**Epic**—Customer Service--| less than 4 weeks

**Features:**

1. Your orders
2. Returns & refunds
3. Manage Addresses
4. Manage Prime
5. Payment Settings
6. Account Settings

**User Stories:**

1. Your Orders

* Track Packages
* Edit or cancel Orders

1. Returns & Refunds

* Return & exchange items
* Print Return mailing labels

1. [Manage Addresses](https://www.amazon.in/gp/css/account/address/view.html?ref_=hp_ss_v3_ma_t4)

* [Update your addresses](https://www.amazon.in/gp/css/account/address/view.html?ref_=hp_ss_v3_ma_t4)
* [Add address, landmark details](https://www.amazon.in/gp/css/account/address/view.html?ref_=hp_ss_v3_ma_t4)

4. [Manage Prime](https://www.amazon.in/gp/primecentral?ref_=hp_ss_v3_mp_t4)

* [View your benefits](https://www.amazon.in/gp/primecentral?ref_=hp_ss_v3_mp_t4)
* [Membership details](https://www.amazon.in/gp/primecentral?ref_=hp_ss_v3_mp_t4)

[5. Payment Settings](https://www.amazon.in/cpe/managepaymentmethods?ref_=hp_ss_v3_ps_t4)

* [Add or edit payment methods](https://www.amazon.in/cpe/managepaymentmethods?ref_=hp_ss_v3_ps_t4)
* [Change expired debit or credit card](https://www.amazon.in/cpe/managepaymentmethods?ref_=hp_ss_v3_ps_t4)

[6. Account Settings](https://www.amazon.in/ap/cnep?ref_=hp_ss_v3_as_t4&openid.pape.max_auth_age=0&openid.return_to=https://www.amazon.in/gp/css/homepage.html?ie=UTF8&ref_=ya_cnep&openid.identity=http://specs.openid.net/auth/2.0/identifier_select&openid.assoc_handle=inflex&openid.ns.pape=http://specs.openid.net/extensions/pape/1.0&openid.mode=checkid_setup&openid.claimed_id=http://specs.openid.net/auth/2.0/identifier_select&openid.ns=http://specs.openid.net/auth/2.0)

* [Change your email or password](https://www.amazon.in/ap/cnep?ref_=hp_ss_v3_as_t4&openid.pape.max_auth_age=0&openid.return_to=https://www.amazon.in/gp/css/homepage.html?ie=UTF8&ref_=ya_cnep&openid.identity=http://specs.openid.net/auth/2.0/identifier_select&openid.assoc_handle=inflex&openid.ns.pape=http://specs.openid.net/extensions/pape/1.0&openid.mode=checkid_setup&openid.claimed_id=http://specs.openid.net/auth/2.0/identifier_select&openid.ns=http://specs.openid.net/auth/2.0)
* [Update login information](https://www.amazon.in/ap/cnep?ref_=hp_ss_v3_as_t4&openid.pape.max_auth_age=0&openid.return_to=https://www.amazon.in/gp/css/homepage.html?ie=UTF8&ref_=ya_cnep&openid.identity=http://specs.openid.net/auth/2.0/identifier_select&openid.assoc_handle=inflex&openid.ns.pape=http://specs.openid.net/extensions/pape/1.0&openid.mode=checkid_setup&openid.claimed_id=http://specs.openid.net/auth/2.0/identifier_select&openid.ns=http://specs.openid.net/auth/2.0)

**Tasks:**

Track Packages

* Build the UI layer-5 hr
* Build the API Layer-8 hrs
* Build the DB layer-6 hrs

Edit or cancel Orders

* Build the UI layer-5 hr
* Build the API Layer-8 hrs
* Build the DB layer-6 hrs

Return & exchange items

* Build the UI layer-2 hr
* Build the API Layer-16 hrs
* Build the DB layer-8 hrs

Print Return mailing labels

* Build the UI layer-1 hr
* Build the API Layer-4 hrs
* Build the DB layer-2 hrs

Update your addresses:

* Build the UI layer-1 hr
* Build the API Layer-4 hrs
* Build the DB layer-2 hrs

Add address, landmark details:

* Build the UI layer-1 hr
* Build the API Layer-4 hrs
* Build the DB layer-2 hrs

View your benefits:

* Build the UI layer-1 hr
* Build the API Layer-4 hrs
* Build the DB layer-2 hrs

Membership details:

* Build the UI layer-2 hr
* Build the API Layer-4 hrs
* Build the DB layer-4 hrs

Add or edit payment methods:

* Build the UI layer-5 hr
* Build the API Layer-14 hrs
* Build the DB layer-12 hrs

Change expired debit or credit card:

* Build the UI layer-8 hr
* Build the API Layer-14 hrs
* Build the DB layer-12 hrs

Change your email or password:

* Build the UI layer-1 hr
* Build the API Layer-14 hrs
* Build the DB layer-10 hrs

Update login information:

* Build the UI layer-1 hr
* Build the API Layer-4 hrs
* Build the DB layer-2 hrs