

1. How many employees are part of the process?
  - a. One at a time, but there are multiple users who access the system and this number should increase.
2. What happens if a food product gets delivered?
  - a. At this time, we don't accept perishable food.
3. What if a package comes in and you open it?----> Does it get repackaged?
  - a. Currently, we do not open packages. We do, however, bundle package multiple items at a time when forwarding.
4. What if a legal document comes in and needs an original copy signature?
  - a. This would be a case when the original hard-copy is forwarded to the recipient.
5. Do all clients' mail get delivered to the facility or is it only select?
  - a. This is a case-by-case basis. Clients use the facility as a mailing address, so they very well could have another mailing address elsewhere.
6. What's the current email service being used to send the digital documents?
  - a. Standard gmail.
7. What's the competition?
  - a. USPS, Any stores such as Parcels inc or otherwise who manage mail boxes, Earthclass mail.
8. Are most of the mail clients non-profits too? (this is to help with our personas and use cases)
  - a. No, this is a separate business from Tapp Network's Marketing Services.
9. Are the majority of the mail service clients small businesses (0-100 employees)? (this is to help with our personas and use cases)
  - a. Yes, the businesses who hold mailboxes are this size. However, there are a number of private individual mailbox holders as well. We also service temporary/short term mailbox clients – i.e. when someone is traveling for an extended period of time, or wants to have someone receive their mail because of job, illness, etc.
10. Is there a particular geographic location that most of the clients of this service tend to be or are they all scattered throughout the United States? (where?) (to help with BR)
  - a. No specific geographic location. Because Delaware is a sales tax-free state as well as having favorable business laws, we get a lot of interest from the other states.
11. Can you list examples of Job roles and titles of the people who interact with the mail service from the companies? (ex: President, director of marketing, finance director, administrative assistant) (this is to help with our personas and use cases)
  - a. Administrative assistants, primarily
12. When the mail is dropped off at the office: is it just dropped off in the mail totes (as described by Kyle approx. 3 bins a day) and left for a Tapp employee to sort through? (who in the organization typically does this?) OR does the mail man/UPS/FEDEX employee sort it? (this is for clarification of process for our prototype. Who would be interacting with the solution)
  - a. This is done by an internal employee or employees. These same individuals would be users and interact with the system.

