

Functional user stories:

Count	Description of User Story	Acceptance Criteria
1.1 – Account Sign-Up	As a new user, I need to sign up using my full name, email, phone number, and password so that I can create a TreeWayz account and start using ride services.	- User can enter first name, last name, email, phone number, and password.- Password must meet security rules (≥ 8 chars, upper/lowercase, digits, symbols).- If the email or phone number already exists, an error message appears (“Account with this email/phone number already exists”).- Valid entries create an account and redirect to Welcome / Customizing Experience screen.- All credentials and contact data are encrypted and stored securely.
1.2 – Login	As a registered user, I need to log in with my email or phone number and password so that I can securely access my account.	- System validates entered credentials.- Incorrect credentials trigger an error message (“Invalid email or password”).- Successful login redirects to the Home screen displaying a personalized greeting (“Hello, [Name]!”).- Session remains active until logout.- Login supports both email and phone-based authentication.
2.1 – Post Ride (Driver)	As a driver, I need to post a ride by setting pickup radius, destination, time, available seats, and confirming fare so that riders can view and book it.	- Driver can select pickup radius, destination, time, and seat count.- System automatically calculates or allows entry of ride fare before confirmation.- All fields must be filled before the Confirm button activates.- Upon posting, the ride appears under Available Rides for riders.- Confirmation message (“Ride posted successfully”) displayed.
4.1 – View Rides (Rider)	As a rider, I need to see all available rides so that I can choose one that matches my route, time, and budget.	- List shows driver name, route, time, available seats, and fare (BD).- Real-time seat updates are reflected for all users.- If no rides exist, system displays message (“No drivers nearby ... Hang tight”).- Selecting a ride opens booking and payment options.

4.2 – Book Seat	As a rider, I need to book a seat in a ride so that I can confirm my spot with a driver.	- Clicking “Book Seat” reduces seat count by 1 and marks the seat as Booked.- System shows confirmation (“Seat Booked”) beside ride details.- Seat availability updates instantly for other users.- Booking record stored in Receipts / Past Rides tab.- Booking triggers payment method selection workflow.
4.3 – Payment Method Selection	As a rider, I need to select my preferred payment method (Cash or Benefit) so that I can complete the booking and prepare for payment.	- Payment screen displays Cash and Benefit options.- User must select one method before confirming booking.- Choosing Cash flags payment as “Pay Driver in Cash.”- Choosing Benefit flags payment as “Paid via Benefit.”- Selected method is stored with ride receipt.- System prevents confirmation without a payment method selection.
5.1 – Suggested Rides	As a user, I need to view suggested rides based on my location and time so that I can quickly find the best match.	- Suggestions appear when user inputs pickup and destination.- Rides ranked by closest pickup radius and soonest departure.- List updates dynamically if filters or location change.- Selecting a suggested ride opens booking details.
6.1 – Rate Ride / Driver	As a user, I need to rate my rider or driver so that I can give feedback and improve service quality.	- Rating prompt appears after ride completion.- User can rate from 1 to 5 acorns (stars).- Submitted rating stored under driver/rider profile.- Confirmation message: “Thank you for your feedback.”- If user skips rating, they can submit it later from Receipts.
7.1 – View Receipts / Past Rides	As a user, I need to view my past rides and receipts so that I can track completed trips and payments.	- The Receipts tab lists all completed rides with date, route, fare, and driver name.- Each record displays payment method and status.- If no receipts exist, message shown: “The branches are calm — no recent activity.”- User can open a receipt to view ride summary and rating status.
8.1 – RideTrack	As a user, I need to access RideTrack from the home screen so that I can	- “View RideTrack” button visible on Home screen.- Selecting it opens RideTrack dashboard showing trip status.- If unusual

(Safety Feature)	monitor my trip status and receive safety alerts.	movement or delay detected, system triggers alert or check-in prompt.- User can report or request help from RideTrack panel.
8.2 – Logout	As a user, I need to log out from my account so that my personal information remains secure.	- Logout option visible in navigation bar.- Clicking it displays confirmation popup (“About to leave us? Log out / Cancel”).- Confirming logout ends session and redirects to Login page.- All local session data is cleared to protect privacy.

Non-functional (NF) user stories:

Count	Description of User Story	Quality Attribute
NF1 – Performance	As a user, I need the TreeWayz app to load available rides, payment options, and booking confirmations within 2 seconds so that I can complete a ride reservation quickly without lag or timeout errors.	Performance
NF2 – Security	As a user, I need all login credentials and ride details to be encrypted so that my personal information remains protected at all times.	Security
NF3 – Usability	As a first-time user, I need the interface layout and labels (e.g., “Book Seat,” “Post Ride,” “Rate Driver”) to be clear and consistent so that I can easily navigate and perform actions without external guidance.	Usability
NF4 – Reliability	As a frequent user, I need TreeWayz to operate without crashes or data loss during booking, posting, or payment so that I can depend on it for daily transportation.	Reliability
NF5 – Compatibility	As a user, I need TreeWayz to function properly on modern mobile browsers and at least IOS devices so that I can access my account from any platform.	Compatibility
NF6 – Accessibility	As a user with visual or motor limitations, I need the app to support scalable text, high-contrast colors, and clear button spacing so that I can comfortably view and interact with all features.	Accessibility

