

Customer Manual

Group 3F

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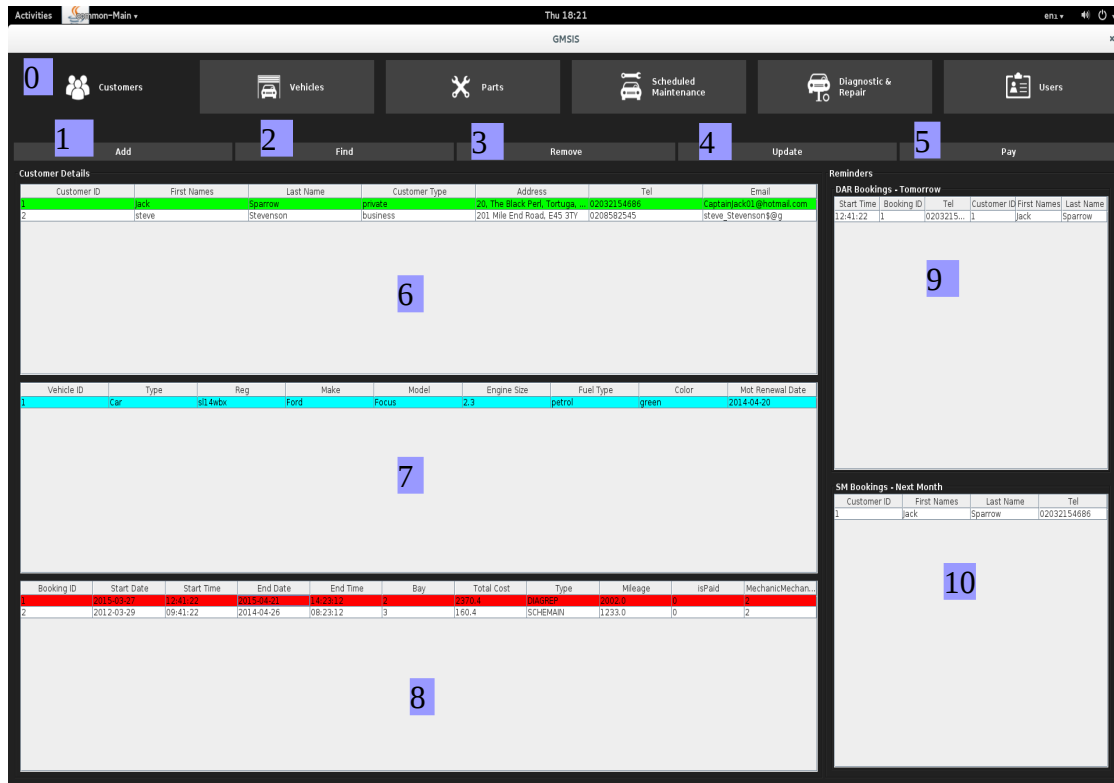
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Main Screen



Key

- 0** = Customer tab :
click on this to display the main customer screen as shown above
- 1** = Add button:
allows user to add a customer
- 2** = Find button:
allows user to search for a customer by either customer ID or surname
- 3** = Remove button:
allows user to remove a selected customer from the database
- 4** = Update button:
allows user to update a selected customer's details

5 = Pay button:

allows user to pay for a selected booking

6 = Customer Table:

displays a list of customers

7 = Vehicle Table:

displays a list of vehicles associated with a
selected customer (from 6)

8 = Booking Table:

displays a list of bookings associated with a selected
vehicle (from 7)

How to Use Customer, Vehicle and Booking Tables

- 1.) Click on a customer to select it.
This highlights the selected row in green.
- 2.) A list of all vehicles associated with this customer will then appear in the vehicle table

The screenshot displays a software interface with a top navigation bar and three main data tables. The 'Customers' table is at the top, with row 1 selected in green. A blue arrow points from this row to the 'Vehicles' table below it, where row 1 is highlighted in cyan. Another blue arrow points from the selected vehicle row to the 'Bookings' table at the bottom, where row 1 is highlighted in red.

