

SYSTEM REQUIREMENTS SPECIFICATION

Widget Manufacturing CHAIN STORE HOLIDAY DISTRIBUTION

VERSION: 1.0

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Approver Name	Title	Signature	Date

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Section 1. Introduction

1.1 Purpose

This document is to outline the procedures for ordering, initially based upon a “template order” for the holiday season for Big Retail Chain Store. The composition of the orders for each store will follow a template order that permits exceptions. The composition of the orders is to be decided by Big Retail Chain's headquarters and provided to Widget Manufacturing.

This document is for review by Widget Manufacturing's upper management, senior system analysts and the account representative for Big Chain Retail Store. This document will be shared with the buyer at Big Retail Chain Store for the purposes of coordinating with the IT department, purchasing department, retail store managers and the shipping and receiving department of Big Retail Chain Store.

1.2 Business Context

The purchasing department at Big Retail Chain Store will do a sales analysis of the holiday season from previous years and develop the composition of the goods that will be shipped to each store for this year's holiday season.

The purchasing department at Big Retail Chain Store will coordinate with the accounting department at Big Retail Chain Store in the development of the composition of goods that will be shipped to each store.

In addition, the purchasing department at Big Retail Chain Store will coordinate with the account representative and sales department at Widget Manufacturing as to which products sold in what quantities, in the previous years and what products are expected to sell this year.

The sales department at Widget Manufacturing is responsible for bringing attention to new items and high movers to Big Retail Chain Store.

Store managers at Big Retail Chain Store will give their input as to which items and how many should be shipped for the holiday promotion.

1.3 Scope

The system is a coordinated project between Widget Manufacturing and Big Retail Chain Store. At the end of the season, the system will be evaluated. If the system is evaluated as profitable as well as labor and cost saving then, the system will be repeated next season.

The software will be written generically functional for any year.

In addition, the system will be offered to other chain stores for holidays and promotions,

including but not limited to the Christmas season.

1.4 User Characteristics

Widget Manufacturing Participants

Account Representative (for Big Chain Retail Store)

- Communicates with Big Retail Chain Store's buyer, for acquiring an order template.

- Provides the buyer at Big Retail Chain Store with a suggested order template.

- Provides the buyer at Big Retail Chain Store with product descriptions of any new products that will be available this season.

- Receives signed template order from Big Chain Retail Store, signed by the buyer at Big Chain Retail Store

IT Systems Administrator

- Does system analysis.

- Writes system requirements.

- Gives programmers specifications to produce executable code.

- Defines security protocols for web interface

- Creates accounts for store managers and receiving managers at Big Chain Retail Store to access the web interface for return authorization and restocking

- Resets passwords and/or PINs to the web interface in event of a lockout to a store manager or receiving manager at Big Chain Retail Store.

Programmers

- Code the new order entry modules for the system.

- Code internet web page interface for return authorization

- Code internet restock interface

Order Entry Clerks

- Enter the template order

- Verify the template order entered

- Generate store orders from the template order

- Generate work tickets from the template order

- Generate inventory control sheets for earmarked items produced for the template order.

- Generate packing slips for shipments of the store orders.

- Generates shipping labels for shipping manager.

Production Manager

- Receives from the order entry clerks work tickets for the items for the store orders.

Warehouse Manager

- Receives printouts of the inventory sheets for earmarked time from the order entry clerks.

- Distributes merchandise for orders to packers.

- Supervises picking of orders

Packers

- Pack items into shipping cartons.

- Insert packing slips into respective cartons of merchandise.

Shipping Manager

- Receives packing slips for store orders from order entry clerks

- Verifies pulled items against orders.

- Seals shipping cartons.

Affixes shipping labels on boxes for each order.
Delivers outbound shipments to carrier.
Confirms to the system that the shipment is sent.
Confirms to the system the items were shipped.
Indicates which items, if any, have been back ordered.

Big Retail Chain Store Participants

Buyer / Purchasing Agent

- Communicates the template order to Widget Manufacturing.
- Recommends which products should be on the template order.
- Communicates with the Sales Analyst as to the item composition of the order template.
- Enters and initials any exceptions on the template order
- Provides a signed template order to the account representative at Widget Manufacturing

Accountant / Sales Analyst

- Analyzes previous years sales of Widget Manufacturing's items.
- Develops a template order based upon previous year's sales of Widget Manufacturing's items.

Controller

- Reviews and approves template order composition.

