**Joe’s Automotive CRM**

Joe Smith, owner of Joe’s automotive is looking for customer relationship management (CRM) software. He has hired you to create this software for his business from the ground up. Below is an outline of what he is looking for. Use the skills that you have gained throughout the year to complete the task.

A database to track customers, vehicles, parts, and invoices. Joe wants to be able to add, remove, and edit individual cells in the database, but should not be able to edit from the grid view.

A customer screen that tracks, name, address, phone number, email address, vehicle (linked to vehicle table), and invoices (linked to invoice table). There should also be a place for notes about this customer, alternate phone number, and photo upload section for a photo of the customer that Joe has done for this customer. Phone numbers should auto format to XXX-XXX-XXXX regardless of how they are input, names and addresses should be capitalized automatically, and email addresses should be validated. To access this screen, there should be a vehicle search/filter screen.

A vehicle screen which lists make (as an enumerated data type), model, year, mileage, date received, date returned, customer who owns the vehicle (linked to customer table), list of invoices (linked to invoice table) that can be accessed individually, parts available (linked to parts table) with search lookup, a notes section to list work done, and a photo section for photos of the work completed. To access this screen, there should be a vehicle search/filter screen.

A parts screen which allows Joe to track parts in stock, parts on order, part name, part photo, part cost, and which vehicles the part works on (linked to vehicle table). Joe should be able to add, remove, and edit individual parts and stock numbers. If a part is used in an invoice, the part count should automatically be reduced by one for the individual part being used. To access this screen, there should be a parts search/filter screen.

An invoices screen that allows Joe to create, edit, and retrieve old invoices as formatted text files. Invoices should have Joe’s Automotive’s information at the top followed by the vehicle information, labor costs, parts used, and a total. Joe’s always offers a fluid checkup for $24.99 and should be offered as an optional service on every invoice. Don’t forget taxes. The bottom should include customer information, and vehicle information. It should be possible to mark invoices as estimate or invoice. To access this screen, there should be an invoices search/filter screen.

Each of these screens should be accessible from a central screen that allows Joe to access/add customers, access/add invoices, access/add vehicles, and access/add inventory (parts). The search/filter functions could possibly be placed here. Your whole program should be able to handle errors properly. If Joe

Joe’s representative, Mr. Dockett will meet with your project manager daily to discuss your plan and progress on this project. You will start by creating a work proposal complete with drawings of what the program will look like and how each piece will function. Once approved, you will build the software as described. Points will be given for quality of design, functionality of end product, documentation on how to use the software, internal documentation, and having a bug free program.