

System/Software Requirements and Acceptance Criteria

Purpose

This document's purpose is to describe the requisites imposed to the mobile application of the system GreenPackage and will serve as a guideline for the future development of the project to our team members.

Scope

The GreenPackage system is based on a service called UberRUSH, which helps people getting their packages delivered to them while giving them the assurance that they're also protecting the environment. This is achieved through a network of couriers that transport packages with environment friendly vehicles like bicycles and electric cars. The process is fast and efficient because the nearest couriers to the delivery site will be requested keeping harmful emissions to a minimum (or even zero).

Product Perspective

GreenPackage is based off of UberRUSH, a service that's been implemented in american cities already, but we have brought the same concept to portuguese cities and intend to spread it all across our country.

Acceptance Criteria

- System wide requirements

The system we're willing to provide must follow a variety of requisites so it can be successful:

- Performance - The app must be intuitive and very responsive.
- Security - Must be protected from unauthorized accesses and protect itself and the users from attack attempts
- Reliability - The system should be operational at all times displaying correct information to our users.

- Operating Environment

1. GreenPackage will be operational in the following web browsers:
Google Chrome, Mozilla Firefox, Safari, Opera and Internet Explorer.
2. GP will have a mobile app compatible with iOS and Android phones.
3. The system will have a variety of payment methods (CreditCard, DebitCard, MasterCard, Paypal, ...)

- Design and Implementation Constraints

1. Every HTML code should abide by the HTML 5.0 set of rules
2. The code, documentation, and interface must follow the *Process Impact Intranet Development Standard, Version 1.3*
3. Every data should be stored in a database (i.e. SQL Server)

- Assumptions and Dependencies

1. Assumptions:

- GP services are available from 8am to 8pm
- When a courier accepts the task, he'll make his way towards the destination
- Any person can request a service
- The web page is available 24/7

- After hours, the service is no longer available.

2. Dependencies:

- The delivery will be successful if the given information by the customer is accurate
- The delivery time will depend on the courier's availability and the customer's request

Some Quality attributes

● Usability Requirements

- The app should be used successfully and without the support of any documentation by at least 90% of users
- 85% of the total deliveries should arrive at the destination with zero problems
- The register on our app should be concluded under 20 minutes by 80% of the users
- A user that has already used our service once should be able to repeat the process with a reduced number of interactions with the app

● Performance Requirements

- The app should load in under 10 seconds (depending on the user's phone specs and bandwidth)

● Security Requirements

- Every piece of data regarding our registered users should be encrypted
- Every user should log on every 5 minutes to interact with our services
- Every courier should be registered at GreenPackage and certified by postal offices

● Safety Requirements

- Every package should be traceable by the customer
- Every courier should be identified by GreenPackage

● Availability Requirements

- The website and app should be operational 24/7 but the services they provide are only available between 8am and 8pm

- A courier that has accepted a task should pickup the package within the next 30 minutes of doing so.
- **Robustness Requirements**
 - If at the moment of delivery the receiver is not present for the drop off within the minimum waiting time the package will be returned to the pickup location or will be dropped off at the nearest post office followed by a notification of such action.

Business Rules

- Every delivery should take an hour to arrive, max.
- Only registered users are allowed to request a delivery
- Only certified post offices can reply to a request
- Every courier must have a GP identification
- Every customer is allowed a refund in case of a damaged package, a lost package, or simply cancel the request
- A proving must be signed by someone at the provided destination for the package to be dropped
- Our couriers will be paid accordingly every month based on the number of deliveries and distance traveled
- Our services should be rated by our customers at the given platforms (website or mobile app).