

**DATA-ORIENTED QUALITY SOLUTIONS**  
**DOQS Quality-Based Requirements Modeling**  
*Requirement Statement Classification Exercise*

Requirement Statements	Requirements				
	Project Constraint	Customer Need	Business Process	Functional System	Design Detail
1. The system shall provide information on all activities customers participate in.					
2. The system shall provide daily balancing of cash, credit, and receipts for each sales agent.					
3. The system shall include the capability to capture birth date at multiple levels of detail depending on what the customer is willing to provide, including Full Date (e.g., MMM/DD/YYYY), Year & Month (e.g. MM/YYYY), or Year Only (e.g. YYYY).					
4. The system shall establish the capability to provide services to other companies.					
5. The system shall provide full-function 24-hour access, 7 days a week (including from remote locations).					
6. The system shall include and highlight key messages on a customer profile.					
7. The system shall provide for appropriate cross-training of new and existing personnel using the company intranet.					
8. The system shall provide the ability to always know who is working or has worked with a customer.					
9. The system shall provide the ability to audit credit/debit card authorizations.					
10. The system shall collect and file all applicable value-added, sales, or use taxes on all transactions.					
11. The system shall have the ability to compare customers by a match code that may contain zip code, name, address, telephone, date of birth, and/or social security number.					
12. The system shall conform to all postal regulations in each country of operation.					
13. The system shall support turnover and reassignment of sales personnel.					
14. The system shall route customer information to other appropriate departments for possible leads or other actions.					
15. The system shall ensure that payments are posted to customer accounts immediately upon entry.					
16. The system shall provide the ability to assign dollar limits to allow specified amounts to be carried forward or forgiven.					
17. The system shall provide the ability to report payments taken by individual agents and other employees throughout the day.					
18. The system shall provide the ability to make and track bank deposits of consolidated payments throughout the working day.					

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19. The system shall provide ADA-compliant alternatives to all touch-screen procedures.					
20. The system shall support the handling of customer compliments and complaints.					
21. The system shall support sales and commission accounting for all elements of the organization from agent to company.					
22. The system shall support workflow history for all sales-related customer data.					
23. The system shall be operational before the end of 2005Q3.					
24. The system shall provide, but not mandate, the definition of latitude and longitude coordinates for any address in the system.					
25. The system shall provide the ability to flag addresses that might be treated differently based on any special circumstances associated with the location indicated by the address (e.g., prison, hospital, senior home).					
26. The system shall adhere to all Generally Accepted Accounting Principles (GAAP).					
27. The system shall operate only on pre-existing hardware, using existing software licenses.					
28. The system shall designate addresses by intended usage to the customer; including home, work, and temporary (i.e. vacation).					
29. The system shall provide a mechanism for purging records, including those deemed inactive for a significant amount of time specified by management.					
30. The system shall identify recurrent customer problems and trends.					

*Notes:*