# USER STORIES OF DELIVERY

**D1.**

**Front (User Story):**
As a rider, I want the package weight and size shown in the app, so that I know if it fits on my bike or needs a bigger vehicle.

**Back:**

**Given** the rider opens the delivery details,
**When** the system shows the package weight and size,
**Then** the rider can decide if it fits on their bike (**Success**).

**Given** the rider opens delivery details,
**When** the package weight/size is missing or inaccurate,
**Then** the rider finds it too big at pickup and may waste time or reject (**Failure**).

**D2.**

**Front (User Story):**
As a rider, I want fragile, COD, and perishable items marked clearly in the system, so that I handle with care or deliver faster.

**Back:**

**Given** a package has special handling (fragile, COD, perishable),
**When** the system marks it clearly in the app,
**Then** the rider handles it properly and delivers accordingly (**Success**).

**Given** a package has special handling,
**When** the flag is not visible in the app,
**Then** the rider may mishandle fragile items, forget COD, or delay perishable delivery (**Failure**).

**D3.**

**Front (User Story):**
As a rider, I want the customer phone number displayed in the app, so that I can call customers directly when I am near their home.

**Back:**

**Given** the rider is near the delivery location,
**When** the app shows the customer's phone number,
**Then** the rider can call directly to confirm directions (**Success**).

**Given** the rider is near the delivery location,
**When** the number is missing or hidden,
**Then** the rider cannot call and may fail the delivery (**Failure**).

**D4.**

**Front (User Story):**
As a customer, I want the rider to call me if the address is not clear, so that I can give him direction.

**Back:**

**Given** a rider cannot find the address,
**When** the rider calls the customer via the app,
**Then** the customer guides and delivery succeeds (**Success**).

**Given** a rider cannot find the address,
**When** the rider does not call,
**Then** they may get lost and fail delivery (**Failure**).

**D5.**

**Front (User Story):**
As a marketplace admin, I want failed delivery reasons stored in the system, so that I can check patterns (e.g., "customer not home") and improve service.

**Back:**

**Given** a delivery attempt fails,
**When** the rider logs a reason in the system,
**Then** the admin can view reports and analyze patterns (**Success**).

**Given** a delivery attempt fails,
**When** the reason is not logged,
**Then** the admin cannot analyze or improve service (**Failure**).