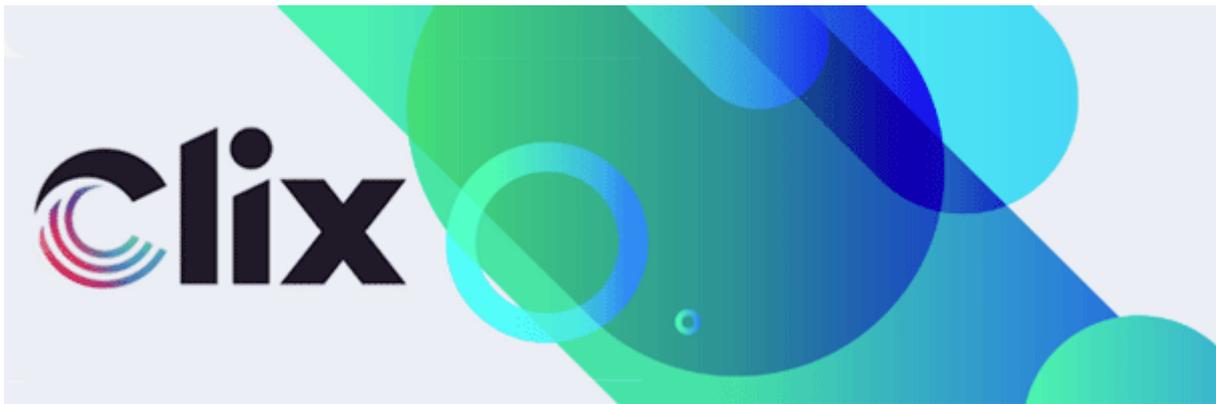


- [Feature Checklist: Return Confirmation via Order Numbers](#)
- [Feature Checklist: Photo Confirmation of Returned Items](#)
- [Feature Checklist: Returns Process](#)

Feature Checklist: Return Confirmation via Order Numbers



Feature Checklist: Return Confirmation via Order Numbers

Scenario	Confirming Return Using Order Number
Given	Customer chooses to return an item
When	They enter the order number into the app
Then	The system should verify the order number and confirm if the item is eligible for return

	Good When		Bad When
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	The order number entry field is easily accessible and clearly marked in the app.		The order number entry field is difficult to use or not present.
	The system verifies the order number against the purchase information.		There is a delay in order number verification.
	Customers receive feedback on whether the item is eligible for return.		Incorrect or ineligible order numbers do not provide clear, instructive feedback to the user.

Completed When

Customers can enter and verify order numbers to initiate returns and the system determines the eligibility of returns based on order numbers and informs the user appropriately.

Start When

When purchase order has been issued to the client.

Feature Priority	<input checked="" type="checkbox"/> High Priority Medium Priority <input type="checkbox"/> Low Priority
Client Approves Feature	<input type="checkbox"/> Approved <i>Once approved, inform us by email, we will close the feature checklist and begin the process.</i>

