**Delivery Dispatcher**

**User Story:**  
*As a delivery dispatcher, I want to monitor rider progress and delivery status so that I can ensure orders are delivered efficiently and resolve delays.*

**Acceptance Criteria:**

1. *Live tracking of riders and delivery progress must be displayed.*
2. *Delivery status for each order must be retrievable in real time.*
3. *Alerts for delayed or failed deliveries must be generated automatically.*
4. *Rider performance data (delivery times, completion count) must be recorded.*
5. *Daily or weekly delivery performance reports must be available for review.*

**System Administrator**

**User Story:**  
*As a system administrator, I want to manage user roles and permissions so that system access is controlled according to operational needs.*

**Acceptance Criteria:**

1. *Role-based access permission must be assigned to each user.*
2. *Ability to add, modify, or deactivate user accounts must be available to administrators only.*
3. *Access to customer, inventory, and supplier management functions must be limited to authorized roles.*
4. *Unauthorized users must be restricted from editing or viewing data.*
5. *Role changes must be reflected immediately in user access.*