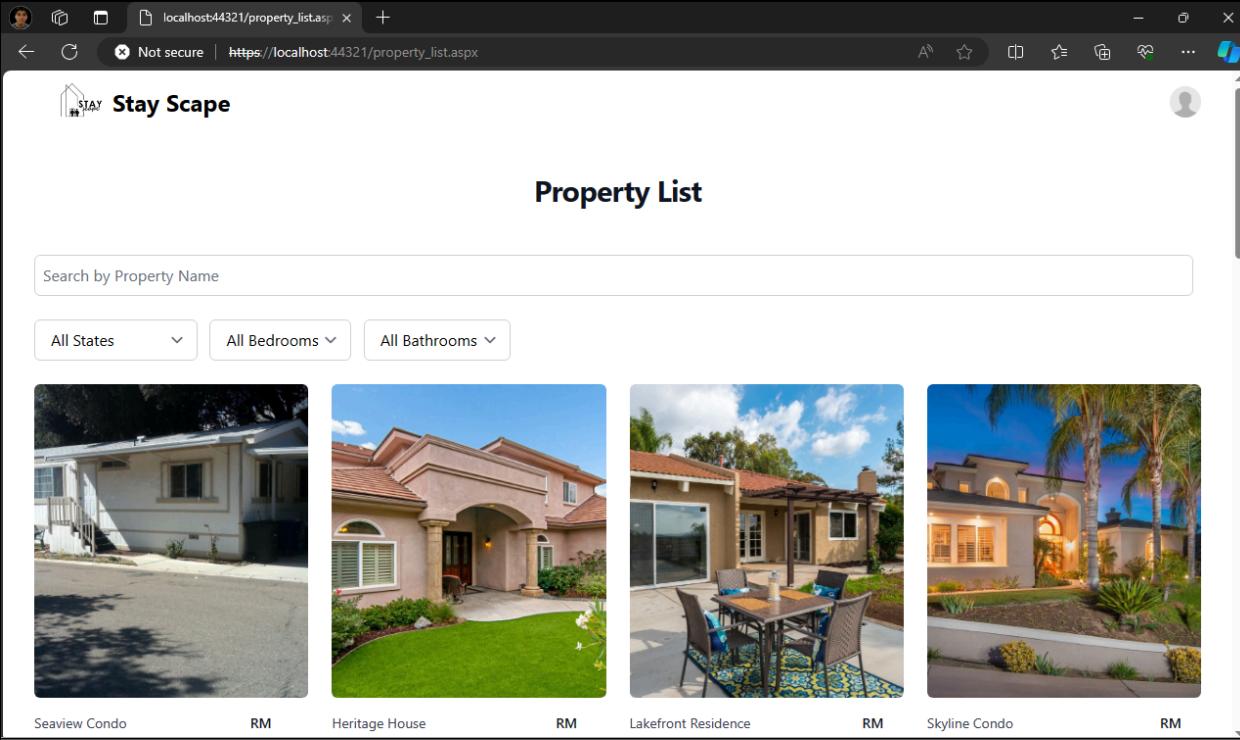
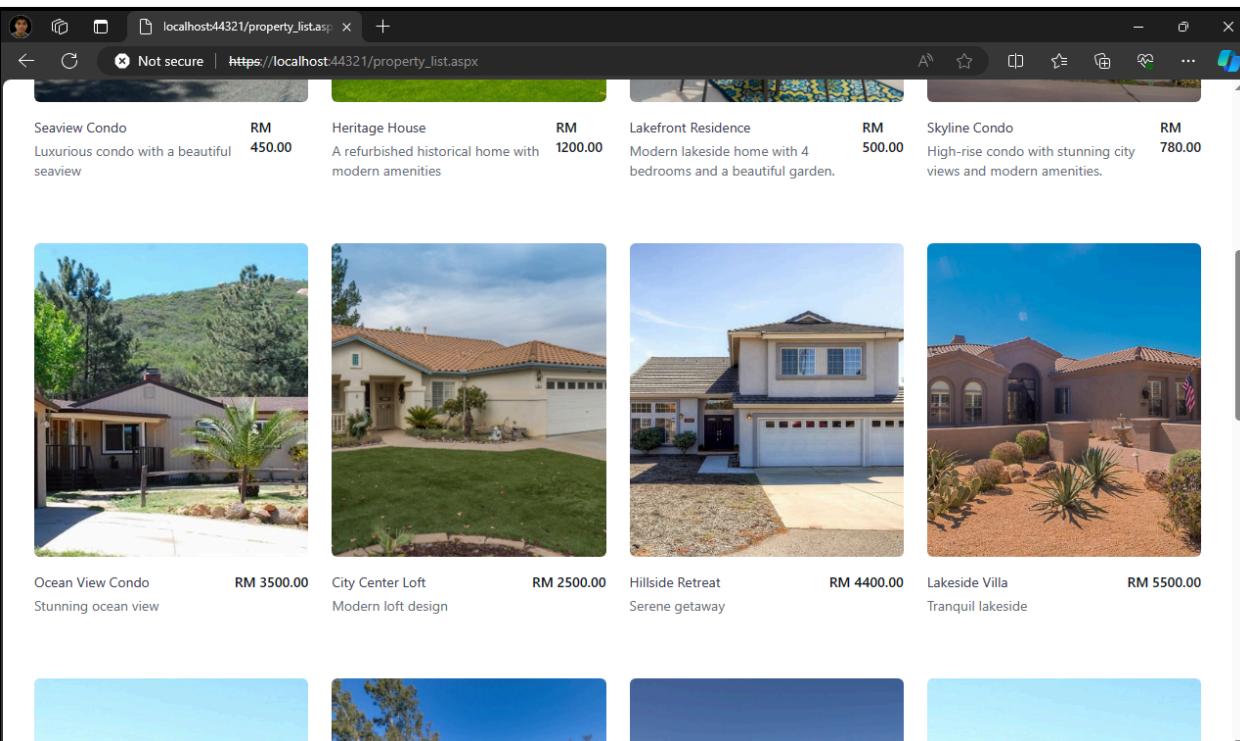


4.0 User Manual



The screenshot shows the 'Property List' page of the StayScape rental system. At the top, there is a search bar labeled 'Search by Property Name' and three dropdown filters: 'All States', 'All Bedrooms', and 'All Bathrooms'. Below these are four property cards:

- Seaview Condo**: RM 450.00. Luxurious condo with a beautiful seaview.
- Heritage House**: RM 1200.00. A refurbished historical home with modern amenities.
- Lakefront Residence**: RM 500.00. Modern lakeside home with 4 bedrooms and a beautiful garden.
- Skyline Condo**: RM 780.00. High-rise condo with stunning city views and modern amenities.



The screenshot shows the 'Property List' page displaying detailed information for eight properties arranged in two rows of four. Each property card includes a thumbnail image, name, price, and a brief description.

Property Name	Price (RM)	Description
Seaview Condo	450.00	Luxurious condo with a beautiful seaview
Heritage House	1200.00	A refurbished historical home with modern amenities
Lakefront Residence	500.00	Modern lakeside home with 4 bedrooms and a beautiful garden.
Skyline Condo	780.00	High-rise condo with stunning city views and modern amenities.
Ocean View Condo	3500.00	Stunning ocean view
City Center Loft	2500.00	Modern loft design
Hillside Retreat	4400.00	Serene getaway
Lakeside Villa	5500.00	Tranquil lakeside

Figure 1, 2 - Home page showing property listings

When accessing the application for the first time, the anonymous users can only access this home page to view and search for properties.

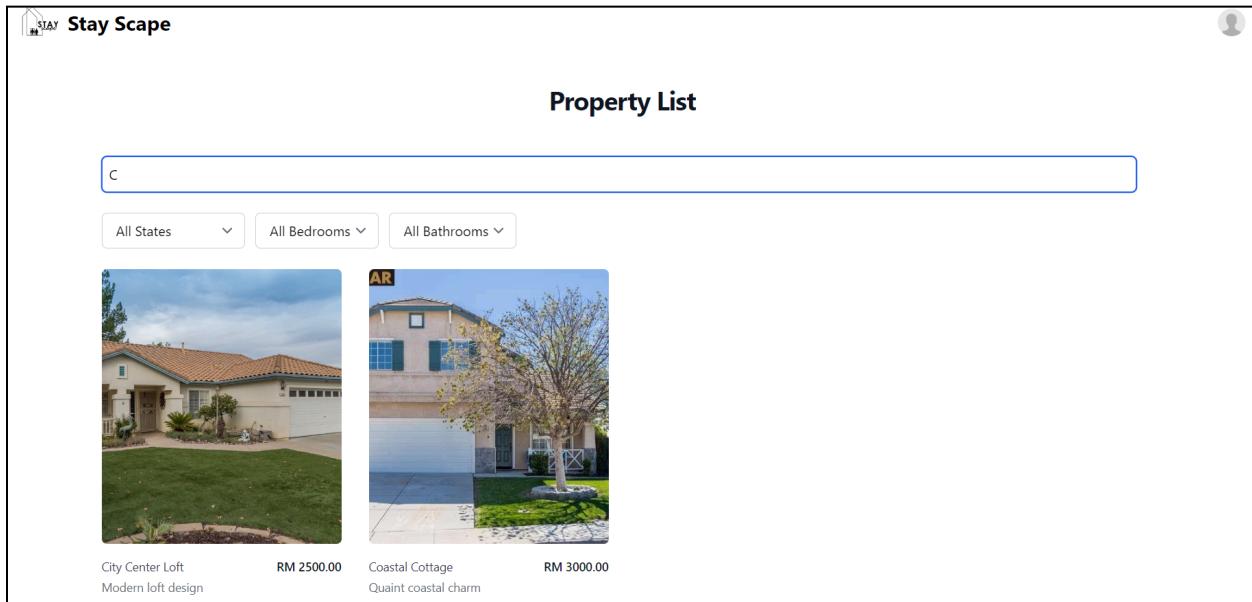


Figure 3 - Search for a property by entering the first letter.

It allows the user to search the property by entering the first letter. For example in Figure 4.0.1.3, if input “C” in the search bar, it will display all properties that the name starts with “C”.

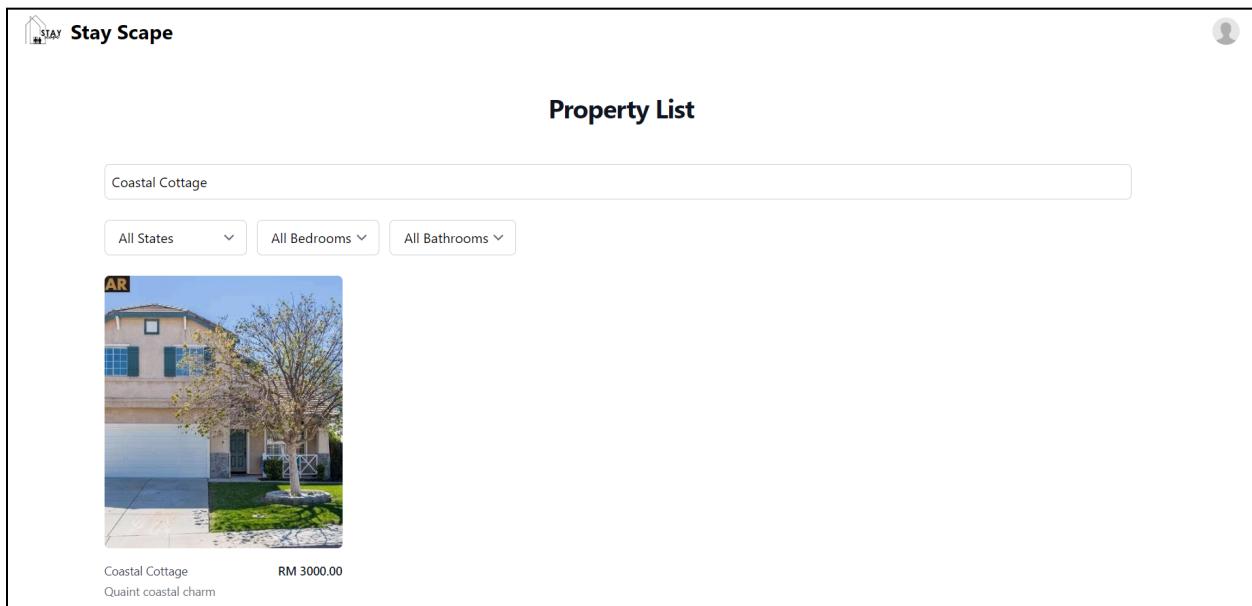


Figure 4 - Search for a property by entering the full name.

