

RAPID RESPONSE AUTO SERVICE

SYSTEM IMPLEMENTATION



USER MANUAL

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System Overview

On January 28, 2014 JK Designs received a memorandum from Rapid Response Auto Service stating that Rapid Response was interested in a computerized system to help their business grow in order to become front runners in the automotive servicing market.

Previous System Problems

With the current system, there is no way for the company to effectively keep a record of the discounts that are offered and the expiration dates of each.

The company is unable to keep updated records of the customers and their vehicle/vehicles to notify the customer of recommended manufacturer services at specified mileage points.

The company's current method of ordering needed items is not effective.

The amount of time spent servicing a vehicle is unacceptable.

Outstanding Features

- Multi-user login
- Fully functional customer intake and checkout system
- Report rendering
- Transaction record storage and updating.
- Service record and product inventory records
- Ordering system and compiled company contacts for ordering new items.
- Inventory control and item ordering
- Discount applications and customer incentive handling.

System Requirements

- Hardware

- **PC** (including monitor, keyboard, mouse, and tower) (the number of PC's needed depends on the number of stations Rapid Response would like for their employees)
- **1 Server** (to handle the database to run the system)
- **1 Printer** (to print reports)
- **Router** (for station connection)
- **Local Internet Service Provider** (to run database through)
- **1000 Feet Cat 5 Ethernet Cable** (for connection of computers)

- Operating System

- **Microsoft SQL server 2008 R2** (to run database)
- **Microsoft Office** (2010-2013)
- **Windows 7** (Windows is a basic system to run easily on)

Installation Instructions

Step 1: Download all necessary files and save into a folder.

Step 2: Open your web server management application.

Step 3: Copy folder into the directory.

Step 4: Save all changes.

Step 5: Set permissions to the directory so that only employees_and
management can access the system

PAGE BY PAGE OPERATOR INSTRUCTIONS



The login screen features a header banner with a grayscale image of a car engine on the left and a sleek sports car on the right. The text "Rapid Response Auto Service" is positioned below the car. A dark horizontal bar below the banner contains the word "Login" in white. The main content area is white and contains the following elements:

- A label "Username:" followed by a text input field.
- A label "Password:" followed by a text input field.
- A dark, rounded rectangular button labeled "Login" centered below the password field.

SCREEN DESCRIPTION

This screen is for the log in. The system will determine whether the user is a manager or employee. Depending on the position of the user, it will take them to either the manager page or the employee page. The manager page has access to all options, while the employees have access to fewer options.

Instructions on Manipulating the Log-In Page

Step 1: Enter the username assigned to you by the company to log-in to the system. The username you enter will determine the type of screens you will be allowed to see.

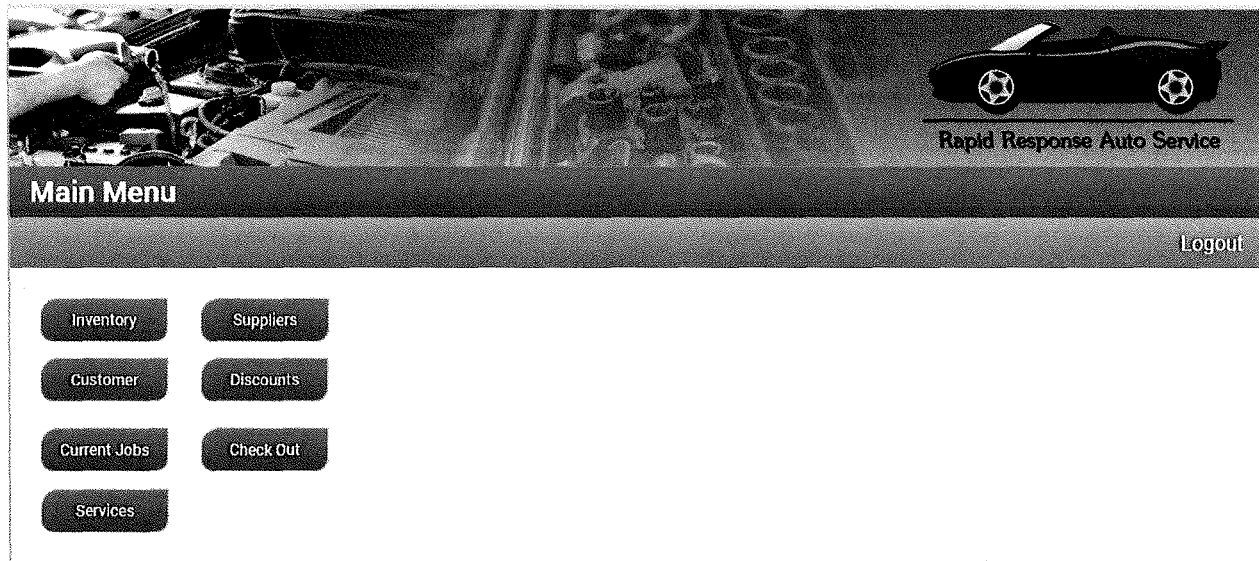
Step 2: Enter the password assigned to you by the company.

Step 3: Click the “Login” button on the bottom of the screen to log-in to the system. If the information is entered correctly you will be directly to the next page.

*If at any time, you wish to go to the homepage simply click “Home” at the top of your screen.

If you wish to go back to the previously page simply click “Back” at the top of the screen.

There is a logout button in the top right of your screen if you wish to completely log out of the system.



SCREEN DESCRIPTION

This page is designed for an employee login. When the employee logs in, this is the page they will be taken to. The employee can check inventory, view customers, current jobs, suppliers, discounts, and check out customers. Each button will take the user to its respective page.

Instructions on Manipulating the Employee Page

Click the “Inventory” button to view a list of the current inventory.

Click the “Customer” button to view a list of all the customer’s in the company’s system. From this, the user can add a customer, credit card, vehicle, insurance, etc.

Click the “Current Jobs” button to display a list of the current vehicles that are being serviced along with the type of service that is being performed.

Click the “Services” button to view a list of services offered by the company.

Click the “Suppliers” button to view a list of the company’s suppliers as well as their information.

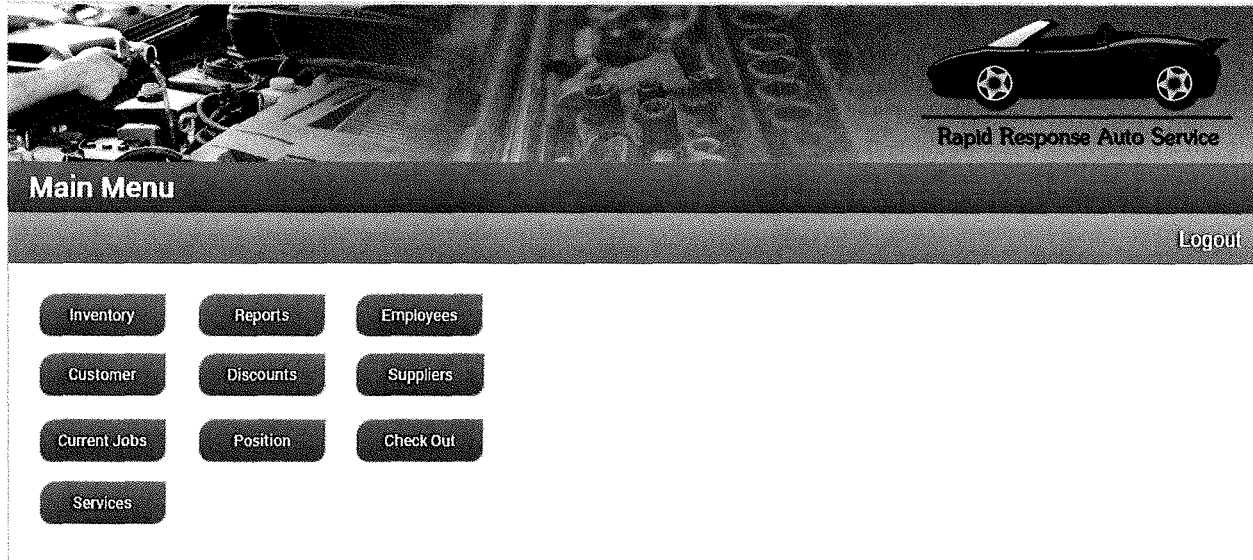
Click the “Discounts” button to display a list of the company’s current and past discounts.

Click the “Check-Out” button to be taken to the check-out screen in order to cash out the customers.

*If at any time, you wish to go to the homepage simply click “Home” at the top of your screen.

If you wish to go back to the previous page simply click “Back” at the top of the screen.

There is a logout button in the top right of your screen if you wish to completely log out of the system.



SCREEN DESCRIPTION

This is the manager page. This page allows the manager to control all aspects of the system. The manager has access to view the inventory, customers, current jobs, reports, discounts, positions, employees, and suppliers. The manager also has the ability to access the check-out menus. Each button will be described on their respected screen description page.

Instructions on Manipulating the Manager Page

Click the “Inventory” button to display a list of the current inventory.

Click the “Customer” button to display a list of the customer. From this, the user can add a customer, credit card, vehicle, insurance, etc.

Click the “Current Jobs” button to display a list of the current vehicles that are being serviced will be along with the type of service that is being performed.

Click the “Services” button to display a list of the company services.

Click the “Reports” button to display a list of reports (daily, weekly, monthly, and yearly). The user can then select the type of report they would like to view.

Click the “Discounts” button to display a list of the company’s current and past discounts.

Click the “Position” button to display a list of the company’s positions.

Click the “Employees” button to display a list of the current and past employees. An option to update the employees is also available on the Employees page.


Click the “Suppliers” button to display a list of the company’s suppliers as well as their information.

Click the “Check-Out” button to be taken to the check-out screen in order to cash out the customers.

*If at any time, you wish to go to the homepage simply click “Home” at the top of your screen.

If you wish to go back to the previous page simply click “Back” at the top of the screen.

There is a logout button in the top right of your screen if you wish to completely log out of the system.



