**Specific Tasks/Requirements**

**for the Customer Care Control Panel on the interface:**

**TASK 1:** Searching for Customer

* Requirements
  + Zip
  + Name
  + Phone
  + Institution
  + e-mail
  + Account number

**TASK 2:** Set-up new account

**TASK 3:** Give access to titles/products

**TASK 4:** Sending new subscription agreement to customers

**TASK 5:** Control multiple types of agreements

**TASK 6:** View/edit subscriptions

**TASK 7:** Subscription agreement needs to be personalized as much as possible before it’s sent to customer—auto fill if possible.

**TASK 8:** Instructions needed to go with agreement—what is required of customer once they get agreement

**TASK 9:** Option to print, by both customer care and customer

**TASK 10:** Option for customer care to preview contract.

**TASK 11:** Not automatically sent-customer care should be allowed to send