

Deliverable #1

Pets Paradise: Initial Analysis and Design

Group #4

Antido, Christian

Aquino, Daryl

Araja, John Raymond R.

Bambao, Caryl Joy D.

Caballes, Derrick

Gaw, Arvin Jay G.

Lee, Matthew Kenneth L.

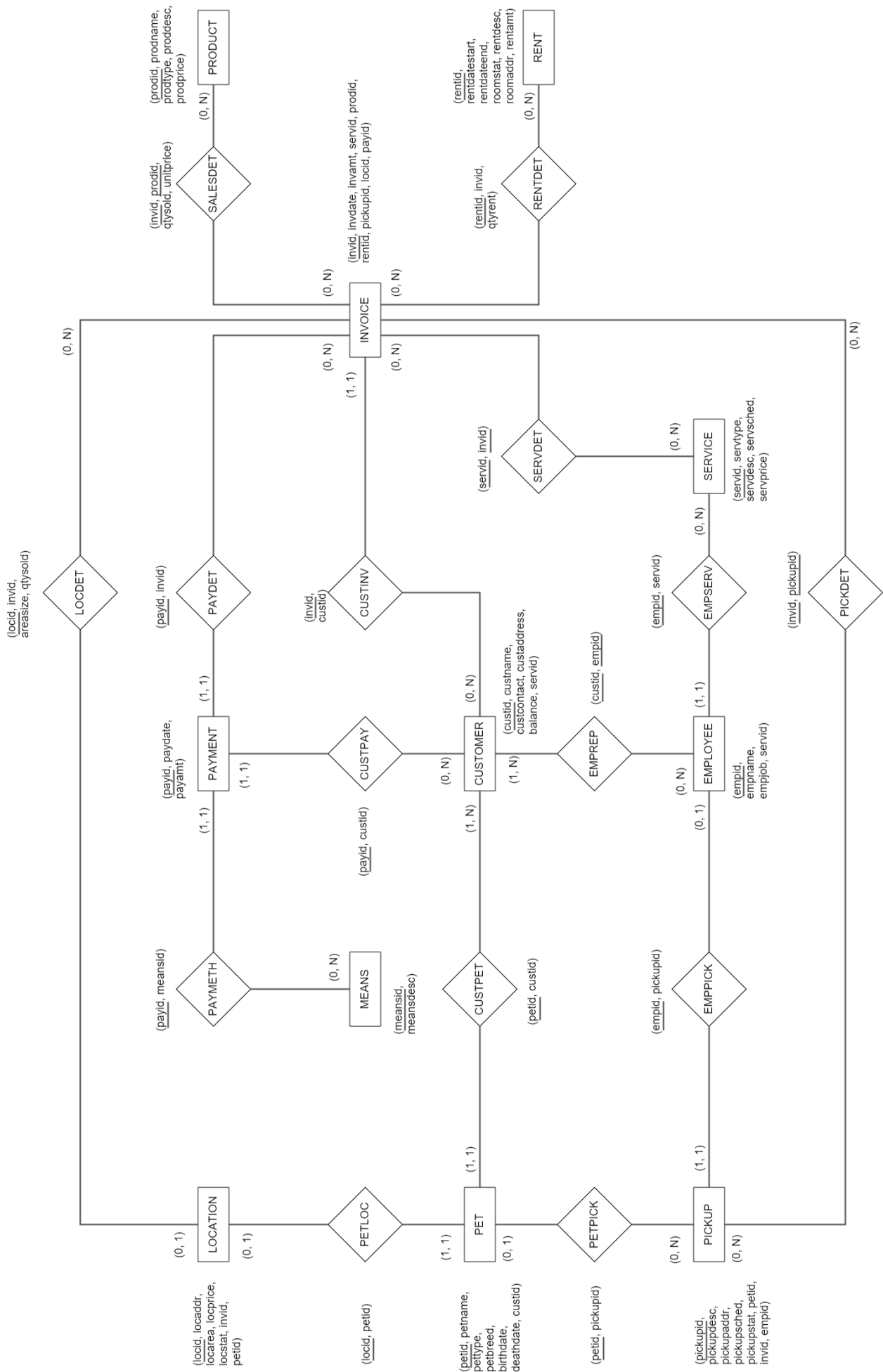
Mendoza, Vinz Karloe A.

