Project Proposal

This capstone addresses a point-of-sale workflow problem in the specific environment described for this project: employees report that they can refund an entire order but cannot process a refund for only one item in that order. For example, if a customer returns a hamburger from an order containing a hamburger, fries, and a drink, the employee needs to refund the hamburger while leaving the fries and drink unchanged. The proposed solution is an item-level refund workflow that lets an authorized employee find a transaction, inspect its line items, select the item and quantity to refund, review the calculated amount, confirm the action, and receive a clear result.

The project combines a design deliverable with the mixed-methods usability research proposed in the submitted INFM 480 report. That report identifies task success, completion time, action count, observed errors, five-point ratings, and qualitative feedback as the principal measures. It also specifies a small purposive sample of approximately 5–8 adults with relevant POS or service-work experience, subject to instructor approval, and a fictional transaction for testing. The research remains exploratory; results should not be generalized to all Xenial installations.

The principal output is a documented workflow and low-fidelity prototype, supported by project planning, user personas, scenarios, a storyboard, user task list, feature/function design, conceptual data model, navigation structure, test plan, and evidence-based recommendations.