**Functional requirements**

The system **shall** allow new customers to register by entering required personal information and creating a secure password.

The system **shall** enable registered users to log in and manage their account information.

The system **shall** allow registered customers to create new orders by selecting the service type and providing details of the tires.

The system **shall** enable customers to upload images of the tires when place an order.

The owner **shall** have the ability to view all newly submitted orders, including uploaded images and selected service types.

The system **shall** allow the owner to accept or reject each order based on an assessment of the tire's condition.

If an order is rejected, the system **shall** notify the customer and record the reason for rejection and rejected orders **shall** not be added to the active work queue.

The system **shall** allow the owner to view each worker’s workload and assign accepted orders accordingly.

The system **shall** allow the owner to self-assign orders if necessary.

Assigned workers **shall** be able to update the order status to reflect the current stage of repair.

The system **shall** provide real-time status updates visible to customers.

The system **may** allow customers to leave feedback or ratings on completed orders to improve service quality.

The system **shall** allow customers to view a history of their past orders

Workers **should** receive a notification when a new order is assigned to them.

The system **should** notify workers of any pending updates or order assignments.

Upon completion of repairs, the system **shall** notify the customer that the order is ready for pickup and payment.

The system **shall** allow the owner to record payment details upon customer payment

The system **shall** generate a receipt for the completed order and provide a printed copy.

The customer **should** receive a digital copy of the receipt in their account or via email.

Non functional rrquirements

The system **shall** have an intuitive and user-friendly interface for the users.

The system **shall** be mobile-responsive to allow access on various devices, including smartphones and tablets.

The system **shall** handle multiple users simultaneously without significant delays.

Status updates, notifications, and payment processing **should** be real time.

The system **shall** maintain high availability, with minimal downtime

The system **shall** use encryption to protect customer data, including passwords.

Role-based access control **shall** be implemented, ensuring sensitive actions (e.g., order assignment, payment updates) are restricted to authorized users.

The system **shall** validate all data entered by users, ensuring accuracy.

**User stories**

1. As a customer, I want to register, create an account and place an order by selecting the service type and uploading images of my tires, so that the owner can assess them for repair.
2. As a customer, I want to view the status of my order and notified when my order is accepted , denied and ready in real-time, so I can track its progress without calling or visiting the shop.
3. As a customer, I want to pay for my completed order in the shop and receive a printed receipt for my records.
4. As a customer, I want to leave a review after my order is completed and I want to view my order history so I can provide feedback on the service quality.
5. As the owner, I want to view all newly submitted orders, including details and images, accept or reject them based on my assessment and , I want to notify customers of rejected orders, including the reason so that I can assess whether each tire can be repaired.
6. As the owner, I want to view each worker’s workload, assign repair jobs to workers and self-assign orders if necessary based on their availability, so that orders can be processed efficiently.
7. As the owner, I want to update the system with payment details when a customer pays and generate a receipt after payment is made so I can keep an accurate record of completed transactions.
8. As a worker, I want to receive a notification when a new repair job is assigned to me and update the order status as I complete each repair stage, so the customer and owner can track the repair progress As a worker.