

Tricia L. Holman

CIS275 – Morning

Final Project

Happy Paws Dog Walking

November 27, 2016

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Mission Statement

The purpose of the Dog Walker database is to support a proposal to investors to secure funding in order for the Dog Walking business to get started; as well as to maintain the data necessary for the business to efficiently provide exercise services for their customer's dogs and contract with their dog walkers.

Executive Summary

I was given the opportunity to design and create a database for this start-up dog walking company – which now has a name, Happy Paws Dog Walking – and we've come a long way from our initial report. I believe that the database being delivered will be able to thoroughly fulfill the present and ongoing needs of Happy Paws' owners, customers, dog walkers; and, of course, the dogs.

This report contains the key pieces involved in the development of the final working database, as well as giving an overview of everything that's in the database, how it all works together, and the purpose and function of each piece of the whole; along with what people will need to know in order to use the database.

The database not only gives Happy Paws a way to keep track of all of the important data about their customers, their dogs, their dog walkers, all past and upcoming walks, and finances; but it also gives them a quick, easy way to turn all of that data into relevant and useful information, putting it all together in different easy-to-access, easy-to-understand reports.

From this point, I'm looking forward to continuing to work with Happy Paws as they start interacting with their new database. I'm currently working on a couple of features that will add even more functionality to what we already have:

- A query that will allow the user to enter beginning and ending dates to determine how much to pay their dog walkers for the specified period of time,
- And another query that will work the same way, except it will access customer records to determine how much to bill a customer for a specified period of time.

Also, I know the owners of Happy Paws are still working out details of "walk packages", where customers can "subscribe" for a certain number of walks for their dog(s) per week or per month; and of special pricing for customers with multiple dogs. Once they get everything ironed out, I look forward to updating the database and adding new features to handle the new requirements. Also, any other additional features the owners discover would be useful.

Project Description

As I set out to design and create an effective database, I carefully read the backstory of the business now known as Happy Paws Dog Walking... learning about what it is that they're trying to achieve as a company, and determining what they really need their database to do for them, what purpose it needs to serve, what functions it needs to perform, what information will be the most useful to put together from the data.

It readily became clear that the database would need to have four main tables, or entities; so I created:

- one to hold the necessary information about their customers,
- one to keep track of relevant details about the customer's dogs,
- one to store pertinent data about the dog walkers who contract with the business to provide walks for the customer's dogs,
- and one to record key facts about all of the walks, both scheduled (upcoming) and completed.

So far as what we need to keep track of about customers, aside from the basic name, address, phone numbers, and email; I included fields for a billing address (in case it's different than the customer's residence) and credit card information, for ease of paying online. Since dog walkers will often (probably typically) be taking dogs for their walks when the customer is not home, there's several fields that will give clear instructions dog walkers will need to find and get the dogs; such as house vs. apartment; if there's a lockbox for a house key, or an alarm system; and if there's any other special instructions, such as perhaps the dog is kept in a certain room of the house, or the customer wants the dog walker to let themselves in through the back door, maybe there's a locked fence, or a cat to be sure not let out.

Moving on to the dogs, who are just as important to the business as they are to their owners; of course we need to know their name and gender. The business is also wisely including breed and weight; along with the dog's birthdate (the database will figure out how old the dog is). They know that big dogs can require extra strength and fortitude on the part of the dog walker, that very small dogs require some extra cautions for their safety; they also know that senior dogs may have a variety of physical, mobility, sensory, and/or cognitive issues needing some extra TLC, and puppies may need a dog walker who is up on training techniques and able to put up with extra energy. Different breeds are also associated with different temperamental qualities that can lend insight for interacting with the dog.

There's also fields where longer notations can be entered, to make note of any special health or behavioral concerns for each dog. Perhaps a dog is arthritic or hard-of-hearing... maybe they're other-dog aggressive, or afraid of kids or men, or like to go after cats, squirrels, or birds in particular. I suggested adding fields for making note of an emergency contact, in case the need arises and the owner is unable to be reached – a good idea would be the dog's veterinary clinic.

For those who contract with the business to provide the actual dog walking, we need to know all of the usual contact information; but the business also wants to keep track of when they started as dog walkers – customers may want to know how experienced the person they're entrusting with their dog is. In order to match up dogs with the most suitable dog walkers, the business needs to keep track of which dog walkers are experienced with, and willing to handle: big dogs, tiny dogs, senior dogs, and puppies. As a multiple dog owner, I suggested a field to keep track of dog walkers willing to walk more than one dog at a time, as understandably not all dog walkers may want to take that on.

Since the business will require that all dog walkers who contract with them to be both bonded and insured before being permitted to accept walks with customer's dogs, we'll also note whether each dog walker has obtained their bond and insurance, along with recording the name of the issuing company and the bond/policy numbers. I also created tables and forms to record contact information about the companies. This not only provides a means of verification, but will allow the business to respond to customers more efficiently, should a claim arise.

Finally, we have a table that will keep track of the walk transactions – both those coming up on the schedule and those which have been completed. The date, along with the starting and ending times, will be recorded for each walk. This way, the customer will know how much exercise their dog has received, and how much they owe the business; the business will know how much to bill their customers, how much to pay their dog walkers, how profitable they are, and who their best customers and most active dog walkers are.

Another feature of the walk table will be a large field so that dog walkers can report anything of note from each dog's walk. Positive things should be included – customers like to know their dogs are happy, and enjoy hearing fun things about their dogs. Also anything of concern: maybe the dog walker noticed a limp or some stiffness, maybe the dog got a little too playful and incurred a minor injury, maybe the dog walker felt a lump while petting the dog, or noticed another issue such as an ear infection starting or excessive itching, or observed something odd behaviorally. Any of these things would be a good heads-up for the customer.

Including a report such as this engenders a bond between the customer and the dog walkers and develops a feeling of good will between the customer and the business.

Beyond the tables to collect the data, I've designed forms to make data entry easy and fun, with sensible groupings of data and large-enough fields in which to put it. Nothing is more annoying than fields where not all of the data you're entering shows. The forms are designed in one of the owner's favorite colors, orange; and have a consistent look and feel.

I've also come up with a variety of queries, basically asking the database to answer a number of questions the owners would want answers to, such as:

- revenue earned from completed walks,
- revenue to be earned from upcoming walks,
- how much each dog walker has earned,
- how much each customer is to be billed,
- which customers and which dog walkers are the most active,
- what the upcoming schedule looks like for a given dog walker,
- how many hours of walking time has been spent with each dog.

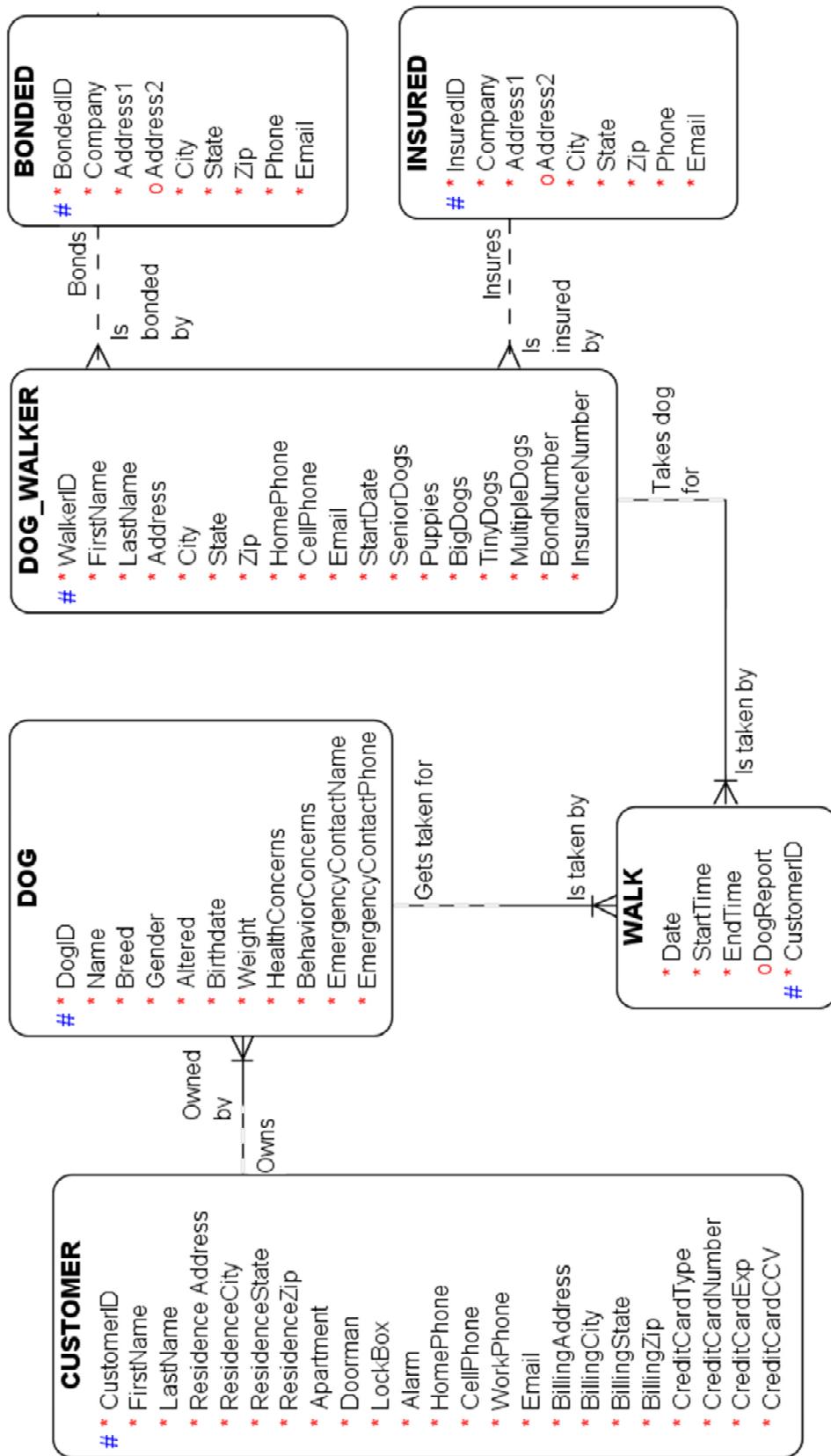
In addition, I've made a number of reports, displaying the most pertinent information in an easy-to-read document. Besides reports based off of most of the queries above, there are also reports for:

- Information about the dog(s) belonging to each customer, along with the customer's contact information, which will be useful for promotional efforts,
 - This report also lists each customer and dog's ID numbers – printing it would be a good "cheat sheet" for entering new walk bookings.
- I'll be adding a similar report for dog walkers shortly,
- A quick listing of each dog's emergency contact details,
- A quick listing of each dog walker's bond and insurance information (along with another query showing which ones have yet to complete this process),
- Walk activity by both customer/dog and dog walker,
- And a special listing of senior dogs, the TLC list.

I believe that I've designed a well-thought-out database that will hold all of the data and generate all of the information required to allow this new dog-loving business to be successful as they get started, and as they serve their dog-loving customers for years to come.

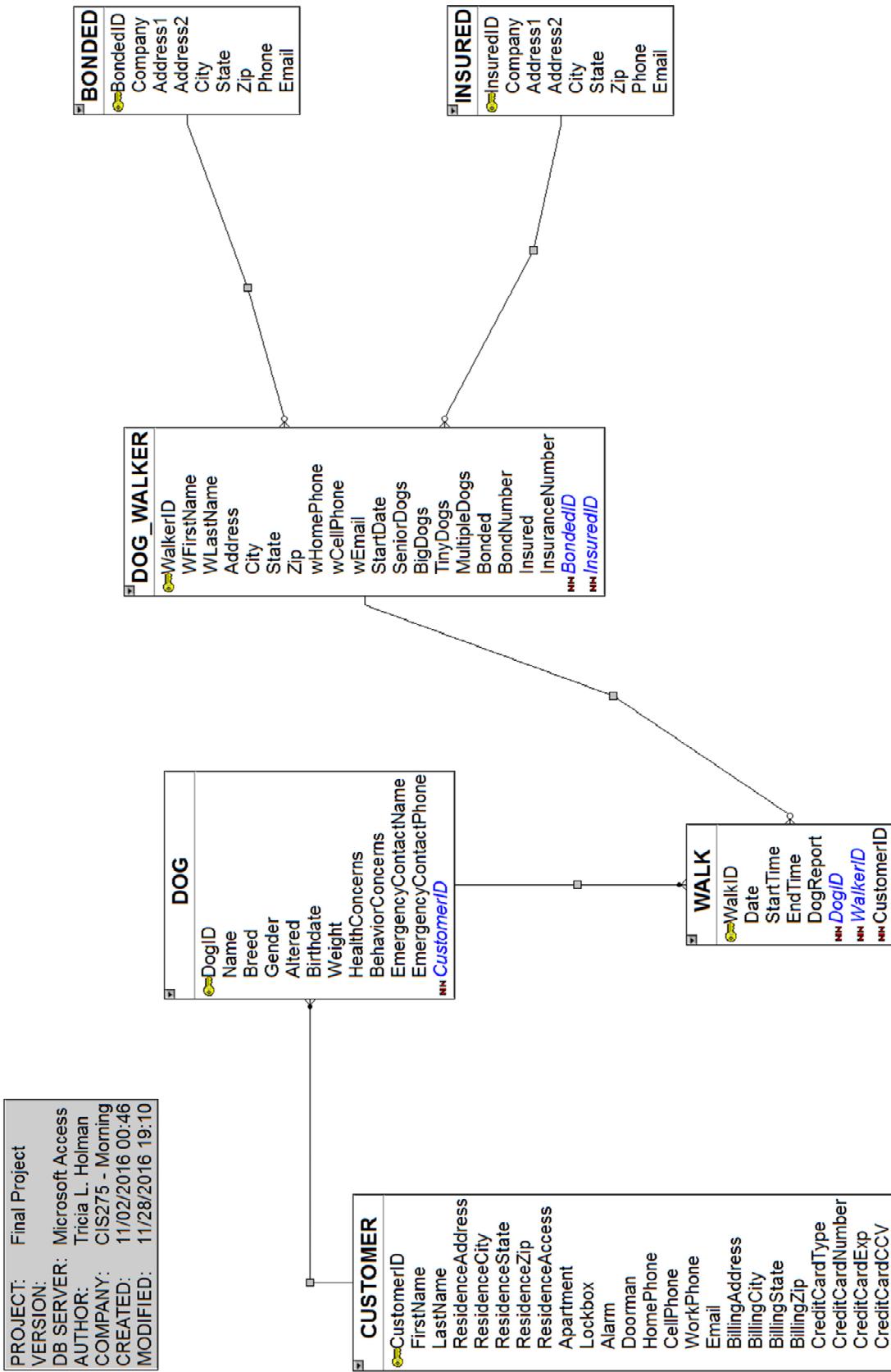
I also look forward to continued work with Happy Paws, as I help their database adapt and grow with changing business needs.

