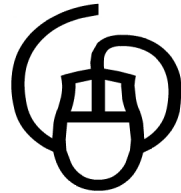


**Simple e-Commerce Store**  
**simplefakestore.com**  
**Function Specification**



2008-10-18  
Version 1.1

**Non-Disclosure Agreement**

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## **Overview**

This scope document is for a sample site to demonstrate the effectiveness of storyboarding and therefore to illustrate why we need specifications.

For the sake of this example, we'll look at a simple website with a e-commerce store with a catalogue of products. The catalogue entries will be visible to the public, but only the site-owner will be able to make modifications to the catalogue via a secure interface. Visitors should be able to buy multiple products online and be able to pay with credit card.

Please note that this is NOT a template, but merely a sample. It is meant to inspire, and to aid you in the creation of a solid Request for Proposal (RFP). If your RFP is not solid, then you will receive a wide range in quotes from vendors, which will be based on their interpretation of the RFP and their perceived risk. A solid RFP on the other hand will show exactly what your expected outcome is, and if you gave it to multiple vendors, every one would give you a quote based on exactly the same end product. With a solid RFP, you will also receive the end-product that you expected.

## **Terminology**

It is assumed that the reader of this document is familiar with basic web terms. Additional definitions that could come in handy:

- **Shopping cart:** An internet based system designed to allow an online shopper to collect items and then, when the user is ready, to purchase the chosen items in a single transaction.
- **Session:** A continuous period of time during which a user's browser is viewing Web pages or a Web application within the same server or domain.
- **SSL:** Secure Sockets Layer: cryptographic protocols which provide secure communications on the Internet

## **Main Features**

Simplefakestore.com is an e-commerce store allowing visitors to buy products from the catalogue. Individual functions include:

- Browse product categories
- Browse products
- Search products
- View a products details (with up to one image and one thumbnail)
- Have one featured product
- Add products to shopping cart

- Checkout / pay for items in shopping cart

Administrative functions include:

- Add / edit / delete categories
- Add / edit / delete products
- View historical transactions

## ***Target Audience***

For the sake of this example, the website will be selling generic widgets. The target audience of the site would be the general consumer who is interested in purchasing widgets.

## ***Technical Considerations***

For security reasons, preference is given to PHP and MySQL on a \*NIX server with Apache as the web server. Furthermore, the hosting environment is to be secured to currently accepted security standards for public production websites.

All code and interfaces are to follow current web development best practices.

Pages accepting credit card details are to be secured with SSL, and any posting to the merchant gateway is to be done securely via cURL. No credit card details are to be stored in the database locally.

## ***Prerequisites***

In order to accept online credit card payments, the client will require a merchant account. For the sake of this specification, we will assume a merchant account with a standard SOAP server and a delivered SOAP client in PHP to communicate with the SOAP server securely.

## ***Sitemap***

**Main Navigation:** (consisting primarily of content-rich sections, vertical on the left)

- Home
- About Us
- Products (Catalogue)
  - Categories (when in product sections)
- Shopping Cart
- Contact Us

- Search (not a regular menu item but common design element)

**Sub-Navigation:**

Some Main sections will have sectional sub-navigation. The sub-navigation menus may appear on the right column. This section is identified as sub links within the Main navigation.

