Strive – Functional Requirement Specification

Module Name: Reports

Document Name: Functional Requirement Specification

Version No: Version_0.4

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CR 1 Introduction:

This document provides a high-level overview of the Reports module.

CR 1.1 Navigation

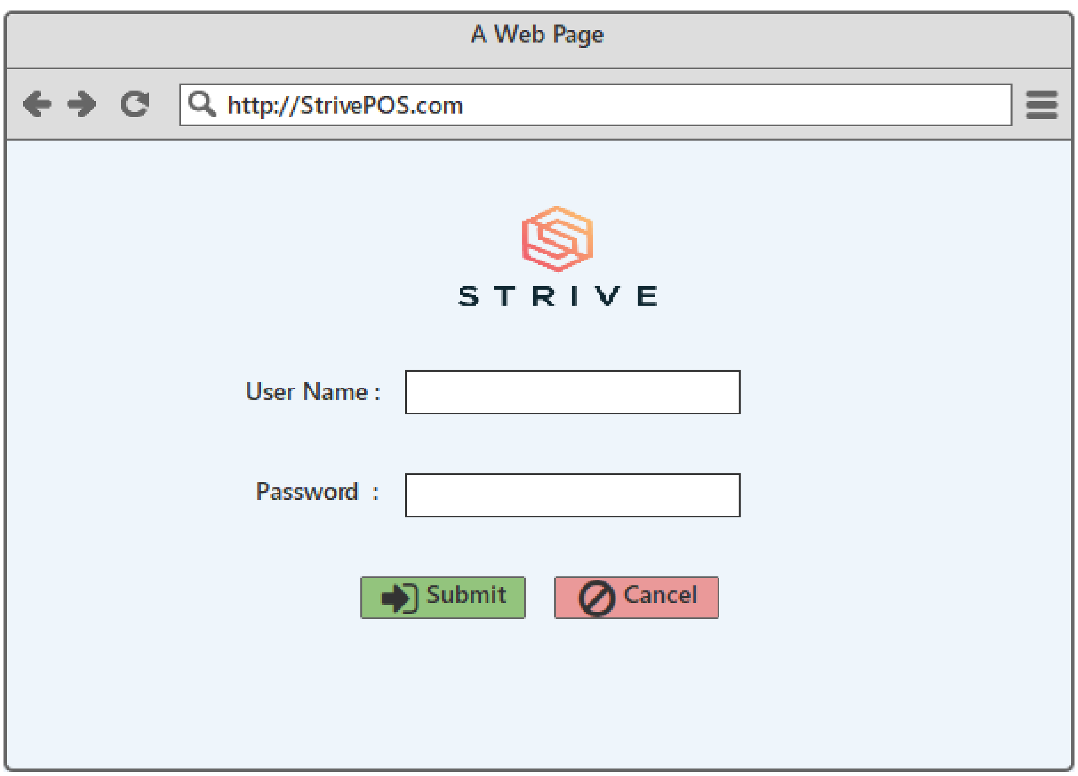
The user will have access to open the Strive app from any browser in the Desktop. On opening the app, the user will be navigated to the login page and can use appropriate credentials to login to the Internal Web App. The user will be navigated to the home screen upon logging in the portal.

CR 1: Login page

CR 2: Login Page -> Home-> Reports

CR 2 Login Page

The login page will display fields 'Username' and 'Password" and login button.



CR 2.1 Exception Handling

Description	Activity	Post Condition
Incorrect Username or Password	System alerts user with warning message “**Username or password was incorrect.**”	Screen refreshes and loads the login page.
Username or Password not entered	System alerts user with warning message “**Username or password was incorrect.**”	Screen refreshes and loads the login page.

CR 3 Reports – Internal Web App

The Strive web application can be accessed from any of the following browsers:

1. Safari
2. Chrome
3. Firefox
4. Edge

Upon successful login, the user will be navigated to the Home screen by default. The navigation bar for the entire web application will display the 9 icons specified below depending on the user roles.

1. Home
2. Washes
3. Detail
4. Sales
5. Messenger
6. Checkout
7. Payroll
8. Reports
9. Admin

There are 4 user roles that can access this internal web application:

1. Admin
2. Owner
3. Manager
4. Cashier

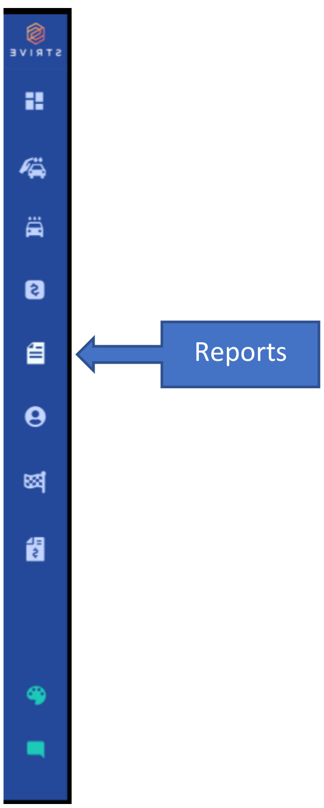
Depending on the user role, the users will either have access to the entire application or will have access to specific restricted modules in the application.

Admin and Owner User Roles will have complete access to the entire application as mentioned above. Manager and Cashier User Roles will have access to only the following modules in the web application:

1. Home/Dashboard
2. Checkout
3. Messenger
4. Sales
5. Washes
6. Details
7. Reports

This document will describe in detail about the Reports Module in the Internal Web Application for Strive.

Upon successful login, all users will be navigated by default to the Home Module in the Strive Web Application. The user shall be able to navigate to the Reports Module by selecting the reports icon on the navigation bar as shown below:



The Reports Module will include the following reports for the users:

1. Daily Status Screen
2. EOD Report

3. Daily Tip Report
4. Monthly Tip
5. Monthly Sales
6. Monthly Customer Summary
7. Monthly Customer Detail Report
8. Hourly Wash Report
9. Daily Sales Report

The user shall be able to select the report they want to view from the list and the system will navigate the user to the corresponding report.

CR 3.1 Daily Status Screen

The user shall be navigated to this report on selecting the “Daily Status Screen Report” option from the Report list. By default, the system will display the report for the current date. The user shall be able to view report results for other dates by inputting the desired date in the custom date filter field and running the report as shown in the mock below.

This report will be available for the managers for current location, operator users for the store locations operated by them and for the admin for all the store locations. The admin and operator users will be able to select the desired store location from the location dropdown to view the daily status screen report for the selected store location.

