

## **Event/Functions List**

- Register a new customer in the system
- Update customer details (e.g., contact info, service preferences)
- Remove a customer from the system
- View customer records and service history
- Create a new order for a client's product
- Modify an existing order before fulfillment
- Cancel an order before shipment
- View order details, including status and history
- Assemble a customer order for shipping
- Ship an order using a designated delivery service
- Generate an invoice for client services
- Edit an existing invoice to correct charges
- View an invoice before sending it to the client
- Delete an incorrect or voided invoice
- Send the finalized invoice to the client for payment
- Retrieve shipping cost data for invoicing calculations
- Retrieve inventory storage cost data for invoicing
- Update inventory records when products arrive or are used
- View product information, including stock levels and locations
- Register a new client with Wizzard Services
- Update client contract details or service agreements
- Remove a client from the system when no longer active
- View client details, contracts, and order history
- Apply modified pricing rates based on contract terms

## Functionality/Responsibility Matrix

Function	Activities
Manage Customer	Create Customer
	Update Customer
	Delete Customer
	View Customers
Manage Order	Create Order
	Edit Order
	Cancel Order
	View Order
	Assemble Order for Shipping
	Ship Order
Manage Invoice	Create Invoice
	Edit Invoice
	View Invoice
	Delete Invoice
	Send Invoice
	Retrieve Shipping Cost
	Retrieve Inventory cost
Manage Inventory	Update Inventory
	View Product Info
Manage Client	Create Client
	Update Client
	Delete Client
	View Clients
	Apply Modified Rate