**Support Navigation:** (along the bottom of every page)

- Top
- Privacy
- Site Map
- Contact Us

**Administrative Navigation:**

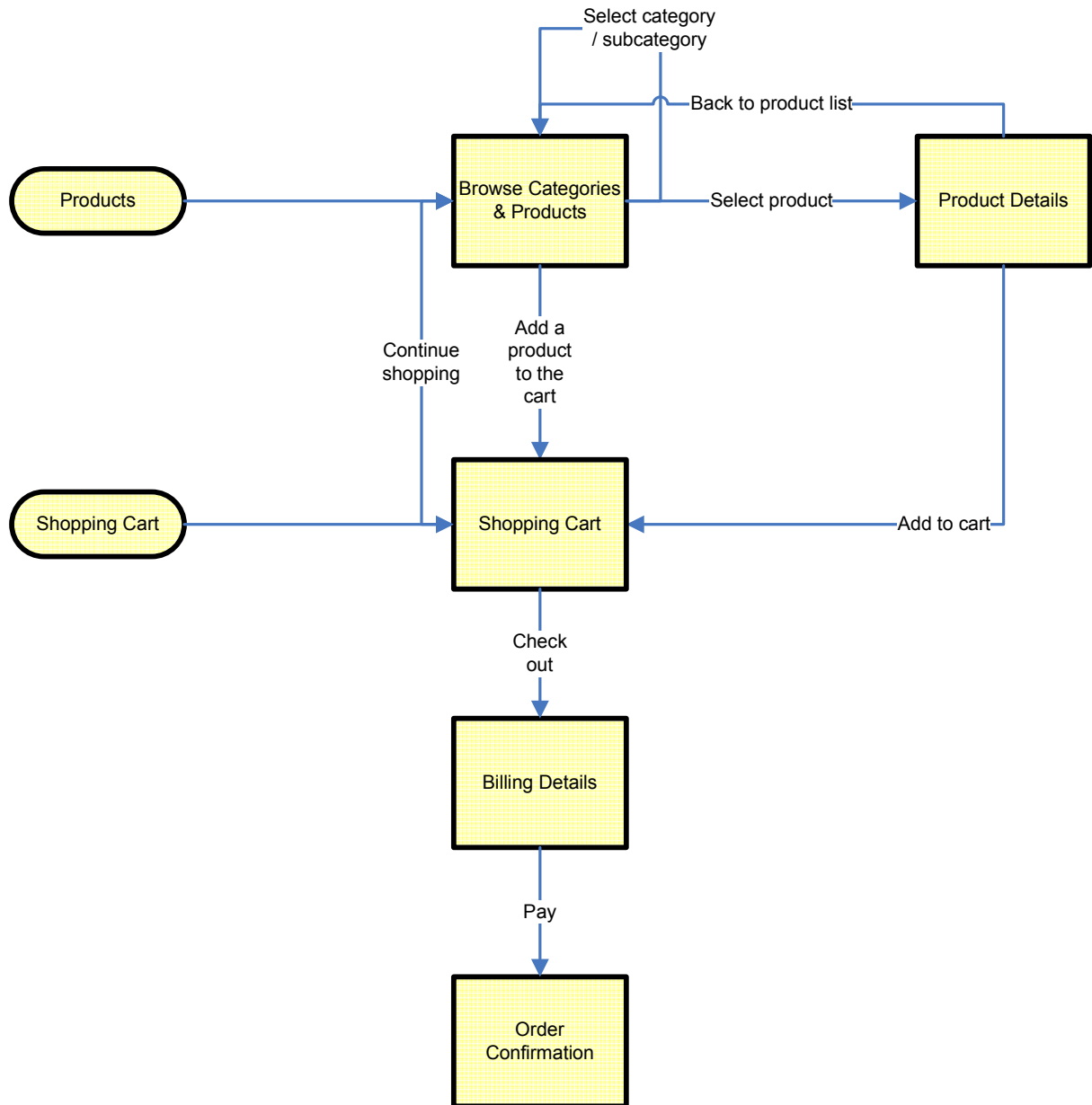
When the site administrator is logged in, the Main Navigation will change to the following:

- Home
- Products
- Transactions
- Logout

***High-level Flow***

Many of the pages of the site will be static and therefore require no further explanation. The administrative area of the site will follow standard editing interfaces.

The remaining complicated areas that require further defining are the functions in the product catalogue and shopping cart. Below is the high-level flow for the functions a visitor / customer can perform in these areas:



## Specific Requirements

### Localization

The business of the website is located in the USA. All prices are in USD (United States Dollars).

## Shipping

Shipping will only be offered to USA and Canada. Other countries cannot order at this time.

