

## Epics, User Stories, and Acceptance Criteria

| INBOUND                                                                                                                                                         |                                                              |                                                                                                                                                                  |                                                                                                                                                                                                                                                   |                                                                                                                                                          |           |                   |                                                                                                                                                                                    |
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| EPIC                                                                                                                                                            | USER STORY TITLE                                             | USER STORY                                                                                                                                                       | ACCEPTANCE CRITERIA                                                                                                                                                                                                                               | BUSINESS ALIGNMENT                                                                                                                                       | PRIORITY  | EFFORT ESTIMATION | DESCRIPTION                                                                                                                                                                        |
| <b>EPIC 1:</b><br>ASN-Based Inbound Receipt Validation<br><br><b>Business Goal:</b><br>Improve inbound accuracy and prevent inventory discrepancies at receipt. | <b>US-IN-01:</b><br>Scan ASN on Shipment Arrival             | <i>As a Warehouse Associate, I want to scan the ASN barcode when a shipment arrives so that the system can retrieve expected shipment details automatically.</i> | 1. ASN barcode must be scannable at the dock.<br><br>2. System retrieves PO, SKU list, quantities, and expiry details.<br><br>3. Invalid or missing ASN triggers an exception alert.<br><br>4. Associate can proceed only after ASN is validated. | <b>TO-BE Process:</b><br>Inbound<br><br><b>Owner:</b><br>Warehouse Supervisor<br><br><b>KPI Impact:</b><br>Inventory Accuracy, % SKUs Oversold (ATP < 0) | Must Have | 5 Story Points    | Ensures inbound shipments are identified accurately on arrival to reduce receiving errors and mismatches.. Enables system-driven inbound validation instead of paper-based checks. |
|                                                                                                                                                                 | <b>US-IN-02:</b><br>Validate Received Quantities Against ASN | <i>As a Warehouse Associate, I want the system to validate received quantities against the ASN so that quantity mismatches are identified immediately.</i>       | 1. System compares scanned quantities with ASN quantities.<br><br>2. Exact matches allow receipt continuation.<br><br>3. Variances trigger a discrepancy alert.<br><br>4. Associate cannot finalize receipt with unresolved mismatches.           | <b>TO-BE Process:</b><br>Inbound<br><br><b>Owner:</b><br>Warehouse Supervisor<br><br><b>KPI Impact:</b><br>Inventory Accuracy, Total ATP Qty             | Must Have | 5 Story Points    | Confirms received quantities match expected shipment data to prevent inventory discrepancies at receipt.                                                                           |
|                                                                                                                                                                 | <b>US-IN-03:</b><br>Perform Quick Visual Quality Check       | <i>As a Warehouse Associate, I want to perform a quick visual check for damage, labels, and expiry so that non-compliant items are identified at receipt.</i>    | 1. Associate can flag damage, expiry, or label issues.<br><br>2. Issues are logged against the receipt.<br><br>3. Items with issues are blocked from putaway.<br><br>4. Issue flags trigger supervisor notification.                              | <b>TO-BE Process:</b><br>Inbound<br><br><b>Owner:</b><br>Warehouse Supervisor<br><br><b>KPI Impact:</b><br>Inventory Accuracy, Total Inventory Value     | Must Have | 3 Story Points    | Prevents non-sellable inventory from entering stock.                                                                                                                               |

