

# User Stories - Package Delivery

## Team 96

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Story ID:  
1

Order Form

Priority:  
Should

Story  
Points : 2

As a repeat customer, I want to make orders online and have my form filled out automatically so that it optimises convenience.

#### Acceptance Criteria

- The User should be able to create an account and login on return visits to the website.
- The site should allow the user to create a order form, view previous order forms or make corrections to order forms (time limits apply).
- The order form should auto populate for a customer who is logged into their account.

#### Notes

The order form will allow customers to easily select postage type/ special handling and enter details. The user may have a 2 hour period to make changes to delivery requirements.

Story ID  
2

Package Tracking

Priority  
Must

Story  
Points 4

As a customer, I want to track my package when in transit so I can be assured that it is coming.

#### Acceptance Criteria

- The site should connect via a user login to a profile that lists “track package” as an option for returning users.
- The site should track a package to every relevant transit point.

#### Notes

Story ID:  
3

## Customised Delivery Instructions

Priority:  
Must

Story  
Points: 1

As a customer I want to provide custom delivery instructions and be able to specify details for multiple packages on the same delivery so that it is easier and convenient for me.

### Acceptance Criteria

- The user should be able to (when registering a package to the packaging company) have a section of their website that allows users to specify certain instructions.
- The user can register these instructions with either checkbox inputs or a written text box input online.

### Notes

Delivery Instructions should include categories: Special Handling (for fragile or delicate items), Delivery instructions (for where and how to deliver when the package arrives) and multi parcel delivery options.

Story ID:  
4

Delivery History

Priority:  
Must

Story  
Points: 4

As a customer, I want to see the delivery history so that I can track any packages in case of any issues with product or quality of delivery.

### Acceptance Criteria

- The user should be able to access a list of fulfilled deliveries with package and tracking number, package contents and transit details.
- If the user finds a problem with a previous delivery they want rectified, the user can redirect to the Issue Form (referred to in Story ID: 8).

### Notes

Story ID:  
5

Rating System

Priority:  
Could

Story  
Points: 4

As a customer I want a rating system for each delivery so that I can give feedback to the company.

#### Acceptance Criteria

- The rating system should allow the user to rate the quality of the delivery in two categories: delivery quality and package quality.
- The rating system should be able to take input from users such as pictures and written ratings.

#### Notes

The rating system structure is based off of systems used for Amazon.com and Yelp.com.

Story ID:  
6

Basic User Delivery Input

Priority:  
Must

Story  
Points: 4

As a customer I should be able to organize a delivery so that I can send parcels from one location to another.

#### Acceptance Criteria

- The user should be able to access the site and use a location delivery input form that specifies country, state, postcode, city/town name, street name and unit number/house number.
- The user should be able to update or change any of these inputs up until delivery confirmation has been made.

#### Notes

Story ID:  
7

Automatic Cost Generation

S

4

As a cost effective customer I want to have a delivery service that automatically generates cost from weight of package and delivery style (First Class, Standard) so that I can calculate the best value for me

### Acceptance Criteria

- When submitting an online delivery through the website, a section should be available to generate a cost. This should contain:
  - A number input field that the weight of the package can be entered into and two radio buttons for 'First Class' and 'Standard' to allow a choice for the delivery style.
- Once the field contains a value and one of the radio buttons is selected, a button (widget) named 'calculate' is available and once clicked, will generate a cost for the user by weight and delivery style combined.

### Notes

- The cost generation is just an approximate of what the package will weigh. The true cost will be determined when the package is weighed by the company.



Story ID:  
8

Package Return

S

16

As a customer I want to be able to return a package that I think has been in any way compromised or delivered to the wrong person.