Once the user selects the desired store location to review, the system will display the Daily Status Screen report with the following information:

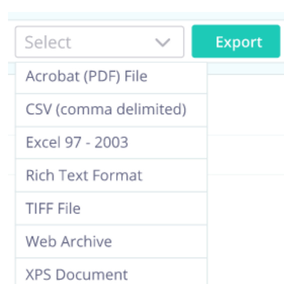
1. Store Location – The user shall be able to select the Store location, by selecting “Select Location” functionality above the report as shown below. This functionality will be available only for the “Admin” and “Operator” users. The “Manager” user will not have this functionality.
2. Date – The system will display the current date by default and if the user selects a custom date, the system will display the corresponding EOD report respectively.
3. Washes – The system will display the list of all the wash services setup, with the total no. of corresponding washes completed for the selected date. By default, it will display the total no. of washes for the current date.
4. Details - The system will display the list of all the detail services setup, with the total no. of corresponding details completed for the selected date. By default, it will display the total no. of details for the current date.
5. Detail Info – The system will display relevant detail information such as follows:
    a. Name – Name of the detailer/washer who completed the detail service.
    b. Ticket – Ticket No. for the detail service completed
    c. Commission – Total commission paid to the detailer
    d. Detail Rate/Hour Amount Total (if Applicable) – If detailer is paid in terms of detail rate/hour instead of commission, the total amount paid for the total no. of hours worked as a detailer.

   e. Total Commission – This will display the total amount paid to the detailers across all the detail services completed for the current date.
6. Employee List with Time Clock: The system will display a list of all the employees working for the current store location by default and the user shall be able to choose other store locations if the user is "Admin", "Operator/Owner". Managers will only have the option to view this information for the current store location.
   a. Employee Name – The system will display the full name of the employee respectively.
   b. Total Time Today - The system will display the total time the corresponding employee has worked the entire day.
   c. On/Off: This corresponds to if the employee has clocked in or clocked off as a washer for the corresponding day
   d. Total Time current week - The system will display the total time the corresponding employee has worked the entire week.
   e. Time Clock – The system will also display the time-clock with the exact times the employee has clocked in and clocked off the system respectively. The "Admin" user shall be able to edit/update the time clocked in/out for each employee if required. The Time clock grid with "In" and "Out" attributes will be editable and once the user selects the desired field from the time clock grid, the system will display a modal window, with the employees name, if its Time -In or Time- Out, and an editable field where the user shall be able to input the adjusted time. Once the user inputs the updated time, the user shall be able to "Save" and the user shall be navigated back to the report. The user shall also be able to select "Cancel" and this will navigate the user back to the report without saving any changes. Further, the user will also have the option to remove, and the system will reset the time clocked in/out for the corresponding user respectively.

Additionally, the user shall also be able to perform the following functionalities to the report:

1. Filter by Custom Date– The user shall be able to filter the report by inputting the desired date in the custom date field and select “preview” to review the report for the selected date respectively as shown below.
2. Export – Export – The user shall be able to export the report in the following formats:
    a. PDF
    b. Excel
    c. CSV
    d. Rich Text Format
    e. TIFF File
    f. Web Archive
    g. XPS document

   Once the user selects the desired option and selects “Export”, the system will export the current report to the selected format.



3. Print – The user shall be able to print the report by selecting the “Print” functionality. The system will display an option for the user to choose the printer to print and the number of copies to print the report.
4. Refresh – The user shall be able to reload the report by selecting “Refresh” button. The users’ selection of “Refresh” will reload the report for the user.

CR 3.2 EOD Report

The user shall be navigated to this report on selecting the "EOD Report" option from the Report list. By default, the system will display the report for the current date. The user shall be able to view report results for other dates by inputting the desired date in the custom date filter field and running the report as shown in the mock below.

This report will be available for the managers for current location, operator users for the store locations operated by them and for the admin for all the store locations. The admin and operator users will be able to select the desired store location from the location dropdown to view the EOD report for the selected store location.

Once the user selects the desired store location to review, the system will display the EOD report with the following information:

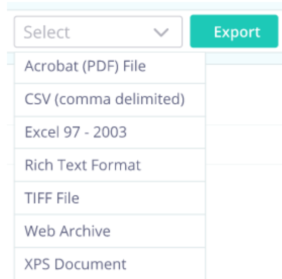
1. Store Location – The user shall be able to select the Store location, by selecting "Select Location" functionality above the report as shown below. This functionality will be available only for the "Admin" and "Operator" users. The "Manager" user will not have this functionality.
2. Date – The system will display the current date by default and if the user selects a custom date, the system will display the corresponding EOD report respectively.
3. Washes – The system will display the list of all the wash services setup, with the total no. of corresponding washes completed for the selected date. By default, it will display the total no. of washes for the current date. It will display a "Total" field and will display the total no. of washes completed across all packages/services completed.
4. Details - The system will display the list of all the detail services setup, with the total no. of corresponding details completed for the selected date. By default, it will display the total no. of details for the current date. It will display a "Total" field and will display the total no. of details completed across all packages/services completed.
5. Detail Info – The system will display relevant detail information such as follows:
    a. Name – Name of the detailer/washer who completed the detail service.
    b. Ticket – Ticket No. for the detail service completed
    c. Commission – Total commission paid to the detailer
    d. Detail Rate/Hour Amount Total (if Applicable) – If detailer is paid in terms of detail rate/hour instead of commission, the total amount paid for the total no. of hours worked as a detailer.
    e. Total Commission – This will display the total amount paid to the detailers across all the detail services completed for the current date.
6. Coins – This corresponds to the total no. of coins in the register at the end of the day:
    a. Pennies
    b. Nickels
    c. Dimes
    d. Quarters
    e. Half

7. Bills – This corresponds to the total no. of Bills in the register at the end of the day:
    a. 1's
    b. 5's
    c. 10's
    d. 20's
    e. 50's
    f. 100's
8. IN – Total Amount in register that was added to the register
9. OUT - Total Amount in register that was removed from the register
10. DIFF – Difference in amount between In and Out amounts.
11. Charge Cards – This will display the amount charged for the service and the total amount paid by the customer for the service respectively. The difference in amount will be included for tip calculation.
12. Cards – Total Amount received from Credit/Debit Cards
    a. BC Credit Cards – Total amount received from credit/debit cards.
    b. Pay Outs – This corresponds to the total amount withdrawn by employees from the payouts amount available.
13. Total Amount: Total Amount available at the end of the date
14. Accounts – Total amount accounted for as Accounts/Monthly Memberships for the date
15. Gift Cards – Total Amount paid using Gift Cards for the services for the date.
16. Grand Total – This corresponds to the grand total amount received.
17. Labor Cost – This corresponds to the total labor cost and can be calculated as follows:
    Labor Cost = Employee labor/ hourly cost of each employee for that day + Any Salary Employees on staff that day divided by 7 days + Any commission paid out for details that day.

Further, the user shall also be able to perform the following functionalities to the report:

1. Filter by Custom Date– The user shall be able to filter the report by inputting the desired date in the custom date field and select "preview" to review the report for the selected date respectively as shown below.
2. Export – Export – The user shall be able to export the report in the following formats:
    a. PDF
    b. Excel
    c. CSV
    d. Rich Text Format
    e. TIFF File
    f. Web Archive
    g. XPS document

    Once the user selects the desired option and selects "Export", the system will export the current report to the selected format.



3. Print – The user shall be able to print the report by selecting the “Print” functionality. The system will display an option for the user to choose the printer to print and the number of copies to print the report.
4. Refresh – The user shall be able to reload the report by selecting “Refresh” button. The users’ selection of “Refresh” will reload the report for the user.

CR 3.3 Daily Tip Report

The user shall be navigated to this report on selecting the “Daily Tip Report” option from the Report list. By default, the system will display the report for the current date. The user shall be able to view report results for other dates by inputting the desired date in the custom date filter field and running the report.

This report will be available for the managers for current location, operator users for the store locations operated by them and for the admin for all the store locations. The admin and operator users will be able to select the desired store location from the location dropdown to view the daily tip report for the selected store location.

Once the user selects the desired store location to review, the system will display the EOD report with the following information:

1. Store Location – The user shall be able to select the Store location, by selecting “Select Location” functionality above the report as shown below. This functionality will be available only for the “Admin”, “Manager” and “Operator” users.
2. Date – The system will display the current date by default and if the user selects a custom date, the system will display the corresponding date respectively.
3. Tip Total: The total amount available in tips for current date will be text field which will default to the tip amount collected for the day from the credit card vendor but the user shall also be able to update the tip amount using this text field respectively. Depending on the total amount inputted, the system will allocate the total tip payment for each employee according to the no. of hours they have worked for the current date.
4. Payee – The system will display the list of all the employees that worked for the current date by default or the selected custom date respectively.
5. Hours - The system will display the total no. of hours worked by the corresponding employee for the date.

