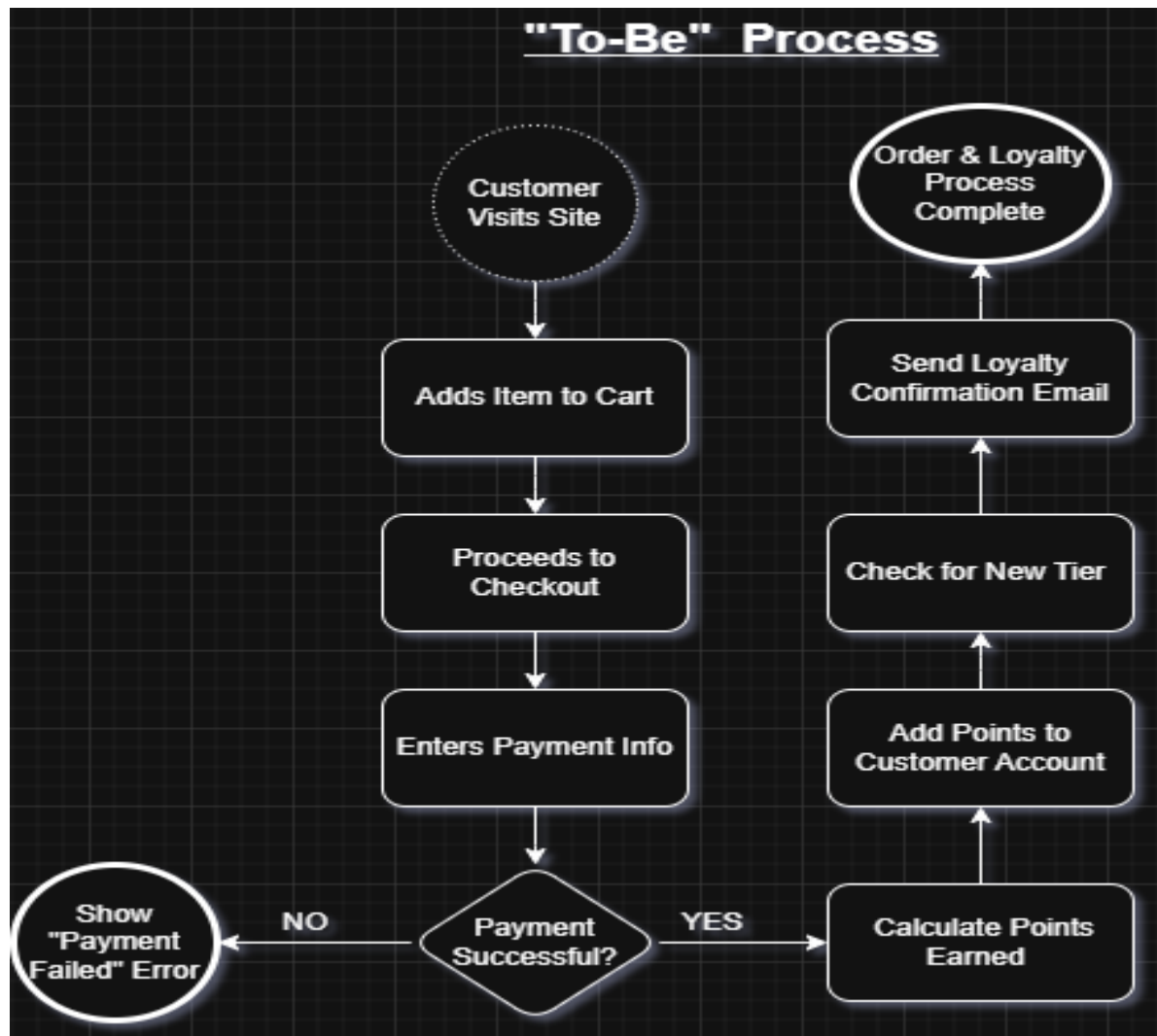# Functional Requirements Document (FRD)- v1.0

Process Flow Overview

Description: This diagram shows the end-to-end customer checkout flow, including the new loyalty program steps. The process begins when a payment is successful , at which point the system calculates points , adds them to the customer's account , and checks for a tier upgrade

Feature 1: Point Earning

- **User Story 1.1:** "As a Customer, I want to earn points automatically when my order is shipped, so that I feel rewarded for my purchase."

