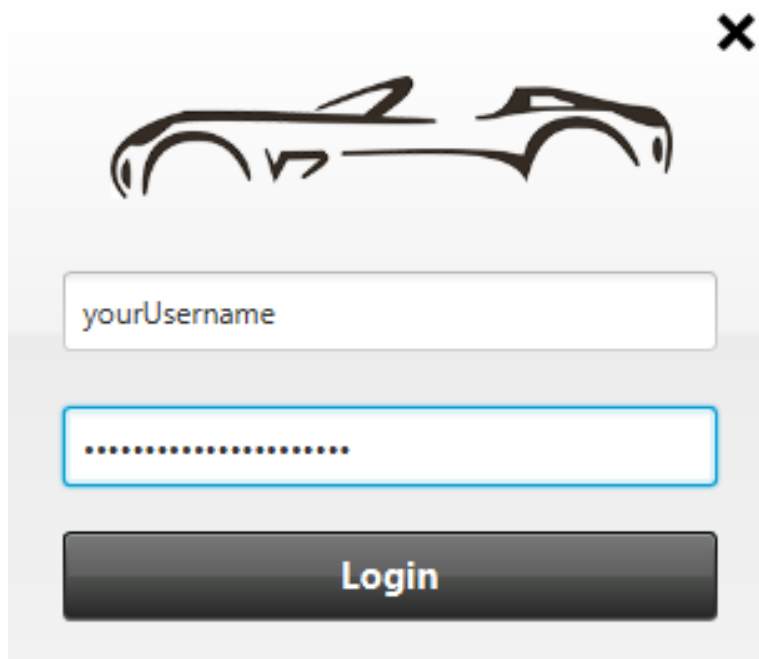


Customer User Manual

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Login



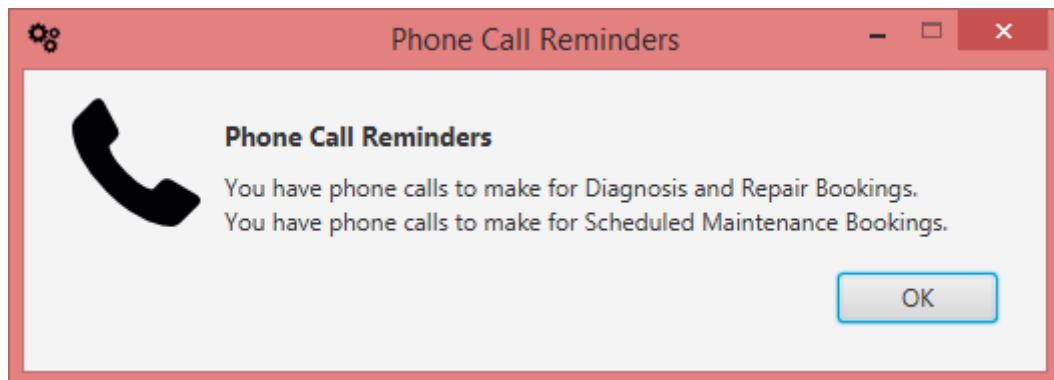
The login screen is a light gray rectangular box. At the top center is a black line-art icon of a sports car. In the top right corner is a black 'X' icon. Below the car icon is a white text input field with the placeholder text 'yourUsername'. Below that is another white text input field, but the password is masked with 12 dots. At the bottom is a dark gray button with the word 'Login' in white text.

To access the Customer module, start the Garage System application. Once loaded, you will be presented with a login screen. Enter the correct username and password, remember that both fields are case sensitive (upper-case letters count).

Press the Login button to gain access to the system.

Reminders

Phone call reminders

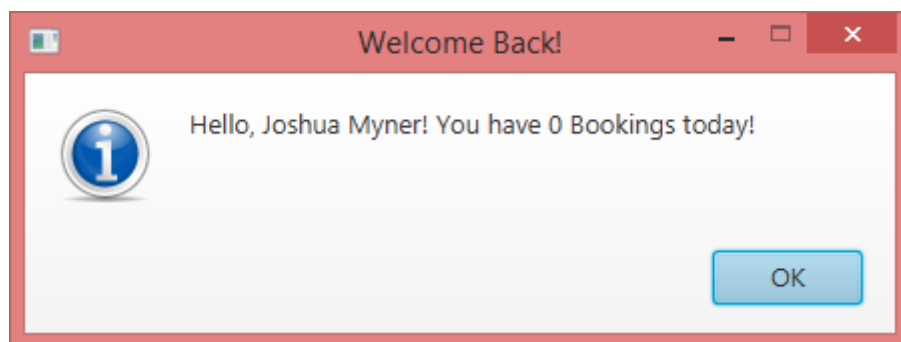


If there are any phone call reminders, you will be notified upon logging in. The dialog box will tell you if you have to make phone calls for Diagnosis and Repair Booking and/or Scheduled Maintenance Bookings.