Sano-an, Emilon

Toledo, Jann Michael

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I. Entity Relationship Diagram (ERD)



ENTITIES

LOCATION

(locid, locaddr, locarea, locprice,
locstat, invid, petid)

PAYMENT

(payid, paydate, payamt)

CUSTOMER

(custid, custname, custcontact,
custaddress, balance, servid)

PET

(petid, petname, pettype, petbreed,
birthdate, deathdate, custid)

INVOICE

(invid, invdate, invamt, servid,
prodid, rentid, pickupid, locid,
payid)

PRODUCT

(prodid, prodname, prodtype,
prodprice)

RENT

(rentid, rentdatestart, rentdateend,
roomstat, roomaddr, rentamt)

EMPLOYEE

(empid, empname, empjob, servid)

SERVICE

(servid, servtype, servdesc,
servsched, servprice)

PICKUP

(pickupid, pickupaddr,
pickupsched, pickupstat, petid,
invid, empid)

MEANS

(meansid, meansdesc)

RELATIONSHIP

PETLOC

(locid, petid)

PETPICK

(petid, pickupid)

PAYMETH

(payid, meansid)

CUSTPET

(petid, custid)

EMPPICK

(empid, pickupid)

CUSTPAY

(payid, custid)

EMPREP

(custid, empid)

LOCDET

(locid, invid, arease, qtysold)

PAYDET

(payid, invid)

CUSTINV

(invid, custid)

EMPSERV

(empid, servid)

PICKDET

(invid, pickupid)

SERVDET

(servid, invid)

SALESD

(invid, prodid, qtysold, unitprice)

RENTDET

(rentid, invid, qtyrent)

II. Use Cases

Use Case 1: Inquiry and Availing of Main Services

End User: Customer, Employee

Pre – Condition: The customer will have to provide their own information, their pet's information, and what services they would want to inquire and avail.

End – User Actions:

1. The employee will encode the information given by the customer in the input fields of the system.
2. The employee will check if the information given are complete and valid.
3. The employee will enter the services availed by the customer.
 - a. If the customer wishes to avail burial services, he or she will have to buy a pet casket. Designs for pet caskets will already be shown to the customer once the burial service is selected.
 - b. If the customer wishes to avail cremation services, he or she well have to buy a pet urn. Designs for pet urns will already be shown to the customer once the burial service is selected.
 - c. If the customer also wishes to avail embalming services, the service would be done after the pet would be picked up.
 - d. Corresponding prices will be shown in either one of the services.
4. The employee will show the customer the available schedules of the services, products, rentals and other services.
5. The customer will choose the place where his or her preferred location of the burial would be or where the urn containing the pet's ashes would be stored. Either at the pet cemetery, niche in the columbarium or other places.
6. The customer confirms the transaction made.

Use Case 2: Reservation

End User: Customer, Employee

Pre – Condition: The customer wishes to avail any other the services.

End – User Actions:

1. The customer will ask what other services are available for his pet.
2. Once the services are shown to the customer, he will now get a reservation for the services he/she wants.
3. The Employee will now get all information regarding the customer and the services he/she wants and put it in the system.
4. The customer will now double check and make sure that the services he/ she chose was right.
5. The employee will now confirm it if there are vacancies available to the services.

Use Case 3: Buying of Additional Memorial Products before or after the Funeral or Memorial

End User: Customer, Employee

Pre – Condition: The customer would like to avail additional products.

End – User Actions:

1. The customer will choose from different variety of memorial products that he/ she can buy after the funeral or memorial rites. The customer will also indicate the quantity of that product.
 - a. The customer can buy Necklaces containing small amount of ashes of his pet.
 - b. The customer can customize the memorial product that he/ she want.
 - c. The customer can buy Memorial Frames containing the picture of his pet with a commemorative verse.
2. The employee will confirm the products which the customer wants to buy.
3. The employee will add this transaction to the total balance of the customer.

Use case 4: Pet Pick up Service

End User: Customer, Employee

Pre-condition: The customer should have availed the burial or cremation services.

End-user Actions:

1. The customer will inquire at the memorial to let their pet's picked up by the memorial employees.
2. The customer will give the details of the address that where the pet is located.
3. The customer would give possible schedules for picking up the pet to the employee.
4. The employee would enter the possible schedules to check if it is available.
5. The employee would confirm the schedule and choose an available employee that would be responsible of picking up the pet.

Use Case 5: Rent (Optional)

End User: Employee, Customer

Pre – Condition: The customer can rent the chapel for the memorial or funeral rites of their beloved pet.

End – User Actions:

1. The customer will inquire to rent a chapel.
2. The employee will check the available schedule for the usage of the chapel.
3. After the employee checks the availability, the customer will choose one of the available slots when he or she would want to rent the said chapel or vehicle.
4. The employee will now reserve the schedule for the customer.

5. The employee will show the rental rate to the customer.
6. The customer confirms his or her inquiry.

Use Case 6: Method of Payment

End User: Employee, Customer

Pre – Condition: The customer should have already validated or confirmed his or her inquiry.

