HVK system flow notes

GENERAL NOTES

* Don’t give the user too many options, too many can get a little confusing
* Make sure all pages are consistent in design, terminology, and use of verbs
* Required fields should always be clearly indicated
* Maybe make it a little more obvious if a user has vaccinations that aren’t up to date
* Give the customer hints here and there about how the system works. Don’t leave them in the blind clicking around trying to figure things out. Give messages to help them.
* Terminology: always remove, never delete
* Any changes made on the customer side must also be changed on the clerk side and vice versa.
* For non-editable fields, get rid of checkboxes and replace then with something less confusing, put a checkmark instead or something else.

LOGIN

* Create a sub flow for if the user forgets their password

SIGN UP PAGE

* Need to include all of the address information (address, city, province, postal code)
* Don’t need to make all fields required, but don’t let customer make reservations without the given data
* Give the customer the option of adding multiple phone numbers
* After adding your first pet, give the user the option of adding another
* Give the user the option of adding a profile picture
* -Add confirmation email to be sent to user when profile is created

CUSTOMER DAHSBOARD

* Warn customers that they need to enter more information for their profile if they didn’t enter it already.
* Customer can make reservations without having all their information be valid
* Emergency contact is per reservation
* Include some sort of notifications to alert the user of things on their account that need attention
* Vaccinations
* Profile information
* This page doesn’t need to JUST redirect the user, home page can do some work too
* Make sure a customer can easily log out of the system
* Give customer the ability to view old reservation information and print out the invoice that came from old reservations. Customers might want these things for their own accounting
* Instead of trying to fill up blank space, just put a placeholder in the middle saying that there’s no information to show at the moment. Don’t try to fill it all up.

RESERVATION PAGE

* For reservations page, some things need to be changed up:
* Space out all the reservations more, things don’t all need to be clumped into the same page
* Maybe make tabs for each pet? Don’t try to show it all at once. Let the user scroll a bit.
* Give the customer more options on how to share runs.

1. Which pets do they want sharing a run together?

* Give the user the option of adding multiple medications
* Emergency contact is per reservation
* Change the way we present the number of times a day a pet should be fed
* Customer should be able to view a preview invoice
* Include the reservation notes
* User should be able to select a default food option, they don’t pick what food their pet will eat
* After making a reservation, send the customer an email with the details and an option to cancel
* User should be able to add or edit a pet and be brought immediately back to the current reservation they’re making
* Include a way for customer to be able to preview the contract
* Pets should be included in the reservations by default
* Medication should have special notes as well as the reservation itself
* Customer should be able to add a new pet directly from the make reservation page
* Some reservation information, such as services, should be auto-selected based on previous reservations that the customer has made.
* Specify frequency of medication with “Per Day”
* Emergency contact should be associated per reservation
* Find a way to show that a reservation is “Pending”
* Show summary of costs upon ending the reservation

CLERK DASHBOARD

* Show upcoming reservations by default
* Show in another pane reservations starting/ending today
* Make clerk have to search by all fields, not one generic search bar.
* Space out all of the data, we have it very clumped. It’s okay if the user needs to scroll a bit
* Clerk should have some options on how they can sort search results
* Clerk must see paper copies of vaccination records on start pet visit, they need to be able to validate in the database that they have indeed seen the papers
* Clerk must be able to specifically select the run/suite they want the dog/cat to be in
* Clerk must be able to see all vaccinations for the pet and their expiry dates
* All details need to be easily available
* Clerk should be able to see an invoice before printing it
* Make example invoice
* Clerk should be able to add multiple phone numbers for a customer
* All customers matching any search criteria should come up
* A clerk can create an account for the customer and send an email with a temporary password.
* Make sure a clerk can log out of the system
* Clerk will want to see reservations the customer has before having the option to add a new one.
* Clerk needs to be able to validate vaccination information in the database
* Show total costs before printing the invoice
* Put magnifying glass in search bar to better signify search functionality
* Maybe add filters for reservations:
* Starting today, Ending today, Upcoming, Past, ongoing, etc
* Clerk will not be able to search by pet, they will always search by owner. There’s too many pets with the same names.

PET PAGE

* Don’t allow user to register their own vet, have a search bar
* Have the user search the database for their vet/clinic and select it, we don’t want a user entering invalid vet information
* Include a picture of the pet
* Pet’s birthday might not be known; they might only know the year. Make it optional and give them fields for year, month, day, without them being mandatory
* Give the user to option to have the same vet for all pets, save them some work
* Maybe remove the check boxes for vaccinations, they’re a little confusing. Or maybe have those check boxes signify whether or not the vaccinations have been validated by an employee.
* -Vet clinics should be entered rather than vet names

VACCINATION PAGE

* All information must be easily editable, maybe the check boxes can be for if the vaccinations have been validated by an employee