Click OK to continue.

If there are no reminders, this dialog box will not be displayed.

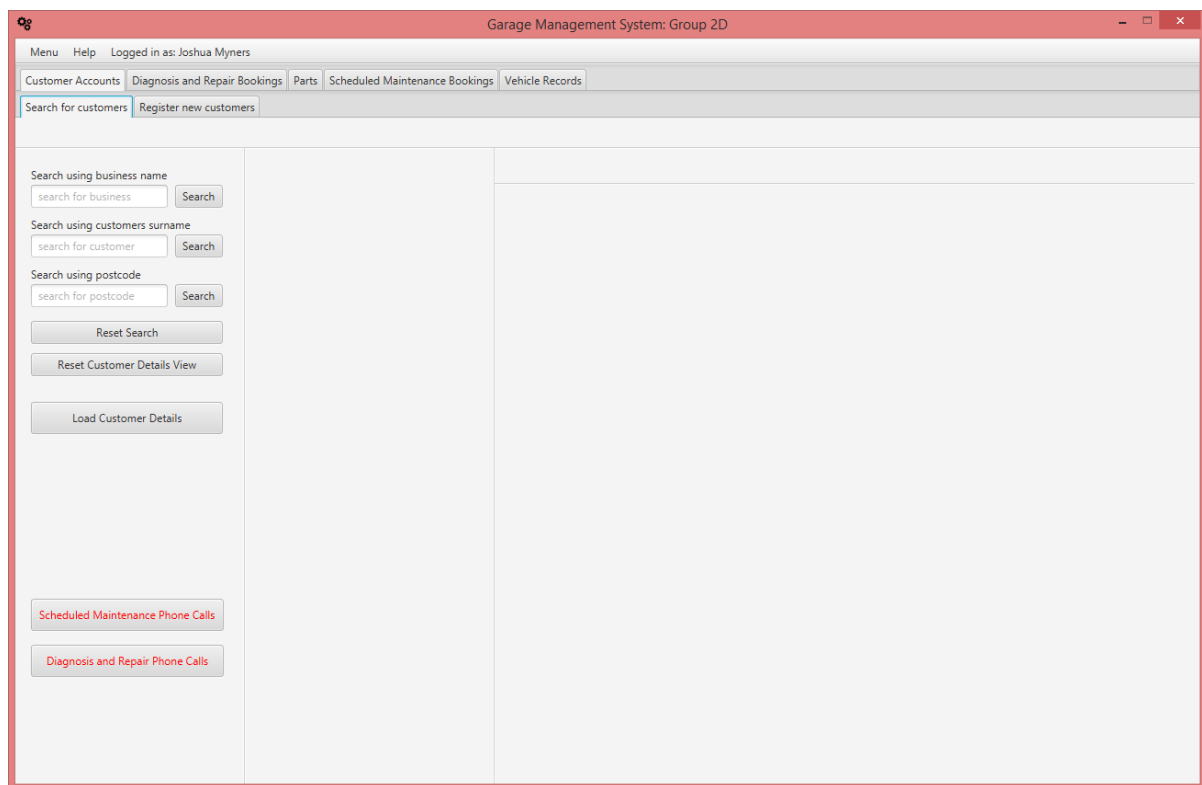
Number of bookings reminder



You will now see another dialog box notifying you about how many bookings you have today.

Click OK to continue.

Initial Customer Screen



You will now be presented with the full Garage System. The top tab bar shows all of the modules in the application. The first tab is Customer Accounts. Below the Customer Accounts tab, there are two additional tabs, 'Search for customers' and 'Register new customers'.

At the bottom left, you may see some buttons called 'Scheduled Maintenance Phone Calls' and 'Diagnosis and Repair Phone Calls'. These buttons will only be visible if there are phone calls that need to be made for that day.