Customer ID	First Names	Last Name	Customer Type	Address	Tel	Email
1	Jack	Sparrow	private	10, The Jack Sparrow...	02032154586	captainjack101@hotmail.com
2	Isteve	Stevenson	business	01 Mile End Road, E45 3TY	0208582545	isteve_stevenson1@g

Vehicle ID	Type	Reg	Make	Model	Engine Size	Fuel Type	Color	Mot Renewal Date
1	Car	SLW4bn	Ford	Focus	2.5	petrol	green	2014-04-20

Booking ID	Start Date	Start Time	End Date	End Time	Total Cost	Type	Mileage	isPaid	MechanicMechan...
1	2013-03-27	13:01:22	2013-04-21	14:23:12	2376.4	DIAGREP	2002.0	0	2
2	2012-03-29	09:41:22	2014-04-26	08:23:12	160.4	SCHEMAIN	1233.0	0	2

Reminders

Start Time	Booking ID	Tel	Customer ID	First Names	Last Name
12:41:22	1	0203215...	1	Jack	Sparrow

SM Bookings - Next Month

Customer ID	First Names	Last Name	Tel
1	Jack	Sparrow	02032154586

- 3.) Click on a selected vehicle to display all bookings associated with that vehicle in the bookings table

Add

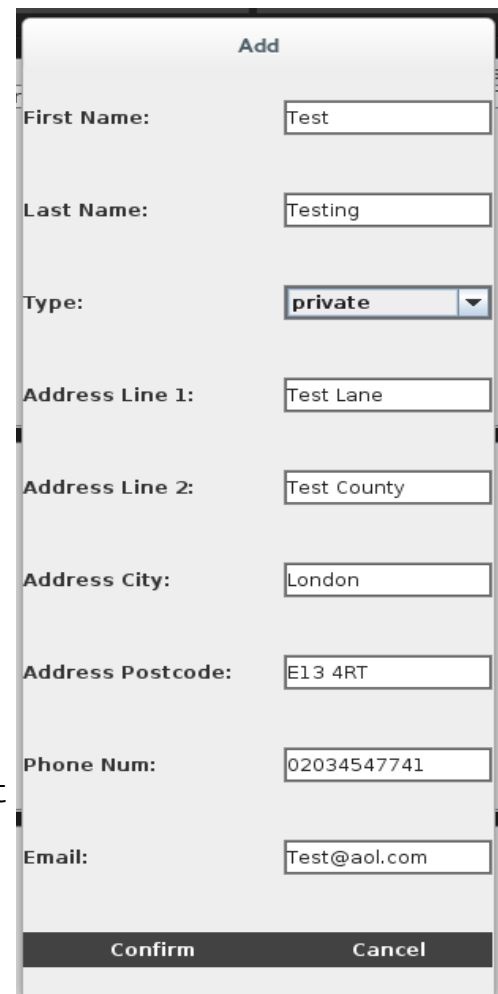
1.) Click the Add button

2.) Fill in each field.

Note:

- each field has a maximum allowed length
- only 1 last name is allowed.
- type is either "private" or "business".
- each address line can not contain a ',' since lines are supposed to be individual
- phone number must be less than 14 digits (this covers all UK phone extensions).
- email must contain any text followed by an @ sign followed by more text.

If an entry does not satisfy a given condition, a pop up box will appear, telling the user the name of the field that is invalid. The user will then be returned to the add dialog to retry and continue editing.

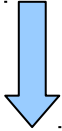


The image shows a screenshot of a software dialog box titled "Add". It contains several input fields for user information. The fields and their values are: First Name: "Test", Last Name: "Testing", Type: "private" (selected from a dropdown menu), Address Line 1: "Test Lane", Address Line 2: "Test County", Address City: "London", Address Postcode: "E13 4RT", Phone Num: "02034547741", and Email: "Test@aol.com". At the bottom of the dialog, there are two buttons: "Confirm" and "Cancel".

Field	Value
First Name:	Test
Last Name:	Testing
Type:	private
Address Line 1:	Test Lane
Address Line 2:	Test County
Address City:	London
Address Postcode:	E13 4RT
Phone Num:	02034547741
Email:	Test@aol.com

