Project Scope: Xenial POS Refund Redesign

The purpose of this project is to improve the Xenial POS refund process by allowing employees to refund individual items instead of requiring a refund for the entire order. The project will focus on designing a user-friendly refund interface that allows employees to retrieve a transaction, select specific items, calculate the refund amount, and confirm the refund.

- Document the current workflow and its constraints in the accessible environment. Changing or deploying production Xenial POS software.

- Design an item-level refund workflow and low-fidelity prototype. Processing real customer refunds or payments.

- Use fictional transactions and mock data for usability testing. Using real customer names, card data, or payment credentials.

- Conduct approved exploratory research with a target of 5–8 relevant adult participants, if feasible. Auditing financial records or evaluating every Xenial feature/configuration.

- Measure task success, time, steps, errors, ratings, and qualitative feedback. Claiming results represent all Xenial users or all deployments.

- Deliver project documentation, prototype, test materials, analysis, and recommendations. Building a production-ready payment processor or integrating with live payment systems.

Specific Project Deliverables

1. Stakeholder Map: Identify the key stakeholders and their roles in the refund process.
2. User Research: Develop user personas, scenarios, and storyboards to understand employee needs.
3. Interface Design: Create wireframes and a prototype for the individual-item refund process.
4. Database Design: Develop a database schema to represent transactions, refunded items, and refund records.
5. Testing Plan: Create test cases to evaluate handling.
6. Final Project Report: Document the problem, proposed solution, design, testing, and recommendations.

The project will not include modifying the live Xenial POS system, processing real customer refunds, or deploying the redesigned functionality into production. Success will be evaluated

based on refund calculation accuracy, ease of use, task completion, and proper refund recordkeeping.