

## Description: Buying a book with a credit card

<u>Who</u>	<u>What</u>	<u>Why</u>
Lilly Librarian	Wants to buy a book online with a credit card	So she doesn't have to mail in a purchase order to the wholesale bookseller

## Additional Detail

Today, Lilly buys most of her books through our catalog and uses purchase orders to complete purchases. This is time consuming and error prone. Mailed in orders are often lost and POs take over a week to get approved. This makes it difficult for Lilly to make impulse purchases on our site. Allowing her to purchase via credit card will help us get more sales more often.

## Acceptance Criteria

- Lilly needs to be able to browse the online catalog, put items in her cart, and complete a transaction via credit card
- We are not accepting online POs in this iteration
- We are not supporting multiple addresses in this iteration. We will ship to the billing address
- If the credit card is declined, display a friendly message on the screen. Do not show error codes.
- If the order is approved, the system needs to send an email to [warehouse@bestbooks.com](mailto:warehouse@bestbooks.com) with the order information so it can be fulfilled
- If the order is approved, the system needs to send an email to the purchaser telling them their order has been received and is processing. The fulfillment team sends subsequent emails for shipping and tracking info.
- We are not supporting online returns at this time.

## Description: Opening an account online

<u>Who</u>	<u>What</u>	<u>Why</u>
Marty Millennial	Wants to open an account online	So he doesn't have to visit the local branch

## Additional Detail

We are missing out on an opportunity to capture younger banking customers because we don't have the ability to open accounts online.

Process:

User submits info -> identity information verified in system -> account created -> welcome email sent to user -> notification email sent to branch manager and underwriting dept -> branch manager sends welcome pack with debit card and checkbook.

## Acceptance Criteria

- Regulatory Compliance: The system needs to verify the identity of the account holder by social security number
- The system needs to verify nearest branch location so we can notify the branch manager that a new account has been opened (via email)
- If the ssn does not match the account holder name, halt the process and provide the number to customer service
- The "initial deposit" requirement will be waived for online accounts
- For now, the "credit underwriting" to offer additional services on upsell will be handled manually by the underwriting department
- The system needs to validate address info and suggest updates similar to USPS.com

## Description: Automated reconciliation reports

<u>Who</u>	<u>What</u>	<u>Why</u>
Anna Accountant	Wants automated reports to run at the end of the month	So the reports will be waiting for her when she comes to work.

## Additional Detail

Today, the end of month reconciliation report has to be run at the end of every month. However, the report takes 4 hours to generate. The report can't be done before the end of the month because it needs to capture all transactions for the month. Accounting runs these manually but has to wait 4 hours before the data is ready. Automating these to run at midnight will save time and manpower

## Acceptance Criteria

- If there is an error with generating the report, the system needs to notify production support as a P1 issue
- The report needs to be compiled to pdf and auto-printed
- The auto-print printer selection needs to be configurable on a per-report basis
- The system should ONLY route the report to the configured printer.
- If the printer has an error (out of paper, jammed, etc), the user should fix this
- If the user needs to reprint, they should be able to easily reprint from generated pdfs
- The generated pdfs need to be easily available from the network share, arranged in date-stamped folders

## Description: Calibrated graphs

<u>Who</u>	<u>What</u>	<u>Why</u>
Sam Scientist	Wants tick marks on the kinetic response graphs	So he can see when the instrument is changing reagents

## Additional Detail

Today, the system performs various kinetic response tests using different reagents in the system. However, there is no way in the current graphs to see which reagents are leading to which responses, so scientists have to flip back and forth to the recipe to understand the timeline and reagents. Having the callouts directly on the graph will save time.

## Acceptance Criteria

- The graph tick marks have to take into account the delay from the reagent pumps.
- The graph tick marks need to be togglable via show/hide
- The graph tick marks need to have an option to show the reagent name
- The “export to pdf” functionality should capture the tick marks on the graphs
- The graph tick mark times should be togglable to show either “ticks” or “Hours/Minutes/Seconds”

## Description: Technical Story: Improve database performance

<u>Who</u>	<u>What</u>	<u>Why</u>
Doug Developer	Wants the database to respond more quickly to queries	So he can create more complex queries to display information to users

### Additional Detail

Our database cannot keep up with the number of queries called from the API. There are 4 divisions who use our database, and all their developers have the same complaint: The database takes too long to respond. Benchmarks show the database takes 5-7 seconds to respond to queries.

### Acceptance Criteria

- The database needs to respond to queries within 2 seconds
- The database indexes can change, but any table changes need to be backward compatible with the current API version
- The database changes must not break the current internal reporting functionality
- Improving the database performance by buying extra hardware is not an option at this time.
- The baseline benchmarks, the final solution, and the final benchmarks need to be compiled into a whitepaper to be shared with the enterprise architecture group.

## Description: Display real-time inventory on mobile devices

<u>Who</u>	<u>What</u>	<u>Why</u>
Sarah Shopper	Wants to see the inventory of a product	So she can come try it in the store

## Additional Detail

When we create flash sales in conjunction with our retail storefronts, customers complain they have no idea if something is in stock. Today, we only show inventory as of “midnight the previous day.” This causes problems with flash sales, because by design the inventory moves quickly. The real time inventory feeds will come from the retail locations.

## Acceptance Criteria

- The inventory needs to be updated at a least every 15 minutes
- If there is an error with getting the latest inventory feeds, display a graphic “call store for latest inventory”
- The inventory displayed must be the inventory of the store closest to Sarah OR the store she has selected as “My Store” in her preferences
- When there are 10 or fewer of the items in inventory, send a DMO text message to the user. Marketing will supply the copy
- If an inventory feed is processed and updates while the user is looking at the number it should update in real time