3.) Click confirm

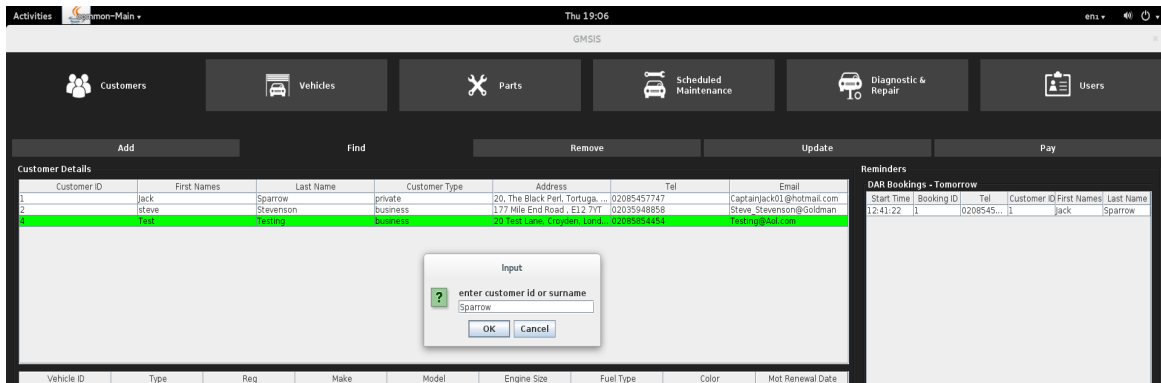
4.) The customer is added to the database and the customer table is updated.



AddFindRemoveUpdate						
Customer Details						
Customer ID	First Names	Last Name	Customer Type	Address	Tel	Email
1	Jack	Sparrow	private	20 The Black Perl,Tortuga,Lo...	02085245454	Captionjack01@hotmail.com
2	Test	Testing	private	Test Lane,Test County,Lond...	02034547741	Test@aol.com

Find

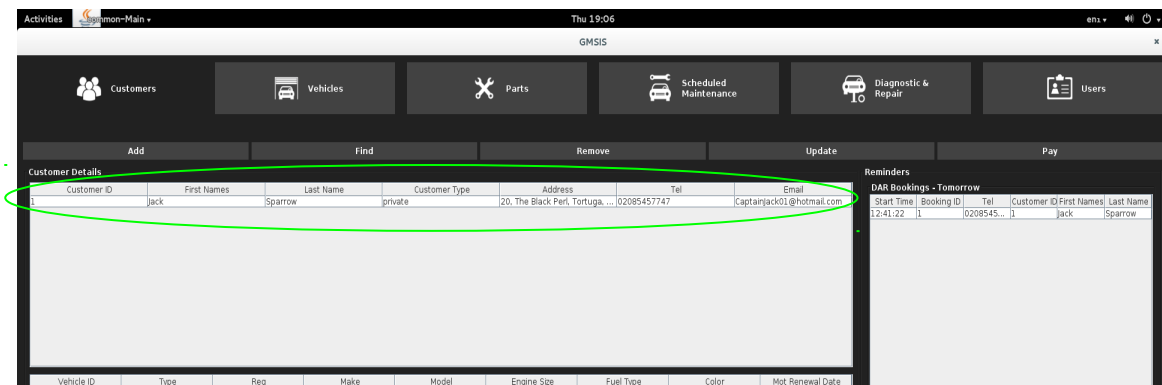
- 1.) Click Find button
- 2.) Enter customer surname or customer ID and click OK



- 3.) If searched by surname, a list of all customers with the given surname will appear in the customer table.

If searched by customer ID, if the customer exists it will be displayed in the customer table.

If there is no customer matching the given ID or the surname then the customer table will appear empty.



Update

1.) Click on a customer from the customer table

Add		Find		Remove		Update		Remove
Customer Details								
Customer ID	First Names	Last Name	Customer Type	Address	Tel	Email		Remove
1	Jack	Sparrow	private	20 The Black Parl,Tortuga Lo...	02085245454	Captionjack01@hotmail.com		Remove
2	Test	Testing	private	Test Lane,Test County,Lond...	02034547741	Test@aol.com		Remove

2.) Click on the Update button

3.) This opens the update dialog containing the current customer information

Update

First Name:

Jack

Last Name:

Sparrow

Type:

private

Address Line 1:

20 The Black Perl

Address Line 2:

Tortuga

Address City:

London

Address Postcode:

E17 3YP

Phone Num:

02085245454

Email:

ack01@hotmail.com

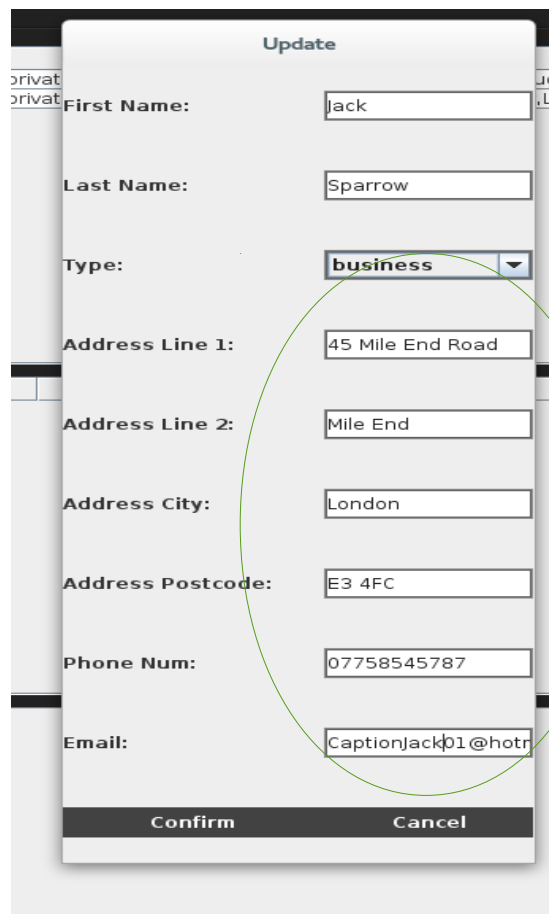
Confirm

Cancel

4.) Update the required fields and press confirm

Note: the field validation requirements are the same as when adding a customer.

If any field is invalid, a pop up box will appear, telling the user the name of the field that is invalid. The user will then be returned to the update dialog to retry and continue editing.



The image shows a modal dialog box titled "Update" for editing customer information. The fields are as follows:

- First Name: Jack
- Last Name: Sparrow
- Type: business (selected from a dropdown menu)
- Address Line 1: 45 Mile End Road
- Address Line 2: Mile End
- Address City: London
- Address Postcode: E3 4FC
- Phone Num: 07758545787
- Email: CaptionJack01@hotmail.com

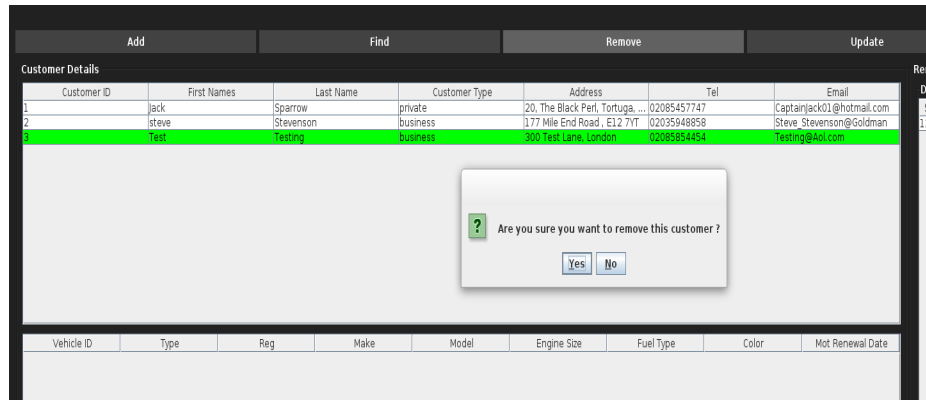
A green circle highlights the "Type" dropdown menu and the "Address" fields (Address Line 1, Address Line 2, Address City, and Address Postcode). At the bottom of the dialog are "Confirm" and "Cancel" buttons.

The updated customer will appear in the customer table.

Customer Details						
Customer ID	First Names	Last Name	Customer Type	Address	Tel	Email
1	Jack	Sparrow	business	45 Mile End Road, Mile End, L...	07758545787	Captionjack01@hotmail.com
2	Test	Testing	private	Test Lane, Test County, Lond...	02034547741	Test@aol.com