In Figure 4.0.1.4, if input “Coastal Cottage” in the search bar, it will display the properties name “Coastal Cottage”.

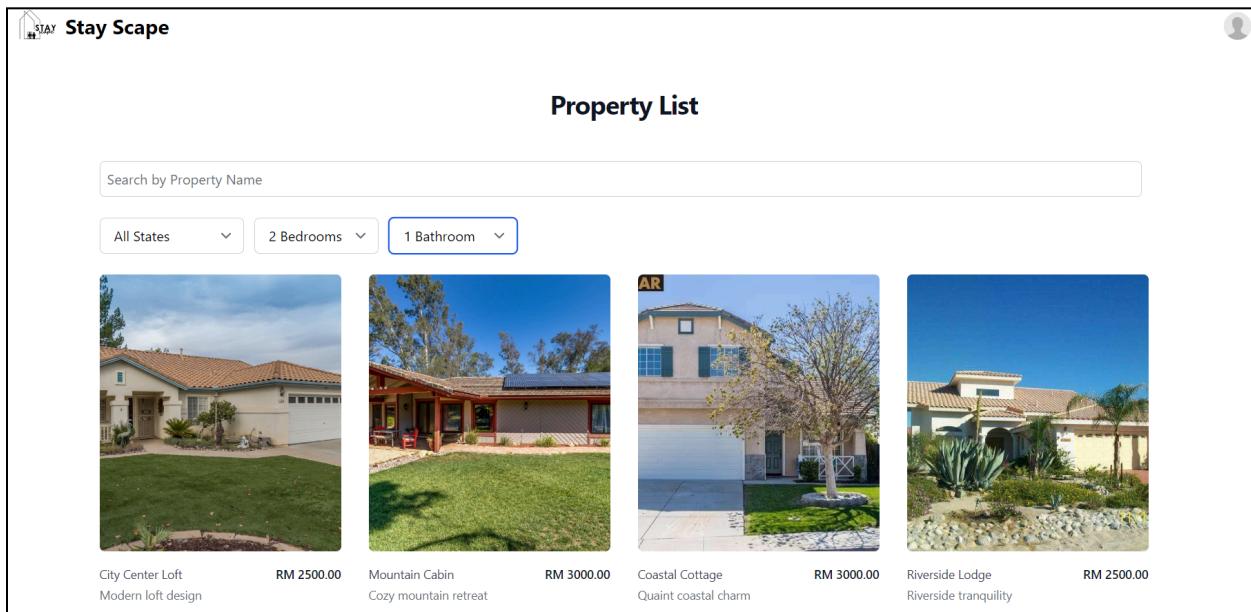


Figure 5 - Filter property by using Bedrooms & Bathrooms.

It allows the user to filter the property by choosing the dropdown list. For example in Figure 4.0.1.5, if choose 2 Bedrooms & 1 Bathrooms, it will display all properties that include 2 Bedrooms & 1 Bathrooms for their property.

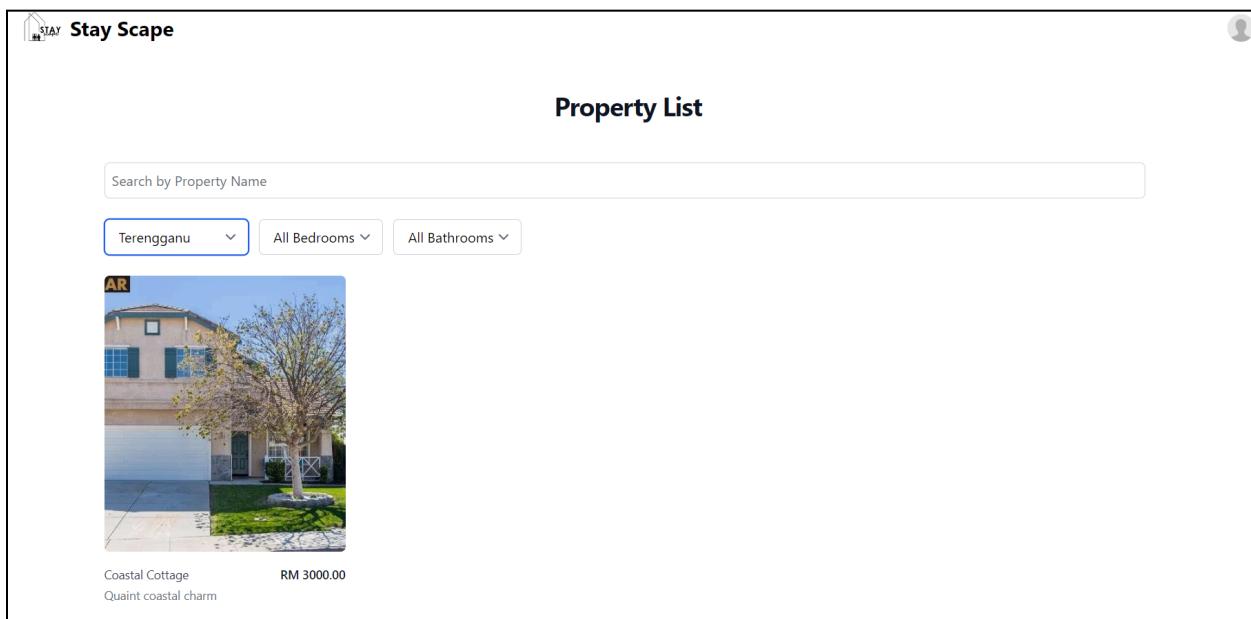


Figure 6 - Filter property by using State.

In Figure 4.0.1.6, if choose “Terengganu”, it will display all properties that the address state is “Terengganu”.

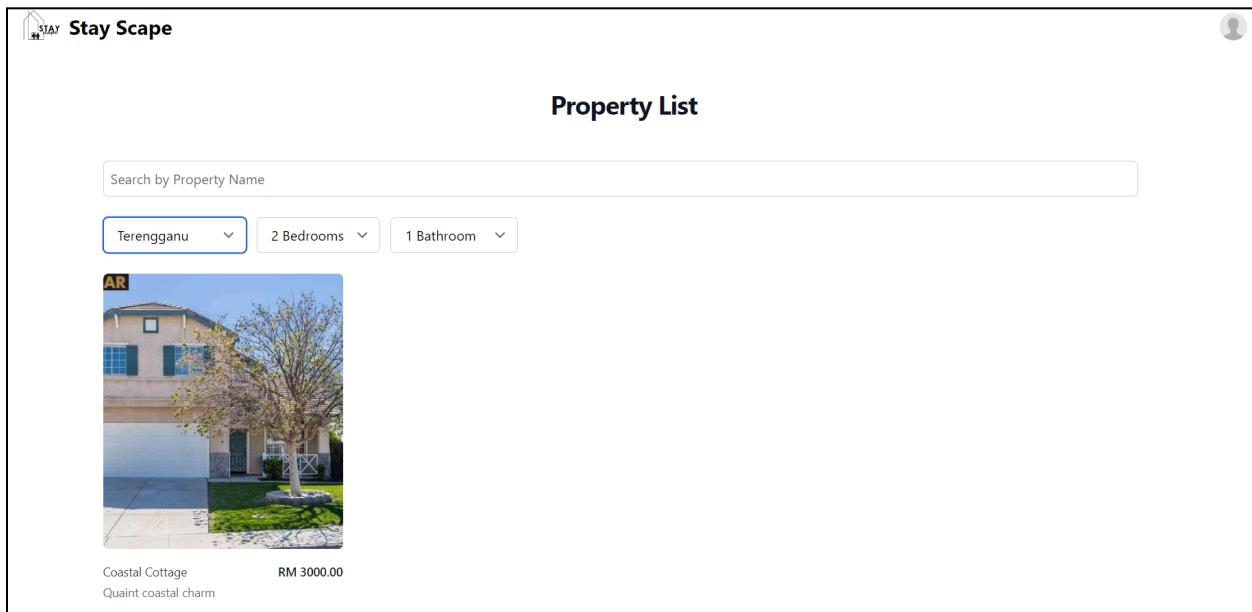


Figure 7 - Filter Property (State, Total Bedrooms & Bathrooms)

In Figure 4.0.1.7, if the user chooses “Terengganu”, 2 Bedrooms & 1 Bathrooms, it will display all the properties that fulfil the requirements.

The screenshot displays the property details page for 'Coastal Cottage'. At the top, there are three images: an exterior view of the two-story house with a garage, an interior bathroom with a shower, and a bedroom with a large bed and windows. Below the images, the property name 'Coastal Cottage' is shown in bold. The address is listed as '888 Terengganu Coast, Terengganu, Terengganu'. The price is RM 3000.00, with fields for 'Check-in Date' and 'Check-out Date'. The total price is RM 0.00. The creation and update dates are also provided. Buttons for 'Reserve' and 'Back' are at the bottom left. The 'Our customer reviews' section shows a 4.0/5.0 rating based on 2 reviews, with icons for cleanliness, service, comfort, condition, amenities, and location. Two review snippets are shown: one from 'Customer2' rating 4 stars and another from 'Customer5' rating 5 stars.

Based on 2 reviews	Cleanliness	Service	Comfort	Condition	Amenities	Location
4.0/5.0	1.0	1.0	0.5	1.0	0.5	0.5

Customer2

28/3/2024 11:15:41 PM

Beautiful location, but the amenities are lacking.

Customer5

28/3/2024 11:14:41 PM

Coastal Cottage is a great place to relax.

Figure 8 - Property Details

After selecting the property, it will come to the property details page. In Figure 4.0.1.8, it displays all the details for the property:

1. Property Name
2. Price
3. Check-In Date & Check-Out Date
4. Total Price
5. Address
6. Features
 - a. Total Bedrooms
 - b. Total Bathrooms

7. Description
8. Created At
9. Last Updated
10. Customers Review

Price: RM 3000.00

Check-in Date:

Check-out Date:

May 2024

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4			
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Price: RM 3000.00

Check-in Date:

Check-out Date:

Total Price: RM 6000.00

Figure 9 - Select Check-In Date & Check-Out Date

Figure 10 - Display the total price

It can let the user choose the Check-In Date & Check-Out Date. Then, it will display the total price in Figure 4.0.2.0.



Figure 11 - Reserve Button

An account is required before the user can reserve a property.

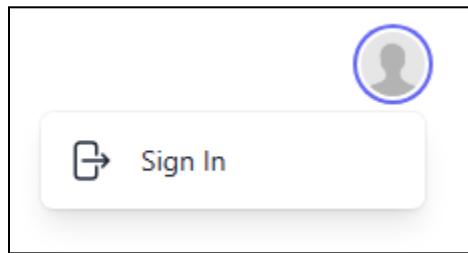


Figure 12 - Dropdown options for anonymous users

On the top right corner, there is a profile icon when clicked, a dropdown appears showing the option to log in for anonymous users.

Sign In

Email Address

Customer@gmail.com

Password

.....

Sign in

Don't have an account? Create One: [Customers/Hosts](#)

Figure 13 - Login page

After clicking on the login option, the user is redirected to the login page. Where the user is prompted to fill in their valid account details to log in. If the user does not have an account registered, hyperlink directing to both customer and host registration page are provided below the sign in button.

4.1 Authenticated Users (Customer and Host)

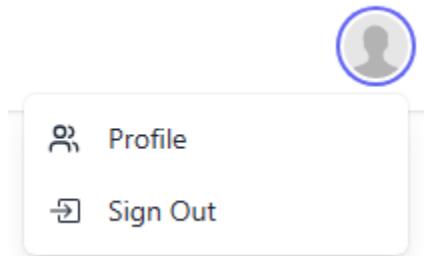


Figure 1 - Dropdown options for authenticated users

After registering a new account and logging in, the dropdown options are changed to let users access their account profile or sign out of the application. The user will be redirected to the login page after signing out.

