Dial and order from the gas delivery man



1. **Step by step process of ordering gas (What do people do?)**



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- Households will get a number to call, houses either already have the existing number in home like card form or sticker form. (given by deliveryman)
- If no phone number then they go website find number from gas brands
- Upon calling, we give a time and house address to deliveryman and see whether if they okay with it or not
- Delivery Man will either accept or decline the request

- Delivery Man will give rough estimation of time of arrival (depending on their location)
- Then delivery man drives to your house and give gas

2. **Who's using it/Places that use gas?**

Consumer (neighbourhood area)

- Households
- Restaurants

Supplier

- Grocery shop
- Delivery Man
- Gas stores (websites also provide phone numbers)

3. **What is it used for? E.g house/cooking**

- Cooking

4. **How much do they order?**

- Depending on household number of burners, usually 1, but some order 2 or 3 for spare

5. **When do they order? (when the gas delivery man comes, schedule).**

- When gas runs out
- During the day when gas runs out/ A day before
- During morning to afternoon

- Delivery man arrives usually on time based on appointed time
- Sometimes may be late due to traffic or unforeseen time

6. **Where do ppl get the number/app from?**

- From gas delivery man / word of mouth / store owners



7. **Existing gas brands that offer delivery**

12kg/14kg
14kg RM30

- Shell
- Petronas
- Petron
- Mira
- BHP



8. **How is it done?**

- East Malaysia
  Sabah Sarawak:
  - Dial by phone also
  - Phone numbers are spread by word of mouth as well, first gen delivers then when retiring he will pass a new number to his old clients.
  - It is called a day before and arrive the next day

9. **Area of delivery**

Depending on number received - delivery man location
But method is used throughout Malaysia

10. **Pros and Cons of delivery system/app UI UX**

Pros	Cons
Fast, Usually can get delivery within few hours of calling	Area of delivery is fixed to delivery man, if moving to a new area have to find new number
Direct, simple	Phone number does not last forever
Can pre book a day before	Not all deliveryman are available when needed
Create bond with delivery man (sense of familiarity)	Dependant on one or two numbers only
	Unable to call through sometimes
	Lack of choice in brand of gas
	Hassle for delivery man to drive around since customers may call from far away
	Unable to track location/estimated time of arrival of delivery man