6. Tip - The system will display the total tip amount that has to be given to the corresponding employee based on the total no. of hours worked and total no. of employees that worked for the corresponding date and store respectively.

CR 3.4 Monthly Tip Report

The user shall be navigated to this report on selecting the “Monthly Tip Report” option from the Report list. By default, the system will display the report for the current month. Every day, the daily tip is rounded off to the nearest number and if there are additional tips remaining, the remaining amount will be pooled in for the monthly tips that will be provided to the employees. Tips will not be provided to the “Greeter”, “Cashier” and “Managers”. The other employees will be receiving a daily tip and monthly tip if any amount is available. The user shall be able to view report results for past months by selecting the desired month from the month and year filter fields and running the report.

This report will be available for the managers for current location, operator users for the store locations operated by them and for the admin for all the store locations. The admin and operator users will be able to select the desired store location from the location dropdown to view the monthly tip report for the selected store location.

Once the user selects the desired store location to review, the system will display the EOD report with the following information:

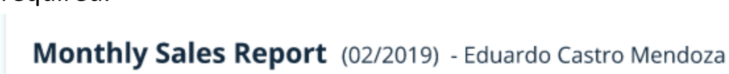
1. Store Location – The user shall be able to select the Store location, by selecting “Select Location” functionality above the report as shown below. This functionality will be available only for the “Admin”, “Manager” and “Operator” users.
2. Month and Year – The system will display the current month and year by default and the user shall be able to select the desired month and year from the dropdown filter above the report and the system will display the report for the selected month and year respectively.
3. Tip Total: The total amount available in tips for current month will be text field which will be populated by default from the overhead tips received from the daily tip report. The user shall also be able to update this amount if required. Depending on the total amount inputted the system will allocate the total tip payment for each employee according to the no. of hours they have worked for the current month respectively.
4. Payee – The system will display the list of all the employees that worked for the current date by default or the selected custom date respectively. The list of employees displayed for this report should not include any employee with the title “Manager”, “Operator”, “Cashier” and “Greeter”.
5. Hours - The system will display the total no. of hours worked by the corresponding employee for the entire month.
6. Tip - The system will display the total tip amount that has to be given to the corresponding employee at the end of the month based on the total no. of hours worked and total no. of employees that worked for the entire month and store respectively.

CR 3.5 Monthly Sales Report

The user shall be navigated to this report on selecting the “Monthly Sales Report” option from the Report list. By default, the system will display the report for the current month and year. The user shall be able to view report results for other months and other years as well by selecting the desired month and year from the dropdown fields as shown in the mock below.

This report will be available for the managers for current location, operator users for the store locations operated by them and for the admin for all the store locations. The admin and operator users will be able to select the desired store location from the location dropdown to view the monthly sales report for the selected store location. Once the user selects the desired store location to review, the system will display the monthly sales report with the following information:

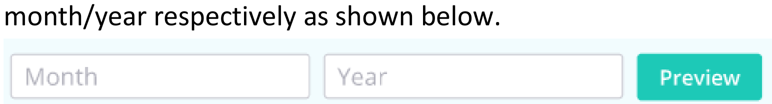
1. Store Location – The user shall be able to select the Store location, by selecting “Select Location” functionality above the report as shown below. This functionality will be available only for the “Admin” and “Operator” users. The “Manager” user will not have this functionality.
2. Manager Name – The system will display the “Managers” name based on the store location selected.
3. Month and Year – The system will display the “Month” and “Year” for the report above the report adjacent to the report name as shown in the mock below. By default, the system will display for the current month and year. The user will be able to filter month and year as required.



4. Number - This corresponds to the total quantity of the services/items purchased.
5. Description – This corresponds to the description of the service or item purchased
6. Price – Price corresponds to the total cost of the service or item purchased
7. Total – Total is calculated as “Number” * “Price” indicating the total cost for all the items or services purchased.

Further, the user shall also be able to perform the following functionalities to the report:

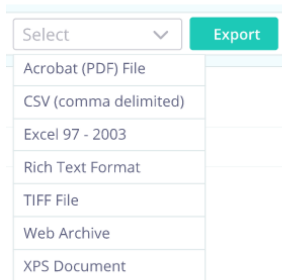
5. Filter by Month/Year – The user shall be able to filter the report by inputting the desired month and year from the dropdown field and select “preview” to review the report for the selected month/year respectively as shown below.



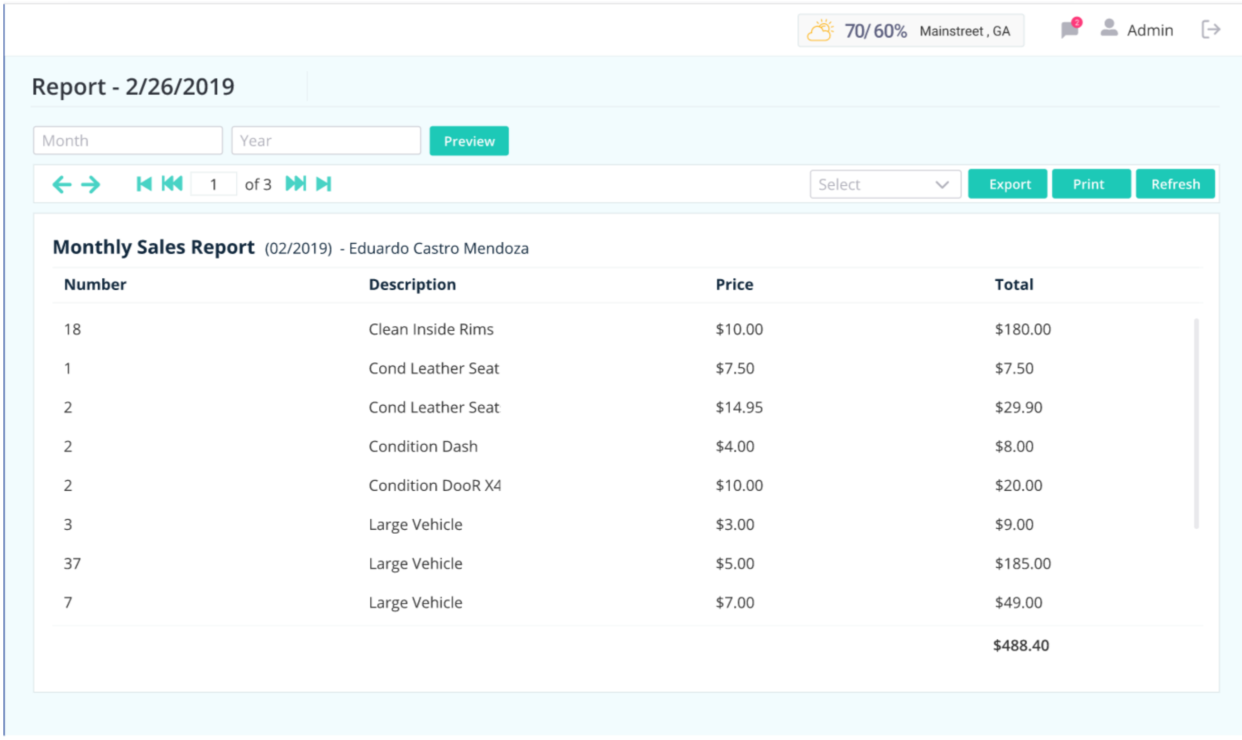
6. Export – Export – The user shall be able to export the report in the following formats:
   a. PDF
   b. Excel
   c. CSV
   d. Rich Text Format
   e. TIFF File

f. Web Archive
g. XPS document

Once the user selects the desired option and selects “Export”, the system will export the current report to the selected format.



