As a Mover I need to be able to:

* Account & Profile
  + Be able to reset my own password because I have forgotten it
  + Be able to unlock my own account via email when I have entered in too many wrong password attempts
  + Be able to share my account name with friends to sync move plan with everyone
* Chat & Provide Feedback
  + If an issue arises with the system
    - Able to see FAQ of issues that have arisen for users
    - Be able to search FAQ list based on keywords
    - If nothing is useful can start a chat-bot help session
    - Provide feedback on chat-bot service & tips provided
  + Can provide feedback on all tips and help services
  + Can rate
    - Rental company used
    - Tips provided
    - Any move-expert that may have helped
    - Overall app experience
* Pre-Move
  + Be able to search for
    - Tips for packing and/or loading a odd item
  + Be able to use a chat-bot if the tips are not useful for my issue
  + Be able to have printable labels with QR codes for uniquely identifying a box
  + Be able to reserve and rent a truck from the app from a list of different trucks that are available in my area
    - If I have a preference on vehicle I can enter information and be given programs estimation on how it will work
  + Measure my items
    - I would like to have an database of commonly found household items because who wants to measure everything
  + After entering my items
    - Be able to see estimate on needed truck sizes
    - If the truck available will be able to fit everything
    - How many trips It will most likely need
  + I would like to
    - Enter origin and destination
    - Be given an estimation of
      * How many miles my trip will be
      * Fuel usage & cost
* Move
  + Load a box & the truck
    - Be given a plan on how to properly load my boxes & truck to maximize use of
      * Space
      * Time
      * Money
    - Be able to ensure the safety of my valuable items
    - Be able to locate a box within the truck that contains a certain item
      * Using QR codes on boxes
    - Be able to ensure specific items are within easy reach in the truck
  + Loading tips
    - If an issue is encountered during move I can see tips for overcoming it
  + Be able to reset system if I feel advice being given is incorrect
* Post-Move
  + See a catalogue of all of my items that I have packed from the move
    - See their locations
  + Be able to provide feed-back
    - Rate my experience with any tips provided
    - Provide description to how my experience was