**RAVFS**

**Req’d Services**

**Written Requirements**

***Revision History***

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# Team Description

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# Terminology

The following table defined terms used within this document.

|  |  |
| --- | --- |
| **Term** | **Definition** |
| Tenant | Person who can request services |
| Landlord | Person in charge of property and has relationship with tenant and service provider |
| Service Provider | Person who can work on requests |
| Request | A declaration of need for services |
| Claim | A declaration of cost of completed request |
| Account/User | A set of credentials used for persons to access the system |
| Link | A relationship between a landlord’s property and the service provider, or a landlord’s property and a tenant. |
| Service | The actions that are needed to be completed by the service provider. |
| Statuses | Waiting for Landlord, Denied by Landlord, Waiting for Service Provider, Completed, Paid, Unpaid |
| Waiting for landlord for request | When a request is made that is not an emergency the landlord can accept to pay for the request or deny the request. This status tells the landlord they have a request to look at, and tells the tenant that they have to wait for approval for this request. |
| Denied by landlord for request | When a landlord denies a request this tells the tenant that their request will not be paid by the landlord and if they want to complete this request they can do so themselves, or they can contact the service provider themselves. |
| waiting for service provider for request | When a landlord accepts a request, or a request is marked as an emergency this status tells the tenant the request is waiting for a service provider. This status also brings this request into the vision of service providers available to that location. |
| completed for request | This status tells the tenant and landlord that the service provider has taken care of the request. |
| unpaid For claim | This status tells the landlord and the service provider that the services provided for the request have not been paid for and that payment arrangements should be made. |
| paid for claim | This status tells the landlord and the service provider that the services rendered for the request have been paid for and that this request is fully taken care of. |

# Req’d Services

## Overview

Below are requirements of information stored and actions that are permitted.

### Supporting Objects

This includes some nouns that our system requires.

#### Request

The request **shall** have the following identifying information:

* Emergency Flag RID-110101
* Service Type RID-110102
* Request Date RID-110103
* Request Time RID-110104
* Status RID-110105
* Description RID-110106
* Pay Status RID-110107
* Completion date RID-110108
* Provider Information RID-110109
* Provider Contact Info RID-110110
* Notes RID-110111
* Request ID RID-110112

#### Claim

The claim **shall** have the following identifying information:

* Claim ID RID-110201
* Request ID RID-110202
* Invoice RID-110203
* Completed by Provider Company RID-110204
* Completed by Provider agent RID-110205
* Date submitted RID-110206
* Time submitted RID-110207
* Claim status RID-110208

3.1.1.3 Location

The location **shall** have the following identifying information:

* Office Hours RID-110301
* Office Location RID-110302
* Office Days Open RID-110303
* Office Phone RID-110304
* Office Email RID-110305
* Office Website RID-110306
* Location key RID-110307

### User Types

3.1.2.1 All Users

The all users **shall** have the following identifying information:

* Phone number RID-120101
* E-mail RID-120102
* First Name RID-120103
* Last Name RID-120104
* password RID-120105
* account ID RID-120106

All users **shall** have the following commands:

3.1.2.2 Tenant

The tenant **shall** have the following identifying information:

* Link ID RID-120201
* Physical Address RID-120202

The tenant **shall** have the following commands:

* Request emergency service (mark waiting for service provider) RID-120203
* Request non-emergency service (mark waiting for landlord) RID-120204
* Link to Landlord RID-120205

3.1.2.3 Landlord

The landlord **shall** have the following identifying information:

* Locations Owned RID-120301

The landlord **shall** have the following commands:

* Accept request (Mark waiting for service provider) RID-120302
* Deny request (Mark denied by landlord) RID-120303
* Pay claim (mark Paid) RID-120304
* Get Location Link RID-120305

3.1.2.4 Service Provider

The service provider **shall** have the following identifying information:

* Landlord Location Link-key RID-120401

The service provider **shall** have the following commands:

* View requests RID-120402
* Process requests (Mark completed) RID-120403
* Create claim (Mark unpaid) RID-120404

### Commands

The following section describes the commands that may be executed in Req’d Services.

#### Login

The login command allows registered users to access the system. RID-130101

When a user clicks the login button, the system **shall** display a login page that contains text boxes into which the user can input their credentials. RID-130102

When the user credentials match those in the system, the system **shall** display the proper user interface for the user type. RID-130103

If the user credentials do not match those in the system then the following actions will be taken:

* The user **shall** stay on the login page RID-130104
* A message **shall** be displayed that the user credentials are invalid RID-130105

#### Tenant - View Own Requests

When logged in, the system **shall** present the tenant with the main menu. On the main menu there will be a button titled “view requests.” RID-130201

When the tenant user clicks on the view requests button the system **shall** present the user with a page that contains list of their previous service requests as well as a back button. RID-130202

If the user has no previous service request then system **shall** present the user with an empty page with a back button. RID-130203

When the user clicks on the back button the system **shall** return them to the tenant’s main menu. RID-130204

#### Tenant - Request Service

The Request Service command allows a tenant to request a service to be done to their home.

