Hackerspace Store: Lab Monitor Guide

As a lab monitor, you are expected to know:

* How to upload items to inventory
* How to locate any item sold in Hackerspace Store inside Hackerspace
* How to complete orders once the buyer comes in to pick up the item.

## How to upload inventory?

Everything to be sold through Hackerspace, must be sold through the Hackerspace Online Store. As you can see from the website, not all the stuff in the hackerspace is uploaded to the Hackerspace Online Store (HOS). When the potential customer can not find a specific product in the HOS, the lab monitor's duty will be to upload this item to the HOS. Below are the step-by-step instructions on how to upload a product. If you have any questions regarding any step, message your concerns in the “hos-management” discord text channel [link](https://discord.com/channels/958523953947738162/1115024449381613648)

1. Gain access to the hackerspace store admin page

* [link](https://hackerspaceadmin.ubcoieee.org/15a22756-d69f-4001-8da2-a44bddc2c4a0/categories)
* Sign in using [mlrc.hackerspace@gmail.com](mailto:mlrc.hackerspace@gmail.com) email
* Will need verification code from Aziz/Yerkin/Anyone else with access to [mlrc.hackspace@gmail.com](mailto:mlrc.hackspace@gmail.com) (Just ping lab monitors in the hackspace-online-store discord channel for access).

1. Determine which category your product falls into.

* Existing categories include: Boards & Wires, Cool Stuff, Sensors, Motors & Batteries, Microprocessors.
* Keep in mind, the total number of product categories must be 5 or less, any more will not fit into the website formatting. In other words, do not create new categories without consulting the current HOS lead.

1. Once a category has been selected, create a new product under the Products tab

* A “mod” will have to be selected for the product. This is the number of categories that can be modified to give the customer a choice in a specific product. (Ex: Jumper wire can have 1 mod for different wire lengths).
* A picture will need to be uploaded for the product. These can typically be found via google images (make sure to select the best image quality). Ideally we want to have 2 pictures for each product: one of the frontside and one of the backside. Also include a picture for different types of the same product (ex: different wire lengths).
* The cost of the product has to be a **minimum of $1**. If the product is less than this, consider selling them in groups to bring the price up.

To determine the cost of the product, google 3-4 other online sellers of this item, get the average and sell it at that price. Once you added a new product to HOS, you need to do 2 things:

1. Add it to the inventory. Go to this [link](https://docs.google.com/spreadsheets/d/1WmhEuJSVPhdxvZ0-Tofh0sNWAu8CByv_/edit#gid=188763850)(confidential; do not share it with anyone), and add the item to the appropriate group
2. Report it. Go to text-channel called [“hos-new-products”](https://discord.com/channels/958523953947738162/1217176611154296862) and report it. Here it the example:

“Product Name: MP1584EN Module.

Quantity: x10

Average Price: 6CAD

HOS Price: 6CAD

Date added: 12/03/2024”

* When creating a product description, copy/paste information found by google searching the product name. Keep in mind that there is a character limit to the description and going over this will result in an error when you try to upload the new product. If such an error occurs, rewrite the description to be more concise.

Link to video explanation: TBD

## How to locate the products?

1. In the Hackerspace office, the item will be located in the storage section of the office.

* Currently, the product is stored in cardboard boxes on the left-side desk in hackerspace, however this is a temporary solution and a long term storage system will be developed.

* The storage is and should be labeled and categorized according to its type.

1. Then, find the item by looking at the order, and if confused about the type, you can check the item type through the inventory excel spreadsheet [link](https://docs.google.com/spreadsheets/d/1WmhEuJSVPhdxvZ0-Tofh0sNWAu8CByv_/edit#gid=188763850)(confidential; do not share it with anyone) or the admin website by looking at the details provided.

## How to Complete Orders?

Customers will come to the hackerspace to pick their orders up during open hours. Ideally when this happens, their orders should be already prepared to avoid wasting the customers' time. Regardless, the very first thing you must do when your shift starts is to check [mlrc.hackerspace@gmail.com](mailto:mlrc.hackerspace@gmail.com) for any new orders. If there are new orders, you need to prepare them.

1. Check the Hackerspace Online Store Admin page in the “Orders” tab regularly for new orders.
2. When the person who made a purchase comes in, collect the purchased items from the product storage and give it to them.

* Check their confirmation email.
* Check if anyone else has already fulfilled that order in the discord
  + If yes, then ask the person once again if they are 100% sure that their order has been confirmed. If they are, then contact the person who claims to have fulfilled their order on discord confirms that the order was truly fulfilled in full.
  + If no one has fulfilled the order, then complete it and send a message in the [“hos-orders”](https://discord.com/channels/958523953947738162/1217167720546701482) discord channel with the order information.

“An order was completed for [[Buyer’s First and Last Name]] at [[MM;HH]] on [[DD/MM/YYYY]]. The items which were given away are:

* (just list the EXACT name of the items which were given away + their quantities)”

E.g.   
“An order was completed for Aziz Rakhimov at 11:15AM on 12/03/2024. The items which were given away are:

* Arduino Uno - x1
* Wires - x10
* Sensor “MP1584EN Module” - x2”
* Ideally all items (ex. Every electronics) will need to be packaged in anti-static bags to prevent damage to the product. As for now, we do not have them, so just give the orders directly to buyer’s hand. Once we get some, we will modify the text here

## Summary of all text channels

[**“hos-orders”**](https://discord.com/channels/958523953947738162/1217167720546701482)-> once you give away the item from order to the buyer, you MUST write the order info in this channel based on the example provided below.   
  
“An order was completed for [[Buyer’s First and Last Name]] at [[MM;HH]] on [[DD/MM/YYYY]]. The items which were given away are:

* (just list the EXACT name of the items which were given away + their quantities)”

E.g.   
“An order was completed for Aziz Rakhimov at 11:15AM on 12/03/2024. The items which were given away are:

* Arduino Uno - x1
* Wires - x10
* Sensor “MP1584EN Module” - x2”

[**“hos-webdev”**](https://discord.com/channels/958523953947738162/1217167785767997581)-> All bugs/suggestions related to HOS are to be reported in this text channel. Then reporting, make sure to clearly describe the problem (if needed, attach a small video), your suggestion for fix, and level or urgency. Once it is done, ping Webmasters.   
  
Example of bug report:   
  
“Hey @webmasters. I am Aziz, one of the lab monitors.   
  
Description: I noticed that there is a bug in the admin page (see screenshot). You can not add set the price of the item below 1CAD.   
  
Suggestion: i think we should fix that bug as it is annoying and we have a lot of items that should be priced below 1CAD.

Urgency: not urgent, but would be nice to get fixed soon. “

[“hos-new-products”](https://discord.com/channels/958523953947738162/1217176611154296862) . In this text-channel, you need to report it all new products which were added to HOS. Here it the example:

“Product Name: MP1584EN Module.

Quantity: x10

Average Price: 6CAD

HOS Price: 6CAD

Date added: 12/03/2024”

[“hos-management”](https://discord.com/channels/958523953947738162/1115024449381613648) - anything else which needs to be discussed regarding the HOS must be discussed in this text channel.

[“hos-info”](https://discord.com/channels/958523953947738162/1217175894486159360) - all the documents and important information related to HOS to be stored in this text channel