



# 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
<ul style="list-style-type: none"><li>• Customers can take and upload a photo of the return item as part of the return process.</li><li>• The app confirms the successful upload and verifies the item to proceed with the return.</li></ul>
Start When
When purchase order has been issued to the client.

Feature Priority	<div><input checked="" type="checkbox"/> <b>High Priority</b></div> <div><b>Medium Priority</b></div> <div><input type="checkbox"/> <b>Low Priority</b></div>
Client Approves Feature	<div><input type="checkbox"/> <b>Approved</b></div> <div>Once approved, inform us by email, we will close the feature checklist and begin the process.</div>
Agreed Timeline	<div>Once approved the process will continue as<ul style="list-style-type: none"><li>• Create mock ups of the feature within 14 days of 'Start When'</li><li>• Schedule of the project will be agreed within 14 days of 'Start When',</li><li>• Development of the feature once mocks up have been approved.</li><li>• Q/A and delivery 7 days after development cycle</li></ul></div> <div>Estimated development time for this feature would be <b>X days</b>,</div>