### Acceptance Criteria

- The customer should be able to access this function from logging in to the account that they submitted the order from and accessing it from their dashboard
- The function should allow the user to select an option to 'return package' from an 'Issue Form' which will proceed to a form containing the following text fields (or of similar nature):
  - "Issue" (general title of issue), "Package ID" (the consignment number of the package), and "Description" (description of why the package is being returned)

### Notes

- The customer should not be required to enter any contact details as this information should already be stored in their account settings/info.
- The customer may receive an email confirmation once the form has been received successfully and an email (or phone call if necessary) once a staff member has responded to the submission

Story ID:  
9

Find Manager

S

2

As a customer, I want to be able to find the manager so I can complain or compliment.

### Acceptance Criteria

- Both on the website and on the customer's account, there should be access to a form (possibly in a similar location to where the 'return package' form will be), that will allow the customer to submit an enquiry. The form should contain:
  - A drop down list to select a general enquiry from a list (of possibly 5 and 'other' if the enquiry is not there), and a text entry field "Description" that allows the user to enter a description of the complaint
- The customer should also be given access to a business phone number (on the website) that they can use if they wish to speak to the manager directly rather than going through a form submission

### Notes

- The customer may receive an email confirmation once the form has been received successfully and should be contacted directly by phone or email depending on the nature of the complaint

Story ID:  
10

List of Different Services

S

2

As a customer, I want to find a list of different services available so I can make an educated choice

### Acceptance Criteria

- On the website, possibly in an 'About Us' section, the user should be able to see a clear list of each of the services available
- They can click on a link for each individual service that will provide them with information on that service.
- Further, there may be a link from the information page of each individual service that allows the user to follow on to using the service

### Notes

- The information about the services does not have to be super in depth, just a basic explanation and possibly starting costs for each

Story ID:  
11

Account

M

4

As a customer I want to be able to have an account to log in to.

### Acceptance Criteria

- When a user submits their first delivery, they will need to create an account prior to doing so
- This same account can be used to log into at any time to view a variety of different options available

### Notes

- Once the account is logged into, the user's dashboard will appear as the account homepage.

Story ID  
12

## Delivery Itinerary and Tracking

Priority:  
could

Story  
Points: 4

As a **manager or delivery driver**, I want to be able to access an itinerary to review details of my delivery route so that as a delivery driver I can know where to go for the day and as a manager I can tell where any driver is at any time for workplace health and safety requirements.

### Acceptance Criteria

- The website will have a separate staff login for drivers/ supervisors
- This log in would display delivery information for each driver accessible to all employees

### Notes

This requirement would allow for efficient organisation of delivery routes. As well as easily accessible information as to driver location.

Story ID  
13

## Payment Tracking

Priority:  
Must

Story  
Points: 4

As a **manager**, I want to be able to see when payments are sent from the customer so that I know when to proceed with the delivery of an item.

### Acceptance Criteria

- The site should generate a receipt with a receipt number, a list of packages sent, package weight and delivery information included.
- The generated receipt is sent to the business and the customer.

### Notes

This should be incorporated and displayed within the driver/ supervisor login environment. So that both drivers and supervisors can confirm that payment has been received and it is now ok to deliver an item.

Story ID  
14

Business Success

Priority:  
Should

Story  
Points: 4

As a **manager**, I want to see the list of deliveries this week and the time of each delivery, so I can tell if our business is doing well and/or plan in advance.

#### Acceptance Criteria

- The website will allow drivers to mark of when delivers have successfully been completed
- A report will then be run each week and sent to the supervisor.
- This report should be sent to the supervisory team via email.

#### Notes

The report could include, number of delivers, with the time and date of each delivery. This would also allow for tracking of efficiency

Story ID:  
15

Driver Direct Communication System

Priority:  
Should

Story  
Points: 8

As a delivery driver I want a way to communicate to other staff members if I run into problems with a delivery.

#### Acceptance Criteria

- The delivery driver should be able to send real time messages through a communication application for drivers that sends a date and time stamped message along with the driver ID.
- The messages sent should be itemised and logged for archive information.

#### Notes

An example of such a communication between driver and company could be:

*“18/08/2016 14:55: Address reached. Customer refused package and signature. Reason stated was tears to package. Package to be sent to holding warehouse” **Driver #16849.***