## 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 business process requirements 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.

**System**: Counter quoting system

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| --- | --- | --- |
| **Original requirement** | **New functional requirement** | **Stakeholders** |
| 3.1.1 All customers tendered through a retail counter site will be charged counter rates. | 1. The system shall quote a counter rate.   * Rule - who * Rule - payment type * Rule - where | Counter site system  Customer |
| 3.8.1 Cash-only customers without accounts will be quoted and charged counter rates. | 1. The system shall quote a counter rate. | Counter site system  Customer |
| 3.8.2 Handheld courier devices will support counter rates as needed. | 1. The system shall quote a counter rate. | Handheld courier device system  Customer |
| 3.9.1 A corporate credit card customer will not be charged counter rates but AmEx Small Business cardholders will be charged Counter rates. | 1. The system shall quote a counter rate.   * Rule - payment type | Counter site system  Customer |
| 3.11.1 Customers without accounts should be quoted the counter rate when using the web quoting system. | 1. The system shall quote a counter rate. | Web quoting system  Customer |
| 3.11.3 Customers without accounts will be quoted the counter rate when calling customer service. | 1. The system shall quote a counter rate. | customer service  Customer |
| 3.17.1 A counter rates guide will be available to retail counter sites. | 2. The system shall provide all counter rates. | Kinko's  delivery service  counter site |
| 3.22.1 Customers using a counter rate will not receive a discount. | 1. The system shall quote a counter rate.   * Rule - who | Customer |
| 3.22.2 Counter rates will be some percentage above list rate. | * Rule - how much | Finance |
| 3.22.4 They will be set by pricing in a rate table. | * Rule - how | Finance |
| 3.22.5 The corporate data warehouse will support the counter rates. | 3. The system shall send all counter rates.   * Rule - who should get it * Rule - when it's sent (trigger) | Data warehouse |
| 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. | 1. The system shall quote a counter rate.   not our requirement  The training department will provide training for counter rate system.   * Rule - what's included * Rule - who * Rule - when | Accounting system  Training department |
| 3.24.3 Shipments shall be invoiced to the Payor when an external credit card is declined and the customer is unavailable to provide other payment. | not our requirement | Accounting |
| 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. | not our requirement | data warehouse  marketing - which apps?  Accounting |
| 3.27.2 Couriers will be trained on how and when to charge Counter rates. | not our requirement  The training department will provide training for counter rate system.   * Rule - what's included * Rule - who * Rule - when | Training department |
| 3.28.3 Counter rate transactions will be monitored. | not our requirement | Accounting |

### Action items

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| --- | --- |
| **Who** | **Issue to follow up on** |
| web quoting system | who uses and how system is used |
| customer service | Need a direct connection or can they use web quoting system? |
| counter sites | Would they prefer a PDF download to print? |
|  |  |

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

**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.

**counter rate guide** - a printed book distributed to each retail counter site for current counter rates