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January 15, 2016
MIS 2901
Mini Case #1

Packed Party Ordering Process

Packed Party is a company located in San Francisco, California, that allows customers to send someone a themed care package for a special occasion. Each package is centered on a life occurrence or theme and includes four to five hand-picked items based around that theme. Each package also includes a letter pressed card stating what the box is, why it is being sent, and it is signed with the person who ordered the package's name. The Packed Party workers do not list what is going to be in each package. They give you an idea; however, items inside the packages change out every few months, but the theme of the box remains the same. The company wants the package to be a surprise for both the person ordering it and the person receiving it. Each package of gifts is sent in the form of an 8x8x3 navy box. To learn about Packed Party's ordering process I interviewed Jordan Jones, the founder and owner of the company.

To order a package, a customer goes on the Packed Party website. They select the package theme they want. The themes are: Birthday Babe, Yay You, You Pampered Thing, Thanks (x million), Miss Ya, You Don't Need 'Em Anyway, Pity Party/Pick Me Up, Feel Bedda Soon, and The Bridesmaid. After selecting the package, the customer enters the name and address of where and to whom they want the package sent. Next, they enter their billing information. If the method of payment that they entered is good, the Packed Party workers will receive their order and begin preparing the package. If the payment information does not go through, the customer will either have to cancel his or her order or try a different payment method. Once Packed Party receives the order, they will check to see if the supplies needed to assemble the package are in stock. If they are they will assemble the package and then bring it to the UPS store. UPS will then ship it to the address that the customer supplied. If they do not have the supplies needed to assemble the package available in their office, the Packed Party workers will place an order to a wholesaler to order a bulk order of supplies. The wholesaler will receive this order and see if they have the supplies Packed Party listed. If they do, they will select them and send them to the Packed Party office. The workers there will then assemble and ship the package. If they do not have the supplies, the wholesaler will notify Packed Party who will then select different items to put in the package. The final step is the individual the customer bought the package for receives the themed package from Packed Party.