

Issue Type	Key	User Story	Priority	Acceptance Criteria
Story	<a href="#">AALII-16</a>	As a coordinator I want to access delivery information so that I can stay informed and plan business activities.	Should Have	<p>As a coordinator I want to access information regarding particular deliveries.</p> <p>I want to see the customer, pickup and delivery location, 24/48hr+ priority, preferred pickup and drop off times, current order status (picked up, stored, successfully delivered etc.), the time that each status change took place and customer notes.</p> <p>I want to see which driver currently has the delivery assigned.</p>
Story	<a href="#">AALII-4</a>	As a coordinator I want to assign deliveries to drivers so that I can organize and inform the drivers as efficiently as possible.	Must Have	<p>As a coordinator I can assign deliveries to drivers.</p> <p>I can assign deliveries by filling out a form with the following information: Delivery ID, Driver ID, Delivery task (picking up and taking to warehouse/taking from warehouse delivering to recipient), Destination Arrival Time</p> <p>I can view a summary of which drivers are currently assigned to which deliveries, and vice versa.</p>

Story	<a href="#">AALII-18</a>	As a coordinator I want to be able to create deliveries on behalf of customers so that customers can order by phone.	Should Have	<p>As a Coordinator I want to be capable of accepting deliveries by phone so that Customers without web access are able to make orders.</p> <p>If a customer has an account, the system should recognize their email and input their customer information automatically.</p> <p>If the customer does not have an account, the system will take their order as a guest and require their contact details.</p>
Story	<a href="#">AALII-23</a>	As a coordinator I want to be able to make special offers to customers to maintain customer loyalty.	Could Have	<p>As a coordinator I can make special offers to customers.</p> <p>I can offer lower-than-ordinary prices.</p> <p>I can upgrade delivery priority.</p>
Story	<a href="#">AALII-6</a>	As a coordinator I want to be able to update the information of orders so that I can keep myself and other stakeholders informed regarding changed situations.	Must Have	<p>As a Coordinator I can update the information of orders.</p> <p>I want to be able to update all fields, including but not limited to Customer, Pickup/Drop off locations, Time stamps etc.</p> <p>I want the system to reflect these changes immediately and from the perspective of all stakeholders who access the delivery records.</p>

Story	<a href="#">AALII-17</a>	As a coordinator I want to update information on individual packages within an order so that I can keep myself and other stakeholders informed regarding package requirements	Should Have	<p>As a coordinator I want to update information on individual packages within an order so that I can keep myself and other stakeholders informed regarding package requirements:</p> <p>I can edit a specific package details within an order such as weight</p> <p>I can remove packages from a specific order</p> <p>I can add packages to a specific order</p>
Story	<a href="#">AALII-1</a>	As a coordinator I want to view information on individual packages within an order so that I can facilitate their inventory space in the warehouse and delivery vehicles	Should Have	<p>As a coordinator I want to view information on individual packages within an order so that I can facilitate their inventory space in the warehouse and delivery vehicles:</p> <p>I can view package weight and IDs for packages within an order</p> <p>I can view all packages for orders with multiple packages</p>
Story	<a href="#">AALII-28</a>	As a customer I am able to give feedback with the experience I had with the company.	Could Have	<p>As a customer I can fill out an online customer feedback form.</p> <p>I can fill it out with my level satisfaction out of five with the service, and a description specifying why I think this way.</p> <p>The company receives my feedback.</p>

Story	<a href="#">AALII-26</a>	As a customer I want be able to view the general status of my delivery so that I can stay apprised of its location.	Should Have	<p>As a customer I can view the six possible status's of my package delivery.</p> <p>I can see if delivery has been accepted. (Status = ordered)</p> <p>I can see if my delivery currently has a driver picking up the package. (Status = picking up)</p> <p>I can see if my delivery has been picked up. (Status = picked up)</p> <p>I can see if my delivery has been stored in the warehouse. (Status = stored)</p> <p>I can see if my delivery is en route to the recipient. (Status = delivering)</p> <p>I can see if delivery has been successfully completed. (Status = delivered)</p>
Story	<a href="#">AALII-20</a>	As a customer I want know how much my delivery will cost so that I can determine whether the service is affordable.	Should Have	<p>As a customer I will know how expensive my delivery will be.</p> <p>When I add my packages to the delivery I will see a cost estimate based on the number of packages and the weight of those packages.</p>
Story	<a href="#">AALII-13</a>	As a customer I want to be able to assign multiple packages per order so I don't have to make multiple orders.	Must Have	<p>As a customer I can specify in my order that my delivery can have multiple packages.</p> <p>I can input individual details for my packages in my order</p>

Story	<a href="#">AALII-24</a>	As a customer I want to be able to contact the company so that communication can be established with the company when required.	Should Have	<p>As a customer I can find contact information.</p> <p>I can find a phone number to ring.</p> <p>I can find an email to ring.</p> <p>I can find the street address of the company.</p>
Story	<a href="#">AALII-7</a>	As a customer I want to be able to order a package delivery online so that I can have a package picked up and delivered to a recipient.	Must Have	<p>As a customer I can order a package using a website.</p> <p>I can order the package by specifying the description of the package, the weight of the package, the priority of the delivery (24hrs or 48hrs+), the preferred pickup and delivery times (constrained to standard 9am-5pm working hours), the pickup location, the delivery location, any additional notes for delivery/pickup, phone number, name and email.</p> <p>I can order the package as a guest, in which case I am required to fill out contact information or I can order while logged in to my account, in which case that contact information is automatically filled out.</p>