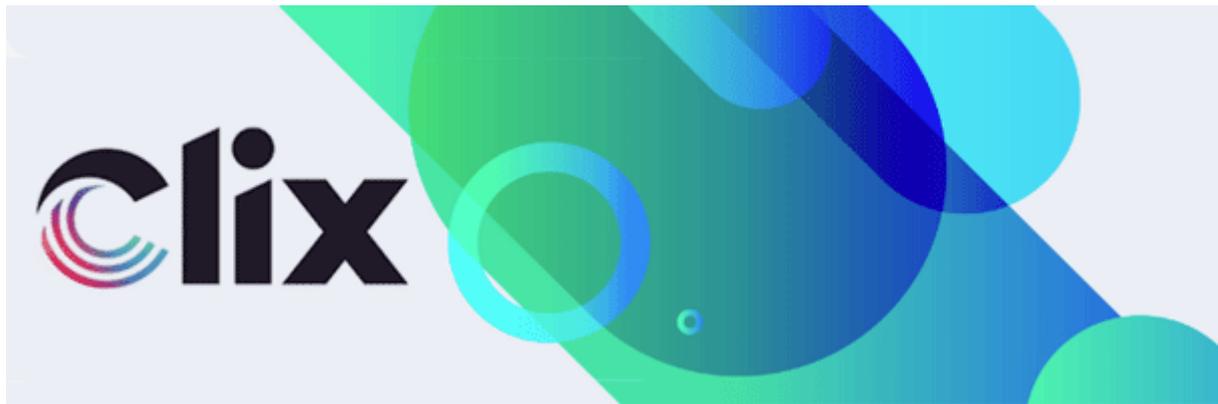
Agreed Timeline

Once approved the process will continue as

- Create mock ups of the feature within 14 days of 'Start When'
- Schedule of the project will be agreed within 14 days of 'Start When',
- Development of the feature once mocks up have been approved.
- Q/A and delivery 7 days after development cycle

Estimated development time for this feature would be **X days,**

Feature Checklist: Photo Confirmation of Returned Items



Feature Checklist: Photo Confirmation of Returned Items

Scenario	Photo Confirmation of Item for Return
Given	Customer's item is confirmed for return
When	They are prompted to take a photo of the item
Then	The app should guide them to capture and upload a photo to confirm the return

	Good When		Bad When
--	------------------	--	-----------------

	The app provides clear instructions for taking and uploading the photo.		Instructions for photo submission are unclear or missing.
	The photo upload feature is easy to use		The photo upload feature doesn't work or is confusing.
	The system confirms receipt of the photo and proceeds with the return process.		No confirmation for the uploaded photo

Completed When

- Customers can take and upload a photo of the return item as part of the return process.
- The app confirms the successful upload and verifies the item to proceed with the return.

Start When

When purchase order has been issued to the client.

Feature Priority	<input checked="" type="checkbox"/> High Priority Medium Priority <input type="checkbox"/> Low Priority
Client Approves Feature	<input type="checkbox"/> Approved <i>Once approved, inform us by email, we will close the feature checklist and begin the process.</i>

Agreed Timeline

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- Q/A and delivery 7 days after development cycle

Estimated development time for this feature would be **X days,**

Feature Checklist: Returns Process



Feature Checklist: Returns Process

Scenario	Customer initiates a return via the app
Given	The customer has the correct order number and the order is covered under the returns policy.
When	The customer enters their details correctly
Then	Their return should be processed and the customer is directed to give feedback

Scenario	Customer enters wrong order number multiple time
Given	The customer has entered a wrong order number multiple times
When	The customer proceeds with return process
Then	The system should lock the customer out and refer them to a staff member

Scenario	The purchased item is not covered under the returns policy
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Given	The customer trying to return a purchased item that has lapsed the time stated in the returns policy, or is not covered by the policy
When	The customer enters the required information as part of the returns process
Then	The system should reject the returned item and not proceed with returns process

Scenario	A customer has purchased an item and receives return policy information
Given	A customer has purchased an item from the relevant retailer
When	The customer receives confirmation of purchase
Then	The information regarding the returns policy and process should be included

	Good When		Bad When
▶	A customer can return an item using the correct order number and has received the return process information after purchase and receives direction to give feedback after the return has been completed.	▶	A customer cannot return an item using the correct order number and has not received the return process information after purchase
▶	The customer is locked out of the system and directed to a staff member if entering an incorrect order number a set amount of times	▶	The customer is not locked out of the system and directed to a staff member if entering an incorrect order number a set amount of times
▶	The system rejects a return and does not implement the process if the item being returned is not covered under the returns policy.	▶	The system allows a return and implements the process even if the item being returned is not covered under the returns policy.

Completed When

- The returns procedure is delivered correctly at the time of purchase to the customer.
- The system halts the process if the wrong information is entered or the item is not covered.
- Once the return process has been completed the system directs the customer to give feedback

Start When

When purchase order has been issued to the client.

Feature Priority



High Priority

Medium Priority



Low Priority

Client Approves Feature



Approved

Once approved, inform us by email, we will close the feature checklist and begin the process.

Agreed Timeline

Once approved the process will continue as

- Create mock ups of the feature within 14 days of 'Start When'
- Schedule of the project will be agreed within 14 days of 'Start When',
- Development of the feature once mock ups have been approved.
- Q/A and delivery 7 days after development cycle

Estimated development time for this feature would be **X days,**