

Customer Report - Hershey

By: Shem Lehmann

INNOVATIONS

Hersheypark Map

HERSHEY PARK®

Need a GPS map?
Download the FREE Hersheypark® App!

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ZOO AMERICA
HOURS VARY

THE JOURNALS AT HERSHEYPARK
Open May 25 - Sept. 2

Pardon our dust.
We're making history.
CHOCOLATE TOWN
COMING SUMMER 2020

SERVICES

All rides have height/weight requirements and limitations. Ride operation is subject to weather conditions, which shall be determined by Hersheypark at its sole discretion.

<ul style="list-style-type: none"> 1 Gift 2 Business Center 3 Changing Station 4 Lost Kid 5 Food & Beverage 	<ul style="list-style-type: none"> 6 Guest Services/Information 7 "PICK UP" and "DROP OFF" at the Park Entrance 8 Station, Locker Room with "PICK UP" and "DROP OFF" at the Park Entrance 9 Lost & Found 10 Lost Children Center <i>powered by Photo Studio World</i> 	<ul style="list-style-type: none"> 11 Official Ride Height Measuring Station 12 Men's & Family Restroom 13 Restrooms, Adult Chair, Stroller & Water Fountain 14 Ride Photo Locations 15 Screen Print (Graphic & Sublimation Center) 	<ul style="list-style-type: none"> 16 Drinking Water Station, including electronic water fountains, as required by regulations. Drinking water is not provided. Tap water is not provided. Tap water is not provided. 17 Barber Room 18 View and purchase photos taken by the professional photographer on the location. 19 Wheelchair Station
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Hersheypark Coaster



Mobile Capable Web based PO Approvals

Why Needed?

- Company Policy dictated change
- Web Mobile not ready for Approvals at time
- All end users considered

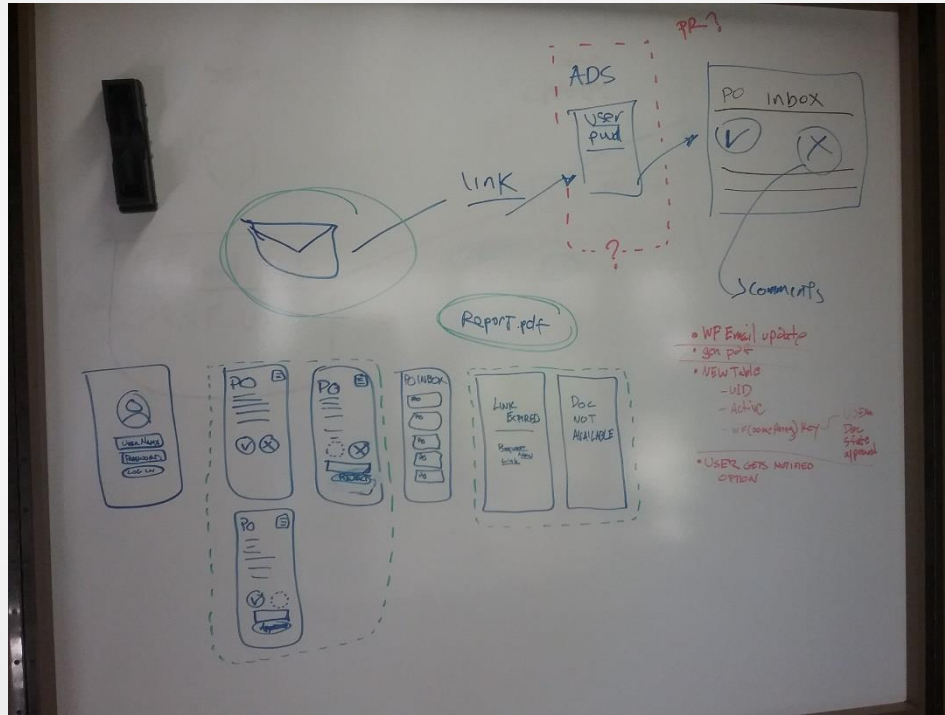
Timeline

- 2003 – Implements CHAMPS C/S
- 2017 – Migrates to CHAMPS Web V1
- 2019 – PO Approvals Web App Project
 - Feb 28 – Oct 10 (~7 months)

