Vision Document for HAPH
BEAUTY SALON MANAGEMENT SYSTEM

A complete ERP solution by **Phuong Nguyen**

1. Introduction

Many beauty salons currently use a manual procedure to deal with its management processes. Its customers do not have a proper way to make an appointment; other than by making a call or visiting the salon premise. The salon owner employees and customers need to keep reminders on their mobiles about appointments. Salon owner and her employees maintain a diary to note down the appointment details. Service details of the salon are written in papers; which always lead to misplaced information. The owner needs to write all the service details on a new paper once it gets misplaced or updated. Once a payment has done, customer will receive a handwritten receipt (from the manual receipt book), and the cashier keeps a copy of the same receipt. There is a higher risk of misplacing the receipt copies. The owner has no proper way to manage her employees and clients.

2. Positioning

2.1 Problem Statement

The problem of	*managing the beauty salon*
Affects	*Owner, employees, customers*
the impact of which is	*Difficult to manage the daily operations of the beauty salon like setting the work schedules, making customer appointments, monitoring the business performance etc.*
a successful solution would be	*A web-based application will help the owner and employees to successfully manage the salon by helping them to create flexible work schedules, turn, tip, income integration, and security with online appointments. It helps the user assign particular services to employees as well as apply discounts to sales and services. Helps the user monitor the monthly business performance, staff sales, client acquisition, and purchases by generating reports. Waiting list (For customers and employees).*

2.2 Product Position Statement

For	*Beauty salon owners, employees, customers*
Who	*Needs to manage the beauty salon, book appointment and other daily operations…*
The HAPH	*is a complete ERP beauty salon management system*
That	*help the owner and employees to successfully manage the salon by helping them to create flexible work schedules, turn, tip, income integration, and security with online appointments. It helps the user assign particular*

	services to employees as well as apply discounts to sales and services. Helps the user monitor the monthly business performance, staff sales, client acquisition, and purchases by generating reports. Waiting list (For customers and employees).
Unlike	*Rosy, Squire, Super Cuts, SuperSalon*
Our product	*Turn tracker allows tracking the nail technician's service half turn and full turn.*

3. Stakeholder Descriptions

3.1 Stakeholder Summary

Name	Description	Responsibilities
Admin	Have full control of the system	▪ Adds or deletes the entries in the all system databases, manage the servers. ▪ Approve or reject new salons
Salon Owner	End user with full access of their salon account.	▪ Able to track their finances, add/delete/edit/update their employees' info, customer's schedule, employee's turn. ▪ Introduce new discounts and offers in their salon.
Salon Manager	End user with limited access of their salon account.	▪ They are not allowed to track the finances but others features are similar to the owner's responsibility
Employees	End User with limited access	▪ Able to track the turn, manage the customers schedule. ▪ Check in and out for the customers. ▪ Track their tips.
Customers	End User with limited access	▪ Able to book appointment to their favorite salon. ▪ Check in and out online. ▪ Make a payment online.
Development Team	Develops the system	▪ Prepares design documents according to the user requirements. ▪ Develops the system based on the design . ▪ Ensures that the system is maintainable, and easy to use.
Project Manager	A person who manages the project, in our system professor is the project manager	▪ Monitors the project's progress.

		- Ensures that the development process is following the best practices. - Prioritize different features to be developed
Investor	Plays a role of a funder	- Approves the funding. - Verify if the specifications meet the system functionalities

3.2 User Environment

There will be 1 developer and a project manager (professor) in completing this project. Task cycle will remain for a month from planning and analyzing, designing, coding, implementing, testing and maintenance. The project will be developed using web development tools. This system is capable of managing the beauty salon. The participants will spend a one month to complete the user requirements listed on the problem statements. The system will be web-based application and not restricted to any platform that supports any web browser. Since the services are online, system needs internet connection for the entire operation to operate.

