User Guide
End-User

Philsaga Mining Corporation Coaster Booking System
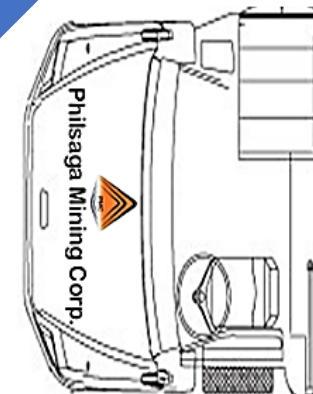
WebFocus
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Getting Started

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INTRODUCTION

This user guide was produced with the intention to provide a valuable service to our valued client – **Philsaga Mining Corporation (PMC)**. Being a customized and easy-to-navigate user guide, we are giving our customers the chance to exercise their independence in managing the **Coaster Booking and Reservation System**.

This document contains all the essential information for the user to fully utilize the features and functions of the system which includes descriptions, capabilities and set of instructions associated with each modules.

PMC Coaster Booking System
It is a **Booking Management System** that facilitates the overall transportation operation of Philsaga. With a simple and upfront interface of the system, it effectively organizes the coaster bookings to accommodate well the transport needs of all the employees. This system will elevate the accuracy and efficiency of support in order to meet the demand of the daily operation in the site.
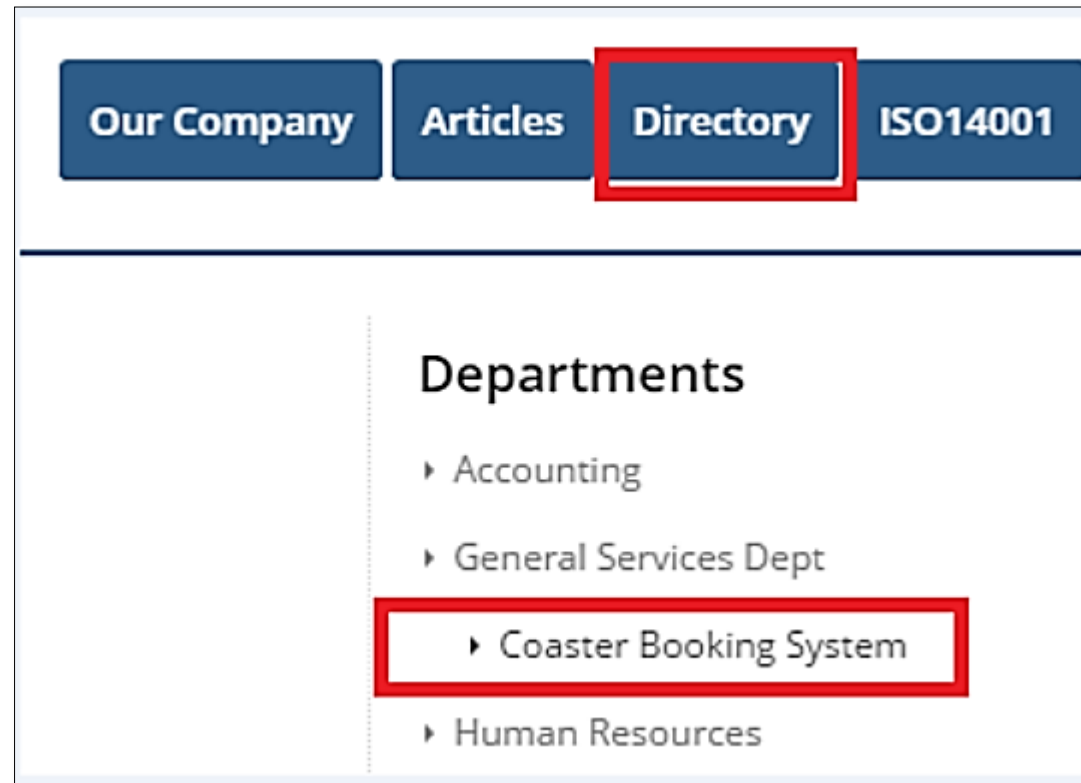
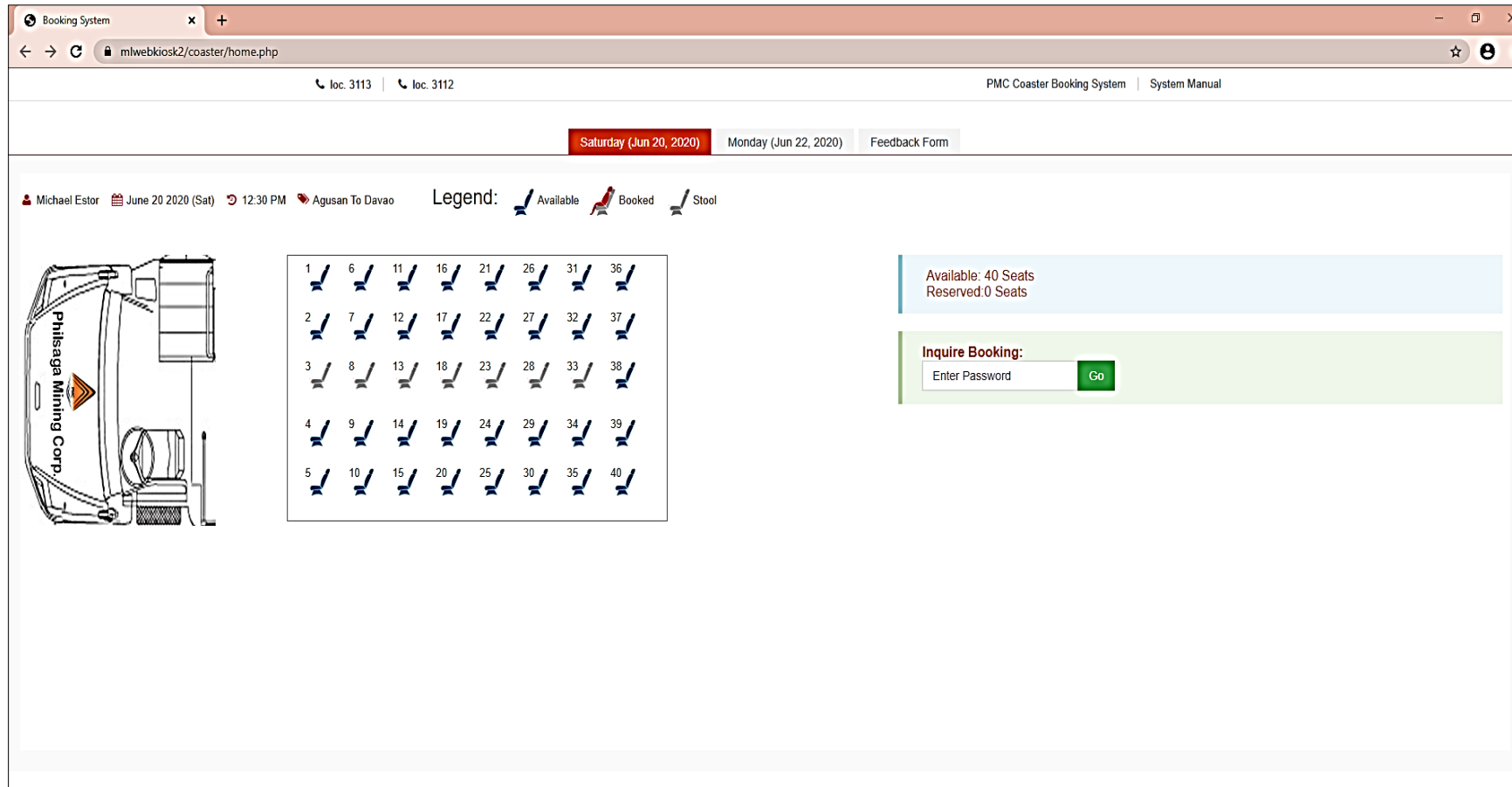**Accessing PMC Coaster Booking System**

1. Open the intranet http://intranet.philsaga.com/intranet
   Note: This page is available only if you are connected to PMC's network (eg. GUEST or PHILSAGA)
1. Navigate the **Directory** tab and click on **General Services Dept**.

