

# PantryPal User Stories

*Donator: Restaurants, hotels, small businesses, grocery stores, etc.*

*Donatee: Local foodbanks, shelters, meal centers, etc.*

## **Donator Cards**

### **Post Available Food**

As a donator, I want to be able to notify local shelters and community organizations about available food in real time.

#### Conversation

- Can the notification be a visual indication on the web page? Maybe use color coding for this?
- Does it send an email to a distribution list that the user can create?

#### Acceptance Criteria

- Donator can notify local shelters and community organizations about available food.

## **Pickup On The Way**

As a donator, I want to be notified when somebody is on the way to pick up the donation.

#### Conversation

- Can the notification be a visual indication on the web page? Like the ticket turns red, is marked, or has a time stamp of departure.
- Can the notification provide an estimated time of arrival for pickup?

#### Acceptance Criteria

- Donator can determine if a food pick up is on the way.

## **Contact Pickup Person**

As a donator, I want to be able to chat or call the person who will be picking up my donations.

#### Conversation

- Will communication be strictly handled through the app?
- If not, how will we handle user's personal phone numbers?
- Should it be restricted to text-based communication?

#### Acceptance Criteria

- Users will be able to communicate effectively within the app.

## **Donation history**

As a donator, I want to be able to see the history of my donations.

#### Conversation

- How far back will records be kept?
- How do we determine the attributes of an order and place them in a database?

### Acceptance Criteria

- A user can view the time, date, items, and other affiliated users in a previous transaction.
- Users can view full details of transaction history for at least a year.
- A user will be able to view individual food items in an order.

## Review Pickup Person

As a donator, I want to be able to review the quality of the pickup party.

### Conversation

- Will reviews be based on individuals picking up or on the entity they are affiliated with?
- Under what circumstances can someone be denied service?

### Acceptance Criteria

- A user can deny service to another given an overall low rating or a previous poor rating from the same user.
- Entities will have an individual rating based on reviews of affiliate users.

## Donatee Cards

### Reserve Pickup

As a donatee or representative of donatee, I want the ability to reserve a pickup.

### Conversation

- How many pickups can be reserved at once?
- Will there be a limit based on daily, weekly, and monthly intervals?
- How will we determine a limit for entities that are considerably larger than others?
- How late can a donatee cancel a pickup reservation?

### Acceptance Criteria

- There will be a maximum capacity that to what an entity can receive and reserve at a given time.
- Entities with larger needs will have a higher capacity for donations than they are able to receive.

### Alert for Pickups

As a donatee or representative of donatee, I want to get real time notifications when food is available for pickup.

### Conversation

- How will notifications be sent out to users?
- What is the primary mode of communication between the application and a user?

### Acceptance Criteria

- The user gets notifications from the app that nearby food is available for pickup.

## Search for Pickups

As a donatee I want the ability to search for food pickups available in my area.

### Conversation

- What are the criteria available for searching for pickups?
- Will the user be able to search for pickups by types of food or distance to donation center?

### Acceptance Criteria

- The user can search for available pickups from local participating donors.

## Food Item Preferences

As a donatee, I want the ability to sort available donation types in my area so that I can meet the needs of my community.

### Conversation

- How can we pair a shelter who needs a specific commodity with a donation that is available?
- Should donatee user accounts show the top three ingredients they are looking for?

### Acceptance Criteria

- The user will be able to sort donations by certain categories like fruits, vegetables, grains, dairy, protein, etc.

## Review of Donations

As a donatee, I want to be able to review the quality of the donation center / business.

### Conversation

- Will reviews be based on the quality of the donation, the interaction with the local restaurant, or both?
- Will local shelters be able to turn off notifications from certain restaurants?

### Acceptance Criteria

- Shelters/Foodbanks will be able to rate restaurants based on donation quality and service interaction.
- Shelters/Foodbanks will be able to exclude restaurants from their notifications.

## *General User Cards*

### Ease of Use

As a user, I want to be able to handle my transactions with as few clicks as possible.

### Conversation

- How can we balance functionality with ease of use?

- How many steps are there in the transaction process between two parties?

#### Acceptance Criteria

- Users will have a responsive user interface that does not require entering new pages to perform a transaction.

## Clean and Non-Cluttered Design

As a user, I want to be able to go into the app and find exactly what I am looking for from the homepage.

#### Conversation

- How many different windows or pages will the app need?
- How can we orient a homepage to include all necessary areas of interest?
- What information is necessary to display to a user?

#### Acceptance Criteria

- Users will be able to navigate to any portion of the app from the home directory.
- Users will not be bombarded with unnecessary information.
- Users will have an intuitive layout to guide user options.

## Secure Login

As a user, I want to know my credentials are safe, secure, and verify that it is always myself.

#### Conversation

- How can we communicate with a user to verify identity?
- Is it better to use email confirmation or a third-party authenticator?

#### Acceptance Criteria

- Users will be able to navigate to any portion of the app