| EPIC                                                                                                                                                       | USER STORY TITLE                                              | USER STORY                                                                                                                                                        | ACCEPTANCE CRITERIA                                                                                                                                                                                                        | BUSINESS ALIGNMENT                                                                                                                                           | PRIORITY    | EFFORT ESTIMATION | DESCRIPTION                                                                                                                                         |
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| <b>EPIC 2:</b><br>Inbound Exception Handling & Supervisor Review<br><br><b>Business Goal:</b><br>Digitize exception handling and reduce manual follow-ups. | <b>US-IN-04:</b><br>Generate Inbound Discrepancy Alert        | <i>As a Warehouse Associate, I want the system to automatically generate a discrepancy alert when issues are detected so that manual paperwork is eliminated.</i> | 1. Alerts are generated for quantity or QC issues.<br><br>2. Alerts include SKU, variance type, and reason.<br><br>3. Alert is visible to the supervisor immediately.<br><br>4. Affected inventory is temporarily blocked. | <b>TO-BE Process:</b><br>Inbound<br><br><b>Owner:</b><br>Warehouse Supervisor<br><br><b>KPI Impact:</b><br>Inventory Accuracy, % SKUs Oversold (ATP < 0)     | Must Have   | 5 Story Points    | Creates system alerts for inbound issues to replace manual notes and emails.                                                                        |
|                                                                                                                                                            | <b>US-IN-05:</b><br>Review and Approve Inbound Exceptions     | <i>As a Warehouse Supervisor, I want to review inbound exceptions and approve or reject adjustments so that inventory records remain accurate.</i>                | 1. Supervisor can view exception details.<br><br>2. Supervisor can approve or reject adjustments.<br><br>3. Decision is logged with timestamp and user.<br><br>4. Approved adjustments update inventory automatically.     | <b>TO-BE Process:</b><br>Inbound<br><br><b>Owner:</b><br>Warehouse Operations Manager<br><br><b>KPI Impact:</b><br>Inventory Accuracy, Total ATP Qty         | Must Have   | 8 Story Points    | Centralizes exception resolution with auditability. Allows supervisors to quickly assess and approve inbound exceptions with full shipment context. |
|                                                                                                                                                            | <b>US-IN-06:</b><br>Notify Procurement for Supplier Follow-Up | <i>As a Warehouse Supervisor, I want the system to notify procurement when supplier issues are confirmed so that corrective action can be taken.</i>              | 1. Notification includes supplier, SKU, and issue type.<br><br>2. Procurement is notified automatically on approval.<br><br>3. Notification status is trackable.<br><br>4. No manual email is required.                    | <b>TO-BE Process:</b><br>Inbound<br><br><b>Owner:</b><br>Procurement Manager<br><br><b>KPI Impact:</b><br>On-Time Delivery %, Avg Lead Time (Days)           | Should Have | 3 Story Points    | Ensures supplier-related issues are escalated promptly for resolution and accountability.                                                           |
| <b>EPIC 3:</b><br>Automated Inventory Updates on Receipt<br><br><b>Business Goal:</b><br>Ensure real-time inventory accuracy post-receipt.                 | <b>US-IN-07:</b><br>Auto-Update Quantity on Hand              | <i>As a Warehouse Supervisor, I want the system to automatically update QOH after receipt approval so that inventory reflects actual stock.</i>                   | 1. QOH updates immediately after approval.<br><br>2. Manual updates are not required.<br><br>3. Updates are logged for audit.<br><br>4. Failed updates raise system alerts.                                                | <b>TO-BE Process:</b><br>Inbound<br><br><b>Owner:</b><br>Warehouse Operations Manager<br><br><b>KPI Impact:</b><br>Inventory Accuracy, Total Inventory Value | Must Have   | 5 Story Points    | Updates on-hand inventory immediately after receipt to maintain stock accuracy.                                                                     |

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|  | <b>US-IN-08:</b><br>Auto-Recalculate Available-to-Promise (ATP) | <i>As a Warehouse Supervisor, I want the system to recalculate ATP automatically so that overselling is prevented.</i> | 1. ATP recalculates after QOH update.<br><br>2. ATP reflects available sellable stock.<br><br>3. Changes are visible to OMS.<br><br>4. No manual intervention required. | <b>TO-BE Process:</b><br>Inbound<br><br><b>Owner:</b><br>Warehouse Operations Manager<br><br><b>KPI Impact:</b><br>% SKUs Oversold (ATP < 0), Total ATP Qty | Must Have | 5 Story Points | Keeps ATP accurate in real time to prevent overselling and order fulfillment issues. |
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## PUTAWAY

| EPIC                                                                                                                                                    | USER STORY TITLE                                                    | USER STORY                                                                                                                                         | ACCEPTANCE CRITERIA                                                                                                                                                                                  | BUSINESS ALIGNMENT                                                                                                                                             | PRIORITY  | EFFORT ESTIMATION | DESCRIPTION                                                                                                                                     |
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| <b>EPIC 4:</b><br>System-Directed Putaway Task Generation<br><br><b>Business Goal:</b><br>Standardize putaway execution and reduce travel waste.        | <b>US-PU-01:</b><br>Generate System-Directed Putaway Tasks          | <i>As a Warehouse Associate, I want the system to generate putaway tasks with suggested locations so that storage is consistent and efficient.</i> | 1. Tasks are generated after inbound completion.<br><br>2. Suggested locations follow slotting rules.<br><br>3. Tasks appear on associate device.<br><br>4. Manual location selection is restricted. | <b>TO-BE Process:</b><br>Putaway<br><br><b>Owner:</b><br>Warehouse Supervisor<br><br><b>KPI Impact:</b><br>Inventory Accuracy, Median Sellable Coverage (Days) | Must Have | 8 Story Points    | Guides associates to optimal storage locations to reduce travel time and inconsistent slotting.                                                 |
| <b>EPIC 5:</b><br>System-Validated Putaway Execution<br><br><b>Business Goal:</b><br>Prevent mis-slotting and improve inventory accuracy.               | <b>US-PU-02:</b><br>Validate SKU and Target Location During Putaway | <i>As a Warehouse Associate, I want the system to validate SKU and location scans so that items are placed correctly.</i>                          | 1. SKU barcode must be scanned.<br><br>2. Location barcode must be scanned.<br><br>3. System blocks mismatched placements.<br><br>4. Validation occurs in real time.                                 | <b>TO-BE Process:</b><br>Putaway<br><br><b>Owner:</b><br>Warehouse Supervisor<br><br><b>KPI Impact:</b><br>Inventory Accuracy, % SKUs Oversold (ATP < 0)       | Must Have | 8 Story Points    | Prevents incorrect placement by verifying SKU and location before putaway is completed.                                                         |
|                                                                                                                                                         | <b>US-PU-03:</b><br>Log Putaway Movement in Real Time               | <i>As a Warehouse Supervisor, I want the system to automatically log putaway movements so that inventory location data is always current.</i>      | 1. Movement logs are created on successful validation.<br><br>2. Logs include SKU, location, user, timestamp.<br><br>3. No manual data entry is required.<br><br>4. Logs are audit-ready.            | <b>TO-BE Process:</b><br>Putaway<br><br><b>Owner:</b><br>Warehouse Operations Manager<br><br><b>KPI Impact:</b><br>Inventory Accuracy, Days of Inventory       | Must Have | 5 Story Points    | Improves traceability and downstream processes. Captures putaway activity immediately to ensure inventory reflects actual warehouse conditions. |
| <b>EPIC 6:</b><br>Exception Handling & Supervisor Review<br><br><b>Business Goal:</b><br>Reduce supervisor workload and resolve true exceptions faster. | <b>US-PU-04:</b><br>Generate Putaway Exception Alerts               | <i>As a Warehouse Associate, I want the system to generate alerts when putaway validation fails so that errors are handled immediately.</i>        | 1. Alerts are generated for invalid scans.<br><br>2. Items are blocked from completion.<br><br>3. Alert includes root cause details.<br><br>4. Supervisor is notified automatically.                 | <b>TO-BE Process:</b><br>Putaway<br><br><b>Owner:</b><br>Warehouse Supervisor<br><br><b>KPI Impact:</b><br>Inventory Accuracy                                  | Must Have | 5 Story Points    | Identifies incorrect locations or rule violations before they cause downstream errors.                                                          |

