Solution will have a management portion for the business operator, delivery management area for the drivers and order/requests area for customers.

Business Operator Functionality:

* Upon receiving online order, Assign each delivery order with an identification number to allow tracking within the company
* Provide the ability to create, edit and remove customer records. Whether they be for businesses or individuals
* Payment information will be recorded upon pickup by the drivers, provide a way for Bob to access this information easily to allow him to charge for the order.
* Provide a statistics page that states useful metrics about the incoming and outgoing orders and the various financial information about the days/week/months revenue.
* Add service range
* add /remove drivers from database

Delivery Driver Functionality:

On pickup:

* Ability to update order status as completed with pickup time
* Ability to assign each package within the order with it’s own unique id
* Ability to fill in records pertaining to order
  + Time of pickup request
  + The time of pickup
  + Number of packages
  + Name and address of delivery
  + Desired delivery time
  + Weight of package to determine cost
  + Printed out a label with printer kept in van (maybe provide this functionality in the web solution)
  + Payment information as it’s done upfront
    - * cash/check/bank deposit etc
      * Date
      * Amount
      * Payments not handled by website, just logs the info for Bill to complete manually
  + Record when the package/s has arrived at the warehouse

On Delivery:

* Ability to update order status as delivered with delivery time
* Provide package-signing functionality for recipients to sign for valuable packages.

Customer Order Functionality:

* Customers can create an account which stores their contact/payment information to allow repeated orders easier
* Provide online form to place order with required fields, including but not limited to:
  + Address, with Google Maps integration
  + Contact information (fetched from account, if possible)
  + # of packages
  + Delivery type (immediate, not immediate)
  + Preferred time of pickup (if not immediate)
  + Weights of packages
  + Sizes of packages (Not sure if necessary?)
  + Valuable? (Needs signature on delivery if valuable)
* Customers can track the progress of their delivery through the various stages (order, pickup, warehouse, delivered) etc.
* Customers have the option to rate the service when/if their package is delivered.
* Quoting system
* (optional feature) view alternative services outside of range