Add Credit Card

Home Back Logout

Customer Name:

Card Number:

Card Type:

CVS Number:

Expiration Date:

SCREEN DESCRIPTION

This page is designed so that the user can input a new credit card for the customer. The user can enter the customer's name, credit card number, card type, CVS number, expiration name, and the card name and by simply clicking the add credit card button, the information will be added to the system.

Instructions on Manipulating the Add Credit Card Page

Step 1: Begin by selecting a customer name from the drop down list.

Step 2: Enter the customer's credit card number.

Step 3: Enter the type of card. For example: MasterCard, Visa, American Express, etc.

Step 4: Enter the 3-digit (optional) CVS number located on the back of the customer's credit card.


Step 5: Enter the expiration date of the customer's credit card.

Step 6: Click the "Add Credit Card" button at the bottom of the screen to add the credit card information to the system.

*If at any time, you wish to go to the homepage simply click "Home" at the top of your screen.

If you wish to go back to the previously page simply click "Back" at the top of the screen.

There is a logout button in the top right of your screen if you wish to completely log out of the system.



Add Customer

[Home](#) [Back](#) [Add Credit Card](#) [Add Vehicle](#) [Add Insurance](#) [Logout](#)

Customer's Name:

Customer's Address:

Customer's State:

Customer's Number:

Customer's Email:

SCREEN DESCRIPTION

This page is designed to add new customers to the system. By inputting the customer's name, address, state, phone number, and e-mail address into a text field, the user can then add the customer in the system. From here, the user can add a new credit card, vehicle, or insurance information for the customer.

Instructions on Manipulating the Add Customer Page

Step 1: Enter the name of the new customer you wish to add to the system.

Step 2: Enter the street address of the new customer you wish to add followed by the customer's state.

Step 3: Enter the new customer's contact number.

Step 4: Enter a valid e-mail address for the new customer.

Step 5: Click the "Add Customer" button at the bottom of the screen to add the customer's information to the system.


If you wish to add a credit card to the customer's records, select the "Add Credit Card" option at the top of the screen.

If you wish to add a vehicle to the customer's records, select the "Add Vehicle" option at the top of the screen.

*If at any time, you wish to go to the homepage simply click "Home" at the top of your screen.

If you wish to go back to the previous page simply click "Back" at the top of the screen.

There is a logout button in the top right of your screen if you wish to completely log out of the system.



Add Employee

[Home](#) [Back](#) [Logout](#)

Employee Name:

Employee Address:

Employee State:

Employee Phone Number:

Position Name:

Hired Date:

SCREEN DESCRIPTION

This page is designed to allow the manager to add new employees to the company. The manager will have to input basic information such as the employee name, address, state, phone number, position they will hold, and their hire date. By clicking the add button, the new employee will be added to the system.

Instructions on Manipulating the Add Employee Page

Step 1: Enter the name of the new employee you would like to add to the system.

Step 2: Enter the address followed by the state of the new employee.

Step 3: Enter the contact number for the new employee.

Step 4: From the drop down list, select the position that the new employee was hired to occupy.


Step 5: Enter the date that the employee was hired.

Step 6: Click the “Add” button at the bottom of your screen to add the new employee’s information to the system.

*If at any time, you wish to go to the homepage simply click “Home” at the top of your screen.

If you wish to go back to the previously page simply click “Back” at the top of the screen.

There is a logout button in the top right of your screen if you wish to completely log out of the system.



Add Insurance

[Home](#) [Back](#) [Logout](#)

Insurance Name:

Insurance Contact Name:

Insurance Contact Phone Number:

Insurance Address:

Insurance State:

Insurance Zip:

SCREEN DESCRIPTION

This page is designed to add insurance for a customer. The user then inputs the insurance company's name, contact name, contact phone number, address, state, and zip. Then the user should click the add insurance button to add the insurance to the system.

Instructions on Manipulating the Add Insurance Page

Step 1: Enter the name of the insurance company the customer uses.

Step 2: Enter the name of the contact person that you speak with at the insurance company.

Step 3: Enter the contact number of the person you speak with at the insurance company.


Step 4: Enter the insurance's company address followed by the state and zip code where the company is located.

Step 5: Click the "Add Insurance" button at the bottom of your screen to add the insurance company.

*If at any time, you wish to go to the homepage simply click "Home" at the top of your screen.

If you wish to go back to the previously page simply click "Back" at the top of the screen.

There is a logout button in the top right of your screen if you wish to completely log out of the system.



Add Parts

[Home](#) [Back](#) [Logout](#)

Part Name:

Supplier Name:

Vehicle Model:

Parts In Stock:

Part Cost:

Supplier Cost:

Category:

SCREEN DESCRIPTION

This page will allow the manager to add parts to the inventory. This is useful when new parts are added to the market that the company needs in their stock. Every year, a new vehicle is made. The parts for it may or may not be the same. This page allows the user to add parts when this occurs. The user can input the part's name, the supplier's name, the vehicle make and model the part is for, how many parts they have in their stock, and how much the part costs.

Instructions on Manipulating the Add Parts Page

Step 1: Enter the name of the part that you would like to add to the system.

Step 2: Using the drop down list provided, select the name of the supplier of the part.

Step 3: Using the vehicle model drop down list provided, select the model of the vehicle the part is for.

Step 4: Enter the amount of parts that is currently in stock.

Step 5: Enter the cost of the part that you would like to add to the system.

Step 6: Enter the cost that the supplier charges for the part.

Step 7: Using the category drop down list provided, select the category of what is being added.

Step 8: Click the “Add Part” button at the bottom of the screen to add the part to the system.

*If at any time, you wish to go to the homepage simply click “Home” at the top of your screen.

If you wish to go back to the previously page simply click “Back” at the top of the screen.

There is a logout button in the top right of your screen if you wish to completely log out of the system.



Add Position

[Home](#) [Back](#) [Logout](#)

Position Name:

Position Wage:

SCREEN DESCRIPTION

This page is designed so that the user can add a position. This is useful whenever the manager decides to add a new employee position to the company. By inputting the name of the position and the wage and clicking add, a position will be added to the system.

Instructions on Manipulating the Add Position Page

Step 1: Enter the name of the position that you wish to add to company's system.


Step 2: Enter the wage amount that is to be paid to the employee or employees that hold this position.

Step 3: Click the "Add" button at the bottom of the screen to add the position to the system.

*If at any time, you wish to go to the homepage simply click "Home" at the top of your screen.

If you wish to go back to the previously page simply click "Back" at the top of the screen.

There is a logout button in the top right of your screen if you wish to completely log out of the system.



Add Service

[Home](#) [Back](#) [Logout](#)

Service:

Service Cost:

SCREEN DESCRIPTION

This page allows the user to add a service that is offered at the company. The user can input the name of the service and the cost of the service and by clicking the add service button, the user can add the service to the system.

Instructions on Manipulating the Add Service Page

Step 1: Enter the name of the service that you wish to add to company's system.


Step 2: Enter the amount the company will charge to supply the new service.

Step 3: Click the "Add Service" button at the bottom of the screen to add the service to the system.

*If at any time, you wish to go to the homepage simply click "Home" at the top of your screen.

If you wish to go back to the previously page simply click "Back" at the top of the screen.

There is a logout button in the top right of your screen if you wish to completely log out of the system.



Add Supplier

[Home](#) [Back](#) [Logout](#)

Company Name:

Contact Name:

Contact Phone Number:

Contact Address:

Contact State:

Contact Zip:

SCREEN DESCRIPTION

This page is designed so that the user can add a new supplier to the company's system. After entering the company name, contact's name, phone number, address, state, and zip code the user should click the add supplier button and a new supplier will be added to the company.

Instructions on Manipulating the Add Supplier Page

Step 1: Enter the name of the supplier's company name that you would like to add to the company's system.

Step 2: Enter the contact name of the person that you speak to at the supplier's company.

Step 3: Enter the contact number of the person that you speak to at the supplier's company.

Step 4: Enter the supplier's company address followed by the state and the zip code of the company.

Step 5: Click the "Add Supplier" button at the bottom of the screen to add the new supplier to the system.

*If at any time, you wish to go to the homepage simply click "Home" at the top of your screen.

If you wish to go back to the previously page simply click "Back" at the top of the screen.

There is a logout button in the top right of your screen if you wish to completely log out of the system.



Label

Customer:

VIN number:

Make:

Model:

Year:

Insurance:

Current Mileage:

SCREEN DESCRIPTION

This page is designed to allow the user to add a vehicle to a customer's record in the system. By using the drop down list to select the name of the customer, the user can then input the VIN. There is a drop down list for the make of the vehicle, the model of the vehicle, and possible insurance choices to make selection easier. The user should also input the year of the vehicle and the current mileage. Clicking the add vehicle button will allow the vehicle to be added to the system under the selected customer's name.

Instructions on Manipulating the Add Vehicle Page

Step 1: Using the customer drop down list, select the name of the customer whose records you would like to add the vehicle.

Step 2: Enter the VIN number of the customer's new vehicle.

Step 3: Using the make drop down list, select the make of the vehicle you would like to add.

Step 4: Using the model drop down list, select the model of the vehicle you would like to add.

Step 5: Enter the year of the vehicle that you would like to add.

Step 6: Using the insurance drop down list, select the insurance company of the customer whose vehicle you want to add.

Step 7: Enter the current mileage of the vehicle you are adding to the system.

Step 8: Click the "Add Vehicle" button at the bottom of the screen to add the vehicle to the customer's record.

*If at any time, you wish to go to the homepage simply click "Home" at the top of your screen.

If you wish to go back to the previously page simply click "Back" at the top of the screen.

There is a logout button in the top right of your screen if you wish to completely log out of the system.



Alana Gill

Card Number	Type	CVS	Expiration Date	Billing Address	Billing State
4022585813404349	VISA	2585	3/10/2019 12:00:00 AM	736 Second Drive	ND
7918291010868628	VISA	4434	12/9/2019 12:00:00 AM	584 North White Nobel Avenue	AZ

SCREEN DESCRIPTION

This page is designed so that the manager or employee can look up a customer's credit card information. A drop down list using auto post back will list the current customers. After the user has made their selection, the customer's credit card number, type, CVS number, expiration date, and the card's name will be displayed. The customer's billing address and state will also be displayed.

