# Counter rate quoting system rewrite exercise

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| Original requirement | Your functional requirement |
| 3.1.1 All customers tendered through a retail counter site will be charged counter rates. | #1. The system shall quote counter rates. |
| 3.8.1 Cash-only customers without accounts will be quoted and charged counter rates. | #1 |
| 3.8.2 Handheld courier devices will support counter rates as needed. | #1 |
| 3.9.1 A corporate credit card customer will not be charged counter rates but AmEx Small Business cardholders will be charged Counter rates. | #1 |
| 3.11.1 Customers without accounts should be quoted the counter rate when using the web quoting system. | #1 |
| 3.11.3 Customers without accounts will be quoted the counter rate when calling customer service. | #1 |
| 3.17.1 A counter rates guide will be available to retail counter sites. | Shipping department will deliver counter rate guides to retail counter site.  The printing department prints the counter rate guides.  #2 – The system shall export all rates. |
| 3.22.1 Customers using a counter rate will not receive a discount. | rule |
| 3.22.2 Counter rates will be some percentage above list rate. | Rule (unless we automate the list rate capture) |
| 3.22.4 They will be set by pricing in a rate table. | Rule - design |
| 3.22.5 The corporate data warehouse will support the counter rates. | #2 |
| 3.24.2 Invoice adjustments shall support counter rates to support account holders incorrectly billed a counter rate.  Counter rate messaging shall be included in training. | #1  #3 - The training department will train on the counter rate system. |
| 3.24.3 Shipments shall be invoiced to the Payor when an external credit card is declined and the customer is unavailable to provide other payment. | rule |
| 3.27.1 The ability to flag counter rate transactions in the data warehouse and strategic marketing applications to properly track volume and revenue by retail location is needed. | data |
| 3.27.2 Couriers will be trained on how and when to charge Counter rates. | #3 |
| 3.28.3 Counter rate transactions will be monitored. | none |

### Other Stakeholders

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| POS system – retail site |
| Scale system – retail site |
| Handheld courier device system |
| Web quoting system |
| Customer service’s system (if different from web quoting system) |
| Shipping department |
| Printing department |
| List rate quoting system |
| Data warehouse |
| Accounting (A/R) system |
| Training department |
| Marketing applications |