- o **AC 1.1.1:** GIVEN a customer completes a purchase, WHEN the order status changes to "Shipped", THEN points are added to their account.

  - o **AC 1.1.2:** Points must NOT be awarded for cancelled or returned orders.

  - o **AC 1.1.3:** Points must NOT be awarded for taxes or shipping fees.

- **User Story 1.2:** "As an Admin, I want to set the point-earning ratio in a settings panel (e.g., "$1.00 = 10 points"), so that the business can control the program's profitability."

  - o **AC 1.2.1:** The default value must be 10 points per $1.00.

  - o **AC 1.2.2:** This value must be adjustable by an Admin-level user.

Feature 2: Tier System

User Story 2.1: "As a Customer, I want to be automatically upgraded to 'Gold Tier' when my total spending in a calendar year exceeds $500, so that I can feel like a VIP."

  - o **AC 2.1.1:** The system must check the customer's tier status after every "Shipped" order.

  - o **AC 2.1.2:** "Total spending" is defined as the subtotal of all non-refunded orders in the current calendar year (Jan 1 - Dec 31).

  - o **AC 2.1.3:** When a customer is upgraded, they must receive a "Congratulations" email.

- **User Story 2.2:** "As a Customer, I want to see my current tier ("Standard" or "Gold") on my account dashboard, so that I know my status."

  - o **AC 2.2.1:** The tier status must be clearly visible on the main account page.

Feature 3: Reward Redemption

- **User Story 3.1:** "As a Customer, I want to see a 'Rewards Store' on my account page, so that I can browse available rewards."

  - o **AC 3.1.1:** The store must show a list of all available rewards.

  - o **AC 3.1.2:** For each reward, I must see the Name (e.g., "$10 Off Coupon") and the Points Cost (e.g., 1000 Points).

  - o **AC 3.1.3:** If I do *not* have enough points for a reward, the "Redeem" button must be disabled (greyed out).

- **User Story 3.2:** "As a Customer, I want to redeem my points for a reward, so that I can get value from the loyalty program."

- **AC 3.2.1:** WHEN I click "Redeem" on a reward I can afford, my point balance must be immediately deducted by the Points Cost.

- **AC 3.2.2:** The system must immediately generate a unique, one-time-use coupon code and display it to me.

- **AC 3.2.3:** A record of this redemption must appear in my "Point History."

Feature 4: Point Expiration

- **User Story 4.1:** "As a Finance Manager (Admin), I want all unspent points to expire 12 months *after they are earned*, so that the company's financial liability does not grow forever."

  - **AC 4.1.1:** This must be an automated, daily-run process.

  - **AC 4.1.2:** The system must use a "First-In, First-Out" (FIFO) logic (e.g., the oldest points are redeemed first).

  - **AC 4.1.3:** When points expire, a transaction must be logged in the customer's point history (e.g., "-50 points, expired").

Feature 5: Manual Override

User Story 5.1: "As a Customer Service (CS) Agent, I want to look up a customer by their email, so that I can view their profile, tier, and full point history."

  - **AC 5.1.1:** The point history must show all transactions: earn, redeem, expire, and manual_adjust.

- **User Story 5.2**: "As a CS Agent, I want to manually add or subtract points from a customer's account and add a text note, so that I can resolve a complaint immediately."

  - **AC 5.2.1:** The agent must be able to add positive points (e.g., +100).

  - **AC 5.2.2:** The agent must be able to add negative points (e.g., -100).

  - **AC 5.2.3:** A text box for "Reason" must be *required* for every manual adjustment.

  - **AC 5.2.4:** This adjustment must appear immediately in the customer's point history