# Not appropriate requirement

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| **Requirements** |
| As a Customer I want to enter separate delivery and invoice addresses so that I can receive belts when staying at a friend’s house. |
| As a customer I want to be able to process returns via the Web site so that I do not have to phone up and answer all of those stupid questions before being put through to a human being. |
| As a Customer I want to be sent an SMS message to remind me when my belts are going to be delivered so that I am in when they arrive. |

# Important requirement

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| **Requirements** | **Priority** |
| As the Managing Director I want a monthly report showing the percentage of belts that have been sold via the Web site so that I can get a feel for the benefits, in terms of profit, that we are getting from the Web site. | Must have |
| As a customer I want to be able to modify my shopping cart so that I can change my mind about what I want to buy. | Must have |
| As a Customer I want a choice of delivery slots so that I can arrange my diary appropriately. | Should have |
| As the Finance Director I want all online transactions to be secure so that our customers feel safe. | Must have |
| As the Managing Director I want to be ensured that the site is Data Protection Act safe so that we do not get fined hundreds of thousands of pounds. | Must have |
| As a Customer I want to be able to change my account details so that my most up to date details are recorded. | Should have |
| As the Chief Accountant I want to the Web site to adhere to legislation regarding VAT so we are not hit with a hefty fine. | Must have |
| As the Warehouse Manager I want to place an ‘out of stock’ message on appropriate belts so that customers do not end up having to wait for ages due to belts being out of stock. | Must have |