



24 a

Rules

Perishable	Y	N	N	M
Distance > 10 km		Y	Y	N
Value > \$100		Y	N	N
Delivery Charge	Y	N	Y	N

b User documentation for the online store is important since users may not be aware of how the system operates. User documentation would allow the customers to peruse the operation of the online store.

c loss of jobs - with the introduction of an online store, the super market ~~not~~ longer requires a ~~store front~~ front and would release redundant personell.

Retraining of staff - staff need to be retrained in order for them to complement the new online store, they will need to be able



to operate the system and be able to maintain
it.