Store Managers

- Review template order
- Recommend items to be included in the template order.
- Recommend quantities of items to be shipped, for items on the template order.
- Requests restocking of items sold out or with low inventory.
- Responsible for password and PIN for system interface for return authorization and restocking

Receiving Manager

- Receives shipment of holiday order.
- Records receipt of holiday order.
- Confirms to the system, quantity of items received vs. quantity of items shipped.
- Notifies Widget Manufacturing of items not received.
- Notifies Widget Manufacturing of damaged goods received.
- Requests return authorization (RMA).
- Returns damaged goods as per Widget Manufacturing's return policy.
- Distributes shipping cartons to receiving clerks for unpacking and stocking.
- Supervises distribution of shipping cartons to receiving clerks.
- Supervises unpacking and stocking of merchandise received.
- Responsible for password and PIN for system interface.

Receiving Clerks

- Unpack and stock items received.
- Confirms items received.
- Confirms quantities received.
- Read bar codes on items as receiving them.

Inventory Workers

- Stock shelves from stock in store warehouse.

IT Systems Administrator

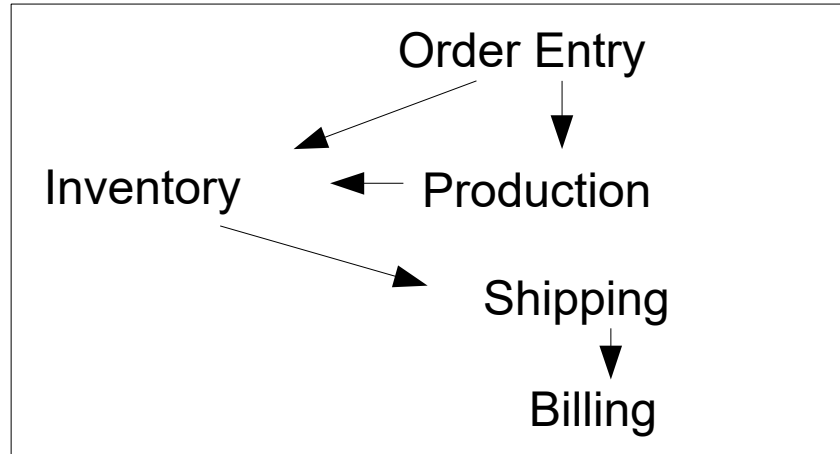
- Does the system analysis for evaluating the effectiveness of the holiday program.

Programmers

- Code sales reports.

Section 2. General System Description

2.1 System Context



The holiday distribution program is a method of mass producing an identical set of goods for each and every store in a chain of stores. To implement a consistently produced fixed amount of items for each store, a flow of goods enumerated in the order entry system, is then produced in the factory and sent to inventory, to be shipped to each store location. After receipt of the merchandise, the customer is billed.