Shipping costs will be calculated using a configuration table based on the total weight of the products. This requires each product item to have a weight in the system.

Destination	0-5 lb	5.1-10 lb	10.1 – 20 lb	20.1 lb +
Canada	\$ 5.50	\$ 7.50	\$ 9.50	\$ 11.50
USA	\$ 3.50	\$ 4.50	\$ 5.50	\$ 6.50

## Product Images

Product images will be treated as special objects. When an image file is uploaded, the server is to dynamically create 2 images of it by cropping and resizing the source image into a large detail image and a small thumbnail image. These images are to be renamed on the server to IMG + primary key of the product (to four characters) + .JPG for the detail image and THUMB + primary key (to four characters) + .JPG for the thumbnail. (for example, the image for product 5 would be /images/img0005.jpg and it's thumbnail would be /images/thumb0005.jpg).

## Product Categories

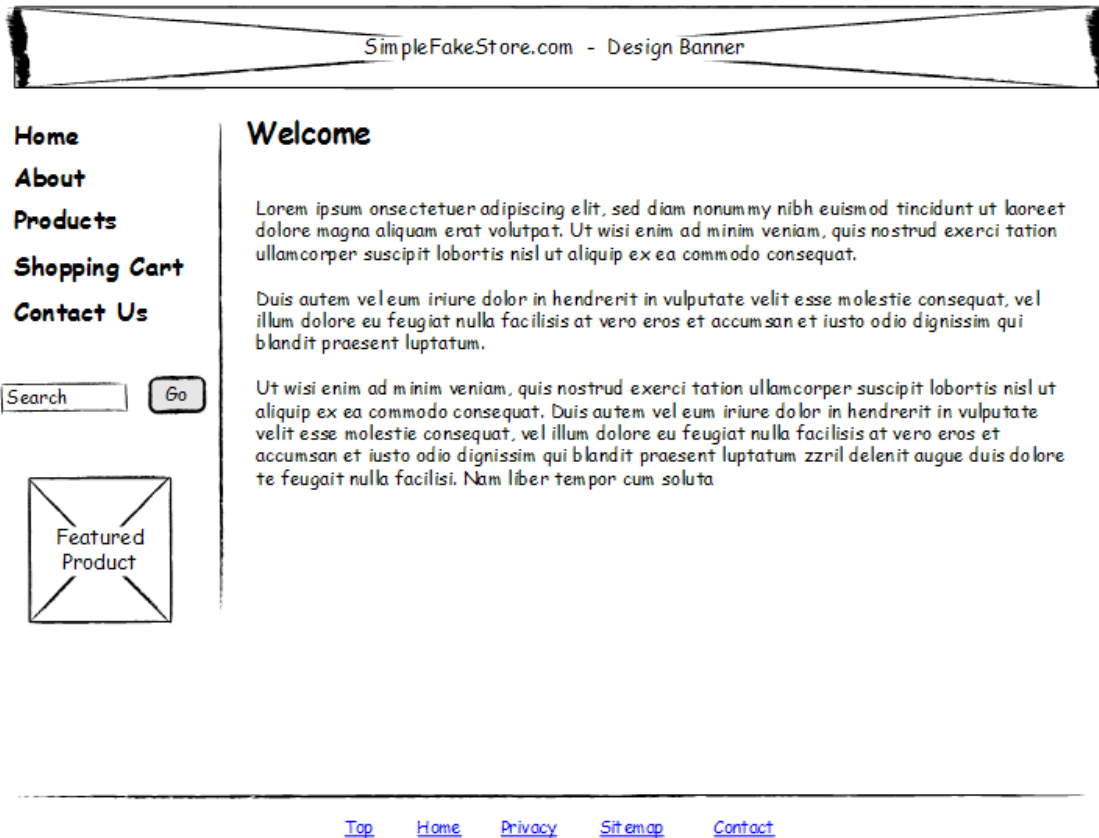
Each product can only be in one category and each category can only be in another category or the top category. It is essential that no products or categories are orphaned. Therefore the following rules will apply to administration:

- You cannot delete products – you can only mark them as inactive. If a product were deleted after a sale, the historical sales data would no longer make sense.
- You cannot delete a category that has sub-categories or products. All sub-categories and products need to be removed first.

