User needs

As a...	I want to...	So that...
Receptionist	Add/edit/delete pets	I have an up-to-date record of all pets we treat
	Add/edit owner details	I can contact owners about their pet
	Assign pets to vets	I can provide vets with up-to-date lists of who they are treating
	Add multiple pets to individual owners	I don't send promo mail to the same owner twice
	Register/de-register owners	I can still get pet history if needed but don't contact owners who are no longer with us
	Check-in/check-out pets	I have an up-to-date record of pets on the premises
	Create an appointments schedule based on vet availability	I know how many pets can be booked in
	Book in pet for an appointment	Pets can be treated
	Cancel appointment	Space is available for other pets
	Add treatment to pet's record	I can bill owner for treatment
	View owner bill	I can chase up payment
	Create list of standard treatments	I don't have to re-enter details for every common treatment
	Add treatment schedule to pets	I can contact owner when the next treatment is due
Vet	Look up specific animals	I can check their treatment

		notes
	Specify my working days	I don't get assigned pets on days I'm not working
	View my schedule	I know what pets I am treating today
	View pet's treatment schedule	I can advise owner of future treatments
Cleaner	View which pets are on the premises	I know which cages need to be cleaned
	View appointments book	I know when cages need to be prepared