Instructions on Manipulating the Card Lookup Page


Step 1: Select the name of the customer from the drop down list whose credit card information you would like to pull from the system.

The card number, the card type, the CVS number, expiration date of the card, the billing address, and the zip code of the customer will be displayed.

*If at any time, you wish to go to the homepage simply click “Home” at the top of your screen.

If you wish to go back to the previously page simply click “Back” at the top of the screen.

There is a logout button in the top right of your screen if you wish to completely log out of the system.



Check Out

[Home](#) [Back](#) [Logout](#)

Customer Name: ▼

Vehicle: ▼

Service: ☐ Yes ☐ No

Air Conditioning ▼

Amsoil ▼

Part ☐ Yes ☐ No

windshield washer ▼

Quantity

Discount: ☐ Yes ☐ No

Air Conditioning Disc ▼

Payment method: ☐ Cash ☐ Credit

4022585813404349 ▼

SCREEN DESCRIPTION

This page is designed so that the user can check the customer out. By selecting the customer's name, the service, any available discounts, the user can select the place order button and be able to check the customer out.

Instructions on Manipulating the Check-Out Page

Step 1: Choose a customer's name by clicking the arrow in the drop down list.

Step 2: By clicking the arrow in the drop down list, you can choose the correct VIN for the customer's vehicle being serviced if the customer has more than one vehicle in the system.

Step 3: You can select whether the service is to be performed by clicking yes or no. If yes, continue to Step 4. If no, skip Step 4 and go to Step 5.

Step 4: In the next drop down list, select the service that is being performed and the name of the part needed to perform the service.

Step 5: Select whether there is a part the customer would like to order by choosing yes or no beside the Part selection. If yes, continue to Step 6. If no, skip Step 6 and 7 then go to Step 8.

Step 6: Select the part that is needed from the drop down list.

Step 7: Enter the number of parts that is needed.

Step 8: Choose whether the customer has a discount offer that is to be used. If yes, continue to Step 9. If no, skip Step 9 and continue to Step 10.

Step 9: Select the discount from the drop down list.

Step 10: Select whether the customer will pay with cash or a credit card.

Step 11: Click the "Place Order" button to complete the transaction.

*If at any time, you wish to go to the homepage simply click "Home" at the top of your screen.

If you wish to go back to the previously page simply click "Back" at the top of the screen.

There is a logout button in the top right of your screen if you wish to completely log out of the system.



Rapid Response Auto Service

Check Stock

[Home](#) [Back](#)

[Logout](#)


Items In Stock

ID	Name	Car Model	Quantity	Type	Supplier	Supplier Cost
9	car cover	All	52	part	Zeefropar Direct Corp.	54.04
11	central door lock	All	50	part	Tupjubinor WorldWide Company	19.99
12	sun visor	All	54	part	Qwizapackex International Inc	39.19
13	booster cable	All	58	part	Zeedimicar	93.08
14	oil pressure gauge	All	61	part	Qwizapackex International Inc	66.83
15	tachemeter	All	66	part	Zeefropar Direct Corp.	40.28
16	wiper blade	All	70	part	Lomvenistor	25.78
17	grill	All	74	part	Hapjubefazz International	57.96
18	antenna	All	78	part	Zeefropar Direct Corp.	47.36
19	cooling fan	All	82	part	Zeedimicar	54.19

123

SCREEN DESCRIPTION

This page will allow the manager to check the stock of the inventory. It will display the stock to the user through a table. The stock will automatically be displayed in the table with the select statement. It will display the part's name, the number of items in stock, and the item's price.



Jobs Currently In Service

Home Back Logout

	ID	Vehicle	Employee ID	Start Date	Completion Date
Edit Delete	1	UZN091FWDIIQFSGAM	73	10/5/2014 12:00:00 AM	
Edit Delete	2	OIT285XMBZKDJTZYO	82	7/5/2014 12:00:00 AM	
Edit Delete	3	OIT285XMBZKDJTZYO	77	7/11/2013 12:00:00 AM	
Edit Delete	5	GVO959PJKUCTCBBVD	21	3/11/2013 12:00:00 AM	
Edit Delete	6	MKS253NXCB4739IVF	56	7/6/2014 12:00:00 AM	
Edit Delete	12	BCU537IOLVVHJZQYX	47	7/14/2014 12:00:00 AM	
Edit Delete	13	NVA751WZJPMVJYVA	64	4/14/2013 12:00:00 AM	
Edit Delete	14	RXV101TWEPRZXQWIT	47	5/14/2013 12:00:00 AM	
Edit Delete	15	CBG558KJQVAZFNYPJ	99	1/20/2014 12:00:00 AM	
Edit Delete	16	MIV591LNUQRBDFTZ	4	2/11/2014 12:00:00 AM	

1 2 3

SCREEN DESCRIPTION

This page allows the user to see the vehicles that are currently being serviced. The page displays the VIN, id of the employee that is working on the vehicle, the date the job was started, and the date the job was completed. By clicking the edit button, the user is allowed to update the entry. By clicking delete, the user is allowed to delete the entry.



SCREEN DESCRIPTION

This page is designed so that both the manager and the employees can view current customers, as well as, new ones. By clicking either the Look-Up Customer or Add Customer button, the user will be taken to each respective page which will be shown in the following pages.

Instructions on Manipulating the Customer Page


Click the “Look-Up Customer” button if you wish to look up a customer.

Click the “Add Customer” button if you wish to add a customer.

*If at any time, you wish to go to the homepage simply click “Home” at the top of your screen.

If you wish to go back to the previously page simply click “Back” at the top of the screen.

There is a logout button in the top right of your screen if you wish to completely log out of the system.



Customer Look-Up

[Home](#) [Back](#) [Look Up Credit Card](#) [Look Up Vehicle](#) [Look Up Insurance](#) [Logout](#)

Alana Gill ▼

ID	84
Name	Alana Gill
Address	88 West Green Hague Road
State	PA
Phone Number	(853) 968-1514
Email	q.qhjjmawh@hotmail.com
Edit Delete	

SCREEN DESCRIPTION

This page is designed for the lookup of current customers in the system. A drop down list using auto post back will display a list of the current customers' names. Once a customer is selected, the customer's name, address, state, phone number, and e-mail address will be displayed to the user. The user can then update (by clicking edit) or delete (by clicking delete) this information. From here, the user can look up the customer's credit card information, vehicle information, and insurance.

Instructions on Manipulating the Customer Look-Up Page

Step 1: Choose a customer's name from the drop down list.

Once the name has been selected, the customer's ID, name, address (including state), contact number, and e-mail address will be displayed.


Step 2: Depending on the task you wish to perform select either the Edit (to change the customer's information) or Delete (to delete the customer from the system).

At the top of the Customer Look-Up page you have the option to either look up the customer's credit card, look up the customer's vehicle/vehicles, and to look up the customer's insurance information.

*If at any time, you wish to go to the homepage simply click "Home" at the top of your screen.

If you wish to go back to the previously page simply click "Back" at the top of the screen.

There is a logout button in the top right of your screen if you wish to completely log out of the system.



Reports

[Home](#) [Back](#) [Logout](#)

Type of report

Filter by date (optional):

From to

SCREEN DESCRIPTION

This screen allows the user to generate a report of a customer's order.

Instructions on Manipulating the Customer Order Report Page

Step 1: By clicking the area in the “type of report” drop down list, you are able to select the type of report you would like to generate.

Step 2: To filter the date of the report, enter in the beginning date of the report and the end date of the report you would like to view.

Step 3: By clicking the “Generate Report” button at the bottom of the screen, the report you wish to view will be generated and displayed.

*If at any time, you wish to go to the homepage simply click “Home” at the top of your screen.

If you wish to go back to the previously page simply click “Back” at the top of the screen.

There is a logout button in the top right of your screen if you wish to completely log out of the system.



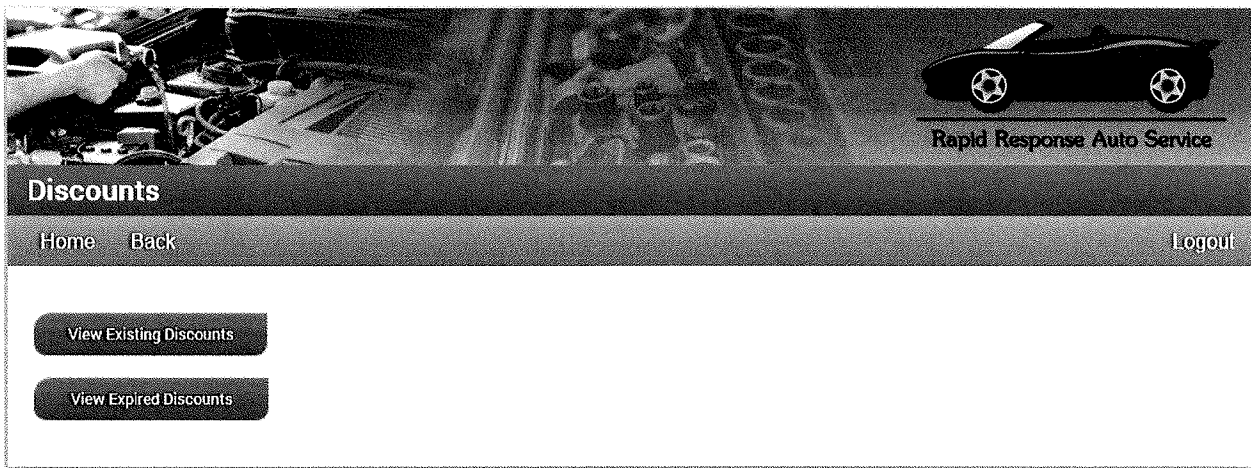
Reports

[Home](#) [Back](#)

[Logout](#)

Generated on: Wednesday, April 30, 2014

No records in this report



SCREEN DESCRIPTION

This page allows the employee to view the existing discounts and the expired discounts. Since this is the employees' discount page and not the manager's discount page, no editing is allowed.