Entity-Relationship Diagram



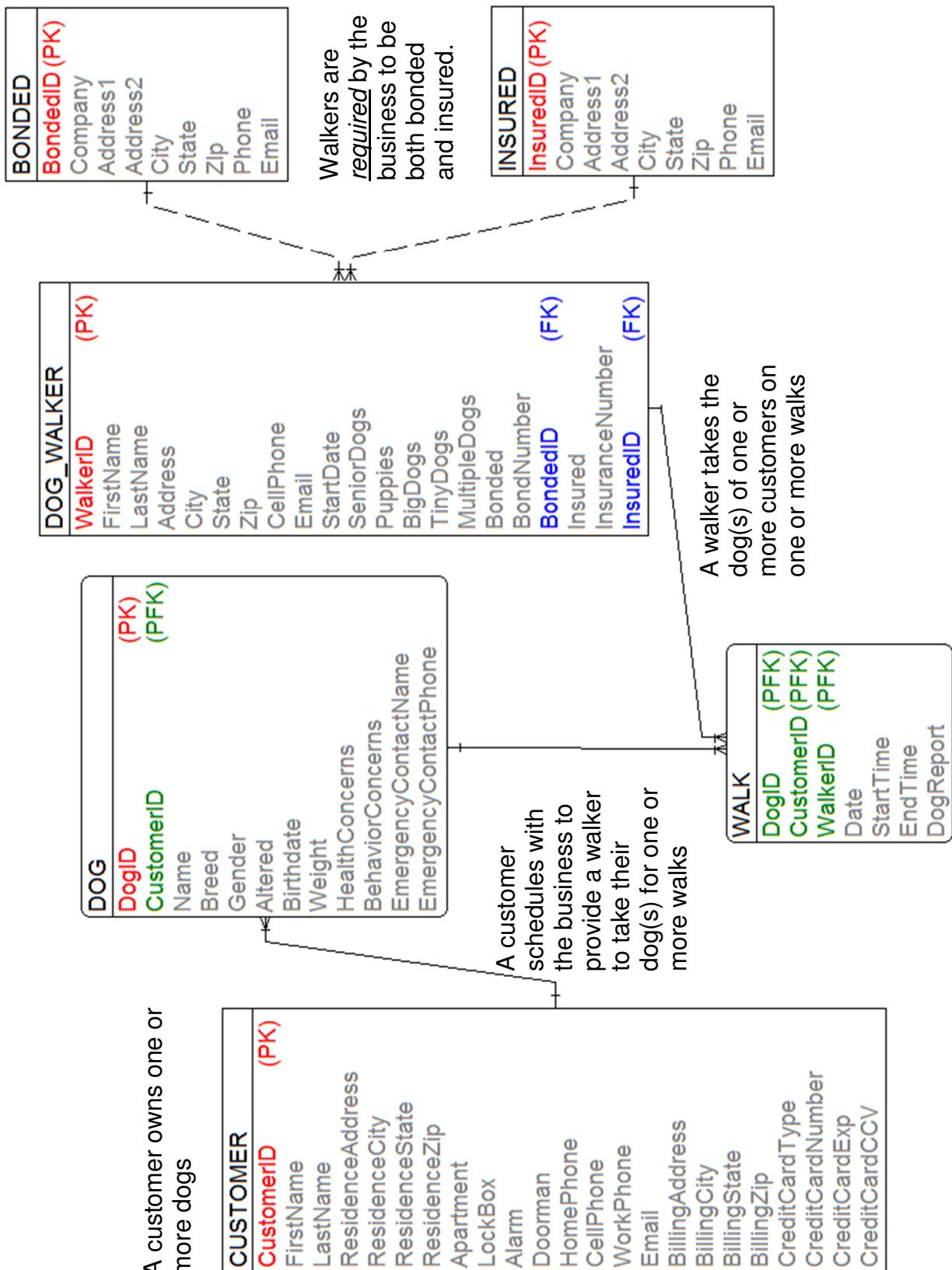
From Milestone 2 – completed with Oracle Data Modeler

Entity-Relationship Diagram

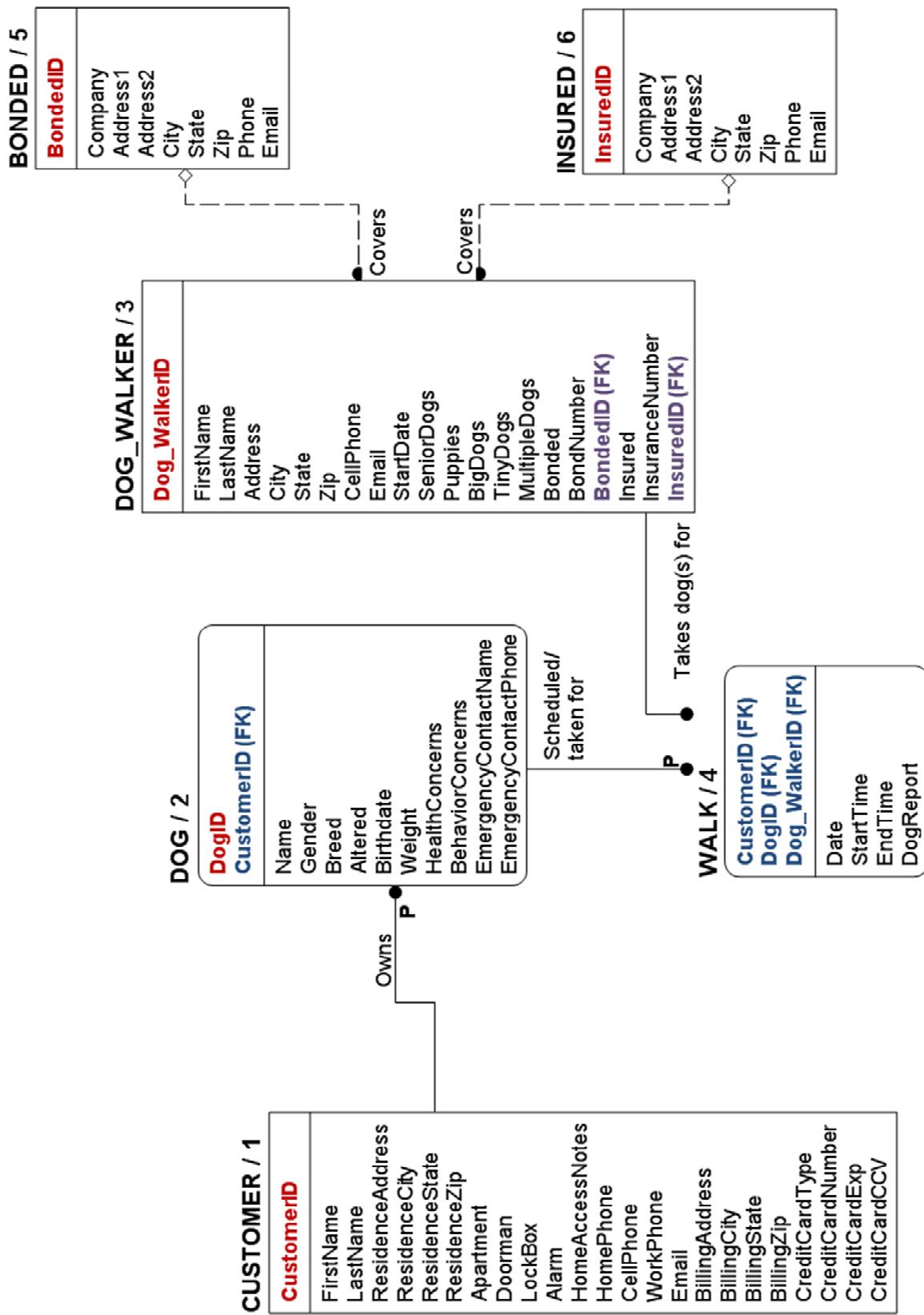


From Milestone 3 – completed with XTG Data Modeler

Entity-Relationship Diagram



Entity-Relationship Diagram



SQL DDL for Tables & Constraints

Created for Access

```
CREATE TABLE CUSTOMER
(
    CustomerID          COUNTER      PRIMARY KEY NOT NULL,
    FirstName            VarChar(18)   NOT NULL,
    LastName             VarChar(18)   NOT NULL,
    ResidenceAddress    VarChar(36)   NOT NULL,
    ResidenceCity        VarChar(18)   NOT NULL,
    ResidenceState       VarChar(2)    NOT NULL,
    ResidenceZip         VarChar(10)   NOT NULL,
    Apartment            VarChar(30)   NULL,
    Doorman              VarChar(3)    NULL,
    LockBox              VarChar(6)    NULL,
    Alarm                VarChar(6)    NULL,
    HomeAccessNotes      Memo         NULL,
    HomePhone            VarChar(12)   NOT NULL,
    CellPhone             VarChar(12)   NOT NULL,
    WorkPhone            VarChar(12)   NULL,
    Email                VarChar(36)   NOT NULL,
    BillingAddress       VarChar(36)   NULL,
    BillingCity           VarChar(18)   NULL,
    BillingState          VarChar(4)    NULL,
    BillingZip            VarChar(10)   NULL,
    CreditCardType       VarChar(12)   NOT NULL,
    CreditCardNumber     VarChar(16)   NOT NULL,
    CreditCardExp         DateTime    NOT NULL,
    CreditCardCCV        VarChar(4)    NOT NULL
);

CREATE TABLE DOG
(
    DogID               COUNTER      PRIMARY KEY NOT NULL,
    CustomerID          INTEGER      NOT NULL,
    Name                VarChar(18)   NOT NULL,
    Gender              VarChar(6)    NOT NULL,
    Breed               VarChar(36)   NOT NULL,
    Altered              VarChar(3)    NOT NULL,
    Birthdate            DateTime    NOT NULL,
    Weight               VarChar(3)    NOT NULL,
    HealthConcerns      Memo         NULL,
    BehaviorConcerns    Memo         NULL,
    EmergencyContactName VarChar(63)  NOT NULL,
    EmergencyContactPhone VarChar(12)  NOT NULL
);

CONSTRAINT FK_DOG_CustomerID
FOREIGN KEY (CustomerID) REFERENCES CUSTOMER
;
```

SQL DDL for Tables & Constraints

```
CREATE TABLE DOG_WALKER
(
    DogWalkerID          COUNTER      PRIMARY KEY NOT NULL,
    FirstName            VarChar(18)   NOT NULL,
    LastName             VarChar(18)   NOT NULL,
    Address              VarChar(36)   NOT NULL,
    City                 VarChar(18)   NOT NULL,
    State                VarChar(2)    NOT NULL,
    Zip                  VarChar(10)   NOT NULL,
    CellPhone            VarChar(12)   NOT NULL,
    Email                VarChar(36)   NOT NULL,
    StartDate            DateTime     NOT NULL,
    SeniorDogs           VarChar(3)    NOT NULL,
    Puppies               VarChar(3)    NOT NULL,
    BigDogs              VarChar(3)    NOT NULL,
    TinyDogs              VarChar(3)    NOT NULL,
    MultipleDogs         VarChar(3)    NOT NULL,
    Bonded               VarChar(3)    NOT NULL,
    BondNumber            VarChar(18)   NULL,
    BondedID              INTEGER     NULL,
    Insured               VarChar(3)    NOT NULL,
    InsuranceNumber       VarChar(18)   NULL,
    INSUREDID             INTEGER     NULL,
);

CONSTRAINT FK_WALKER_BondedID
FOREIGN KEY (BondedID) REFERENCES BONDED,

CONSTRAINT FK_WALKER_InsuredID
FOREIGN KEY (InsuredID) REFERENCES INSURED

);

CREATE TABLE WALK
(
    WalkDate              DateTime     NOT NULL,
    StartTime             DateTime     NOT NULL,
    EndTime               DateTime     NOT NULL,
    DogReport              Memo        NULL,
    CustomerID            INTEGER     NOT NULL,
    DogID                 INTEGER     NOT NULL,
    DogWalkerID            INTEGER     NOT NULL,
    . . .
);

CONSTRAINT WALKPK PRIMARY KEY (CustomerID, DogID, DogWalkerID, WalkDate, StartTime),

CONSTRAINT FK_WALK_CustomerID
FOREIGN KEY (CustomerID) REFERENCES CUSTOMER,
CONSTRAINT FK_WALK_DogID
FOREIGN KEY (DogID) REFERENCES DOG,
CONSTRAINT FK_WALKER_WalkerID
FOREIGN KEY (DogWalkerID) REFERENCES DOG_WALKER
);
```

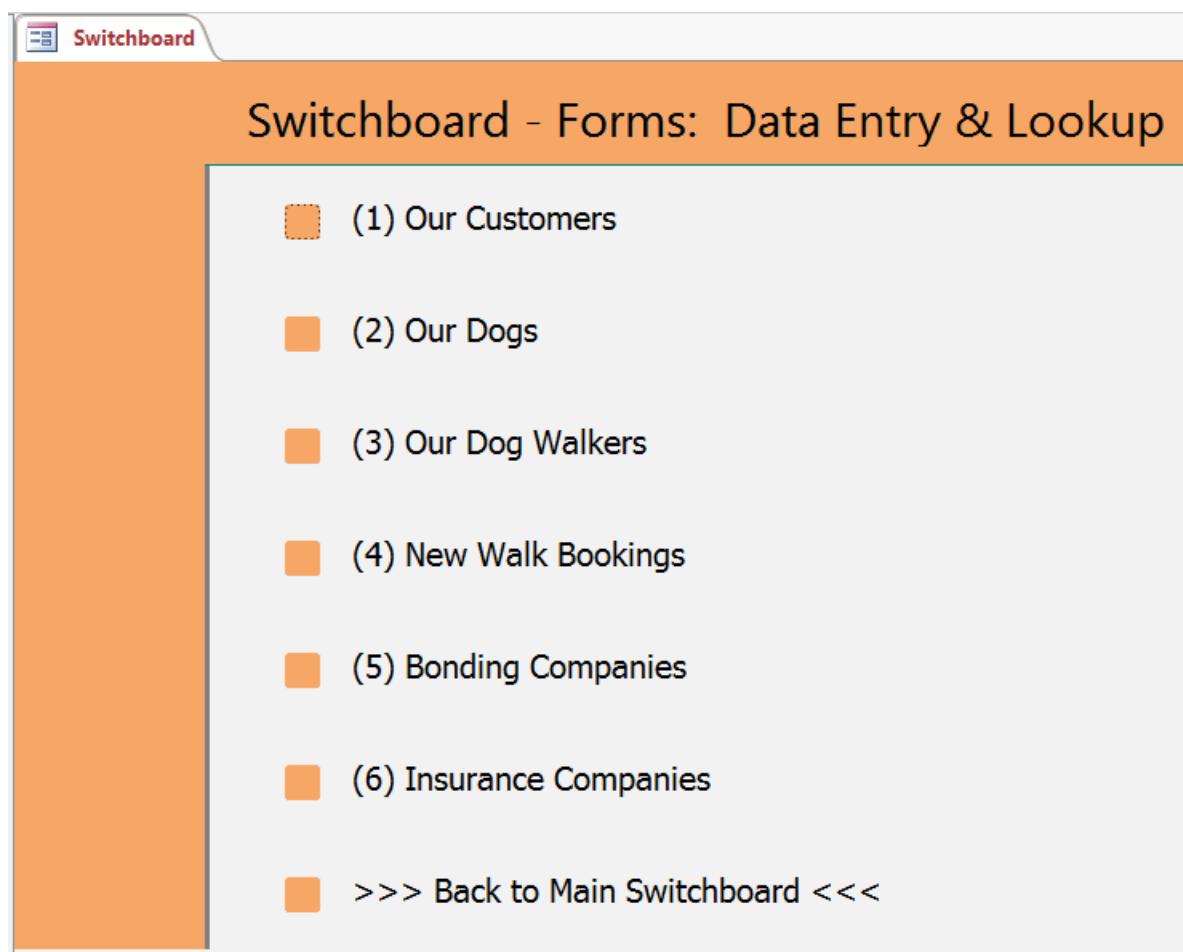
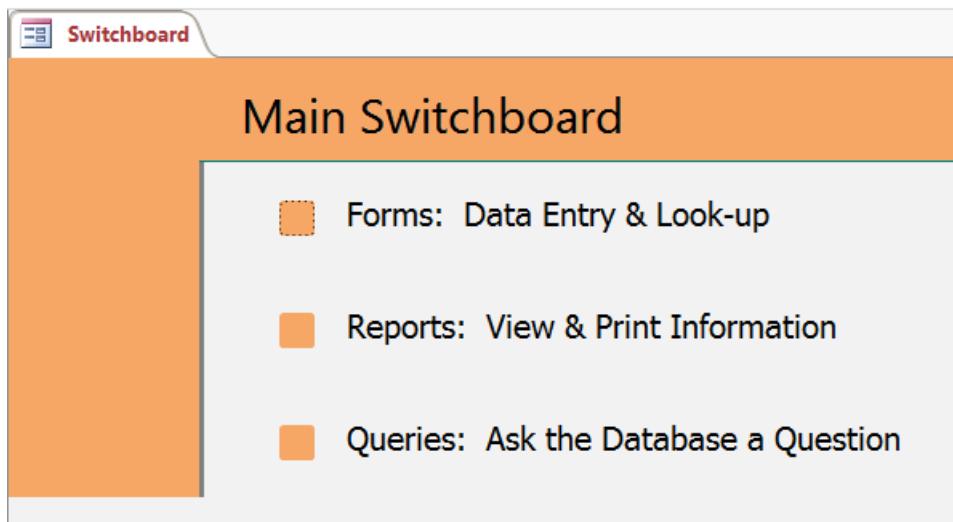
SQL DDL for Tables & Constraints

```
CREATE TABLE BONDED
(
    BondedID          COUNTER      PRIMARY KEY NOT NULL,
    Company           VarChar(36)   NOT NULL,
    Address1          VarChar(36)   NOT NULL,
    Address2          VarChar(36)   NULL,
    City              VarChar(18)   NOT NULL,
    State             VarChar(2)    NOT NULL,
    Zip               VarChar(10)   NOT NULL,
    Phone             VarChar(12)   NOT NULL,
    Email             VarChar(36)   NOT NULL
);
```

```
CREATE TABLE INSURED
(
    InsuredID         COUNTER      PRIMARY KEY NOT NULL,
    Company           VarChar(36)   NOT NULL,
    Address1          VarChar(36)   NOT NULL,
    Address2          VarChar(36)   NULL,
    City              VarChar(18)   NOT NULL,
    State             VarChar(2)    NOT NULL,
    Zip               VarChar(10)   NOT NULL,
    Phone             VarChar(12)   NOT NULL,
    Email             VarChar(18)   NOT NULL
);
```