Applicant Information		
Personal details and application.		
Full name	Desmond Tan Zhe Xuan	Edit
I am a	Customer	
Email address	des@gmail.com	
Phone Number	011-55080191	Edit
Gender	Male	Edit
Birth Date	17/04/2001	Edit
Account Creation Date	2024-05-08	
<input type="file"/> Choose File No file chosen Change Profile Picture		

Applicant Information
Personal details and application.

Full name	Host	Edit
I am a	Host	
Email address	Host@gmail.com	
Phone Number	012-3456789	Edit
Gender	Male	Edit
Birth Date	11/11/2002	Edit
Account Creation Date	2024-05-06	
<input type="button" value="Choose File"/> No file chosen Change Profile Picture		

Figure 2, 3 - Profile Page for customer and host respectively

Depending on the account registered, if the user is registered as a customer, they will be redirected to their profile page. If the user is registered as a host, they will be redirected to their dashboard, they can access their profile by clicking on the profile option in the dropdown. Documentation regarding the dashboard page is documented at section 4.3.

Full name: Houston Riggs

Full name: Houston Riggs

Figure 4, 5 - Account name edit

Users may modify certain profile details in the profile page. To edit, the user needs to click on the edit button, then the user can click on the name to edit. The same method is also used to edit their phone number. The details will be saved to the database after clicking on the update button.

Gender: Male

Male
Female

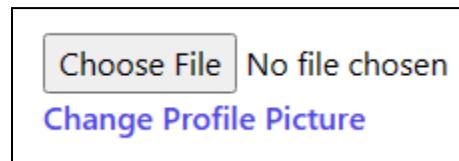
Figure 6 - Account's gender edit

Users can modify their gender detail by selecting in the dropdown after clicking the edit button.

The screenshot shows a user profile edit form. At the top, there are fields for 'Full name' (Houston Riggs), 'I am a' (with a dropdown menu), 'Email address', 'Phone Number' (with a dropdown menu), 'Gender' (with a dropdown menu), and 'Birth Date' (set to 23/11/2002). Below the birth date field is an 'Update' button. A modal window is overlaid on the page, centered over the birth date field, containing a date picker interface for selecting a new birth date.

Figure 7, 8 - Account's birth date edit

Users may modify their birth date by typing in the field or clicking on the calendar button to select a new date.



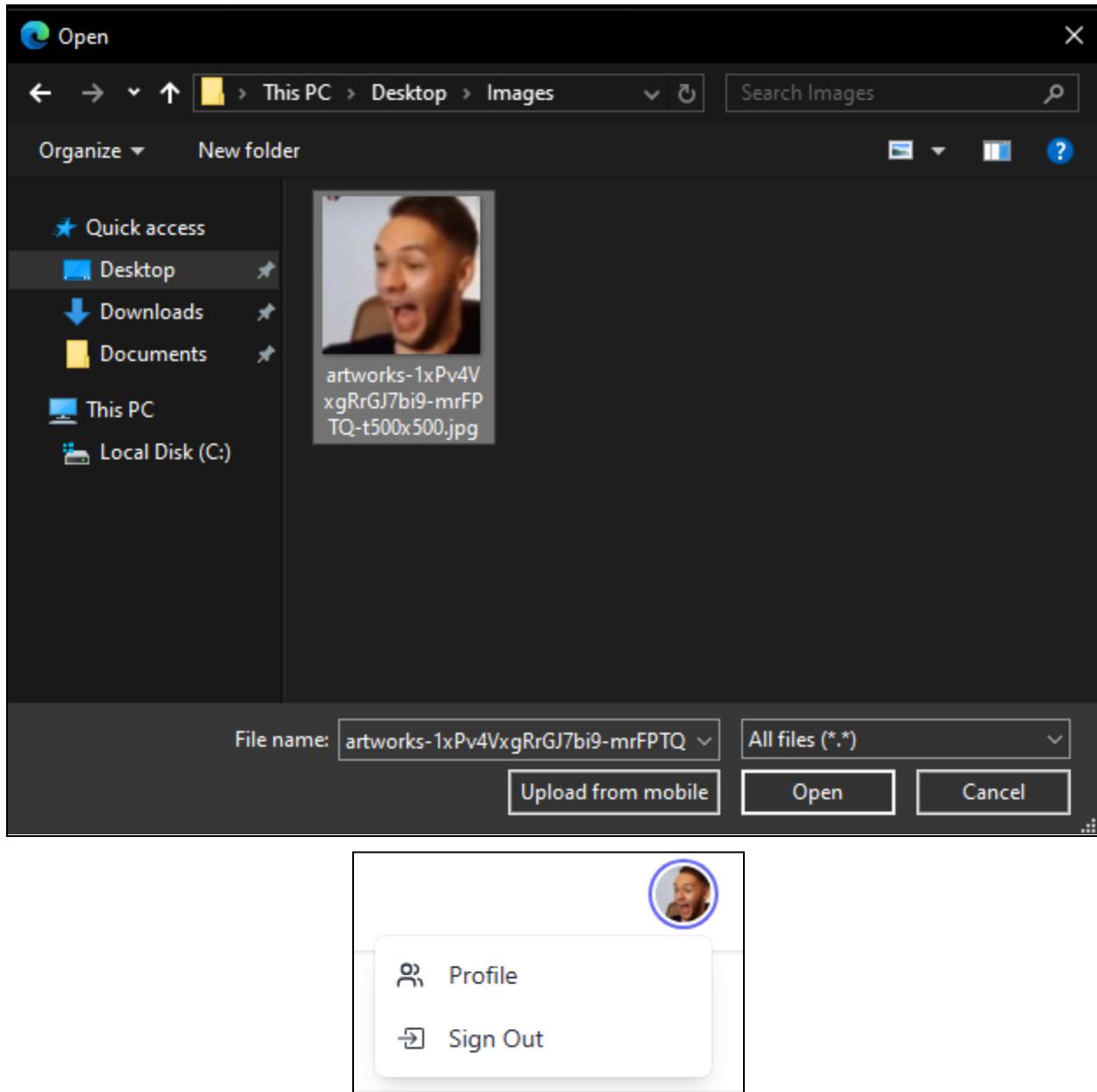


Figure 9, 10, 11 - Account's profile picture edit

To modify the account's profile picture, the user needs to select an image they want to use by clicking on the choose file button. After clicking, a file explorer will open that lets the user choose an image from the local machine to use as a profile picture. After selecting the image, the user needs to click on the change profile picture button.

In which, the page will refresh and the profile picture on the top right corner will be changed and changes are saved to the database.

4.2 Customer/Client Side

Checkout

The screenshot shows the Checkout.aspx page. On the left, there is a thumbnail image of a property named "Skyline Condo" with a price of RM 780.00 and a reservation period from 5/9/2024 12:00:00 AM to 5/10/2024 12:00:00 AM. Below this, there is a "Discount code" input field and an "Apply" button. To the right, there is a summary table:

Subtotal	RM 780.00
Discount	RM 0
Total	RM 780.00

On the right side, there are three payment method buttons: FPX (selected), Card, and GrabPay. Below these are dropdown menus for "Account holder type" (Personal) and "Select bank" (Maybank2U). A note states: "After submission, you will be redirected to securely complete next steps." At the bottom is a large blue "Pay now" button.

Figure 12 - Checkout.aspx

After customers select their favourite property to reserve, they will go to the Checkout page.

The Checkout Page mainly has three functions:

1. Display the reservation details (property picture, price, reservation date).
2. Redeem Voucher.
3. Make Payment with **FPX**, **Card**, or **GrabPay**.

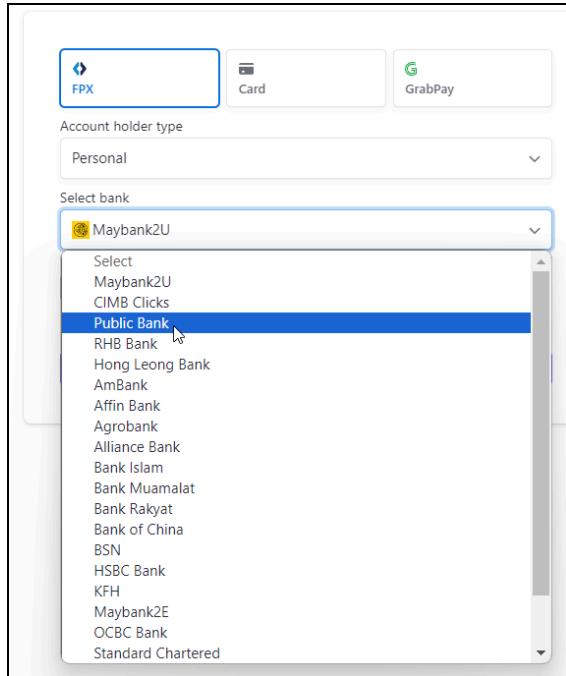


Figure 13 - Pay with FPX

The screenshot shows a payment method selection interface. At the top, there are three buttons: 'FPX' (disabled), 'Card' (selected, highlighted with a blue border), and 'GrabPay'. Below these are fields for 'Card number' (4242 4242 4242 4242) and 'Expiration' (09 / 26). To the right of the expiration date is a 'CVC' field (111) with a small '133' placeholder. A 'VISA' logo is visible next to the card number field. Below the card details is a 'Country' dropdown set to 'Malaysia'. At the bottom is a large blue 'Pay now' button.

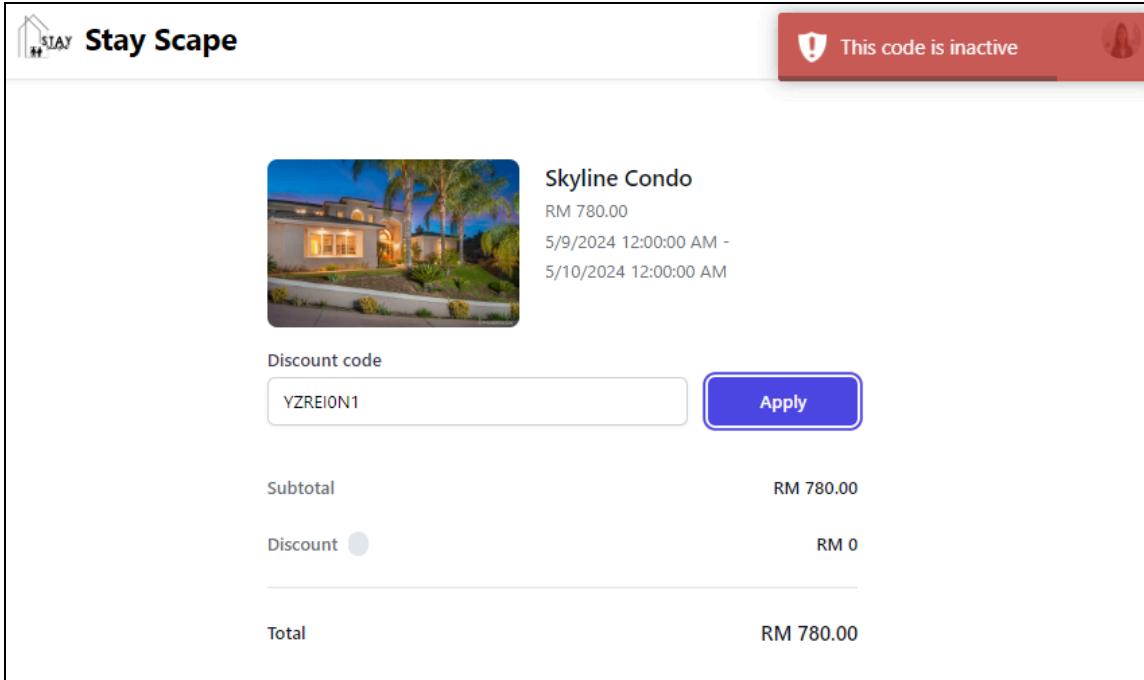
Figure 14 - Pay with Card

The screenshot shows a confirmation message for selecting 'GrabPay'. It displays the 'GrabPay' logo and the text 'GrabPay selected.' Below this is a note: 'After submission, you will be redirected to securely complete next steps.' At the bottom is a large blue 'Pay now' button.