3. Click on the **Coaster Booking System** to open the system main page.

SYSTEM MODULES AND INFORMATION

TRAVEL SCHEDULES

- **Travel Schedules** are set of dates that allows you to view all available seats in the system during Saturdays and Mondays.

- *Note: Saturday and Monday Travel are booked separately. If you wish to ride on both schedule, you need to book on both Saturday and Monday schedule.*

Saturday (Sep 12, 2020)	Monday (Sep 14, 2020)

Travel Schedule Sections

TRAVEL INFORMATION

- **Travel Information** contains all the necessary information about the trip in the system during Saturdays and Mondays.

- The information includes Driver's Name, Travel Date, Travel Time and Destination.
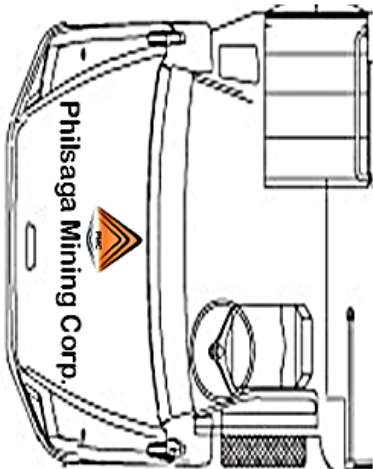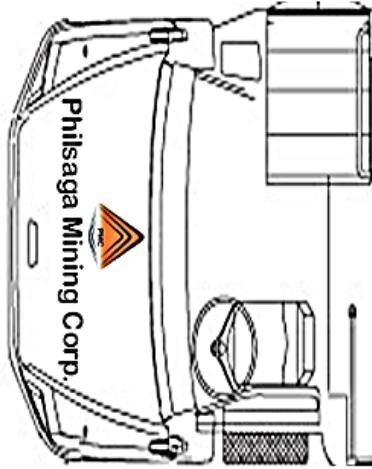
Michael Estor   Sep 12, 2020 (Saturday)   12:30 PM   Agusan To Davao

TRAVEL INFORMATION

Travel Information Sections

Legends

- **Legends** is an indicator to show if the seats are available, booked and stool seat.
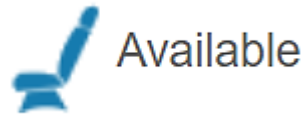
Available – means that the seat can be booked by anyone who will browse the booking system.

Booked – means that the seat is already taken by other passenger and can no longer be booked by anyone.

Stool – is an additional seat which is used to accommodate more passengers.

Legends Sections

Booking Summary

- **Booking Summary** is an indicator of the available and reserve seats in the system.

```
Available: 40 Seats
Reserved:0 Seats
```

Booking Summary Sections

HOW TO BOOK A SEAT
HOW TO CANCEL A BOOKED SEAT

Book a Seat

- A Viewing Module which allows you to reserve in the system during Saturdays and Mondays.

- The information includes Seat No., ID number, Name, Destination and Department.

Book a Seat

1. Click on your preferred seat number.
2. The Booking Form will appear below the bus image. Input your ID# and select DESTINATION or ORIGIN.

Note:
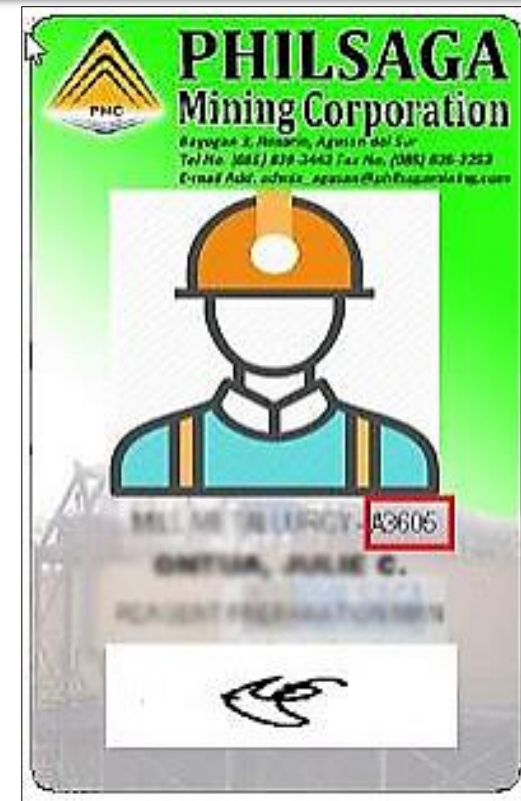 *a. Your ID# can be found in your Employee ID, right after your Department Name. (eg. A9999).*
Note: If your ID does not have any letter at the beginning, you need to type in "A" if you are a paid employee from Agusan or "D" if you are a paid employee from Davao.

 b. After encoding your ID#, your name should appear at the heading of the form.