## Wireframe

### A001 : Homepage

Note that the design structure will be common across most pages of the site using common headers and footers.





## A002: About Us

SimpleFakeStore.com - Design Banner

**Home**  
**About**  
**Products**  
**Shopping Cart**  
**Contact Us**

Search



### About Us

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[Top](#) [Home](#) [Privacy](#) [Sitemap](#) [Contact](#)

## A003: Browse Product Categories / Subcategories, and Products

Summary list of sub-categories and products in current category / subcategory

SimpleFakeStore.com - Design Banner

[Home](#)

[About](#)

[Products](#)

- [Category A](#)
- [Category B](#)
- [Category C](#)

[Shopping Cart](#)

[Contact Us](#)

Featured Product






[Category](#) > [Subcategory](#)

### Categories in {subcategory}

[Category xyz](#)      [Another Category](#)      [More products here](#)

[Cat abcdef](#)      [Sub-cat 55](#)

### Products in {subcategory}

<a href="#">Product Title</a>	 Short thumbnail description. Lorem ipsum onsectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. <a href="#">Details</a>	\$ 23.95 <a href="#">Add to Cart</a>
<a href="#">Product Title</a>	 Short thumbnail description. Lorem ipsum onsectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. <a href="#">Details</a>	\$ 23.95 <a href="#">Add to Cart</a>
<a href="#">Product Title</a>	 Short thumbnail description. Lorem ipsum onsectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. <a href="#">Details</a>	\$ 23.95 <a href="#">Add to Cart</a>
<a href="#">Product Title</a>	 Short thumbnail description. Lorem ipsum onsectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. <a href="#">Details</a>	\$ 23.95 <a href="#">Add to Cart</a>
<a href="#">Product Title</a>	 Short thumbnail description. Lorem ipsum onsectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. <a href="#">Details</a>	\$ 23.95 <a href="#">Add to Cart</a>

## A004: Search Results

Summary of products matching search query




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[Home](#)  
[About](#)  
[Products](#)  
    [Category A](#)  
    [Category B](#)  
    [Category C](#)  
[Shopping Cart](#)  
[Contact Us](#)

Search

Featured Product

### Search Results for {xyz terms}

<a href="#">Product Title</a>  Image	Short thumbnail description. Lorem ipsum onsectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. <a href="#">Details</a>	\$ 23.95 <a href="#">Add to Cart</a>
<a href="#">Product Title</a>  Image	Short thumbnail description. Lorem ipsum onsectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. <a href="#">Details</a>	\$ 23.95 <a href="#">Add to Cart</a>
<a href="#">Product Title</a>  Image	Short thumbnail description. Lorem ipsum onsectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. <a href="#">Details</a>	\$ 23.95 <a href="#">Add to Cart</a>

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## A005: Product Details



[Home](#)

[About](#)

[Products](#)

[Category A](#)

[Category B](#)

[Category C](#)

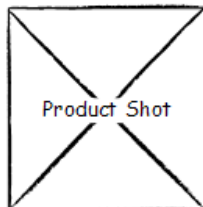
[Shopping Cart](#)

[Contact Us](#)



[Category](#) > [subCategory](#) > [Product](#)

### Product Name



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Duis autem vel eum iriure dolor in hendrerit in vulputate velit esse molestie consequat, vel illum dolore eu feugiat nulla facilisis at vero eros et accumsan et iusto odio dignissim qui blandit praesent luptatum.