Figure 15 - Pay with GrabPay

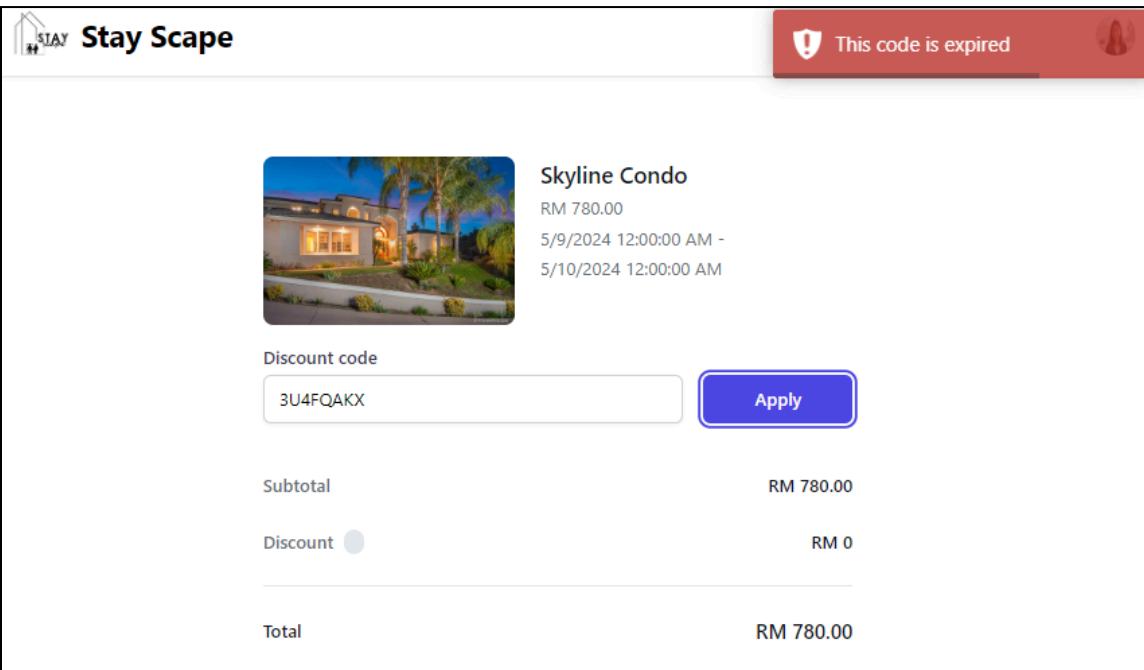
Checkout - Redeem Voucher

If a customer gets a voucher code from the host, he/she can apply the voucher code at the discount code input box.



The screenshot shows the StayScape website's checkout interface. At the top right, a red banner displays a shield icon and the text "This code is inactive". The main content area features a photograph of a modern house labeled "Skyline Condo". Below the photo, the price is listed as "RM 780.00" and the rental dates as "5/9/2024 12:00:00 AM - 5/10/2024 12:00:00 AM". A "Discount code" input field contains the code "YZREION1", and an "Apply" button is positioned next to it. Below this, a table summarizes the charges: Subtotal RM 780.00, Discount RM 0, and Total RM 780.00.

Figure 16 - The Voucher code is inactive



The screenshot shows the StayScape website's checkout interface. At the top right, a red banner displays a shield icon and the text "This code is expired". The main content area features a photograph of a modern house labeled "Skyline Condo". Below the photo, the price is listed as "RM 780.00" and the rental dates as "5/9/2024 12:00:00 AM - 5/10/2024 12:00:00 AM". A "Discount code" input field contains the code "3U4FQAKX", and an "Apply" button is positioned next to it. Below this, a table summarizes the charges: Subtotal RM 780.00, Discount RM 0, and Total RM 780.00.

Figure 17 - The Voucher code is expired

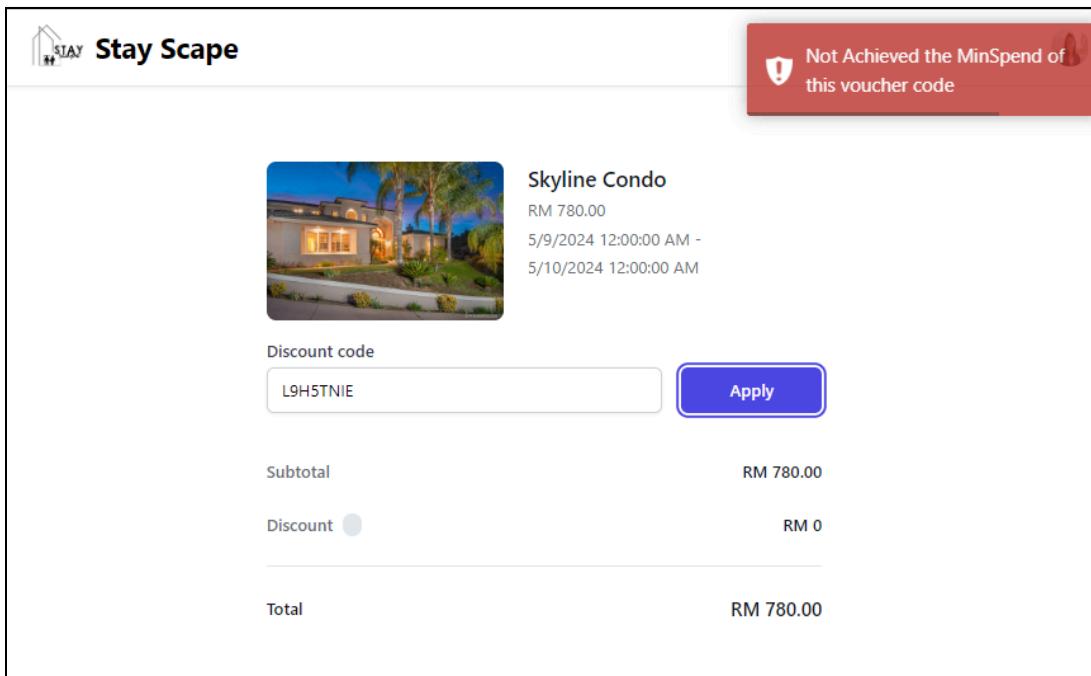


Figure 18 - The reservation amount is not greater or equal to the minspend of this voucher code

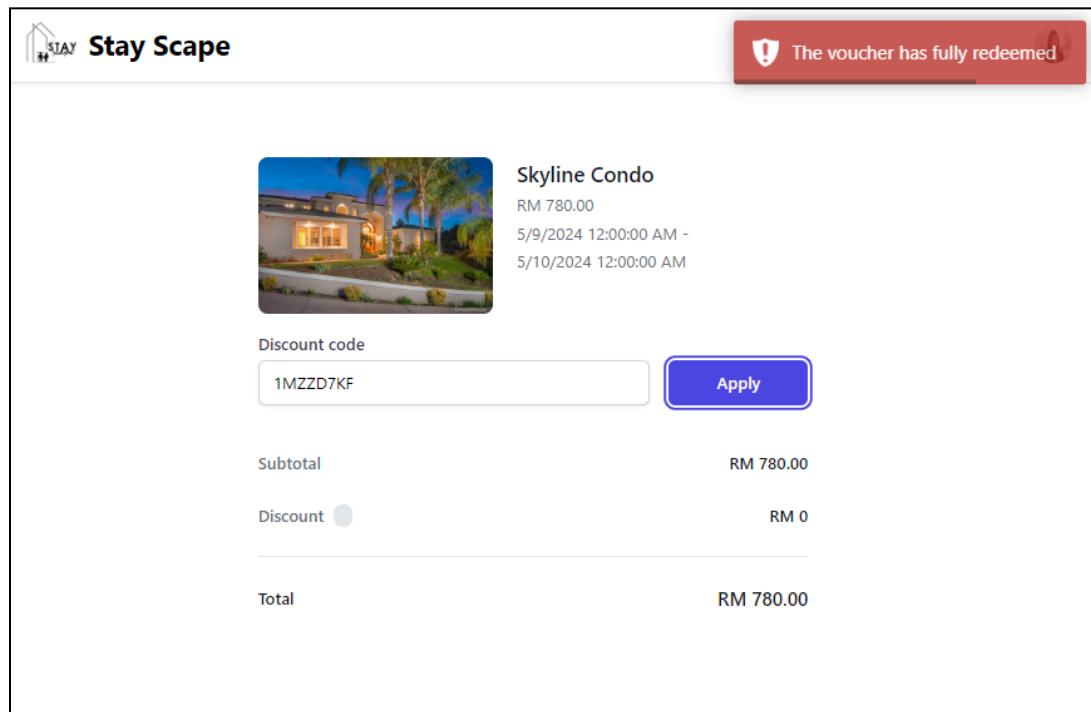


Figure 19 - The Voucher code has fully redeemed

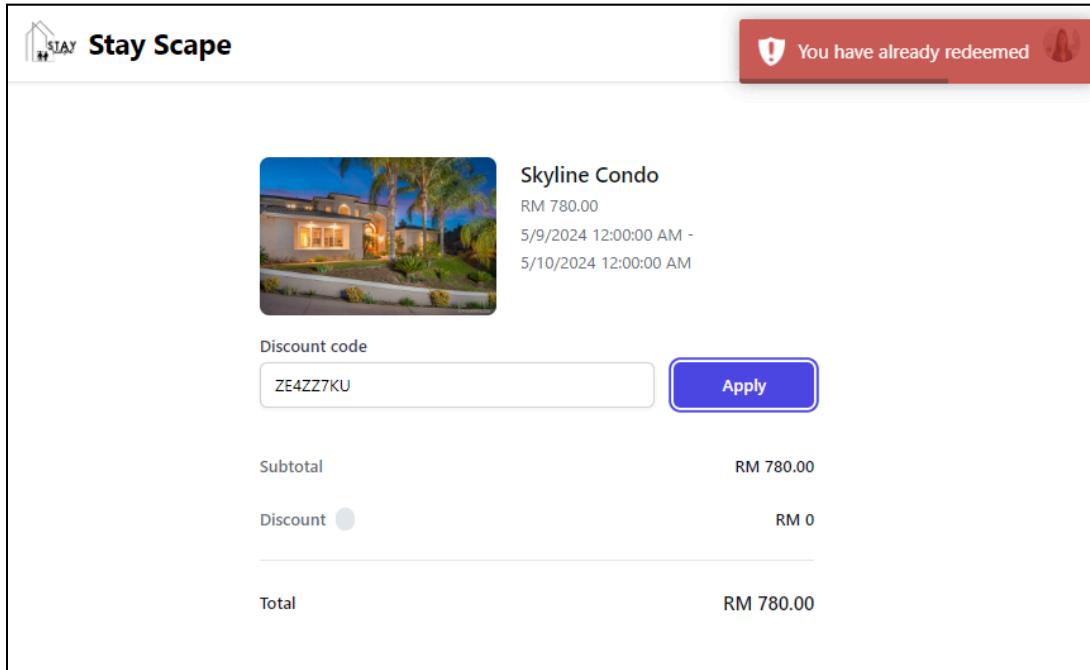


Figure 20 - The Voucher code is already redeemed by this customer.