Instructions on Manipulating the Discounts Employee Page

Click the “View Existing Discounts” to view a discount that is currently being offered.

Click the “View Expired Discounts” to view past discounts that are no longer being offered.

*If at any time, you wish to go to the homepage simply click “Home” at the top of your screen.

If you wish to go back to the previously page simply click “Back” at the top of the screen.

There is a logout button in the top right of your screen if you wish to completely log out of the system.



SCREEN DESCRIPTION

This page is designed so that the manager can add new discounts, view existing discounts, and view expired discounts. By clicking each button, the user will be taken to the respective page.

Instructions on Manipulating the Discounts Manager Page

Click the “Create New Discount” to create a new discount that is going to be offered.

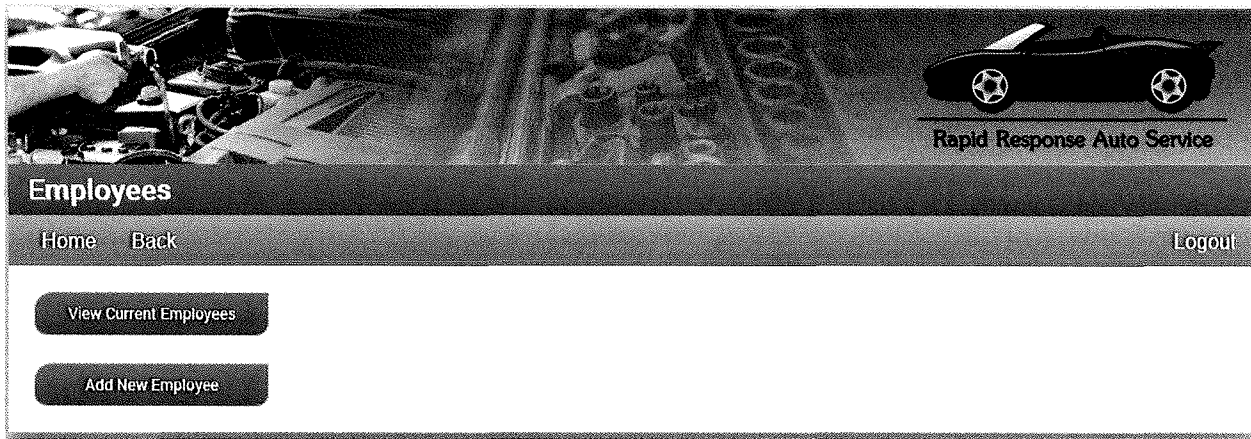
Click the “View Existing Discounts” to view a discount that is currently being offered.

Click the “View Expired Discounts” to view past discounts that are no longer being offered.

*If at any time, you wish to go to the homepage simply click “Home” at the top of your screen.

If you wish to go back to the previously page simply click “Back” at the top of the screen.

There is a logout button in the top right of your screen if you wish to completely log out of the system.



SCREEN DESCRIPTION

This page is designed for the manager to view his or her employees. The user can view their current employees, as well as, update and delete them. They can also add a new employee. This is useful when an employee's information changes, an employee is terminated, or an employee is hired.

Instructions on Manipulating the Employee Manager Page


Click the “View Current Employees” to view the employees that are currently employed by the company.

Click the “Add New Employee” to add a new employee to the system.

*If at any time, you wish to go to the homepage simply click “Home” at the top of your screen.

If you wish to go back to the previously page simply click “Back” at the top of the screen.

There is a logout button in the top right of your screen if you wish to completely log out of the system.



Employee's Position

[Home](#) [Back](#) [Logout](#)

Abigail Evans ▼

Name	Abigail Evans
Position	Cashier
Wage	6.0000

SCREEN DESCRIPTION

This page is designed so that the user can view which employee(s) work at which position. From a drop down list using auto post back, the user will select the employee's name. The system will then display the employee's name, position, and the wage that they are paid.

Instructions on Manipulating the Employee Position Page


Using the drop down list provided, select the employee whose position you would like to view.

The employee's name, position, and wage is then displayed.

*If at any time, you wish to go to the homepage simply click "Home" at the top of your screen.

If you wish to go back to the previously page simply click "Back" at the top of the screen.

There is a logout button in the top right of your screen if you wish to completely log out of the system.



Reports

[Home](#) [Back](#) [Logout](#)

type of employee report: ▼

Filter by date (optional):
☐ Date Hired
☐ End Date

From to

SCREEN DESCRIPTION

This screen allows the user to generate a report on current and past employees.

Instructions on Manipulating the Employee Report Page

Step 1: By clicking the arrow in the “type of report” drop down list, you are able to select the type of report you are wanting to view on each employee.

Step 2: To filter the date of the report by the hire date of the employee, click inside the circle next to “Date Hired”.

Step 3: To filter the date of the report by the date the employee’s employment was terminated or ceased, click inside the circle next to “End Date”.


There is also the option of manually entering in the employee’s employment dates.

Step 4: By clicking the “Generate Report” button at the bottom of the screen, the report you wish to view will be generated and displayed.

*If at any time, you wish to go to the homepage simply click “Home” at the top of your screen.

If you wish to go back to the previously page simply click “Back” at the top of the screen.

There is a logout button in the top right of your screen if you wish to completely log out of the system.



Employee Information

Home Back Logout

Alex Gross ▼

ID	87
Name	Alex Gross
Address	32 Green Hague St.
State	CA
Position ID	3
Phone Number	(247) 700-2111
Hire Date	6/19/1965 12:00:00 AM
Wage	6.0000

[Edit](#) [Delete](#)

SCREEN DESCRIPTION

This page allows the user to update the employee information. The drop down list allows the user to select the employee that needs to be updated. By clicking edit, the user is allowed to update the employee information. By clicking delete, the user is allowed to delete the employee.

Instructions on Manipulating the Employee Update Page

Step 1: Select a name from the drop down list.

After clicking the drop down arrow, you will see the information on the employee that is currently in the system.

Step 2: Depending on the task you wish to perform select either the Edit (to change the employee's information) or Delete (to delete the employee from the system).

*If at any time, you wish to go to the homepage simply click "Home" at the top of your screen.

If you wish to go back to the previous page simply click "Back" at the top of the screen.

There is a logout button in the top right of your screen if you wish to completely log out of the system.





Existing Discount

[Home](#)
[Back](#)
[Logout](#)

ID	Name	Effective Date	Expiration Date	Discount Amount (as decimal)
1	Tire Installation Discount	6/22/2014 12:00:00 AM	9/26/2014 12:00:00 AM	0.10
2	Wheel Alignment Discount	9/1/2014 12:00:00 AM	12/3/2014 12:00:00 AM	0.15
3	Drivelines Discount	2/26/2014 12:00:00 AM	6/1/2014 12:00:00 AM	0.20
4	Belts and Hoses Discount	7/3/2014 12:00:00 AM	10/28/2014 12:00:00 AM	0.25
6	Mufflers and Exhaust Discount	11/16/2014 12:00:00 AM	3/10/2015 12:00:00 AM	0.35
8	Battery Service Discount	5/29/2014 12:00:00 AM	8/31/2014 12:00:00 AM	0.45
10	Oil Change Discount	9/17/2014 12:00:00 AM	12/22/2014 12:00:00 AM	0.10
13	Steering Service Discount	10/11/2014 12:00:00 AM	1/26/2015 12:00:00 AM	0.25
14	Heating and Coolant Systems Discount	8/2/2014 12:00:00 AM	11/8/2014 12:00:00 AM	0.30

SCREEN DESCRIPTION

This page is designed to view the current discount(s) that the company is offering. It will display the discount’s name, discount’s effective date, discount’s expiration date, and the discount’s amount percentage.



Expired Discount

Home Back Logout

ID	Name	Effective Date	Expiration Date	Discount Amount (as decimal)
5	Tire Pressure Discount	7/22/2013 12:00:00 AM	11/5/2013 12:00:00 AM	0.30
7	Engine Diagnostics Discount	10/21/2013 12:00:00 AM	2/9/2014 12:00:00 AM	0.40
9	Suspension Discount	11/18/2013 12:00:00 AM	3/1/2014 12:00:00 AM	0.50
11	Electrical Systems Discount	6/11/2013 12:00:00 AM	10/2/2013 12:00:00 AM	0.15
12	Fluid Exchange Discount	1/15/2014 12:00:00 AM	4/20/2014 12:00:00 AM	0.20
17	Tune-Up Discount	7/7/2013 12:00:00 AM	10/19/2013 12:00:00 AM	0.45

SCREEN DESCRIPTION

This page is designed to view the company's expired discounts. The page will display the discount's name, effective date, expiration date, and the amount percentage to the user. This is useful so that discounts will not be used too often in the near future.



Alana Gill

VIN	Company Name	Contact Name	Phone Number	Address	State	zip
JYN816VJTEWWAHGCW	AllState	Irene Cline	(921) 290-5393	62 White Fabien Avenue	CA	6492

SCREEN DESCRIPTION

This page allows the user to look up information based on the customer's name that is selected from the drop down list. This page displays the VIN, insurance company name, contact name at the insurance company, the insurance company's phone number and address with the state and zip code.