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|                                                                                                                                                 | <b>US-PU-05:</b><br>Review and Resolve Putaway Exceptions          | <i>As a Warehouse Supervisor, I want to review and resolve putaway exceptions so that inventory accuracy is maintained without rework.</i>                                                   | <ol style="list-style-type: none"> <li>1. Supervisor can approve or correct placement.</li> <li>2. Decisions update inventory immediately.</li> <li>3. Resolution is logged.</li> <li>4. No batch reviews required.</li> </ol>                                                                        | <b>TO-BE Process:</b><br>Putaway<br><br><b>Owner:</b><br>Warehouse Operations Manager<br><br><b>KPI Impact:</b><br>Inventory Accuracy, Total ATP Qty                                                                | Must Have | 8 Story Points | Allows supervisors to resolve only genuine putaway issues instead of reviewing all movements.  |
| <b>EPIC 7:</b><br>Automated Inventory Updates After Putaway<br><br><b>Business Goal:</b><br>Ensure inventory accuracy immediately after storage | <b>US-PU-06:</b><br>Auto-Update Inventory After Putaway Completion | <i>As a Warehouse Associate, I want the system to automatically update QOH and ATP once putaway is completed so that inventory availability remains accurate without manual adjustments.</i> | <ol style="list-style-type: none"> <li>1. Inventory updates occur automatically upon successful putaway confirmation</li> <li>2. QOH and ATP reflect new storage location quantities</li> <li>3. No manual data entry is required</li> <li>4. Exceptions are logged if system update fails</li> </ol> | <b>TO-BE Process:</b><br>Putaway<br><br><b>Owner:</b><br>Inventory Planner<br><br><b>KPI Impact:</b><br>Inventory Accuracy, % SKUs Oversold (ATP < 0), Order Fulfillment Reliability → Proxy via On-Time Delivery % | Must Have | 5 Story Points | Ensures inventory accuracy immediately after putaway to prevent downstream fulfillment errors. |