7. Print – The user shall be able to print the report by selecting the “Print” functionality. The system will display an option for the user to choose the printer to print and the number of copies to print the report.
8. Refresh – The user shall be able to reload the report by selecting “Refresh” button. The users’ selection of “Refresh” will reload the report for the user.
9. Pagination – The system will display 50 records per page and if the report generated has more than 50 records, the system will display the additional data in the following pages. The user shall be able to navigate to the next page by selecting the “ ” icon above the report. If there are more than 2 pages, the user can directly navigate to the last page by selecting “ ” icon. Further, if the user wants to navigate to the previous page, the user will be able to do so by selecting “ ” icon. Similarly, if the user wants to navigate to the first page from any other page, the user can do so using “ ” button above the report. Further, the user will also be able to navigate to the next report using “ ” and the user shall be able to navigate to the previous report by using “ ” button adjacent to the pagination functionality.



CR 3.6 Monthly Customer Summary Report

The user shall be navigated to this report on selecting the "Monthly Customer Summary Report" option from the Report list. By default, the system will display the report for the current year. This report will display the total wash sales for the current location for each month in the current year. The user shall be able to view report results for other years as well by selecting the desired year from the dropdown fields as shown in the mock below.

This report will be available for the operator users for the store locations operated by them and for the admin for all the store locations and will not be available for the managers of each store. The admin and operator users will be able to select the desired store location from the location dropdown to view the monthly customer summary report for the selected store location. Once the user selects the desired store location to review, the system will display the monthly customer summary report with the following information:

1. Store Location – The user shall be able to select the Store location, by selecting "Select Location" functionality above the report as shown below. This functionality will be available only for the "Admin" and "Operator" users. The "Manager" user will not have this functionality.
2. Year – The system will display the "Year" for the report above the report adjacent to the report name as shown in the mock below. By default, the system will display for the current year. The user will be able to filter the year as required.

Monthly Customer Summary Report for 2019

3. Month – Month of the year for which the customer summary sales is reported.
4. No. of membership accounts – This corresponds to the total no. of membership accounts associated with the selected store location for the corresponding month.
5. Customers - This corresponds to the total number of customers who had requested the service for the corresponding month.
6. Washes– This corresponds to the total no. of washes completed for all the customers for the corresponding month.
7. Average No. of washes per customer – This corresponds to the average no. of washes completed for all the customers that came in for the service and can be calculated using the following formula:

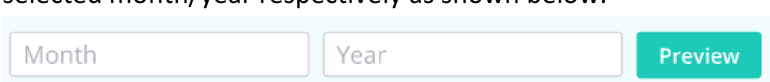
   Avg. No. Of Washes per customer = Total No. of Washes/ Total No. of customers that came in to the corresponding store location for that month.

8. Total No. of Washes per customer – This corresponds to the average total no. of washes completed for all the membership customers including the customers that did not come in for any services that month. This can be calculated as follows:
   Total No. Of Washes per customer = Total No. of Washes/ Total No. of membership accounts associated with each customer for that month.

9. Percentage of customers that turned up – This corresponds to the percentage of the customers that came in for the service for each month and it can be calculated as follows:
   Percentage of customers that turned up - Total No. of customers that came in for a service that month/ Total no. of membership accounts *100

Further, the user shall also be able to perform the following functionalities to the report:

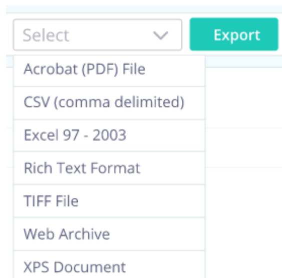
1. Filter by Month and Year – The user shall be able to filter the report by inputting the desired month and year from the dropdown field and select “preview” to review the report for the selected month/year respectively as shown below.

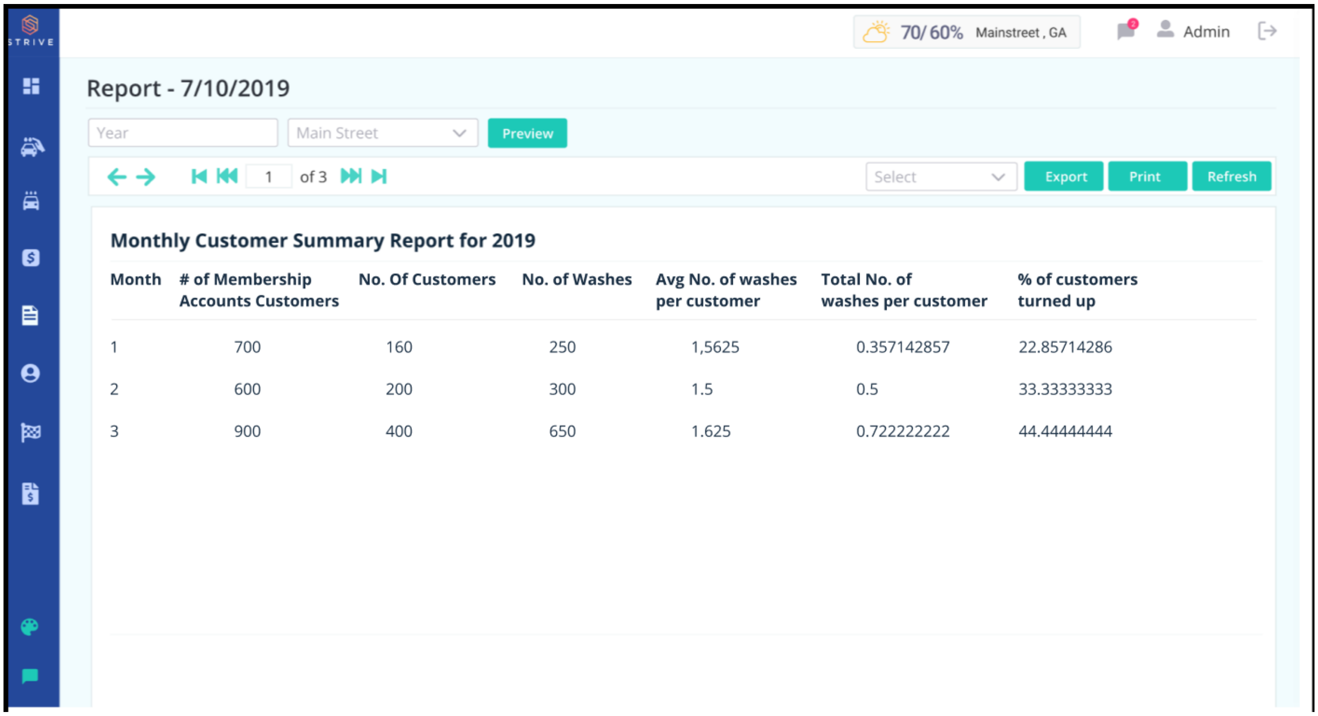
2. Location – The user shall be able to filter by “location” by selecting the location dropdown and selecting the desire location to review the report for. Further, by default the report will display for the current location. The manager will only be able to view this report for current location. The owner/operator and Admin will be able to view this report for all locations by selecting the desired location from the filter. If the owner/operator is from a franchise store, they will only be able to select and view the list of the franchise locations reports and will not have access to the other store locations not owned/operated by them respectively.
3. Export – The user shall be able to export the report in the following formats:
   a. PDF
   b. Excel

c. CSV
d. Rich Text Format
e. TIFF File
f. Web Archive
g. XPS document

Once the user selects the desired option and selects “Export”, the system will export the current report to the selected format.



