**User Functional Requirements**

**Requirement 1: User Authentication**

* **Description:** Users must register as either pet carer or a normal user by providing the necessary information like username and password.
* **Priority:** High
* **Acceptance Criteria:** Users can successfully register, log in, and log out.

**Requirement 2: making pet profile**

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

**Requirement 3: Service browsing and Selection**

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

**Requirement 4: pet grooming service (split user and carer alone)**

**User side:**

* **Description:** User 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:** Users can choose grooming options, such as bath, haircut, or nail trimming, and schedule appointments accordingly.

**Carer 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:** Users can submit pet sitting service requests, including their location, start and end times(, and await responses from pet care providers) system.
* **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:** Users 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:**
  + Users can input their starting location for the pet walk.
  + Users specify the preferred start and end times for the pet walking service.
  + Users 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:** Users 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.
  + Users 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.

**Pet care 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( service provider and pet owner split)**

* **Description:** The system should provide robust reservation management capabilities to enable pet owner and pet care providers to view, modify, and cancel reservations.
* **Priority:** High
* **Acceptance criteria:** 
  + **User Perspective:**
    - Users can view a list of their upcoming and past reservations.
    - Users can modify reservation details such as dates, times, or services before 48h (here).
    - Users can cancel reservations, with appropriate notifications and cancellation policies communicated.
  + **Pet Care Provider Perspective:**
    - Pet care providers can access a dashboard displaying upcoming reservations.
    - Providers can cancel reservation, with appropriate notifications and cancellation policies communicated. (add in pet owner side)
    - Providers receive notifications of reservation modifications or cancellations.

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

* **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.
    - Users can filter and search for products based on categories, brands, and other relevant criteria.
  + **Product Details:**
    - Users can view detailed information for each product, including images, descriptions, prices, and customer reviews.
  + **Shopping Cart:**
    - Users can add products to their shopping cart.
    - The system updates the shopping cart in real-time, displaying the total cost.
  + **Checkout Process:**
    - Users can proceed to checkout, providing shipping information and selecting payment options.
    - The system securely processes payments and sends order confirmations to users.
  + **Order History:**
    - Users can view their order history, including past purchases and order statuses.

**Requirement 10: Health Care Appointment Booking**

* **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:** (split into Pet owner, Service provider, (manage appointment))
  + Users can select a clinic and view the available time slots for appointments.
  + Users can choose a preferred time slot and book an appointment for health check-up or vaccination.

**Requirement 11: User Reviews and Ratings**

* **Description:** Users can leave reviews and ratings for the following services provided by the application : ….( requirement 1,2, etc).
* **Priority:** Medium
* **Acceptance criteria:** Users can submit reviews, and the average rating is displayed for each service provider.

**Requirement 12: Availability Notifications (Delete)**

* **Description:** Users receive notifications for appointment confirmations and cancellation.
* **Priority:** Medium
* **Acceptance criteria:** Users receive timely notifications for appointment confirmations and changes.