| CYCLE COUNTING & INVENTORY ADJUSTMENTS                                                                                                              |                                                                |                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                        |           |                   |                                                                                                                                              |
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| EPIC                                                                                                                                                | USER STORY TITLE                                               | USER STORY                                                                                                                                                                                                          | ACCEPTANCE CRITERIA                                                                                                                                                                                                                                                                                                                               | BUSINESS ALIGNMENT                                                                                                                                                     | PRIORITY  | EFFORT ESTIMATION | DESCRIPTION                                                                                                                                  |
| <b>EPIC 8:</b><br>System-Directed Cycle Counting<br><br><b>Business Goal:</b><br>Increase inventory accuracy with minimal operational disruption.   | <b>US-CC-01:</b><br>Auto-Generate Risk-Based Cycle Count Tasks | <i>As a Warehouse Supervisor, I want the system to automatically generate cycle count tasks based on risk and variance patterns so that high-risk inventory is counted more frequently without manual planning.</i> | 1. System generates cycle count jobs based on configurable rules (ABC class, XYZ volatility, expiry risk).<br><br>2. Perishables use tighter count frequency than ambient categories.<br><br>3. Jobs can be scheduled or triggered dynamically based on variance trends.<br><br>4. Manual cycle count initiation remains available as a fallback. | <b>TO-BE Process:</b><br>Cycle Counting<br><br><b>Owner:</b><br>Warehouse Operations Manager<br><br><b>KPI Impact:</b><br>Inventory Accuracy %, Shrink %               | Must Have | 8 Story Points    | Automatically prioritizes high-risk SKUs and locations for cycle counting to improve inventory accuracy with minimal operational disruption. |
|                                                                                                                                                     | <b>US-CC-02:</b><br>Push Cycle Count Tasks to Associate Device | <i>As a Warehouse Associate, I want cycle count tasks to be pushed directly to my handheld device so that I can perform counts without paper lists or supervisor intervention.</i>                                  | 1. Assigned tasks appear on the associate's device with location and SKU details.<br><br>2. Tasks are prioritized based on system-defined urgency.<br><br>3. Associate can start, pause, and complete tasks digitally.<br><br>4. Completed tasks are timestamped and linked to the user.                                                          | <b>TO-BE Process:</b><br>Cycle Counting<br><br><b>Owner:</b><br>Warehouse Operations Manager<br><br><b>KPI Impact:</b><br>Inventory Accuracy                           | Must Have | 5 Story Points    | Delivers system-generated cycle count tasks directly to associates, eliminating manual planning and coordination.                            |
| <b>EPIC 9:</b><br>Real-Time Cycle Count Validation & Adjustment<br><br><b>Business Goal:</b><br>Reduce reconciliation delays and manual corrections | <b>US-CC-03:</b><br>Validate Submitted Count in Real-Time      | <i>As a Warehouse Associate, I want the system to validate my submitted counts in real time so that errors are detected immediately instead of after batch sync.</i>                                                | 1. System validates submitted quantity against expected QOH instantly.<br><br>2. Zero counts require confirmation to prevent accidental omissions.<br><br>3. SKU-location mismatch is flagged immediately.<br><br>4. Associate receives instant confirmation or error feedback.                                                                   | <b>TO-BE Process:</b><br>Cycle Counting<br><br><b>Owner:</b><br>Warehouse Inventory Planner<br><br><b>KPI Impact:</b><br>Inventory Accuracy, % SKUs Oversold (ATP < 0) | Must Have | 8 Story Points    | Validates cycle count results instantly to detect errors early and reduce recounts and delays.                                               |

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|  | <b>US-CC-04:</b><br>Auto-Apply Inventory Adjustments Within Tolerance | <i>As a Warehouse Supervisor, I want the system to automatically apply inventory adjustments when variances fall within approved tolerance limits so that minor discrepancies do not require manual review.</i> | <ol style="list-style-type: none"> <li>1. Tolerance thresholds are configurable by category.</li> <li>2. Variances below tolerance auto-update QOH and ATP.</li> <li>3. Auto-adjustments are logged with audit trail.</li> <li>4. No supervisor approval is required for in-tolerance updates.</li> </ol>                    | <b>TO-BE Process:</b><br>Cycle Counting<br><br><b>Owner:</b><br>Inventory Planner<br><br><b>KPI Impact:</b><br>Inventory Accuracy                             | Must Have | 5 Story Points | Automatically resolves minor variances within defined thresholds to maintain inventory accuracy without manual intervention. |
|  | <b>US-CC-05:</b><br>Generate Cycle Count Exception Case               | <i>As a Warehouse Supervisor, I want the system to generate an exception only when variance exceeds tolerance so that I focus on true issues instead of routine noise.</i>                                      | <ol style="list-style-type: none"> <li>1. Exceptions are created only when variance exceeds configured thresholds.</li> <li>2. Exception includes before/after quantities and SKU history.</li> <li>3. Supervisor is notified digitally.</li> <li>4. Exception is linked to the original cycle count task.</li> </ol>        | <b>TO-BE Process:</b><br>Cycle Counting<br><br><b>Owner:</b><br>Warehouse Supervisor<br><br><b>KPI Impact:</b><br>Inventory Accuracy                          | Must Have | 5 Story Points | Flags only material discrepancies for supervisor review, reducing noise and unnecessary manual checks.                       |
|  | <b>US-CC-06:</b><br>Review & Approve Cycle Count Adjustments          | <i>As a Warehouse Supervisor, I want to review flagged cycle count exceptions and approve or reject adjustments so that inventory accuracy is maintained with accountability.</i>                               | <ol style="list-style-type: none"> <li>1. Supervisor can approve or reject the proposed adjustment.</li> <li>2. Rejected counts trigger a recount task back to the associate.</li> <li>3. Approved adjustments update QOH and ATP immediately.</li> <li>4. Decision is recorded with user, timestamp, and reason.</li> </ol> | <b>TO-BE Process:</b><br>Cycle Counting<br><br><b>Owner:</b><br>Warehouse Supervisor<br><br><b>KPI Impact:</b><br>Inventory Accuracy %, Total Inventory Value | Must Have | 8 Story Points | Enables supervisors to review, approve, or correct significant discrepancies with full context and audit visibility.         |
|  | <b>US-CC-07:</b><br>Update Inventory & Notify Stakeholders            | <i>As a Warehouse Associate, I want inventory updates to reflect immediately after cycle count resolution so that picking, replenishment, and ordering decisions use accurate data.</i>                         | <ol style="list-style-type: none"> <li>1. Approved adjustments update QOH and ATP in real time.</li> <li>2. Downstream systems (replenishment, picking) receive updates.</li> <li>3. Changes are visible immediately in operational dashboards.</li> <li>4. Historical variance trends are retained for analysis.</li> </ol> | <b>TO-BE Process:</b><br>Cycle Counting<br><br><b>Owner:</b><br>Inventory Planner<br><br><b>KPI Impact:</b><br>Total ATP Qty, % SKUs Below ROP                | Must Have | 5 Story Points | Ensures approved cycle count outcomes immediately update inventory and inform downstream warehouse processes.                |