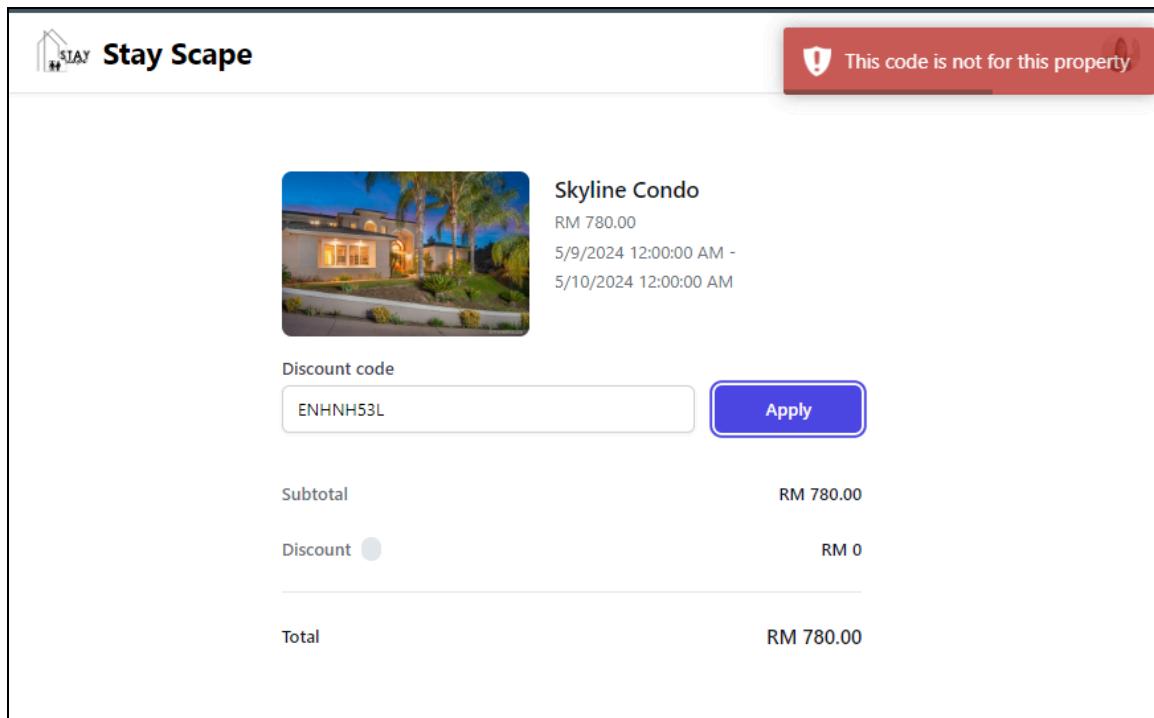
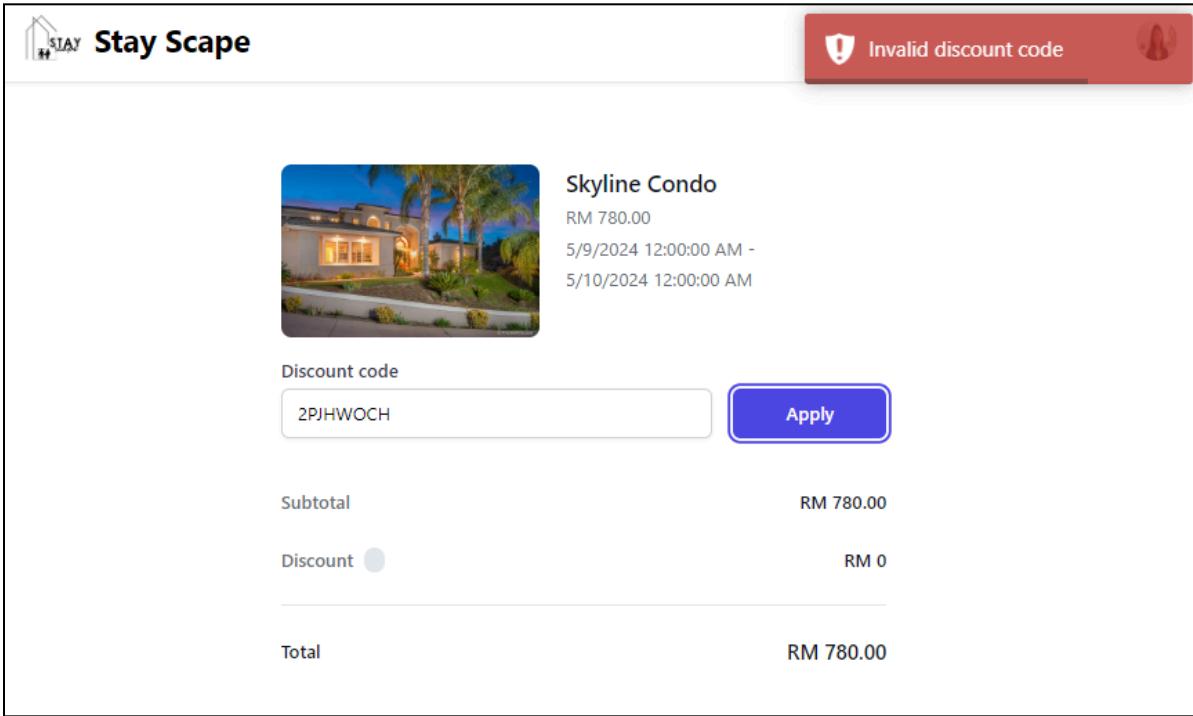
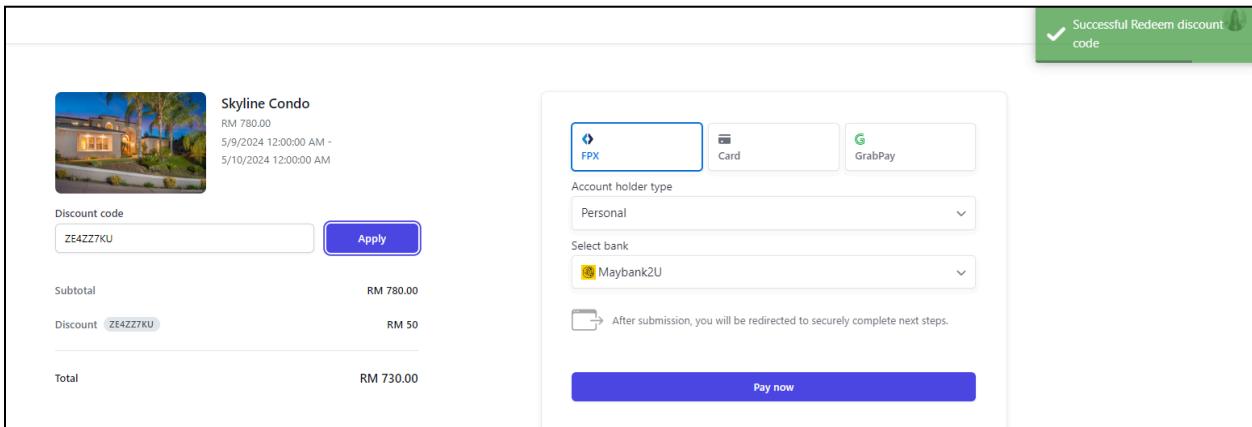


Figure 21 - The Voucher code is not for this property



The screenshot shows a booking page for a "Skyline Condo". At the top right, a red banner displays a shield icon and the text "Invalid discount code". Below the banner, there's a photo of a modern house at night. To the right of the photo, the listing details are shown: "Skyline Condo", "RM 780.00", and the rental dates "5/9/2024 12:00:00 AM - 5/10/2024 12:00:00 AM". Below the photo, there's a "Discount code" input field containing "2PJHWOCH" and a blue "Apply" button. The main booking summary table has three rows: "Subtotal RM 780.00", "Discount RM 0", and "Total RM 780.00".

Figure 22 - The Voucher code is not created by the host or invalid voucher code



This screenshot shows the same booking page as Figure 22, but with a valid discount code applied. A green success message at the top right says "Successful Redeem discount code". The "Discount code" input field now contains "ZE4ZZ7KU" and the "Apply" button is no longer visible. The "Total" row in the booking summary table shows a discounted amount of "RM 730.00". On the right side of the page, there's a payment method selection section with options for "FPX", "Card", and "GrabPay", and dropdown menus for "Account holder type" (set to "Personal") and "Select bank" (set to "Maybank2U"). A note below the bank selection says "After submission, you will be redirected to securely complete next steps." A large blue "Pay now" button is at the bottom.

Figure 23 - Valid Voucher code

Payment

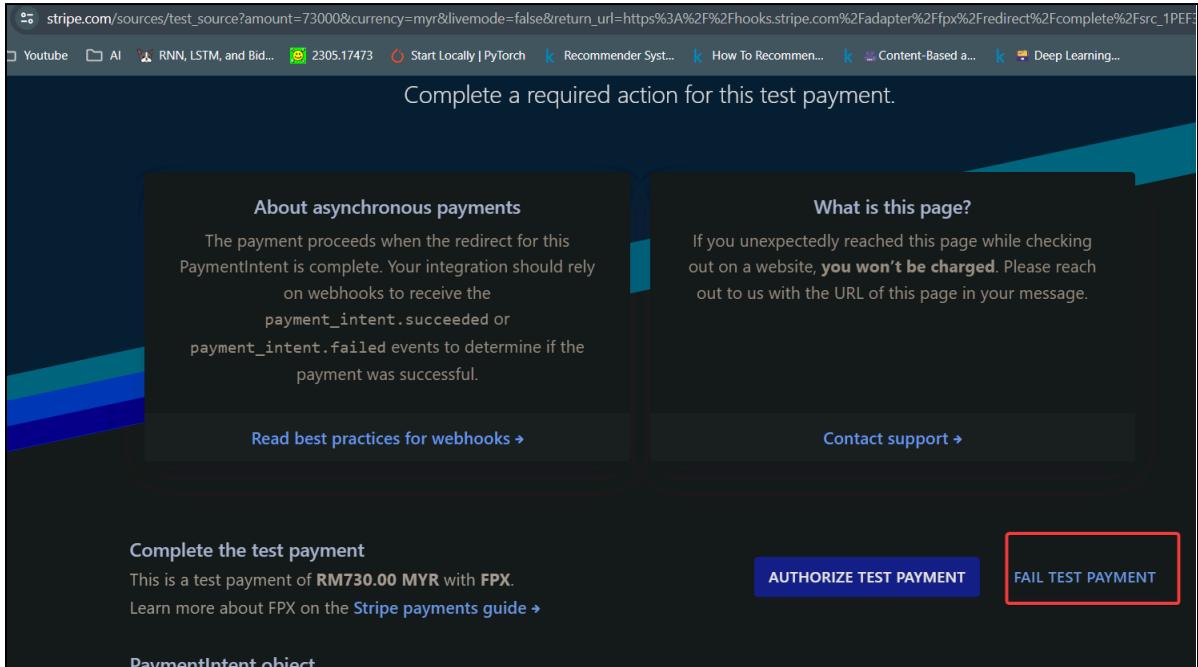


Figure 24 - Fail the Payment

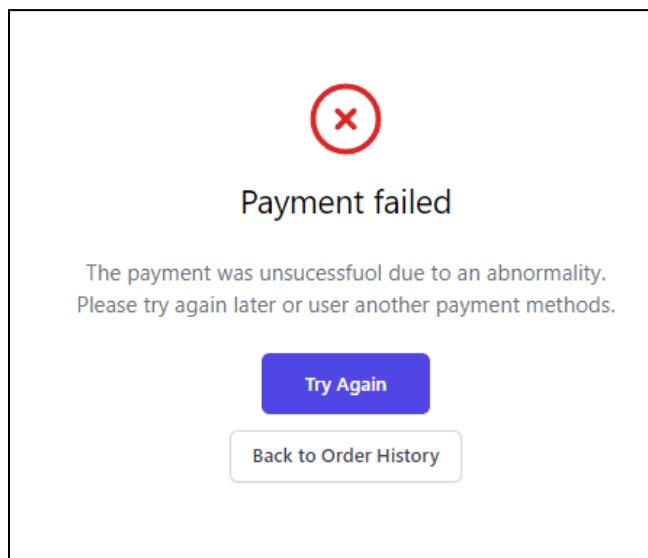


Figure 25 - PaymentFailed.aspx

If the customer's payment fails, they will have the option to try again or return to the order history page.

The screenshot shows a booking summary for "Skyline Condo" with a subtotal of RM 780.00. A discount code "ZE4ZZ7KU" has been applied, resulting in a discount of RM 50.00 and a total of RM 730.00. On the right, there is a payment selection panel with three options: FPX (selected), Card, and GrabPay. Below this, account holder type is set to "Personal" and the selected bank is "Maybank2U". A note states: "After submission, you will be redirected to securely complete next steps." A large blue "Pay now" button is at the bottom.

