

# User Stories & Acceptance Criteria — Order Tracking and Delivery Rescheduling

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## User Stories & Acceptance Criteria

### Purpose and Scope

This document defines a preliminary Scrum backlog slice for a furniture e-shop capability that enables customers to track order status and change the delivery date without contacting customer service.

It is intended for backlog refinement and for defining verifiable acceptance before implementation and testing. The intended audience is the product owner, engineering team, quality assurance, and business stakeholders.

The governed scope includes:

- Customer sign-in with e-mail.
- Viewing order status.
- Selecting a new delivery date from offered delivery slots.
- Traceability between the supplied request brief, user stories, and acceptance criteria.
- Dependencies and constraints that must be refined before delivery.

The scope excludes functionality not supported by the supplied brief, including order creation, payment, cancellation, delivery-slot generation, notifications, identity verification details, customer-service workflows, and operational fulfillment processes. These exclusions require further source requirements if they are to be included.

The document is based on the supplied request brief. Detailed source requirements, approved backlog records, acceptance-test inputs, and baseline identifiers are TBD because the corresponding inputs were not supplied.

### Source Requirements and Assumptions

- **BR-001 — Request brief:** A furniture e-shop wants customers to track their order status and change the delivery date without calling customer service. The customer signs in with e-mail, sees the order status, and can pick a new delivery date from offered slots.
- This establishes the primary customer goal and the three apparent capabilities: sign-in, order-status viewing, and delivery-date selection.
- The brief does not define detailed functional requirements, business rules, or acceptance-test evidence.
- **Persona evidence:** A customer is identified as the user of the capability.

- Additional personas, such as delivery operators, customer-service agents, or administrators, are TBD because no supporting input was supplied.
- **User evidence:** The stated need is to track order status and change the delivery date without calling customer service.
- The source does not provide research findings, usage data, or validated outcome measures. Any further benefit is TBD.
- **Domain rules:** The customer selects a new delivery date from offered slots.
- Rules for how slots are offered, their availability, expiration, time zones, or eligibility are TBD because no domain-rule input was supplied.
- **Assumptions requiring validation:**
  - The customer can be identified or authenticated using an e-mail address. The authentication method and verification behavior are TBD.
  - An order status is available for display. The status values and source system are TBD.
  - Offered delivery slots are available to the customer. The provider and selection rules are TBD.
  - Changing the delivery date can be completed through the e-shop without customer-service intervention. The update mechanism and confirmation behavior are TBD.
- **Constraints and gaps:** No priorities, owners, dependencies, service constraints, policy limits, error behavior, or baseline version for detailed requirements were supplied. These items are TBD and affect refinement and acceptance.

## User Story Register

| Story Id | Persona  | Benefit                                                      | Priority                                          | Source Requirement | Dependencies                                   | Status                        | Owner                              |
|----------|----------|--------------------------------------------------------------|---------------------------------------------------|--------------------|------------------------------------------------|-------------------------------|------------------------------------|
| US-001   | Customer | Access to order information without calling customer service | TBD — approved prioritization with required input | BR-001             | Authentication and order lookup capability TBD | Proposed; refinement required | TBD — product owner input required |
| US-002   | Customer | Track the order status without calling customer service      | TBD — approved prioritization with required input | BR-001             | Authentication, order-status data TBD          | Proposed; refinement required | TBD — product owner input required |

| Story Id | Persona  | Bene                                                             | Priority                                     | Source Requirement | Depender                                                       | Status                        | Owner                              |
|----------|----------|------------------------------------------------------------------|----------------------------------------------|--------------------|----------------------------------------------------------------|-------------------------------|------------------------------------|
| US-003   | Customer | Pick a the delivery date and time from offering customer service | TBD — approved prioritization input required | BR-001             | Offered delivery slots and delivery-date update capability TBD | Proposed; refinement required | TBD — product owner input required |

## Detailed User Stories

### US-001 — Customer sign-in

**User story:** As a customer, I want to sign in with my e-mail, so that I can access my order information without calling customer service.

- **Source:** BR-001.
- **Priority:** TBD — approved prioritization input required.
- **Dependencies:** Authentication and the relationship between the e-mail and the customer's order are TBD.
- **Assumptions:** The supplied brief supports e-mail as the sign-in identifier. Authentication method, verification, account recovery, and security behavior are TBD.
- **Refinement notes:** Define the sign-in flow and the observable result of successful and unsuccessful sign-in before acceptance is finalized.

### US-002 — View order status

**User story:** As a customer, I want to see my order status, so that I can track my order without calling customer service.

- **Source:** BR-001.
- **Priority:** TBD — approved prioritization input required.
- **Dependencies:** A completed sign-in flow and an order-status data source are TBD.
- **Assumptions:** The customer has an order associated with the supplied e-mail address. Order-status values and display rules are TBD.
- **Refinement notes:** Define which order information is displayed, the supported status values, and behavior when status information is unavailable.

