Epic -- Customer Service – More than 4 weeks

**Features**

Your Orders

Return and Refunds

Manage Addresses

Account Settings

Manage Prime

**User Stories**

1**. Your Orders**

a. Track Packages

b. Edit or Cancel Orders

2. **Returns and Refunds**

c. Return and Ex Items

d. Print Return Mailing Labels

3. **Manage Addresses**

e. Add a New Address

f. Edit or Delete an Existing Address

g. Set a Default Address

4. **Account Settings**

h. Update Personal Information (Name, Email, Phone)

i. Change Password

j. Manage Communication Preferences

5. **Manage Prime**

k. View Prime Membership Details

l. Renew or Cancel Prime Membership

m. Manage Payment Methods for Prime

**Task**

a. **Track Packages**

Build the IJI Layer—5 hrs

Build the API Layer — 8 hrs

Build the DB Layer—6 hrs

b. **Edit or Cancel Orders**

Build the Layer — 5 hrs

Build the API Layer-16 hrs

Build the DB Layer—7 hrs

C. **Return and Exchange Items**

Build the UI Layer — 5 hrs

Build the API Layer — 7 hrs

Build the DB Layer — 6 hrs

D. **Print Return Mailing Labels**

Build the UI Layer — 3 hrs

Build the API Layer — 5 hrs

Build the DB Layer — 4 hrs

E. **Add a New Address**

Build the UI Layer — 4 hrs

Build the API Layer — 6 hrs

Build the DB Layer — 5 hrs

F**.Edit or Delete an Existing Address**

Build the UI Layer — 3 hrs

Build the API Layer — 5 hrs

Build the DB Layer — 4 hrs

G**.Set a Default Address**

Build the UI Layer — 2 hrs

Build the API Layer — 4 hrs

Build the DB Layer — 3 hrs

H**.Update Personal Information**

Build the UI Layer — 3 hrs

Build the API Layer — 5 hrs

Build the DB Layer — 4 hrs

I**.Change Password**

Build the UI Layer — 2 hrs

Build the API Layer — 4 hrs

Build the DB Layer — 3 hrs

J**.Manage Communication Preferences**

Build the UI Layer — 3 hrs

Build the API Layer — 4 hrs

Build the DB Layer — 3 hrs

K**.View Prime Membership Details**

Build the UI Layer — 3 hrs

Build the API Layer — 5 hrs

Build the DB Layer — 4 hrs

L**.Renew or Cancel Prime Membership**

Build the UI Layer — 4 hrs

Build the API Layer — 6 hrs

Build the DB Layer — 5 hrs

M**.Manage Payment Methods for Prime**

Build the UI Layer — 3 hrs

Build the API Layer — 5 hrs

Build the DB Layer — 4 hrs