4. Print – The user shall be able to print the report by selecting the “Print” functionality. The system will display an option for the user to choose the printer to print and the number of copies to print the report.
5. Refresh – The user shall be able to reload the report by selecting “Refresh” button. The users' selection of “Refresh” will reload the report for the user.
6. Pagination – The system will display 50 records per page and if the report generated has more than 50 records, the system will display the additional data in the following pages. The user shall be able to navigate to the next page by selecting the “ ” icon above the report. If there are more than 2 pages, the user can directly navigate to the last page by selecting “ ” icon. Further, if the user wants to navigate to the previous page, the user will be able to do so by selecting “ ” icon. Similarly, if the user wants to navigate to the first page from any other page, the user can do so using “ ” button above the report. Further, the user will also be able to navigate to the next report using “ ” and the user shall be able to navigate to the previous report by using “ ” button adjacent to the pagination functionality.



Month	# of Membership Accounts Customers	No. Of Customers	No. of Washes	Avg No. of washes per customer	Total No. of washes per customer	% of customers turned up
1	700	160	250	1,5625	0.357142857	22.85714286
2	600	200	300	1.5	0.5	33.33333333
3	900	400	650	1.625	0.722222222	44.44444444

CR 3.7 Monthly Money Owed Report

The user shall be navigated to this report on selecting the "Monthly Money Owed Report" option from the Report list. By default, the system will display the report for the current year. This report will display the total wash sales for the current location for each month in the current year for customers who have monthly memberships. The user shall be able to view report results for other years as well by selecting the desired year from the dropdown fields as shown in the mock below.

This report will be available for the managers for current location, operator users for the store locations operated by them and for the admin for all the store locations. The admin and operator users will be able to select the desired store location from the location dropdown to view the monthly customer summary report for the selected store location. Once the user selects the desired store location to review, the system will display the monthly money owed report with the following information:

1. Store Location – The user shall be able to select the Store location, by selecting "Select Location" functionality above the report as shown below. This functionality will be available only for the "Admin" and "Operator" users. The "Manager" user will not have this functionality.
2. Year – The system will display the "Year" for the report above the report adjacent to the report name as shown in the mock below. By default, the system will display for the current year. The user will be able to filter the year as required.
3. Month – Month of the year for which the customer summary sales is reported.
4. Date of service – The system will display the dates for which the wash service was completed for each customer for the selected month.

5. Account amount – This corresponds to the total amount paid by each customer for the monthly memberships based on the type of service requested/signed.
6. Drive Up Rate – This corresponds to the total amount that will be paid by the customer if the customer hadn't been a monthly member and instead was a drive-up customer based on the service package type.
7. Customers – This corresponds to the total number of customers who had requested the service for the corresponding month.
8. Customer First Name – The system will display the first name of the customer who had the service completed.
9. Customer Last Name – The system will display the last name of the customer.
10. Locations – The system will display all the locations setup for the company including franchise locations, including the location with which the user has filtered by. The system will display the total count of the times that the customer received services in the corresponding store locations respectively.
11. Total – This will display the total count of all the wash services completed across all store locations for the corresponding month.
12. Average Wash Rate – This corresponds to the average cost per wash and will be calculated as follows:

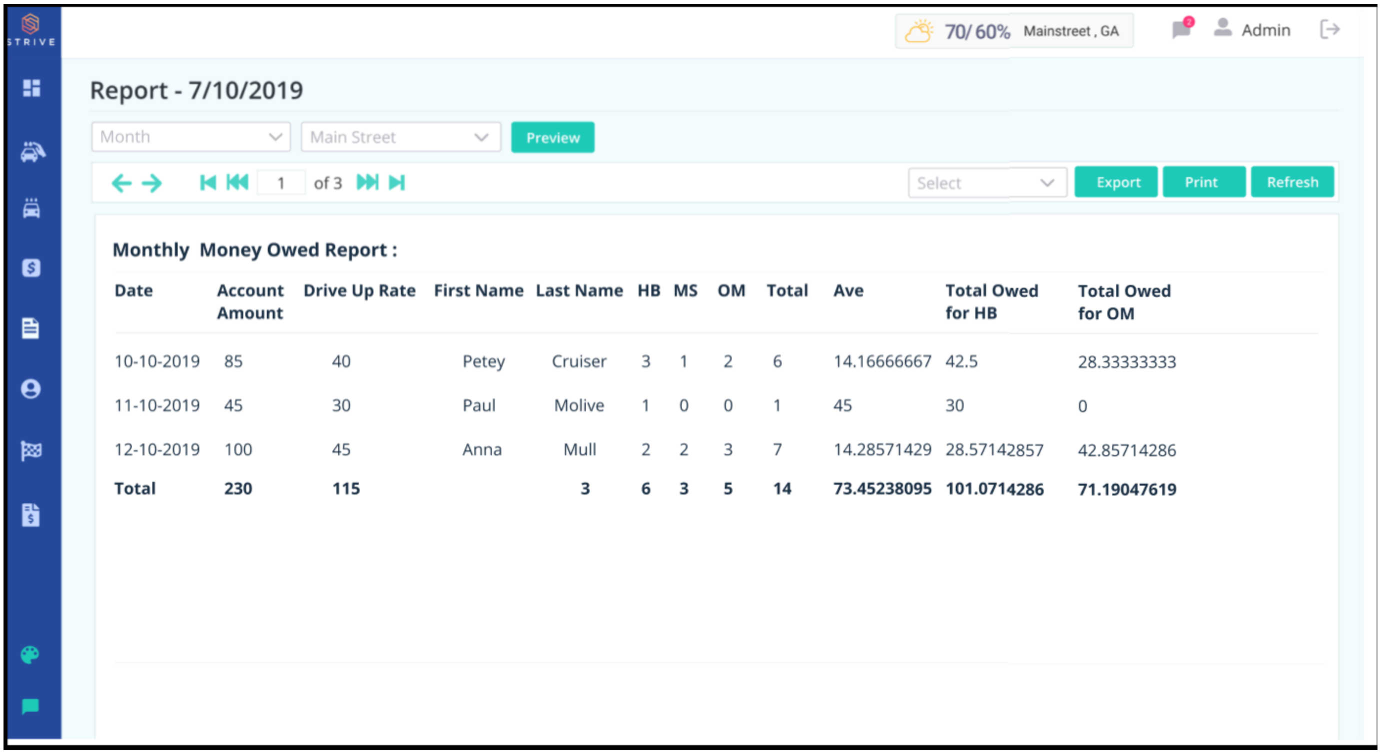
    Average Wash Price = Total Account Amount paid by customer for membership/Total no. of washes completed across all store locations.
13. Total Money Owed for Locations – This corresponds to the total amount owed by the current location to other franchise locations if the customer has a monthly membership plan with the current store. This corresponds to the location for which the primary store owner/operator has to send the money that the primary store owes to another store for the services that the corresponding store provided to their client on account of membership. For instance, if a customer has a membership in "Main St. Store" and goes for a wash to the "Holcomb Bridge" store which is a franchise store even though the membership is with the "Main St. Store". In this case the system will calculate the money owed by the "Main St. Store" to the "Holcomb Bridge" store respectively and display the same in the report. In this report the system will display the list of all the stores for each month as shown in the mock below. This list will display all the locations other than the current store location. This amount can be calculated as follows:

    If the customer went only once in the entire month to the franchise/other store location, the money owed is calculated as the drive-up rate for the wash service performed to the corresponding store.