Instructions on Manipulating the Insurance Lookup Page

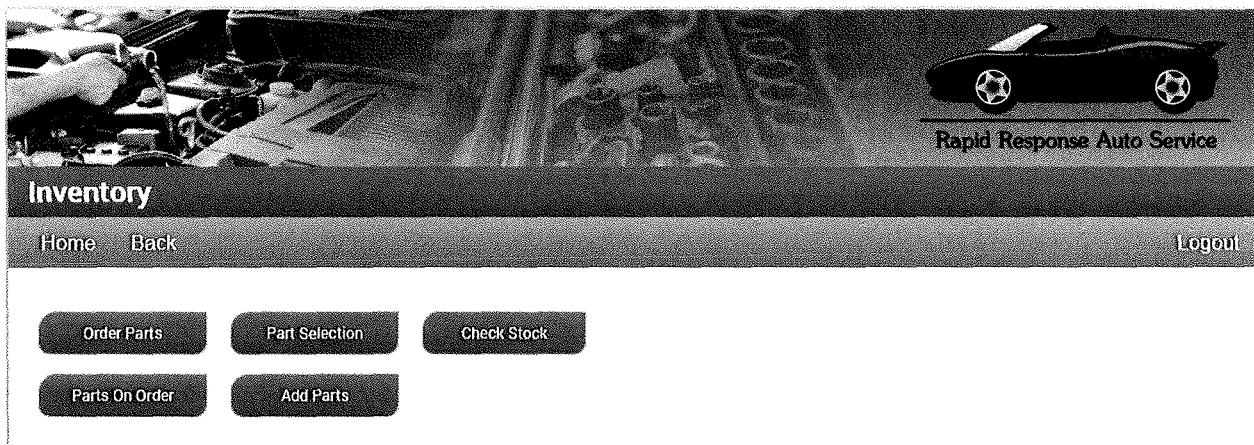
Using the drop down list provided, select the customer's name who insurance information you would like to view.

The customer's VIN, insurance company name, name of the person contacted at the insurance company, the contact number of the contact person, the address, state, and zip code will then be displayed.

*If at any time, you wish to go to the homepage simply click "Home" at the top of your screen.

If you wish to go back to the previously page simply click "Back" at the top of the screen.

There is a logout button in the top right of your screen if you wish to completely log out of the system.



SCREEN DESCRIPTION

This is the inventory page. It is for the manager. From here, the manager can order parts, view parts on order, view parts in the inventory, add parts to the inventory, and check the stock of the inventory.

Instructions on Manipulating the Inventory Page

Click the “Order Parts” button to order additional parts from the supplier.

Click the “Parts on Order” button to see the parts that the company currently have ordered.

Click the “Part Selection” button to select the type of part that he/she is trying to find.

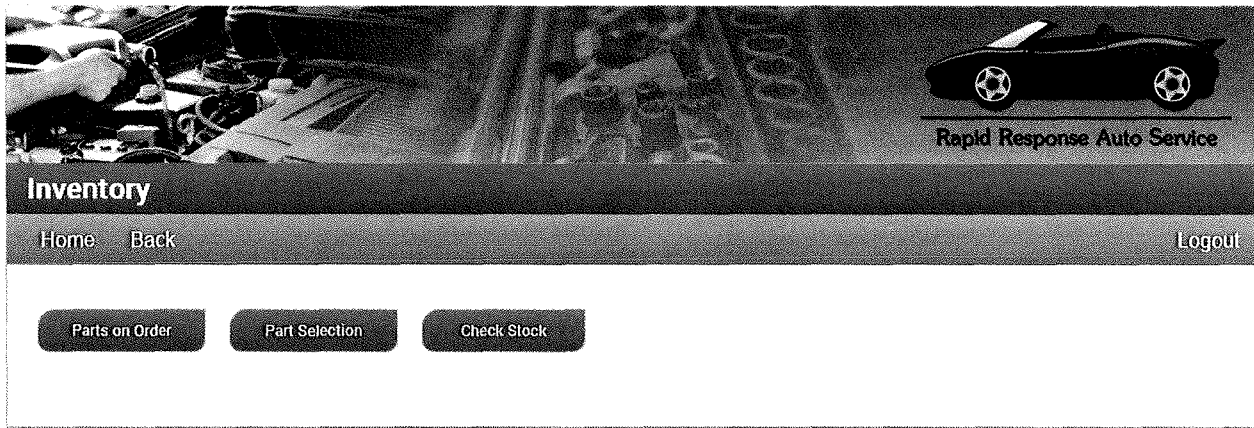
Click the “Add Parts” button to add parts to the system.

Click the “Check Stock” button to check the availability of a certain part and determine if the part is in stock, ordered, or needs to be ordered.

*If at any time, you wish to go to the homepage simply click “Home” at the top of your screen.

If you wish to go back to the previous page simply click “Back” at the top of the screen.

There is a logout button in the top right of your screen if you wish to completely log out of the system.



SCREEN DESCRIPTION

This page is the inventory page that the employees are allowed to access. From here, the employee can view parts on order, view parts in the company's inventory, and check the stock of the inventory.

Instructions on Manipulating the Inventory Employee Page

Click the “Parts on Order” button to see the parts that have been ordered.

Click the “Parts Selection” button to select the parts.

Click the “Check Stock” button to view the parts that the company currently has in stock.

*If at any time, you wish to go to the homepage simply click “Home” at the top of your screen.

If you wish to go back to the previously page simply click “Back” at the top of the screen.

There is a logout button in the top right of your screen if you wish to completely log out of the system.



Inventory Order Summary

[Home](#) [Back](#)

[Logout](#)

Inventory Order Summary

No records in this report

Instructions on Manipulating the Inventory Report Page

Step 1: By clicking the area in the “type of report” drop down list, you are able to select the type of report you would like to generate.

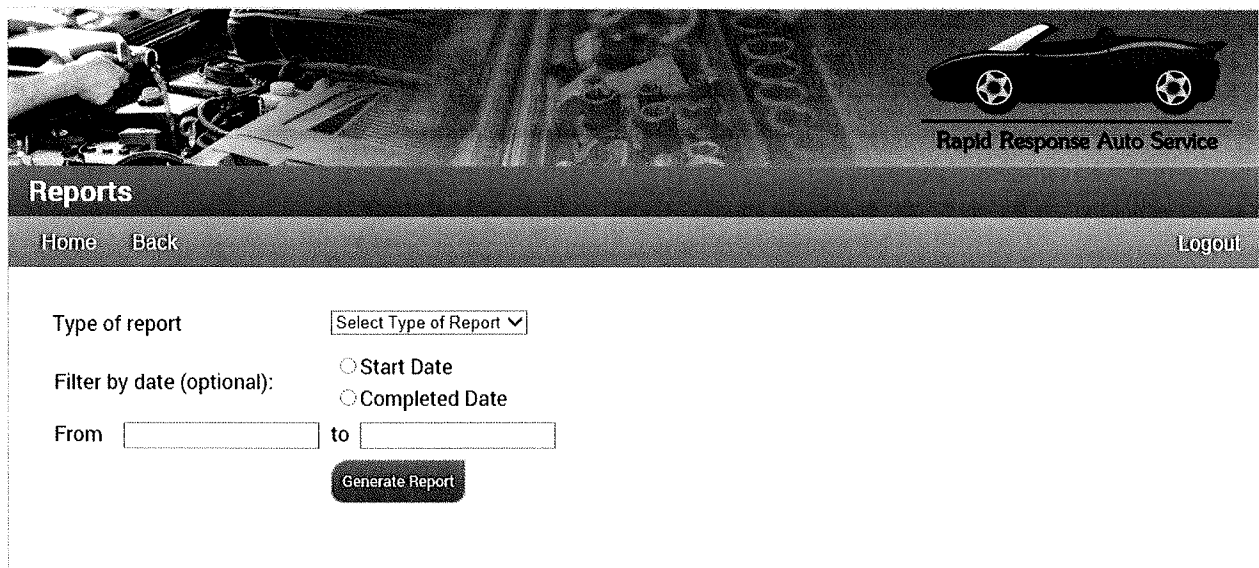
Step 2: To filter the date of the report, enter in the beginning date of the report and the end date of the report you would like to view.

Step 3: By clicking the “Generate Report” button at the bottom of the screen, the report you wish to view will be generated and displayed.

*If at any time, you wish to go to the homepage simply click “Home” at the top of your screen.

If you wish to go back to the previously page simply click “Back” at the top of the screen.

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The image shows a web application interface for 'Rapid Response Auto Service'. The header features a background image of a car engine on the left and a car silhouette on the right with the text 'Rapid Response Auto Service'. Below the header is a navigation bar with 'Home' and 'Back' links on the left and a 'Logout' link on the right. The main content area is titled 'Reports' and contains a form for generating reports. The form includes a 'Type of report' dropdown menu, a 'Filter by date (optional):' section with radio buttons for 'Start Date' and 'Completed Date', and a date range selector with 'From' and 'to' input fields. A 'Generate Report' button is located at the bottom of the form.

Reports

[Home](#) [Back](#) [Logout](#)

Type of report

Filter by date (optional): ☐ Start Date ☐ Completed Date

From to

SCREEN DESCRIPTION

This screen allows the user to generate a report of the jobs that have been performed at Rapid Response Auto Service.

Instructions on Manipulating the Job Report Page

Step 1: By clicking the arrow in the “type of report” drop down list, you are able to select the type of report you would like to view.

Step 2: You can decide whether you would like to view a report based on either the start date (the date the job was started) or the completion date (the date the job was completed).

Step 3: To filter the date of the report, enter in the beginning date of the report and the end date of the report you would like to view.

Step 4: By clicking the “Generate Report” button at the bottom of the screen, the report you wish to view will be generated and displayed.

*If at any time, you wish to go to the homepage simply click “Home” at the top of your screen.

If you wish to go back to the previously page simply click “Back” at the top of the screen.

There is a logout button in the top right of your screen if you wish to completely log out of the system.

Instructions on Manipulating the New Discount Page

Step 1: Enter the name of the discount you wish to add to the system.

Step 2: Enter the date the discount becomes effective.

Step 3: Enter the date the discount expires.


Step 4: Enter the amount percentage value of the discount.

Step 5: Click the “Add” button at the bottom of the screen to add the discount to the system.

*If at any time, you wish to go to the homepage simply click “Home” at the top of your screen.

If you wish to go back to the previously page simply click “Back” at the top of the screen.

There is a logout button in the top right of your screen if you wish to completely log out of the system.



Order Parts

Home Back Logout

Select part to order:

Quantity:

SCREEN DESCRIPTION

This page allows the manager to order parts. A drop down list allows the manager to select the part they wish to order. From here, the manager can input the amount they want in a text field. By clicking the “Order Part” button, the manager can place the order.

