Functional requirements

**1. Packages**

* 1. **Quote**

**1.1.1 Query Quote**

The customer shall be able to query a quote based on the destination and dimensions of the package.

**1.1.2 View Quotes**

The customer shall be able to view a list of quote based on the services that Pharos Packages currently offer.

**1.1.3 Send parcel from quote**

The customer shall be able to go straight from send parcel from the quote page

* 1. **Send parcels**

**1.2.1 Personal Details**

The customer shall be able to enter their personal details (Title, forename, surname, email and phone number).

**1.2.2 Collection address**

The customer shall be able to enter the collection address (company address, address, town, post code).

**1.2.3 Email Printable label**

The customer shall receive an e mail with the printable parcel label.

**1.2.4 Download printable label**

The customer may be given the option to download the printable label as a PDF.

1. **Tracking**

**2.1 Barcode**

**2.1.1 Scan Barcode**

The customer shall be given the option to scan the parcel barcode to track their parcel.

**2.1.2 Barcode down load prompt**

The customer shall be given a prompt to download a barcode scanner if they do not currently have on installed on their phone.

**2.2 Speech**

**2.2.1 Voice search**

The customer shall be given the option to speak the parcel tracking number to track their parcel.

**2.2.2 Text to Speech download prompt**

The customer may be given a prompt to download ‘text to Speech software’ if they do not currently have on installed on their phone.

**2.2.3 Incorrect Entry**

The device shall prompt the user to re-enter their tracking details if initial entry is incorrect.

**2.3 Manual Entry**

**2.3.1 Find Parcel**

The customer shall be able to type in their tracking number in order to track their parcel.

**2.3.2 Incorrect Entry**

The device shall prompt the user to re-enter their tracking details if initial entry is incorrect.

**2.4 Recently Tracked**

**2.4.1 Recently Tracked List**

The customer shall be able to select from the 10 most recent parcels they have tracked.

**2.4.2 Delete Recently Tracked Item**

The customer may be able to delete an item from the Tracking History.

**2.4.3 Delete Recently Tracked Items**

The customer may be able to delete multiple items from the Tracking History.

**2.5 Notifications**

**2.5.1 Tracking Push Notifications**

The customer may enable notifications that will inform them of their parcels’ progress in transit (such as “Out for Delivery”, “Processed at Local Hub”).

**3. History**

**3.1 Transactions**

**3.1.1 Viewing Transactions**

The customer shall be able to track their 10 most recent transactions (Date of Collection, Order Number, Destination, and the Order Status).

**3.1.2 Viewing Bills**

The customer shall be able to view their bill information for each of their 10 recent transactions.

**4. Services**

The customer shall be able to view a list of all the available UPS and Yodel services.

**5. Customer support**

**5.1 Frequently asked questions**

The customer shall have access to a help tab containing the most frequently asked questions and solutions.

**5.2 Contact Support**

The customer shall be able to fill in a form which will be sent to the company if they have any issues or questions with the application.

Non-functional requirements

**1 Quote**

From anywhere in the application, the customer shall be able to reach the quote page in no more than 3 clicks.

**2 Send Parcels**

From anywhere in the application, the customer shall be able to reach the Send Parcels page in no more than 3 clicks.

**3 Tabs**

The user shall be able to access any tab at any time when they are on the main pages.

**4 Colour scheme**

The colour scheme of the application shall mirror the colour scheme of the Pharos Parcels website for company continuity.

**5 Reaction time**

Any pop ups or sliding screens shall react within a second.

**6 Operating system**

The application shall be developed for the android 2.1 version.

**7 Screen size**

The application shall be developed for the size of 320 x240 pixels