## REPLENISHMENT

| EPIC                                                                                                                                                   | USER STORY TITLE                                                          | USER STORY                                                                                                                                                                                                                         | ACCEPTANCE CRITERIA                                                                                                                                                                     | BUSINESS ALIGNMENT                                                                                                                                                         | PRIORITY    | EFFORT ESTIMATION | DESCRIPTION                                               |
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| <b>EPIC 10:</b><br>Replenishment Triggering & Backstock Visibility<br><br><b>Business Goal:</b><br>Prevent pick-face stockouts and picking delays      | <b>US-RP-01:</b><br>Auto-Detect Replenishment Need                        | <i>As a Warehouse Supervisor, I want the system to automatically detect when pick-face inventory falls below defined thresholds so that replenishment can occur before pickers experience shortages.</i>                           | 1. System monitors pick-face inventory continuously<br><br>2. Thresholds are configurable by SKU category<br><br>3. Manual triggers are not required for standard replenishment.        | <b>TO-BE Process:</b><br>Replenishment<br><br><b>Owner:</b><br>Warehouse Operations Manager<br><br><b>KPI Impact:</b><br>% SKUs Below ROP,<br>% SKUs Below Safety Stock    | Must Have   | 5 Story Points    | Detects replenishment needs early to avoid picker delays. |
|                                                                                                                                                        | <b>US-RP-02:</b><br>Generate & Assign System-Directed Replenishment Tasks | <i>As a Warehouse Associate, I want the system to generate replenishment tasks with clear source and target locations and assign them to my device so that I can replenish pick faces efficiently without manual coordination.</i> | 1. Tasks include backstock source and pick-face target locations<br><br>2. Tasks are automatically assigned to associate devices<br><br>3. Tasks are prioritized by urgency and demand. | <b>TO-BE Process:</b><br>Replenishment<br><br><b>Owner:</b><br>Warehouse Operations Manager<br><br><b>KPI Impact:</b><br>Days of Cover,<br>Median Sellable Coverage (Days) | Must Have   | 8 Story Points    | Creates and assigns replenishment tasks automatically.    |
|                                                                                                                                                        | <b>US-RP-03:</b><br>Validate Replenishment Movement in Real Time          | <i>As a Warehouse Associate, I want the system to validate SKU and location scans during replenishment so that incorrect placements are prevented.</i>                                                                             | 1. System validates SKU-location match during replenishment<br><br>2. Incorrect scans are blocked immediately<br><br>3. Associate receives real-time feedback.                          | <b>TO-BE Process:</b><br>Replenishment<br><br><b>Owner:</b><br>Warehouse Supervisor<br><br><b>KPI Impact:</b><br>Inventory Accuracy                                        | Must Have   | 8 Story Points    | Prevents mis-slotting during replenishment.               |
| <b>EPIC 11:</b><br>Replenishment Exception & Approval Workflow<br><br><b>Business Goal:</b><br>Reduce picker interruptions and supervisor firefighting | <b>US-RP-04:</b><br>Generate Replenishment Exception Case                 | <i>As a Warehouse Associate, I want the system to generate an exception when replenishment validation fails so that issues are escalated consistently.</i>                                                                         | 1. Exceptions are generated for mismatches or quantity issues<br><br>2. Exception records include SKU, location, and variance details<br><br>3. Exceptions are logged automatically.    | <b>TO-BE Process:</b><br>Replenishment<br><br><b>Owner:</b><br>Warehouse Supervisor<br><br><b>KPI Impact:</b><br>% SKUs Below ROP                                          | Should Have | 5 Story Points    | Standardizes escalation of replenishment issues.          |



