## 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.

**Bonus**: include any other systems requirements.

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

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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 to the clerk. |
| 3.8.1 Cash-only customers without accounts will be quoted and charged counter rates. | The system shall quote a counter rate to the clerk. |
| 3.8.2 Handheld courier devices will support counter rates as needed. | The system will quote a counter rate to handheld courier devices. |
| 3.9.1 A corporate credit card customer will not be charged counter rates but AmEx Small Business cardholders will be charged Counter rates. | The system shall quote a counter rate.  RULE: see counter rate customer |
| 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 to the web quoting system. |
| 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. | The system shall send all rates.  RULE: on a rate change, to the printing department |
| 3.22.1 Customers using a counter rate will not receive a discount. | Rule. |
| 3.22.2 Counter rates will be some percentage above list rate. | Rule. |
| 3.22.4 They will be set by pricing in a rate table. | Rule. |
| 3.22.5 The corporate data warehouse will support the counter rates. | The system shall send all rates 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. | n/a  Training department will train on counter rate messaging.  RULES: who, what content, when, where |
| 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. | n/a |
| 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. | n/a |
| 3.27.2 Couriers will be trained on how and when to charge Counter rates. | Training department will train on counter rate messaging.  RULES: who, what content, when, where |
| 3.28.3 Counter rate transactions will be monitored. |  |

### Other Stakeholders

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| customer |
| clerk (store scale device) |
| handheld courier devices |
| web quoting system |
| customer service (another system?) |
| printing department |
| data warehouse |
| billing department |
| Training department |
| POS |
| Couriers |
| Monitoring system |