Screenshots from the Database

Switchboards – pretty self-explanatory from the images:



 **Switchboard**

Switchboard - Reports: View & Print Information

-  (1) Dog Walkers & Walk Dates/Times
-  (2) Dog Days -- Our Senior Dogs
-  (3) Customers & Their Dogs
-  (4) Customers, Their Dogs, & Walks
-  (5) Upcoming Walks
-  (6) Completed Walks
-  >>> Go to Page 2 of Reports <<<
-  >>> Back to Main Switchboard <<<

 **Switchboard**

Switchboard - Reports: View & Print Information (page 2)

-  (7) Emergency Contact Information
-  (8) Dog Walker Bond/Insurance Information
-  (9) Total Revenue
-  >>> Go Back to Page 1 of Reports <<<
-  >>> Go Back to Main Switchboard <<<

Switchboard - Queries

- Q1: Dog Walkers not Bonded/Insured
- Q2: Specific Dog Walkers Schedules
- Q3: Money Earned by Specific Dog Walker
- Q4: Our Best Customers
- Q5: Walkers & Walk Times, by Dog
- Q6: Walkers of Old Dogs
- Q7: Walkers of Big Dogs
- >>> Back to Main Switchboard <<<

Result & SQL for Dogs_Customers_Walks Query... compiles all information about customers, their dogs, and completed/upcoming walks:

Dogs_Name	Gender	Breed	Weight	Dogs_Age	FirstName	LastName	CellPhone	Email	WalkDate	StartTi
Possum	Female	Sheltie	24	8.9 Kelly	Hale	210-206-8844	KellyMHale@gmail.com	12/2/2016	9	
Possum	Female	Sheltie	24	8.9 Kelly	Hale	210-206-8844	KellyMHale@gmail.com	11/22/2016	3	
Sawyer	Male	Sheltie	34	8.5 Eric	Wright	609-318-6375	Eric_Wright@yahoo.com	11/23/2016	1	
Possum	Female	Sheltie	24	8.9 Kelly	Hale	210-206-8844	KellyMHale@gmail.com	11/24/2016	3	
Sawyer	Male	Sheltie	34	8.5 Eric	Wright	609-318-6375	Eric_Wright@yahoo.com	11/25/2016	12	
Possum	Female	Sheltie	24	8.9 Kelly	Hale	210-206-8844	KellyMHale@gmail.com	11/26/2016	12	
Lacey	Female	Sheltie	22	8.5 Lynette	Vasquez	210-675-8773	lynette.vasquez@gmail.com	11/23/2016	1	
Jack	Male	Sheltie	32	4.8 Eric	Wright	609-318-6375	Eric_Wright@yahoo.com	11/30/2016	2	
Zoey	Female	Sheltie	23	4.7 Lynette	Vasquez	210-675-8773	lynette.vasquez@gmail.com	11/20/2016	11	
Lacey	Female	Sheltie	22	8.5 Kelly	Hale	210-206-8844	KellyMHale@gmail.com	11/19/2016	1	
Missy	Female	Smooth Collie	69	2.3 Kerry	Johnston	210-528-4676	KerryBerry.Johnston@gmail.c	11/20/2016	1	
Meggie	female	Australian Shepherd	41	6.7 Paulette	Ramsay	347-834-1687	PaulieRamsay@yahoo.com	12/3/2016	10	
Shawna	female	Australian Shepherd	43	6.7 Paulette	Ramsay	347-834-1687	PaulieRamsay@yahoo.com	12/3/2016	10	
Eric	male	Norwegian Buhund	25	2.7 Eloise	Johnson	210-670-3969	e.johnson@sprint.net	11/28/2016	6	
Stryker	male	Belgian Tervuren	63	4.2 Amanda	Townsend	210-875-5678	Amanda.Townsend@gmail.cc	10/30/2016	11	
Lightning	male	Belgian Malinois	58	3.5 Amanda	Townsend	210-875-5678	Amanda.Townsend@gmail.cc	10/30/2016	11	
Thunder	male	Belgian Shepherd	60	2.3 Amanda	Townsend	210-875-5678	Amanda.Townsend@gmail.cc	10/30/2016	11	
Peaches	Female	Pomeranian	9	11.8 Kate	Garcia	830-375-6187	Katie_Garcia@verizon.net	12/3/2016	4	
Cream	female	Pomeranian	10	11.0 Kate	Garcia	830-375-6187	Katie_Garcia@verizon.net	12/3/2016	4	

Switchboard Dogs_Customers_Walks

```

SELECT DOG.Name AS Dogs_Name, DOG.Gender, DOG.Breed, DOG.Weight, (Date()-[DOG.Birthdate])/365 AS Dogs_Age, CUSTOMER.FirstName,
CUSTOMER.LastName, CUSTOMER.CellPhone, CUSTOMER.Email, WALK.WalkDate, WALK.StartTime, WALK.EndTime,
DateDiff("n",[WALK.StartTime],[WALK.EndTime]) AS WalkTime, ([WalkTime]/30)*20 AS AmountOwed, [CUSTOMER.FirstName] & " " & [CUSTOMER.LastName] AS
CustomerName
FROM DOG, CUSTOMER, WALK
WHERE ((DOG.DogID)=WALK.DogID) And ((CUSTOMER.CustomerID)=WALK.CustomerID));

```

Result & SQL for Dogs_Walkers_Walks Query... compiles all information about the dogs, their walkers, and their walks:

Switchboard Dogs_Walkers_Walks

Dogs_Name	Gender	Breed	Weight	Dogs_Age	FirstName	LastName	DogWalkerPhone	DogWalkerEmail	WalkDate
Possum	Female	Sheltie	24	8.9	Chris	Walker	210-257-7110	c_walker@gmail.com	12/2/2016
Possum	Female	Sheltie	24	8.9	Chris	Walker	210-257-7110	c_walker@gmail.com	11/22/2016
Sawyer	Male	Sheltie	34	8.5	Samantha	Iverson	210-213-9185	s_iverson@gmail.com	11/23/2016
Possum	Female	Sheltie	24	8.9	Chris	Walker	210-257-7110	c_walker@gmail.com	11/24/2016
Sawyer	Male	Sheltie	34	8.5	Samantha	Iverson	210-213-9185	s_iverson@gmail.com	11/25/2016
Possum	Female	Sheltie	24	8.9	Chris	Walker	210-257-7110	c_walker@gmail.com	11/26/2016
Lacey	Female	Sheltie	22	8.5	Chris	Walker	210-257-7110	c_walker@gmail.com	11/23/2016
Jack	Male	Sheltie	32	4.8	Samantha	Iverson	210-213-9185	s_iverson@gmail.com	11/30/2016
Zoey	Female	Sheltie	23	4.7	Samantha	Iverson	210-213-9185	s_iverson@gmail.com	11/20/2016
Lacey	Female	Sheltie	22	8.5	Samantha	Iverson	210-213-9185	s_iverson@gmail.com	11/19/2016
Missy	Female	Smooth Collie	69	2.3	David	Holbrook	830-893-7178	d_holbrook@gmail.com	11/20/2016
Meggie	female	Australian Shepherd	41	6.7	Scott	Taylor	210-261-5287	ScottyTaylor@yahoo.com	12/3/2016
Shawna	female	Australian Shepherd	43	6.7	Scott	Taylor	210-261-5287	ScottyTaylor@yahoo.com	12/3/2016
Eric	male	Norwegian Buhund	25	2.7	Walter	McElroy	802-325-9697	walter.mcelroy@gmail.com	11/28/2016
Stryker	male	Belgian Tervuren	63	4.2	Erica	Norman	210-481-1596	EricaTheRedNorman@gmail.	10/30/2016
Lightning	male	Belgian Malinois	58	3.5	Erica	Norman	210-481-1596	EricaTheRedNorman@gmail.	10/30/2016
Thunder	male	Belgian Shepherd	60	2.3	Erica	Norman	210-481-1596	EricaTheRedNorman@gmail.	10/30/2016
Peaches	Female	Pomeranian	9	11.8	Alicia	Coleman	830-842-0419	Alicia.Coleman@gmail.com	12/3/2016
Cream	female	Pomeranian	10	11.0	Alicia	Coleman	830-842-0419	Alicia.Coleman@gmail.com	12/3/2016

Switchboard Dogs_Walkers_Walks

```

SELECT DOG.Name AS Dogs_Name, DOG.Gender, DOG.Breed, DOG.Weight, (Date()-[DOG.Birthdate])/365 AS Dogs_Age, DOG_WALKER.FirstName,
DOG_WALKER.LastName, DOG_WALKER.CellPhone AS DogWalkerPhone, DOG_WALKER.Email AS DogWalkerEmail, WALK.WalkDate, WALK.StartTime,
WALK.EndTime, DateDiff("n",[WALK.StartTime],[WALK.EndTime]) AS WalkTime, ([WalkTime]/30)*10 AS AmountEarned, [DOG_WALKER.FirstName] & " " &
[DOG_WALKER.LastName] AS DogWalkerName, [CUSTOMER.FirstName] & " " & [CUSTOMER.LastName] AS CustomerName, CUSTOMER.CellPhone AS
CustomerPhone, CUSTOMER.Email AS CustomerEmail
FROM DOG, DOG_WALKER, WALK, CUSTOMER
WHERE ((DOG.DogID)=WALK.DogID) And ((DOG_WALKER.DogWalkerID)=WALK.DogWalkerID) And ((CUSTOMER.CustomerID)=WALK.CustomerID));

```

Result & SQL for Q1, showing dog walkers who aren't bonded/insured:

Switchboard Q1_Dog_Walkers_not_Bonded_Insured

FirstName	LastName	Address	City	State	Zip	CellPhone	Email	Bonded	Insured
Samantha	Iverson	3456 Side Street	San Antonio	TX	78238	210-213-9185	s_iverson@gmail.com	no	no
Danielle	O'Connor	995 Weekley Street	San Antonio	TX	78212	210-391-3438	DanielleOConnor@gmail.com	no	no
Matthew	Hitchcock	1940 Weekley Street	San Antonio	TX	78213	210-345-4998	Matthew.J.Hitchcock@gmail.com	no	no
*									

Switchboard Q1_Dog_Walkers_not_Bonded_Insured

```

SELECT FirstName, LastName, Address, City, State, Zip, CellPhone, Email, Bonded, Insured
FROM DOG_WALKER
WHERE Insured = 'No' and Bonded = 'No';

```

Result & SQL for Q2, which brings up a particular dog walker's schedule, after the user inputs the dog walker's last name:

DogWalkerName	WalkDate	StartTime	Dogs_Name
Iverson, Samantha	11/19/2016	1:00 PM	Lacey
Iverson, Samantha	11/20/2016	11:30 AM	Zoey
Iverson, Samantha	11/30/2016	2:15 PM	Jack
Iverson, Samantha	11/25/2016	12:45 PM	Sawyer
Iverson, Samantha	11/23/2016	1:30 PM	Sawyer

```
Switchboard Q2_Specific_Walker_Schedule
SELECT [DOG_WALKER.LastName] & ", " & [DOG_WALKER.FirstName] AS DogWalkerName, WALK.WalkDate, WALK.StartTime, DOG.Name AS Dogs_Name
FROM DOG_WALKER, WALK, DOG
WHERE (((DOG_WALKER.LastName)=[Enter Dog Walker's Last Name:])) And ((DOG_WALKER.DogWalkerID)=WALK.DogWalkerID) And ((DOG.DogID)=WALK.DogID))
ORDER BY DOG_WALKER.LastName;
```

Result & SQL for Q3, which shows how much money each dog walker has earned:

DogWalkerName	AmountEarned
Coleman, Alicia	\$20.00
Holbrook, David	\$10.00
Iverson, Samantha	\$55.00
McElroy, Walter	\$10.00
Norman, Erica	\$45.00
Taylor, Scott	\$20.00
Walker, Chris	\$55.00

```
Switchboard Q3_Money_Earned_By_Dog_Walkers
SELECT DogWalkerName, Sum(TotalMinutesWalked/30)*10 AS AmountEarned
FROM wQ3a_Total_Time_By_Walker
GROUP BY DogWalkerName;
```

Results & SQL for Q3a, which shows the total time each dog walker has spent on the job:

DogWalkerName	TotalMinutesWalked
Coleman, Alicia	60
Holbrook, David	30
Iverson, Samantha	165
McElroy, Walter	30
Norman, Erica	135
Taylor, Scott	60
Walker, Chris	165

```
Switchboard wQ3a_Total_Time_By_Walker
SELECT [DOG_WALKER.LastName] & ", " & [DOG_WALKER.FirstName] AS DogWalkerName, Sum(DOGS_WALKERS_WALKS.WalkTime) AS TotalMinutesWalked
FROM DOGS_WALKERS_WALKS
GROUP BY DOGS_WALKERS_WALKS.LastName, DOGS_WALKERS_WALKS.FirstName;
```

Result & SQL for Q4, which shows the best customers, sorted by those who have booked the most walk-time first:

CustomerName	Total_Time	TotalRevenue
Hale, Kelly	165	\$110.00
Townsend, Amanda	135	\$90.00
Wright, Eric	105	\$70.00
Vasquez, Lynette	60	\$40.00
Ramsay, Paulette	60	\$40.00
Garcia, Kate	60	\$40.00
Johnston, Kerry	30	\$20.00
Johnson, Eloise	30	\$20.00

```
Switchboard Q4_Best_Customers
SELECT [CUSTOMER.LastName] & ", " & [CUSTOMER.FirstName] AS CustomerName, Sum(DOGS_CUSTOMERS_WALKS.WalkTime) AS Total_Time,
Sum(DOGS_CUSTOMERS_WALKS.AmountOwed) AS TotalRevenue
FROM DOGS_CUSTOMERS_WALKS
GROUP BY DOGS_CUSTOMERS_WALKS.LastName, DOGS_CUSTOMERS_WALKS.FirstName;
```

