**28-04-2025**

**EPIC**

Customer Service

**Features:**

1.Your Orders

2.Returns and Refunds

3.Manage Addresses

4.Manage Prime

5.Payment Settings

6.Account Settings

7.Digital Services and Device Support

**User Stories:**

1.Your Orders

a. Track packages

b. Edit or cancel orders

2.Returns and refunds

a. Return or exchange items

b. Print return mailing labels

3. Manage Addresses

a. Manage Addresses

b. Add Address, landmark details

4.Manage Prime

a. View your benefits

b. Membership Details

5. Payment Settings

a. Add or edit payment methods

b. Change expired debit or credit card

6. Account Settings

a. Change your email or password

b. Update login information

7. Digital Services and Device Support

a. Find device help and support

b. Troubleshoot device issues

**Tasks:**

1.Your Orders

a. Track packages

* + - 1.Build the UI Layer-5 hrs
    - 2.Build the API Layer-8 hrs
    - 3.Build the DB Layer-6hrs

b. Edit or cancel orders

* + - 1.Build the UI Layer-5 hrs
    - 2.Build the API Layer-8 hrs
    - 3.Build the DB Layer-6hrs

2.Returns and refunds

a. Return or exchange items

* + - 1.Build the UI Layer-5 hrs
    - 2.Build the API Layer-8 hrs
    - 3.Build the DB Layer-6hrs

b. Print return mailing labels

* + - 1.Build the UI Layer-5 hrs
    - 2.Build the API Layer-8 hrs
    - 3.Build the DB Layer-6hrs

3. Manage Addresses

a. Manage Addresses

* + - 1.Build the UI Layer-5 hrs
    - 2.Build the API Layer-8 hrs
    - 3.Build the DB Layer-6hrs

b. Add Address ,landmark details

* + - 1.Build the UI Layer-5 hrs
    - 2.Build the API Layer-8 hrs
    - 3.Build the DB Layer-6hrs

4.Manage Prime

a. View your benefits

* + - 1.Build the UI Layer-5 hrs
    - 2.Build the API Layer-8 hrs
    - 3.Build the DB Layer-6hrs

b. Membership Details

* + - 1.Build the UI Layer-5 hrs
    - 2.Build the API Layer-8 hrs
    - 3.Build the DB Layer-6hrs

5. Payment Settings

a. Add or edit payment methods

* + - 1.Build the UI Layer-5 hrs
    - 2.Build the API Layer-8 hrs
    - 3.Build the DB Layer-6hrs

b. Change expired debit or credit card

* + - 1.Build the UI Layer-5 hrs
    - 2.Build the API Layer-8 hrs
    - 3.Build the DB Layer-6hrs

6. .Account Settings

a. Change your email or password

* + - 1.Build the UI Layer-5 hrs
    - 2.Build the API Layer-8 hrs
    - 3.Build the DB Layer-6hrs

b. Update login information

* + - 1.Build the UI Layer-5 hrs
    - 2.Build the API Layer-8 hrs
    - 3.Build the DB Layer-6hrs

7. Digital Services and Device Support

a. Find device help and support

* + - 1.Build the UI Layer-5 hrs
    - 2.Build the API Layer-8 hrs
    - 3.Build the DB Layer-6hrs

b. Troubleshoot device issues

* + - 1.Build the UI Layer-5 hrs
    - 2.Build the API Layer-8 hrs
    - 3.Build the DB Layer-6hrs