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|                                                                                                                                          | <b>US-RP-05:</b><br>Review & Approve Replenishment Exceptions            | <i>As a Warehouse Supervisor, I want to review replenishment exceptions with full context so that I can approve or reject adjustments efficiently.</i>                      | <ol style="list-style-type: none"> <li>Supervisor sees only valid exceptions</li> <li>Exception context includes before/after inventory data</li> <li>Supervisor can approve or reject actions.</li> </ol>                    | <b>TO-BE Process:</b><br>Replenishment<br><br><b>Owner:</b><br>Warehouse Supervisor<br><br><b>KPI Impact:</b><br>Inventory Accuracy                                                                | Should Have | 5 Story Points | Reduces supervisor effort by focusing on true exceptions. |
| <b>EPIC 12:</b><br>Automated Inventory Updates After Replenishment<br><br><b>Business Goal:</b><br>Maintain real-time inventory accuracy | <b>US-RP-06:</b><br>Auto-Update QOH & ATP After Replenishment            | <i>As a Warehouse Supervisor, I want inventory quantities and ATP to update automatically after replenishment so that picking and planning decisions use accurate data.</i> | <ol style="list-style-type: none"> <li>QOH updates immediately after validated replenishment</li> <li>ATP recalculates automatically</li> <li>No manual updates are required.</li> </ol>                                      | <b>TO-BE Process:</b><br>Replenishment<br><br><b>Owner:</b><br>Inventory Planner<br><br><b>KPI Impact:</b><br>Inventory Accuracy, Total ATP Qty                                                    | Must Have   | 5 Story Points | Keeps inventory accurate after replenishment.             |
|                                                                                                                                          | <b>US-RP-07:</b><br>Trigger Downstream Notifications After Replenishment | <i>As a Warehouse Supervisor, I want downstream processes to be notified after replenishment so that picking resumes without delay.</i>                                     | <ol style="list-style-type: none"> <li>Picking system receives updated availability instantly</li> <li>Replenishment completion triggers notifications automatically</li> <li>No manual communication is required.</li> </ol> | <b>TO-BE Process:</b><br>Replenishment<br><br><b>Owner:</b><br>Warehouse Operations Manager<br><br><b>KPI Impact:</b><br>On-Time Delivery %, Order Fulfillment Lead Time (proxy via Avg Lead Time) | Could Have  | 3 Story Points | Ensures smooth handoff from replenishment to picking.     |

## ORDER PICKING & PACKING

| EPIC                                                                                                                 | USER STORY TITLE                                              | USER STORY                                                                                                                                                               | ACCEPTANCE CRITERIA                                                                                                                                         | BUSINESS ALIGNMENT                                                                                                                                                          | PRIORITY  | EFFORT ESTIMATION | DESCRIPTION                                       |
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| <b>EPIC 13:</b><br>System-Directed Order Picking<br><br><b>Business Goal:</b><br>Reduce pick time and picking errors | <b>US-OP-01:</b><br>Auto-Generate Pick Tasks on Order Release | <i>As a Warehouse Associate, I want the system to generate pick tasks automatically when orders are released so that I can begin picking without manual preparation.</i> | 1. Pick tasks are created when OMS releases the order<br><br>2. Tasks include SKU, quantity, and location<br><br>3. Tasks are prioritized by order urgency. | <b>TO-BE Process:</b><br>Order Picking & Packing<br><br><b>Owner:</b><br>Warehouse Operations Manager<br><br><b>KPI Impact:</b><br>Order Avg Lead Time (Days), Total Orders | Must Have | 5 Story Points    | Automatically creates pick work when orders drop. |
|                                                                                                                      | <b>US-OP-02:</b><br>Push Pick Tasks to Associate Device       | <i>As a Warehouse Associate, I want pick tasks delivered directly to my handheld device so that I don't need printed pick lists.</i>                                     | 1. Tasks appear on associate device in real time<br><br>2. Tasks update automatically if reprioritized<br><br>3. No paper pick lists are required.          | <b>TO-BE Process:</b><br>Order Picking & Packing<br><br><b>Owner:</b><br>Warehouse Operations Manager<br><br><b>KPI Impact:</b><br>Avg Lead Time (Days)                     | Must Have | 3 Story Points    | Eliminates manual distribution of pick lists.     |
| <b>EPIC 14:</b><br>Scan-Validated Picking Execution<br><br><b>Business Goal:</b><br>Prevent mis-picks and shortages  | <b>US-OP-03:</b><br>Validate Location Scan Before Picking     | <i>As a Warehouse Associate, I want the system to validate the pick location before I pick an item so that I don't pick from the wrong slot.</i>                         | 1. Location barcode scan is mandatory<br><br>2. Incorrect location scans are blocked<br><br>3. System provides immediate feedback.                          | <b>TO-BE Process:</b><br>Order Picking & Packing<br><br><b>Owner:</b><br>Warehouse Supervisor<br><br><b>KPI Impact:</b><br>Inventory Accuracy, % SKUs Oversold (ATP < 0)    | Must Have | 5 Story Points    | Prevents picking from incorrect locations.        |