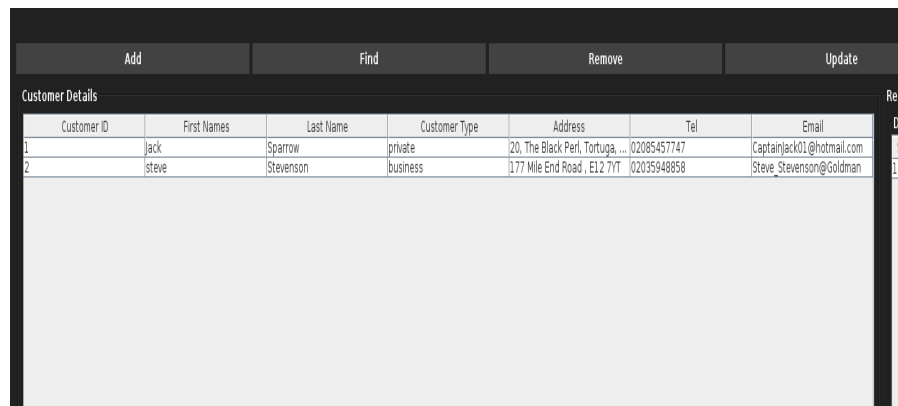
Remove

- 1.) Click on a customer from the customer table
- 2.) Click on the Remove button



- 3.) Click yes to permanently remove the customer

The customer table is updated



Pay

- 1.) Click on a customer in the customer table.
- 2.) Click on a vehicle from the vehicle table.
- 3.) Click on the booking the customer wants to pay for , in the booking table.
- 4.) Click on the Pay button

If the booking can be paid for ie the vehicle is not under warranty and the booking has not already been paid for, the customer is allowed to pay .

The isPaid field in booking gets set to 1, representing true.

Note:

Customers can pay for bookings at any time ie before the booking's start date and after the bookings end date.

Assumed customers pay entire amount ie can not pay in installments.

Assumed that the customer makes the payment transaction with the garage clerk

The screenshot displays a web application interface for managing car repairs. It features three main tables: 'Customer Details', 'Vehicle', and 'Booking'. A modal message box is currently open, indicating that a booking has been paid for.

Customer Details Table:

Customer ID	First Names	Last Name	Customer Type	Address	Tel	Email
1	Jack	Sparrow	private	20, The Black Port, Tortuga	02032154686	captainjack01@hotmail.com
2	Steve	Stevenson	business	201 Mile End Road, E45 3TY	0208582545	steve.Stevenson@g

Vehicle Table:

Vehicle ID	Type	Reg	Make	Model	Color	Mot Renewal Date
1	Car	3114wbs	Ford	Focus	Blue	2014-04-20

Booking Table:

Booking ID	Start Date	Start Time	End Date	End Time	Bay	Total Cost	Type	Mileage	isPaid	Mechanic
1	2013-03-27	12:41:22	2013-04-21	14:23:12	2	2370.4	DIAGNOSIS	2000.0	0	2
2	2012-03-29	09:41:22	2014-04-26	08:23:12	3	160.4	SCHEMAIN	1233.0	0	2

Message Dialog:

This booking has been paid for

OK

Booking ID	Start Date	Start Time	End Date	End Time	Bay	Total Cost	Type	Mileage	isPaid	MechanicMechan...
1	2012-03-29	09:41:22	2014-04-26	14:23:12	3	160.4	SCHEMAN	1233.0	0	2
2	2012-03-29	09:41:22	2014-04-26	08:23:12	3	160.4	SCHEMAN	1233.0	0	2

5.) If a booking has a valid warranty or has already been paid for, a pop up box appears, notifying the user.

Customer Details

Customer ID	First Names	Last Name	Customer Type	Address	Tel	Email
1	Jack	Sparrow	private	20, The Black Pearl, Tortuga	02032154685	Cap@jack01@hotmail.com
2	Steve	Stevenson	business	201 Mile End Road, E45 3TY	0208562345	Steve.Stevenson1@g

Vehicle ID	Type	Reg	Make	Model	Color	Mot Renewal Date
1	Car	st14wbx	Ford	Focus	Blue	2014-04-20

Message

i This vehicle can not be paid for

OK

Booking ID	Start Date	Start Time	End Date	End Time	Bay	Total Cost	Type	Mileage	isPaid	MechanicMechan...
1	2012-03-29	09:41:22	2014-04-26	14:23:12	3	160.4	SCHEMAN	1233.0	0	2
2	2012-03-29	09:41:22	2014-04-26	08:23:12	3	160.4	SCHEMAN	1233.0	0	2

Remind Tomorrow

This is a table with the details and phone numbers of all customers who are scheduled for a diagnosis and repair 1 day from the current date.