Instructions on Manipulating the Order Parts Page

Step 1: From the drop down list select the part you would like to order.

Step 2: Enter the number of those parts that you would like to order.

Step 3: Click the “Order Part” button at the bottom of the screen to complete the order.

*If at any time, you wish to go to the homepage simply click “Home” at the top of your screen.

If you wish to go back to the previously page simply click “Back” at the top of the screen.

There is a logout button in the top right of your screen if you wish to completely log out of the system.



Customer Order Summary

[Home](#) [Back](#)

[Logout](#)


Customer Order Summary

no data

No records in this report

No records in this report

No data



Parts From Suppliers

Home Back Logout

Auto Warehouse ▼

ID	Name	Vehicle Model	Number in Stock	Cost	Supplier Cost	Category
40	brake	1	50	30.0000	60.0000	Part

SCREEN DESCRIPTION

This page is designed so that the user can see the parts from suppliers. It allows the user to select the supplier from a drop down list. Then, through the auto post back method, the part's name, parts in stock, and the part cost from the supplier will be displayed to the user.


Instructions on Manipulating the Parts from Suppliers Page

By clicking the arrow in the drop down list, the user can select the supplier's name from the automated list. Once the choice has been made, the ID, name of the part, vehicle model, the quantity in stock, the cost of the part, the supplier's cost, and the category are displayed.

*If at any time, you wish to go to the homepage simply click "Home" at the top of your screen.

If you wish to go back to the previous page simply click "Back" at the top of the screen.

There is a logout button in the top right of your screen if you wish to completely log out of the system.



Parts in Inventory

[Home](#) [Back](#) [Logout](#)

air refresher ▼

Supplier	Parjubilax
Vehicle Model	All
Vehicle Make	none
Quantity in Stock	110
Part Cost	141.6196

SCREEN DESCRIPTION

This page allows the manager to view the parts in the company's inventory. There is a drop down list for the user to select the part they would like to view. Through using the auto post back method, the system will display the supplier the part is from, the make and model of the vehicle the part is for, the parts in stock, and the cost of the part.



Parts Ordered

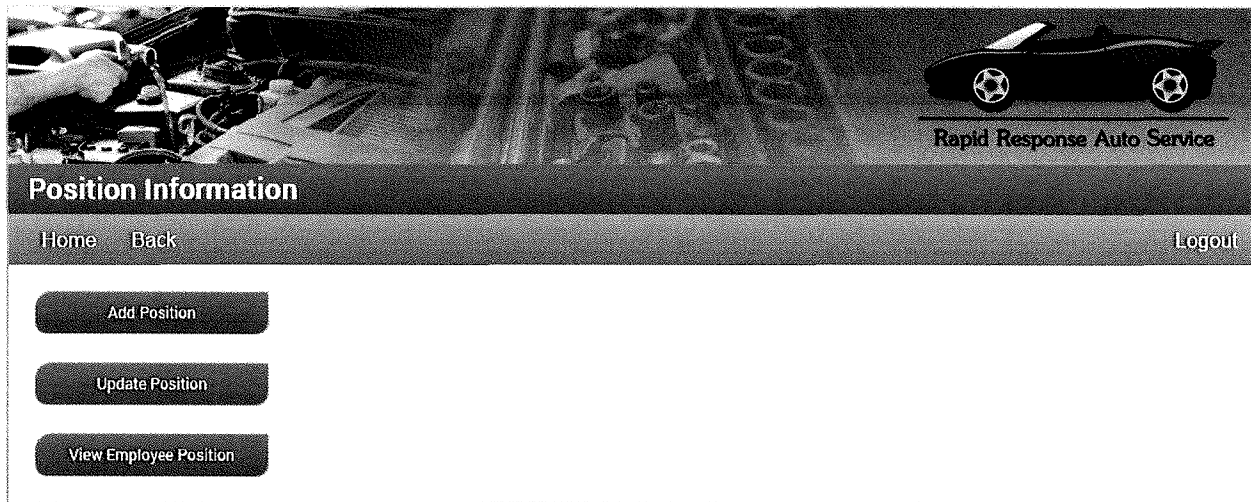
[Home](#) [Back](#) [Logout](#)

air refresher ▼

Part Has No Orders

SCREEN DESCRIPTION

This page allows the manager to see the parts that are currently being ordered. The user will select the part that is currently on order from a drop down list. Then through auto post back, the order quantity, order due date, and order cost will be displayed to the user.



SCREEN DESCRIPTION

This page is designed so that the user can view information about the positions of the company. The user can select whether they would like to add a new position, update a position, or view the employees' position.

Instructions on Manipulating the Position Page

Clicking the “Add Position” button will allow the user to add an employee position to the system.

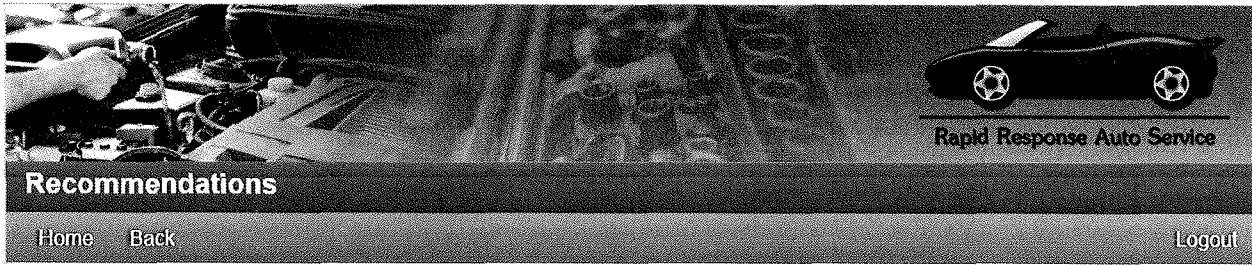
Clicking the “Update Position” button will allow the user to update current positions for employees.

Clicking the “View Employee Position” button will allow the user to view positions that are already offered within the company.

*If at any time, you wish to go to the homepage simply click “Home” at the top of your screen.

If you wish to go back to the previously page simply click “Back” at the top of the screen.

There is a logout button in the top right of your screen if you wish to completely log out of the system.



Recommended services for vehicle NVZ315BAQXRYVBGCI

Service	Cost
Tune-Up	108.3810
Wheel Alignment	142.4748
Tire Repair	152.4036
Electrical Systems	155.9253
Brake Systems Repair	156.8758
Heating and Coolant Systems	158.1630
Tire Pressure	171.6377
Fluid Exchange	201.5576
Batteries	205.3268
Air Conditioning	219.4293
Steering	229.8507
Tire Installation	231.4341
Suspension	264.9075
Oil change	267.1800
Belts and Hoses	283.4066
Tire Rotation	286.8752

In order for the user to get to this page, they must first look-up a customer. Once under the selected customer's records, a vehicle must be selected. Once the vehicle is selected, the recommendations for that vehicle can be requested.



Reports

[Home](#) [Back](#)

[Logout](#)

[Customer Report](#)

[Employee Report](#)

[Inventory Report](#)

[Customer Order Report](#)

[Job Report](#)

Instructions on Manipulating the Reports Page

Click the “Customer Report” button and a report will be generated detailing the specified customer’s information that was selected by the user.

Click the “Inventory Report” button and a report will be generated detailing the company’s inventory information.

Click the “Job Report” button and a report will be generated detailing the specified job information that is being performed or has been performed based on the selection of the user.

Click the “Employee Report” button and a report will be generated detailing the specified employee’s information that was selected by the user.

Click the “Customer Order Report” button and a report will be generated detailing the specified customer’s order that was placed or that is waiting to be placed based on the selection of the user.

*If at any time, you wish to go to the homepage simply click “Home” at the top of your screen.

If you wish to go back to the previous page simply click “Back” at the top of the screen.

There is a logout button in the top right of your screen if you wish to completely log out of the system.



Services Look-Up

[Home](#) [Back](#)

[Logout](#)

ID	Name	Cost
1	Engine Diagnostics	287.7801
2	Batteries	205.3268
3	Tire Repair	152.4036
4	Electrical Systems	155.9253
5	Drivelines	289.7807
6	Fluid Exchange	201.5576
7	Tire Rotation	286.8752
8	Brake Systems Repair	156.8758
9	Oil change	267.1800
10	Steering	229.8507

12

SCREEN DESCRIPTION

This page allows the user to view service offered by the company as well as the cost of the service. Each service has a unique ID to easily identify a specific service.



SCREEN DESCRIPTION

This page allows the manager to look up services as well as add services to the system.

Instructions on Manipulating the Services Manager Page

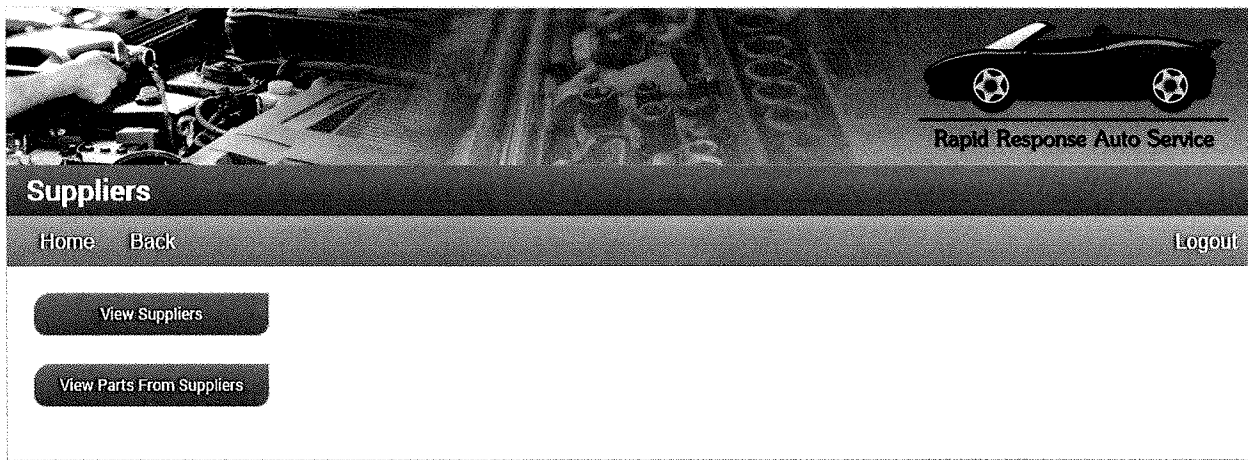
Click the “Look-Up Services” button to be allowed to look up the services that are offered by Rapid Response Auto Service.