Searching for a customer

Search using business name

Search

Search using customers surname

Search

Search using postcode

Search

Reset Search

Reset Customer Details View

Load Customer Details

A search field does not need to be exactly correct to match a customer. The results of the search are displayed in a table, so if the search term is vague, you may receive many results. The search fields are not case sensitive, so capital letters do not matter.

Search using a business name

Search using business name

Search

If you wish to search for a business, such as Apple, you can just enter the letter 'a' into the search field and all results with a business name containing 'a' will be displayed. The results of this search can be seen below. Relevant information to decide between companies is displayed, such as the company name, first address line and the business's postcode.

Skip to the Loading Details section to continue.

[illegible]

Search using customers surname

Search using customers surname

If you wish to search for an individual using their surname, you can just enter the letters 'mu' for example into the search field and all results with a surname containing 'mu' will be displayed. The results of this search can be seen below. Relevant information to decide between individuals is displayed, such as their first name, last name, first address line and their postcode.

Skip to the Loading Details section to continue.

[illegible]

Search using postcode

Search using postcode

Search

If you wish to search for an individual or business using their postcode, you can just enter the letter 'T' for example into the search field and all results with a postcode containing 'T' will be displayed. The results of this search can be seen below. Relevant information to decide between individuals/businesses is displayed, such as their first name, last name, company name (blank for individuals) first address line and their postcode.

Skip to the Loading Details section to continue.

[illegible]

Loading Details

Once you have found the correct individual/business in the table, double click its row. You will now be presented with the initial customer screen again. However now you can press the 'Load Customer Details' button.

Once pressed, the customer module page will be updated with lots of new information.

The screenshot shows a web application window titled "Garage Management System: Group 2D". The interface is divided into several sections. At the top, there is a navigation bar with tabs: "Customer Accounts", "Diagnosis and Repair Bookings", "Parts", "Scheduled Maintenance Bookings", and "Vehicle Records". Below this, there are two buttons: "Search for customers" and "Register new customers". On the right side of the top section, it says "OUTSTANDING BALANCE: £210". The main content area is split into two columns. The left column contains search filters: "Search using business name" (with a "search for business" input and a "Search" button), "Search using customers surname" (with a "mu" input and a "Search" button), and "Search using postcode" (with a "search for postcode" input and a "Search" button). Below these are "Reset Search" and "Reset Customer Details View" buttons. A "Load Customer Details" button is highlighted with a blue border. Further down are buttons for "Vehicles Owned", "Past Bookings", "Future Bookings", "Scheduled Maintenance Phone Calls", and "Diagnosis and Repair Phone Calls". The right column displays customer information for "Julian Mukaj" with "CUSTOMER ID: 1". Below the name is the address "64 Bit Lane, Silicon Valley, Surrey, E1 4NS" and the phone number "0788541141". At the bottom of this column are "Edit", "Remove", and "Pay Bills" buttons.

On the left-hand-side, additional buttons are now visible, 'Vehicles Owned', 'Past Bookings' and 'Future Bookings'. In the second column, all customer information about that selected customer can now be seen. Below these details are buttons to edit, remove and pay outstanding bills. At the top right of the customer page, you can see what the outstanding balance is for the selected customer.

If the outstanding balance is £0, the word "SETTLED" will be displayed instead, as seen below. Also the pay bills button will be disabled as you cannot pay for any bills when there are none to be paid for.

A close-up of the "OUTSTANDING BALANCE:" label, which is followed by the word "SETTLED" in red capital letters.

Vehicles Owned

Once a customer has been successfully loaded, you can click the vehicles owned button to display a table of all vehicles owned. The table shows the vehicle type, vehicle make and vehicle model.

[illegible]

Past Bookings

Once a customer has been successfully loaded, you can click the past bookings button to display a table of all previous bookings. The table shows the booking type, booking cost, booking date, booking start time and booking end time.

[illegible]

Future Bookings

Once a customer has been successfully loaded, you can click the future bookings button to display a table of all future bookings. The table shows the booking type, booking cost, booking date, booking start time and booking end time.

