

# Requirements Sheet

When issuing refunds, it is very important to capture as much information as possible, within reason.

We need to store data to track when and why refunds are happening, and where we are seeing an increase in refunds occurring. A big emphasis needs to be on the “why”, as this will give us insight into why the customer believes the refund is necessary - by leveraging this we can improve our product offering and mitigate future refund events.

The JSON below shows the main data that the customer service department would need to provide to assist data engineering activities:

```
{
  "customer_id": "The associated customer ID";
  "order_id": "The associated order_id",
  "event_type": "The type of event, in this case as refund",
  "related_to": "This is what the refund relates to, i.e. hardware, software",
  "subscription_type": "Product which the customer subscribed for",
  "refund_reason": "A list of possible reasons",
  "duration_of_use": "The duration that the customer used the device",
  "date_of_return": "The date on which the customer requested the refund"
}
```

Possible refund reason list:

- Cost
- Lack of Value
- Limited Usage
- Prefer competitor's product
- Duplicate Services
- Change in Interests or Needs
- Unsatisfactory Customer Service
- Limited Features or Updates
- Temporary Need
- Life Changes
- Dissatisfaction with Product/Service