# Acme Packages

Acme, Inc. is a holding that encompasses many companies worldwide, including Acme Packages, Inc. Their business consists in helping customers publish their transport request, transporters publish an offer to deliver packages and both applies to offers or request, respectively.

The goal of this project is to develop a web information system that Acme Packages, Inc. can use to run their business. This document provides a formal requirement specification.

Information requirements

1. The actors of the system are administrators, customers, transporters, auditor and sponsor. For every actor, the system must store a name, an optional middle name, a surname, an optional photo, an email, an optional phone number, an optional address and a valid credit card. The system also stores the NIF of every transporter and the VAT number or the NIF of every sponsor.
2. Actors can exchange messages. For every message, the system must keep track of the sender, the recipients, the moment when it was sent, the subject, the body, its priority, and some optional tags. Priorities are HIGH, NEUTRAL, or LOW; no other values are expected. Every actor has the following message boxes: in box, out box, trash box, and spam box. When an actor receives a message, it gets to the in box unless the system flags it as spam, in which case it gets to the spam box. When he or she sends a message to another user, it’s saved to the out box. When an actor removes a message from a box other than trash box, it is moved to the trash box; when he or she removes it from the trash box, then it is removed from the system. The previous boxes are pre-defined, and the actors must not be allowed to delete them, to change their names, or to move them. Actors can create new boxes that they can manage arbitrarily. Note that a message may be stored in several boxes and, but the system must keep a unique copy; removing a message from the “trash box” removes it from every other box.
3. Customers publish requests. For every request, the system must store a ticker, the moment when it’s published, a description, an address to be delivered, a maximum price, a deadline, an item list, with at least one item and the total weight and volume. The total weight and the volume its calculated with the item list.
4. For every item the system must store a description, a list of categories, the weight and its dimensions, the dimensions consist in the wide, height and depth.
5. A category specifies the type of an item. The system must store the catalogue of categories. For every category the system must store its Spanish name and its English name.
6. Transporters publish offers to transports. For every offer the system must store a sorted list of cities, a start date, an end date and the vehicle which will be used for the transport.
7. Transporters owns vehicles. For every vehicle the system must store the type, the license plate, the maximum volume and weight, some optional photos and some licences.
8. Licenses authorises to transport packages depending on the category that item belongs. For every license the system must store the categories that the licence allows to transport, the Spanish title, the English title and an expiration date.
9. Transports consist (…)
10. A customer may create a complaint about a transport. A complaint is handled by auditors. The system must store a ticker, a moment when it’s written, a comment written by the customer about the problem and an answer made by the auditor to resolve that complaint.
11. Transporters may evaluate customers and vice versa. For every evaluation, the system must store the moment when it’s written, a mark between 0 and 10 and some comments.
12. Sponsors support a transport. The system must store the following data regarding sponsorships: An URL to a banner, a link to a target page and a valid credit card.