Click the “Add Services” button in order to be allowed to add additional services that will be offered.

*If at any time, you wish to go to the homepage simply click “Home” at the top of your screen.

If you wish to go back to the previous page simply click “Back” at the top of the screen.

There is a logout button in the top right of your screen if you wish to completely log out of the system.



SCREEN DESCRIPTION

This page allows the employees to view the suppliers and parts from suppliers. Since this is not a manager's page, no editing is allowed.

Instructions on Manipulating the Supplier Employee Page

Click the “View Suppliers” button to allow an employee to be able to view the list of the company’s suppliers as well as their contact information.

Click the “View Parts from Supplier” button to allow an employee to be able to determine which supplier supplies the company with a specified part.

*If at any time, you wish to go to the homepage simply click “Home” at the top of your screen.

If you wish to go back to the previous page simply click “Back” at the top of the screen.

There is a logout button in the top right of your screen if you wish to completely log out of the system.

Instructions on Manipulating the Supplier Manager Page

Click the “View Suppliers” button to allow a manager to be able to view the list of the company’s suppliers as well as their contact information.

Click the “View Parts from Supplier” to allow a manager to be able to determine which supplier supplies the company with a specified part.

As a manager, by clicking the Add Supplier button, you will be allowed to add a supplier to the system along with their needed information.

*If at any time, you wish to go to the homepage simply click “Home” at the top of your screen.

If you wish to go back to the previous page simply click “Back” at the top of the screen.

There is a logout button in the top right of your screen if you wish to completely log out of the system.

Instructions on Manipulating the Update Position Page

Step 1: By clicking the arrow in the drop down list, you can view the positions that are available within the company.

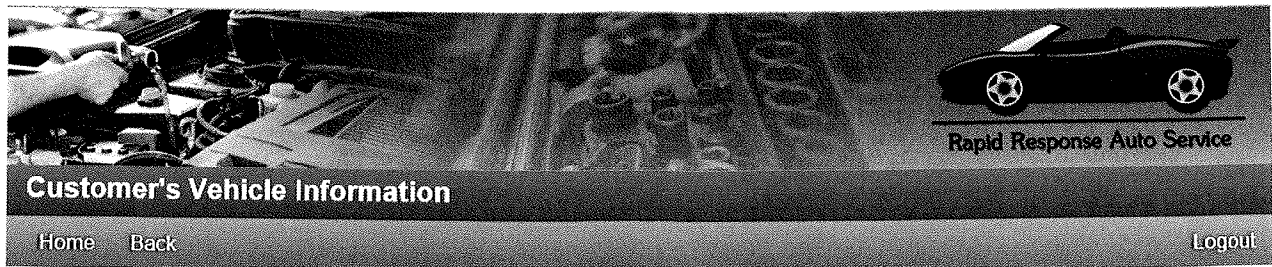
Once you select the position that you would like to view from the drop down list, the position ID, position name, and the wage paid for that position is displayed.

Step 2: Depending on the task you would like to perform, you can select either the Edit (to change the position information) or Delete (to delete the position from the system).

*If at any time, you wish to go to the homepage simply click “Home” at the top of your screen.

If you wish to go back to the previous page simply click “Back” at the top of the screen.

There is a logout button in the top right of your screen if you wish to completely log out of the system.



Alana Gill 

	ID	Make	Model	Year	Insurance	Previous Mileage	Current Mileage
Edit Delete Select	JYN816VJTEWWAHGCW	Kia	UXD	1999	AllState	93952	100842

[Get Recommendations](#)

SCREEN DESCRIPTION

This page allows the user to see the customer's vehicle(s) information based on the customer's name selected from the drop down list. This page displays the VIN, make, model, and year of the vehicle, the customer's insurance company, their vehicle(s) previous mileage and their current mileage. By selecting the get recommendations button, the user is able to get the manufacturers recommended services for a particular vehicle based on the previous and current mileage. The user can update the entry by selecting edit. The user can delete the entry by selecting delete. This page also allows the user to choose a particular vehicle if the customer has more than one vehicle.

Instructions on Manipulating the Vehicle Lookup Page

Step 1: By clicking the arrow in the drop down list, you can select a specific customer to view their vehicle/vehicles.

Once you have selected the name, the VIN, make, model, and year of the vehicle, as well as the insurance, previous mileage, and current mileage information will be displayed.


Step 2: You can then either choose Edit (to make changes to the customer's vehicle information), Delete (to delete the customer's vehicle from the system), or Select (to choose which vehicle you would like to view if the customer has more than one vehicle in the system).

Step 3: By selecting a vehicle, you can click the Get Recommendations button to view the manufacturer's suggested recommendations at the current time for the vehicle you selected.

*If at any time, you wish to go to the homepage simply click "Home" at the top of your screen.

If you wish to go back to the previous page simply click "Back" at the top of the screen.

There is a logout button in the top right of your screen if you wish to completely log out of the system.



View Suppliers

[Home](#) [Back](#) [Logout](#)

Auto Warehouse ▼

ID	11
Company Name	Auto Warehouse
Contact	Jeffory Will
Contact Phone Number	(965) 456-8862
Address	489 Happy Drive
State	CA
Zip	12254

[Edit](#) [Delete](#)

SCREEN DESCRIPTION

This page is designed so that the user can see the current suppliers. A drop down list using auto post back will allow the user to select the supplier's name from a list.

Instructions on Manipulating the View Suppliers Page

Step 1: By simply clicking the arrow in the drop down list, you can select the company supplier/suppliers to view their information. This includes the ID, company name, contact name of the person at the supplier's company, the contact person's contact number, and the address (including the state and zip code) of the supplier.

Step 2: Depending on the task you wish to perform select either the Edit (to change the supplier's information) or Delete (to delete the supplier from the system).

*If at any time, you wish to go to the homepage simply click "Home" at the top of your screen.

If you wish to go back to the previous page simply click "Back" at the top of the screen.

There is a logout button in the top right of your screen if you wish to completely log out of the system.

DETAILED TABLE DESCRIPTIONS

Customer_Card (card number, *customer_id*, card_type, cvs_number, expiration_date, billing_address, billing_state, billing_zip)

Customer_Vehicle (vehicle_id, *customer_id*, *make_id*, model_id, vehicle_year, insurance_id, current_mileage, previous_mileage)

Customers (customer_id, customer_name, customer_address, customer_state, customer_phone_number, customer_email)

Discounts (discount_id, discount_name, discount_effective_date, discount_expiration_date, discount_amount_percentage)

Employee_Login (employee_id, username, password)

Employee_Positions (position_id, position_name, position_wage, *employee_id*)

Employees (employee_id, employee_name, employee_phone_number, employee_address, employee_state, *employee_position_id*, hire_date, end_date, employee_wage)

Insurance (insurance_id, insurance_company_name, insurance_contact_name, contact_phone_number, insurance_company_address, insurance_company_state, insurance_company_zip)

Inventory_Order_Details (order_id, part_id, quantity_ordered, order_cost)

Inventory_Orders (order_id, order_date, order_cost)

Job_Details (job_id, service_id)

Jobs (job_id, vehicle_id, employee_id, start_date, completion_date)

Model (model_id, model_name, make_id)

Orders (order_id, customer_id, card_number, order_date, payment_cost)

Parts (part_id, part_name, *supplier_id*, model_id, part_in_stock, part_cost, supplier_part_cost, category)

Payment_Details_Parts (order_id, part_id, quantity, part_cost, *discount_id*)

Payment_Details_Services (service_id, order_id, service_cost, *discount_id*)

Recommendations (recommendation_id, make_id, *service_id*,
recommended_mileage_difference)

Services (service_id, service_name, service_cost)

Supplier (supplier_id, supplier_company_name, supplier_contact,
contact_phone_number, supplier_address, supplier_state, supplier_zip)

Vehicle_make (make_id, dealership_name, dealership_address, dealership_state,
dealership_zip, dealership_phone_number)

CUSTOMERS

FIELD NAME	DESCRIPTION	DATA TYPE	FIELD LENGTH
customer_id	Customer's ID Number (PRIMARY KEY)	int	
customer_name	Customer's Full Name	nvarchar	30
customer_address	Customer's Home Address	nvarchar	80
customer_state	Customer's State	nvarchar	2
customer_phone_number	Customer's Contact Number	nvarchar	20
customer_email	Customer's E-mail Address	nvarchar	80

The Customers table includes information about the customers at Rapid Response Auto Service.

CUSTOMER_CARD

FIELD NAME	DESCRIPTION	DATA TYPE	FIELD LENGTH
card_number	Customer's Credit Card Number (PRIMARY KEY)	bigint	
customer_id	Customer's ID Number (FOREIGN KEY)	int	
card_type	MasterCard, Visa, Debit	nvarchar	30
cvs_number	Optional 3-Digit Number on Back of Card	int	
expiration_date	Expiration Date of Card	date	
billing_address	Customer's Billing Address	nvarchar	80
billing_state	Customer's Billing State	nvarchar	2
billing_zip	Customer's Billing Zip Code	int	

The Customer_Card table includes information about the customer's credit card that is used as payment for services rendered.

