**User Functional Requirements**

**Requirement 1: User Authentication**

**Pet Owner side:**

* **Description:** Pet Owner makes a new account and fills the necessary information like username and password, then fills at least on pet profile.
* **Priority:** High.
* **Acceptance Criteria:** Pet Owner can successfully register, log in, and access the services provided.

**Service Provider side:**

* **Description:** Service provider makes a new account and fills the necessary information like username and password, then selects the service(s) they want to provide.
* **Priority:** High.
* **Acceptance Criteria:** Service Provider can successfully register, log in, and start providing their service.

**Requirement 2: making pet profile**

* **Description:** Upon logging in, pet owner must make one or more profiles for their pet(s) by filling in the necessary information.
* **Priority:** High.
* **Acceptance Criteria:** pet owner filled in the information, and pet profile is successfully made.

**Requirement 3: Service browsing and Selection**

* **Description:** pet owner can choose the service he wants and filter the carers by name, clinic/individual, ratings, and location.
* **Priority:** High.
* **Acceptance criteria:** pet owner can successfully browse and select the service he desires.

**Requirement 4: pet grooming service**

**Pet Owner side:**

* **Description:** pet owner selected a specific clinic/individual and specifies the type of grooming they want and can now book the available time slots for a set price.
* **Priority:** High.
* **Acceptance criteria:** pet owner can choose grooming options, such as bath, haircut, or nail trimming, and schedule appointments accordingly.

**Service Provider side:**

* **Description:** carer can specify the type of grooming they’ll provide and put the available time slots that they will work in.
* **Priority:** High.
* **Acceptance criteria:** Carers can successfully add time slots to their work schedule.

**Requirement 5: Pet Sitting Service**

**Pet Owner side:**

* **Description:** pet owner can submit pet sitting service requests, including their location, start and end times, and await responses from pet care providers.
* **Priority:** High.
* **Acceptance criteria:** 
  + Users can enter details such as location, start time, and end time for the pet sitting request.
  + The request is made available for Service providers to engage with.

**Service Provider side:**

* **Description:** Carers can view users requests and choose to connect with the user to offer their services.
* **Priority:** High.
* **Acceptance criteria:** 
  + Carers can see the requests made by users.
  + Carers can show their interest in offering this service to the users.

**Requirement 6: Pet Walking Service**

**Pet owner side:**

* **Description:** pet owner can request pet walking services by specifying their starting location, preferred start and end times, and providing a preferred route for the pet care provider to take.
* **Priority:** High.
* **Acceptance criteria:**
  + pet owner can input their starting location for the pet walk.
  + pet owner specifies the preferred start and end times for the pet walking service.
  + pet owner can provide a preferred route.
  + Service providers can engage with the request.

**Service provider side:**

* **Description:** carer can connect with a user through a user request.
* **Priority:** High.
* **Acceptance criteria:**
  + Pet care providers receive detailed information about the requested pet walking service, including location, timing, and preferred route.
  + Pet care providers can view pet walking service requests.
  + Pet care providers can show their interest in offering this service to the users.

**Requirement 7: Boarding Service Booking**

**Pet owner side:**

* **Description:** pet owner can select a pet care provider for boarding services, view the available time slots offered by the selected carer, and book the chosen carer for a specified start and end date.
* **Priority:** High.
* **Acceptance criteria:** 
  + Upon selecting a pet care provider, the system displays the available time slots for boarding services offered by the chosen carer.
  + pet owner can select the start and end date for the boarding service from the available time slots.
  + The system confirms the booking, notifying both the user and the selected pet care provider.

**Service provider side:**

* **Description:** Carers can view and choose to accept the incoming requests they are getting.
* **Priority:** High.
* **Acceptance criteria:** 
  + Carers can view and accept the requests made by users.
  + The system confirms the booking, notifying both the user and the selected pet care provider.

**Requirement 8: Reservation management**

**Pet owner side:**

* **Description:** The system should provide robust reservation management capabilities to enable pet owners and pet care providers to view, modify, and cancel reservations.
* **Priority:** High.
* **Acceptance criteria:** 
  + Pet owner can view a list of their upcoming and past reservations.
  + Pet owner can modify reservation details such as dates, times, or services before with modification policies communicated.
  + Pet owner can cancel reservations, with appropriate notifications and cancellation policies communicated.

**Service provider side:**

* **Description:** The system should provide robust reservation management capabilities to enable pet owners and pet care providers to view, modify, and cancel reservations.
* **Priority:** High.
* **Acceptance criteria:** 
  + Pet care providers can access a dashboard displaying upcoming reservations.
  + Providers can cancel reservation, with appropriate notifications and cancellation policies communicated.
  + Providers receive notifications of reservation modifications or cancellations.

**Requirement 9: Online Store for Pet Accessories and Food**

**Pet owner side:**

* **Description:** The system should include an online store feature that allows users to browse, search, and purchase pet accessories and food.
* **Priority:** Low.
* **Acceptance criteria:** (split into owner and service provider)
  + **Product Catalog:**
    - The system displays a catalog of pet accessories and food items.
    - Pet owners can filter and search for products based on categories, brands, and other relevant criteria.
  + **Product Details:**
    - Pet owners can view detailed information for each product, including images, descriptions, prices, and customer reviews.
  + **Shopping Cart:**
    - Pet owners can add products to their shopping cart.
    - The system updates the shopping cart in real-time, displaying the total cost.
  + **Checkout Process:**
    - Pet owners can proceed to checkout, providing shipping information and selecting payment options.
    - The system securely processes payments and sends order confirmations to users.
  + **Order History:**
    - Pet owners can view their order history, including past purchases and order statuses.

**Service provider side:**

* **Description:** Application should allow the service provider to display add their products on the Online store.
* **Priority:** Low.
* **Acceptance criteria:** Service provider can successfully offer their products and pet owners can purchase them.

**Requirement 10: Health Care Appointment Booking**

**Pet owner side:**

* **Description:** The system should allow users to book appointments with clinics for health check-ups and vaccinations based on available time slots.
* **Priority:** High.
* **Acceptance criteria:**
  + Pet owner can select a clinic and view the available time slots for appointments.
  + Pet owner can choose a preferred time slot and book an appointment for health check-up or vaccination.

**Service provider side:**

* **Description:** Clinics should have the capability to set their working time slots for the pet owners to reserve.
* **Priority:** High.
* **Acceptance criteria:** Clinics can successfully set their working time slots and these time slots should be reservable by the pet owners.

**Requirement 11: User Reviews and Ratings**

* **Description:** pet owner can leave reviews and ratings for the following services provided by the application in requirements: 4 (Grooming), 5 (Pet sitting), 6 (Pet walking), 7 (Boarding), 10 (health care).
* **Priority:** Medium.
* **Acceptance criteria:** Users can submit reviews, and the average rating is displayed for each service provider.