**Laundry Service Management System**

**Charter**

***Vision:***

* To produce a system that will enable Laundry Service shops to speed their transactions and let the customers have an easy way of knowing the status of their clothes.

***Mission:***

* To provide a user-friendly system for Laundry Service staffs that will speed their transactions.

***Objectives:***

* After a month of project initiation, Store Manager can add crew and job.
* After a month and a half of project initiation, Store Manager can add custom laundry service package and manage sales.
* After a month and a half of project initiation Inventory Manager can manage inventory.
* After two months of project initiation,, Clerks will be able to add and receive customer transactions.
* After three months of project initiation, customers of laundry service shop can check their transactions online (via email).
* After three months of project initiation, Store Manager can view all system records.

***Principles:***

* Staff convenience and Customer satisfaction.
* The team will follow Agile Software Development Principles.

***Feature List:***

* Add Crew
* Custom Laundry Service Package
* Inventory Management
* Sales Management
* Customer Management
* Automatic Customer update

***Feature Acceptance Criteria***

1. Add Crew

* Add crew to service shop.
* Update jobs for service shop crews.

2. Custom Laundry Service Package

* Add and update custom service packages.
* Generate list of all custom laundry service package.

3. Inventory Management

* View Inventory of all service shop resources such as laundry machine and detergents.
* Update Inventory resources
* Generate weekly reports.

4. SalesManagement

* View sales information and figures.
* Generate daily, weekly and monthly reports.

5. Customer Management

* View customer information and transactions.
* Search customer information and transactions.
* Update customer information and transactions.

6. Automatic Customer Update

* Customer will be notified automatically via email.

**Roles**

Store manager - administrator; add crews to the system; manages service shop and revenues.

Clerk **–** accepts customer transactions.

Inventory maintainer - keeps track all available service shop resources.

Customer**-** avails custom laundry service packages and pays for it.

***Role Attributes***

Clerk

Frequency of Use: Everyday

Domain Expertise: Excellent

Computer Expertise: Good

General Goals: Speed

Inventory Maintainer

Frequency of Use: Often

Domain Expertise: Good

Computer Expertise: Good

General Goals: Speed

Store Manager

Frequency of Use: Often

Domain Expertise: Excellent

Computer Expertise: Good

General Goals: Speed

Customer

Frequency of Use: Everyday

Domain Expertise: Low

Computer Expertise: Low

General Goals: Speed

**Persona**

Customer

Thomas is a Sales and Marketing agent who works a maximum of 10 hours a day and has only one day rest per week. He lives on his own and has the habit of refreshing his wardrobe every month or two. He frequently uses the internet. Being the single person that he is, he doesn't have a laundry machine. He usually drops by at a laundry service shop on Sundays. He doesn't like to wait so he delivers his clothes during mornings and gets it in the evening. With the implementation of Laundry Service Management System, Thomas will be notified as soon as his laundry is done.

Store Manager

Martin is a laundry shop owner, has inherited the business since he was 30. He’s a Business Administration graduate so he knows his ways in managing a business. He also had taken computer subjects in his college years so he also have some knowledge in it. He experienced casualties in his business years especially in keeping the manual laundry records. With the implementation of Laundry Service Management System, Martin will be satisfied as his shop’s transactions will be made faster and easier for him to manage. He can also generate sales report daily, weekly, and monthly.

Clerk

William is the laundry service shop owner’s son. He stops going to the university during his 2nd year of it. He decided that being their shop’s clerk is the best thing he can do and also, by doing so he is able to help his dad. He has a pleasing personality. He will one day inherit the family business. With the implementation of Laundry Service Manage System, William will have an easy way to add and update customer transactions.

Inventory Maintainer

Martin is a laundry shop owner, has inherited the business since he was 30. He’s a Business Administration graduate so he knows his ways in managing a business. With the implementation of Laundry Service Management System, Martin will be satisfied as he can easily generate inventory reports.

**User Stories and Story Acceptance Criteria**

**Crew & Job**

As a Store Manager, I can add crew so that I can divide the task.

Added new crew to the system, job assigned to crew will be displayed.