Figure 26 - Try Again and Redeem Same Code and Pay again

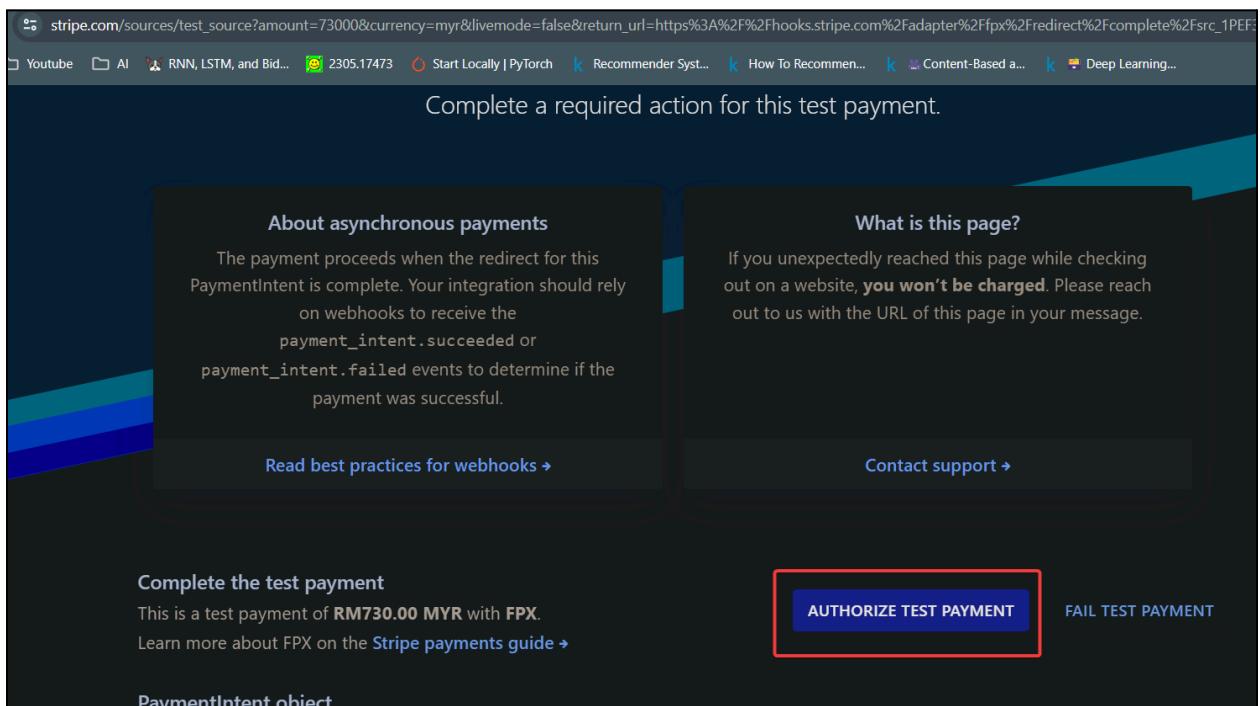


Figure 27 - Authorise the Payment

PAYMENT SUCCESSFUL

[Continue](#)

Thanks for reservation

Order Number: c9333af6-a9b0-472b-ba4d-c2bbf0e91d7f



Skyline Condo
09 May 2024 - 10 May 2024

Quantity 1 Price RM 730.00

Customer Information	Payment method
Customer Customer@gmail.com	fpx maybank2u
<hr/>	
Subtotal	RM 780.00
Discount	RM 50.00
Total	RM 730.00

Figure 28 - PaymentSuccessful.aspx

Reservation History

The screenshot shows the 'Reservation history' page with a single listing. The listing includes:

- Reservation Number:** 1149c1c3-fc20-4372-8848-e91df52ce2fe
- Duration:** 13/5/2024 12:00:00 AM - 14/5/2024 12:00:00 AM
- Date Placed:** 7/5/2024 5:09:43 PM
- Total Amount:** RM 4400.00
- Image:** A photo of a two-story house labeled 'Hillside Retreat' at '789 Bukit Tinggi'.
- Status:** Failed
- Actions:** Add Review | Cancel Reservation

Figure 29 - ReservationHistory.aspx

When users click “continue” in the payment successful page, they can view their reservation history sorted by the most recent dates, with options to filter by paid, failed, or cancelled reservations.

The screenshot shows the 'Reservation history' page with a single listing, filtered by 'Paid'. The listing includes:

- Reservation Number:** 41305e59-7086-40b2-b154-d9a989b1fd29
- Duration:** 13/5/2024 12:00:00 AM - 14/5/2024 12:00:00 AM
- Date Placed:** 7/5/2024 5:02:23 PM
- Total Amount:** RM 3500.00
- Image:** A photo of a modern house labeled 'Ocean View Condo' at '123 Jalan Pantai'.
- Status:** Paid
- Actions:** Add Review | Cancel Reservation

Figure 30 - Reservation History Filtered by “Paid” Status

Reservation history

View your reservation history, track cancellations, and submit reviews for past stays.

All Paid Failed Cancelled

Reservation Number	Duration	Date Placed	Total Amount
1149c1c3-fc20-4372-8848-e91df52ce2fe	13/5/2024 12:00:00 AM-14/5/2024 12:00:00 AM	7/5/2024 5:09:43 PM	RM 4400.00



Hillside Retreat
Failed
789 Bukit Tinggi
[Add Review](#) | [Cancel Reservation](#)

Figure 31 - Reservation History Filtered by “Failed” Status

Reservation history

View your reservation history, track cancellations, and submit reviews for past stays.

All Paid Failed Cancelled

Reservation Number	Duration	Date Placed	Total Amount
84496008-657b-45f8-aad3-cdf9a16e6276	11/5/2024 12:00:00 AM-12/5/2024 12:00:00 AM	1/5/2024 4:53:57 PM	RM 500.00



Lakefront Residence
Cancelled Refund: RM 250.00
Jalan PJU 1a/1, Taipan 2 Damansara, Petaling Jaya
[Add Review](#) | [Cancel Reservation](#)

Figure 32 - Reservation History Filtered by “Cancelled” Status

Cancellation

The screenshot shows the 'Reservation history' section of the StayScape system. At the top, there are four filter buttons: 'All', 'Paid' (which is selected and highlighted in dark blue), 'Failed', and 'Cancelled'. Below the filters, a summary row provides details for a specific reservation:

Reservation Number	Duration	Date Placed	Total Amount
41305e59-7086-40b2-b154-d9a989b1fd29	13/5/2024 12:00:00 AM - 14/5/2024 12:00:00 AM	7/5/2024 5:02:23 PM	RM 3500.00

Below the summary, a card displays the reservation details for an 'Ocean View Condo' located at '123 Jalan Pantai'. It includes a small thumbnail image of the property, a 'Paid' status, and a 'Cancel Reservation' button which is highlighted with a red border.

Figure 33 - Reservation Eligible for Cancellation

Users can cancel their reservation if the status is “paid” and the check-in date has not yet passed by clicking the “Cancel Reservation” button located below the reservation status.

The screenshot shows the 'Cancellation Of Reservation' form. At the top, it displays the reservation details:

Property Name	Duration	Made Reservation On	Total
Ocean View Condo	2024-05-13 - 2024-05-14	2024-05-07	RM 3,500.00

Below the details, a message box prompts the user to select a cancellation reason:

Please select a valid cancellation reason. Upon successful reservation cancellation, your refund will be processed immediately.

Below the message box is a list of cancellation reasons, each represented by a radio button:

- Double Booking or Mistake
- Change in Travel Plans
- Found Better Deal or Accommodation
- Unforeseen Circumstances at Home or Work
- Personal Reasons
- Other / Change of mind

At the bottom right of the form are two buttons: 'Confirm' (in blue) and 'Cancel'.

Figure 34 - Cancellation Form

The user must select one reason for cancellation and click "Confirm" to finalise the cancellation request.

X

Cancellation Timeframe and Charges

- Cancellation within 24 hours of Booking: If you cancel your booking within 48 hours of making the reservation, you will receive a full refund.
- Cancellation before Check-in Date:
 - Cancellation made 7 or more days prior to the scheduled check-in date: No cancellation charges.
 - Cancellation made between 3 to 7 days before check-in date: 50% of the total booking amount will be charged as cancellation fee.
 - Cancellation made between 48 hours to 3 days before check-in date: 25% of the total booking amount will be charged as cancellation fee.
 - Cancellation made within 48 hours of the scheduled check-in date: 100% of the total booking amount will be charged as cancellation fee.

Refund Process

Refunds for cancellations will be processed within 5-7 business days from the date of cancellation request. Refunds will be issued to the original payment method used for booking.

Modifications

Modifications to booking dates or room types may be permitted subject to availability and applicable charges. Please contact us directly to make modifications to your booking.

No-Show Policy

If you fail to arrive on the scheduled check-in date without prior notice, the entire booking amount will be charged as a no-show fee.

Contact Information

For any inquiries or assistance regarding booking cancellations or modifications, please contact our customer support team at stayscape@gmail.com or call us at +60-1167389201.

Figure 35 - Cancellation Policy

Users can review the cancellation policy to understand the refund terms and conditions before proceeding with a cancellation.

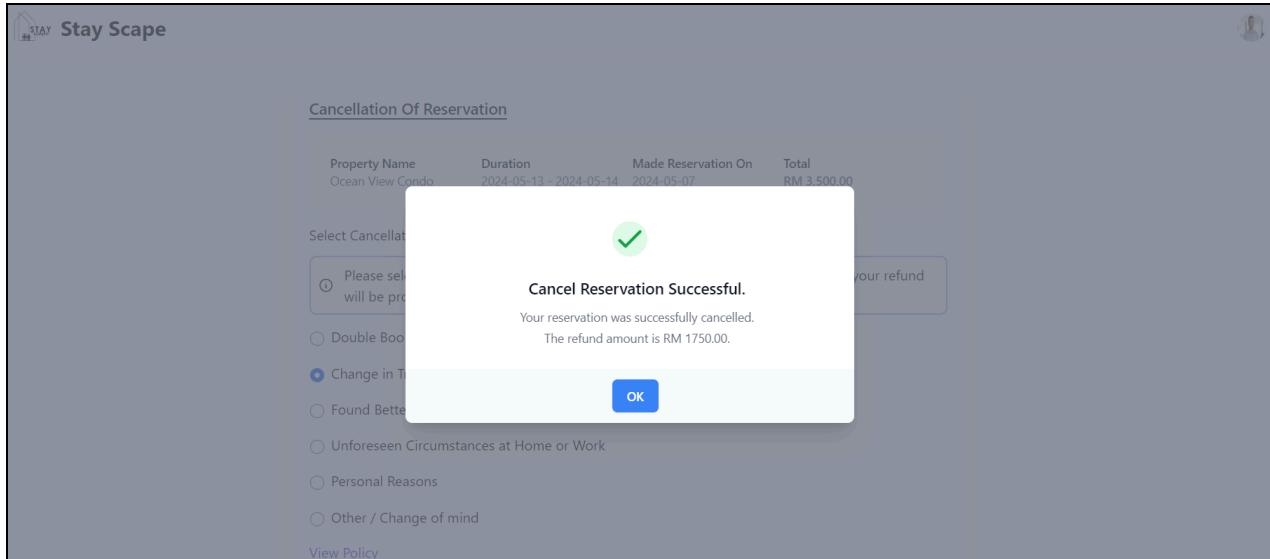


Figure 36 - Successful Cancellation (50% refund)

When there are 3 to 7 days left before check-in, a 50% refund of the total reservation cost is issued.

The screenshot shows the "Reservation history" page. At the top, there are four filter buttons: "All", "Paid", "Failed", and "Cancelled" (which is highlighted). Below the filters, a table displays a single reservation entry:

Reservation Number	Duration	Date Placed	Total Amount
41305e59-7086-40b2-b154-d9a989b1fd29	13/5/2024 12:00:00 AM - 14/5/2024 12:00:00 AM	7/5/2024 5:02:23 PM	RM 3500.00

Below the table, there's a thumbnail image of the "Ocean View Condo" property, which is described as "123 Jalan Pantai". To the right of the image, the status is shown as "Cancelled" and "Refund: RM 1750.00". At the bottom of this section, there are links for "Add Review" and "Cancel Reservation".