Results & SQL for Q5, which shows the dog walker(s) and walk time(s) for each dog, after the user inputs a dog's name:

DogWalkerName	Dogs_Name	TotalMinutesWalked
Walker, Chris	Possum	135

Switchboard Q5_Walkers_And_Times_By_Dog

```
SELECT [Dogs_Walkers_Walks.LastName] & ", " & [Dogs_Walkers_Walks.FirstName] AS DogWalkerName, Dogs_Name, Sum(WalkTime) AS TotalMinutesWalked
FROM DOGS_WALKERS_WALKS
GROUP BY LastName, FirstName, Dogs_Name
HAVING (((Dogs_Name)=[enter dog's name:]));
```

Results & SQL for Q6, which shows walkers who have walked dogs over 8 years old:

Switchboard Q6_Walkers_Of_Old_Dogs

DogWalkerName	Dogs_Name	Dogs_Age	CustomerName
Coleman, Alicia	Cream	11.0	Kate Garcia
Coleman, Alicia	Peaches	11.8	Kate Garcia
Iverson, Samantha	Lacey	8.5	Kelly Hale
Iverson, Samantha	Sawyer	8.5	Eric Wright
Walker, Chris	Lacey	8.5	Lynette Vasquez
Walker, Chris	Possum	8.9	Kelly Hale

Switchboard Q6_Walkers_Of_Old_Dogs

```
SELECT DISTINCT [Dogs_Walkers_Walks.LastName] & ", " & [Dogs_Walkers_Walks.FirstName] AS DogWalkerName, Dogs_Walkers_Walks.Dogs_Name,
Dogs_Walkers_Walks.Dogs_Age, CustomerName
FROM Dogs_Walkers_Walks
WHERE ((Dogs_Walkers_Walks.Dogs_Age)>=8);
```

Results & SQL for Q7, which shows walkers who have walked dogs over 60 pounds:

Switchboard Q7_Walkers_Of_Big_Dogs

DogWalkerName	Dogs_Name	Dogs_Weight
Holbrook, David	Missy	69
Norman, Erica	Thunder	60
Norman, Erica	Stryker	63

Switchboard Q7_Walkers_Of_Big_Dogs

```
SELECT [DOG_WALKER.LastName] & ", " & [DOG_WALKER.FirstName] AS DogWalkerName, Name AS Dogs_Name, Weight AS Dogs_Weight
FROM DOG_WALKER, DOG, WALK
WHERE DOG.Weight >= 60
AND DOG.DogID = WALK.DogID
AND DOG_WALKER.DogWalkerID = WALK.DogWalkerID
GROUP BY LastName, FirstName, Weight, Name;
```

Results & SQL for Q8, which lists upcoming walks – those which have been scheduled but not occurred yet:

Switchboard Q8_Walk_Bookings

Dogs_N	WalkDate	StartTime	EndTime	WalkTime	TotalRevenue	DogWalkerName	DogWalkerP	DogWalkerEmail	CustomerE
Cream	12/3/2016	4:30 PM	5:00 PM	30	\$20.00	Alicia Coleman	830-842-0419	Alicia.Coleman@gmail.com	Kate Gar
Jack	11/30/2016	2:15 PM	2:45 PM	30	\$20.00	Samantha Iverson	210-213-9185	s_iverson@gmail.com	Eric Wrig
Meggie	12/3/2016	10:30 AM	11:00 AM	30	\$20.00	Scott Taylor	210-261-5287	ScottyTaylor@yahoo.com	Paulette
Peaches	12/3/2016	4:30 PM	5:00 PM	30	\$20.00	Alicia Coleman	830-842-0419	Alicia.Coleman@gmail.com	Kate Gar
Possum	12/2/2016	9:30 AM	10:00 AM	30	\$20.00	Chris Walker	210-257-7110	c_walker@gmail.com	Kelly Hal
Shawna	12/3/2016	10:30 AM	11:00 AM	30	\$20.00	Scott Taylor	210-261-5287	ScottyTaylor@yahoo.com	Paulette

Switchboard Q8_Walk_Bookings

```
SELECT DISTINCT Dogs_Walkers_Walks.Dogs_Name, Dogs_Walkers_Walks.WalkDate, Dogs_Walkers_Walks.StartTime, Dogs_Walkers_Walks.EndTime,
Dogs_Walkers_Walks.WalkTime, ([WalkTime]/30)*20 AS TotalRevenue, Dogs_Walkers_Walks.DogWalkerName, Dogs_Walkers_Walks.DogWalkerPhone,
Dogs_Walkers_Walks.DogWalkerEmail, Dogs_Walkers_Walks.CustomerName, Dogs_Walkers_Walks.CustomerPhone, Dogs_Walkers_Walks.CustomerEmail
FROM Dogs_Walkers_Walks
WHERE (((Dogs_Walkers_Walks.WALK.WalkDate)>=Date()));
```

Results & SQL for Q9, which lists completed walks:

Switchboard Q9_Walks_Completed

Dogs_N	WalkDate	StartTime	EndTime	WalkTime	TotalRevenue	DogWalkerName	CustomerName	CustomerPhone	CustomerE
Thunder	10/30/2016	11:00 AM	11:45 AM	45	\$30.00	Erica Norman	Amanda Townsend	210-875-5678	Amanda.Townsend
Stryker	10/30/2016	11:00 AM	11:45 AM	45	\$30.00	Erica Norman	Amanda Townsend	210-875-5678	Amanda.Townsend
Lightning	10/30/2016	11:00 AM	11:45 AM	45	\$30.00	Erica Norman	Amanda Townsend	210-875-5678	Amanda.Townsend
Lacey	11/19/2016	1:00 PM	1:30 PM	30	\$20.00	Samantha Iverson	Kelly Hale	210-206-8844	KellyMHale@gmail.
Zoey	11/20/2016	11:30 AM	12:00 PM	30	\$20.00	Samantha Iverson	Lynette Vasquez	210-675-8773	lynnette.vasquez@gi
Missy	11/20/2016	1:30 PM	2:00 PM	30	\$20.00	David Holbrook	Kerry Johnston	210-528-4676	KerryBerry.Johnsto
Possum	11/22/2016	3:30 PM	4:00 PM	30	\$20.00	Chris Walker	Kelly Hale	210-206-8844	KellyMHale@gmail.
Sawyer	11/23/2016	1:30 PM	2:00 PM	30	\$20.00	Samantha Iverson	Eric Wright	609-318-6375	Eric_Wright@yahoo.
Lacey	11/23/2016	1:30 PM	2:00 PM	30	\$20.00	Chris Walker	Lynette Vasquez	210-675-8773	lynnette.vasquez@gi
Possum	11/24/2016	3:30 PM	4:00 PM	30	\$20.00	Chris Walker	Kelly Hale	210-206-8844	KellyMHale@gmail.
Sawyer	11/25/2016	12:45 PM	1:30 PM	45	\$30.00	Samantha Iverson	Eric Wright	609-318-6375	Eric_Wright@yahoo.
Possum	11/26/2016	12:45 PM	1:30 PM	45	\$30.00	Chris Walker	Kelly Hale	210-206-8844	KellyMHale@gmail.
Eric	11/28/2016	6:00 PM	6:30 PM	30	\$20.00	Walter McElroy	Eloise Johnson	210-670-3969	e_johnson@sprint.i

Switchboard Q9_Walks_Completed

```
SELECT DISTINCT Dogs_Walkers_Walks.Dogs_Name, Dogs_Walkers_Walks.WalkDate, Dogs_Walkers_Walks.StartTime, Dogs_Walkers_Walks.EndTime,
Dogs_Walkers_Walks.WalkTime, ([WalkTime]/30)*20 AS TotalRevenue, Dogs_Walkers_Walks.DogWalkerName, Dogs_Walkers_Walks.CustomerName,
Dogs_Walkers_Walks.CustomerPhone, Dogs_Walkers_Walks.CustomerEmail
FROM Dogs_Walkers_Walks
WHERE (((Dogs_Walkers_Walks.WALK.WalkDate)<Date()));
```

Results & SQL for Q10, which lists the emergency information for each dog:

CustomerName	DogsName	EmergencyContactName	EmergencyContactPhone
Massey, Amos	Thunder	Best Friends Animal Hospital	830-392-4143
Vasquez, Lynette	Zoey	VCA Animal Hospital	210-452-2707
Wright, Eric	Sawyer	Companion Vet Clinic	210-912-5544
Wright, Eric	Jack	Companion Vet Clinic	210-912-5544
Garcia, Kate	Peaches	Furry Friends Veterinary Clinic	210-432-2965
Garcia, Kate	Cream	Furry Friends Veterinary Clinic	210-432-2965
Ferguson, Becky	Spencer	Cold Noses Warm Hearts Veterinary Clinic	516-626-6856
Ferguson, Becky	Mary	Cold Noses Warm Hearts Veterinary Clinic	516-626-6856
White, Noel	Luke	Best Friends Animal Hospital	830-392-4143
Watts, Lana	Madilyn	Companion Vet Clinic	210-912-5544
Miller, Anne	Allie	Best Friends Animal Hospital	830-392-4143
Miller, Anne	Stephanie	Best Friends Animal Hospital	830-392-4143
Daniels, Jane	Danny	Cold Noses Warm Hearts Veterinary Clinic	516-626-6856
Watson, Garry	Roderick	Furry Friends Veterinary Clinic	210-432-2965
Fleming, Jay	Joey	Lakeview Animal Hospital	830-494-6602
Peterson, Claudia	Camille	Furry Friends Veterinary Clinic	210-432-2965
Douglas, Wilma	Tracy	Companion Vet Clinic	210-912-5544
Todd, Georgia	Janice	Lakeview Animal Hospital	830-494-6602
Townsend, Amanda	Stryker	VCA Animal Hospital	210-452-2707
Townsend, Amanda	Lightning	VCA Animal Hospital	210-452-2707

```
Switchboard Q10_Emergency_Info
SELECT [CUSTOMER.LastName] & ", " & [CUSTOMER.FirstName] AS CustomerName, DOG.Name AS DogsName, DOG.EmergencyContactName,
DOG.EmergencyContactPhone
FROM CUSTOMER, DOG
WHERE CUSTOMER.CustomerID = DOG.CustomerID;
```

Results & SQL for Q11, which lists the bond/insurance information for each dog walker who is already bonded & insured:

DogWalkerName	DogWalker_CellPhone	DOG_WALKER.Email	BondNumber	BONDED.Company	BONDED.Address1	BONDED.Address2	BONDED.City
Walker, Chris	210-257-7110	c_walker@gmail.com	123456789	Independence Bonds	3456 High Street	Suite 36	San Antonio
Holbrook, David	830-893-7178	d_holbrook@gmail.com	987654321	Acme Bond Company	9876 Low Road	n/a	San Antonio
Lancaster, Rachel	830-893-7178	rachel.lancaster@gmail.com	25987627	Independence Bonds	3456 High Street	Suite 36	San Antonio
Prosser, Brittney	210-522-6672	Brittney.Prosser@verizon	823675926	Acme Bond Company	9876 Low Road	n/a	San Antonio
McElroy, Walter	802-325-9697	walter.mcelroy@gmail.com	580267840	Morgan & Schaeffer Bc	3791 Trade Street	2nd Floor	San Antonio
Taylor, Scott	210-261-5287	ScottyTaylor@yahoo.com	971568756	Acme Bond Company	9876 Low Road	n/a	San Antonio
Norman, Erica	210-481-1596	EricaTheRedNorman@gm	49857328974	Acme Bond Company	9876 Low Road	n/a	San Antonio
Coleman, Alicia	830-842-0419	Alicia.Coleman@gmail.cc	5487432597	Acme Bond Company	9876 Low Road	n/a	San Antonio

```
Switchboard Q11_Bonded-Insured
SELECT [DOG_WALKER.LastName] & ", " & [DOG_WALKER.FirstName] AS DogWalkerName, DOG_WALKER.CellPhone AS DogWalker_CellPhone,
DOG_WALKER.Email, DOG_WALKER.BondNumber, BONDED.Company, BONDED.Address1, BONDED.Address2, BONDED.City, BONDED.State, BONDED.Zip,
BONDED.Phone, BONDED.Email, DOG_WALKER.InsuranceNumber, INSURED.Company, INSURED.Address1, INSURED.Address2, INSURED.City, INSURED.State,
INSURED.Zip, INSURED.Phone, INSURED.Email
FROM DOG_WALKER, BONDED, INSURED
WHERE DOG_WALKER.BondedID = BONDED.BondedID
AND DOG_WALKER.InsuredID = INSURED.InsuredID;
```

Results & SQL for Q12, which shows the total revenue the business has earned to date:

The screenshot shows two tabs: "Switchboard" and "Q12_Totals_Revenue". The "Q12_Totals_Revenue" tab displays the results of the query:

BeginningDate	EndingDate	TotalRevenue
10/30/2016	12/3/2016	\$430.00

Below the results is the SQL code for the query:

```
SELECT MIN(WalkDate) AS BeginningDate, MAX(WalkDate) AS EndingDate, SUM(WalkTime/30)*20 AS TotalRevenue
FROM Dogs_Walkers_Walks;
```

Results & SQL for Q13, which shows all information about each customer & each of their dogs:

The screenshot shows three tabs: "Switchboard", "(1) Our Dog Walkers' Activity", and "Q13_Customers_Dogs". The "Q13_Customers_Dogs" tab displays a large table of data:

Dogs_Name	Gender	Breed	Weight	Dogs_Age	FirstName	LastName	CellPhone	Email	Customer
Thunder	Male	Australian Cattle Dog	39	3.5 Amos	Massey	830-237-4795	a_massey@gmail.com	Massey, A	
Zoey	Female	Sheltie	23	4.7 Lynette	Vasquez	210-675-8773	lynette.vasquez@gmail.com	Vasquez, L	
Sawyer	Male	Sheltie	34	8.5 Eric	Wright	609-318-6375	Eric_Wright@yahoo.com	Wright, Eri	
Jack	Male	Sheltie	32	4.8 Eric	Wright	609-318-6375	Eric_Wright@yahoo.com	Wright, Eri	
Peaches	Female	Pomeranian	9	11.8 Kate	Garcia	830-375-6187	Katie_Garcia@verizon.net	Garcia, Ka	
Cream	female	Pomeranian	10	11.0 Kate	Garcia	830-375-6187	Katie_Garcia@verizon.net	Garcia, Ka	
Spencer	Male	Pembroke Welsh Corgi	26	4.4 Becky	Ferguson	830-672-4891	Rebecca.Ferguson@gmail.com	Ferguson,	
Mary	female	Pembroke Welsh Corgi	28	5.3 Becky	Ferguson	830-672-4891	Rebecca.Ferguson@gmail.com	Ferguson,	
Luke	Male	Siberian Husky	65	5.5 Noel	White	210-877-1128	Noel.White.Xmas@msn.net	White, No	
Madilyn	female	Samoyed	45	2.8 Lana	Watts	210-425-2047	L.Watts@gmail.com	Watts, Lar	
Allie	female	German Shepherd Dog	68	6.1 Anne	Miller	830-734-8182	Annie.Millertime@yahoo.com	Miller, Anr	
Stephanie	female	German Shepherd Dog	70	4.3 Anne	Miller	830-734-8182	Annie.Millertime@yahoo.com	Miller, Anr	
Danny	male	Pomeranian	8	13.8 Jane	Daniels	956-729-3756	JanieDaniels@gmail.com	Daniels, Ja	
Roderick	male	Black Labrador Retriever	65	3.2 Garry	Watson	210-276-1550	GeraldWatson@gmail.com	Watson, G	
Joey	male	Basenji	26	5.0 Jay	Fleming	210-714-2232	JasonRFleming@gmail.com	Fleming, Ja	
Camille	female	Shetland Sheepdog	32	10.6 Claudia	Peterson	830-374-8791	ClaudiaPeterson@yahoo.com	Peterson, C	
Tracy	female	Scottish Terrier	21	6.3 Wilma	Douglas	210-373-2919	Wilma_Douglas@gmail.com	Douglas, V	
Janice	female	Whippet	23	4.5 Georgia	Todd	516-228-3378	Sweet.Georgia@yahoo.com	Todd, Geo	
Strvker	male	Belgian Tervuren	63	4.2 Amanda	Townsend	210-875-5678	Amanda.Townsend@gmail.com	Townsend	