Price: \$ 23.95

[Back to Product List](#)

## A010: Shopping Cart



[Home](#)

[About](#)

[Products](#)

[Category A](#)

[Category B](#)

[Category C](#)

**Shopping Cart**

[Contact Us](#)



### Shopping Cart

Item Name	Qty	Each	Price
<a href="#">Product Name</a>	<input type="text" value="1"/>	23.95	23.95
<a href="#">Another Product</a>	<input type="text" value="2"/>	12.50	25.00
<b>Total</b>			48.95

### A011: Checkout

Main payment screen to collect billing and shipping information. This is a secure page and will post the credit card information securely to the merchant gateway. Depending on the response received from the merchant gateway, the purchase will either be declined or approved.

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**Home**

**About**

**Products**

**Shopping Cart**

**Contact Us**

Featured Product

### Checkout

NB : This is a secure HTTPS page

Sub total	48.95
Tax	0.49
<b>Total</b>	<b>49.44</b>

**Billing Details**

Credit Card

Name on Card

Card No

Expiry  /

**Shipping Details**

Firstname

Lastname

Email

Phone No

Address

City

State

Zip Code

Country

---

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Upon successful payment for the items in the cart, the customer is to receive an email receipt summarizing the items purchased:

```

Order Confirmation

Thank you for you purchase from SimpleFakeStore.com.

Your confirmation number is XQRTSDW

Order Summary:

Item Name           Qty    Each    Price
-----
Product Name        1      23.95   23.95
    
```

Another Product	2	12.50	25.00
		-----	
Subtotal			48.95
Shipping			5.50
Total			54.45

Sold to:

Patricia Amor  
4568 Seneca Drive  
Salem, OR  
97301

Please allow 2-3 weeks for delivery.

SimpleFakeStore.com  
[emailsupport@simplefakestore.com](mailto:emailsupport@simplefakestore.com)  
<http://www.simplefakestore.com>  
1 (888) 555-1212

## A012: Payment confirmation



- [Home](#)
- [About](#)
- [Products](#)
- [Shopping Cart](#)
- [Contact Us](#)

### Order Confirmation

Thank you for your purchase.  
Your order confirmation number is: XQRT5DW  
A receipt has been sent to you via email to the email address you supplied: address@domain.com  
Please allow 2-3 weeks for delivery.

## A020: Contact Us



**Home**

**About**

**Products**

**Shopping Cart**

**Contact Us**

Search



### Contact Us

Please fill in the convenient form below, and one of our helpful customer service representatives will get back to you shortly.

Full Name

Phone No.

Email

Message

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## A021: Privacy Policy & Security Statement

SimpleFakeStore.com - Design Banner

- [Home](#)
- [About](#)
- [Products](#)
- [Shopping Cart](#)
- [Contact Us](#)



### Privacy Policy

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### Security Statement

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### A090: Administrative Login

All administrative functions will be secured by a username and password. Each page within the admin needs to ensure for itself that it is still secure.

SimpleFakeStore.com - Design Banner

<p><b>Home</b></p> <p><b>About</b></p> <p><b>Products</b></p> <p><b>Shopping Cart</b></p> <p><b>Contact Us</b></p> <p>Search <input type="text"/> <input type="button" value="Go"/></p> <p></p>	<h3>Administration Login</h3> <p>Username <input type="text"/></p> <p>Password <input type="password"/></p> <p><input type="button" value="Login"/></p>
--	---

[Top](#) [Home](#) [Privacy](#) [Sitemap](#) [Contact](#)

### B001: Admin Home

SimpleFakeStore.com - Design Banner

<p><b>Home</b></p> <p><b>About</b></p> <p><b>Products</b></p> <p><b>Shopping Cart</b></p> <p><b>Contact Us</b></p> <p><b>Admin Home</b></p> <p><b>Categories</b></p> <p><b>Products</b></p> <p><b>Sales</b></p>	<h3>Welcome to Administration</h3> <p>No of Products: 56 <a href="#">Add / Edit / Remove Products</a></p> <p>No of Sales: 452 Sales Amount: \$8,320.33 <a href="#">View Sales Report</a></p>
---	--