Figure 37 - Cancelled Reservation

Once the user clicks "OK" in the successful cancellation modal, they are redirected to the reservation history, where the status of the reservation is now shown as "cancelled."

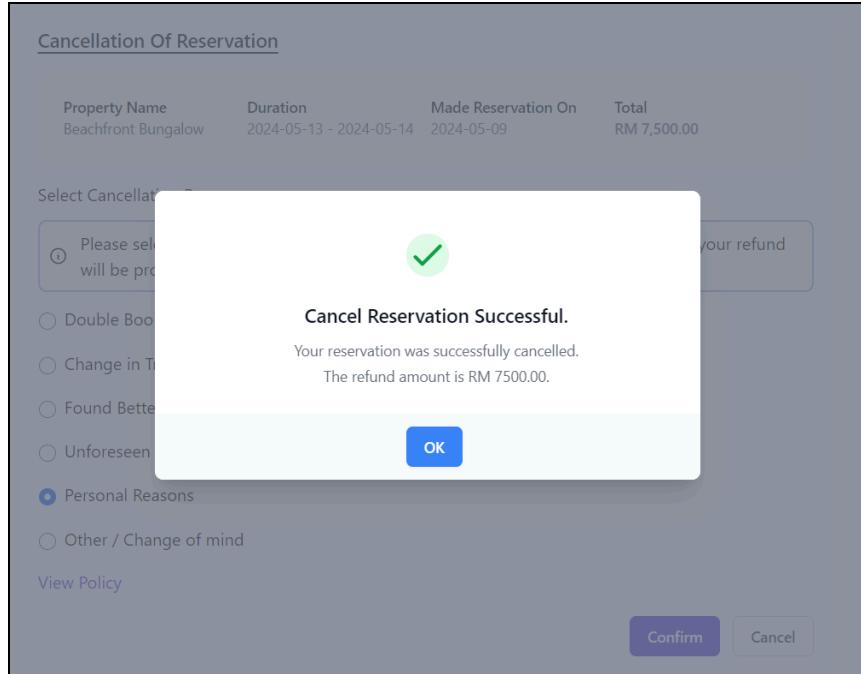


Figure 38 - Successful Cancellation (100% refund)

If a user cancels their booking within 48 hours of making the reservation, they will receive a full refund.

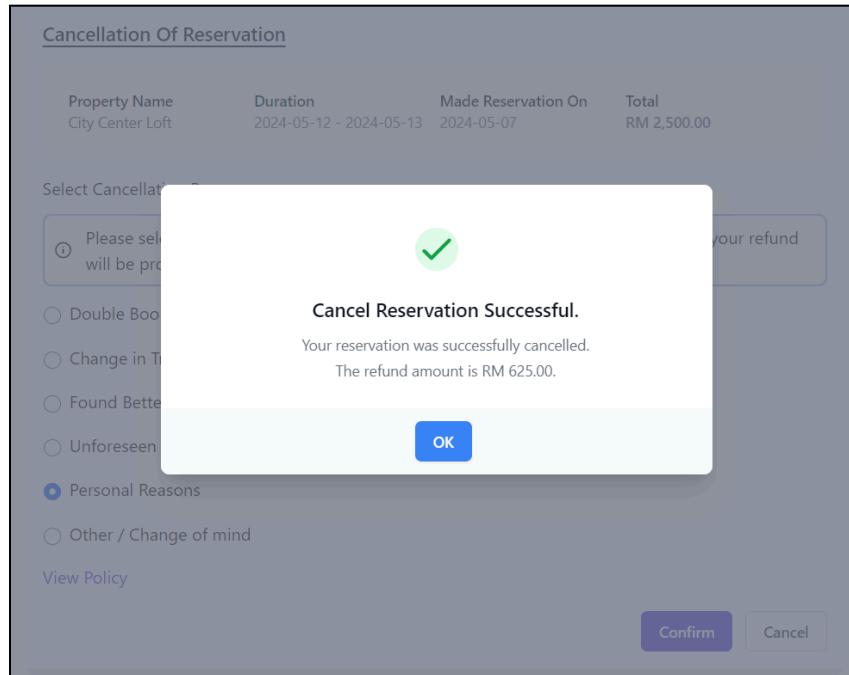


Figure 39 - Successful Cancellation (25% refund)

If a user cancels their booking between 3 and 7 days before check-in, they will receive a 25% refund, which is 25% of the total reservation amount.

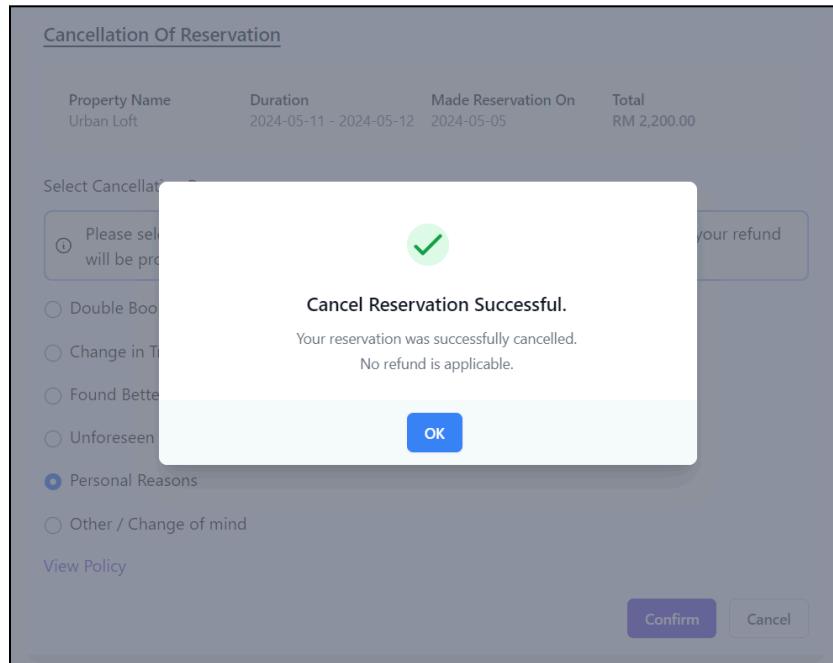


Figure 40 - Successful Cancellation (No refund)

If a user cancels their booking less than 48 hours before check-in, they will not be eligible for a refund.

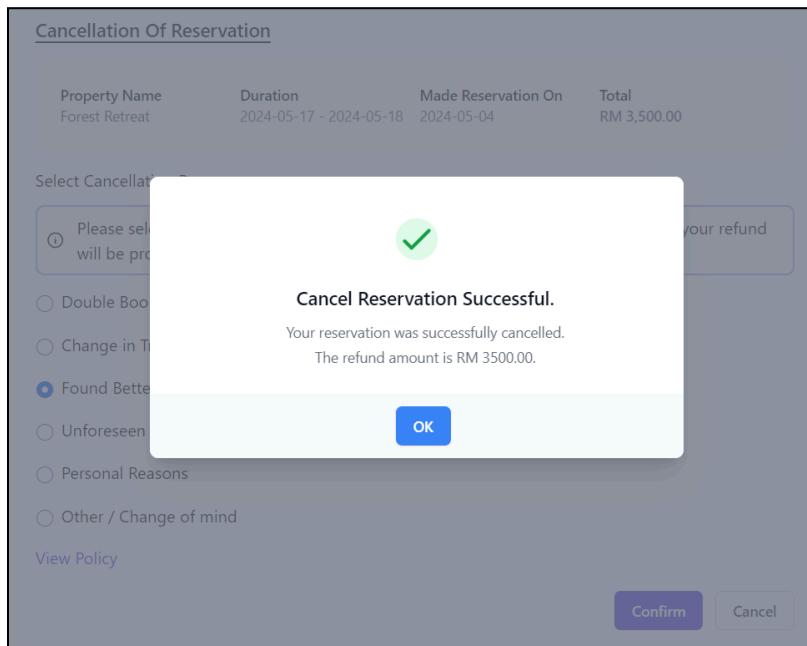
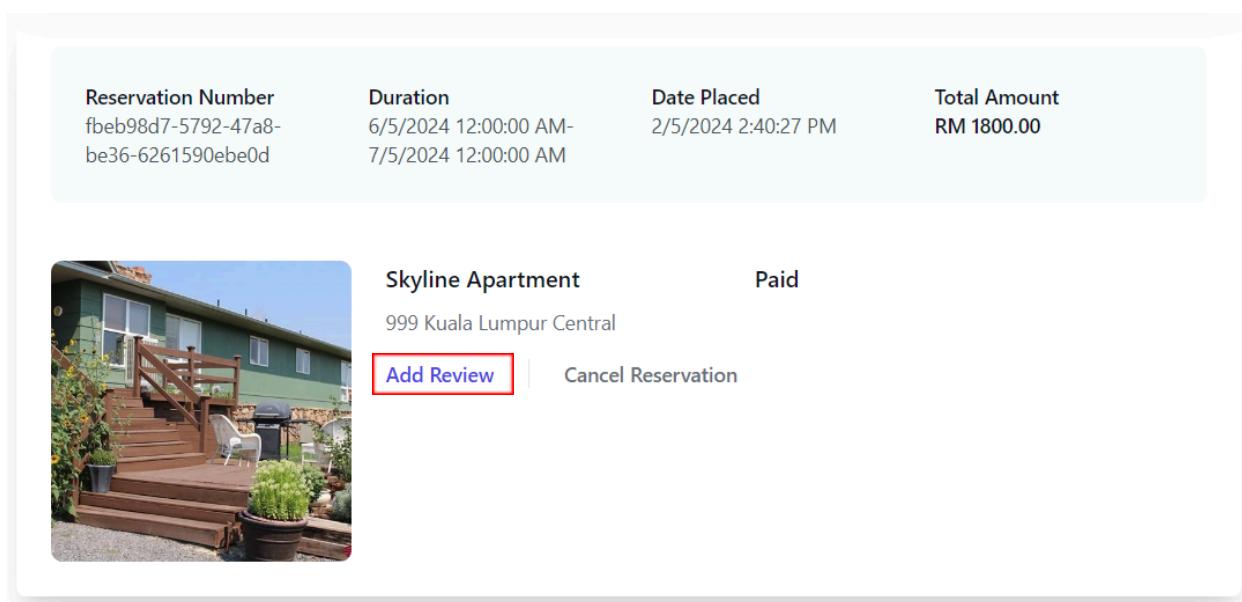


Figure 41 - Successful Cancellation (100% refund)

If a user cancels their booking 7 or more days before check-in, they will receive a full refund.

