



# Feature Checklist: Return Confirmation via Order Numbers

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

|   | <b>Good When</b>   |   | <b>Bad When</b>   |
|---|--|---|---|
| ▶ | 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



**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 mocks up have been approved.
- Q/A and delivery 7 days after development cycle

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

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Created 25 April 2024 10:10:07 by Phil Tottman

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