    If the customer went to the stores multiple times, the system should calculate the total amount owed by the current store to other stores as follows:

    Money Owed = Average Wash Price * Total count of customer receiving service in the other store location.

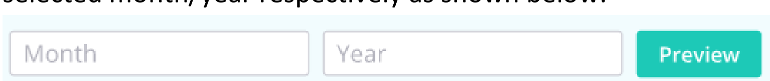
Please see sample wireframe for your reference below:



Date	Account Amount	Drive Up Rate	First Name	Last Name	HB	MS	OM	Total	Ave	Total Owed for HB	Total Owed for OM
10-10-2019	85	40	Petey	Cruiser	3	1	2	6	14.16666667	42.5	28.33333333
11-10-2019	45	30	Paul	Molive	1	0	0	1	45	30	0
12-10-2019	100	45	Anna	Mull	2	2	3	7	14.28571429	28.57142857	42.85714286
Total	**230**	**115**		**3**	**6**	**3**	**5**	**14**	**73.45238095**	**101.0714286**	**71.19047619**

Further, the user shall also be able to perform the following functionalities to the report:

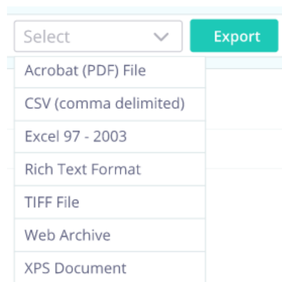
7. Filter by Month and Year – The user shall be able to filter the report by inputting the desired month and year from the dropdown field and select “preview” to review the report for the selected month/year respectively as shown below.



8. Location – The user shall be able to filter by “location” by selecting the location dropdown and selecting the desire location to review the report for. Further, by default the report will display for the current location. The manager will only be able to view this report for current location. The owner/operator and Admin will be able to view this report for all locations by selecting the desired location from the filter. If the owner/operator is from a franchise store, they will only be able to select and view the list of the franchise locations reports and will not have access to the other store locations not owned/operated by them respectively.
9. Export – The user shall be able to export the report in the following formats:
    a. PDF
    b. Excel
    c. CSV
    d. Rich Text Format
    e. TIFF File

f. Web Archive
g. XPS document

Once the user selects the desired option and selects “Export”, the system will export the current report to the selected format.



10. Print – The user shall be able to print the report by selecting the “Print” functionality. The system will display an option for the user to choose the printer to print and the number of copies to print the report.
11. Refresh – The user shall be able to reload the report by selecting “Refresh” button. The users’ selection of “Refresh” will reload the report for the user.
12. Pagination – The system will display 50 records per page and if the report generated has more than 50 records, the system will display the additional data in the following pages. The user shall be able to navigate to the next page by selecting the “ ” icon above the report. If there are more than 2 pages, the user can directly navigate to the last page by selecting “ ” icon. Further, if the user wants to navigate to the previous page, the user will be able to do so by selecting “ ” icon. Similarly, if the user wants to navigate to the first page from any other page, the user can do so using “ ” button above the report. Further, the user will also be able to navigate to the next report using “ ” and the user shall be able to navigate to the previous report by using “ ” button adjacent to the pagination functionality.

CR 3.8 Monthly Customer Detail Report

The user shall be navigated to this report on selecting the “Monthly Customer Detail Report” option from the Report list. By default, the system will display the report for the current month and year. The user shall be able to view report results for previous months and past years as well by selecting the desired month and year from the dropdown fields as shown in the mock below.

This report will be available for the managers for current location, operator users for the store locations operated by them and for the admin for all the store locations. The admin and operator users will be able to select the desired store location from the location dropdown to view the monthly customer detail report for the selected store location. Once the user selects the desired store location to review, the system will display the monthly customer detail report with the following information:

1. Store Location – The user shall be able to select the Store location, by selecting "Select Location" functionality above the report as shown below. This functionality will be available only for the "Admin" and "Operator" users. The "Manager" user will not have this functionality.
2. Manager Name – The system will display the "Managers" name based on the store location selected.
3. Month and Year – The system will display the "Month" and "Year" for the report above the report adjacent to the report name as shown in the mock below. By default, the system will display for the current month and year. The user will be able to filter month and year as required.

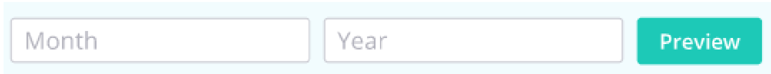
Monthly Customer Detail Report for 10/2019

4. Customer Name - This corresponds to the full name of the customer. The report will display both the first and last name of the customer in the customer name field.
5. Ticket # – This corresponds to the list of ticket numbers that were generated for the customer.
6. Color – The color of the car for each customer and for each transaction/service.
7. Model – This corresponds to the car model for each customer for each service/transaction?
8. Date – The service date for which the ticket was generated, and service completed for each customer.
9. Membership/Drive Up – This corresponds if a customer is a monthly member or a drive-up customer. If the customer is a membership customer, the system will also list the membership type adjacent to it respectively.
10. Membership ID – This corresponds to the corresponding vehicles membership ID.
11. Membership Amount – If the customer has a monthly membership for a vehicle and came in for service, the system will list the corresponding membership amount based on the type of package chosen.
12. Ticket Amount – The system will display the drive-up cost for customers who paid a drive-up price for the service received.
13. Amount – The total amount paid by the customer for each service/transaction.
14. Washes – The system will display the total number of washes and the total amount paid by each customer for the month as shown in the mock below.
15. Losses/Difference – The system will display the total amount of money lost from the customer as a result of the membership amount paid and what the customer would have paid if they were a drive-up customer instead and how much money is lost from membership customers respectively

The report will be ordered by date of service.

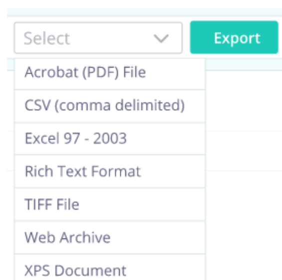
Further, the user shall also be able to perform the following functionalities to the report:

1. Filter by Month/Year – The user shall be able to filter the report by inputting the desired month and year from the dropdown field and select "preview" to review the report for the selected month/year respectively as shown below.

