**Epic: Customer Service — More than 4 weeks** **Features**

1. **Your Orders**
   * **Track Packages**
     + Build the UI Layer — 5 hrs
     + Build the API Layer — 8 hrs
     + Build the DB Layer — 6 hrs
   * **Edit or Cancel Orders**
     + Build the UI Layer — 5 hrs
     + Build the API Layer — 16 hrs
     + Build the DB Layer — 7 hrs
2. **Returns and Refunds**
   * **Return and Exchange Items**
     + Build the UI Layer — 4 hrs
     + Build the API Layer — 8 hrs
     + Build the DB Layer — 3 hrs
   * **Print Return Mailing Labels**
     + Build the UI Layer — 4 hrs
     + Build the API Layer — 8 hrs
     + Build the DB Layer — 3 hrs

**3. Manage Addresses**

* **Update Your Addresses**
  + Build the UI Layer — 4 hrs
  + Build the API Layer — 8 hrs
  + Build the DB Layer — 3 hrs
* **Add Address, Landmark Details**
  + Build the UI Layer — 6 hrs
  + Build the API Layer — 10 hrs
  + Build the DB Layer — 4 hrs

**4. Manage Prime**

* **View Your Benefits**
  + Build the UI Layer — 3 hrs
  + Build the API Layer — 6 hrs
  + Build the DB Layer — 2 hrs
* **Membership Details**
  + Build the UI Layer — 3 hrs
  + Build the API Layer — 8 hrs
  + Build the DB Layer — 4 hrs

**5. Payment Settings**

* **Add or Edit Payment Methods**
  + Build the UI Layer — 2 hrs
  + Build the API Layer — 5 hrs
  + Build the DB Layer — 3 hrs
* **Change Expired Debit or Credit Card**
  + Build the UI Layer — 3 hrs
  + Build the API Layer — 6 hrs
  + Build the DB Layer — 3 hrs

**6. Account Settings**

* **Change Your Email or Password**
  + Build the UI Layer — 2 hrs
  + Build the API Layer — 6 hrs
  + Build the DB Layer — 3 hrs
* **Update Login Information**
  + Build the UI Layer — 3 hrs
  + Build the API Layer — 8 hrs
  + Build the DB Layer — 2 hrs

**7. Digital Services and Device Support**

* **Find Device Help and Support**
  + Build the UI Layer — 3 hrs
  + Build the API Layer — 5 hrs
  + Build the DB Layer — 2 hrs
* **Troubleshoot Device Issues**
  + Build the UI Layer — 3 hrs
  + Build the API Layer — 7 hrs
  + Build the DB Layer — 4 hrs