## US-003 — Change delivery date

**User story:** As a customer, I want to pick a new delivery date from offered slots, so that I can change my delivery date without calling customer service.

- **Source:** BR-001.
- **Priority:** TBD — approved prioritization input required.
- **Dependencies:** Offered delivery slots, customer-order eligibility, and a delivery-date update capability are TBD.
- **Assumptions:** The customer can select one of the offered slots. Slot availability and update confirmation rules are TBD.
- **Refinement notes:** Define when slots are offered, whether a selected date requires confirmation, and what happens if a slot is no longer available.

## Acceptance Criteria

The supplied acceptance-criteria input is missing. The following criteria are preliminary, derived only from BR-001, and require product-owner and domain-owner validation before they can be treated as approved acceptance criteria.

| Criterion Id | Story Id | Given                                               | When                                                       | Then                                                                          | Source | Validation Status                                |
|--------------|----------|-----------------------------------------------------|------------------------------------------------------------|-------------------------------------------------------------------------------|--------|--------------------------------------------------|
| AC-001       | US-001   | Given a customer is using the furniture e-shop      | When the customer provides an e-mail identifier to sign in | Then the e-mail is used as the sign-in identifier                             | BR-001 | Proposed; authentication requirements TBD        |
| AC-002       | US-001   | Given a customer has provided an e-mail for sign-in | When the sign-in process is completed successfully         | Then the customer can access the order-related capability described in BR-001 | BR-001 | Proposed; successful-authentication behavior TBD |

| Criterion Id | Story Id | Given                                                                                                           | When                                                                 | Then                                                                                                  | Source                                       | Validation Status                              |
|--------------|----------|-----------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|----------------------------------------------|------------------------------------------------|
| AC-003       | US-002   | Given a customer has signed in                                                                                  | When the customer accesses the order information                     | Then the customer can see the order status                                                            | BR-001                                       | Proposed; status data and display rules TBD    |
| AC-004       | US-003   | Given a customer has signed in and offered delivery slots are available                                         | When the customer selects a new delivery date from the offered slots | Then the selected date is submitted as the requested new delivery date                                | BR-001                                       | Proposed; update and confirmation behavior TBD |
| AC-005       | US-001   | Given the customer's sign-in behavior, authentication failure behavior, or verification behavior is not defined | When acceptance testing is prepared                                  | Then the corresponding acceptance behavior remains TBD until authentication requirements are supplied | Missing acceptance and authentication inputs | Not testable; clarification required           |
| AC-006       | US-002   | Given the behavior for unavailable or missing order-status information is not defined                           | When acceptance testing is prepared                                  | Then the corresponding acceptance behavior remains TBD until status requirements are supplied         | Missing acceptance and status inputs         | Not testable; clarification required           |

| Criterion Id | Story Id | Given                                                                                 | When                                | Then                                                                                          | Source                                 | Validation Status                    |
|--------------|----------|---------------------------------------------------------------------------------------|-------------------------------------|-----------------------------------------------------------------------------------------------|----------------------------------------|--------------------------------------|
| AC-007       | US-003   | Given the behavior for unavailable, expired, or changed delivery slots is not defined | When acceptance testing is prepared | Then the corresponding acceptance behavior remains TBD until delivery-slot rules are supplied | Missing acceptance and delivery inputs | Not testable; clarification required |

## Dependencies and Constraints

- **US-001 — Authentication**
- **Prerequisite:** An e-mail-based sign-in capability.
- **Provider or owner:** TBD — authentication owner or product owner input required.
- **Constraint source:** BR-001 identifies e-mail sign-in but does not define the authentication method.
- **Affected acceptance behavior:** Successful sign-in, unsuccessful sign-in, verification, and access boundaries are TBD.
- **Delivery impact:** US-002 and US-003 may depend on completion of the sign-in flow.
- **US-002 — Order-status data**
- **Prerequisite:** An order-status source associated with the signed-in customer.
- **Provider or owner:** TBD — order-data or domain owner input required.
- **Constraint source:** BR-001 requires the customer to see order status but does not identify the source or status model.
- **Affected acceptance behavior:** The available status values, freshness, display format, and unavailable-data behavior are TBD.
- **Delivery impact:** The story cannot be fully accepted until the status source and supported status behavior are defined.
- **US-003 — Offered delivery slots**
- **Prerequisite:** A capability that provides delivery slots and accepts a selected new date.
- **Provider or owner:** TBD — delivery or fulfillment owner input required.
- **Constraint source:** BR-001 states that the customer can pick a new date from offered slots but does not define slot eligibility or update rules.
- **Affected acceptance behavior:** Availability, selection, confirmation, and changed-slot behavior are TBD.

