Stakeholders:

1. Employees
2. Customers

What they need:

1. Employees: They need the system to be user-friendly for managing & tracking customer orders, payments.
2. Customers: An online booking system where they can schedule laundry pickups or drop-offs, make payments, and receive updates on their order status through notifications.

* More stakeholders who can be added are the Managers, suppliers, the owner, etc, but I decided not add the here because I think that can add a lot of work for our website.