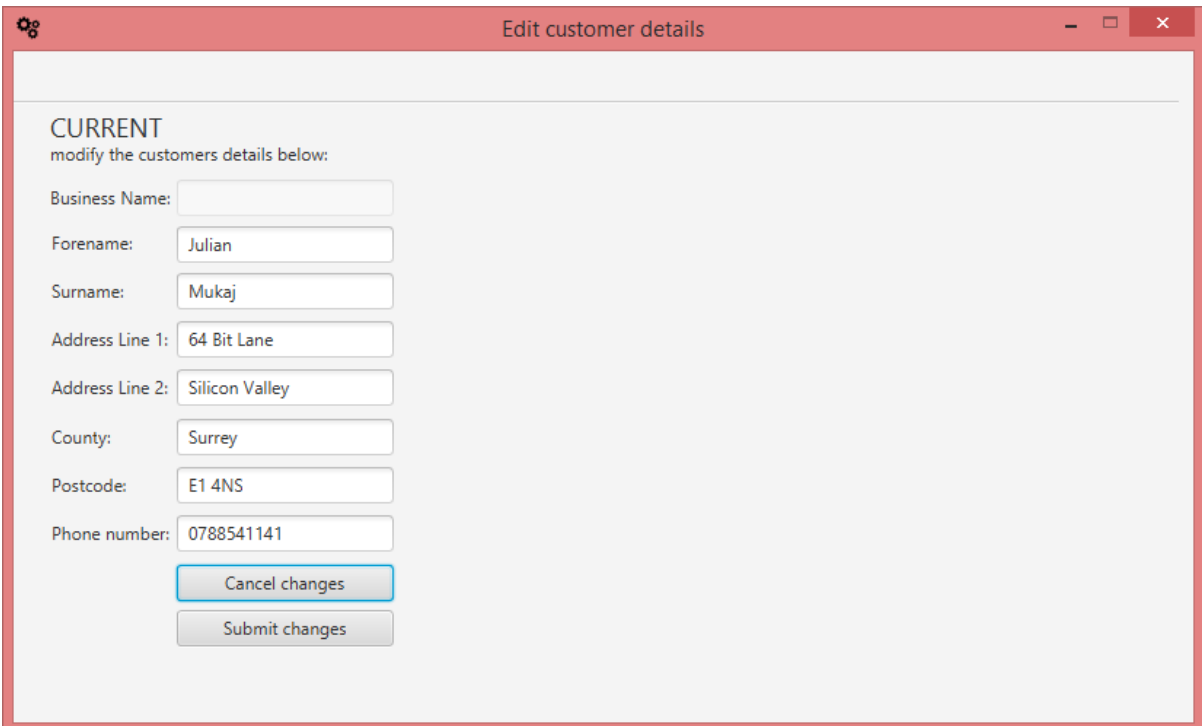
[illegible]

Edit Customer Details

To edit a customer's details, press the edit button. A new window will be displayed which has all of the fields pre-filled with the customer's current information. You can edit any enabled text box.

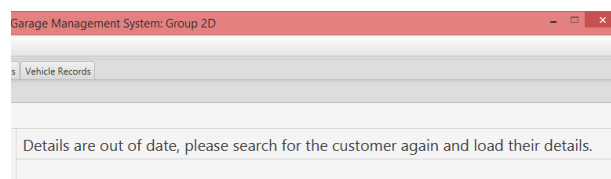
The type of customer (business or individual) cannot be changed once the customer is registered. Due to this, either the business name or the forename/surname will be disabled as these fields cannot be edited.

Once a field has been changed, and it has passed the validation tests, the submit changes button can be pressed which finalises the changes.



All fields have validation, which is the same validation used when registering the customer. The validation for each field can be seen in the Validation section in this manual.

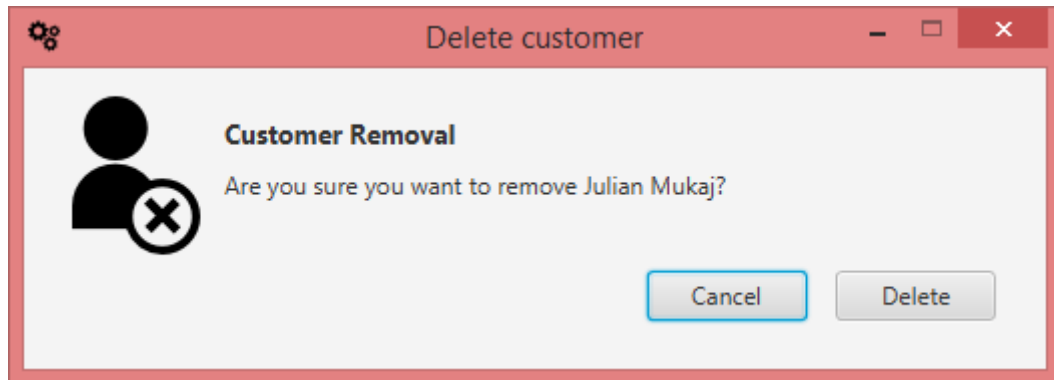
Once changes have been submitted, you will be brought back to the main customer screen with a message telling you that the details are out of date. To continue, conduct the search again.



