DG MAKEOVER STUDIO SOFTWARE

PHASE 1: REQUIREMENT & SCOPE FREEZE

1. PROBLEM STATEMENT

- The beauty parlour operates two branches in different locations and currently records customer details and treatment history manually.
- This makes it difficult to track previous hair, skin, and health conditions when a customer revisits either branch.
- The objective of this software is to provide a centralized system where parlour managers can securely store and access customer profiles, consultation history, and billing details.
- The system should allow staff to quickly view past treatments and notes to ensure personalized and consistent service.
- All data entered in one branch must be instantly accessible from the other branch.
- The software is intended for internal use by parlour managers only.

2. USER ROLES

Roles

- **Manager – Shop A**
- **Manager – Shop B**
- **Owner/Admin (optional)**

Managers:

- Login to their shop
- Add customers
- Enter hair, skin, health conditions
- Create bills
- View customer history (their shop)

Owner/Admin:

- Create / disable manager accounts
- Add / edit services & rates
- View reports (both shops)
- View all customer histories
- Control data deletion (optional)

3. ACCESS RULES (VERY IMPORTANT)

Customer Data

- Shared across both shops
- Managers of both shops can **view** full history

Consultation / Billing Data

- Manager can **create & edit only their shop's data**
- Other shop data is **read-only**
- Admin can edit everything

4. SHOPS / BRANCHES

- Two shops (initially)
- Each manager is linked to one shop
- Every consultation and bill is tagged with a shop_id
- Customer can visit **any shop on any visit**

5. MODULES

1. Authentication (Login / Logout)
2. Shop (Branch) management
3. Customer management
4. Consultation management
   - Hair condition
   - Skin condition
   - Health condition
5. Service management
6. Billing & Payments
7. GST Invoice generation
8. Customer visit history
9. Before & After image upload

10. Summary & suggested treatment

11. Reports (Admin)

6. DATA TO BE STORED (WHAT IS SAVED)

Stored ONCE (Customer Master)

- Name
- Date of birth
- Address
- Phone number (unique identifier)
- Emergency contact

Stored PER VISIT (Consultation)

- Date
- Shop
- Hair condition (if applicable)
- Skin condition (if applicable)
- Health condition
- Services taken
- Aftercare details
- Suggested treatment
- Short summary
- Before & after photos / videos

Stored PER BILL

- Invoice number
- Subtotal
- GST (CGST + SGST)
- Total amount
- Payment mode
- Created by (manager)
- Date

7. VISIT FLOW (HOW THE SOFTWARE IS USED)

1. Search customer by phone
2. If new → add customer
3. Start **new consultation (visit)**
4. Select:
   - Hair only / Skin only / Both
5. Enter condition details
6. Upload **before photos**
7. Perform treatment
8. Upload **after photos**
9. Add services & aftercare
10. Generate GST bill
11. Mark visit as completed

Each visit is saved separately and never overwritten.

8. MULTIPLE CUSTOMERS AT SAME TIME

- Multiple consultations can exist simultaneously

- Each visit is independent

- Browser tabs are enough

- Consultation status:
  - Draft
  - Completed

No data conflict.

9. DELIVERY & USAGE METHOD

- Cloud-based web software
- Hosted on a server
- Used via browser or desktop icon (PWA)
- Internet required
- No offline software