When the user is logged in, the system **shall** display the main menu that displays user options as buttons. RID-130301

When the user clicks on the request service button, the system **shall** display an emergency and non-emergency button. RID-130302

When the user clicks the emergency button then the system **shall** set the request type as emergency. RID-130303

When the user clicks the non-emergency button then the system **shall** set the request type as non-emergency. RID-130304

When the user clicks on either request button, the system **shall** display a list of available location service options,other option, and a back button. RID-130305

When the user clicks an available service option the system **shall** display a confirmation prompt to accept or reject the choice. RID-130306

When the user clicks on the “other” option then thesystem **shall** display a blank text box for the user to fill out. RID-130307

When the user clicks on the back button the the system **shall** return the user to the main menu. RID-130308

The system **Shall** create a request entity with the following attributes (Emergency flag, Service type, request date, request time, status, description, pay status, completion date, provider info, provider contact, notes, request ID) RID-130309

#### Tenant - Cancel Request

The Cancel Request command allows a tenant to cancel a submitted service request.

In the view requests menu the tenant user may click on a specific request.

While the request is active(meaning it has not been fulfilled by the service provider) the system **shall** display a cancel request button. RID-130401

When the tenant clicks on the cancel request button, the system **shall** prompt the user if they are sure they want to cancel the request with yes and no buttons. RID-130402

When the tenant clicks on the yes button the system **shall** cancel the service request and remove the request from the database. RID-130403

#### Service Provider - Process Request

The Process Request command allows a service provider to mark request as in progress.

When the service provider clicks on the requests button, the system **shall** display a list of linked locations. RID-130501

When the service provider clicks on a location, the system **shall** display a list of pending requests at the location. RID-130502

When the service provider clicks on a request, the system **shall** change the request status to in progress. RID-130503

While a request already is in progress the system **shall** display the request information that has a request complete button. RID-130504

#### Service Provider - Create Claim

Once a request has been processed the system **shall** prompt the service provider to create a claim. RID-130601

When the service provider selects create a claim, the system **shall** present the service provider user with two text boxes, one with a description of the service provided and the other where the billed price. RID-130602

the system **shall** create a claim entity, with the following attributes (claim ID, Request ID, invoice, company, agent, date submitted, time submitted, status = unpaid) RID-130603

#### Landlord - View Requests

The View Requests command allows a landlord to view previous and/or active service requests from tenants.

When the landlord clicks on the View Requests button, the system **shall** display by default a list of all active service requests in the following manner:

* “Waiting for landlord” requests listed first (reverse chronological order, i.e. oldest first) RID-130701
* “Unpaid” requests listed second (reverse chronological order) RID-130702
* “Waiting for service provider” requests listed third (reverse chronological order) RID-130703

When the landlord clicks to view “Paid” and “Completed” requests, the system **shall** join requests and claims tables with attributes paid and completed and show them in a list. RID-130704

#### Landlord - Accept/Deny Request

The Accept/Deny request command allows the Landlord to accept or deny a request by the tenant

When the landlord click the “Accept” button, the system **Shall** change status of request from waiting for landlord to waiting for service provider and the system **shall** notify the service provider and the tenant RID-130801

When the landlord click the “Deny” button, the system **Shall** change the status of request from waiting for landlord to denied by landlord and the system **shall** notify the tenant that this request will not be fulfilled by the landlord. RID-130802

#### Landlord - Pay Claim

The pay claim command allows the Landlord to mark the claim as paid.

While viewing an unpaid request the system **shall**  present the landlord user with a “paid” button. RID-130901

When the landlord clicks the “paid” button, the system **Shall** mark the claim as paid. RID-130902

#### Tenant, Service Provider, Landlord - Create an Account

The Create An Account command allows a user to create an account.

When the user clicks on the create account, the system **shall** present the user with 4 text boxes:

* first name RID-131001
* last name RID-131002
* phone number RID-131003
* E-mail address RID-131004

If the user already exists, then the system **shall** display a text box that tells the user they are already in the system.

#### Landlord - Remove Link

When viewing a specific tenant or service provider, the system **shall** present the landlord with a “remove link” button. RID-131101

When the landlord clicks on the “remove link” button the system **shall** remove the specific landlord link(s) from the tenant or service provider. RID-131102

#### Landlord - View User Request History

The View User Request History allows the landlord to select a tenant to see the request history.

When the Landlord clicks on view user request history, the system **shall** display a list of currently active tenants and a back button. RID-131201

When the landlord clicks on a tenant, the system **shall** display the tenants request history.

RID-131202

When the landlord selects a previous request, the system **shall** display the request history.

RID-131203

When the tenant has no request history (requests that are pending, completed, or denied), then the system **shall** display an empty history and a back button RID-131204

#### Tenant, Service Provider, Landlord - Link Account

The link account command allows users to enter a Link ID to link the account to a location.

When the user selects link account, the system **shall** display a text box that prompts them to enter the link ID. RID-131301

If the user enters a nonexistent link ID, then the system **shall** display an incorrect ID message RID-131302.

When the user inputs a correct link ID, the system **shall** display a message box that displays a link request sent to landlord message. RID-131303

#### Tenant, Service Provider, Landlord - Update Account

The Update Account command allows users to change information pertaining to their account.

When the user clicks the Update Account button, the system **shall** display a page that contains the user’s identifying information, along with an option to edit their own information of

* Phone number RID-131401
* E-mail RID-131402
* First Name RID-131403
* Last Name RID-131404
* password RID-131405