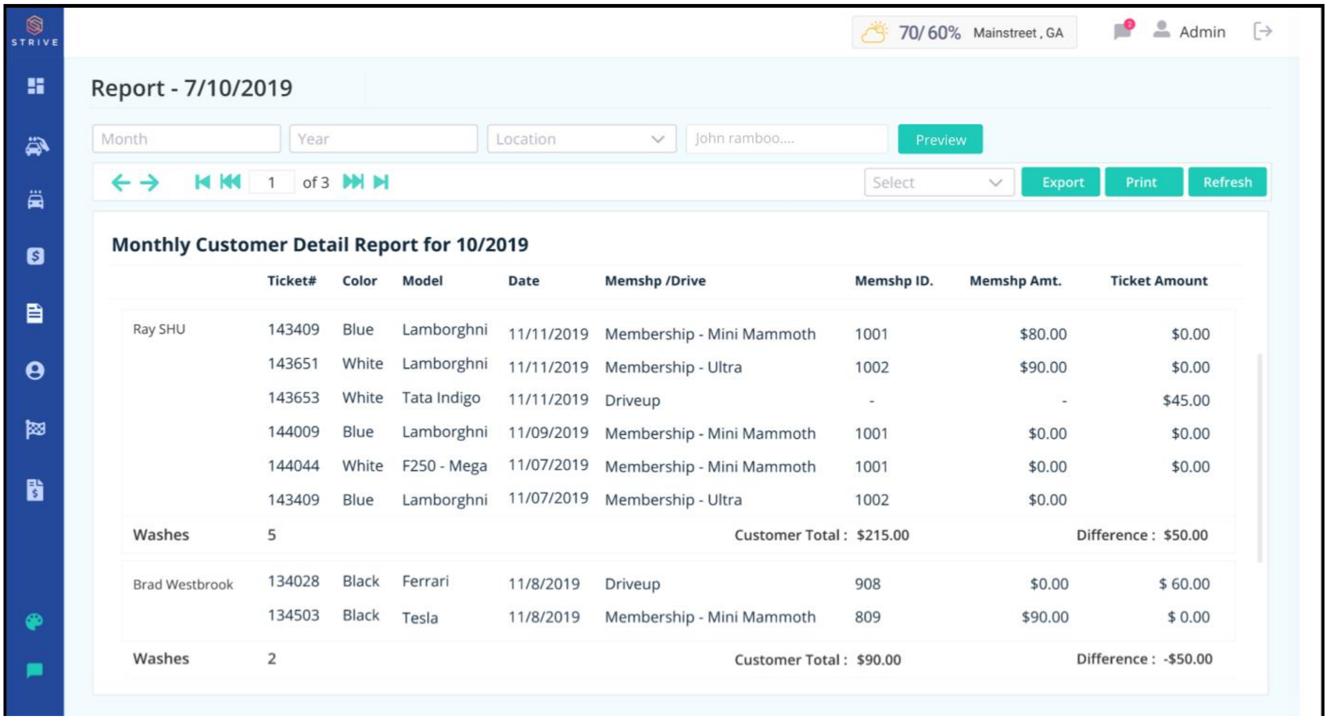


2. Search – The user shall be able to search and filter the report results by “First Name”, “Last Name”, “Make”, “Model”, “Color”, “Ticket No.” and “Amount” respectively.
3. Export – The user shall be able to export the report in the following formats:
   a. PDF
   b. Excel
   c. CSV
   d. Rich Text Format
   e. TIFF File
   f. Web Archive
   g. XPS document

   Once the user selects the desired option and selects “Export”, the system will export the current report to the selected format.



4. Print – The user shall be able to print the report by selecting the “Print” functionality. The system will display an option for the user to choose the printer to print and the number of copies to print the report.
5. Refresh – The user shall be able to reload the report by selecting “Refresh” button. The users’ selection of “Refresh” will reload the report for the user.
6. Pagination – The system will display 50 records per page and if the report generated has more than 50 records, the system will display the additional data in the following pages. The user shall be able to navigate to the next page by selecting the “ ” icon above the report. If there are more than 2 pages, the user can directly navigate to the last page by selecting “ ” icon. Further, if the user wants to navigate to the previous page, the user will be able to do so by selecting “ ” icon. Similarly, if the user wants to navigate to the first page from any other page, the user can do so using “ ” button above the report. Further, the user will also be able to navigate to the next report using “→” and the user shall be able to navigate to the previous report by using “ ←” button adjacent to the pagination functionality.



CR 3.9 Hourly Wash Report

The user shall be navigated to this report on selecting the “Hourly Summary Report” option from the Report list. By default, the system will display the report for the current week. The user shall be able to view report results for other weeks by selecting the desired week in the custom week calendar filter field and running the report. This report will be available for the managers for the current store location, operator users for the store locations operated by them and for the admin for all the store locations. The admin and operator users will be able to select the desired store location from the location dropdown to view the daily sales report for the selected store location.

Once the user selects the desired store location to review, the system will display the Hourly Wash Report with the following information:

1. Store Location – The user shall be able to select the Store location, by selecting “Select Location” functionality above the report as shown below. This functionality will be available only for the “Admin” and “Operator” users. The “Manager” user will not have this functionality.
2. Week – The system will display the current week by default and if the user selects a specific week and runs the report, the system will display the report for the corresponding week respectively.
3. Days of the week - The report will be displayed for the current week and will display the days “Sunday” to “Saturday” as shown in the mock below.
4. Hours – The report will be displayed for each working hour every day from 8:00 Am to 5:00 Pm respectively with the corresponding no. of washes completed logged against each hour for the

corresponding day. The system will also display the cumulative total no. of washes at the end of each hour below the grid respectively as shown in the mock.

5. Temp – The system will display the temperature recorded for the corresponding day against each day in the week.
6. Rain – The system will display the percentage of Rain predicted/recorded for the corresponding day. If there is 0% rain recorded or predicted, the field will be empty.
7. Total Washes – The system will also display the total no. of washes completed for each day adjacent to the percentage of Rain.
8. Goal – The system will also display the daily goal for each day below the "Total Washes" as setup in the Internal Web App under the "Setup Register" section.
9. Total Wash Hours for all employees – The system will display the cumulative hours for all wash employees for the corresponding day.
10. Score – The system will display the wash score which is calculated as
    Total No. of cars washed/ Total Wash Hours for all employees respectively.

Further, the system will also display the following wash info below the report as shown in the image:

1. Days of the week – The system will display the days of the week from Sunday to Saturday respectively with a grid against each day.
2. Wash Services – The system will display a list of all the wash packages offered such as "Mammoth", "Mini Mammoth", "Mega Mammoth", "Ultra Mammoth" etc. and the system will list the total no. of each of these services completed against each day in the grid as shown in the image below. If there was no wash package completed for the day, the system will display "0" against the corresponding package and day respectively.
3. Deposits- The system will display the total amount of payment received for each day for the transactions in the form of cash payments.
4. Payouts – The system will display the total amount of money withdrawn from the payouts.
5. BC Credit Cards – The system will display the total amount of money collected for each day from credit/debit card respectively.
6. Accounts – The system will display the total amount received from monthly memberships each day.
7. Gift Cards – The system will display the total amount received from gift card transactions each day.
8. Actual – The system will display the actual amount paid by the customer including tips for the service for each day.
9. Sale – The system will display the sale amount for the service without the tips each day.
10. Difference – The system will display the difference in Actual and Sale amount indicating the total tip payment for each day.
11. Total – This will display the overall total no. of washes for each package and total amount received from deposits, total amount received from BC credit cards etc. respectively.
12. Manager Name – The system will list the names of managers who were responsible for the store location every day adjacent to totals.

Old Milton Mammoth Detail Salon

Hourly Wash Report 10/27/2019 - 11/2/2019 Week:44 Report Date:10/29/2019

	temp	rain			8 am	9 am	10 am	11 am	12 pm	1 pm	2 pm	3 pm	4 pm	5 pm
Sun	69.0	10	79	70.63	0	0	14	7	10	17	11	5	10	5
10/27			95	111.85		0	14	21	31	48	59	64	74	79
Mon	75.0	0	72	80.50	3	5	8	8	8	9	10	6	12	3
10/28			70	86.96		8	16	24	32	41	51	57	69	72
Tue	72.0	20	3	0.00	1	2	0	0	0	0	0	0	0	0
10/29			65			3	3	3	3	3	3	3	3	3
Wed			0	0.00	0	0	0	0	0	0	0	0	0	0
10/30						0	0	0	0	0	0	0	0	0
Thu			0	0.00	0	0	0	0	0	0	0	0	0	0
10/31						0	0	0	0	0	0	0	0	0
Fri			0	0.00	0	0	0	0	0	0	0	0	0	0
11/01						0	0	0	0	0	0	0	0	0
Sat			0	0.00	0	0	0	0	0	0	0	0	0	0
11/02						0	0	0	0	0	0	0	0	0