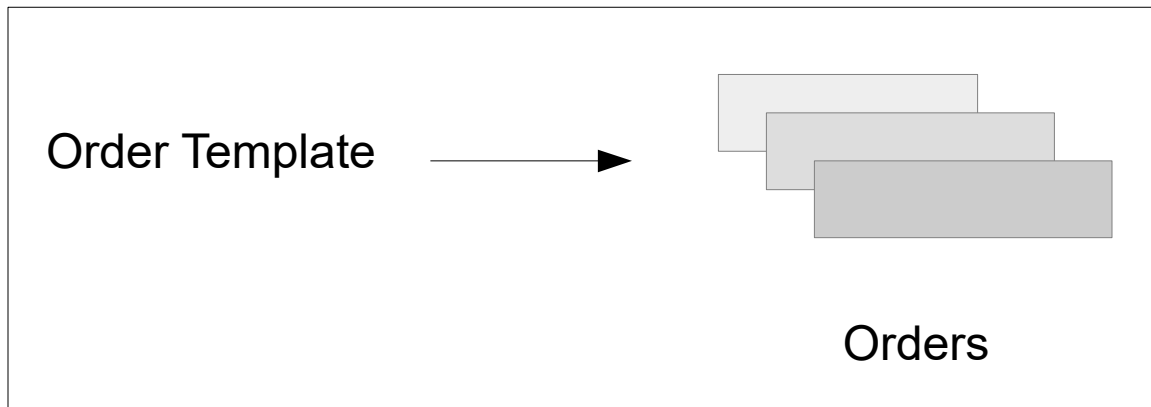


Defective merchandise received is recorded as defective and replaced

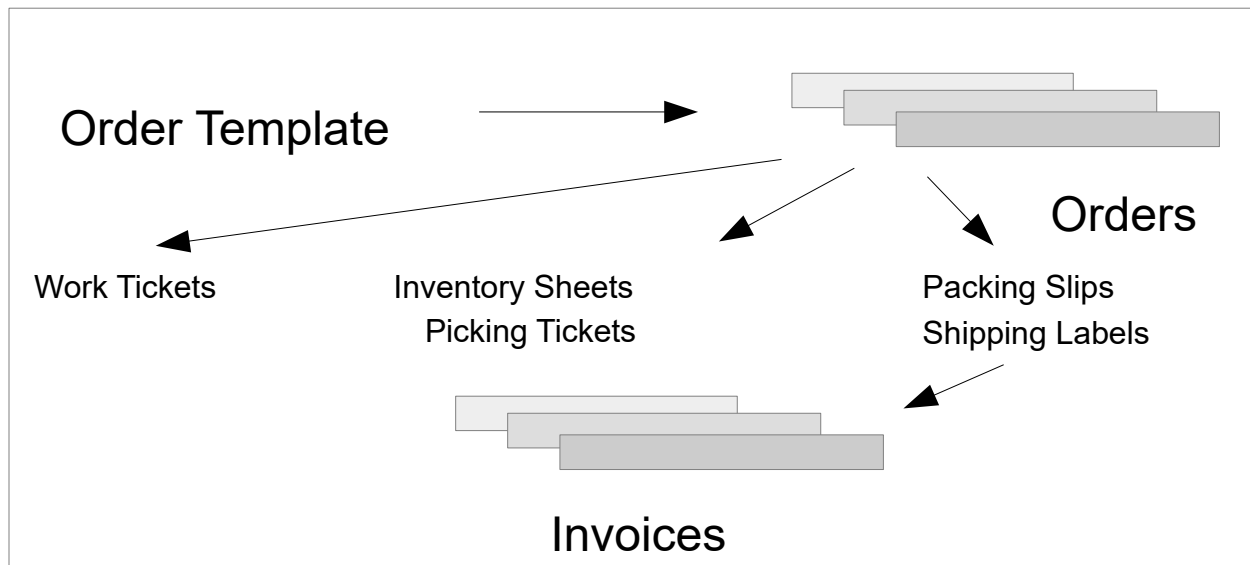
2.2 System Modes and States

N/A

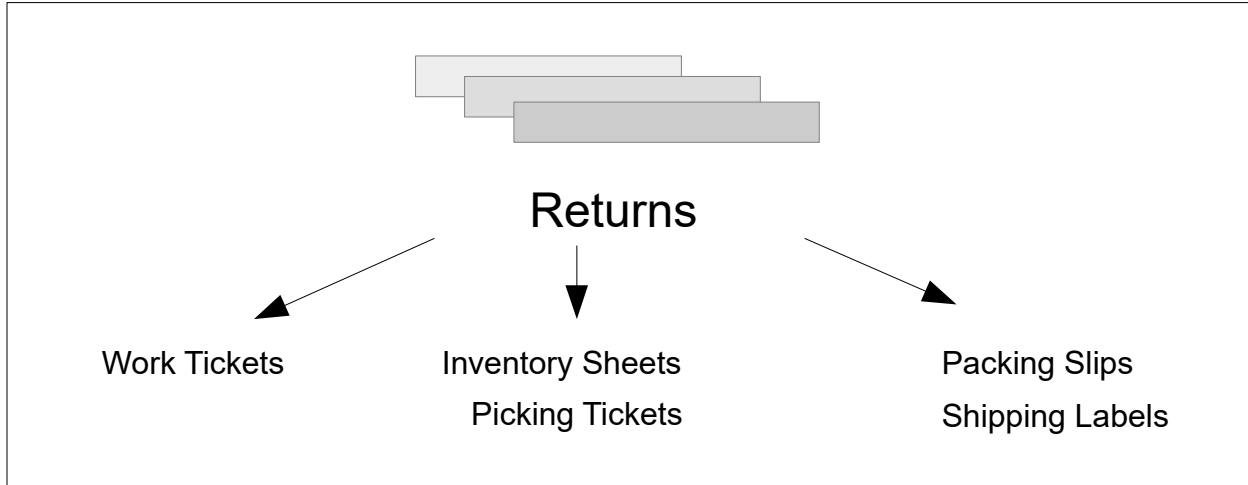
2.3 Major System Capabilities



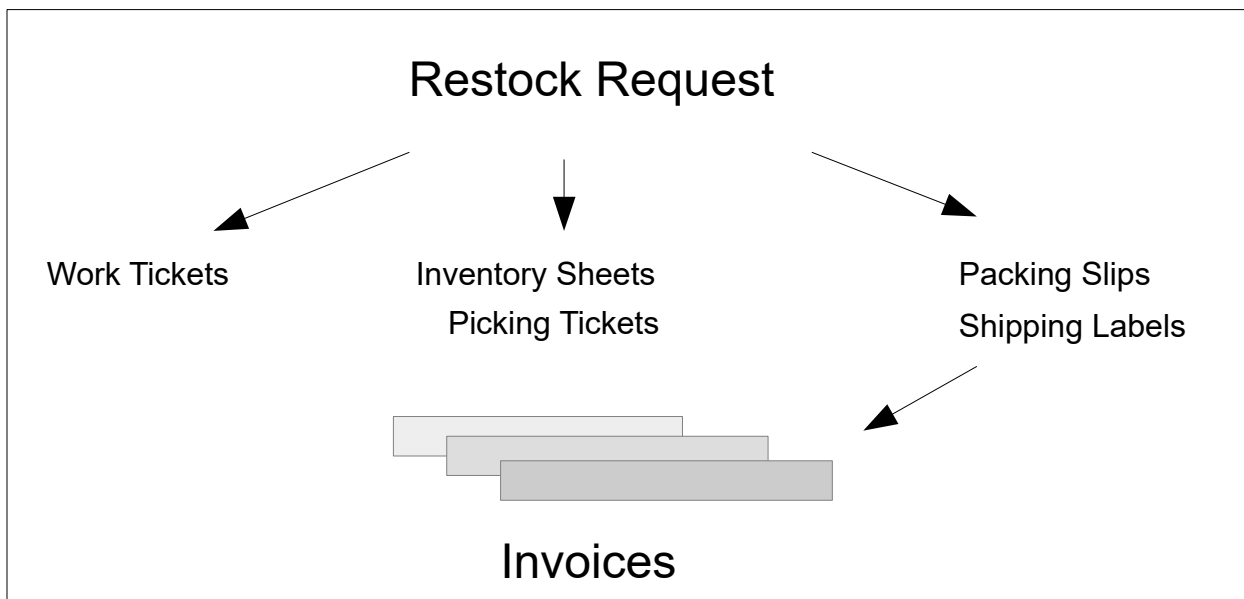
A template order will produce many orders, one for each store in the chain.



Processing an order will initiate all the necessary processes to produce and ship the order. All the necessary paperwork will be generated.



Returns will initiate all the necessary processes to replace the damaged goods. Whether that involves production or just picking the merchandise and then, shipping the goods.



Restocking requests will initiate all the necessary processes to restock the goods. Whether that involves production or just picking the merchandise and then,shipping the goods.

2.4 Major System Conditions

Store managers authorized to request restocking, must be entered into the system prior to the shipping of holiday distribution goods.

Store managers must be issued accounts for the web interface prior to shipment of merchandise.

Store managers must have the hardware and software to access the web interface, prior to commencement of the holiday distribution program.

Store managers must have working passwords for the accounts issued prior to shipment of merchandise.

Store managers must have a cell phone to receive a PIN to log in.

Receiving managers authorized to request return authorizations, must be entered into the system prior to the shipping of holiday distribution goods.

Receiving managers must be issued accounts for the web interface prior to shipment of merchandise.

Receiving managers must have the hardware and software to access the web interface, prior to commencement of the holiday distribution program.

Receiving managers must have working passwords for the accounts issued prior to shipment of merchandise.

Receiving managers must have a cell phone to receive a PIN to log in.

2.5 Major System Constraints

The orders produced by the holiday distribution program must be of the same structure and file layout as other orders within the system. All the orders produced must fully integrate into the existing order entry system.

All stores on the template order must have been already entered in the system prior to creating a template order.

All stores must have a valid, verifiable shipping address.

Exceptions to items or quantities for individual stores may be entered on the template order.

All store managers authorized to request restocking must be identified prior to the commencement of the program.