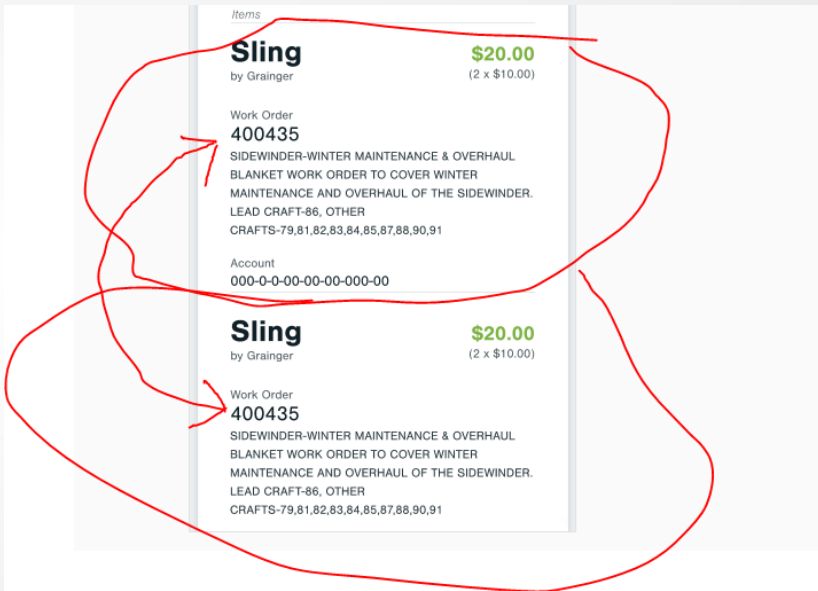
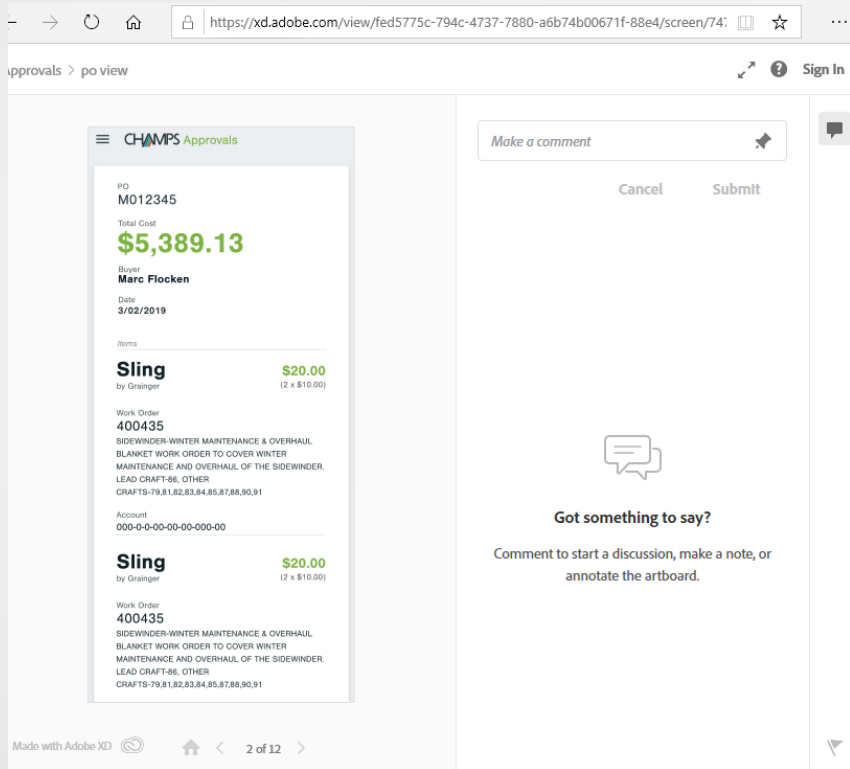
Challenges

- ADS integration/Security
- Process creation/definition/reporting
- Process translation to function
- Creating historical data
- User expectation management
- User acceptance

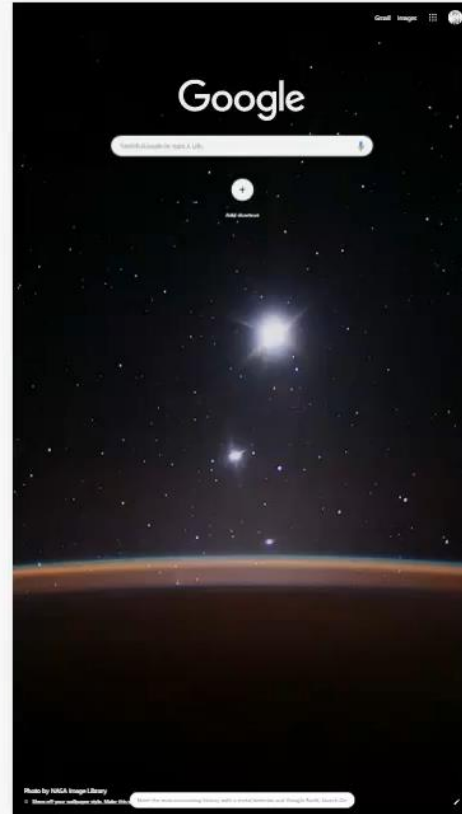
Early Idea Phase



UI Design and Acceptance



Prerecorded Video Demonstration



Awards

- Brady Stock – Employee of the Month!