Problem/Situation

* + ActiveGo
  + Migrate & replace old physical system with an ICT solution
  + Generate a weekly report of incomplete/damaged pack types and locations
  + Combine components of 2 or more incomplete/damaged packs to make one or more complete pack(s)
  + Automatically return the deposit once a pack has been checked and confirmed to be complete and undamaged
    - Invoice late fees if a pack is not returned on time

People

* + ActiveGo Group & Departments
    -  Management
    -  Customer Interactions
    -  System Developers
  + Customers
  + Business Customers
  +  Bank
  +  ATO (Australian Taxation Office)

Concerns

***ActiveGo***

*Management*

* + Are the pack conditions accurate/reflective of their actual state?

*Customer Interactions*

* + Have customers been billed correctly (correct daily fee/deposit)?

*System Developers*

* + Is all customer/business customer information & metadata accurate?

***Customers***

* + Does this minor damage qualify the pack as being incomplete/damaged?
  + Is the pickup & return date correct?
  + Have I been under/overcharged for the hire?
  + Is this pack complete?

***Business Customers***

* + Does this minor damage qualify the pack as being incomplete/damaged?
  + Is the pickup & return date correct?
  + Have I been under/overcharged for the hire?
  + Is this pack complete?
  + Is the business information correct?

 ***Bank***

* + Are fund transfers working as anticipated?
  + Are these payments fraudulent?

 ***ATO***

* + Payment metadata correct?
  + GST correctly calculated and collected?

Environment

* + Multiple storage locations
    - Hire/Return location
  + Suburb

System Details

* + Stores customer information
    - First name
    - Last name
    - Postal address
    - Email address
    - Phone number
    - DoB (Date of Birth)

* + Stores business customer information
    - Company name
    -  Postal address
    -  Email address
    -  Phone number
    - No DoB

* +  Back-end server
    - Stores all information collected by ActiveGo Customer Interactions
    - Manages payments in accordance with system requirements

* + Stores sports equipment packs
    - Mini Soccer Pack
    - Frisbee Golf Pack
      * System does not differentiate between different packs of the same type
      * System keeps track of how many **Complete** and **Incomplete/Damaged** packs of each type exist at a given storage location

* + Manages multiple storage locations
    - Specific packs are not assigned to a specific storage location
      *  They are stored wherever they are returned
    - The system stores the number of each specific pack at the location it is being stored
    - Each pack can only be at one storage location at once
    - Each storage location is defined by the suburb they are situated in
      * e.g. Belconnen, Gowrie

* + Stores customer equipment hire information/metadata
    - Start date
    - End date
    - Pickup location
    - Dropoff location
    - Pack information (pack type hired)

* + Pack fees
    - Standard daily fee for each pack
    - Standard daily fee determines initial cost of hire (paid upon pickup)
      * + Security deposit refunded to customer when the pack is returned - **ONLY WHEN COMPLETE & UNDAMAGED**
      *  Deposit is not refunded if pack is incomplete/undamaged
    - When returned, the condition of the returned pack & actual return date are recorded

* + Late returns
    - Late returns are charged 150% (1.5\*) of the standard daily fee per day **OR PART THEREOF** late.

Relationships

***ActiveGo***

* + Customers
    - Store personal data/contact data
    - Store hire information & metadata
    - Collect hire fees
    - Collect security deposits
    - Automatically record pack condition on hire and return
    - Automatically invoice late fees (when applicable)
    - Automatically refund security deposits (when applicable)

* + Business Customers
    - Store personal data/contact data
    - Store hire information & metadata
    - Collect hire fees
    - Collect security deposits
    - Automatically record pack condition on hire and return
    - Automatically invoice late fees (when applicable)
    - Automatically refund security deposits (when applicable)

* + Bank
    - Facilitate transfer of funds between ActiveGo and customers
    -  Collect PoS fees

***Customers***

* + ActiveGo
    - Provide personal data/contact data
    - Collect hired equipment from storage location(s)
    - Return hired equipment to storage location(s)
    - Pay hire fees
    - Pay security deposit
    - Pay late fees (when applicable)
    - Collect deposit refund (when applicable)

* + Bank
    - Facilitate transfer of funds between customers and ActiveGo

***Business Customers***

* + ActiveGo
    - Provide company data/contact data
    - Collect hired equipment from storage location(s)
    - Return hired equipment to storage location(s)
    - Pay hire fees
    - Pay security deposit
    - Pay late fees (when applicable)
    - Collect deposit refund (when applicable)

* + Bank
    - Facilitate transfer of funds between business customers and ActiveGo

 ***Bank***

* + Customers
    - Facilitate transfer of funds

* + Business Customers
    - Facilitate transfer of funds

* + ActiveGo
    - Facilitate transfer of funds
    -  Support PoS (Point of Sale) equipment

 ***ATO***

* + Customers
    - Collect GST/relevant transaction metadata

* + Business Customers
    - Collect GST/relevant transaction metadata

* + ActiveGo
    - Collect GST/relevant transaction metadata

Boundaries

* + Customers (standard and business)
  + ActiveGo Group & Departments
    -  Management
    -  Customer Interactions
    -  System Developer(s)
  + External Entities
    - Bank
    - ATO