All receiving managers authorized to notify Widget Manufacturing that goods were defective or

received as damaged, must be identified prior to the commencement of the program.

If a store manager or receiving manager is dismissed in the middle of the program, it is the responsibility of Big Chain Retail Store to notify Widget Manufacturing, immediately of such a dismissal.

If a new store manager or receiving manager is employed in the middle of the program, the store manager's or receiving manager's identity must be confirmed by Widget Manufacturing with Big Chain Retail Store, before an account will be created to allow restocking requests or return authorization requests, respectively.

The store manager and the store manager alone, is responsible for the store manager's password and PIN. The store manager should not share the store manager's password or PIN with anyone, for any reason.

The receiving manager and the receiving manager alone, is responsible for the receiving manager's password and PIN. The receiving manager should not share the receiving manager's password or PIN with anyone, for any reason.

Two step verification will be used for all logins from Big Chain Retail Store.

2.6 Assumptions

It is assumed that entry of the template order first, will be, without exceptions. Then, returning to enter exceptions, is the safest way to avoid entry errors and; the quickest way of entering all requisite order information.

Billing will be done automatically in background on the billing date specified on the template order. In the case of the initial holiday distribution program, that will be January 1, 2019. All items numbers on all documents and as fields in programs, will be Widget Manufacturing item numbers.

All documents will print out on printers in the appropriate department printer. Ex. Inventory sheets will print in the warehouse. Work tickets will print in the production floor supervisors station. Etc. No documents will be printed in the computer room for distribution.

All departments will be responsible for the physical storage of the documents for the holiday distribution program during the active period of the distribution. Following the active period, the documents will be transferred to the accounting department, which will use the documents for verification purposes, then scan and store the images.

Defective and damaged goods can not be recorded prior to shipment.

2.7 Dependencies

The template order must use Widget Manufacturing's item numbers for each and every item ordered.

All items and item numbers will be previously entered into the inventory system prior to the generation of a template order.

All customer account information will be previously entered into the order entry and accounting system.

All store locations and verifiable shipping address for receiving merchandise will be previously entered into the order entry system as well as verified.

2.8 Operational Scenarios

A. The happy path is that the template order is entered into the Widget Manufacturing order system, an order is generated for each store and shipped to each store of Big Retail Chain Store. The orders arrive complete and undamaged at Big Chain Retail Store. The merchandise is sold out.

B. Some of the stores at Big Chain Retail Store will have exceptions as to the quantities of items ordered. These stores will receive more or less of specific items as indicated on the template order exception form. These stores will log the receipt of merchandise accordingly.

C. If goods are received damaged by Big Chain Retail Store, the warehouse manager, will request a RMA (return authorization number), through an online RMA interface. The online RMA interface will ask for the shipping document number, the item numbers of the damaged items and the quantity of damaged pieces of each item claimed to be damaged. The online RMA interface will log the damaged goods into the Widget Manufacturing system as well as print an RMA ticket and shipping label for the Big Chain Retail Store to use for the physical return of merchandise. Access to the online RMA interface is limited to designated warehouse managers at Big Chain Retail Store and limited by use of a password that is issued by Widget Manufacturing. Warehouse managers of Big Chain Retail Stores will select their own PIN numbers that must be used for double verification of RMA requests.

D. If goods are sold out or stock is low at Big Chain Retail Store, the store manager, may request merchandise for restocking through a special online holiday ordering interface. The online holiday ordering interface will ask for an authorization number. Restocking is limited to only those items on the template order. Access to the online holiday interface is limited to designated store managers at Big Chain Retail Store and limited by use of a password that is issued by Widget Manufacturing. Store managers of Big Chain Retail Stores will select their own PIN numbers that must be used for double verification of restocking requests.

Section 3. System Capabilities, Conditions, and Constraints

3.1 Business Requirements

Price protection will be provided at time of ordering—not at time of shipment.

All merchandise is shipped on consignment.

Billing will be as of January 1, 2019; payable on January 30, 2019.

All returns require a return authorization (RMA) which will be provided by Widget Manufacturing. Returns for damaged goods will be replacement only. No credit.

3.2 Functional Requirements

3.2.1 *Template Entry*

3.2.1.1 Account representative at Widget Manufacturing receives *signed* template order from buyer at Big Retail Chain Store.

A signed template order is required to avoid any disputes about which products and quantities of products were ordered.