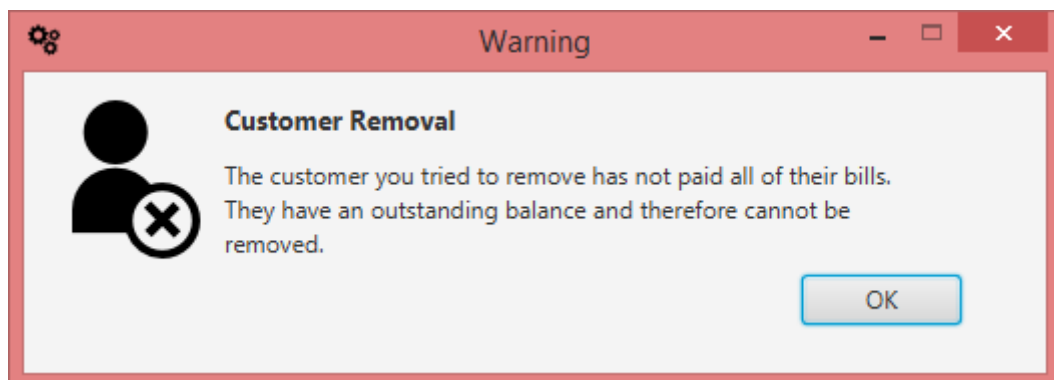
Removing a customer

Once a customer has been loaded, you can press the 'Remove' button. You will then be presented with a dialog box asking you to confirm the deletion.

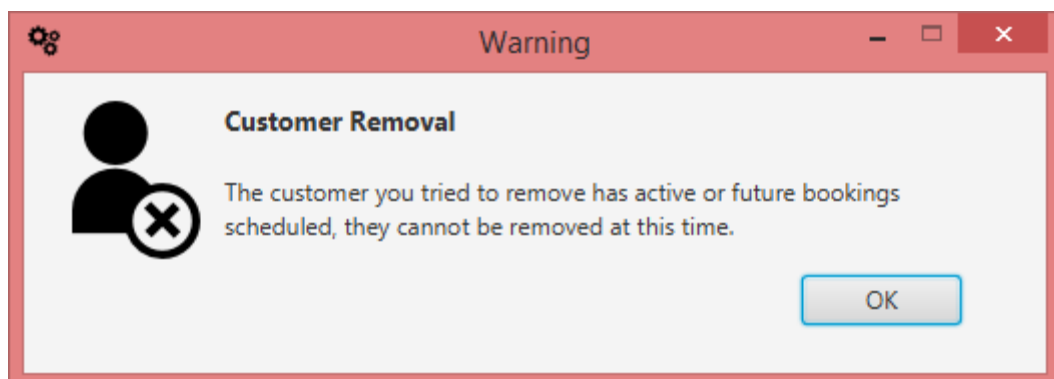
Press the 'Delete' button within this dialog box to confirm.



If the customer you are trying to delete has not settled all of their bills, you will be unable to delete the customer and will be shown the following warning.