## B010: Category Admin Summary

SimpleFakeStore.com - Design Banner

<p><a href="#">Home</a> <a href="#">About</a> <a href="#">Products</a> <a href="#">Shopping Cart</a> <a href="#">Contact Us</a></p> <p><a href="#">Admin Home</a> <a href="#">Categories</a> <a href="#">Products</a> <a href="#">Sales</a></p>	<h3>Category Administration</h3> <p>Top Category / Root</p> <ul style="list-style-type: none"><li><a href="#">First Main Category</a></li><li style="padding-left: 20px;"><a href="#">A sub-category</a></li><li style="padding-left: 20px;"><a href="#">Another sub-category</a></li><li><a href="#">Second Main Category</a></li><li><a href="#">Third Main Category</a></li><li style="padding-left: 20px;"><a href="#">Some sub-category</a></li><li style="padding-left: 40px;"><a href="#">A sub-sub-sub category</a></li><li><a href="#">Last Main Category</a></li></ul> <p style="text-align: center;"><input type="button" value="Add New"/></p>
---	--

## B011: Category Admin Detail

SimpleFakeStore.com - Design Banner

<p><a href="#">Home</a> <a href="#">About</a> <a href="#">Products</a> <a href="#">Shopping Cart</a> <a href="#">Contact Us</a></p> <p><a href="#">Admin Home</a> <a href="#">Categories</a> <a href="#">Products</a> <a href="#">Sales</a></p>	<h3>Add / Edit Category</h3> <p>Category Name <input type="text" value="Advanced Information"/></p> <p>Sub-Category of <input style="border: 1px solid black; border-bottom: none; padding: 2px 5px;" type="text" value="Category selector"/> <input type="button" value="v"/></p> <p>Active <input checked="" type="checkbox"/></p> <p style="text-align: center;"><input type="button" value="Save"/></p>
---	---

## B020: Product Admin Summary

SimpleFakeStore.com - Design Banner

<p><a href="#">Home</a></p> <p><a href="#">About</a></p> <p><a href="#">Products</a></p> <p><a href="#">Shopping Cart</a></p> <p><a href="#">Contact Us</a></p> <p><a href="#">Admin Home</a></p> <p><a href="#">Categories</a></p> <p><a href="#">Products</a></p> <p><a href="#">Sales</a></p>	<h3>Product Administration</h3> <table border="0" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Code</th> <th style="text-align: left;">Product Name</th> <th style="text-align: left;">Price</th> <th style="text-align: left;">Action</th> </tr> </thead> <tbody> <tr> <td>PR1</td> <td>Broker Unit Terminal</td> <td>14.99</td> <td><a href="#">Edit</a></td> </tr> <tr> <td>PR2</td> <td>General Computer</td> <td>7.99</td> <td><a href="#">Edit</a></td> </tr> <tr> <td>QR3</td> <td>Special Client Mark II</td> <td>98.50</td> <td><a href="#">Edit</a></td> </tr> <tr> <td>BG5</td> <td>Linux Generation Mark II</td> <td>5.00</td> <td><a href="#">Edit</a></td> </tr> <tr> <td>FF4</td> <td>Terminal Extreme</td> <td>54.33</td> <td><a href="#">Edit</a></td> </tr> </tbody> </table> <p style="text-align: center; margin-top: 10px;"> <input type="button" value="Add New"/> </p>	Code	Product Name	Price	Action	PR1	Broker Unit Terminal	14.99	<a href="#">Edit</a>	PR2	General Computer	7.99	<a href="#">Edit</a>	QR3	Special Client Mark II	98.50	<a href="#">Edit</a>	BG5	Linux Generation Mark II	5.00	<a href="#">Edit</a>	FF4	Terminal Extreme	54.33	<a href="#">Edit</a>
Code	Product Name	Price	Action																						
PR1	Broker Unit Terminal	14.99	<a href="#">Edit</a>																						
PR2	General Computer	7.99	<a href="#">Edit</a>																						
QR3	Special Client Mark II	98.50	<a href="#">Edit</a>																						
BG5	Linux Generation Mark II	5.00	<a href="#">Edit</a>																						
FF4	Terminal Extreme	54.33	<a href="#">Edit</a>																						

