

[Arden Project Manager name here]

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**From:** [Your name here]  
**Sent:** Thursday, August 14, 2003 3:08 PM  
**To:** [Arden Project Manager name here]  
**Subject:** Notes on the *Customer Name Withheld* company meeting

[Arden Project Manager name here],

We had a meeting a few days back with *Customer Name Withheld*, an importer of flowers to Japan.

They have given us all the forms that go in and out of the company and an existing Fox Pro system that is very old. This has many problems and I think the application runs only on Windows 98 or maybe Windows 95, and the config.sys has to have files setting of more than 120 or so. You need to get this application running, access it, look at tables, run the application and try and understand it as best you can. Please see more notes below:

- They send an email out to customers regularly listing 50 odd flower products for sale.
- They have 3 different systems running for the old application due to its limitations - one for sourcing flowers from Holland, one for Vietnam and one for Cuba. Obviously this has many problems as if a customer orders flowers and they are made up from 3 different sources, they get 3 different invoices while the customer thinks it is one order.
- Terms are FOB. Nitssu and Sagawa do deliver in Japan.
- They have a Fox Pro 2.5 system currently. I think they purchased the existing software from a small company that developed it. Also, the current system is in English and not Japanese and lacks some Japanese-related features.
- They may want to create a web interface so that orders and products could be searched online; also in later phases they could want a mobile ordering web interface.
- Orders currently come in using phone or fax.
- They have 3 main sales channels - flower shops, big supermarket chains, and auctions. There are around 40 different auctions around Japan where they just send flowers that are sold to the highest bidder. The auction sends back the results and pricing they got about 24 hours later. We need to know how this can be automated.
- When they send out product lists and pricing they want the option to send out via email to customers, fax (need fax system) or mobile email.

- They order flowers from the 3 sources and they usually arrive via airfreight 2 days later. They generally order flowers only when they get orders except for auction flowers where they speculate and guess.
- They have roughly 10,000 products, but keep in mind a rose has 50 different grades.
- The cost of goods sold is based on the stem counts in box.
- They are using Plaza Accounting currently but the current system does not interface with Plaza Accounting. Can we do this? HO payments are done in Yen and sources in Cuba and Vietnam balanced in US\$ so we need to design currency conversion.
- The current system is inflexible. When they send out products they need somehow to be able to track the product source. If a customer complains on a product so they need to be able to determine the source. They use something called box number so we need this in new system.
- They use some complex Excel files to determine what products go to what auctions. Remember they must distribute products properly to each auction as price is determined by supply and demand so they cannot send many to one location.

Basically we need to give *Customer Name Withheld* an Operational Concept Design document and proposal for writing a detailed Functional Requirements Specification. Please let me know if you need further information or any clarifications.

Regards,

[Your name here]