The table is sorted in ascending order of booking start time ie earliest booking appears first.

If a customer is added ,updated or removed, the table is updated to reflect these changes, straight away so that there are no inconsistency errors. The same is true for any bookings which are added,updated or removed.

Click on a row to see the customer's details and phone number.

Assume the garage clerk will go through this table and call each phone number to remind the customer.

The screenshot displays the GMSIS software interface. At the top, there's a navigation bar with icons for Customers, Vehicles, Parts, Scheduled Maintenance, Diagnostic & Repair, and Users. Below this is a toolbar with buttons for Add, Find, Remove, Update, and Pay. The main content area is divided into several sections:

- Customer Details:** A table with columns: Customer ID, First Names, Last Name, Customer Type, Address, Tel, and Email. It lists two customers: Jack Sparrow (private) and Steve Stevenson (business).
- Vehicle Details:** A table with columns: Vehicle ID, Type, Reg, Make, Model, Engine Size, Fuel Type, Color, and Mot Renewal Date. It lists one vehicle: a green Ford Focus with engine size 2.3.
- Booking Details:** A table with columns: Booking ID, Start Date, Start Time, End Date, End Time, Bay, Total Cost, Type, Mileage, isPaid, and MechanicMechan. It lists one booking: Booking ID 2, Start Date 2012-03-29, Start Time 09:41:22, End Date 2014-04-26, End Time 08:23:12, Bay 3, Total Cost 160.4, Type SCHEMAIN, Mileage 1233.0, isPaid 0, and MechanicMechan 2.
- Reminders:** Two sections on the right side. The top one is titled "DAR Bookings - Tomorrow" and shows a table with columns: Start Time, Booking ID, Tel, Customer ID, First Names, and Last Name. It lists one booking: Start Time 12:41:22, Booking ID 1, Tel 02032154686, Customer ID 1, First Names Jack, and Last Name Sparrow. The bottom one is titled "SM Bookings - Next Month" and shows a table with columns: Customer ID, First Names, Last Name, and Tel. It lists one customer: Customer ID 1, First Names Jack, Last Name Sparrow, and Tel 02032154686.

In the above example, a customer has a diagnosis and repair 1 day from the current date.

Remind Next Month

This is a table with the details and phone numbers of all customers whose last booking finished exactly 11 months ago from the current date and they have not made a scheduled maintenance booking for anytime in the future.

The garage clerk can go through this list and call each customer, reminding them that they are due for a scheduled maintenance service in 1 months time.

As with the remind Tomorrow table and changes made to customers or bookings will be reflected in the table.

The screenshot shows the GMSIS software interface. At the top, there's a navigation bar with icons for Customers, Vehicles, Parts, Scheduled Maintenance, Diagnostic & Repair, and Users. Below this is a toolbar with buttons for Add, Find, Remove, Update, and Pay. The main area is divided into several sections:

- Customer Details:** A table with columns: Customer ID, First Names, Last Name, Customer Type, Address, Tel, and Email. It lists two customers: Jack Sparrow (private) and Steve Stevenson (business).
- Vehicle Details:** A table with columns: Vehicle ID, Type, Reg, Make, Model, Engine Size, Fuel Type, Color, and Mot Renewal Date. It lists one vehicle: a Ford Focus (Car, 2.3, petrol, green, Mot Renewal Date: 2014-04-20).
- Booking History:** A table with columns: Booking ID, Start Date, Start Time, End Date, End Time, Bay, Total Cost, Type, Mileage, Is Paid, and Mechanic/Mechanics. It lists two bookings. The second booking (ID 2) has an end date of 2014-04-26, which is circled in red.
- Reminders:** Two sub-sections on the right:
 - DAR Bookings - Tomorrow:** A table with columns: Start Time, Booking ID, Tel, Customer ID, First Names, Last Name. It lists one booking for Jack Sparrow.
 - SM Bookings - Next Month:** A table with columns: Customer ID, First Names, Last Name, Tel. It lists one customer: Jack Sparrow.

A red line connects the circled end date in the Booking History table to the customer's name in the SM Bookings - Next Month table.

In the example above, the customer's last scheduled maintenance booking was 11 months ago from the current date and there does not exist any other scheduled maintenance bookings for the future. This customer appears in the scheduled maintenance remind next month table.