Story	<a href="#">AALII-9</a>	As a customer I want to receive various informative notifications so that I can be informed about my order status.	Could Have	<p>As a customer I will receive various notifications by email.</p> <p>I will receive a notification when my order is first confirmed.</p> <p>I will receive a notification when my pickup time has been confirmed (been assigned to a driver).</p> <p>I will receive a notification when my delivery time has been confirmed (been assigned to a driver)</p> <p>I will receive a notification when my delivery have been successfully carried out.</p>
Story	<a href="#">AALII-32</a>	As a customer, I want to create a user account with personal information so I don't need to reenter my details in each order.	Should Have	<p>As a customer I can create a user account.</p> <p>I can create an account storing my name, phone number, email, address and password.</p> <p>My account role is user, so I can't access the functions given to staff members.</p> <p>I can log in using my email as a username and a password.</p> <p>My password is stored as a salted hash.</p>

Story	<a href="#">AALII-34</a>	As a driver I want to be able to update order information at certain delivery milestones so that the delivery information can be stored and viewed later.	Should Have	<p>As a Driver I want to be able to update the delivery information at certain milestones.</p> <p>Milestone 1 - When I have picked up the order from the initial customer, I want the system to record the time I successfully acquired it and update the status of the order to Picked Up.</p> <p>Milestone 2 - When I have stored the order in the warehouse, I want the system to record the time I stored it and update the status of the order to Stored.</p> <p>Milestone 3 - When I take the order from the warehouse, I want the system to record the time I removed it and update the status of the order to Delivering.</p> <p>Milestone 4 - When I deliver the order, I want the system to record the time that it was successfully delivered, update the status of the order to Delivered and mark if the package has been signed for.</p>
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Story	<a href="#">AALII-25</a>	As a driver I want to be able to view my delivery itinerary so that I can easily see where I need to go next, and view information regarding that delivery.	Major	<p>As a driver I can view the itinerary.</p> <p>I can see a chronologically ordered list of deliveries that are assigned to me.</p> <p>I can click to find specific information on the delivery, including where I am going to, what time I am expected, and any notes the customer added in the order.</p> <p>I can click to find specific information on the customer.</p>
Story	<a href="#">AALII-12</a>	As a driver I want to record customer payments so that I can keep track of customer payment history.	Must Have	<p>As a Driver I want to be able input the customer payment information.</p> <p>I want to record which delivery it is about.</p> <p>I want to record how the customer will pay.</p> <p>I want to record how much the customer will pay.</p>
Story	<a href="#">AALII-5</a>	As a manager I want my website to be secure so that my business and customer information is kept private.	Must Have	<p>As a manager, my website is protected from cross-site scripting.</p> <p>My website is protected from sql injection.</p> <p>My customer's sensitive information is encrypted.</p>



Story	<a href="#">AALII-3</a>	As a manager I want to allow my staff to have access privileges so that my system is more secure, as only those who are required to access certain features can access those features.	Must Have	<p>As a manager I want to be able assign my staff roles.</p> <p>I can create user accounts by entering the following information: email, name, password, role.</p> <p>I don't want staff members to be able to access features that are not assigned to their role.</p> <p>I don't want customers to be able to access any of my staff roles.</p>
Story	<a href="#">AALII-19</a>	As a manager I want to identify customer order patterns so that I can predict and plan for future business needs.	Won't Have	<p>As a manager I can view simplified summations of customer ordering history.</p> <p>I can view statistics as graphs.</p> <p>I can view predictions based on current trends.</p>
Story	<a href="#">AALII-2</a>	As a manager I want to view a customer's payment information so that I can keep track of customer payment history	Must Have	<p>As a manager I can access any customers payment history.</p> <p>I can see how they have paid for my services.</p> <p>I can see how much they have paid for my services.</p> <p>I can see when they have paid for my services.</p> <p>I can see the delivery overview for the delivery paid for (link to delivery/order information)</p>

Story	<a href="#">AALII-31</a>	As a package recipient I have access to information as to who and where my package(s) were sent from so I can acknowledge the sender	Won't Have	<p>As a package recipient I have access to information as to who and where my package(s) were sent from so I can acknowledge the sender:</p> <p>I can view the package sender's name</p> <p>I can see contact details of the sender if permitted</p> <p>I can view the driver that delivered the package</p>
Story	<a href="#">AALII-11</a>	As a technical admin I want my accounts to apply to real people so that I don't have fake accounts wasting system resources.	Could Have	<p>As a technical administrator I want to try to ensure the accounts created in my system refer to genuine customers.</p> <p>A captcha (or equivalent) security measure is used to ensure bots can't make accounts.</p> <p>Email verification is used to ensure the email is a genuine and active account.</p>

Story	<a href="#">AALII-14</a>	As a technical admin I want to provide support for the website so that Issues can be identified and fixed as they occur.	Won't Have	<p>As a technical admin I want to be able to provide support for the website.</p> <p>I have access to a special administration panel that gives me the ability to adjust core features, delete information from the database etc.</p> <p>I have access to extensive documentation regarding the website development.</p> <p>I can view technical statistics such as web traffic, number of active users etc.</p>
Story	<a href="#">AALII-15</a>	As a user account holder I want my password to be encrypted so that malicious parties cannot easily steal my data.	Should Have	I as a user account holder have my passwords stored as salted hashes in the database instead of plain text.
Story	<a href="#">AALII-10</a>	As a user account holder I want to be able to edit my account details so that I can keep my account up-to-date	Could Have	<p>As a user account holder I want to be able to edit my account details.</p> <p>I want to be able to edit my name, password, email, address and phone number.</p>
Generated at Thu Aug 25 01:24:21 EST 2016 by Gregory Mills using JIRA 6.2.7#6265-sha1:91604a8de81892a3e362e0afee505432f29579b0.				