**Epic —** Customer service

**Features**

* Your Orders
* Returns and Refunds
* Manage Addresses
* Manage Prime
* Payment Settings
* Account Settings
* Digital Services and Device Support

**User Stories**

1. **Your Orders**  
   a. Track Packages  
   b. Edit or Cancel Orders
2. **Returns and Refunds**  
   a. Return and Exchange Items  
   b. Print Return Mailing Labels
3. **Manage Addresses**  
   a. Update your addresses  
   b. Add address , landmark details
4. **Manage Prime**  
   a. View your Benefits  
   b. Membership Details
5. **Payment Settings**  
   a. Add or Edit Payment Method  
   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
   * Build the UI Layer — 5 hrs
   * Build the API Layer — 8 hrs
   * Build the DB Layer — 6 hrs

b. Edit or Cancel Orders

* + Build the UI Layer — 5 hrs
  + Build the API Layer — 8 hrs
  + Build the DB Layer — 6 hrs

1. **Returns and Refunds**  
   a. Return and Exchange Items
   * Build the UI Layer — 5 hrs
   * Build the API Layer — 8 hrs
   * Build the DB Layer — 6 hrs

b. Print Return Mailing Labels

* + Build the UI Layer — 5 hrs
  + Build the API Layer — 8 hrs
  + Build the DB Layer — 6 hrs

1. **Manage Addresses**  
   a. Update your addresses
   * Build the UI Layer — 5 hrs
   * Build the API Layer — 8 hrs
   * Build the DB Layer — 6 hrs

b. Add address , landmark details

* + Build the UI Layer — 5 hrs
  + Build the API Layer — 8 hrs
  + Build the DB Layer — 6 hrs

1. **Manage Prime**  
   a. View your Benefits
   * Build the UI Layer — 5 hrs
   * Build the API Layer — 8 hrs
   * Build the DB Layer — 6 hrs

b. Membership Details

* + Build the UI Layer — 5 hrs
  + Build the API Layer — 8 hrs
  + Build the DB Layer — 6 hrs

1. **Payment Settings**  
   a. Add or edit payment methods
   * Build the UI Layer — 5 hrs
   * Build the API Layer — 8 hrs
   * Build the DB Layer — 6 hrs

b. Change Expired debit or credit card

* + Build the UI Layer — 5 hrs
  + Build the API Layer — 8 hrs
  + Build the DB Layer — 6 hrs

1. **Account Settings**  
   a. . Change your email or password
   * Build the UI Layer — 5 hrs
   * Build the API Layer — 8 hrs
   * Build the DB Layer — 6 hrs

b. update login information

* + Build the UI Layer — 5 hrs
  + Build the API Layer — 8 hrs
  + Build the DB Layer — 6 hrs

1. **Digital Services and Device Support**  
   a. Find Device Help and Support
   * Build the UI Layer — 5 hrs
   * Build the API Layer — 8 hrs
   * Build the DB Layer — 6 hrs

b. Troubleshoot Device Issues

* + Build the UI Layer — 5 hrs
  + Build the API Layer — 8 hrs
  + Build the DB Layer — 6 hrs