The new system is designed to tackle all the problem identified earlier with the current system, improve the everyday running of the business, make them more competitive, and offer a better service to their customers.

It will have the following requirements:

* Different levels of access:
  + **Administrator.** Deals with user accounts, adding, removing, changing them, and backing up and restoring the database. This role cannot do what the other roles do,
  + **Franchisee.** This role will have a full access to the functionality related to running the garage. It can set/alter a customer account, and is the only role that can configure “pay later” option and set/alter a customer’s discount plan, which can be one of the following:
    - a *fixed* discount
    - a *variable* discount
    - a *flexible* discount

This role, however, cannot assume any privileges associated to the Administrator role.

* **Foreperson.** This role will be able to do everything that the Mechanic and Receptionist can (specified below),
* **Mechanic.** They should be allowed to pick a job from the list of pending jobs and alter the job’s status by filling in details about their work on a vehicle.
* **Receptionist**. They shall be able to do the following
  + - Take in new jobs (typically this will be done together with the Foreperson who will provide the details of the tasks to be completed).
    - They should also be able to monitor the progress made with jobs (including searching for a specific job by car number, name of the customer, etc.).
    - Produce an invoice, once all tasks listed in the job sheet have been completed.
    - Do anything related to stock control, i.e. parts ordering, including searching the stock of spare parts (at least by model of the car, or type of the spare part) and reporting about any aspect related to spare parts.
* Generate the following reports:
  + number of vehicles booked in on a monthly basis, overall and per job type (MoT/annual service/repair), and type of customer (casual or Account Holder)
  + average time, and price, per job type (i.e. MoT/annual service/repair). This should be done overall, and per job type (MoT, annual service, repair, etc.), and / or given mechanic
  + stock-level, i.e. spare parts, report.

All types of reports must be both viewable and printable.

* Be relatively easy to use by everyone, through an appropriate GUI design.
* The system should calculate and print invoices automatically.
* The late payments, by Account Holders, should be detected automatically by the system and the Franchisee should be alerted about these.
* Print standard reminder letters automatically or on demand (as a batch, specific or individual)
* A stock control system to find parts, price them up, and update the stock level.