End – User Actions:

1. The employee would show a summary of the services and products availed by the customer along with total amount due of the transactions made.
2. The employee will ask how the customer will pay, will it be through cash or through bank accounts. The employee will print a receipt either way.
 - a. If the customer chose the method through bank accounts, the company will provide the bank account number so that the customer can deposit the money via the bank
 - b. If the customer chose the method to pay it personally, the customer can pay it through the cashier in the memorial.
 - c. If the customer chose to pay via credit card/PayPal he or she will be asked to input some information like credit card number etc. and we will be sending to the customer once the payment has been done.
3. The employee will now confirm the inquiry, and prepare and reserve the stuff needed for the funeral rites.
4. The employee will print a receipt of all services and products availed by the customer.

III. User Interface

Name: Customer and Pet Form

Trigger: The customer would inquire and wants to avail the memorial services.

Actor: Employee assigned in the front desk.

Layout:



Pets Paradise

Treasure Memories, Pets are Family

CUSTOMER DETAILS

Customer Name

Caasandra Emrys

Address

JC 282, Pico, Latrinidad

Phone Number

09097119111

PET DETAILS

Pet Name

Dude

Pet Type

Dog

Breed(Optional)

Mastif

Birth Date

10/9/10

Death Date

11/3/15

Cause of Death

Natural causes

SUBMIT

CANCEL

Name: Services

Trigger: Customer requirements are met. The customer is now able to choose which services that he or she would avail.

Actor: Employee assigned in the front desk.


Layout:


SERVICES


Service to Avail

Description

Pet Caskets







☐ Sample 1

☐ Samlpe 2

☐ Sample 3

Casket Price

Php

Columbarium Price

Php

Service Price

Php

Acquire Lot/Niche

☒ Yes

☐ No

Service Schdule

Time

Day

Month

Year

Acquire Embalming Service

☒ Yes

☐ No

Rent Chapel

Add Products

BACK

NEXT

CANCEL

Name: Chapel Rent

Trigger: The customer wants to rent a chapel for his or her pet’s memorial or funeral rites.

Actor: Employee assigned in the front desk.

Layout:

CHAPEL AREA RENT

Rent Start Date

Day

Month

Year

Rent End Date

Day

Month

Year

Rent Room

Room Address

Rent Ammount

Php

BACK

NEXT

CANCEL

Name: Additional Products

Trigger: The customer wants to buy additional memorial products.

Actor: Employee assigned in the front desk.

Layout:

ADDITIONAL PRODUCTS

	Product	Quantity	Qty. Available	Price
1.	<div></div>	<div></div>	<div></div>	<div></div>
2.	<div></div>	<div></div>	<div></div>	<div></div>
3.	<div></div>	<div></div>	<div></div>	<div></div>

Add Products

Continue

Cancel

Name: Burial Ground

Trigger: The customer availed the burial or cremation services. To finalize where would be burial ground of the pet. If he or she chose to buy lot / niche from the company, the acquire lot / niche would be enabled and if not, it would be disabled.

Actor: The employee assigned in the front desk.

Layout:

ACQUIRE LOT/NICHE

Location

Address

Price

Size

BURIAL GROUND

Location

Address

BACK

NEXT

CANCEL

Name: Pick up

Trigger: The customer availed the burial or cremation services.

Actor: The employee assigned in the front desk.

Layout:

PICKUP INFORMATION

Pickup Address

Pickup Schedule

Time

Day

Month

Year

Assigned Employee

BACK

NEXT

CANCEL

Name: Invoice

Trigger: The customer confirmed that he or she availed the services and products he or she needed.

Actor: The employee assigned in the front desk.

Layout:



INVOICE

Date IN:
Time IN:
Invoice #:

Customer Information:

Name

Address

Contact #

Emp Rep

Inv.id	Product name	Quantity	Price	Sub Total

Business Hours:

Mondays to Sundays:
7:00 am to 9:00 pm Only

Name: Payment

Trigger: The invoice or the summary of the transactions made was shown to the customer, the customer is now able to settle the amount dues.

Actor: The employee assigned in the front desk.

Layout:

Payment Method

Current Balance

Total Amount for Services

P

234.56

Amount for Additional Options

P

123.40

Grand Total

P

357.96

Credit/Debit Card

Paypal

MasterCard

VISA

DISCOVER

Cardholder's Name

Account Number

Security ID

Expiration Date

CCV/CVV

*The last three digits of your card

Please pay on or before:

You can pay on or before your preferred date and kindly approach Ms. Nena for the payment. Thank you.

Please Take Note:

If the customer wasn't able to pay on time, his/her order will be considered void.

Deposit To: Mrs. Ila Liag

Bank Account Number:

Confirm

Cancel