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**CIS 250**  
**Lab Assignment 1: Project Scope Statement**

## **Background Information**

Pooch Parlor is a chain of canine service providers. There are five businesses in one city, with plans to expand locations to other cities. Services provided include health care (veterinary) as well as grooming. For records and billing, this company has five independent databases (one at each locale). For accounts receivable and payroll, the corporate accountant maintains spreadsheets for general ledger, customer accounts and employee information. Payroll is outsourced.

The CEO expects a new database system that will maintain patient and owner records, automate order entry and billing, and be compatible with (if not interactive with) a new accounting system to be acquired in the future. A senior customer service agent noted that there should be a single database accessible by all locations (remotely, of course), capability to modify all customer information (without limiting the number of animals a customer owns), and a capability to add new services as they are developed in the future. The manager of accounting expressed the need for reports that simplify entry into the general ledger, display financials by location, and prepare payroll for outsource activity. Use of database applications will organize the desired information into entities that can be manipulated to quickly answer the queries posed by all users.

## **Purpose & Scope**

The purpose of this project is to provide this growing corporation an administrative program that can handle all current tasks without excessive manual assistance as well as enable expansion of operations. These tasks include customer information, patient information, employee information, service orders and billing, service scheduling, credit account information, and generation of forms, letters, and reports. While reports should facilitate easy data entry into general and payroll accounting systems, calculating payroll and maintaining accounting records is outside the scope of this project.

## **Information Requirements**

Locations: Location ID, address, phone, doctors assigned.

Employees: Employee code, name, home address, phone number, date of hire, position title, office location, and monthly salary.

Customers (owners): Name, address, phone, animals owned.

Patients (dogs): Name, breed, age, registration tag ID, identifying/special markings, weight (most recent), medications (current), notes.

Veterinarian Services: Vaccinations, check-ups, office visits, spay/neuter.

Grooming Services: Bathing, hand-wash, pedicure, flea treatment, dental cleaning, hair coloring and other.

Add-On Services: Doggy Day Care.

Service Order: Date of service, patient vitals (weight), services ordered (title and description) , billing code, employee providers, employee codes, providers notes.

Walk-in Billing: Billing codes, rates, subtotal, sales tax, total due, total collected, payment method.

Revolving Credit Billing: Service date, billing codes, rates, monthly subtotal, sales tax, monthly amount due, payment received, interest accrued, balance remaining.

### **Business Rules**

- Only elective surgeries require appointments.
- Regular hours are 7 am to 9 pm daily.
- After hours emergency service incurs additional fee.
- Customer record is verified first upon check-in.
- Patient record reviewed for recommendations prior to completing service order.
- Service order is completed; print out for service provider and legal records.
- Update service order upon patient discharge.
- Walk-in patients must pay at time of discharge.
- Regular customers must acknowledge the additional charges to their accounts.
- Regular customers must receive reminders at specific service intervals.
- Customer accounts must be calculated at end of month (old balance, additional charges, payments received, interest charged, and new balance).
- Regular customers must receive monthly billing statements.
- End of month reporting must include billings by office location.

### **Issues**

How will this “talk” to a future accounting system?

How to place service intervals into the database?

### **Assumptions**

Assumptions are unknown at this time.