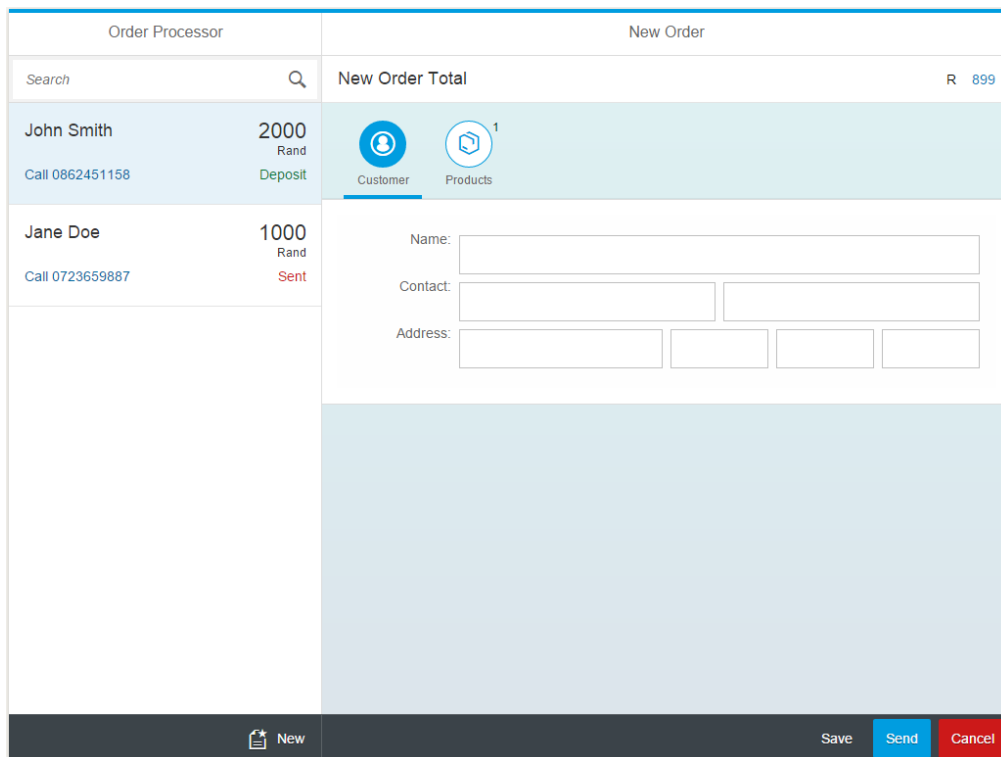
3 - A new order can easily be created and the customer data captured.
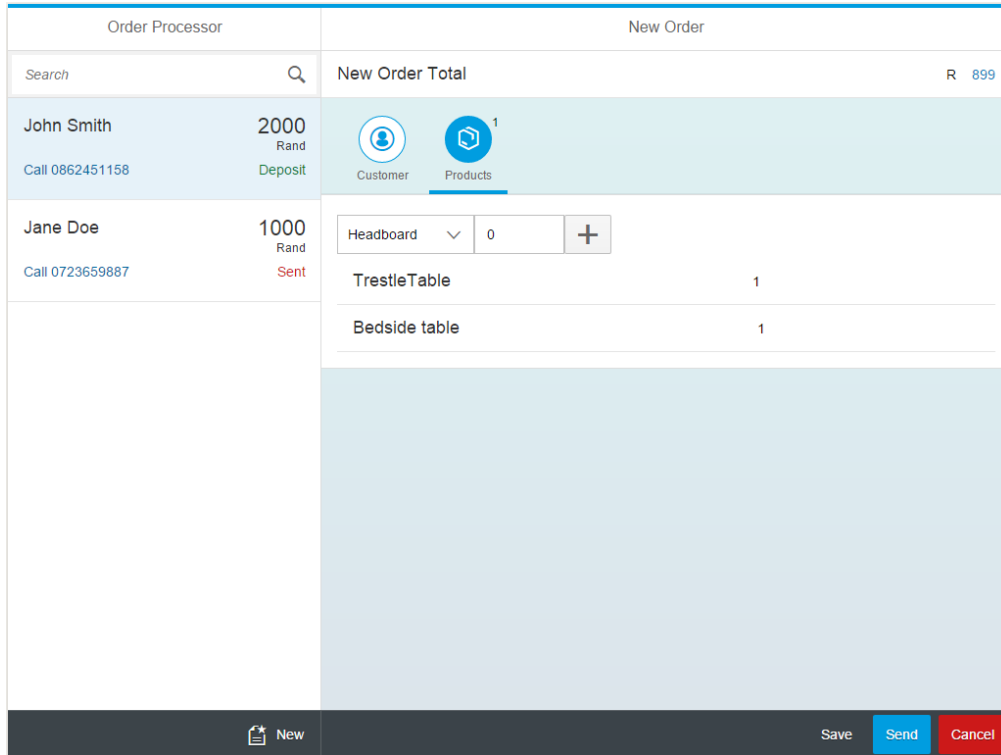
4 - Products can be added to the new order and the invoice can be sent immediately or the saved and sent later.

SAP WEB IDE APP

To develop the application, the SAP WebIDE was used. To optimize the development process, data binding was used as can be seen from the figure below.

5 - Tablet view

The application was designed to be responsive. As can be seen from the figure on the left (phone) and above (tablet). The forms displaying the data are responsive as well as the table to only show the most important information. Thus Johan can use the application efficiently and effectively on a mobile phone, tablet or desktop.

At any point, Johan can send an update of the invoice or order status to the buyer. Improving communication between Johan and his customers and saving him time by automating the process.

6 - Mobile view

7 - New order as captured in the WebIDE Appliction preview, with mock data

8 - Products existing in Johan's custom catalog can easily be added to the order, with the correct prices and the total is updated accordingly