**Custom Laundry Package List**

As a Store Manager, I can add custom laundry service package so that it will lessen the customer’s time during price negotiations.

Created a custom laundry service package and displays all created laundry packages.

**Customer Records**

As a Clerk, I can add customer transaction so that it can be saved and processed

Displays customer information and transactions.

**Inventory Records**

As an Inventory Maintainer, I can update and add available laundry shop resources to inventory so that I can be able to keep track resources and generate reports.

Displays all available laundry shop resources and update it. A weekly report is generated.

**Sales Record**

As a Store Manager, I can view a daily, week, and monthly sales reports so that I can be able to keep track my shop’s profits.

Generates a daily, weekly, and monthly sales report.

**Customer Update**

As a Clerk, I can update the customer via email so that I can notify them when their laundry is done.

Sends e-mail.

**System Records**

As a Store Manager, I can view all system records so that I will be able to keep track on my shop’s progress.

All records will be available to the Store Manager.

**Use Case and Test Case**

**Name:** *Add Crew*

**Description:** Add job to the service shop crew.

**Actor:** Store Manager

**Pre-conditions:** Job ids

**Post-conditions:** crew can do their assign jobs.

**Main course:**

1. In the main page, Store Manager clicks ‘Crew’ then ‘Add’.

2. A form will be filled up for a new crew member.

*Exception:*

2a. an important field was not filled up by the Store Manager.

*Alternative:*

2a. Store Manager repeats Step 1.

3. System stores crew information.

*Exception:*

3a. Power interruption

*Alternative:*

3a. Store Manager will have to record crew information by paper. When power source will be available again Store Manager will then input the crew information to the system.

**Given:** Job Id is not found

**When:** Store Manager adds new crew.

**Then:** Store Manager is redirected to Add Crew page.

**Given:** Important field is left out

**When:** Store Manager is redirected to the same page the fills up all important field.

**Then:**  a job is added to the crew.

**Given:** Power interruption

**When:** Store Manager uses the system.

**Then:** Store Manager will record crew information manual and input crew when power source will be available again.

**Name:** *Custom Laundry Service Package*

**Description:** creation of custom laundry service package.

**Actor:** Store Manager

**Pre-conditions:** Service package id

**Post-conditions:** A list of all custom laundry service packages will be available.

**Main course:**

1. In the main page, Store Manager clicks ‘Laundry Service Package’ then; Store Manager clicks ‘Create Custom Package’.
2. A form will be filled up for a service package.

*Exception:*

2a. Laundry service has run out of laundry shop resources.

2b. a custom laundry service package is already stored in the system.

*Alternative:*

2a. Store Manager will have to buy laundry shop resources, input all the resources on the system’s inventory and update.

2b. System notifies Store Manager that the same laundry service package is already stored.

1. System stores a new service package.

**Given:** Laundry Service shop has run out laundry resources.

**When:** Store Manager will have to buy laundry shop resources.

**Then:** input all resources on the system’s inventory and update.

**Given:** custom laundry service package is already stored in the system.

**When:**

**Then:**

**Name:** *Inventory Management –Create*

**Description:** Add laundry shop resources to the system’s inventory.

**Actor**: Inventory Maintainer

**Pre-conditions:** Resource id.

**Post-conditions:** A list of all available resources.

**Main course:**

1. In the main page, Store Manager clicks on ‘Inventory’.
2. In the Inventory page, Store Manager clicks on ‘Add Resource’. A list of all needed laundry shop resources will be available.

*Exception:*  
2a. Wrong input of a laundry service shop resource count.

*Alternative:*

2a. Store Manager will have to search for that particular resource id, and update its count.

1. System stores a laundry service shop resource.

**Given:** Wrong input of laundry shop resource count.

**When:** Inventory Maintainer clicks Resources. A list of all laundry resources and their corresponding count.

**Then:** Inventory Maintainer inputs again laundry shop resources and stores ..?

**Name:** *Inventory Management –Read (Retrieve)*

**Description:** A list of all laundry shop resources with their corresponding count.

**Actor**: Inventory Maintainer

**Pre-conditions:** Inventory Manager has already input all laundry shop resources.

**Post-conditions:** A list of all resources will be available.

**Main course:**

1. In the main page, Store Manager clicks on ‘Inventory’. Inventory Manager can search for a resource by typing it resource id.

