**User Requirements**

1. Inventory Module
   1. Order Stock
   2. Stock acquisition
   3. Stock issue
   4. View stock requests
   5. Accepting stock requests
2. Service Center Module
   1. Raise new Service Order
   2. Alter existing service order repair tasks
   3. Customer approval for existing Service Order
   4. Close Service Order on completion
   5. Close Service Order as Non-repairable
   6. Cancel Service Order on customer request
   7. Enter new customer information
   8. Update existing customer information
   9. Delete existing customer information
   10. Enter equipment information
   11. Update existing equipment information
   12. Delete existing equipment information
   13. View pending service orders
   14. Accepting Service Order for repair
   15. Leaving service order as unable to troubleshoot
   16. Leaving Service Order as un-repairable
   17. Mark Service Order as completed and tested
   18. Request spares from stock
   19. Monitoring stock levels
   20. Entering new stock items
   21. Request stock from Purchasing