3.2.1.2 Account representative at Widget Manufacturing delivers a *copy* of the sign template to the lead operator for entry.

Redundancy of documentation is maintained for error reduction, accuracy and accountability.

3.2.1.3 Lead operator enters the template order into the template order entry program.

Due to the size of the order, in terms of product and dollars, the lead operator and only the lead operator will be assigned the task of entering a template order.

3.2.1.4 Lead operator prints a verification hard copy of the template order entered.

3.2.1.5 Lead operator confirms the copy of the template order matches the verification printout.

3.2.1.6 Lead operator initials the verification hard copy.

3.2.1.7 Lead operator attaches the verification hard copy to the copy of the signed template order.

3.2.1.8 Lead operator files the verification hard copy and signed copy in a designated file.

3.2.2 *Template Processing*

3.2.2.1 Order Generation

An order is generated for each store based upon the template and the exceptions.

3.2.2.2 Work Ticket Generation

Work tickets are generated based upon the sum total of all the items, from all the orders, to all the stores, generated by the template.

3.2.2.3 Inventory Worksheets Generation

Inventory worksheets are generated based upon the sum total of all the items, from all the orders, to all the stores, generated by the template.

3.2.2.4 Shipping Manifests Generation

Shipping manifests for each store are generated based upon the individual orders for each store, generated by the template.

3.2.3 Shipping Merchandise

Once the shipping manager at Widget Manufacturing has reviewed and approved that the contents of all outbound shipments conform to the shipping manifests, the shipping manager will record to the system that all shipments as sent.

3.2.4 Return Processing

Defective merchandise that is returned must have first been authorized with a return authorization. A designated warehouse manager at Big Chain Retail Store will record defective or damaged merchandise through an online RMA interface with Widget Manufacturing. The warehouse manager is required to use a password and PIN to access the online RMA interface.

The online RMA interface will print a shipping label that will have the RMA# and shipping manifest of the items authorized to be returned.

Upon receipt by Widget Manufacturing, the shipping manager confirms the contents of the shipment to the RMA shipping manifest. A restock picking ticket will be printed for the warehouse manager at Widget Manufacturing. A shipping manifest for replacement items will be printed. Upon receipt of the replacement items, the shipping manager will send out a replacement shipment.

3.2.4.1 RMA Request

The warehouse manager at Big Chain Retail Store logs into the online RMA interface, identifies himself or herself and the store managed. Then, the store manager records which items have been received damaged or are defective.

3.2.4.2 Merchandise Verification

Widget Manufacturing's system verifies that the items logged as damaged were part of a template order. The store and store's order are identified by correlation to the store and store manager.

3.2.4.3 Print a RMA Packing Slip and Manifest

After damaged items are logged in and confirmed as part of a template order, the online RMA interface prints a RMA packing slip and manifest. These documents must be used for all return authorizations.

3.2.4.3 Receive merchandise

Widget Manufacturing receives a RMA shipment from an individual store of Big Chain Retail Store.

3.2.4.4 Confirm merchandise received matches RMA

The receiving manager confirms that the merchandise in the return shipment matches the RMA manifest.

3.2.4.5 Restock picking ticket printed

Once the receiving manager at Widget Manufacturing logs the receipt of RMA merchandise, the system will automatically print a restock ticket to pull for warehouse manager at Widget Manufacturing.

3.2.4.6 Replacement merchandise shipping manifest printed

Once the receiving manager at Widget Manufacturing logs the receipt of RMA merchandise, the system will automatically print a shipping manifest and shipping label for the replacement merchandise for goods that were received damaged by Big Chain Retail Store.

3.2.5 Restocking Requests Processing

Designated store managers at Big Chain Retail Stores are permitted to make restocking requests when stock on items in holiday distribution orders gets low or is sold out. Such requests must be accompanied by an authorization code from Big Chain Retail Store. Such authorization codes will be electronic signatures that conform to a specific hash technique agreed upon by IT departments of Big Chain Retail Store and Widget Manufacturing. Authorization codes will be issued by Big Chain Retail Store and be unique.

3.2.5.1 Store Manager Accesses Online Restocking System**3.2.5.2 Store Manager Enters Authorization Code**

Store manager accesses the online restocking request system. Store manager self identifies and enters an authorization code.

3.2.5.3 Authorization Code is Confirmed**3.2.5.4 Online Restocking System Retrieves Store and Template Order Information****3.2.5.5 Store Manager Enters Items to Replenish**

Store manager enters item numbers and quantities of items to replenish.

