Client Questions

**A. Business & Functional Requirements**

1. **Subscription Rules & Details**
   * **How are subscriptions managed?**
     + Billing frequency (monthly, yearly, etc.)?
     + Do customers automatically renew, or must they manually renew?
   * Are there different tiers or plans (e.g., standard vs. premium boxes)?
   * How do you handle subscription cancellations or holds?
2. **Product & Inventory Details**
   * **What product attributes do you need to store?**
     + For example: product name, genre/category, supplier, cost, retail price, quantity on hand, expected shipping date, etc.
3. **Overstock Transfer Process**
   * **What data needs to be captured when transferring overstock to Joe Nerds?**
     + Do you need to generate a transfer order or a reference ID for record-keeping?
   * **How do we reconcile the stock levels once items move to Joe Nerds?**
     + What happens after we send it to Joe Nerds?
4. **Customer Management**
   * **What key data do you store about customers?**
     + Basic contact info, shipping addresses, multiple addresses, billing
   * **How do you handle customers with multiple subscriptions** across different genres?
   * **Do you integrate with any existing CRM systems** or is this system starting fresh?
5. **Geographical Scope**
   * **Which countries does NerdBlock ship to, and do shipping rules vary by region?**
   * **Are there any tax or customs considerations** (VAT, GST, import duties, etc.) you need to track by country or province/state?

*LET'S STICK TO QUESTIONS ABOVE FOR NOW AND SAVE OTHERS FOR LATER*

* *Who is allowed to access the database, just nerdblock employees or non employees need access too. Do we have to track different groups for database access?*
* *Are the customers allowed to choose the items for their subscription or is it randomized? If not randomized, can they buy a single item?*
* *Is there a situation where a client will get 2 or more boxes?*