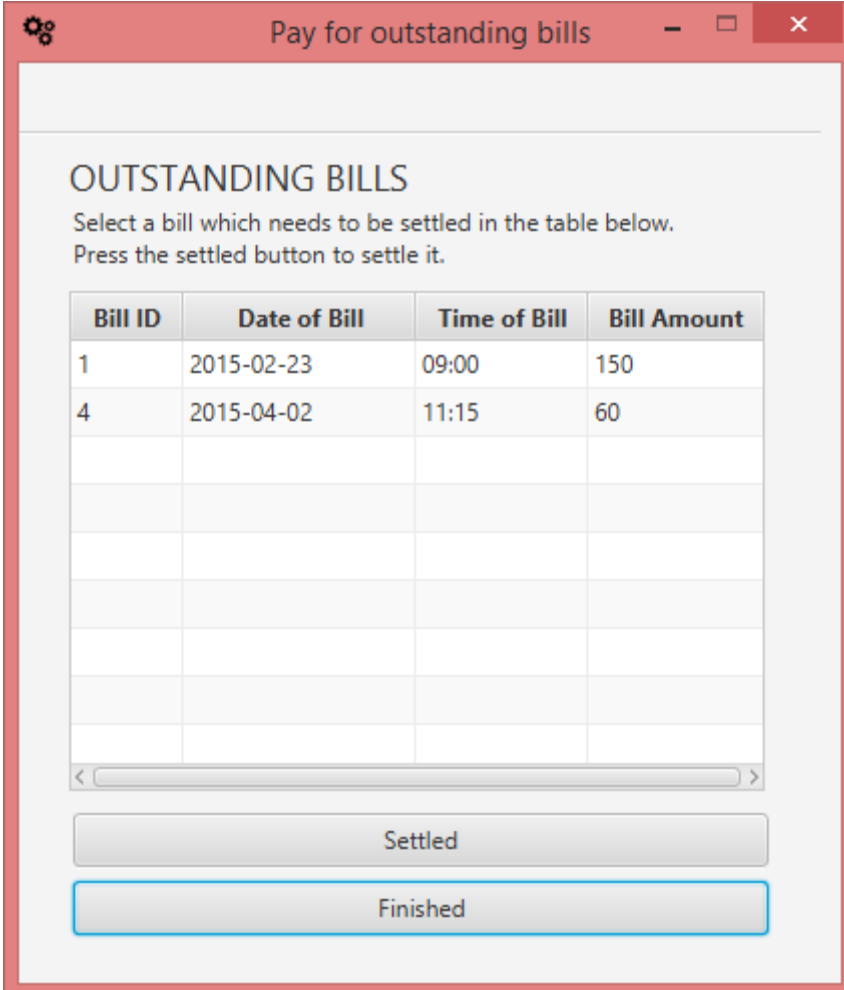


If the customer you are trying to delete has active or future bookings, you will be unable to delete the customer and will be shown the following warning.



Paying Bills

When a customer has been loaded, and the pay bills button is enabled, you can pay off certain bills to settle them. This will also reduce the outstanding balance total. Press the 'Pay Bills' button to begin paying for outstanding bills.



Bill ID	Date of Bill	Time of Bill	Bill Amount
1	2015-02-23	09:00	150
4	2015-04-02	11:15	60

Settled

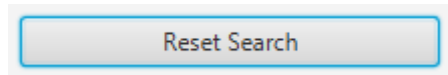
Finished

A new window will appear and all bills associated with the customer will be displayed. The table will show the bill ID, date of bill, time of bill and the bill amount for each bill entry. Only bills that have not been settled will be displayed.

To settle a bill, select the correct row from the table and press the 'Settled button'.

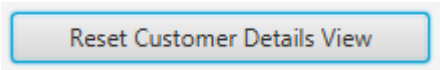
When finished, press the 'Finished' button. The window will close and the new outstanding balance will be displayed in the top right of the customer page if it has been changed.

Reset Search



Pressing this button will reset the search fields back to their default state.

Reset Customer Details View

A rectangular button with a light gray background and a thin blue border. The text "Reset Customer Details View" is centered on the button in a dark gray, sans-serif font.

Reset Customer Details View

Pressing this button will clear all of the customer details which may have been loaded onto the screen.

Scheduled Maintenance Phone Calls

Pressing this button when the customer module has been loaded will display any scheduled maintenance bookings which require a phone call from you (the mechanic). This button will only be visible if there are phone calls to make.

The table displayed shows the full name or company name, registration plate, phone number, booking type and last service/MOT expiry date for each booking which requires a phone call.