- **Delivery impact:** The story cannot be fully accepted until delivery-slot and date-update rules are defined.
- **Cross-story sequencing:** The relationship between sign-in, order retrieval, status display, and delivery-date update is logically implied by the request brief but is not formally specified. The delivery sequence is TBD and requires product and technical refinement.
- **Unspecified constraints:** Policy limits, interfaces, data-retention rules, notification behavior, timing thresholds, and external-system commitments are TBD because no supporting input was supplied.

## Traceability

The only supplied substantive source is the request brief, identified here as **BR-001**. The declared retrieval reference **[run · v1 · fp 9e6b7a331c9893c0]** contains metadata only and no extracted source text; it is therefore not used as substantive evidence.

| Source Id | Target Id | Relationship                               | Coverage Status                                  | Evidence                                                                 |
|-----------|-----------|--------------------------------------------|--------------------------------------------------|--------------------------------------------------------------------------|
| BR-001    | US-001    | Supports customer e-mail sign-in story     | Covered at high level; detailed requirements TBD | "The customer signs in with e-mail."                                     |
| BR-001    | US-002    | Supports order-status viewing story        | Covered at high level; status model TBD          | "Sees the order status."                                                 |
| BR-001    | US-003    | Supports delivery-date selection story     | Covered at high level; slot and update rules TBD | "Can pick a new delivery date from the offered slots."                   |
| BR-001    | AC-001    | Supports e-mail sign-in criterion          | Proposed; validation TBD                         | Sign-in with e-mail is stated in the brief.                              |
| BR-001    | AC-002    | Supports access after sign-in              | Proposed; authentication behavior TBD            | Access to the requested self-service capability is implied by the brief. |
| BR-001    | AC-003    | Supports order-status criterion            | Proposed; status evidence TBD                    | Order-status visibility is stated in the brief.                          |
| BR-001    | AC-004    | Supports delivery-date selection criterion | Proposed; update behavior TBD                    | Selecting a new date from offered slots is stated in the brief.          |

| Source Id                         | Target Id              | Relationship                                    | Coverage Status                            | Evidence                                                                      |
|-----------------------------------|------------------------|-------------------------------------------------|--------------------------------------------|-------------------------------------------------------------------------------|
| BR-001                            | AC-005                 | Does not define authentication failure behavior | Gap identified                             | No negative authentication behavior is supplied.                              |
| BR-001                            | AC-006                 | Does not define unavailable-status behavior     | Gap identified                             | No unavailable-data behavior is supplied.                                     |
| BR-001                            | AC-007                 | Does not define unavailable-slot behavior       | Gap identified                             | No slot-error or boundary behavior is supplied.                               |
| TBD — source requirement baseline | US-001, US-002, US-003 | Expected detailed requirement linkage           | Missing; source requirement input required | No detailed source-requirement register was supplied.                         |
| TBD — verification evidence       | AC-001–AC-007          | Expected test or acceptance evidence            | Missing; test evidence input required      | No executed or approved verification evidence was supplied.                   |
| TBD — dependency baseline         | US-001, US-002, US-003 | Expected dependency linkage                     | Missing; dependency input required         | Authentication, order-status, and delivery-slot providers are not identified. |

## Gaps and Clarifications

- **US-001 — Authentication**
- **Owner:** TBD — product owner or authentication domain owner.
- **Decision needed:** Define the authentication method, verification behavior, successful sign-in outcome, unsuccessful sign-in behavior, and access boundaries.
- **Required evidence:** Approved authentication requirements and acceptance criteria.
- **US-002 — Order status**
- **Owner:** TBD — product owner or order domain owner.
- **Decision needed:** Define the status values, order-selection behavior, data source, update expectations, and behavior when status information is unavailable.
- **Required evidence:** Approved order-status requirements and representative acceptance evidence.
- **US-003 — Delivery-date change**
- **Owner:** TBD — product owner or delivery domain owner.

- **Decision needed:** Define how offered slots are generated, which orders are eligible, how a date is selected and confirmed, and what happens when a slot is unavailable or changes.
- **Required evidence:** Approved delivery-slot and date-update rules.
- **All stories — Priority and ownership**
  - **Owner:** TBD — product owner.
  - **Decision needed:** Provide approved priority and story ownership.
  - **Required evidence:** Product backlog baseline or equivalent approved prioritization input.
- **All stories — Dependencies**
  - **Owner:** TBD — product owner and relevant domain owners.
  - **Decision needed:** Identify provider systems, interfaces, sequencing commitments, and external dependencies.
  - **Required evidence:** Dependency register or approved solution and integration requirements.
- **All criteria — Acceptance status**
  - **Owner:** TBD — product owner and quality assurance.
  - **Decision needed:** Validate the preliminary Given-When-Then criteria and add supported positive, negative, boundary, and error behavior.
  - **Required evidence:** Approved acceptance criteria and verification approach.
- **Traceability baseline**
  - **Owner:** TBD — product owner or requirements owner.
  - **Decision needed:** Supply stable source-requirement identifiers and verification references.
  - **Required evidence:** Controlled requirements baseline and test or acceptance evidence.