Introduction

One time or another have had the experience of trying use a product that was working yesterday, last week, last month and so on; to have it be inoperable. However, you not sure if you have the receipt and less certain of the warranty. It is for these reasons that Coverage was created. We at Solar Inc. felt that there is a need for a software that would be available in the form of a mobile app and a website. We will be storage site for covered item’s data.

Data Required

The items that would be getting service from us would require from the customer: 1) proof of purchase. Be it a picture or online receipt that shows the date of purchase, place of sale, C, and the purchased item. 2) The name of the manufacture of the product.

Programming Requirements

Solar Inc. to build a database will utilize the Walmart’s website because it has a large amount of products with the exception of perishable items that will not be supported. That database would also require to collect data from each manufacture such as the website, email and phone number of the customer support. Twice a year the contact information of the manufacture will be verified. There will be essential at least two list. One that our employees will utilizing daily and another that will be a living database because of updates. Whenever we have a customer that has an item that is not the daily list someone from the living database team will be working with the customer.

User interface

The user will scan the barcode that populate data into the app. However, if any one question is not answered then the customer cannot be supported by Coverage. If the customer were to input any misleading information there is a disclaimer about any misleading data will void our support. Also, with all incomplete packets an email reminder will be sent every two days up to 14 days total and this is based that some manufactures only allow 14 days for returning an item. Whenever we have a completed packet then an email /or text will be sent stating that “The COMPANY NAME has a warranty with your product for “X” timeframe from the date of purchase. Please maintain this message for future support from the Solar Inc.” If the odd chance that company does not mention their warranty, then we will provide a template for the customer to send to the manufacture requesting their warranty in writing. Solar Inc. will send the customer an email /or text when the item is within one month of warranty expiration with the manufacture’s contact information.

Conclusion

Coverage will be offered at rate of $3.99 for tracking 10 items for two years. Or $10 for 30 items for two years. $30 for 60 items for five years. The reason why we offer this service because in life stuff happens and we want to ensure the customer receives what they paid for.