## User Requirement Specification

### Customer requirement

Customer is user who uses service of system. There are some functions customer can use:

* View history information include :
* View payment history
* View accident history
* View punishment history
* View compensation history
* View contract information
* View personal information
* Create new contract
* New card request
* Renew contract
* Cancel contract
* Request compensation

### Staff requirement

Staff is people who works directly with system to track the information of customer or manages customer, staff can handle directly some problems if it happens from customer. There are some functions staff can use:

* View profile : they can change password of customer
* View customer information
* View card information
* Resolve new card request
* Resolve compensation requests
* Update contract type information
* Manage customer includes :
* View customer information
* Edit customer information
* Create new customer
* Manage contracts includes :
* Create new contract
* Update contract information
* Renew contract
* Cancel contract
* Update compensation history
* Update punishment history
* Update accident history

### Police requirement

Police is people who is interactive with system for checking information about customer’s NFC card and handling in case the customer violates the traffic rule or make accident. There are some functions police can use:

* Verify card validation
* Get contract information
* Update punishment information
  + 1. **Admin requirement**

Admin is people who manages staff. There are some function admin can use:

* Manage staff includes:
* Remove staff
* Add staff