**List Of Internal User Needs**

The internal users of our Style-X rental system can be categorized into 6 groups:

* Inventory Management
* Delivery Management
* Sales Management
* Customer Management
* Finance Management
* Product Packaging

**Inventory Management**

1. **Inventory Analyst:**

* **Ability to log in securely to access the inventory management system:** Internal users, such as administrators and inventory managers, need secure login credentials to access the inventory management system and perform various tasks related to managing cloth rentals.
* **Ability to add the product name accurately into the system:** Users should be able to input the name or title of each clothing item accurately into the inventory system, ensuring clear identification and easy searchability for renters.
* **Ability to upload high-quality images of products:** Internal users need the capability to upload high-quality images of each clothing item to showcase its appearance, style, and condition to potential renters. Visual representations help renters make informed decisions.
* **Ability to add detailed product descriptions:** Users should be able to provide detailed descriptions of each clothing item, including size, color, fabric, style, and any unique features or design elements that may influence renter interest.
* **Ability to set rental pricing based on various factors:** Internal users must have the ability to set rental pricing for each clothing item based on factors such as brand, condition, rarity, and market demand. Clear and transparent pricing enhances the renting experience for users.
* **Ability to select and categorize products appropriately:** Users should be able to categorize clothing items into relevant categories or subcategories (e.g., dresses, suits, accessories) to facilitate browsing and search functionality for renters within the app.
* **Ability to input general information about products:** Internal users need to input general information about each clothing item, including brand, size range, availability status, rental duration options, and any specific care instructions or rental terms that renters should be aware of.

1. **Inventory Coordinator:**

* **Ability to manage inventory:** Internal users responsible for finance management need the capability to oversee the inventory of clothing items available for rent within the app. This includes monitoring stock levels, tracking item availability, and ensuring accurate inventory records.
* **Ability to update product availability:** Users should be able to update the availability status of clothing items in real-time based on rental activity, returns, and new additions to the inventory. This ensures that customers have access to up-to-date information about product availability when browsing and selecting items for rent.

**Delivery Management:**

1. **Logistics Manager:**

* **Ability to log in securely to access the delivery management system:** Internal users responsible for delivery management need secure login credentials to access the delivery management system and perform various tasks related to order processing and shipment tracking.
* **Ability to send order preparation and shipment confirmation notifications:** Users should be able to notify customers when their order is being prepared for shipment, ensuring transparency, and keeping customers informed about the status of their rental.
* **Ability to send tracking numbers for shipped orders:** Internal users should be able to provide customers with a tracking number once their order has been shipped, allowing them to monitor the status and location of their package during transit.
* **Ability to send the confirmation that the order was delivered:** Users must confirm the successful delivery of the order to customers, ensuring that they receive their rented clothing items on time and providing closure to the rental transaction.

1. **Delivery Operations Specialist:**

* **Ability to coordinate with delivery partners for order fulfillment:** The delivery specialist needs the capability to effectively communicate and coordinate with delivery partners to ensure timely and accurate order fulfillment. This includes coordinating pickup schedules, providing delivery instructions, tracking shipment statuses, and resolving any issues or delays that may arise during the delivery process.
* **Ability to track package shipments and manage delivery logistics:** The delivery specialist requires the capability to track the status of package shipments in real-time and manage delivery logistics effectively. This includes monitoring the movement of packages from the distribution center to the delivery hub, coordinating with delivery partners or courier services, resolving delivery issues or delays, and ensuring that packages are delivered to customers on time and in good condition.

**Sales Management:**

1. **Sales Strategist:**

* **Ability to manage subscription plan pricing and details:** Internal users need the capability to define and submit the pricing details for each subscription plan offered by the cloth renting app. This includes setting the rental fees, subscription durations, and any additional charges or discounts applicable to each plan.
* **Ability to manage the contents of subscription plans:** Users should have the ability to manage the inventory and contents associated with each subscription plan offered by the app. This includes selecting the clothing items available for rental under each plan, updating inventory availability, and adjusting plan features based on customer feedback and demand.

1. **Account Manager:**

* **Ability to handle financial transactions related to subscription payments:** Internal users responsible for finance management need the capability to process subscription payments accurately and securely. This includes managing recurring billing cycles, processing subscription renewals, monitoring payment statuses, and ensuring compliance with payment processing regulations and standards.
* **Ability to apply and issue discounts as needed:** Users need the capability to apply discounts to customer orders, whether for promotional purposes, loyalty rewards, or special offers. Additionally, users should be able to issue discounts in cases where customers encounter issues or inconveniences with their orders, helping to maintain customer satisfaction and loyalty.