	Sun	Mon	Tues	Wed	Thur	Fri	Sat	Total
Ultra	15	20	1	0	0	0	0	36
Mega	36	21	1	0	0	0	0	58
Mammoth	22	22	1	0	0	0	0	45
Mini	6	7	0	0	0	0	0	13
Deposite $	$51.95	$258.80						$310.75
Checks $	$0.00	$0.00						$0.00
Payouts $	$0.00	$0.00						$0.00
B.C. $	$2,006.18	$1,672.03						$3,678.21
AMX $	$0.00	$0.00						$0.00
Discover $	$0.00	$0.00						$0.00
Accounts $	$1,645.05	$1,277.45	$0.00					$2,922.50
Gift Cards $	$25.00	$43.95	$0.00					$68.95
Actual $	$3,728.18	$3,252.23						$6,980.41
Sale $	$3,551.56	$3,169.46	$0.00					$6,721.02
Difference $	$176.62	$82.77						$259.39
	DLG	DLG	DLG					
		ECM	JFT					

The above mockup is from the existing system. While in development we will separate sales from tips and tip line will be added.

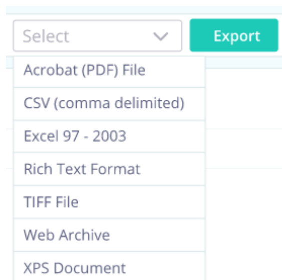
The user shall also be able to perform the following functionalities to the report:

1. Filter by Week – The user shall be able to filter the report by selecting the desired week from the calendar respectively and select "preview" to review the report for the selected week respectively.

2. Export – The user shall be able to export the report in the following formats:
    a. PDF

b. Excel
c. CSV
d. Rich Text Format
e. TIFF File
f. Web Archive
g. XPS document

Once the user selects the desired option and selects “Export”, the system will export the current report to the selected format.



3. Print – The user shall be able to print the report by selecting the “Print” functionality. The system will display an option for the user to choose the printer to print and the number of copies to print the report.
4. Refresh – The user shall be able to reload the report by selecting “Refresh” button. The users’ selection of “Refresh” will reload the report for the user.
5. Pagination – The system will display 50 records per page and if the report generated has more than 50 records, the system will display the additional data in the following pages. The user shall be able to navigate to the next page by selecting the “ ” icon above the report. If there are more than 2 pages, the user can directly navigate to the last page by selecting “ ” icon. Further, if the user wants to navigate to the previous page, the user will be able to do so by selecting “ ” icon. Similarly, if the user wants to navigate to the first page from any other page, the user can do so using “ ” button above the report. Further, the user will also be able to navigate to the next report using “ ” and the user shall be able to navigate to the previous report by using “ ” button adjacent to the pagination functionality.

CR 3.10 Daily Sales Report

The user shall be navigated to this report on selecting the “Daily Sales Report” option from the Report list. By default, the system will display the report for the current date. The user shall be able to view report results for other dates by inputting the desired date in the custom date filter field and running the report.

This report will be available for the managers for the current store location, operator users for the store locations operated by them and for the admin for all the store locations. The admin and operator users will be able to select the desired store location from the location dropdown to view the daily sales report for the selected store location.

Once the user selects the desired store location to review, the system will display the Daily Sales Report with the following information:

1. Store Location – The user shall be able to select the Store location, by selecting "Select Location" functionality above the report as shown below. This functionality will be available only for the "Admin" and "Operator" users. The "Manager" user will not have this functionality.
2. Date – The system will display the current date by default and if the user selects a custom date and runs the report, the system will display the corresponding date respectively.
3. Ticket # – This corresponds to the list of ticket numbers that were generated for the customer.
4. Time In – The time the customer checked in for the service.
5. Time Out- This corresponds to the estimated time out for the completion of the service.
6. +/-
7. Est. – This corresponds to the actual time taken/ duration for the car wash upon completion of the car service.
8. Wash Services – The wash package requested by the customer.
9. Detail Services – The detail services requested by the customer.
10. Merchandise Items purchased – The system will display any items purchased by the customer during the visit.
11. Barcode – This field will display the barcode of the vehicle.
12. Color – The color of the car for each customer and for each transaction/service.
13. Model – This corresponds to the car model for each customer for each service/transaction.
14. Customer Name - This corresponds to the full name of the customer. The report will display both the first and last name of the customer in the customer name field. If the customer is a new customer and doesn't have a account setup, the system will display this field as a "Drive Up" for the corresponding customer.
15. Phone – This corresponds to the customers contact number information.
16. Amount – The total amount paid by the customer for each service/transaction or merchandize purchased.
17. Type – This field specifies if the service was charged of a monthly account or if the payment was made on the day of the service respectively.

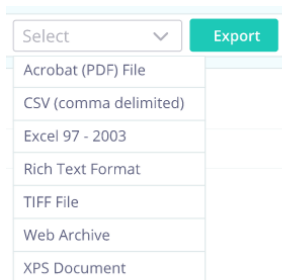
Further, the system will display any deleted/edited tickets in red color.

The user shall also be able to perform the following functionalities to the report:

1. Filter by Date – The user shall be able to filter the report by inputting the desired date in the "Custom Date" field respectively and select "preview" to review the report for the selected date respectively.
2. Export – The user shall be able to export the report in the following formats:
    a. PDF

b. Excel
c. CSV
d. Rich Text Format
e. TIFF File
f. Web Archive
g. XPS document

Once the user selects the desired option and selects “Export”, the system will export the current report to the selected format.



3. Print – The user shall be able to print the report by selecting the “Print” functionality. The system will display an option for the user to choose the printer to print and the number of copies to print the report.
4. Refresh – The user shall be able to reload the report by selecting “Refresh” button. The users’ selection of “Refresh” will reload the report for the user.
5. Pagination – The system will display 50 records per page and if the report generated has more than 50 records, the system will display the additional data in the following pages. The user shall be able to navigate to the next page by selecting the “ ” icon above the report. If there are more than 2 pages, the user can directly navigate to the last page by selecting “ ” icon. Further, if the user wants to navigate to the previous page, the user will be able to do so by selecting “ ” icon. Similarly, if the user wants to navigate to the first page from any other page, the user can do so using “ ” button above the report. Further, the user will also be able to navigate to the next report using “ ” and the user shall be able to navigate to the previous report by using “ ” button adjacent to the pagination functionality.

CR 4 Assumptions

1. This application being designed for Phase 1 will only be for Mammoth Car Wash and similar car wash businesses. For other Nail Salons, Restaurants and Hair Salons, this feature will be included for Phase 2. Please let us know if you want this customizable for other Hair/Nail Salons as well as specified for Phase 1.
2. The actual representation of the mocks will vary from the FRS. The wireframes are just a representation of how the application will function, the look and feel of the application to be designed will be in accordance with design standards.

3. Checks will not be included in the reports and the sales module as discussed.
4. Time Summary Report is same as the “Payroll Report” that we have already addressed.
5. Daily Tip Report will be calculated and distributed on a daily basis based on the cash tips received and it will be rounded off to the nearest amount for each employee based on the no. of hours they worked. Any additional amount available will be placed in a monthly tip jar which will be distributed at the end of the month for each employee based on the total no. of hours worked respectively. This will not be considered for payroll tip calculation. Payroll tip calculation will only be for credit card tips received.
6. Monthly Sales Report – Currently we have discounts at the transaction level, not at service package level. We will redesign this report and include discounts during Phase 2.
7. Irregularities Report will be addressed for Phase 2 as discussed.