3.2.5.6 Items to Replenish are Confirmed

Items to be replenished are confirmed against the template order and confirmed as approved to be ordered.

3.2.5.7 Work Tickets are Printed

Widget Manufacturing's inventory system checks for stock. If there is insufficient stock to pull a restock order, work tickets for the restock items are printed.

3.2.5.8 Picking Tickets for Widget Manufacturing are Printed**3.2.5.9 Packing Tickets for Widget Manufacturing are Printed****3.2.5.10 Shipping Manifests and Shipping Labels are Printed****3.2.4 Billing**

Billing is automated in background and triggered by a date-time stamp, i.e. January 1, 2019 00:00 hours will bill all orders, including all restocking requests, less all returns.

3.2.6 Use Cases

All use cases are sequential. Each use case can not be done until the previous use cases have been completed.

- 3.2.6.1 Lead Operator enters Signed Template Order**
- 3.2.6.2 Lead Operator enters Exceptions to Signed Template Order**
- 3.2.6.3 Lead Operator reviews Template Order entered**
- 3.2.6.4 Lead Operator processes Template Order**
- 3.2.6.5 Production Manager pulls Work Tickets**
- 3.2.6.6 Production Manager distributes Work Tickets**
- 3.2.6.7 Warehouse Manager prints Inventory Sheets**
- 3.2.6.8 Warehouse Manager records receipt of produced goods on Inventory Sheets**
- 3.2.6.9 Warehouse Manager sends merchandise to Shipping**
- 3.2.6.10 Shipping Manager prints Packing Slips**
- 3.2.6.11 Packers pack orders based on Packing Slips**
- 3.2.6.12 Packers record back ordered items on Packing Slips**
- 3.2.6.13 Shipping Manager records Back Ordered Items**
- 3.2.6.14 Production Manager receives printed Work Ticket for Back Ordered Items**
- 3.2.6.15 Production Manager sends Back Ordered Items to Shipping**
 - Processing continues with Shipping Manager printing Packing Slip
- 3.2.6.16 Shipping Manager prints Shipping Labels**
- 3.2.6.17 Shipping Manager checks merchandise packed against Packing Slips**
- 3.2.6.18 Shipping Manager seals Shipment**
- 3.2.6.19 Shipping Manager affixes Shipping Labels to Shipment**
- 3.2.6.20 Receiving Manager receives Shipment**
- 3.2.6.21 Receiving Manager checks Shipment against Packing List**
- 3.2.6.22 Receiving Manager records any damaged goods**
- 3.2.6.23 Receiving Manager records any defective goods**
- 3.2.6.24 Store Manager orders replenishment goods**

3.3.3 Adaptability

The system is expandable for other customers with multiple locations.

Ship date, billing date and due date are alterable for holiday seasons and special promotions other than just Christmas.

3.4 Logical Data Requirements

An account with a corresponding account number must already be present in the system, to create a template order. Template orders can not be created for new accounts.

All stores have a unique identifier – a store i.d.

If a store i.d. is not on record, an order can not be generated for that store from the template order.

Store receiving addresses are verifiable with USPS database of addresses.

All item numbers are Widget Manufacturing item numbers.

All item numbers already exist in the Widget Manufacturing inventory.

Passwords must adhere to strong password rules.

3.5 User Requirements

All users will receive the requisite training of the holiday distribution program.

All managers will receive training in the holiday distribution program process. For Widget Manufacturing, this includes the shipping manager, all production managers, and the inventory manager.

The lead operator will be provided training in template generation and the prescribed data entry process of the template order.

Store managers of Big Chain Retail Store will receive a cheat sheet and how-to guide to use the restocking system as well as the procedures to change a password or PIN. The process for changing a password or PIN is the same as requesting a new password.

Receiving managers of Big Chain Retail Store will receive a cheat sheet and how-to guide to use the RMA system as well as the procedures to change a password or PIN. The process for changing a password or PIN is the same as requesting a new password.

3.6 Information Management Requirements

The IT department at Widget Manufacturing will aid in system analysis and development of system requirements.

Also, the IT department at Widget Manufacturing will develop the requisite automated software to implement the Big Chain Store Holiday Distribution program for Widget Manufacturing.

Big Chain Retail Store must have internet capable computers or tablets for the store managers to request restocking.

Big Chain Retail Store must have internet capable computers or tablets for the receiving managers to request RMAs.

