**User Stories for HVK**

**Information**

1. As a staff member, I want to be able to store customer information so that I can retrieve it when they book again.
2. As a staff member, I want to be able to update customer information so that their information can be up to date.
3. As a customer, I want to be able to enter my information so that it can be stored for future retrieval.
4. As a customer, I want to be able to update my information so that the staff will have access to my most recent information.
5. As a staff member, I want the system to store pet information (barker, size, climber, name, breed, age, sex, vaccination, medications, if brought food, other dogs owned by customer, notes etc.) so that I can assign the most appropriate run.
6. As a staff member, I would like to store cat information (litter trained, outdoor/indoor) so that I can access it later.
7. As a staff member, I would like to update cat information (litter trained, outdoor/indoor) so that it is the most recent information.
8. As a staff member, I want to be able to see all of the characteristics of each run (e.g., door size, covered, facing direction) so that I can choose the most suitable run for a dog when booking their stay.

**Contract**

1. As a staff member, I want the contract for a customer to be generated for me so that I don’t have to manually go through the system to find all pieces of information.
2. As a staff member, I want the system to be able to determine the pet rates based on the inputted pet information (size, if brought food, sharing) so it can be added to the contract.
3. As a staff member, I want the system to determine the additional rates based on services requested for the dogs so they can automatically be added to the contract.
4. As a staff member, I want the system to determine the daily discounts based on pet information so that it can be added to the contract.
5. As a staff member, I want the system to be able to determine the overall total cost for the customer so that it can be added to the contract.
6. As a staff member, I want to be able to access contracts for currently boarded pets so that I can verify the information.
7. As a staff member, I want to be able to access contracts for pets that have not arrived yet so that I can verify the information.
8. As a staff member, I want to be able to change the number of days of the pet’s stay so that I can account for them leaving before noon.
9. As a Customer, I want to be able to state my special needs in the boarding contract for my pet so that his special needs can be quelled.
10. As a customer, I want to specify if my pet will be groomed during his stay so that when I return my pet’s fur will stay soft and clean.
11. As a customer, I want to specify if my pet will have doggie playtime, so that he is not depressed during his stay.
12. As a staff member, I want the contracts to be sorted by currently boarded, not yet boarded, and closed contracts so that I can know where to look when I need to access a contract.

**Invoice**

1. As a staff member, I want to know what services were requested for each dog so that I can charge them the correct amount.
2. As a staff member, I want the system to determine the overall discounts (3+ dog 7% discount).
3. As a staff member, I want to know what time the pet was picked up so that the system can determine whether that day is charged for.
4. As a staff member, I want the invoice to be prepared before the pet leaves so that the checkout is more efficient.
5. As a staff member, I want to be able to manually override the prices so that I can make special exceptions.

**Daily Operations**

1. As a staff member, I want to see during what dates each run is free so that I can add clients’ bookings for runs.
2. As a staff member, I want to be able to see how many times per day each dog needs to be fed so that I can easily organize for them to be fed accordingly.
3. As a staff member, I want to be able to see which dogs get a 20-minute daily walk so that I can easily have them walked accordingly.
4. As a staff member, I want to be able to see what food each dog gets so that I can easily ensure they are fed the correct food.
5. As a staff member, I want to know what foods we have in stock so that we can let our customers know.
6. As a staff member, I want to be able to add notes to a client’s contract so that I can inform the customer of their dog’s behaviour during their stay.

**Booking/Making Reservations**

1. As a customer I want to book my pet’s kennel boarding online so that I don’t have to call.
2. As a staff member, I want to have a run assigned to a pet so that I can ensure availability.
3. As a staff member, I want to note when a run is unavailable (being cleaned, repaired) so that I do not book any dogs in the run during that time.
4. As a customer, I want to know if there are enough available runs for my dogs so that I can decide whether to book at the kennel.
5. As a customer, I want to be able to book for more than one dog at the same time so that I don’t have to do the booking process many times.
6. As a customer, I would like to be able to book stays for my cat so that I can go on vacation.
7. As a staff member, I would like to access the cat suite availability so that I can book cats in available suites.
8. As a customer, I would like to see what the available suites are for my cat so that I can know whether I can book at the kennel.
9. As a customer, I want to specify what luxury level of suite I would like to book my cat in so that I can maximize my cat’s comfort.
10. As a customer, I want to specify how many days I need my pet to stay so that I can see if there is that availability at the kennel.
11. As a customer, I want to know what vaccinations are required for my dog so that I can ensure they have the appropriate vaccinations.
12. As a customer, I want to know what foods are carried by the kennel so I can decide whether to bring my own.
13. As a staff member, I want to verify that a customer’s information is up to date when they book a reservation so that we don’t keep old, irrelevant information in their kennel car.
14. As a staff member, I want to be able to see what other animals a client has (that have checked in to the kennel) by looking at a kennel card so that I know to update more than one kennel card if the customer’s information changes.
15. As a staff member, when a client makes a reservation, I want them to be informed to bring their vaccination certificate with them when they bring their dog so that I can verify that it is up to date.
16. As a staff member I want to be able to book reservations up to 6 months in advance so that we can plan our bookings accordingly.
17. As a customer, I want to be able to state the medication that my pet needs so that my pet stays healthy.
18. As a customer, I would like to specify if my dog is a barker or not so that it is assigned to the right run.
19. As a staff member, I would like to see what food a dog prefers so we can check if we stock that food.
20. As a customer, I would like to specify my dog's size so that the right run is assigned.