4. Product Overview

4.1 Product Perspective

This project is based on OO (Object Oriented) concepts. Objects and classes based on design diagrams like Use cases, Activity Diagrams, Class Diagrams, and State Diagram are easy to understand. Java is selected as the programming language. Spring Boot will be used to develop the backend. Spring tool suit was the IDE (Integrated Development Environment) used. Apache Tomcat is used as the server. Improved version of windows starts from version 7 was expected to be used as the OS (Operating System). Several design tools like: starUML, Illustrator, Photoshop used at design drawing.

There are free application systems designed specifically for salon management purposes can be found in the internet. They are able to download freely and use at the salon premises as an alternative solution. But those application have common and limited features. Customizations are not allowed by most of those application. Therefore, using the free application, a salon owner needs to adapt to the processes followed by the specific software, forcing the owner to neglect their-own process of working. Web based solutions: These are compatible with cross platforms, easily manageable and easy to update. It is possible to achieve a far greater level of interoperability between web applications than it is with isolated desktop systems. This type of solutions are able to access easily at anywhere by anytime using a web browser.

4.2 Assumptions and Dependencies

- Haph is a web-based application able to run smoothly on all modern web browsers, independent of the operating systems.
- It is a standalone application and not dependent to or part of other systems.
- This system assumes there are only three kinds of users: owners, employees, and customers.

4.3 Needs and Features

No	Problem	Need	Priority	Features	Planned Release
Salon Owners					
1.	Keeping track of the finances of their salon.	Ability to keep track of their finance in easy manner with a user-friendly UI.	High	Salon owners must be able to save their expenses, earnings, and taxes in a spreadsheet like format with user friendly controls, and useful visualization charts.	
2.	Managing the employees	Ability to keep record of employees, add/delete/update employee's info etc.	Medium	Salon owners can add new employees, delete or update or view old employees' info	
3.	Creating new discounts and offers	Salon owners need to be able to create discounts and offers.	Low	Owners can go to a page to create a new discount and offers that have in their salon.	
4.	Salon Manager				
5.	Creating the schedule for the employees	Managers can create working schedules for the employees	High	Managers can do CRUD operations on the employee schedules.	
Employees					
7.	Checking their schedule	Employees can check their working schedule	High	Employees can go to their profile and view their working schedule.	
8.	Checking the customer appointments	Employees can check each customers appointment.	High	Employees can go to the appointments list page and check appointment times for each customer	
9.	Customers checking in and checking out	Employees can check in and check out the customer	High	Employees can go to the appointments list and update the customer status by checking in and checking out.	
10.	Tracking the tips	Employees are able to track the tips they received	Medium	Employees can go to their profile and track how much tips they have received on that working day.	
Customers					
11.	Book the appointment	Salon customers are able to book for appointment,	Low	Customers can go to a specific salon page and book an appointment with them.	
12.	Making payment online	Customers are able to make payment online.	Low	Customers can also make payment online for that salon.	

4.4 Alternatives and Competition

Near Competitors: Squire, Rosy, SuperSalon
Distant Competitors: SuperCuts
▪ App users can check-in for a same-day hair care service for themselves and five other guests or family members with the Supercuts stylist of their choice. Location search allows users to check real-time data on approximate wait times. App users can sort salon results by proximity or shortest wait time. An advanced, auto-complete search filter allows users to search for Supercuts in another city faster and with fewer keyboard taps.
▪ The app provides answers to three of the most frequently asked questions, hours of operation, wait time and whether a specific stylist is working, so guests don't have to call the salon. Fewer phone calls mean fewer distractions for stylists, who are able to focus more of their attention on the guest in their chair.

5. Other Product Requirements

- Product should be a web-based application able to run smoothly on all modern browsers regardless of operating systems.
- It should be user friendly and responsive for different screen sizes.
- All the elements of the applications, like texts, buttons, etc. should be intuitive.
- Product delivery should include development documentation and user manuals.
- System should be robust and should be able to handle 200 concurrent users.
- System should be scalable so that it could handle larger number of salons in the future.
- System should be stable and have very little to no downtimes.