



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
▶	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	<div><input checked="" type="checkbox"/> High Priority</div> <div>Medium Priority</div> <div><input type="checkbox"/> Low Priority</div>
Client Approves Feature	<div><input type="checkbox"/> Approved <i>Once approved, inform us by email, we will close the feature checklist and begin the process.</i></div>
Agreed Timeline	<div>Once approved the process will continue as<ul style="list-style-type: none">• 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</div> <div>Estimated development time for this feature would be X days,</div>