Below the table is the SQL code for the query:

```
SELECT DOG.Name AS Dogs_Name, DOG.Gender, DOG.Breed, DOG.Weight, (Date()-[DOG.Birthdate])/365 AS Dogs_Age, CUSTOMER.FirstName,
CUSTOMER.LastName, CUSTOMER.CellPhone, CUSTOMER.Email, [CUSTOMER.LastName] & ", " & [CUSTOMER.FirstName] AS CustomerName,
CUSTOMER.CustomerID, DOG.DogID, [CUSTOMER.ResidenceAddress] & " " & [CUSTOMER.ResidenceCity] & ", " & [CUSTOMER.ResidenceState] & " " &
[CUSTOMER.ResidenceZip] AS CustomerAddress
FROM DOG, CUSTOMER
WHERE ((DOG.CustomerID)=[CUSTOMER].[CustomerID]);
```

The “Our Customers” Form, where you would enter all of the information about a new customer, or look up existing ones:

Switchboard (1) Our Customers

Our Customers

Save New Find Print Delete Close

First Name: <input type="text" value="Amos"/>	Apartment? <input checked="checked" type="checkbox"/>								
Last Name: <input type="text" value="Massey"/>	Doorman? <input checked="checked" type="checkbox"/>								
Residence Address: <input type="text" value="2908 Watson Lane"/>	LockBox? <input checked="checked" type="checkbox"/> Alarm? <input checked="checked" type="checkbox"/>								
Residence City: <input type="text" value="San Antonio"/>	Home Access Notes: <input type="text" value="Use door in carport"/>								
Residence State: <input type="text" value="TX"/>									
Residence Zip: <input type="text" value="78205"/>									
Home Phone: <input type="text" value="830-208-7485"/>	Cell Phone: <input type="text" value="830-237-4795"/>	Work Phone: <input type="text" value="830-879-3473"/>							
Email: <input type="text" value="a_massey@gmail.com"/>									
Billing Address: <input type="text" value="same"/>	Credit Card Type: <input type="text" value="Visa"/>								
Billing City: <input type="text" value="same"/>	Credit Card Number: <input type="text" value="4539228771215224"/>								
Billing State: <input type="text" value="same"/>	Credit Card Expiration Date: <input type="text" value="10/2017"/>								
Billing Zip: <input type="text" value="same"/>	Credit Card CCV: <input type="text" value="057"/>								
Walks Completed/Booked:	CustomerID: 1								
<table border="1"><thead><tr><th>Walk Date</th><th>Start Time</th><th>End Time</th><th>Dog Report</th></tr></thead><tbody><tr><td>*</td><td></td><td></td><td></td></tr></tbody></table>	Walk Date	Start Time	End Time	Dog Report	*				
Walk Date	Start Time	End Time	Dog Report						
*									

The “Our Dogs” Form, where you would enter all of the information about about a new dog, or look up existing ones:

The screenshot shows a software application window titled "Our Dogs". The top menu bar includes "Switchboard" and "(2) Our Dogs". Below the title, there is a toolbar with buttons for Save, New, Find, Print, Delete, and Close, along with back and forward navigation arrows. The main form area contains the following data:

Name:	Thunder	CustomerID:	1						
Gender:	Male	Altered:	yes						
Breed:	Australian Cattle Dog	DogID:	11						
Birthdate:	5/17/2013	Weight:	39						
<table border="1"><tr><td>Emergency Contact Name:</td><td>Best Friends Animal Hospital</td></tr><tr><td colspan="2">Emergency Contact Phone:</td><td colspan="2">830-392-4143</td></tr></table>				Emergency Contact Name:	Best Friends Animal Hospital	Emergency Contact Phone:		830-392-4143	
Emergency Contact Name:	Best Friends Animal Hospital								
Emergency Contact Phone:		830-392-4143							
Health Concerns:	none.								
Behavior Concerns:	Thunder will try to chase cats, and barks at them a lot.								

The “Our Dog Walkers” Form, where you would enter all of the information about a new dog walker, or look up existing ones:

The screenshot shows a software application window titled "Our Dog Walkers". The top menu bar includes "Switchboard" and "(3) Our Dog Walkers". Below the title, there are several buttons: Save, New, Find, Print, Delete, and Close, along with navigation arrows. The main form area contains the following fields:

First Name:	Chris	Last Name:	Walker	DogWalkerID:	1	
Address:	1234 Main Street					
City:	San Antonio	State:	TX	Zip:	78212	
Cell Phone:	210-257-7110			Email:	c_walker@gmail.com	
Start Date:	10/1/2016					
Senior Dogs?	yes	Puppies?	no			
Big Dogs?	no	Tiny Dogs?	yes			
Multiple Dogs?	no					
Bonded?	yes	BondedID:	1	Bond #:	123456789	
Insured?	yes	InsuredID:	3	Insurance #:	987654321	

The “Bonding Company” Form, where you would enter all of the information about a new bonding company, or look up existing ones:

The screenshot shows a software interface titled "Bond Companies". At the top, there are buttons for Save, New, Find, Print, Delete, and Close. To the right of the Close button are two small navigation arrows. On the left, there is a vertical scroll bar. The main area contains the following form fields:

Company:	Independence Bonds	BondedID:	1
Address 1:	3456 High Street		
Address 2:	Suite 36		
City:	San Antonio	State:	TX
Zip:	78238		
Phone:	210-440-8212		
Email:	admin@independencetbonds.com		

The “Insurance Company” Form, where you would enter all of the information about a new insurance company, or look up existing ones:

The screenshot shows a software interface titled "Insurance Companies". At the top, there are buttons for Save, New, Find, Print, Delete, and Close. To the right of the Close button are two small navigation arrows. On the left, there is a vertical scroll bar. The main area contains the following form fields:

Company:	Assurance Insurance	InsuredID:	3
Address 1:	6547 State Street		
Address 2:	n/a		
City:	San Antonio	State:	TX
Zip:	78226		
Phone:	210-438-6311		
Email:	info@AssuranceInsurance.com		

This shows the relationships between the tables:



Printouts of Data – from tables

The following pages show the data from each of the following tables:

- (1) Customer
- (2) Dog
- (3) Dog_Walker
- (4) Walk
- (5) Bonded
- (6) Insured

There is no way to get some of them all on one page, especially for the Customer, Dog, and Dog_Walker tables; given the width of the columns and overall table... so I did the best I could.

CustomerID	FirstName	LastName	ResidenceAddress	ResidenceCity	ResidenceState	ResidenceZip	Apartment	Doorman	LockBox	Alarm
1	Anos	Massey	2908 Watson Lane	San Antonio	TX	78205	no	no	no	no
2	Lynette	Vasquez	4569 Cinnamon Lane	San Antonio	TX	97303	no	no	no	1234
3	Eric	Wright	557 Lake Road	San Antonio	TX	97301	no	no	6789	no
4	Kate	Garcia	1898 Farland Avenue	San Antonio	TX	78217	no	no	5249	no
5	Becky	Ferguson	153 Watson Lane, Apt. 306	San Antonio	TX	78205	Glenwood Cove	no	no	no
6	Noel	White	4682 Weekly Street	San Antonio	TX	78205	no	no	no	9476
7	Lana	Watts	1455 Fidler Drive	San Antonio	TX	78238	no	no	no	no
8	Anne	Miller	1354 Parrish Avenue	San Antonio	TX	78205	Rosewood Grove	yes	no	no
9	Jane	Daniels	1089 Jerome Avenue	San Antonio	TX	78217	no	no	no	no
10	Garry	Watson	3263 Cinnamon Lane	San Antonio	TX	78217	no	no	no	7263
11	Jay	Fleming	3842 Freshour Circle	San Antonio	TX	78205	no	no	3076	no
12	Claudia	Peterson	4060 Morris Street	San Antonio	TX	78205	no	no	1376	no
13	Wilma	Douglas	2395 Bell Street	San Antonio	TX	78221	no	no	4987	no
14	Georgia	Todd	488 Southern Street	San Antonio	TX	78201	no	no	no	6386
15	Amanda	Townsend	3057 Cinnamon Lane	San Antonio	TX	78217	no	no	7890	no
16	Eloise	Johnson	2578 Weekly Street	San Antonio	TX	78237	no	no	4590	no
17	Darren	Aguilar	2907 Todds Lane, Apt 108	San Antonio	TX	78205	yes	no	no	no
18	Cecilia	Gibbs	4480 Paradise Lane	San Antonio	TX	78201	no	no	8395	no
19	Javier	Reyes	863 Redbud Drive	San Antonio	TX	78201	no	no	no	no
20	Claire	Klein	2539 Lowndes Hill Park Road	San Antonio	TX	78201	no	no	2049	no
21	Brett	Schmidt	655 Hemlock Lane	San Antonio	TX	78205	no	no	9204	no
22	Shaun	Morgan	772 Morris Street	San Antonio	TX	78258	no	no	no	no
23	Edgar	Gray	2011 Bell Street	San Antonio	TX	78213	no	no	4876	no
24	Dianna	Richards	4856 Fidler Drive	San Antonio	TX	78240	no	no	6477	no
25	Paulette	Ramsay	863 Redbud Drive	San Antonio	TX	78201	no	no	3750	no
26	Kerry	Johnston	506 Cinnamon Lane	San Antonio	TX	78258	no	no	1029	no
27	Kelly	Hale	639 Cinnamon Lane	San Antonio	TX	78258	no	no	3762	no

Data from CUSTOMER

HomeAccessNotes	HomePhone	CellPhone	WorkPhone
+ Use door in carport	830-208-7485	830-237-4795	830-879-3473
+ Go in through garage	210-902-1605	210-675-8773	210-855-9880
+ Use side door	609-299-6330	609-318-6375	609-416-3751
+ none	830-427-6946	830-375-6187	-830-7648
+ none	830-241-8292	830-672-4891	830-781-6372
+ come in through the side door; be sure to close gate securely.	210-357-6899	210-877-1128	210-544-3626
+ The key is in a fake pile of dog poop under the 2nd rhododendron to the right of the front door.	210-688-5047	210-425-2047	210-713-1565
+ The dog is kept behind the pet-gate in the kitchen when the owner is not home.	830-848-6372	830-734-8182	830-375-9185
+ Customer is giving dog walker a duplicate key.	956-324-3153	956-729-3756	956-419-0730
+ Use the garage door...the dog is kept in the laundry room while the owner is out. Owner retired, may be home sometimes.	210-739-8091	210-276-1550	none
+ none	210-255-1056	210-714-2232	210-759-0876
+ Use door around back near roll-carts. Customer is semi-retired so may sometimes be home.	830-292-5399	830-374-8791	none
+ Customer is retired, so may sometimes be home.	210-977-5606	210-373-2919	none
+ be sure gate is securely latched, top and bottom.	516-626-6856	516-228-3378	516-804-4007
+ Customer works for herself, keeps odd hours. Go in through garage, if owner not home, dog will be in kitchen behind pet gate.	210-825-3779	210-875-5678	none
+ none	210-437-0240	210-670-3969	210-495-0561
+ Customer works in the field, cell phone is work phone.	210-472-0817	210-921-8686	none
+ Be sure not to let the cat out as you enter/exit.	909-646-7783	909-657-8003	909-643-9716
+ Key is in large decorative rock to the left of the door, next to the climbing rose.	347-830-9268	347-838-1987	347-834-1687
+ enter through garage, then go in to kitchen.	661-413-3579	662-437-2978	661-307-9186
+ none	956-568-6997	956-737-9070	956-618-8077
+ Customer's retired mother, who lives with him, will probably be home; customer will give dog walker a copy key just in case.	830-305-9731	830-909-3751	830-394-1981
+ none	210-979-4127	210-843-9806	210-844-7267
+ Customer can't take calls at work.	210-697-3507	210-846-5919	none
+ none.	347-830-9268	347-834-1687	347-918-7918
+ Make sure not to let cats (two of them) get out when you go in/out.	210-902-3372	210-528-4676	210-618-1505
+ use the big door in the carport	210-364-1762	210-206-8844	210-251-7377

Data from CUSTOMER, page 2

Email	BillingAddress	BillingCity	BillingState	BillingZip	CreditCardType	CreditCardNumber	CreditCardExp	CreditCardCCV
[+] a_massey@gmail.com	same	same	same	same	Visa	4539228771215224	10/17	057
[+] lynette.vasquez@gmail.com	PO Box 1234	San Antonio	TX	78201	MasterCard	5417388963316603	11/17	681
[+] Eric_Wright@yahoo.com	same	same	same	same	Discover	5270223734787104	12/18	789
[+] Katie_Garcia@verizon.net	same	same	same	same	MasterCard	5291114315937529	07/19	671
[+] Rebecca.Ferguson@gmail.com	same	same	same	same	Visa	4716233139167419	04/19	169
[+] Noel.White.Xmas@msn.net	PO Box 8476	San Antonio	TX	78205	Discover	5368001421310502	05/20	437
[+] L.Watts@gmail.com	same	same	same	same	Visa	4532181190932084	02/18	378
[+] Annie.Millertime@yahoo.com	PO Box 73478	San Antonio	TX	78206	MasterCard	5548810465026193	03/19	813
[+] JanieDaniels@gmail.com	same	same	same	same	Visa	4532250656063347	07/18	647
[+] GeraldLWatson@gmail.com	same	same	same	same	Visa	4556314549866304	08/20	628
[+] JasonRFleming@gmail.com	same	same	same	same	MasterCard	5386954241998558	09/18	936
[+] ClaudiaJPeterson@yahoo.com	same	same	same	same	Visa	4539767186959058	10/19	437
[+] Wilma_Douglas@gmail.com	same	same	same	same	MasterCard	5530694228560023	06/18	734
[+] Sweet_Georgia@yahoo.com	same	same	same	same	Visa	4532664616582738	05/17	825
[+] Amanda.Townsend@gmail.com	PO Box 5472	San Antonio	TX	78218	Visa	4716217066286417	07/17	837
[+] e_johnson@sprint.net	same	same	same	same	MasterCard	5497103038520921	04/19	529
[+] d_aguilar@yahoo.com	PO Box 1005	San Antonio	TX	78203	Visa	4929492875312166	07/19	797
[+] OhCecilia@gmail.com	same	same	same	same	Visa	5110830236438954	02/19	348
[+] jrevers@yahoo.com	same	same	same	same	Amex	5317675940250034	07/19	421
[+] ClaireBearKlein@yahoo.com	same	same	same	same	Visa	4539236734999388	04/18	387
[+] BrettAndErnieSchmidt@gmail.com	same	same	same	same	Visa	4556666691231522	02/17	671
[+] ShaunOTtheDeadMorgan@gmail.com	PO Box 3295	San Antonio	TX	78259	Discover	4916486116874138	05/17	314
[+] EdgarAllanGray@att.net	same	same	same	same	Visa	5398836872317116	02/19	753
[+] donnaatross@gmail.com	same	same	same	same	Mastercard	4916933908105700	01/19	117
[+] PaulieRamsay@yahoo.com	same	same	same	same	Visa	5317675940250034	09/17	379
[+] KerryBerry.Johnston@gmail.com	same	same	same	same	Visa	5283460958704267	10/17	864
[+] KellyMHale@gmail.com	same	same	same	same	Visa	5579615301570078	05/19	843