*Exception*:

1a. a laundry shop resource id is not found.

*Alternative:*

1a. refresh inventory page. If resource is again not found, check if resource id is correct.

1. In the Inventory page, a list of all available resources will be displayed.

**Given:**  Laundry shop id is not found.

**When:** Store Manager clicks on ‘Resources’ and displays a list of all laundry shop resources.

**Then:**  Inventory Maintainer clicks on ‘Add Resource’ and add it on the system.

**Name:** *Inventory Management –Update*

**Description:** Update laundry shop resources with their corresponding count.

**Actor**: Inventory Maintainer

**Pre-conditions:** Inventory Manager has already input all laundry shop resources.

**Post-conditions:** A list of all resources will be available.

**Main course:**

1. In the main page, Store Manager clicks on ‘Inventory’.
2. Click on ‘Search’ type a laundry shop resource id.
3. On that particular resource page, click on edit. Inventory Maintainer will then input the corresponding count of a particular resource. Click on ‘Save’.
4. System will store all updated resource count.

**Name:** *Inventory Management –Disable*

**Description:** Disable a laundry shop resource.

**Actor**: Inventory Maintainer

**Pre-conditions:** Resource Ids

**Post-conditions:** A laundry resource will be disabled (cannot be updated).

**Main course:**

1. In the main page, Store Manager clicks on ‘Inventory’.
2. Click on ‘Search’ type a laundry shop resource id.
3. On that particular resource page, click on ‘disable’.
4. System will store the action.

**Name:** *Sales Management*

**Description:** A list of all generated sales (daily, weekly and monthly).

**Actor:** Store Manager

**Pre-conditions:** customer sales are already in the database.

**Post-conditions:** sales will be available and the calculated income.

**Main course:**

1. In the main page, Store Manager clicks ‘Sales’.

2. In the ‘Sales’ page, the sales will be displayed with the calculated income.

*Exception:*

2a. when

*Alternative:*

2a. Store Manager opts to view Daily sales.

2b. Store Manager opts to view Weekly sales.

2c. Store Manager opts to view Monthly sales.

**Given:** Store manager views *daily* sales.

**When:** Store manager clicks on ‘daily’ on the sales page.

**Then:** Daily sales will be displayed.

**Given:** Store manager views *weekly* sales.

**When:** Store manager clicks on ‘weekly’ on the sales page.

**Then:** Weekly sales will be displayed.

**Given:** Store manager views *monthly* sales.

**When:** Store manager clicks on ‘monthly’ on the sales page.

**Then:** Monthly sales will be displayed.

**Name:** *Customer Management*

**Description:** A list of customer information and transactions.

**Actor:** Clerk

**Pre-conditions:** customer id of all finished transactions and unfinished transactions.

**Post-conditions:** A list of all customer info and transaction will be available.

**Main course:**

1. In the main page, Store Manager clicks on ‘Customers’.

2. In the Customers page, a list of customers and their transactions will be displayed.

Exception:

2a. customer id cannot be found

Alternative:

2a.

**Given:**

**When:**

**Then:**

**Name:** *Automatic Customer Update*

**Description:** Customers will be automatically updated when laundry is done.

**Actor:** Clerk

**Pre-conditions:** customer id of all unfinished transactions.

**Post-conditions:** customers are informed that their laundry is done.

**Main course:**

1. In the Clerk page, Clerk clicks ‘Customer’.
2. A list of customers will be displayed.
3. Clerk selects a specific customer.
4. In a specific customer page, an update button is click so that a notification will be send to that particular customer.

*Exception:*

4a. the customer has not received an email.

*Alternative:*

4a. Clerk repeats use case.

**Given:** Customer id

**When:**Clerk clicks a specific customer, then click on ‘update’ on that specific customer page.

**Then:** A notification is then sent to that particular customer.