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| Original requirement | Your 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. | The system shall quote a counter rate. |
| 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. | No requirement. |
| 3.11.1 Customers without accounts should be quoted the counter rate when using the web quoting system. | The system shall quote a counter rate. |
| 3.11.3 Customers without accounts will be quoted the counter rate when calling customer service. | The system shall quote a counter rate. |
| 3.17.1 A counter rates guide will be available to retail counter sites. | Corporate will ship counter rates guide to counter site.  Corporate printing services will print counter rate guide.  The system exports by request all counter rates. |
| 3.22.1 Customers using a counter rate will not receive a discount. | No requirement. |
| 3.22.2 Counter rates will be some percentage above list rate. | No requirement. |
| 3.22.4 They will be set by pricing in a rate table. | No requirement. Deferred to pricing. |
| 3.22.5 The corporate data warehouse will support the counter rates. | Pull - The system exports by request all counter rates.  Push – The system will export counter rates on a schedule to the 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. | The system shall quote a counter rate.  Non-functional – keep one year of rates  The training department will train on counter rates. |
| 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. | No requirement. |
| 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. |
| 3.27.2 Couriers will be trained on how and when to charge Counter rates. | The training department will train on counter rates. |
| 3.28.3 Counter rate transactions will be monitored. | No requirement. |

### Other Stakeholders

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| POS system |
| Handheld courier device |
| Web quoting system |
| Customer service? – ask what system they use. |
| Printing services |
| Pricing |
| Data warehouse – Is it push or pull? |
| A/R system |
| Training department |
| Marketing |
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