Data from CUSTOMER, page 3

	DogID	CustomerID	Name	Gender	Breed	Altered	Birthdate	Weight
[+]	1	27	Possum	Female	Sheltie	yes	1/19/2008	24
[+]	2	27	Lacey	Female	Sheltie	no	5/23/2008	22
[+]	3	2	Zoey	Female	Sheltie	yes	3/14/2012	23
[+]	4	3	Sawyer	Male	Sheltie	no	6/9/2008	34
[+]	5	3	Jack	Male	Sheltie	no	2/19/2012	32
[+]	6	26	Missy	Female	Smooth Collie	yes	7/28/2014	69
[+]	7	26	Kelsey	Female	Smooth Collie	yes	11/26/2015	72
[+]	8	4	Peaches	Female	Pomeranian	yes	3/3/2005	9
[+]	9	6	Luke	Male	Siberian Husky	yes	6/19/2011	65
[+]	10	5	Spencer	Male	Pembroke Welsh Corgi	yes	7/18/2012	26
[+]	11	1	Thunder	Male	Australian Cattle Dog	yes	5/17/2013	39
[+]	12	7	Madilyn	female	Samoyed	yes	1/29/2014	45
[+]	13	8	Allie	female	German Shepherd Dog	yes	10/21/2010	68
[+]	14	8	Stephanie	female	German Shepherd Dog	yes	8/30/2012	70
[+]	15	10	Roderick	male	Black Labrador Retriever	yes	9/26/2013	65
[+]	16	9	Danny	male	Pomeranian	yes	2/27/2003	8
[+]	17	11	Joey	male	Basenji	yes	12/13/2011	26
[+]	18	12	Camille	female	Shetland Sheepdog	yes	4/19/2006	32
[+]	19	13	Tracy	female	Scottish Terrier	no	8/12/2010	21
[+]	20	14	Janice	female	Whippet	no	5/31/2012	23
[+]	21	15	Stryker	male	Belgian Tervuren	yes	9/18/2012	63
[+]	22	15	Lightning	male	Belgian Malinois	yes	6/3/2013	58
[+]	23	15	Thunder	male	Belgian Shepherd	yes	8/17/2014	60
[+]	24	16	Eric	male	Norwegian Buhund	yes	3/31/2014	25
[+]	25	17	Charlie	male	Borzoi	no	4/5/2013	63
[+]	26	18	Silver	male	Norwegian Elkhound	yes	4/18/2010	45
[+]	27	19	Mitch	male	Alaskan Malamute	yes	6/6/2007	79
[+]	28	20	Fluffy	female	Keeshond	yes	7/21/2015	38
[+]	29	21	Zelda	female	Weimaraner	yes	5/13/2011	58
[+]	30	22	Freckles	female	English Setter	no	3/31/2012	57
[+]	31	23	Liam	male	Cardigan Welsh Corgi	yes	9/27/2013	28
[+]	32	24	Peggy	female	American Eskimo Dog	yes	7/24/2004	24
[+]	33	25	Meggie	female	Australian Shepherd	yes	3/23/2010	41
[+]	34	25	Shawna	female	Australian Shepherd	yes	3/23/2010	43
[+]	35	5	Mary	female	Pembroke Welsh Corgi	yes	8/3/2011	28
[+]	36	4	Cream	female	Pomeranian	yes	11/19/2005	10

Data from DOG (page 1)

HealthConcerns	
[+]	arthritis in all four feet/legs
[+]	none
[+]	none
[+]	arthritis in left back paw
[+]	none
[+]	none
[+]	none
[+]	Peaches is hard of hearing, so you have to make sure she sees you.
[+]	none
[+]	none
[+]	none.
[+]	none.
[+]	Allie is already getting some arthritis in her hips, but is usually good with her meds.
[+]	none
[+]	Camille is a little hard of hearing, and don't be alarmed about the fatty cyst on her side.
[+]	none.
[+]	Janice gets chilly easily, so she has a jacket to wear on cool days.
[+]	none
[+]	Mitch is a little slow & stiff sometimes.
[+]	none
[+]	none
[+]	none
[+]	Peggy has some arthritis in her back, so she may be slow sometimes, but does well on her meds. She is also a little hard of hearing.
[+]	none
[+]	none
[+]	none
[+]	Cream is a little hard of hearing.

Data from DOG (page 2)

	BehaviorConcerns	EmergencyContactName	EmergencyContactPhone
	+ may be other-dog-aggressive	Lakeview Animal Hospital	830-494-6602
	+ may be shy	VCA Animal Hospital	210-452-2707
	+ easily excited	VCA Animal Hospital	210-452-2707
	+ likes to sniff a lot	Companion Vet Clinic	210-912-5544
	+ likes to lick things	Companion Vet Clinic	210-912-5544
	+ none	Lakeview Animal Hospital	830-494-6602
	+ none	Lakeview Animal Hospital	830-494-6602
	+ She tends to be afraid of children and other dogs.	Furry Friends Veterinary Clinic	210-432-2965
	+ Luke can tend to be dog-aggressive.	Best Friends Animal Hospital	830-392-4143
	+ Spencer likes to chase squirrels, and can get quite agitated when he spots one.	Cold Noses Warm Hearts Veterinary Clinic	516-626-6856
	+ Thunder will try to chase cats, and barks at them a lot.	Best Friends Animal Hospital	830-392-4143
	+ Madilyn tends to be afraid of men, especially large men.	Companion Vet Clinic	210-912-5544
	+ none, Allie is very well-trained.	Best Friends Animal Hospital	830-392-4143
	+ none, Stephanie is very well-trained.	Best Friends Animal Hospital	830-392-4143
	+ none	Furry Friends Veterinary Clinic	210-432-2965
	+ none	Cold Noses Warm Hearts Veterinary Clinic	516-626-6856
	+ none, but be aware that Joey likes to yodel (that's the noise Basenji's make).	Lakeview Animal Hospital	830-494-6602
	+ none.	Furry Friends Veterinary Clinic	210-432-2965
	+ Tracy can be other-dog aggressive, even with big dogs.	Companion Vet Clinic	210-912-5544
	+ none.	Lakeview Animal Hospital	830-494-6602
	+ none	VCA Animal Hospital	210-452-2707
	+ none	VCA Animal Hospital	210-452-2707
	+ none	VCA Animal Hospital	210-452-2707
	+ Eric can be very protective.	Lakeview Animal Hospital	830-494-6602
	+ Charlie can be very shy at first, and may take a while getting to know you.	Best Friends Animal Hospital	830-392-4143
	+ Silver tends to be rather dominant, so needs someone who won't let him wrap them around his paw.	Furry Friends Veterinary Clinic	210-432-2965
	+ Mitch can tend to be very curious about everything.	Companion Vet Clinic	210-912-5544
	+ Fluffy can be very playful and difficult to get settled and focused sometimes; she's still young.	Lakeview Animal Hospital	830-494-6602
	+ Zelda alerts to birds, and may freeze in place when she spots a good one.	Furry Friends Veterinary Clinic	210-432-2965
	+ Freckles likes birds. A lot.	Lakeview Animal Hospital	830-494-6602
	+ none	Cold Noses Warm Hearts Veterinary Clinic	516-626-6856
	+ none	Furry Friends Veterinary Clinic	210-432-2965
	+ Meggie is very bonded with her sister.	Lakeview Animal Hospital	830-494-6602
	+ Shawna is very bonded with her sister.	Lakeview Animal Hospital	830-494-6602
	+ none	Cold Noses Warm Hearts Veterinary Clinic	516-626-6856
	+ none.	Furry Friends Veterinary Clinic	210-432-2965

Data from DOG (page 3)

DogWalkerID	FirstName	LastName	Address	City	State	Zip	CellPhone	Email	StartDate	SeniorDogs	Puppies	BigDogs
1	Chris	Walker	1234 Main Street	San Antonio	TX	78212	210-257-7110	c_walker@gmail.com	10/1/2016 yes	no	no	
2	Samantha	Iverson	3456 Side Street	San Antonio	TX	78238	210-213-9185	s_iverson@gmail.com	10/8/2016 no	yes	yes	
3	David	Holbrook	5678 1st Street	San Antonio	TX	78217	830-893-7178	d_holbrook@gmail.com	10/2/2016 no	no	yes	
4	Rachel	Lancaster	36 Parrish Avenue	San Antonio	TX	78217	830-893-7178	rachel.lancaster@gmail.com	10/27/2016 yes	no	yes	
5	Brittney	Prosser	4482 Todd's Lane	San Antonio	TX	78238	210-522-6672	Brittney.Prosser@verizon.net	11/3/2016 no	yes	no	
6	Walter	McElroy	11 Essex Court	San Antonio	TX	78201	802-325-9697	walter.mcelroy@gmail.com	11/1/2016 yes	no	yes	
7	Danielle	O'Connor	995 Weekly Street	San Antonio	TX	78212	210-391-3438	DanielleOConnor@gmail.com	11/16/2016 yes	yes	yes	
8	Scott	Taylor	2497 Freshour Circle	San Antonio	TX	78205	210-261-5287	ScottyTaylor@yahoo.com	11/7/2016 yes	yes	yes	
9	Erica	Norman	574 Todd's Lane	San Antonio	TX	78225	210-481-1596	EricaTheRedNorman@gmail.com	10/31/2016 no	yes	yes	
10	Alicia	Coleman	3448 Parish Avenue	San Antonio	TX	78205	830-842-0419	Alicia.Coleman@gmail.com	11/10/2016 yes	yes	no	
11	Matthew	Hitchcock	1940 Weekly Street	San Antonio	TX	78213	210-345-4998	Matthew.J.Hitchcock@gmail.com	11/4/2016 no	yes	yes	
*		(New)										

TinyDogs	MultipleDogs	Bonded	BondNumber	BondedID	Insured	InsuranceNumber	InsuredID	Click to Add
yes	no	yes	123456789	1	yes	987654321	3	
no	yes	no			no	no		
no	yes	yes	987654321	2	yes	123456789	4	
no	yes	yes	25987627	1	yes	0985328677	4	
yes	yes	yes	823675926	2	yes	9875238976	4	
yes	no	yes	580267840	3	yes	98756929572	5	
yes	no	no			no	no		
yes	yes	yes	971568756	2	yes	6478318945	3	
no	yes	yes	49857328974	2	yes	578943272759	3	
yes	yes	yes	5487432597	2	yes	98547247678	4	
no	no	no			no	no		
*								

Data from DOG_WALKER

WalkDate	StartTime	EndTime	DogReport	CustomerID	DogID	DogWalkerID	Click to Add ▾
10/30/2016	11:00 AM	11:45 AM		15	23	9	
10/30/2016	11:00 AM	11:45 AM		15	22	9	
10/30/2016	11:00 AM	11:45 AM		15	21	9	
11/19/2016	1:00 PM	1:30 PM	Lacey behaved very nicely.	27	2	2	
11/20/2016	1:30 PM	2:00 PM	Missy woofed a lot, but she was happy.	26	6	3	
11/20/2016	11:30 AM	12:00 PM	Zoey was a good little girl.	2	3	2	
11/22/2016	3:30 PM	4:00 PM	Poosum was happy and lively; her arthritis seemed okay today.	27	1	1	
11/23/2016	1:30 PM	2:00 PM	Lacey was very good.	2	2	1	
11/23/2016	1:30 PM	2:00 PM	Sawyer did a good job and behaved himself.	3	4	2	
11/24/2016	3:30 PM	4:00 PM	Poosum even jumped up today.	27	1	1	
11/25/2016	12:45 PM	1:30 PM	Sawyer really enjoyed his walk and didn't lick anything he shouldn't.	3	4	2	
11/26/2016	12:45 PM	1:30 PM	Poosum almost ate a slug, but I stopped her.	27	1	1	
11/28/2016	6:00 PM	6:30 PM		16	24	6	
11/30/2016	2:15 PM	2:45 PM		3	5	2	
12/2/2016	9:30 AM	10:00 AM		27	1	1	
12/3/2016	10:30 AM	11:00 AM		25	34	8	
12/3/2016	10:30 AM	11:00 AM		25	33	8	
12/3/2016	4:30 PM	5:00 PM		4	36	10	
12/3/2016	4:30 PM	5:00 PM		4	8	10	
*							

Data from WALK

	BondedID	Company	Address1	Address2	City	State	Zip	Phone	Email	Click to Add
[+]	1	Independence Bonds	3456 High Street	Suite 36	San Antonio	TX	78238	210-440-8212	admin@independencetbonds.com	
[+]	2	Acme Bond Company	9876 Low Road	n/a	San Antonio	TX	97306	210-638-5008	stacy@acmebond.com	
[+]	3	Morgan & Schaeffer Bond	3791 Trade Street	2nd Floor	San Antonio	TX	78225	210-483-5697	info@mbsbond.com	
*		(New)								

Data from BONDED

	InsuredID	Company	Address1	Address2	City	State	Zip	Phone	Email	Click to Add
[+]	3	Assurance Insurance	6547 State Street	n/a	San Antonio	TX	78226	210-438-6311	info@AssuranceInsurance.com	
[+]	4	Apple Tree Insurance	2345 Baker Road	Suite 112	San Antonio	TX	78209	830-325-2000	info@appletreeinsurance.com	
[+]	5	Lakeview Insurance	4563 Winding Drive	Suite 3	San Antonio	TX	78221	210-735-9711	info@lakeviewinsurance.com	
*		(New)								

Data from INSURED

Printouts of Reports (only one page each)

Over the following pages are printouts of the following reports:

- (1) Walker's Report
- (2) Dog Days – Our Senior Dogs
- (3) Customers & Their Dogs
- (4) Customers, Their Dogs, & Walks
- (5) Upcoming Walks
- (6) Completed Walks
- (7) Emergency Contact Info
- (8) Dog Walker Bond/Insurance Info
- (9) Total Revenue

In the case of multiple-page reports, only the first page was included... this is all that's needed to show what they look like, and what information is included in each one.

