User Stories - MoSCoW

Package Delivery Business

Admin/Developer

1. As an administrator, I want to be able to create jobs in the system by entering delivery details which adds them to the current jobs list so that jobs can be assigned to a driver for delivery - MUST
2. As an administrator I want to be able to enter a destination for the package when creating a new job so that the driver can know where to delivery the package / job - MUST
3. As an administrator I want to be able to create and view package manifests from the jobs list so that the driver and the company has a list of current jobs MUST
4. As an administrator I want to be able to edit current jobs through the current jobs list MUST
5. As an administrator I want to be able to manage, edit and update database tables and columns (C,R,U,D) MUST
6. As an administrator I want to be able to post updates (changes) to be viewed by all users (database, code/functionality changes) COULD
7. As an administrator I want the system to assign the package a job ID, client ID/name and a timestamp of when the job was created MUST
8. As an administrator I want Job IDs to be assigned to drivers IDs so that packages can be tracked MUST
9. As an administrator I want Job IDs to have an ETA assigned to them after a Driver ID is assigned so that customers can know when to expect a package SHOULD
10. As an administrator I want different levels of access to the database for security purposes and to restrict users’ access so that the data integrity is secure and only the right information is being passed along to drivers for the correct package delivery SHOULD

Business Owner

1. As the business owner, I want to be able to assign jobs to a driver so that I can update drivers on priority or express jobs COULD
2. As the business owner, I want to be able to assign packages to a job so that I can update what packages go to which jobs COULD
3. As the business owner I wish to be able to view where packages are being picked up and delivered to on a google map type system so that I can keep track of my drivers SHOULD
4. As the business owner I want to be able to set / modify the delivery times for jobs so that I can control priority or express jobs COULD
5. As the business owner I want to be able to have records of the time of the placement of jobs for reference MUST
6. As the business owner I want to be able to mark packages as heavy loads so that the delivery drivers know that they may need more than one person or require equipment to move COULD
7. As the business owner I want to be able to set jobs as high and low priority so that drivers know which packages to deliver first MUST
8. As the business owner I want to be able to cancel deliveries if need be so that I can fulfil customer wishes or business expectations MUST

Delivery Driver

1. As the delivery driver I want to be able to access the portal/ database from a smartphone so that I can view my jobs MUST
2. As a delivery driver I want to be able to access the portal / database and have the jobs listed in order delivery route MUST
3. As the delivery driver I want to be able to submit a delivery report at the end of each delivery so I can inform the company the package has been delivered or it was a non delivery SHOULD
4. As a delivery driver I want to be able to access the portal and report damaged items so that the company is not liable for damaged goods that are not our fault COULD
5. As the delivery driver I need to be able to send the signature from the client to the portal through my smart phone so that we have confirmation of delivery. SHOULD
6. As the delivery driver I need to be able to mark the job as a ‘non delivery’ if the package can not be delivered so that it can marked for job reassignment MUST
7. As the delivery driver I need to be able to record the delivery time at the delivery location so that the company has records of the package in case of loss / theft MUST
8. As the delivery driver I need to be able to view package delivery manifest so that I can plan my route effectively in regards to express and priority jobs MUST
9. As the delivery driver I need to be able to modify the costs and charges in case the details of the collected package are wrong, this needs to be reflected in the system WONT
10. As a delivery driver I want to be able to submit a report on how much I have driven so that the business can claim back on tax / record usage COULD
11. As a delivery driver I want to be able to update my vehicle status in case I get a flat tyre or broken down so that customers can be updated on their ETAs for packages SHOULD
12. As a delivery driver I want to be able to tell my customers from looking at the portal whether their package is on road and ready for delivery or not. SHOULD

Customer

1. As a customer I want to be able to submit a job via an online portal or through the phone and that my details and job orders are collected for processing MUST
2. As a customer I want to be able to be able to tell the system and the operator of how many packages I want collected MUST
3. As a customer I want to be able to mark my packages as fragile so they are not damaged during delivery MUST
4. As a customer I would like to mark my package as heavy if the driver needs assistance in carrying the package MUST
5. As a customer I would like to be able to see the estimated cost of my package before I commit to final payment SHOULD
6. As a customer I would like to be able to see the delivery status of my order through an online portal so that I am able to track whether my item has made its destination SHOULD
7. As a customer I would like to be able to be set the order pickup time so I can arrange for the delivery driver to pick up the package in a morning or afternoon MUST
8. As a customer I would like to be able to set my delivery as either a express or normal delivery so that the package might get to its destination quickly if needed SHOULD
9. As a customer I would like to able to pay for my delivery on the website using an online payment method such as PayPal COULD

Internal IT Support

1. As Internal IT support I need to be able manage all users across all different levels of access so that I may perform maintenance on the system if needed MUST
2. As internal IT support I need access to the system to be able to create, modify, delete user accounts (customer information, driver IDs etc) if needed if there is a problem with the system MUST

Warehouse –

1. As a warehouse employee I need access to the system to be able to check the current inventory list of packages that are awaiting consignment or pickup MUST
2. As a warehouse employee I need to be able view current drivers and assigned packages to jobs in the system MUST
3. As a warehouse employee I want to be able to change the current pickup or delivery address in the system if there is a a known error MUST
4. As a warehouse employee I want to be able to assign a package to a driver if the customer cannot come and pick it up themselves after a non delivery MUST
5. As a warehouse employee I want to be able to view the databases of drivers and their to determine if special loads can be transported in their vehicles and whether they have space to do so or not. WONT