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|                                                                                                                                      | <b>US-OP-04:</b><br>Validate Item Scan & Quantity Entry           | <i>As a Warehouse Associate, I want the system to validate SKU scans and entered quantities so that only correct items and quantities are picked.</i>          | <ol style="list-style-type: none"> <li>1. SKU scan is required before quantity entry</li> <li>2. Quantity mismatches trigger an alert</li> <li>3. System blocks incorrect picks.</li> </ol>                  | <b>TO-BE Process:</b><br>Order Picking & Packing<br><br><b>Owner:</b><br>Warehouse Supervisor<br><br><b>KPI Impact:</b><br>Inventory Accuracy                                     | Must Have   | 8 Story Points | Ensures accurate item and quantity picking.                |
| <b>EPIC 15:</b><br>Shortage Detection & Replenishment Triggering<br><br><b>Business Goal:</b><br>Reduce mid-pick disruptions         | <b>US-OP-05:</b><br>Detect Pick-Time Shortages                    | <i>As a Warehouse Associate, I want to log shortages during picking so that replenishment can be triggered immediately.</i>                                    | <ol style="list-style-type: none"> <li>1. Associate can flag shortage during pick</li> <li>2. Shortage is recorded against SKU and location</li> <li>3. Picking can continue for remaining items.</li> </ol> | <b>TO-BE Process:</b><br>Order Picking & Packing<br><br><b>Owner:</b><br>Warehouse Supervisor<br><br><b>KPI Impact:</b><br>% SKUs Below ROP                                       | Must Have   | 5 Story Points | Flags shortages during picking in real time.               |
|                                                                                                                                      | <b>US-OP-06:</b><br>Auto-Trigger Replenishment from Shortage      | <i>As a Warehouse Supervisor, I want the system to trigger replenishment automatically when a shortage is logged so that picking delays are minimized.</i>     | <ol style="list-style-type: none"> <li>1. Shortage triggers replenishment task</li> <li>2. No manual supervisor intervention required</li> <li>3. Replenishment follows defined rules.</li> </ol>            | <b>TO-BE Process:</b><br>Order Picking & Packing<br><br><b>Owner:</b><br>Warehouse Operations Manager<br><br><b>KPI Impact:</b><br>Days of Cover, Median Sellable Coverage (Days) | Should Have | 5 Story Points | Converts shortages into replenishment tasks automatically. |
| <b>EPIC 16:</b><br>Automated Inventory Deduction After Picking<br><br><b>Business Goal:</b><br>Maintain real-time inventory accuracy | <b>US-OP-07:</b><br>Auto-Deduct QOH & ATP After Pick Confirmation | <i>As a Warehouse Supervisor, I want inventory quantities and ATP to update automatically after picks are confirmed so that availability remains accurate.</i> | <ol style="list-style-type: none"> <li>1. QOH updates immediately after pick</li> <li>2. ATP recalculates automatically</li> <li>3. No batch or delayed updates.</li> </ol>                                  | <b>TO-BE Process:</b><br>Order Picking & Packing<br><br><b>Owner:</b><br>Inventory Planner<br><br><b>KPI Impact:</b><br>Inventory Accuracy, Total ATP Qty                         | Must Have   | 5 Story Points | Keeps inventory accurate after picking.                    |

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| <b>EPIC 17:</b><br>Packing Validation & Order Completion<br><br><b>Business Goal:</b><br>Reduce packing errors | <b>US-OP-08:</b><br>Perform Packing Visual QC       | <i>As a Warehouse Associate, I want to perform a final visual check before packing so that incorrect items are caught before shipment.</i> | 1. QC step is mandatory before packing<br><br>2. Associate can flag discrepancies<br><br>3. Issues prevent order completion.          | <b>TO-BE Process:</b><br>Order Picking & Packing<br><br><b>Owner:</b><br>Warehouse Supervisor<br><br><b>KPI Impact:</b><br>On-Time Delivery %                       | Should Have | 3 Story Points | Catches errors before shipment.       |
|                                                                                                                | <b>US-OP-09:</b><br>Pack, Label, and Complete Order | <i>As a Warehouse Associate, I want to pack and label orders once QC is complete so that orders are ready for shipment.</i>                | 1. Packing completes the order lifecycle<br><br>2. Order status updates to "Ready for Shipment"<br><br>3. No further picking allowed. | <b>TO-BE Process:</b><br>Order Picking & Packing<br><br><b>Owner:</b><br>Warehouse Operations Manager<br><br><b>KPI Impact:</b><br>On-Time Delivery %, Total Orders | Must Have   | 3 Story Points | Finalizes order for Shipping handoff. |

## Requirements Traceability Matrix (RTM)

| Business Requirement                                | Description                                                            | Functional Requirement                          | Mapped User Stories  | KPI                                                |
|-----------------------------------------------------|------------------------------------------------------------------------|-------------------------------------------------|----------------------|----------------------------------------------------|
| BR-01: Improve Inventory Accuracy Across Warehouses | Maintain accurate, near-real-time inventory visibility across all FCs. | FR-03 Automated Inventory Update Post-Receiving | US-IN-07<br>US-IN-08 | Inventory Accuracy, % SKUs Oversold, Total ATP Qty |
|                                                     |                                                                        | FR-05 Putaway Confirmation & Validation         | US-PU-02             | Inventory Accuracy                                 |
|                                                     |                                                                        | FR-06 Automated Inventory Synchronization       | US-PU-06             | Inventory Accuracy, % SKUs Oversold                |
|                                                     |                                                                        | FR-10 Real-Time Count Validation                | US-CC-03             | Inventory Accuracy                                 |
|                                                     |                                                                        | FR-11 Variance Resolution Workflow              | US-CC-04<br>US-CC-06 | Inventory Accuracy, Total Inventory Value          |
|                                                     |                                                                        | FR-13 Single Inventory Deduction Enforcement    | US-OP-07             | Inventory Accuracy, Total ATP Qty                  |
| BR-02: Reduce Inventory Imbalances Across SKUs      | Prevent uneven SKU distribution and hidden stockouts.                  | FR-04 System-Directed Putaway                   | US-PU-01             | Median Sellable Coverage (Days)                    |
|                                                     |                                                                        | FR-07 Reorder Point Monitoring                  | US-RP-01             | % SKUs Below ROP, % SKUs Below Safety Stock        |
|                                                     |                                                                        | FR-09 System-Directed Cycle Counting            | US-CC-01             | Inventory Accuracy, Shrink %                       |
|                                                     |                                                                        | FR-12 Pick-Time Inventory Validation            | US-OP-03             | Inventory Accuracy, % SKUs Oversold                |