[illegible]

Diagnosis and Repair Phone Calls

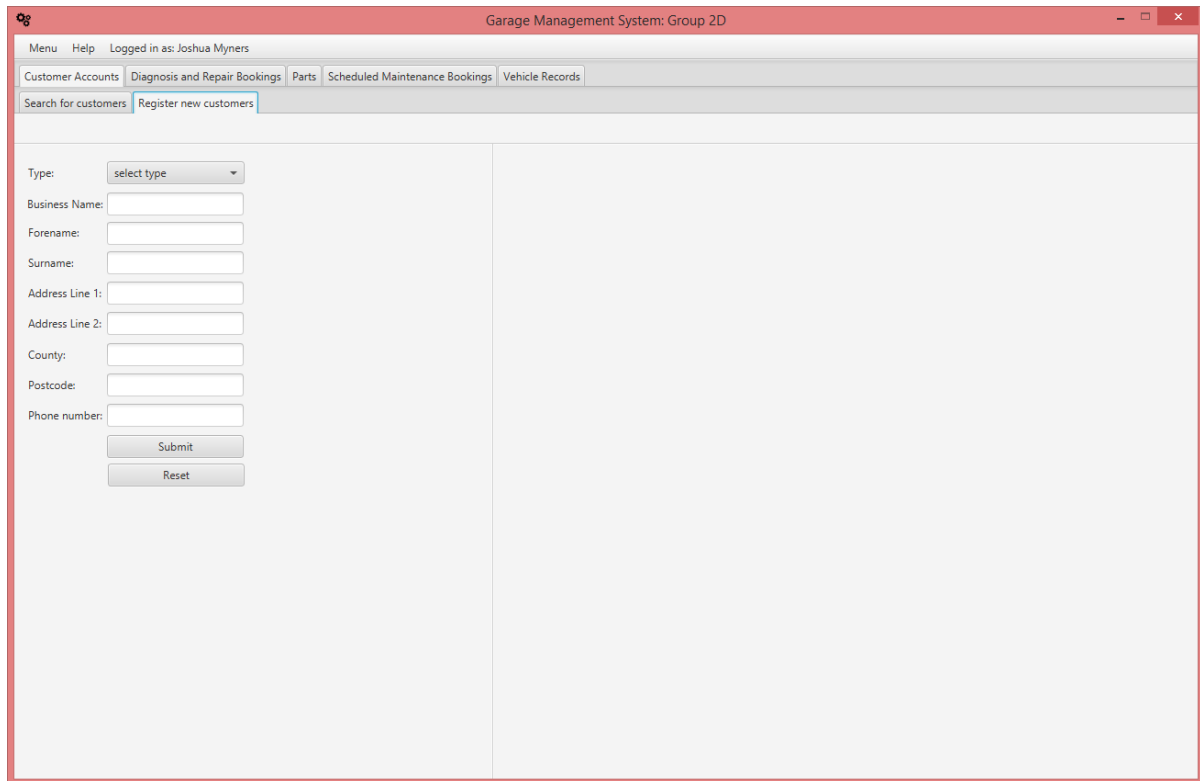
Pressing this button when the customer module has been loaded will display any diagnosis and repair bookings which require a phone call from you (the mechanic). This button will only be visible if there are phone calls to make.

The table displayed shows the full name or company name, registration plate, booking type, time and date of the booking and phone number for each booking which requires a phone call.

[illegible]

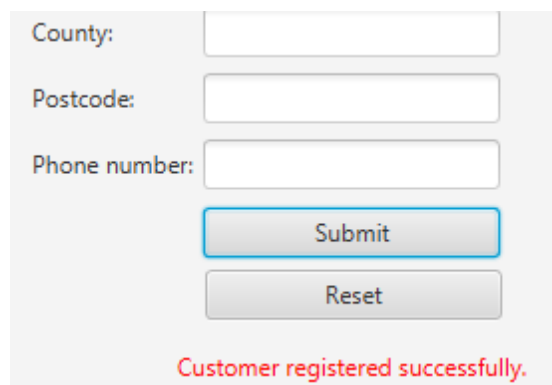
Registering a new customer

To register a new customer, click on the Register new customers tab at the top left. You will be presented with a registration screen.



The screenshot shows a web application window titled "Garage Management System: Group 2D". The top navigation bar includes "Menu", "Help", and "Logged in as: Joshua Myers". Below this is a tabbed interface with tabs for "Customer Accounts", "Diagnosis and Repair Bookings", "Parts", "Scheduled Maintenance Bookings", and "Vehicle Records". The "Customer Accounts" tab is active, showing a sub-tab "Register new customers". The registration form on the left includes fields for "Type:" (a dropdown menu), "Business Name:", "Forename:", "Surname:", "Address Line 1:", "Address Line 2:", "County:", "Postcode:", and "Phone number:". Below these fields are "Submit" and "Reset" buttons.

