**Functional System Design Document (FSD)**

**Project Name:** Bark & Wiggle – Pet Grooming Booking System  
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## **1. System Overview**

Bark & Wiggle is a pet grooming service booking platform designed to serve both first-time and returning users. The system prioritizes ease-of-use, seamless booking experience, and personalized service management. This document outlines all core functionalities, UI flow logic, backend rules, and system modules in full detail for development and presentation purposes.

## **2. System Roles**

### **2.1 Users (Customers)**

* Can browse services
* Book grooming services with 1–2 pets per schedule
* Optionally create an account post-booking
* Manage bookings, view pet profiles, cancel or rebook services
* Leave reviews for completed services

### **2.2 Admin (Business Owner)**

* Access secure admin panel
* View, confirm, cancel, and complete bookings
* Manage service listings
* View notifications and booking activity
* See user-submitted reviews

## **3. UI & Flow Breakdown**

### **3.1 Homepage**

* Features: banner, promo tagline, CTA (Book Now)
* Main Action: Redirect to /services.php

### **3.2 Service Categories Page**

* Grid of services: Grooming, Bathing, Spa
* Clicking card redirects to /service.php?type=selected\_service

### **3.3 Service Details & Booking Page**

* Breakdown of selected service
* Form Inputs:
  + Customer Full Name
  + Pet 1 Name + Breed
  + (Optional) Pet 2 Name + Breed
  + Date Picker (with slot availability logic)
  + Terms & Policy Agreement Checkbox
* Form Validation:
  + Limit 2 pets per time slot (global limit across all users)
  + Reject submission if selected time already has 2 confirmed bookings
* Action: POST to book.php

### **3.4 Payment Confirmation Page**

* Booking summary (customer info, pets, time)
* Payment method selection: GCash / Visa / Bank
* Action: Finalize booking and insert to bookings table

### **3.5 Post-Booking Page**

* Success message
* Option 1: Create Account → /register.php?from=booking
* Option 2: Continue as guest

### **3.6 User Dashboard**

* Dashboard Tabs:
  + Upcoming Bookings (with cancel button)
  + Pet Profiles (Add/Edit)
  + Review Bookings (shown if status = completed, no review yet)
* Action Routes:
  + Cancel → cancel\_booking.php
  + Edit Pet → edit\_pet.php?id=pet\_id

### **3.7 Review System**

* Available only for completed bookings
* Inputs: Star rating (1–5), Text review
* Stored in reviews table or bookings.review\_text & bookings.rating

## **4. Admin Dashboard**

### **4.1 Dashboard Overview**

* Today's bookings summary
* New notifications (e.g., “3 new bookings today”)
* Quick stats panel: total bookings, cancellations, reviews

### **4.2 Bookings Page**

* View all bookings (filters: date/status/service)
* Booking Actions:
  + View Details → /admin/view-booking.php?id=123
  + Confirm Booking
  + Cancel Booking
  + Mark as Completed
  + Add Internal Notes (admin-only field)

### **4.3 Services Management**

* Add/Edit/Delete services
* Routes:
  + Add: /admin/add\_service.php
  + Edit: /admin/edit\_service.php?id=5

### **4.4 Notifications Panel**

* Pulled from notifications table
* Fields: event\_type, message, seen, timestamp
* Triggered by:
  + New booking
  + Cancellations
  + User registration

### **4.5 Reviews Viewer**

* View user reviews by date
* Option to flag/delete spam (future enhancement)

## **5. Terms & Privacy Integration**

* /terms.php and /privacy.php static pages
* Mandatory checkbox on booking form and registration
* Field: terms\_agreed (boolean) in users and bookings

## **6. Availability & Booking Rules**

* Limit of **2 pets per time slot** (across all users)
* Table: booking\_slots
  + Fields: slot\_time, pets\_booked
* Slot checker script validates capacity before form submission

## **7. Database Enhancements**

* bookings — includes status, pet info, user\_id or guest\_token, schedule
* booking\_slots — to enforce max pets per slot
* pets — links to users or guest sessions
* notifications — stores all admin alerts
* reviews — stores completed booking reviews
* users — includes terms\_agreed and account info

## **8. Optional Future Features**

* Email notifications (booking confirmations, reminders)
* Loyalty system (frequent customer discounts)
* Reschedule flow
* QR check-in for physical visits

## **9. Conclusion**

This Functional System Design Document captures the entire logic, flow, and backend behavior of the Bark & Wiggle platform. It is ready for front-end UI mockups, backend code development, or school project presentation. With modular scalability and customer-friendly UX, this system is designed for real-world service deployment.