**Problem Statement 3:** SV reaches customer’s location for a booked service(e.g. Express Service Rs 5000). However, after reaching it is found that the estimation for new work is 15000(Including booked service plus extra work) Or customer is not ready to perform Express Service worth Rs 5000 and wants to take a minor work worth Rs 1000. Can we Keep the same order no for DYD for 1st case and change the package easily? If previous order is booked using Online, the adjustment should happen in the 2nd Order. Check the feasibility of the same from Engineering perspective. In that case can user be informed via App?"

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| Situation | SV is at customer’s place |
| Customer Details | A customer who has already made an order either using   1. COD Or 2. Online |
| Customer Need | Alteration of package  Alteration of price  Alteration of Checklist at Customer Receipt and SV App  Keep Order No same  Refund extra Rs 4000 amount in case of new package worth is Rs 1000  Provision to pay via COD – extra amount Rs 10000 via user app  Receipt update based on new package |
| Prioritization | * Allow Package Name and Amount update using Admin (with restricted access- based on access criteria) * SV Checklist update * Allow new receipt generation in user app |
| Solution | Solution 1: Allow update in user app, receipt, SV app and refund via Razorpay explicitly for Online booking. SOP update needed.  Solution 2: Allow update in user app, receipt, SV app and refund via user app in real time and notify user. In case of extra collection prompt user to pay using online. The order would be closed only after collection successful.  Solution 3 : Allow update in user app, receipt, SV app and refund via user App and notification. For extra payment the collection can be manual. |
| Trade off | Solution 1 serves the purpose with least feature change.  Solution 2 is fully automatic. However, if user denies then order will be open.  Solution 3  is easy to implement. SOP change needed. |
| Summary | Either implement 2 or keep it As-Is. In case of both COD and Online, Keep the amount and package change history details in the DB for any order. In case of COD, no approval mechanism can be a better option. |