## B021: Product Admin Details

SimpleFakeStore.com - Design Banner

<p><a href="#">Home</a></p> <p><a href="#">About</a></p> <p><a href="#">Products</a></p> <p><a href="#">Shopping Cart</a></p> <p><a href="#">Contact Us</a></p> <p><a href="#">Admin Home</a></p> <p><a href="#">Categories</a></p> <p><a href="#">Products</a></p> <p><a href="#">Sales</a></p>	<h3>Add / Edit Product</h3> <p>Code <input style="width: 100px;" type="text" value="DK7"/></p> <p>Category <input style="border-bottom: 1px solid black; border-right: 1px solid black; border-left: 1px solid black; border-top: 1px solid black; text-decoration: none; color: inherit; background-color: transparent; padding: 2px 5px;" type="text" value="Category selector"/> ▼</p> <p>Name <input style="width: 150px;" type="text" value="Advanced Information"/></p> <p>Description <div style="border: 1px solid black; padding: 5px; min-height: 80px;">                 Lorem ipsum onsectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat.             </div></p> <p>Image <div style="border: 1px solid black; width: 60px; height: 60px; display: flex; align-items: center; justify-content: center; margin: 5px auto;"> <span style="font-size: 2em; font-weight: bold;">X</span> </div></p> <p>New Image Upload <input style="width: 100px;" type="text"/> <input type="button" value="Browse"/></p> <p>Price <input style="width: 60px;" type="text" value="15.67"/></p> <p>Weight <input style="width: 60px;" type="text" value="2.80"/> Lb (weight needed to calculate shipping charges)</p> <p>Active <input checked="" type="checkbox"/></p> <p>Featured <input checked="" type="checkbox"/> Note that only ONE product can be featured at a time</p> <p style="text-align: center; margin-top: 10px;"> <input type="button" value="Save"/> </p>
---	--

### B030: Historical Sales Summary



- [Home](#)
- [About](#)
- [Products](#)
- [Shopping Cart](#)
- [Contact Us](#)
- [Admin Home](#)
- [Categories](#)
- [Products](#)
- [Sales](#)

#### Historic Sales

Date	Name	Amount	Actions
2009-03-05	Robin D. Knight	540.13	<a href="#">Details</a>
2009-03-05	Clarence A. Perkins	21.03	<a href="#">Details</a>
2009-03-01	Thelma E. Marshall	55.99	<a href="#">Details</a>
2008-12-28	William M. Perez	188.88	<a href="#">Details</a>
2008-12-27	Coretta D. Nichols	2.50	<a href="#">Details</a>
2008-11-01	Victoria L. West	1,368.22	<a href="#">Details</a>
2008-10-31	Paul E. Mika	982.00	<a href="#">Details</a>
2008-10-30	Alonzo K. Moddevitt	68.12	<a href="#">Details</a>
2008-10-30	Mercedes D. Nelson	77.44	<a href="#">Details</a>

[Prev](#) [1](#) [2](#) [3](#) [4](#) [5](#) [Next](#)

### B031: Historical Sales Detail



- [Home](#)
- [About](#)
- [Products](#)
- [Shopping Cart](#)
- [Contact Us](#)
- [Admin Home](#)
- [Categories](#)
- [Products](#)
- [Sales](#)

#### Transaction Details

Date & Time	2009-03-05 15:03
Conf No	JKDF3
Firstname	Patricia
Lastname	Armor
Address	4568 Seneca Drive
City	Salem
State	OR
Zip Code	97301
Country	USA
Phone	503-910-6731
Email	PatriciaMArmor@text2re.com
Total	48.95

Item Name	Qty	Each	Price
<a href="#">Product Name</a>	1	23.95	23.95
<a href="#">Another Product</a>	2	12.50	25.00
<b>Subtotal</b>			48.95
<b>Shipping</b>			5.50
<b>Total</b>			54.45

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## Data Definitions

The following data definitions are to describe the functional requirements of the data. The programming team will be responsible for choosing the specific data types to achieve the desired result. Please note also that there are no references to primary key identifiers, etc – these are left for the database architect and should be considered standards requirements.

