**420-K20 - A01a  
Team 3 – User Stories**

**As a customer, I want:**

General:

1. To make a pet reservation online so that I don’t have to phone the company.
2. To have contact information readily available so that I can check up on my pet during their stay.
3. To receive a readable boarding contract so that I know what my pet reservation will include and how much it will cost.
4. To be able to sign the contract digitally so that I can sign it from home if need be.
5. To be able to access the site past office hours for reservation creation.
6. To be able to create an account on the website so that I can access for future use.
7. To have an account on the website to review my information/history with the company.

Prices and Discount:

1. To know which discounts are available to me so that I can make the most of the reservation.
2. To be able to bring my own food so that I can get a discount.
3. To be able to make my dogs share a run so that I can get a discount.
4. To be able to bring three or more pets so that I can get a discount.
5. To know the daily rate for my dog so that I know how much I will need to pay.
6. To know what is covered in the base price so that I know what my dog is getting.
7. To know the prices for the extra services are so that I decide if I want my dog to get them.

**As a staff member, I want:**

General:

1. To increase my customer base so that my business grows.
2. To create an automated digital-based (instead of paper-based) system of kennel cards so that I can keep track of customer information.
3. To add reservations to the system from customers who call so that there is no overlap with other reservations made online.
4. To keep track of the start and end date of a customer’s reservation so that I can prepare for their stay.

Kennel Card:

1. To keep track of each pet’s name, size, sex, breed & age on the kennel card so that their information does not have to be rewritten.
2. To keep track of the owner’s name, address and contact information so that they can be contacted.
3. To have a “Notes” section for each kennel card so that any extra information about the pet’s demeanor can be recorded.
4. To have a cross-reference section for each kennel card so that all pets belonging to a customer can be related.
5. To update the kennel card information so that the pet’ information stays up to date.

Runs:

1. To keep track of which runs are available or not so that I can make the proper reservations.
2. To assign the customer’s dog to a run that suit their size so that the pet will have a comfortable place to stay.
3. To assign the yappy dogs to back-facing runs so that they bark less.
4. To assign the climber dogs to covered runs so that they do not try to escape.

Food:

1. To keep track of each animal’s dietary preferences so that they can be fed their preferred kibble.
2. To keep track of each animal’s feeding frequency so that they can be fed as many times as indicated by the customer.

Extra services:

1. To keep track of each animal’s medical needs so that medication can be administered during their stay.
2. To know which dogs require playtime so that they are given time with other dogs.
3. To know which dogs require grooming so that the service is provided according to the customer request.
4. To know if the pet needs to be fed twice a day.

Cats:

1. To know whether a cat is an indoor or outdoor cat so that I can know whether to let it out or not.
2. To know whether a cat is litter-trained so that they can admit only the cats that are.
3. To know which level of accommodation the cat is assigned to so that it can be placed in the right place in the cattery.

Vaccinations:

1. To know if a dog has all required vaccinations (Bordetella, Distemper, Hepatitis, Parainfluenza, Parvovirus and Rabies) so that they can be admitted into the hotel.
2. To know the expiration date of each vaccination so that I can know if the vaccinations are still valid.
3. To keep track of vaccination information on the kennel card so that the customer doesn’t have to bring the vaccination certificate at drop-off.

Prices:

1. To be able to know the final price for a client so that I know how much to charge each client.
2. To be able to manually override the prices so that I can make changes whenever needed.

Contract:

1. To generate a digital boarding contract so that a legal agreement can be held with the client.
2. To store a contract that contains kennel card information, services and daily rates so that all information about the reservation can be held in one place.
3. To divide the digital collection of contracts in 3 categories (dogs currently being boarded, dogs who have not yet arrived and dogs who have been picked up) so that I can easily find what I’m looking for.
4. To have the option of finding the invoice related to a given contract so that I can review past reservations.

Food Supply:

1. To be alerted when the food supply is low so that I can send a purchase order to the appropriate supplier.
2. To store shipping notices when food arrives so that I can keep track of paying the outstanding balance on orders.

Invoices:

1. The contract information to be completely printed to the invoice so that the calculations can be performed.
2. The invoice to display all the discounted prices and calculations so that the client can review that the pricing is fair.
3. The invoice information to be stored in our system for possible future use such as future reservations from the client.