Here you can add a new customer by filling in the required information. Once the required information has been entered, you can press the submit button. The system will now go through a validation process to make sure the fields are valid, before creating the new customer. If a customer is registered successfully, the below message will be visible.



This close-up view of the registration form shows the "County:", "Postcode:", and "Phone number:" fields. Below these fields are the "Submit" and "Reset" buttons. The "Submit" button is highlighted with a blue border. Below the buttons, a red message states "Customer registered successfully."

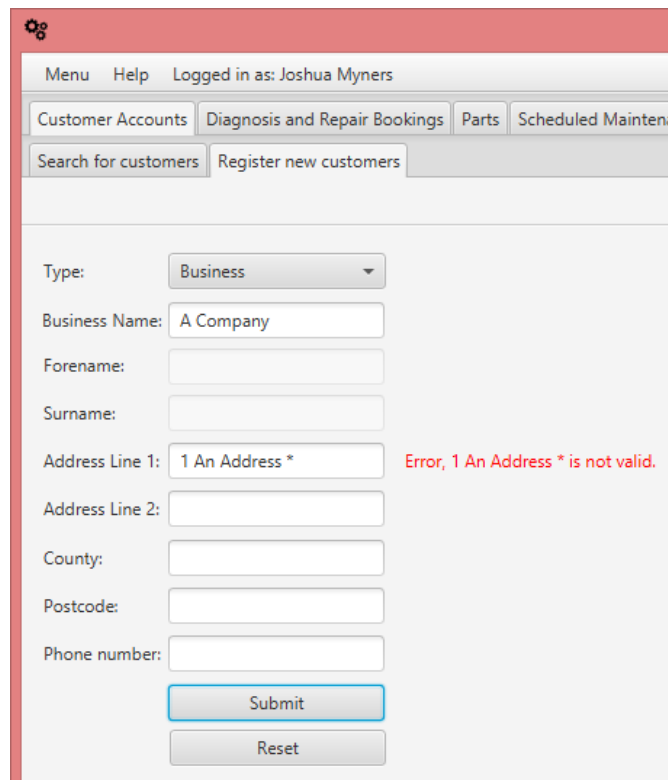
More information on the validation used can be found in the Validation section in this manual. Both edit and remove share the same validation.

Validation

Extensive validation is used in both the edit and register sections of the customer module. The below table will detail what validation is used in each section.

Field	Validation
Type (register only)	Either 'Business' or 'Individual' must be selected.
Business Name	Alphabetic character(s) only. Length less than 255 characters.
Forename	Alphabetic character(s) only. Length less than 255 characters.
Surname	Alphabetic character(s) only. Length less than 255 characters.
Address Line 1	Alphanumeric character(s) and space character only. Length less than 255 characters.
Address Line 2	Alphanumeric character(s) and space character or blank. Length less than 255 characters.
County	Alphabetic character(s) only. Length less than 255 characters.
Postcode	A real UK postcode format with one space permitted, case-insensitive. e.g: AB12 3CD
Phone number	Numeric character(s) and space character only. Length greater than or equal to 6. Length less than or equal to 11.

If a field fails validation, a red label next to the textbox will notify the user that the field is not valid. The image below shows what an error looks like when the Address Line 1 does not pass the validation.



The screenshot shows a web application interface for customer registration. At the top, there is a navigation bar with a gear icon, a 'Menu' link, a 'Help' link, and a user login status 'Logged in as: Joshua Myners'. Below this is a tabbed interface with four tabs: 'Customer Accounts', 'Diagnosis and Repair Bookings', 'Parts', and 'Scheduled Maintenance'. The 'Customer Accounts' tab is active, showing two sub-tabs: 'Search for customers' and 'Register new customers'. The 'Register new customers' sub-tab is selected, displaying a registration form. The form includes a 'Type:' dropdown menu set to 'Business', a 'Business Name:' text box containing 'A Company', and empty text boxes for 'Forename:', 'Surname:', 'Address Line 1:', 'Address Line 2:', 'County:', 'Postcode:', and 'Phone number:'. The 'Address Line 1:' text box contains the placeholder text '1 An Address *'. To the right of this text box, a red error message is displayed: 'Error, 1 An Address * is not valid.' At the bottom of the form, there are two buttons: 'Submit' and 'Reset'.