**Functional Requirements**

(Write a paragraph to describe the two user roles and brief introduction)

**Requirement 1: User Authentication**

**Pet Owner side:**

* **Description:** Pet Owner makes a new account and fills the necessary information which is username, email, and password, then fills at least one 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 which is username, email, 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 for the first time, pet owner must make one or more profiles for their pet(s) by filling in the necessary information which includes pet weight, age, breed, and gender.
* **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 owners 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.