Dog Walkers' Report

Dog Walker	Alicia Coleman			8308420419	Alicia.Coleman@gmail.com
<u>Dog's Name</u>	<u>Date of Walk</u>	<u>StartTime</u>	<u>Minutes Per Walk</u>	<u>Amount Earned</u>	<u>Customer Name</u>
Cream	12/3/2016	4:30 PM	30	\$10.00	Kate Garcia
Peaches	12/3/2016	4:30 PM	30	\$10.00	Kate Garcia
Total Earned			\$20.00		
Dog Walker	Chris Walker			210-257-7110	c_walker@gmail.com
<u>Dog's Name</u>	<u>Date of Walk</u>	<u>StartTime</u>	<u>Minutes Per Walk</u>	<u>Amount Earned</u>	<u>Customer Name</u>
Lacey	11/23/2016	1:30 PM	30	\$10.00	Lynette Vasquez
Possum	11/22/2016	3:30 PM	30	\$10.00	Kelly Hale
Possum	11/24/2016	3:30 PM	30	\$10.00	Kelly Hale
Possum	11/26/2016	12:45 PM	45	\$15.00	Kelly Hale
Possum	12/2/2016	9:30 AM	30	\$10.00	Kelly Hale
Total Earned			\$55.00		
Dog Walker	David Holbrook			830-893-7178	d_holbrook@gmail.com
<u>Dog's Name</u>	<u>Date of Walk</u>	<u>StartTime</u>	<u>Minutes Per Walk</u>	<u>Amount Earned</u>	<u>Customer Name</u>
Missy	11/20/2016	1:30 PM	30	\$10.00	Kerry Johnston
Total Earned			\$10.00		
Dog Walker	Erica Norman			2104811596	EricaTheRedNorman@gmail.com
<u>Dog's Name</u>	<u>Date of Walk</u>	<u>StartTime</u>	<u>Minutes Per Walk</u>	<u>Amount Earned</u>	<u>Customer Name</u>
Lightning	10/30/2016	11:00 AM	45	\$15.00	Amanda Townsend
Stryker	10/30/2016	11:00 AM	45	\$15.00	Amanda Townsend
Thunder	10/30/2016	11:00 AM	45	\$15.00	Amanda Townsend
Total Earned			\$45.00		
Dog Walker	Samantha Iverson			210-213-9185	s_iverson@gmail.com
<u>Dog's Name</u>	<u>Date of Walk</u>	<u>StartTime</u>	<u>Minutes Per Walk</u>	<u>Amount Earned</u>	<u>Customer Name</u>
Jack	11/30/2016	2:15 PM	30	\$10.00	Eric Wright
Lacey	11/19/2016	1:00 PM	30	\$10.00	Kelly Hale

Dog Days - Walkers of Senior Dogs

<u>Dog Walker</u>	<u>Dog</u>	<u>Dog's Age</u>	<u>Customer</u>
Coleman, Alicia	Cream	11.0	Kate Garcia
Coleman, Alicia	Peaches	11.8	Kate Garcia
Iverson, Samantha	Lacey	8.5	Kelly Hale
Iverson, Samantha	Sawyer	8.5	Eric Wright
Walker, Chris	Lacey	8.5	Lynette Vasquez
Walker, Chris	Possum	8.9	Kelly Hale

Customers & Their Dogs

Customer						CustomerID 17
Aguilar, Darren	210-921-8686 2907 Todds Lane, Apt 108 San Antonio, TX 78205					d_aguilar@yahoo.com
Dog(s)						
Charlie	male	Borzoi	63 lbs.	3.7 years	DogID 25	
Customer						CustomerID 9
Daniels, Jane	956-729-3756 1089 Jerome Avenue San Antonio, TX 78217					JanieDaniels@gmail.com
Dog(s)						
Danny	male	Pomeranian	8 lbs.	13.8 years	DogID 16	
Customer						CustomerID 13
Douglas, Wilma	210-373-2919 2395 Bell Street San Antonio, TX 78221					Wilma_Douglas@gmail.com
Dog(s)						
Tracy	female	Scottish Terrier	21 lbs.	6.3 years	DogID 19	
Customer						CustomerID 5
Ferguson, Becky	830-672-4891 153 Watson Lane, Apt. 306 San Antonio, TX 78205					Rebecca.Ferguson@gmail.com
Dog(s)						
Mary	female	Pembroke Welsh Corgi	28 lbs.	5.3 years	DogID 35	
Spencer	Male	Pembroke Welsh Corgi	26 lbs.	4.4 years	DogID 10	
Customer						CustomerID 11
Fleming, Jay	210-714-2232 3842 Freshour Circle San Antonio, TX 78205					JasonRFleming@gmail.com
Dog(s)						
Joey	male	Basenji	26 lbs.	5.0 years	DogID 17	
Customer						CustomerID 4
Garcia, Kate	830-375-6187 1898 Farland Avenue San Antonio, TX 78217					Katie_Garcia@verizon.net
Dog(s)						
Cream	female	Pomeranian	10 lbs.	11.0 years	DogID 36	
Peaches	Female	Pomeranian	9 lbs.	11.8 years	DogID 8	

Customers, Their Dogs, & Walks

Customer	Amanda Townsend	210-875-5678	Amanda.Townsend@gmail.com
Dog	Lightning	male	Belgian Malinois
Date of Walk:	10/30/2016	Start Time:	11:00 AM
Walk Time:	45 minutes	Owed for this walk:	\$30.00
Dog	Stryker	male	Belgian Tervuren
Date of Walk:	10/30/2016	Start Time:	11:00 AM
Walk Time:	45 minutes	Owed for this walk:	\$30.00
Dog	Thunder	male	Belgian Shepherd
Date of Walk:	10/30/2016	Start Time:	11:00 AM
Walk Time:	45 minutes	Owed for this walk:	\$30.00
Owed by this customer			\$90.00

Customer	Eloise Johnson	210-670-3969	e_johnson@sprint.net
Dog	Eric	male	Norwegian Buhund
Date of Walk:	11/28/2016	Start Time:	6:00 PM
Walk Time:	30 minutes	Owed for this walk:	\$20.00
Owed by this customer			\$20.00

Customer	Eric Wright	609-318-6375	Eric_Wright@yahoo.com
Dog	Jack	Male	Sheltie
Date of Walk:	11/30/2016	Start Time:	2:15 PM
Walk Time:	30 minutes	Owed for this walk:	\$20.00
Dog	Sawyer	Male	Sheltie
Date of Walk:	11/23/2016	Start Time:	1:30 PM
Walk Time:	30 minutes	Owed for this walk:	\$20.00
Dog	Sawyer	Male	Sheltie
Date of Walk:	11/25/2016	Start Time:	12:45 PM
Walk Time:	45 minutes	Owed for this walk:	\$30.00

Upcoming Walks

Walk Dates by Month

November 2016

Walk Date: 11/30/2016 Customer: Eric Wright
Start Time: 2:15 PM Phone: 609-318-6375
End Time: 2:45 PM Email: Eric_Wright@yahoo.com
Walk Time: 30 minutes Dog: Jack
Owed for this walk: \$20.00

Revenue for this month	\$20.00
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December 2016

Walk Date: 12/2/2016 Customer: Kelly Hale
Start Time: 9:30 AM Phone: 210-206-8844
End Time: 10:00 AM Email: KellyMHale@gmail.com
Walk Time: 30 minutes Dog: Possum
Owed for this walk: \$20.00

Walk Date: 12/3/2016 Customer: Kate Garcia
Start Time: 4:30 PM Phone: 830-375-6187
End Time: 5:00 PM Email: Katie_Garcia@verizon.net
Walk Time: 30 minutes Dog: Peaches
Owed for this walk: \$20.00

Walk Date: 12/3/2016 Customer: Kate Garcia
Start Time: 4:30 PM Phone: 830-375-6187
End Time: 5:00 PM Email: Katie_Garcia@verizon.net
Walk Time: 30 minutes Dog: Cream
Owed for this walk: \$20.00

Walk Date: 12/3/2016 Customer: Paulette Ramsay
Start Time: 10:30 AM Phone: 347-834-1687
End Time: 11:00 AM Email: PaulieRamsay@yahoo.com
Walk Time: 30 minutes Dog: Shawna
Owed for this walk: \$20.00

Completed Walks

Walk Dates by Month

October 2016

Walk Date: 10/30/2016 Customer: Amanda Townsend Dog Walker Erica Norman

Start Time: 11:00 AM Phone 210-875-5678

End Time: 11:45 AM Email: Amanda.Townsend@gmail.com

Walk Time: 45 minutes Dog Lightning

Owed for this walk: \$30.00

Walk Date: 10/30/2016 Customer: Amanda Townsend Dog Walker Erica Norman

Start Time: 11:00 AM Phone 210-875-5678

End Time: 11:45 AM Email: Amanda.Townsend@gmail.com

Walk Time: 45 minutes Dog Stryker

Owed for this walk: \$30.00

Walk Date: 10/30/2016 Customer: Amanda Townsend Dog Walker Erica Norman

Start Time: 11:00 AM Phone 210-875-5678

End Time: 11:45 AM Email: Amanda.Townsend@gmail.com

Walk Time: 45 minutes Dog Thunder

Owed for this walk: \$30.00

Revenue for this month	\$90.00
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November 2016

Walk Date: 11/19/2016 Customer: Kelly Hale Dog Walker Samantha Iverson

Start Time: 1:00 PM Phone 210-206-8844

End Time: 1:30 PM Email: KellyMHale@gmail.com

Walk Time: 30 minutes Dog Lacey

Owed for this walk: \$20.00

Walk Date: 11/20/2016 Customer: Kerry Johnston Dog Walker David Holbrook

Start Time: 1:30 PM Phone 210-528-4676

End Time: 2:00 PM Email: KerryBerry.Johnston@gmail.com

Walk Time: 30 minutes Dog Missy

Owed for this walk: \$20.00

Emergency Contact Info

Dog's Name: Allie

Emergency Contact Name:
Best Friends Animal Hospital
Emergency Contact Phone: 830-392-4143

Dog's Name: Camille

Customer's Name:
Peterson, Claudia

Emergency Contact Name:
Furry Friends Veterinary Clinic
Emergency Contact Phone: 210-432-2965

Dog's Name: Charlie

Customer's Name:
Aguilar, Darren

Emergency Contact Name:
Best Friends Animal Hospital
Emergency Contact Phone: 830-392-4143

Dog's Name: Cream

Customer's Name:
Garcia, Kate

Emergency Contact Name:
Furry Friends Veterinary Clinic
Emergency Contact Phone: 210-432-2965

Dog's Name: Danny

Customer's Name:
Daniels, Jane

Emergency Contact Name:
Cold Noses Warm Hearts Veterinary Clinic
Emergency Contact Phone: 516-626-6856

Dog's Name: Eric

Customer's Name:
Johnson, Eloise

Emergency Contact Name:
Lakeview Animal Hospital
Emergency Contact Phone: 830-494-6602

Dog's Name: Fluffy

Customer's Name:
Klein, Claire

Emergency Contact Name:
Lakeview Animal Hospital
Emergency Contact Phone: 830-494-6602

Dog Walker's Bond/Insurance Info

Dog Walker: Coleman, Alicia	8308420419	Alicia.Coleman@gmail.com
Bond # 5487432597		Insurance # 98547247678
Acme Bond Company		Apple Tree Insurance
9876 Low Road		2345 Baker Road
n/a		Suite 112
San Antonio TX 97306		San Antonio TX 78209
210-638-5008		830-325-2000
stacy@acmebond.com		info@appletreeinsurance.com

Dog Walker: Holbrook, David	830-893-7178	d_holbrook@gmail.com
Bond # 987654321		Insurance # 123456789
Acme Bond Company		Apple Tree Insurance
9876 Low Road		2345 Baker Road
n/a		Suite 112
San Antonio TX 97306		San Antonio TX 78209
210-638-5008		830-325-2000
stacy@acmebond.com		info@appletreeinsurance.com

Dog Walker: Lancaster, Rachel	830-893-7178	rachel.lancaster@gmail.com
Bond # 25987627		Insurance # 0985328672
Independence Bonds		Apple Tree Insurance
3456 High Street		2345 Baker Road
Suite 36		Suite 112
San Antonio TX 78238		San Antonio TX 78209
210-440-8212		830-325-2000
admin@independencetbonds.com		info@appletreeinsurance.com

Dog Walker: McElroy, Walter	802-325-9697	walter.mcelroy@gmail.com
Bond # 580267840		Insurance # 98756929672
Morgan & Schaeffer Bond		Lakeview Insurance
3791 Trade Street		4563 Winding Drive
2nd Floor		Suite 3
San Antonio TX 78225		San Antonio TX 78221
2104835697		2107359711
info@msbond.com		info@lakeviewinsurance.com

Total Revenue

Beginning Date	Ending Date	Total Revenue
10/30/2016	12/3/2016	\$430.00

Glossary

BONDED Since the business requires their dog walkers to be bonded, before being permitted to walk customer's dogs; the business tracks pertinent information about the dog walker's bond and the company responsible for it. This serves not only as verification, but simplifies and speeds the process of taking care of customers if a claim is ever made.

Attributes for the BONDED table:

BONDED.Address1 The street number, street name, and directional (if any); floor/suite number, if applicable; of the bonding company's location.

BONDED.Address2 Some business addresses require two lines; if a second line isn't needed, enter "none".

BONDED.BondedID This is the primary key for this table, a surrogate, or AutoNumber, key; which uniquely identifies each bonding company.

BONDED.City The city where the bonding company is located.

BONDED.Company The name of the company issuing the dog walker's bond.

BONDED.Email The primary email address of the bonding company.

BONDED.Phone The primary phone number of the bonding company.

BONDED.State The state where the bonding company is located.

BONDED.Zip The zip code of the bonding company

CUSTOMER Someone who schedules with this business to provide a dog walker to exercise their dog(s).

Attributes for the CUSTOMER table:

CUSTOMER.Alarm Does the customer have an alarm system at their residence? If so, enter the access code here so that the dog walker can gain access. If not, enter "none".

CUSTOMER.Apartment Does the customer live in an apartment building? If so, record the name of the complex here. If not, enter "none".

CUSTOMER.BillingAddress The house number, street name, and directional (if any); and apartment number, if applicable; that matches the statement of the credit card that the customer has on record with this business. If same as the customer's residence address, enter "same".

CUSTOMER.BillingCity The city that matches the statement of the credit card that the customer has on record with this business. If same as the customer's residence city, enter "same".

CUSTOMER.BillingState The state that matches the statement of the credit card that the customer has on record with this business. If same as the customer's residence state, enter "same".

CUSTOMER.BillingZip The zip code that matches the statement of the credit card that the customer has on record with this business. If same as the customer's residence zip code, enter "same".

CUSTOMER.CellPhone The customer's cell phone number.

CUSTOMER.CreditCardCCV The verification number of the credit card that the customer has on record with this business.

CUSTOMER.CreditCardExp The expiration date of the credit card that the customer has on record with this business.

CUSTOMER.CreditCardNumber The number of the credit card that the customer has on record with this business.

CUSTOMER.CreditCardType The type of credit card that the customer has on record with this business; i.e., VISA, MasterCard, etc.

CUSTOMER.CustomerID This is the primary key for this table, a surrogate, or AutoNumber, key; which uniquely identifies each customer.

CUSTOMER.Doorman If the customer lives in an apartment, does the building have a doorman? It may affect a dog walker's access to the customer's residence. Enter "yes" or "no".

CUSTOMER.Email The customer's email address.

CUSTOMER.FirstName The customer's first name.

CUSTOMER.HomeAccessNotes Are there any special instructions that the dog walker should know, so far as accessing the customer's home, in order to get the dog(s) for their walk? This could include things about fences or gates,

which door to use, a secret hiding place for a key, or if the dog is kept in a certain area of the house. If there isn't anything of note, enter "none".

CUSTOMER.HomePhone The customer's home phone number.

CUSTOMER.LastName The customer's last name.

CUSTOMER.Lockbox Does the customer have a lockbox at their residence, with a key, for the dog walker to gain access to the residence? If so, the lockbox code is entered here. If not, enter "none".

CUSTOMER.ResidenceAddress The house number, street name, and directional (if any); apartment number, if applicable; of where the customer actually resides.

CUSTOMER.ResidenceCity The city where the customer resides.

CUSTOMER.ResidenceState The state where the customer resides.

CUSTOMER.ResidenceZip The zip code of the customer's residence.

CUSTOMER.WorkPhone The customer's work phone number. All of a customer's contact numbers are recorded in case of emergency. If there is no work phone, enter "none".

DOG The dog(s) belonging to customers, for which this business provides a walker, as scheduled by the customer. The dog is as much the focus of this business, as the customer.

Attributes for the DOG table:

DOG.Altered Has the dog been spayed or neutered? It may affect the walker's care of the dog. Enter "yes" or "no".

DOG.BehaviorConcerns Does the dog have any behavioral concerns, that the dog walker should be aware of, that might affect their interactions? If so, briefly describe them here. If there's nothing of note, enter "none".

DOG.Birthdate When is the dog's birthday? Knowing this will tell us the dog's age. This is important, as very young or senior dogs have distinctly different needs, and may require certain handling or precautions, so far as their exercise.

Not every dog walker is equipped to, or experienced with, handling puppies, who may still need training, socialization, and behavior modification; or senior dogs, who may have health, cognitive, sensory, and/or mobility issues.

DOG.Breed What breed is the dog? This is helpful, as it gives an idea of the overall size of the dog. Not every dog walker is equipped to, or experienced with, handling large dogs; and very small dogs require certain precautions. Also, different breeds often have inherent temperament and physical characteristics.

DOG.CustomerID The primary key of the customer table is a foreign key here, to connect each dog with their owner. Together with DogID, this is part of a composite primary key for this table, to uniquely identify each dog. When entering a dog's information, look up the customer's ID number and enter it here.

