**New Customer**

1. As a member of the Accounts team, I want to register a new customer so that their details can be stored and the ordering processes will be more efficient
2. As a member of the Accounts team, I want to store a customer’s details in the database (name, date of birth, status, billing address, payment details)
3. As a member of the Accounts team, I want to add new customers to the database so that their details can be stored and the ordering processes will be more efficient
4. As a member of the Accounts team, I want to log the time a customer order is placed so that the customer can be contacted at particular times

**Process Payment**

1. As a member of the Accounts team, I want to send a customer an order confirmation email so that they know the order has been successfully placed
2. As a member of the Accounts team, I want to process a customer’s cash payment so that NB Gardens receives money for its services
3. As a member of the Accounts team, I want to process a customer’s cheque payment so that NB Gardens receives money for its services
4. As a member of the Accounts team, I want to process a customer’s card payment so that NB Gardens receives money for its services
5. As a member of the Accounts team, I want to send a customer a payment confirmation email so that they know the payment has been successful
6. As a member of the Accounts team, I want to make a payment to a supplier so that they will continue to supply their wares to the company
7. As a member of the Accounts team, I want to make a payment to a courier so that they will continue to deliver customer orders

**Customer Satisfaction**

1. As a member of the Accounts team, I want to input a customer satisfaction survey to the database so that the responses can be analysed
2. As an Accounts manager, I want to contact a customer by phone to follow up on negative reviews and understand how processes within the company and the company itself can improve

**Purchase Order**

1. As a member of the Accounts team, I want to file a purchase invoice so that NB Gardens has a record of all purchase orders made
2. As an Accounts manager, I want to approve or reject a purchase order so that only reasonable and realistic orders are made and there is more than one person responsible
3. As an Accounts manager, I want to send a purchase order to the supplier so that they can fulfil the request and the Warehouse can be restocked

**Payment Follow Up**

1. As a member of the Accounts team, I want to contact a customer by phone, asking how they are finding their new product(s) and gently reminding them to pay so that they feel good about the company and are reminded to pay for their order
2. As a member of the Accounts team, I want to send a customer a reminder email once a week after 14 days have elapsed since the order leaving the Warehouse so that they are more likely to pay for their order
3. As a member of the Accounts team, I want to send a reminder letter once a week after 14 days have elapsed since the order leaving the Warehouse so that they are more likely to pay for their order

**Customer Status**

1. As a member of the Accounts team, I want to update a customer’s status (active, hold, inactive) so that others know whether or not they can place orders
2. As a member of the Accounts team, I want to blacklist a customer who has not paid for their products after 56 days so that they cannot place another order with NB Gardens
3. As a member of the Accounts team, I want to seek legal advice about a blacklisted customer so that I know whether it would be viable to pursue the customer

**Search**

1. As a member of the Sales team, I want to search for customers by their customer ID, name or postcode so that I can find a specific customer for whom the order will be placed
2. As a member of the Sales team, I want to search for products by their product ID or name so that I can check that it exists and confirm the price with the customer

**Place Order**

1. As a member of the Sales team, I want to check a customer’s status so that I know whether they are able to place an order
2. As a member of the Sales team, I want to check if a product is in stock so that I can let the customer know if there will be a delay
3. As a member of the Sales team, I want to view a customer’s order history so I can make small talk with the customer in order to build up a rapport
4. As a member of the Sales team, I want to add products and quantities to a customer’s order so that the Warehouse operatives know which items to pick
5. As a member of the Sales team, I want to add details for a customised item so that the painter knows how the customer would like the item painted
6. As a member of the Sales team, I want to update a customer’s delivery address so that the Warehouse operatives know in which GDZ an order should be placed and the courier will know where to deliver the products
7. As a member of the Sales team, I want to submit a customer’s order so that it is on the system to help others fulfil the order

**Process Payment**

1. As a member of the Sales team, I want to forward a customer to the Accounts team to process their payment if they wish to pay immediately after ordering so that time consuming following up on payment is avoided

**Operations**

1. As a member of the Warehouse team, I want to update the status of individual stock items
2. As a member of the Warehouse team, I want to check a product’s Warehouse location so that I can find it efficiently
3. As a member of the Warehouse team, I want to pick an item and place it in the packing area so that it can be packed
4. As a member of the Warehouse team, I want to pack an item so that it can eventually be delivered to the customer
5. As a member of the Warehouse team, I want to the customisation details for a particular item
6. As a member of the Warehouse team, I want to paint an item so that the customer’s request for customisation can be fulfilled
7. As a member of the Warehouse team, I want to check a product’s GDZ location so that I can put it in the appropriate location
8. As a member of the Warehouse team, I want to call the courier either at the end of the working day or when a GDZ has reached a certain capacity threshold so that they can pick up the parcels to deliver to customers

**Returns**

1. As a member of the Warehouse team, I want to unpack parcels with a returns label so that the return can be processed
2. As a member of the Warehouse team, I want to check the condition of a returned item so that the appropriate action can be taken
3. As a member of the Warehouse team, I want to mark a damaged returned item as such and place it in the damaged area so that it can be disposed of
4. As a member of the Warehouse team, I want to put a returned item in good condition in its appropriate Warehouse location and mark the return process complete so that it can be added back into the company’s stock

**Purchase Order**

1. As a member of the Warehouse team, I want to receive a delivery so that the Warehouse can be restocked
2. As a member of the Warehouse team, I want to unpack a delivery so that the products can be easily accessed
3. As a member of the Warehouse team, I want to check whether an item is damaged or broken so that a customer does not receive an item in poor condition
4. As a member of the Warehouse team, I want to store items from a delivery in the appropriate Warehouse location so that they can be easily located
5. As the Inventory Manager, I want to view analytics relating to the sale of products so that I can decide whether any changes to stock thresholds are required or whether there is justification for ordering more or less of a particular product in the upcoming purchase order

**Stock Levels**

1. As the Inventory Manager, I want to check the automatically generated stock order form on a weekly basis so that I can judge whether any changes should be made
2. As the Inventory Manager, I want to update the threshold for individual products so that NB Gardens can respond to market demand
3. As the Inventory Manager, I want to update the price of individual products so that customers will either be more encouraged to buy or the company will obtain a higher profit margin
4. As the Inventory Manager, I want to add new products to the database so that stock levels can be tracked and thresholds set

**Purchase Order**

1. As the Inventory Manager, I want to submit a purchase order to Accounts so that they can review the request before sending it off to the supplier
2. As the Inventory Manager, I want to check the reason for a purchase order being rejected so that I can make adjustments accordingly
3. As the Inventory Manager, I want to negotiate with a supplier over missing or damaged items so that the company is compensated and receives new stock

**Analysis**

1. As an analyst, I want to access products and their attributes so that it can be used for analyses
2. As an analyst, I want to access customer sales data so that it can be used for analyses
3. As an analyst, I want to forecast product sales so that stock thresholds can be adapted to take account of any observed trends
4. As an analyst, I want to produce graphics describing the data so that the Inventory manager can easily interpret the analysis
5. As an analyst, I want to model product sales so that I can identify any related variables
6. As an analyst, I want to carry out an analysis on customer satisfaction surveys so that proposed changes will be justified

**Administration**

1. As an administrator, I want to add a new employee to the database so that accurate records can be maintained, the employee’s access to the database can be modified and productivity can be monitored
2. As an administrator, I want to update an employee’s level, role and licenses​ so that this information can be tracked and they can be given the relevant system privileges