|                                                              |                                                                |                                                 |                                              |                                     |
|--------------------------------------------------------------|----------------------------------------------------------------|-------------------------------------------------|----------------------------------------------|-------------------------------------|
| BR-03: Enable Proactive, Rules-Based Replenishment           | Trigger replenishment based on thresholds and demand patterns. | FR-07 Reorder Point Monitoring                  | US-RP-01                                     | % SKUs Below ROP                    |
|                                                              |                                                                | FR-08 Exception-Based Supervisor Intervention   | US-RP-04                                     | % SKUs Below ROP                    |
|                                                              |                                                                | FR-12 Pick-Time Inventory Validation            | US-OP-03                                     | % SKUs Below ROP                    |
|                                                              |                                                                | FR-06 Automated Inventory Synchronization       | US-RP-06                                     | Total ATP Qty                       |
| BR-04: Minimize Supervisor Dependency for Routine Operations | Reduce supervisor involvement in non-exception flows.          | FR-08 Exception-Based Supervisor Intervention   | US-IN-05<br>US-PU-05<br>US-RP-05<br>US-CC-06 | Inventory Accuracy                  |
|                                                              |                                                                | FR-11 Variance Resolution Workflow              | US-CC-06                                     | Inventory Accuracy                  |
| BR-05: Improve Inbound Receiving Accuracy                    | Validate inbound shipments efficiently and accurately.         | FR-01 ASN Validation Capability                 | US-IN-01<br>US-IN-02                         | Inventory Accuracy, % SKUs Oversold |
|                                                              |                                                                | FR-02 Receiving Exception Management            | US-IN-04<br>US-IN-05                         | Inventory Accuracy                  |
| BR-06: Reduce Manual Data Entry During Receiving             | Minimize manual inventory updates.                             | FR-03 Automated Inventory Update Post-Receiving | US-IN-07                                     | Inventory Accuracy                  |
|                                                              |                                                                | FR-01 ASN Validation Capability                 | US-IN-01                                     | Inventory Accuracy                  |
| BR-07: Standardize Cycle Counting Across Warehouses          | Apply consistent cycle count rules.                            | FR-09 System-Directed Cycle Counting            | US-CC-01<br>US-CC-02                         | Inventory Accuracy                  |
|                                                              |                                                                | FR-10 Real-Time Count Validation                | US-CC-03                                     | Inventory Accuracy                  |

|                                                         |                                                         |                                               |                              |                                             |
|---------------------------------------------------------|---------------------------------------------------------|-----------------------------------------------|------------------------------|---------------------------------------------|
| BR-08: Focus Human Review on High-Risk Variances        | Limit supervisor review to material discrepancies.      | FR-11 Variance Resolution Workflow            | US-CC-05<br>US-CC-06         | Inventory Accuracy                          |
|                                                         |                                                         | FR-08 Exception-Based Supervisor Intervention | US-RP-05                     | Inventory Accuracy                          |
| BR-09: Prevent Order Shortages During Picking           | Reduce pick-time shortages due to inaccurate inventory. | FR-12 Pick-Time Inventory Validation          | US-OP-03<br>US-OP-05         | % SKUs Oversold,<br>% SKUs Below ROP        |
|                                                         |                                                         | FR-06 Automated Inventory Synchronization     | US-OP-07                     | Total ATP Qty                               |
| BR-10: Maintain Seamless Flow from Picking to Packing   | Ensure clean handoff without redundant scans.           | FR-13 Single Inventory Deduction Enforcement  | US-OP-07                     | Inventory Accuracy                          |
|                                                         |                                                         | FR-12 Pick-Time Inventory Validation          | US-OP-01<br>US-OP-02         | Avg Lead Time (Days),<br>Total Orders       |
| BR-11: Improve Supplier Delivery Reliability Visibility | Monitor supplier delivery performance consistently.     | FR-14 Supplier Delivery Performance Tracking  | US-IN-06                     | On-Time Delivery %,<br>Avg Lead Time (Days) |
|                                                         |                                                         | FR-15 Supplier Dependency Visibility          | US-IN-06                     | Supplier Qty Share %                        |
| BR-12: Establish a Single Version of Inventory Truth    | Ensure consistent KPIs and data definitions.            | FR-16 Standardized KPI Calculation            | All automation stories       | All Inventory KPIs                          |
|                                                         |                                                         | FR-03 / FR-06 / FR-13                         | US-IN-08, US-PU-06, US-OP-07 | Inventory Accuracy,<br>Total ATP Qty        |