CUSTOMER_VEHICLE

FIELD NAME	DESCRIPTION	DATA TYPE	FIELD LENGTH
vehicle_id	Vehicle Identification Number (VIN) (PRIMARY KEY)	nvarchar	80
customer_id	Customer's ID Number (FOREIGN KEY)	int	
model_id	Model of Vehicle	int	
make_id	Vehicle Make ID Number (FOREIGN KEY)	int	
vehicle_year	Year of Vehicle	int	
insurance_id	Insurance ID Number (FOREIGN KEY)	int	
previous_mileage	Previous Mileage on Vehicle at Last Service	int	
current_mileage	Current Mileage on Vehicle	int	

The Customer_Vehicle table represents information on the customer's vehicle/vehicles. This information includes the Vehicle Identification Number (VIN), the model and year of the vehicle, and the customer's insurance ID number for filing insurance claims. The previous and current mileage is also included within the table.

DISCOUNTS

FIELD NAME	DESCRIPTION	DATA TYPE	FIELD LENGTH
discount_id	Discount ID Number (PRIMARY KEY)	int	
discount_name	Discount Name	nvarchar	80
discount_effective_date	Date Discount Becomes Effective	date	
discount_expiration_date	Date Discount Expires	date	
discount_amount_percentage	Amount of Discount	decimal	(2, 2)

The Discounts table relates the number of the discount as well as the type of discount, when it becomes effective, the expiration date, and the amount of the discount being offered.

EMPLOYEES

FIELD NAME	DESCRIPTION	DATA TYPE	FIELD LENGTH
employee_id	Employee's ID Number (PRIMARY KEY)	int	
employee_name	Employee's Full Name	nvarchar	30
employee_phone_number	Employee's Contact Number	nvarchar	20
employee_address	Employee's Home Address	nvarchar	80
employee_state	Employee's State	nvarchar	2
employee_position_id	Employee's Position ID Number	int	
hire_date	Employee's Hire Date	date	
end_date	Employee's Termination/Cease Date	date	
employee_wage	Employee's Wage Rate	money	

The Employees table includes information about current and past employees given the past employees have not been deleted out of the system. This table includes, but is not limited to, the employee's job position ID number, their hire date, termination/cease date, and their wage rate.

EMPLOYEE_LOGIN

FIELD NAME	DESCRIPTION	DATA TYPE	FIELD LENGTH
employee_id	Employee's ID Number (PRIMARY KEY)	int	
username	Employee's Username	nvarchar	80
password	Employee's Password	nvarchar	30

The Employee_Login table includes information that is needed for each employee to log-in to the Rapid Response system. This includes the employee's ID number, username, and password for the system.

EMPLOYEE_POSITIONS

FIELD NAME	DESCRIPTION	DATA TYPE	FIELD LENGTH
position_id	ID Number for Specific Job Position (PRIMARY KEY)	int	
position_name	Specific Job Position Name	nvarchar	30
position_wage	Specific Job Position Wage Rate	money	

The Employee_Positions table includes information about the job positions that are available at Rapid Response Auto Service including the wage rate for each position.

INSURANCE

FIELD NAME	DESCRIPTION	DATA TYPE	FIELD LENGTH
insurance_id	Insurance ID Number (PRIMARY KEY)	int	
insurance_company_name	Name of Insurance Company	nvarchar	80
insurance_contact_name	Name of Person Contacted at Company	nvarchar	80
insurance_contact_number	Contact Phone Number of Person Contacted	nvarchar	20
insurance_company_address	Insurance Company Address	nvarchar	80
insurance_company_state	Insurance Company State	nvarchar	2
insurance_company_zip	Insurance Company Zip Code	int	

The Insurance table represents the customer's information regarding vehicle insurance. This includes the name of the insurance company as well as the name and phone number of the person that was contacted at the company.

INVENTORY_ORDER_DETAILS

FIELD NAME	DESCRIPTION	DATA TYPE	FIELD LENGTH
order_id	Order ID Number (PRIMARY KEY)		
part_id	Vehicle Part ID Number (FOREIGN KEY)		
quantity_order	Number of Parts Ordered		
order_cost	Cost of the Order		

The Inventory_Order_Details table includes information for the ordered parts that are already in the company's inventory.

INVENTORY_ORDERS

FIELD NAME	DESCRIPTION	DATA TYPE	FIELD LENGTH
order_id	ID Number of the Order (PRIMARY KEY)	int	
order_date	Date the Order Placed	date	
order_cost	Total Cost of Order	money	

The Inventory_Orderes table includes information concerning the ordering of parts.

JOB_DETAILS

FIELD NAME	DESCRIPTION	DATA TYPE	FIELD LENGTH
job_id	Job ID Number (PRIMARY KEY)	int	
service_id	Service ID Number (PRIMARY KEY)	int	

The Job_Details table includes information about current jobs awaiting service including the date the service was started and the date that the service was completed. This table lets you know if there is more than one service being performed on one vehicle.

JOBS

FIELD NAME	DESCRIPTION	DATA TYPE	FIELD LENGTH
job_id	Job Title ID Number (PRIMARY KEY)	int	
vehicle_id	Vehicle Identification Number (VIN) of Vehicle To Be Serviced (FOREIGN KEY)	nvarchar	80
employee_id	Employee's ID Number (FOREIGN KEY)	int	
start_date	Date the Service on Vehicle Started	date	
completion_date	Date the Service on Vehicle Completed	date	

The Jobs table includes information about the vehicle/vehicles that a customer currently has at Rapid Response for recommended services.

MODEL

FIELD NAME	DESCRIPTION	DATA TYPE	FIELD LENGTH
model_id	ID Number for Specific Vehicle Model (PRIMARY KEY)	int	
model_name	Model Name of the Vehicle	nvarchar	80
make_id	Make ID of the Vehicle	int	

The Model table includes information such as the Model ID of a vehicle, the model name of the vehicle, and the make ID for a vehicle.

ORDERS

FIELD NAME	DESCRIPTION	DATA TYPE	FIELD LENGTH
order_id	Order Identification Number (PRIMARY KEY)	int	
customer_id	Customer ID Number	int	
card_number	Customer's Credit Card Number	bigint	
order_date	Date the Order Placed	date	
payment_cost	Total Cost Due	money	

The Orders table provides information for the payments for a single order. This includes the date the order was placed and the total cost of the order.

PARTS

FIELD NAME	DESCRIPTION	DATA TYPE	FIELD LENGTH
part_id	Vehicle Part ID Number (PRIMARY KEY)	int	
part_name	Name of Part Needed	nvarchar	80
supplier_id	Vehicle Part Supplier ID Number (FOREIGN KEY)	int	
model_id	Vehicle Model Type	int	
part_in_stock	Number of Specific Parts in Stock	int	
part_cost	Cost of Specific Parts	money	
supplier_part_cost	Cost of the Part from Supplier	money	
category	Category of the Part	nvarchar	20

The Parts table provides information on the vehicle parts that are sold at Rapid Response Auto Service including the cost of specific parts.

PAYMENT_DETAILS_PARTS

FIELD NAME	DESCRIPTION	DATA TYPE	FIELD LENGTH
order_id	Order Identification Number (PRIMARY KEY)	int	
part_id	Vehicle Part ID Number (PRIMARY KEY)	int	
quantity	Number of Parts Ordered	int	
discount_id	Discount ID Number	int	
part_cost	Cost of Part After Applied Discount	money	

The Payment_Details_Parts table offers information about the parts that are ordered. This table uses both the order identification number and the vehicle part ID number as primary keys. This option will make these two fields a concatenated key.

PAYMENT_DETAILS_SERVICES

FIELD NAME	DESCRIPTION	DATA TYPE	FIELD LENGTH
order_id	Order ID Number (PRIMARY KEY)	int	
service_id	Service ID Number (PRIMARY KEY)	int	
service_cost	Cost of Service Provided	money	
discount_id	Discount ID Number	int	

The Payment_Details_Services table provides information regarding the type of service that the customer and company have agreed should be performed on a specific customer's vehicle. The order ID number and the service ID number are both being used as primary keys. This will make the order ID number and the service ID number a concatenated key.

RECOMMENDATIONS

FIELD NAME	DESCRIPTION	DATA TYPE	FIELD LENGTH
recommendation_id	ID Number of the Manufacturer Recommendations (PRIMARY KEY)	int	
make_id	Manufacturer ID Number (PRIMARY KEY)	int	
service_id	Service ID Number (FOREIGN KEY)	int	
recommended_mileage_difference	Used to Consider Previous Mileage and Current Mileage to Determine Recommendations	int	

The Recommendations table includes information about vehicle service recommendations in respect to the vehicle manufacturer for their specific vehicle.

SERVICES

FIELD NAME	DESCRIPTION	DATA TYPE	FIELD LENGTH
service_id	Service ID Number (PRIMARY KEY)	int	
service_name	Name of Service Provided	nvarchar	80
service_cost	Cost of Service Provided	money	

The Services table includes information such as the ID number for the service provided by the employees as well as the service provided and the cost.

SUPPLIER

FIELD NAME	DESCRIPTION	DATA TYPE	FIELD LENGTH
supplier_id	Supplier ID Number (PRIMARY KEY)	int	
supplier_company_name	Company Name of Supplier	nvarchar	80
supplier_contact	Name of Person Contacted	nvarchar	80
contact_phone_number	Contact Person's Phone Number	nvarchar	20
supplier_address	Supplier's Company Address	nvarchar	80
supplier_state	Supplier's State	nvarchar	2
supplier_zip	Supplier's Zip Code	int	

The Supplier table includes information about the supplier that the company uses to order necessary parts. This includes the supplier's company name as well as the name and number of the person that was contacted at the supplier's company regarding the vehicle parts.

VEHICLE_MAKE

FIELD NAME	DESCRIPTION	DATA TYPE	FIELD LENGTH
make_id	Vehicle Make ID Number (PRIMARY KEY)	int	
dealership_name	Vehicle Manufacturer's Name	nvarchar	30
dealership_address	Vehicle Manufacturer's Address	nvarchar	80
dealership_state	Vehicle Manufacturer's State	nvarchar	2
dealership_zip	Vehicle Manufacturer's Zip Code	int	
dealership_phone_number	Vehicle Manufacturer's Phone Number	nvarchar	20

The Vehicle_Make table provides information regarding the make of the customer's vehicle and dealership information where the vehicle was purchased.