### Categories

Variable	Type	Notes
categoryName	100 char text	Name of the category
active	0 or 1	1 if active, and 0 if inactive
fkParent	Integer	Foreign key into it's parent category (0 for top-level categories with no parents)

### Products

Variable	Type	Notes
fkCategory	Integer	Foreign key into Category
productCode	10 char text	SKU
productName	100 char text	Name of the product
description	Text	Full text description
image	0 or 1	Images will be treated as special objects – see Specific Requirements above. The image field simply keeps a value of 0 or 1 representing whether or not the product has an image and thumbnail or not.
price	Real	Price in USD
weight	Real	Weight in lb (pounds) for calculating shipping
active	0 or 1	1 if active, and 0 if inactive
featured	0 or 1	1 if featured, 0 if not. Please note that only ONE product can be the featured one. When setting this flag to one, you need to zero out this flag of all other products

### Shopping Carts

We will keep a shopping cart set of records for all purchases, whether abandoned or successful. A regular cleanup job will need to delete shopping carts that were abandoned as there is no other data of value if you don't have contact details for the customer that attempted the purchase.

Variable	Type	Notes
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dateTime	Date & time	Date and time of the first item being placed in the cart.
ipAddress	100 char text	IP Address of the customer

### Cart Contents

Variable	Type	Notes
fkCart	Integer	Foreign key into the actual shopping cart
fkProduct	Integer	Foreign key for the product
quantity	Integer	Quantity of this product in the cart

### Transactions

Variable	Type	Notes
orderNum	Integer	Internal order number
fkCart	Integer	Foreign key into the actual shopping cart
firstname	100 char text	First name of customer
lastname	100 char text	Last name of customer
email	255 char text	Email address of customer
phoneNo	20 char text	Phone number
address	100 char text	Address
city	100 char text	City
state	100 char text	State or province
zip	100 char text	Zip or postal code
country	100 char text	Country
totalCharged	Number w. 2 decimal	Total amount charged to customer
ecommReturn	255 char text	Exact return code form merchant gateway – may be used in future debugging or problem resolution.
confirmationCode	10 char text	Confirmation code

### Testing Scenarios

Although many functions of the site are intuitive and testing should be rather straightforward and logical, the following special tests have been devised to cover some of the more complicated or error-prone areas:

#### Scenario 1: Failed Purchase

Prerequisites: Items in the cart

Actions: Proceed to checkout, enter all required details but use an invalid credit card

Expected Result: Should remain on the checkout screen with an error that the transaction failed

**Scenario 2: Successful Purchase**

Prerequisites: Items in the cart

Actions: Proceed to checkout, enter all required fields including valid credit card

Expected Result 1: Successful Order Confirmation Page w. Confirmation No.

Expected Result 2: Email receipt to customer with order summary

Expected Result 3: Email to site admin with order summary

Further Actions: Log in to administrative back-end

Expected Result 4: Order details in order history

**Scenario 3: Inactive Product**

Prerequisites: none

Actions: Log into administrative area, select a specific product, mark it as inactive, then save the product. Then log out of admin area.

Actions: Browse the product catalogue to the corresponding category of the product

Expected Result: The inactive product should not be listed

Actions: Search for the product using the search feature

Expected Result: The inactive product should not be returned in the search results.

**Revision History**

Date	Name	Comments
2009-03-10	Andreas Huttenrauch	Initial draft
2009-03-18	Andreas Huttenrauch	Change spec to allow for product categories in a flexible hierarchy

**Open Issues**

No.	Date	Issue Description	Status
1			
2			
3			



## ***Sign-off***

Client name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_