

CATTERY & KENNEL

Requirement Analysis



STACK CRU TECHNOLOGIES

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# Project Overview:

## 1.1. Introduction:

The purpose of this document is to provide the overview of requirements of the system. The main idea of this system is to build an online platform to provide catteries and kennels a place where they can list their business and reach out to more customers. The customers (cat or dog owner) will search the for the catteries and kennels and can easily book a place for their pet from this platform easily.

## 1.2. Objectives:

The main objective of this system is to:

* Facilitate the kennels and catteries to accept booking online.
* Facilitate pet owner to search and book place for their pets easily.

## 1.3. Target Audience:

* Catteries and Kennel owners.
* People having cats or dogs as pet.

# Operating Environment:

* Web browser.

# Requirement Analysis:

What you are required is, a platform on which catteries and kennels can list their services and a customer can check availability and book a service they require. The directory is searched by the customer using a chosen date range, location and number of cats or dogs. The platform will need to be able to take an initial stripe payment of a set sum from the suppliers in order to be listed on the platform and in order for them to receive bookings. Payment for the services booked will not be taken through the platform and no commission will be charged by the platform. The Supplier has access to their page to upload information, photos and the booking calendar. The platform (Admin), have full admin access across all the accounts.

## 3.1. Functional requirements:

### 3.1.1. General Requirements:

* This system is intended to be developed as website only.
* Catteries and kennels can list their businesses on the website.
* Customers can search the platform according to date and number of occupants (Cats or dogs).
* Catteries and kennels can upload their availability for bookings.
* Confirmation booking emails are received by the supplier and to the customers.

### 3.1.2. Customer Requirements:

#### Home page:

* Below the photo will be the search bar. This will consist of 5 boxes and a search launch button:
  + **Location:** Enter postcode, location or select from a drop-down menu the county or region.
  + **Check in:** To be selected from a drop-down calendar. (Date Picker)
  + **Check out:** to be selected from a drop-down calendar. (Date Picker)
  + **Number of Cats:** Should be a number from a drop down.
  + **Number of Dogs:** Should be a number from a drop down.
  + Search Button.
* Below the search bar there are two buttons with the option to search all the kennels and catteries separately listed on the platform.

#### Search page:

* The following fields will be completed by the customer searching for an available place for their pet:
* **Location:** This can either be a drop-down selection of the countries or regions. Or it can be a location typed in by the customer.
* **Check in Date:** This will be a drop down calendar exactly as seen in the picture.
* **Check Out Date:** This will be a drop-down calendar exactly as seen in the picture.

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* **Number of Cats:** This will be a manually entered number by the customer.
* **Number of Dogs:** This will be a manually entered number by the customer.

Above the results, it will show the number of results found matching the requested search criteria as per above picture.

There should be the option at a later date to add in buttons above the results below the results number to sort the result in different ways. The buttons will be:

* + Price (lowest to highest)
  + Reviews as per the above picture.
* The search results will show a photo of the venue on the left side of the screen. The venue name, postcode, price per service and a small extract about the venue and a ‘book’ button on the far right of the page. (As per shown in the picture above.

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* Clicking on the venue name will take you to a more detailed page for that venue.
* Photos should be on the top of the page. There is no need to confirm the dates at the side as these should still be on the banner at the top of the page.
* The ‘book’ button should be at the top next to the name like the picture below but say ‘book’ not ‘reserve’
* The results will only show venues with availability during the date range selected.

#### Making a reservation:

* When the customer has chosen a venue, the following will happen:
  + The customer clicks a ‘Book’ button.
  + The form confirms the Venue, dates, and number of pets.
  + The customer completes the following additional information:
    - Name of booker
    - Address
    - Contact telephone number
    - Pet Name (Provide an **“add more”** button to add more pets)
    - Pet date of birth (Provide an **“add more”** button to add more pets)
    - Any special requirements
    - Photos of vaccination of all the pets will need to be uploaded.
* On completing the above, the customer will have a check box option of registering an account for future bookings.
* Once all the information is completed, the booking is sent to the venue and confirmation email is generated.

#### Confirmation email:

* On completing the booking, a confirmation email will be generated by the platform. This will be sent to both the customer and the venue (there will be some minor differences in content for the email to customer and supplier).
* For customers, following information will be contained in the email:
* Thank you for booking with ‘Platform name’

The following is confirmed:

* + Name of booker
  + Date check In
  + Date check Out
  + Name of Occupants
  + Date of birth
  + Special requirements
  + Confirmation on Price to be paid on check out.
  + A unique booking reference is given.

### 3.1.3. Supplier (Cattery & Kennel) Requirements:

#### Setup and maintaining a listing:

* First click on the ‘**List your Business**’ button at the top of the page or there will be a link at the bottom from the ‘**Why list your business**’. This will open a form for the supplier to complete, it will be as follows:
  + User name and password set up: Every supplier must have a unique access and only be able to see their own service.
* Once they have set this up username and password, the following will open to be completed by the supplier:
  + Business Name
  + Business Address
  + Business Telephone Number
  + Extract about your business, history etc.
  + Upload photos (At least 1 and maximum 10)
  + Facilities
  + Service rate
  + Discounts available
* There should be flexibility to extend the above requirements in the future.
* At the bottom of the form after all the information is completed by the Supplier to build their account there must be a fee paid option through stripe for one time only which is 8.25GBP+VAT. This will be a fixed price for all suppliers to join the platform and begin to receive bookings, following months will be invoiced and paid outside of the platform.
* The listing should not be active on the platform if the payment is not made while creating account.
* After the username and password are completed, and the form and the payment accepted, then an email will be sent from the platform to the supplier confirming all the business details.

* Once the payment is received the account and information will be submitted to be reviewed to ensure compliance with the terms and conditions. Once this is approved by the platform admin it will be live to receive bookings.
* All the suppliers should have the same template to complete. There should not be the option to alter the font or colors.
* When uploading the photos, it should be an ‘**add a photo**’ button and when it is clicked it should open in the computer’s files.
* The customer booking should only be accepted if the supplier has availability listed for the dates and occupants defined by the customer search.
* The supplier needs to be able to manually access and edit the calendar to acknowledge offline bookings too. The platform admin (Super Admin) also needs to be able to access the supplier calendars.

### 3.1.4. Platform (Admin) Requirements:

* Admin has all the access.
* The platform can upload information on the supplier’s behalf and should be the main admin.
* Admin should be able to track the following:
  + The number of site visitors.
  + The conversion rate to bookings.
  + Number of repeat bookers.
  + Peak dates booked.
  + Number of cats and dogs being booked by same customer.

## 3.2. Non-Functional Requirements:

* The system must ensure that all the data provided is secured.
* System should allow the user to see data 24/7.
* The data should be correct and consistent.
* System should work properly without getting slow even if multiple users are using it.