Widget Manufacturing must have working printers in the warehouse, on the production floor and in the shipping department. These printers must be periodically subject to preventative maintenance.

A system backup must be made prior to the processing of the template order to generate individual store orders.

A system backup must be made prior to running the automated posting of individual store orders, restocking requests and RMA requests.

A restocking history with a total by store and grand total is required.

A RMA history with a total by store and grand total is required.

A batch processing control total of all the sales of all orders and restocking requests is required.

Posting will include an inventory and shipping verification for the number of items shipped, less the number of items returned, plus the number of restock items requested.

3.7 Systems Requirements

3.7.1 Performance Requirements

Restocking requests should be delivered to Big Chain Retail Store within 3 days of the request being made.

3.7.2 Quality Requirements

Damaged and defective merchandise must be less than 2% of total merchandise shipped.

No store may receive more than 5% damaged or defective goods.

3.8 Policy and Regulation Requirements

A template order must be signed by the buyer of the respective company with multiple locations. A signed template order is considered by Big Chain Retail Store and Widget Manufacturing as a signed purchase order.

Return Merchandise Authorizations will be issued to designated and verified receiving managers only. Merchandise will be replaced only. There will be no credit. Widget Manufacturing will not dispute the condition of returns.

Each store in the chain will have a designated and verified store manager. Only a designated and verified store manager can make a restocking request.

3.9 System Life Cycle Sustainment Requirements

In order to maintain maximum efficiency, the following actions will be taken to maximize system

uptime and functioning.

Programming will notify the IT Administrator of any changes to the web interface. Subsequently, the IT Administrator will write the requisite training materials and give them to the account representative. The account representative will give the training materials to the buyer to distribute to the appropriate store managers and/or receiving managers. Additional telephonic training will be provided, if necessary.

A cloud service (AWS) will be used for the web server for the restocking and RMA authorizations. AWS provides automatic backup and restore features that will be activated. AWS provides additional load balancing and scalability. A redundant server will be maintained.

Operations will monitor the AWS web server for the restocking and RMA authorizations for functionality on an hourly basis.

A specific phone number at Widget Manufacturing will be designated for tech support calls from Big Retail Chain Store store managers and receiving managers. Specific operators at Widget Manufacturing will be designated to provide support to the store and receiving managers at Big Retail Chain Store. The store and receiving managers at Big Retail Chain Store will be given the names of tech support contacts at Widget Manufacturing.

Section 4. System Interfaces

The template order is entered into a unique process that resembles the conventional order entry system. When processed, the template order will create conventional orders in the order entry system—one order for each store specified on the template order. Hence, all the master information in the template order, such as account number, company name, item numbers and prices should all conform to data as it appears in conventional orders and existing accounting, inventory and order files.

The template order generates work tickets. The work tickets should conform in all ways to existing work tickets. The items are tracked to the specific store by the order number on the work ticket.

Restocking requests and Return Merchandise Authorization requests are entered into a web server, internet facing system. This system queries the existing Widget Manufacturing database for account information, specifically, account number, store number, store manager i.d. and receiving manager i.d. Access to the web server requires a password and PIN that is generated by the web server and sent as a text to the user trying to login.

The generated orders are converted to invoices and posted to the billing system. An invoice is generated separately for each store. The invoices match other invoices in the billing system in all ways. The store number is indicated on the invoice.

Section 5. Requirements Traceability Matrix

Signed Template Order ↔ Order Entered

Order Entered ↔ Work Tickets, Inventory WorkSheets, Shipping Manifests

Shipping Manifest ↔ RMA# ↔ Return / Inventory Decrement Adjustment

Return / Inventory Decrement Adjustment ↔ Work Ticket, Picking Ticket, Shipping Manifest

Signed Template Order ↔ Order Entered ↔ Restocking Request

Section 6. References

Provide a list of all documents and other sources of information referenced in the SyRS and utilized in developing the SyRS. Include for each the document number, title, date, and author.

Document No.	Document Title	Date	Author

Section 7. Glossary

Section 8. Revision History

Identify changes to the SyRS.

Version	Date	Name	Description

Section 9. Appendices

Sample Template Order Form

Sample Template Order Entry Screen

Sample Exception Entry Screen

Sample Order Generation Screen

Sample Restocking Request Screen

Sample RMA Request Screen

Sample Shipping Label

Sample Shipping Manifest