DOG.DogID A surrogate, or AutoNumber key; this is part of the composite primary key for this table, together with CustomerID; to uniquely identifies each dog.

DOG.EmergencyContactName The first/last name, or veterinary practice name, of the emergency contact for this dog. A good emergency contact would be the dog's veterinarian, but at least someone the owner/customer trusts and authorizes to make a decision on their behalf, if the owner is temporarily unreachable.

DOG.EmergencyContactPhone A phone number for the dog's emergency contact.

DOG.Gender What is the gender of the dog? Enter "female" or "male".

DOG.HealthConcerns Does the dog have any health concerns – which could be physical, cognitive, sensory, or mobility-related – that the dog walker should be aware of, that might affect how the dog walker handles the dog? If so, briefly describe them here. If there's nothing of note, enter "none".

DOG.Name The dog's name. Ask the customer for what the dog is usually called, since often owners call their dogs a few variations of their name.

DOG.Weight How much does the dog weigh? Not every dog walker is equipped to handle, or experienced with, large dogs. Also, very small dogs require certain precautions.

DOG_WALKER Someone who independently contracts with this business to provide walks to exercise customer's dogs. Each dog walker *must* provide proof of being bonded and insured in order to contract with this business, and to be permitted to care for customer's dogs.

Attributes for the DOG_WALKER table:

DOG_WALKER.Address The house number, street name, and directional (if any); apartment number, if applicable; or post office box, if applicable; of a dog walker's contact address.

DOG_WALKER.BigDogs Does this dog walker have expertise with handling big dogs, who may have special precautions that need to be taken, and require a certain level of strength and experience from the dog walker; and is the dog walker willing to take care of walking them? Enter "yes" or "no".

DOG_WALKER.Bonded A simple yes/no field to indicate whether this dog walker has obtained bonding, and provided the business with proof.

DOG_WALKER.BondedID The primary key of the bonded table is a foreign key here, to connect each dog walker with the company issuing their bond. When entering a dog walker's information, look up the bond company's ID number and enter it here.

DOG_WALKER.BondNumber The number of the bond issued to the dog walker. If the walker is not yet bonded, enter "no".

DOG_WALKER.CellPhone The dog walker's cell phone number.

DOG_WALKER.City The city of a dog walker's contact address.

DOG_WALKER.Email The dog walker's email address.

DOG_WALKER.FirstName The dog walker's first name.

DOG_WALKER.Insured A simple yes/no field to indicate whether this dog walker has obtained insurance, and provided the business with proof.

DOG_WALKER.InsuredID The primary key of the insured table is a foreign key here, to connect each dog walker with the company issuing their insurance. When entering a dog walker's information, look up the insurance company's ID number and enter it here.

DOG_WALKER.InsuranceNumber The dog walker's insurance policy number. If the walker is not yet bonded, enter "no".

DOG_WALKER.LastName The dog walker's last name.

DOG_WALKER.MultipleDogs Does this dog walker have expertise with handling walking more than one dog at a time, and are they willing to do it? If an owner has multiple dogs, they may want at least some of them walked together. Enter "yes" or "no".

DOG_WALKER.Puppies Does this dog walker have expertise with handling puppies, who may be more difficult to walk than a mature dog, as they may still require training, socialization, and/or behavior modification; and is this dog walker willing to take care of walking them? Enter "yes" or "no".

DOG_WALKER.SeniorDogs Does this dog walker have expertise with handling senior dogs, who may have special physical, cognitive, sensory, and/or mobility needs; and is this dog walker willing to take care of walking them? Enter "yes" or "no".

DOG_WALKER.StartDate The date each dog walker started contracting with this business, to be available to walk dogs for customers. This helps convey a measure of the dog walker's experience to the customer.

DOG_WALKER.State The state that goes with the dog walker's contact address.

DOG_WALKER.TinyDog Does this dog walker have expertise with handling very small dogs, who may have special needs and precautions to be taken due to their size; and is this dog walker willing to take care of walking them? Enter "yes" or "no".

DOG_WALKER.DogWalkerID This is the primary key for this table, a surrogate, or AutoNumber, key; which uniquely identifies each dog walker.

DOG_WALKER.Zip The zip code of the dog walker's contact address.

INSURED Since the business requires their dog walkers to be insured, before being permitted to walk customer's dogs; the business tracks pertinent information about the dog walker's insurance and the company responsible for it. This serves not only as verification, but simplifies and speeds the process of taking care of customers if a claim is ever made.

Attributes for the INSURED table:

INSURED.Address1 The street number, street name, and directional (if any); floor/suite number, if applicable; of the insurance company's location.

INSURED.Address2 Some business addresses require two lines; if a second line isn't needed, enter "none".

INSURED.BondedID This is the primary key for this table, a surrogate, or AutoNumber, key; which uniquely identifies each insurance company.

INSURED.City The city where the insurance company is located.

INSURED.Company The name of the company issuing the dog walker's insurance.

INSURED.Email The primary email address of the insurance company.

INSURED.Phone The primary phone number of the insurance company.

INSURED.State The state where the insurance company is located.

INSURED.Zip The zip code of the insurance company.

WALK An instance of a walker taking a customer's dog for exercise, for a walk.

Attributes for the WALK table:

WALK.CustomerID The primary key of the customer table is a foreign key here, to connect each walk with the customer who scheduled it. Together with WALK.DogId and WALK.WalkerID, this is part of a composite primary key for this table, to uniquely identify each walk. When entering a the booking information for a walk, look up the customer's ID number and enter it here.

WALK.Date The date a customer books, for a dog walker to take their dog for a walk. This date may be scheduled for the future, or may have already occurred (in other words, it can represent historical or future data).

WALK.DogID The primary key of the dog table is a foreign key here, to connect each walk with the dog who was exercised. Together with WALK.CustomerID and WALK.WalkerID, this is part of a composite primary key for this table, to uniquely identify each walk. This attribute is included, since some customers may have more than one dog; so just the CustomerID alone would not be enough to uniquely identify a specific walk. When entering the booking information for a walk, look up the dog's ID number and enter it here.

WALK.DogReport This is for the dog walker to report the dog's behavior, and, if/when pertinent, the dog's physical condition during the walk. Always enter something here for the customer's benefit.

WALK.EndTime The time of day that each specific walk ended.

WALK.StartTime The time of day that each specific walk started.

WALK.WalkerId The primary key of the walker table is a foreign key here, to connect each walk with the dog walker who exercised the customer's dog. Together with WALK.CustomerID and WALK.DogID, this is part of a composite primary key for this table, to uniquely identify each walk. When entering the booking information for a walk, look up the dog walker's ID number and enter it.

Business Rules

Concerning the Customers:

- A customer owns one or more dogs, and schedules with the business to provide walks for their dog(s); if multiple dogs, individually or together.
- A customer schedules, or has scheduled, one or more walks for their dog(s).
 - A customer may set up a regular walking schedule for their dog(s), or they may make same-day arrangements for a walk with at least an hour's notice.
- A customer may select one preferred walker for their dog(s); in the case of same-day walk requests, this is, of course, contingent on that particular dog walker's availability.
- Both the customer's residence and billing address are noted; if the two are identical, mark the billing fields "same".
- If a customer lives in an apartment building, the name of the complex is made note of to help the walker identify the customer's residence. If not, enter "no".
 - Whether or not there's a doorman at the apartment for the walker to interact with is noted also; this is a simple yes-or-no field.
- If a customer has a lockbox containing an entry key for their residence, or an alarm system; the access code is noted in this field for the walker to be able to get the customer's dog(s) for a walk. If the customer doesn't have either, enter "no" in these fields.
- Make note of any special instructions the dog walker should know in order to access the customer's residence – this could include anything from information about fences/gates, or a preference for the dog walker to use the back door, or if the dog is confined to a particular area of the house. If there's nothing special to note, enter "none".
- A customer's home phone, cell phone, and work phone are all made note of, if applicable; so that should an emergency arises with the customer's dog, the business has the best chance of reaching them. If a customer doesn't have a work phone, enter "none".
 - It's presumed that a customer would have a cell phone, since this business is primarily app-based, and most people have one anyway; but customers may also schedule "traditionally" online or over the phone.

Concerning the Dogs:

- A dog is owned by a customer.
- A dog is scheduled to be, and/or has been, taken for one or more walks by one or more walkers.
- A dog goes for only one walk with only one walker at any given time; but may be accompanied by (an)other dog(s) owned by the same customer.
- The age of the dog is made note of, as both very young and senior dogs may have special needs and accommodations to be looked out for by their walker.
 - Senior dogs may have physical, cognitive, sensory, and/or mobility health related issues that need some TLC and an existing skill level from the dog walker.
 - Puppies may require some training, socialization, and/or behavior modification that need some understanding and an existing skill level from the dog walker.
- The breed and weight of the dog is made note of, as both large and very small dogs may have special needs to be looked out for by their Walker.
 - Large dogs require a certain level of physical strength and some expertise on the part of the walker for the safety of both parties.
 - Very small dogs can also present some safety issues, that need understanding and some expertise on the part of the walker for the dog's safety.
 - Also, different breeds are known for different temperamental and physical attributes that can clue the walker in about what to expect.
- The gender of the dog, and whether or not it's altered, is noted.
- An emergency contact person is recorded for each dog, in case something comes up and the customer can't be reached. Recommend to the customer that this should be their dog's veterinarian.

Concerning the Dog Walkers:

- A dog walker may be the preferred walker of one or more customers.
- A dog walker may walk one or many dogs, owned by one or many customers.
 - "May walk", because:
 - a walker may be a new contractor, and not have done any walks yet,

- a walker may not have more than one dog that they walk,
- however, a walker may have many dogs that they walk.
- A dog walker may take one or more walks with a given customer's dog(s).
- A dog walker must specify if they're experienced with senior or very young dogs, and willing to walk them; for the reasons outlined in the "Dog" section just above.
- A dog walker must specify if they're experienced with large or very small dogs, and willing to walk them; for the reasons outlined in the "Dog" section just above.
- A dog walker must specify if they're experienced with walking multiple dogs at once, and willing to walk them; for the reasons outlined in the "Dog" section just above.
- A dog walker must be bonded and insured, before the business will permit them to accept and engage in scheduled walks with customer's dog(s).
 - If a dog walker contracts with the business, but is not yet bonded and/or insured; enter "no" in the bonded, insured, bond number, and insurance number fields; and leave the BondedID and InsuredID fields blank.
 - The dog walker's bond and insurance policy numbers are recorded in the database, along with the name of the company(ies) and all pertinent contact information. This way, should a claim ever be made, all relevant information is readily available to the business without having to rely on the walker to provide it in a timely manner.

Concerning the Walks:

- A walk is taken by one or more dogs, and one dog walker.
 - If a customer has more than one dog, they may ask for a dog walker to walk one, some, or all of the dogs at once.
 - As noted above, a customer may set up a regular schedule for their dog's walks; this is where it may be beneficial to the business to offer pre-paid "Dog Walking Packages" of some kind, with varying frequency of walks over varying number of weeks or months.

The dog walker submits a brief report of how the walk went, and if they noted any health or behavioral concerns about the dog that arose on the walk that the owner might want to be aware of. Even if all went well, customers like to read this.

User's Manual

Introduction

The database was designed to be intuitive and easy-to-use. Forms, queries, and reports are descriptively named so that you can tell right away what the purpose of each one is.

Working within any of the individual items in the database was made as intuitive and easy as possible, too, as you'll discover as you explore the database.

Getting Started

A shortcut to open the database has been pinned to your Taskbar, as well as placed in your Start Menu.

When you first open the database, you'll be presented with the Main Switchboard. Simply choose whatever it is that you want to do – Forms, Reports, or a Query – and click.

This will take you to a sub-switchboard for that category, where you can select the specific form, report, or query that you want to work with. You can click your way back to the main switchboard from any point.

Alternatively, you can select the form, report, or query from Access' Navigation Pane, which runs vertical on the right-hand side of the window. The navigation pane toggles between open and collapsed by clicking the "<<" at the top, where it says, "All Access Objects". Each section can be collapsed or re-opened by clicking the ^ to the right of the section name.

The overall database has a similarity to an internet browser window – each item you open will be accessible via a named tab, and you can have multiple items open and accessible as you work, going back and forth as you please.

Forms and Reports can be closed by clicking their "Close" button, or "X"ing out their tab. Queries must be closed by "X"ing out their tab.

Data Entry

First, pull up the form you'd like to enter data for. From the main switchboard, click "Forms", and then click on the specific form you want. Alternately, you can select the form from the "Forms" section in the Navigation Pane.

To add a new record, click the "New" button. As you type the data into each field, simply hit "Tab" to move to the next field. The tab order has been set up to move smoothly through each form.

So far as what data goes where, the forms are pretty self-explanatory. Fields may be clicked into, or tabbed to. Hovering your mouse pointer over a field will bring up a tool tip, describing what it's for, in case it's unclear. Clicking in or tabbing to a field will also display a brief explanation of its purpose, and what goes in it, in the status bar along the bottom of the database window.

Aside from that, there are a few guidelines that will make things easier:

- In any form's phone number fields, you don't need to type the dashes – they'll be put in automatically for you.
- In any form's date fields, always enter a four-digit year.
 - For the credit card expiration date in the customer form, enter the two-digit month, a "/", and a four-digit year. It will then display correctly. This is the only date field in any form where entering the "/" is required – all other forms fill it in automatically. Access has a problem with the month/year format.
- In the "billing address" fields in the customer form, if the data is the same as the customer's residence, just enter "same".
- In any field you don't have data for, simply enter "no" or "none" rather than leaving it blank. This way you can tell later, that it wasn't just forgotten or skipped over by accident.
 - The only exception for this, would be the "Dog Report" field in the "Walk" form. You wouldn't enter anything here, until the dog walker has submitted the dog's walk report.
- For the "New Walk Bookings" form, you'll need to have the ID numbers for the customer, the dog, and the dog walker in order to access their full information within the database. ID numbers are automatically assigned by the database when a new record is created. Finding these numbers is easy:
 - Bring up the form for Customer, Dog, or Dog Walker, click the "find" button, and enter the name you're looking for. Confirm it's the correct record, and make note of the ID number.
 - Alternately, the Customer & Their Dogs report lists customer and dog ID numbers. (I'll be adding a similar report for dog walkers). These may be printed and kept as a quick desk reference, or simply viewed from within the database.

Entered data automatically saves when you tab through to a blank record. However, if you'd like to save it mid-record for some reason, simply click the "Save" button at the top of the form.

If you need to delete a record, simply click the "Delete" button along the top of the form. Be aware that deleted records can't be undone, so if one is deleted in error, it would need to be recreated... also be aware that that customer, dog, or dog walker would then be assigned a new ID number for booking walks.

Data Look-up

If you need to find just one specific customer, dog, or dog walker, it's most effective to use their Forms – just pull up the corresponding form, click the "Find" button, and enter whatever it is that you're searching for. Be sure that the "Look In" drop-down box is set appropriately for "current field" or "current document". Click "Find Next" or simply hit "Enter".

If the first result isn't what you're looking for, (aside from some people having the same last name, you may get some dogs with the same name) click "Find Next".

If you like, you can simply click the left or right arrow buttons in the top right of the form to scan through records going forwards or backwards.

Individual records may be printed from their Form, by clicking the "Print" button along the top of the form. Records have been formatted to fit on standard paper.

Pulling up Reports

Simply go to the Reports section from the main switchboard, and click on the report you'd like to view and/or print. Alternately, you can select the report from the list in the Navigation Pane.

In order to print, simply click the "Print Report" button along the top of the Report. They've been formatted to fit on standard size paper.

Be aware that if you click on the vertical scroll bar to scan through a report, that sometimes it appears that data goes missing. This is just a quirk of Access – let go of the mouse button, and the data will reappear.