3. Click on **SUBMIT** button.
4. Booking Confirmation displays the summary of your booking. If everything is correct, click on **Submit Booking** button.

Note: If you are a first-timer user of this system, you are required to enter your home address.

5. Booking Verification is the process of validating if your booking is successful. If your booking is successful, you should see the image below. Otherwise, contact GSD office and state the error message you encountered.
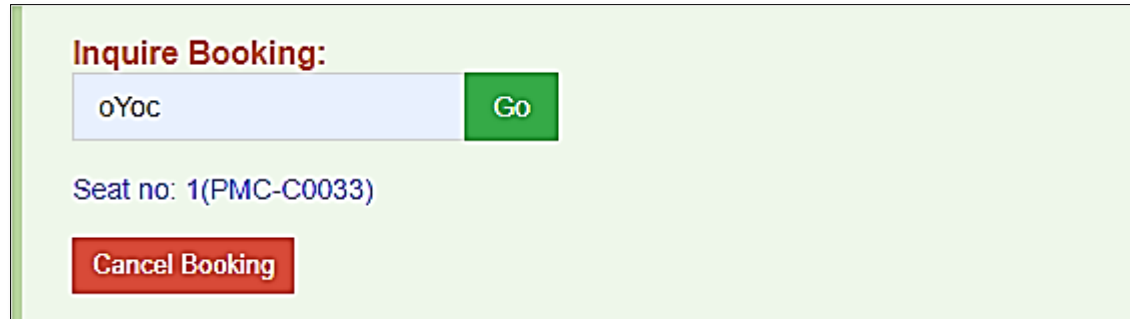
Success! Your booking was confirmed. Your password is **VAPY** use this to cancel or verify your booking info.

Note: Please take note of your booking password as you will need this if you wish to **Transfer** a seat or **Cancel** your booking.
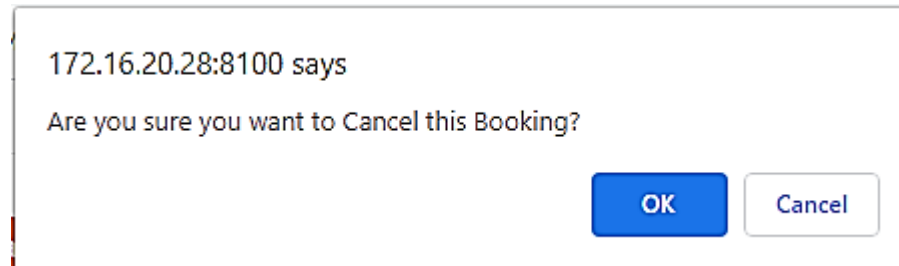
Cancel your booking

1. Enter your booking password at the **Inquire Booking Form** then click on **GO** button.

2. System will display the Seat# and the Employee ID#. You can also use this form if you forgot your Seat#.
3. Click **CANCEL BOOKING** button.
4. A confirmation window will appear as shown below.

5. Click on **Ok** button to proceed or click on the **Cancel** button to cancel the procedure.

Note: If you have decided to cancel your trip, you are required to cancel your booked seat on the system as well. Failure to do so will be grounds for your account to be blacklisted in the system. Blacklisted accounts are restricted to book any seat on the system.

SEND FEEDBACK

Feedback

- A Review Module which allows you to send your suggestions, complaint and remarks that could help the company in improving the transport service.

Fill up the Feedback Form

1. Click on the **Feedback Form** button.
2. Provide all the necessary information.

3. Click on **Submit** button to send the message.

Note: Your comments and suggestions will help us to know our performance and improve the quality of our services being offered . The inquiries that you have sent will be received by the GSD team or our System Administrator.

Thank you!