## Exercise – Rewriting

pencil Analyze the following requirements and rewrite them as functional requirements to eliminate any problems. Do not include any business rules. Some will be a business process requirement but most should be expressed as a system requirement.

Also, write down any other systems that need to talk to this quoting system in the next section.

Include any other systems requirements.

**Business goal**: The ability for Marketing to charge retail customers (without accounts) a higher rate for all shipments.

|  |  |
| --- | --- |
| Original requirement | New functional requirement |
| 3.1.1 All customers tendered through a retail counter site will be charged counter rates. | The system shall quote a counter rate. |
| 3.8.1 Cash-only customers without accounts will be quoted ~~and~~ ~~charged~~ counter rates. | **Rule** - who is charged? |
| 3.8.2 Handheld courier devices will support counter rates as needed. | The system shall quote a counter rate. |
| 3.9.1 A corporate credit card customer will not be charged counter rates but AmEx Small Business cardholders will be charged Counter rates. | **Rule** - who is charged? |
| 3.11.1 Customers without accounts should be quoted the counter rate when using the web quoting system. | **Rule** - who is charged? |
| 3.11.3 Customers without accounts will be quoted the counter rate when calling customer service. | **Rule** - who is charged? |
| 3.17.1 A counter rates guide will be available to retail counter sites. | The system shall output all counter rates.  The publishing department will print guides.  Logistics ships guides to counter sites. |
| 3.22.1 Customers using a counter rate will not receive a discount. | **Rule** - who is charged? |
| 3.22.2 Counter rates will be some percentage above list rate. | The system loads list rates. **Rule**: when loading, convert rates to counter rates |
| 3.22.4 They will be set by pricing in a rate table. | **Rule**: for rate increase.  Design recommendation. |
| 3.22.5 The corporate data warehouse will support the counter rates. | The system shall output all counter rates. |
| 3.24.2 Invoice adjustments shall support counter rates to support account holders incorrectly billed a counter rate.  Counter rate messaging shall be included in training. | The system shall quote a counter rate.  **Rule**: what gets trained… The training department trains people for counter rates. |
| 3.24.3 Shipments shall be invoiced to the Payor **when** an external credit card is declined and (**when)** the customer is unavailable to provide other payment. | **Rule**: when shipments are invoiced |
| 3.27.1 The ability to flag counter rate transactions in the data warehouse and strategic marketing applications to properly track volume and revenue by retail location is needed. | No requirement.  (**Data rule**: other systems must add a flag to the rate data) |
| 3.27.2 Couriers will be trained on how and when to charge Counter rates. | The training department trains people for counter rates. |
| 3.28.3 Counter rate transactions will be monitored. | no requirement |

### Other Stakeholders

|  |  |
| --- | --- |
| **System / role** | **Notes** |
| POS |  |
| Handheld courier devices |  |
| Web quoting system |  |
| Customer service |  |
| Publishing department |  |
| Logistics |  |
| corporate data warehouse |  |
| Accounting system |  |
| training department |  |
| marketing applications |  |
| Transaction monitoring system |  |
|  |  |
|  |  |

### Action items

|  |  |
| --- | --- |
| **Who** | **Issue to follow up on** |
|  | Is web quoting system the same as this system? |
|  | Does customer service have their own requesting system? |
|  |  |
|  |  |

### Glossary

**counter rate customer** – A customer who pays by one of the following methods: U.S. currency, customer’s check (personal or business account), traveler’s check, money order, credit card, official check, cashier’s check, certified check, company coupon, or company prepaid stamp.

**counter rate guide** - a physical printed manual of counter rates

**counter rates** – rates in a rate table to be used by retail counter sites for cash-only customers or customers without an account.

**list rate** - the original rate at which customers were charged

**retail counter sites** – businesses such as company service counters, partnering businesses, company mini-centers, company ship sites, drop boxes, and on-call pickups. Other future agreements for new sites will not be affected.

## Final requirements

### System

* The system shall quote a counter rate.
* The system shall output all counter rates.
* The system loads list rates.

### Business

* The publishing department will print guides.
* Logistics ships guides to counter sites.
* The training department trains people for counter rates.