**Customer Support:**

1. **Customer Service Representative:**

* **Ability to log in securely to access the customer support system:** Internal users, such as customer support representatives and administrators, require a secure login process to access the customer support system. This ensures that only authorized personnel can handle customer inquiries, manage support tickets, and provide assistance effectively.
* **Ability to respond promptly to customer inquiries and concerns**: Internal users responsible for customer service need the capability to respond promptly and effectively to customer inquiries, concerns, and requests submitted through the customer support page within the app.
* **Ability to update the open ticket as closed or resolved:** Users should be able to manage customer support tickets efficiently by updating the status of open tickets as closed or resolved once the customer's issue has been addressed satisfactorily.
* **Ability to provide the customers with ticket resolution**: Internal users must have the ability to provide customers with clear and comprehensive resolutions to their support tickets, addressing their concerns, providing solutions, and ensuring a positive customer experience.

1. **Support Team Lead:**

* **Ability to manage and oversee the customer support team:** Internal users responsible for customer support management require the capability to effectively oversee and manage the customer support team. This includes assigning tasks, monitoring workload and performance, providing guidance and support, conducting training sessions, resolving escalated issues, and ensuring that customer inquiries and concerns are addressed promptly and professionally.

**Finance Management:**

1. **Financial Analyst:**

* **Ability to analyze financial data and performance metrics:** Internal users responsible for finance management and business analytics require the capability to analyze financial data and performance metrics effectively. This includes conducting financial analysis to assess revenue streams, track expenses, evaluate profitability, monitor key performance indicators (KPIs), identify trends, and make data-driven decisions to optimize business operations and financial performance.
* **Ability to issue refunds when necessary:** Internal users responsible for finance management need the capability to issue refunds to customers when necessary, such as for returned or canceled rental orders, ensuring accurate and timely processing of refunds to maintain customer satisfaction.

1. **Financial Transactions Coordinator:**

* **Ability to process subscription payments and retail merchandise payments:** Internal users responsible for finance management and payment processing require the capability to handle various types of payments within the cloth renting app. This includes processing subscription payments for recurring rental plans, as well as processing payments for retail merchandise purchases made by customers. Users must ensure that payment transactions are processed securely, accurately, and in compliance with relevant payment processing regulations and standards.

**Product Packaging:**

1. **Packaging Designer:**

* **Ability to select appropriate packaging materials:** Internal users responsible for product packaging need the capability to select suitable packaging materials that ensure the safe and secure transportation of rented clothing items to customers while maintaining their quality and condition.
* **Ability to design packaging labels:** Internal users responsible for packaging and shipping require the capability to design packaging labels efficiently and effectively. This includes creating labels that contain essential information such as customer details, order numbers, shipping addresses, tracking numbers, and any special handling instructions. Users should be able to design labels that are clear, legible, and compliant with shipping regulations and standards.

1. **Packaging Operations Manager:**

* **Ability to manage packaging inventory and oversee packaging operations:** Internal users responsible for packaging management require the capability to oversee packaging operations and manage packaging inventory effectively. This includes monitoring the availability of packaging materials such as boxes, envelopes, tape, labels, and other supplies, ensuring that an adequate supply of materials is maintained to support ongoing order fulfillment operations. Users should also be able to coordinate packaging activities, assign tasks to packaging staff, and ensure that packaging operations are conducted efficiently and according to established standards and procedures.
* **Ability to pack clothing items efficiently:** Users should be able to pack clothing items efficiently and securely within the chosen packaging materials, optimizing space utilization and minimizing the risk of damage or wrinkles during transit.
* **Ability to label packages accurately:** Internal users must have the ability to label packages accurately with relevant information, including customer details, order numbers, shipping addresses, and any special instructions or handling requirements to ensure smooth delivery and tracking of packages.
* **Ability to track package shipments:** Users need tools and systems to track the shipment status of packaged clothing items from the point of dispatch to delivery, enabling real-time monitoring of package movements and timely updates to customers regarding the status of their orders.
* **Ability to manage packaging inventory:** Internal users should be able to monitor and manage inventory levels of packaging materials, including boxes, envelopes, tape, labels, and other packaging supplies, ensuring an adequate supply of materials to support ongoing order fulfillment operations.