**User Stories**

**User Story:**

As a customer, I want to place an order online so that I may ship a parcel.

**Acceptance Criteria:**

1. Input size and weight of parcel
2. Pay using an online payment method

**User Story:**

As a customer, I want to see an estimate so that I may know how much it will cost to ship a parcel.

**Acceptance Criteria:**

1. Enter size and weight of parcel
2. Estimated price displayed

**User Story:**

As a customer, I want to see information about the business.

**Acceptance Criteria:**

1. Number and address of business displayed
2. Business hours displayed
3. Information about owners and drivers displayed

**User Story:**

As a customer, I want to track my parcel so that I can see where it is.

**Acceptance Criteria:**

1. Login using primary key
2. Select parcel to track
3. System displays the location of the parcel

**User Story:**

As a customer, I want to be able to see the estimated time of arrival so I can know when my parcel will be delivered.

**Acceptance Criteria:**

1. Login using primary key
2. Select parcel to track
3. Estimated time of arrival is displayed

**User Story:**

As a customer, I want to be notified when my parcel is delivered so that I know that my parcel has gotten to its destination.

**Acceptance Criteria:**

1. System notifies the user of a successful delivery

**User Story:**

As a customer, I want to create an account so that I can ship and track parcels.

**Acceptance Criteria:**

1. System must allow customer to create or automatically assign a primary key of some kind (such as a username, password, email).

**User Story:**

As a customer, I want to view my order history and view receipts in case I ever needed to view that information.

**Acceptance Criteria:**

1. Must be able to login to system using primary key
2. System must record and save order history and receipts
3. Must be able to retrieve and display previous orders
4. Must be able to retrieve and display previous bills and payments

**User Story:**

As a customer, I want to be able to upgrade my order to arrive quicker than the normal service so I may receive my parcels as quickly as possible.

**Acceptance Criteria:**

1. Must be able to login with primary key
2. Must be able to indicate an upgrade to their service

**User Story:**

As a customer, I’d like to let the company know my parcel should be handled with care when my parcels could be more easily damaged than normal.

**Acceptance Criteria:**

1. Must be able to login using primary key
2. Must be able to indicate the parcel will be fragile
3. Must be able to type a note if there are more specific instructions

**User Story:**

As a truck driver, I want to be able to double check the destination of parcels I’m delivering if I ever feel unsure.

**Acceptance Criteria:**

1. Must be able to access the system while on the job
2. Access necessary information for deliveries

**User Story:**

As a truck driver, I want to be able to notify the commissioner if there has been a problem with delivering a package.

**Acceptance Criteria:**

1. Must be able to access the system while on the job
2. Communicate with the system that a problem has occured
3. Type a message if the problem is a special circumstance

**User Story:**

As the commissioner, I want my drivers to notify me when deliveries have been successfully made.

**Acceptance Criteria:**

1. The system communicates with drivers to record completed deliveries
2. The system notifies the commissioner of successful delivery