Review



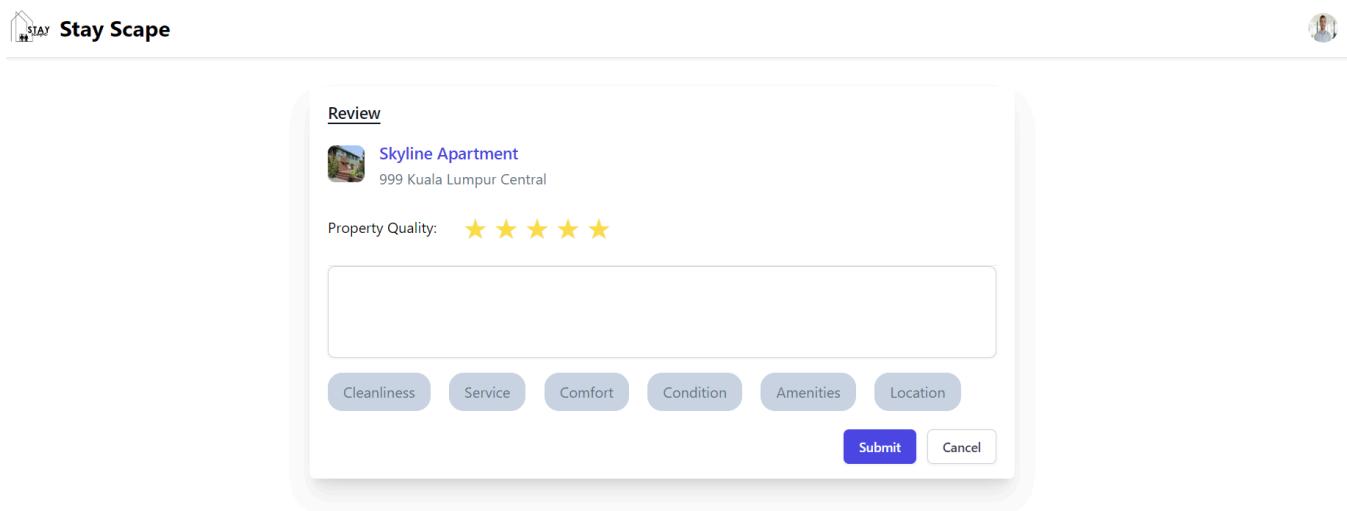
The screenshot shows a reservation summary at the top:

Reservation Number	Duration	Date Placed	Total Amount
fbef98d7-5792-47a8-be36-6261590ebe0d	6/5/2024 12:00:00 AM - 7/5/2024 12:00:00 AM	2/5/2024 2:40:27 PM	RM 1800.00

Below the summary is a listing for "Skyline Apartment" located at "999 Kuala Lumpur Central". The status is "Paid". There are two buttons: "Add Review" (highlighted with a red box) and "Cancel Reservation". To the left is a thumbnail image of a green apartment building with a wooden deck and stairs.

Figure 42 - Reservation Eligible for Adding Review

Users can add a review to their reservation if it is marked as "Paid" and the check-out date has passed.



The screenshot shows the "Review" form for "Skyline Apartment" at "999 Kuala Lumpur Central". The "Property Quality:" rating is shown as 5 stars. Below the rating is a large text input field. At the bottom of the form are category buttons for "Cleanliness", "Service", "Comfort", "Condition", "Amenities", and "Location". There are also "Submit" and "Cancel" buttons.

Figure 43 - Review Form

Users can submit a rating alone or both a rating and a review description. They are encouraged to click the respective category buttons to indicate their rating across various standards, such as cleanliness, service, and comfort, based on their living experience. Clicking these category buttons helps to quantify the overall rating.

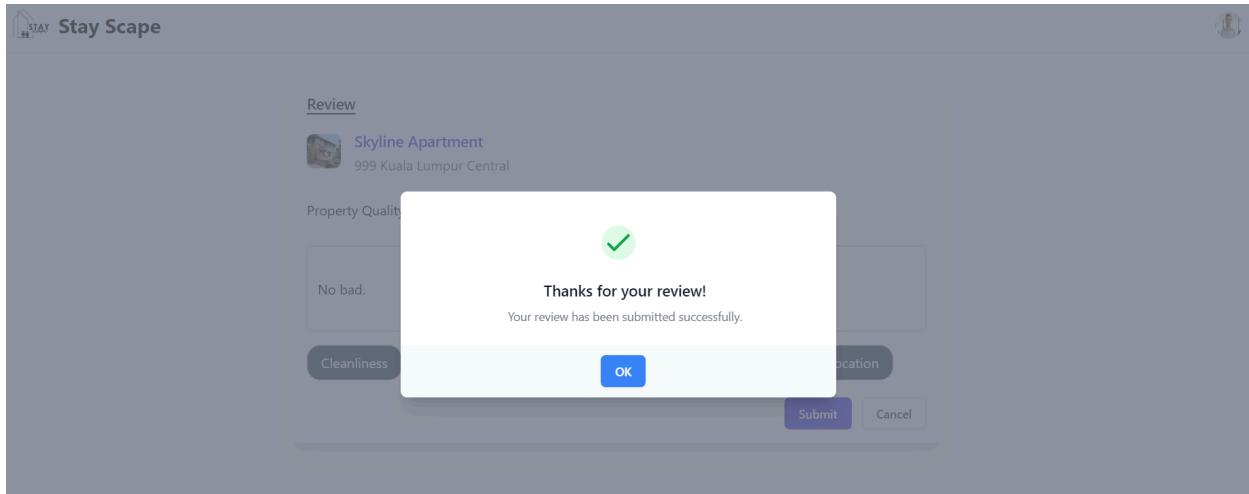


Figure 44 - Review Adding Successful Message

After the user clicks “Submit”, a modal will pop up indicating that their review has been submitted successfully.

A screenshot of a web browser displaying a reservation summary. The summary includes: Reservation Number (fbef98d7-5792-47a8-be36-6261590ebe0d), Duration (6/5/2024 12:00:00 AM - 7/5/2024 12:00:00 AM), Date Placed (2/5/2024 2:40:27 PM), and Total Amount (RM 1800.00). Below the summary is a thumbnail image of a green apartment building with a wooden deck and stairs. To the right of the image, the property details are listed: "Skyline Apartment" and "999 Kuala Lumpur Central". Underneath these details are two buttons: "View Review" and "Cancel Reservation".

Figure 45 - Reservation Eligible for Viewing Review

If a review already exists, users can view and edit their review by clicking the "View Review" button.

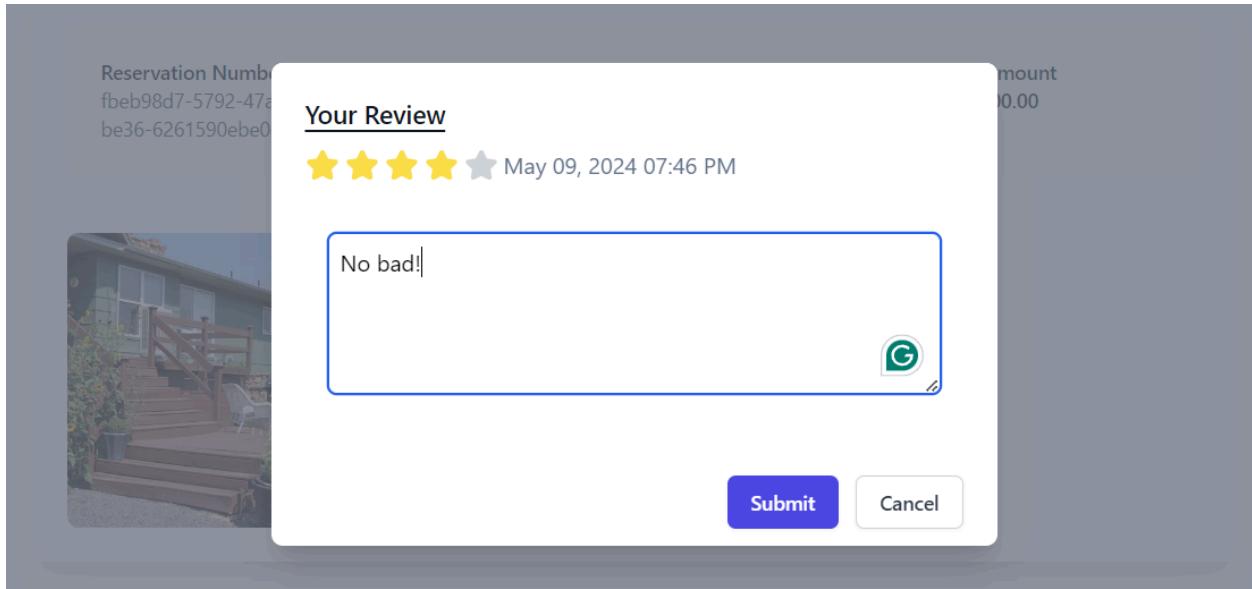
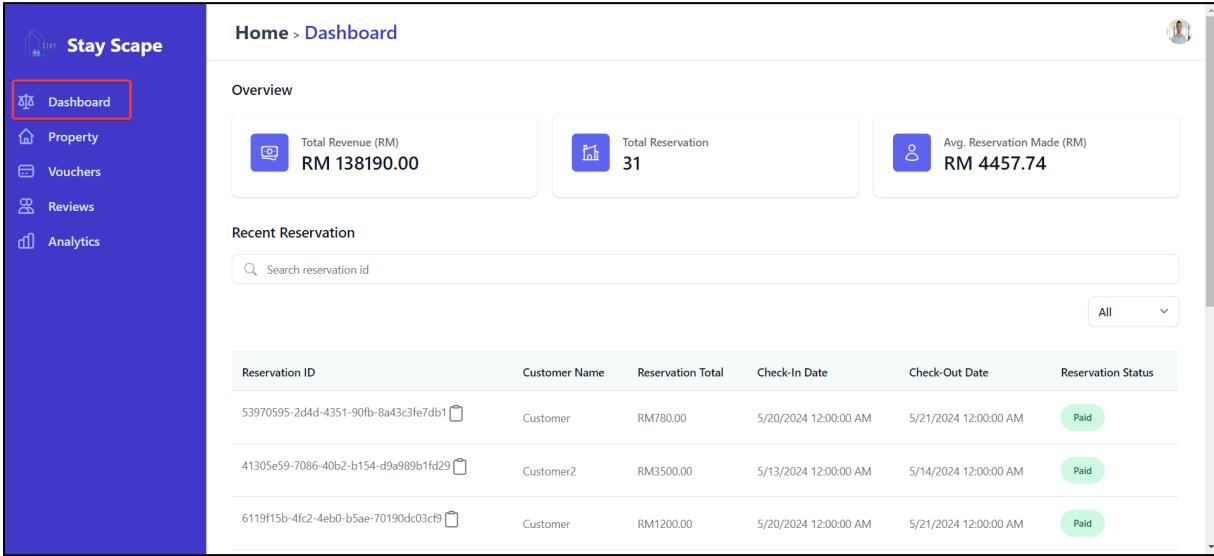


Figure 46 - PopUp After Clicking “View Review”

The user can edit the review description and then click "Submit" to save the changes.

4.3 Host Side

Dashboard (Reservation History for Specific Host)



The screenshot shows the StayScape dashboard interface. On the left is a sidebar with a purple header containing the 'Stay Scape' logo and navigation links: 'Dashboard' (which is highlighted), 'Property', 'Vouchers', 'Reviews', and 'Analytics'. The main content area has a white header with 'Home > Dashboard'. Below this is an 'Overview' section with three cards: 'Total Revenue (RM) RM 138190.00', 'Total Reservation 31', and 'Avg. Reservation Made (RM) RM 4457.74'. Underneath is a 'Recent Reservation' section with a search bar ('Search reservation id') and a dropdown menu ('All'). A table lists three recent reservations:

Reservation ID	Customer Name	Reservation Total	Check-In Date	Check-Out Date	Reservation Status
53970595-2d4d-4351-90fb-8a43c3fe7db1	Customer	RM780.00	5/20/2024 12:00:00 AM	5/21/2024 12:00:00 AM	Paid
41305e59-7086-40b2-b154-d9a989b1fd29	Customer2	RM3500.00	5/13/2024 12:00:00 AM	5/14/2024 12:00:00 AM	Paid
6119f15b-4fc2-4eb0-b5ae-70190dc03cf9	Customer	RM1200.00	5/20/2024 12:00:00 AM	5/21/2024 12:00:00 AM	Paid

Figure 1 - Dashboard.aspx

If the Host wants to see the reservation history, he/she can click the Dashboard page.

The Dashboard page mainly displays all reservation history for the logged-in host. It shows the Total Revenue (RM) made, Total Reservations, and Average Reservation Made (RM) (only for reservations with the status "Paid").

The screenshot shows the StayScape dashboard. At the top right, there is a green button with a checkmark and the text "Text copied to clipboard!" with a user icon. Below this, the dashboard has sections for "Overview" and "Recent Reservation". In the "Recent Reservation" section, there is a search bar with the placeholder "Search reservation id" and a dropdown menu set to "All". A table below lists reservations with columns: Reservation ID, Customer Name, Reservation Total, Check-In Date, Check-Out Date, and Reservation Status. One row in the table is highlighted with a red box around the "Reservation ID" cell, which contains the value "53970595-2d4d-4351-90fb-8a43c3fe7db1" and features a small clipboard icon. The "Reservation Status" cell for this row is green and says "Paid".

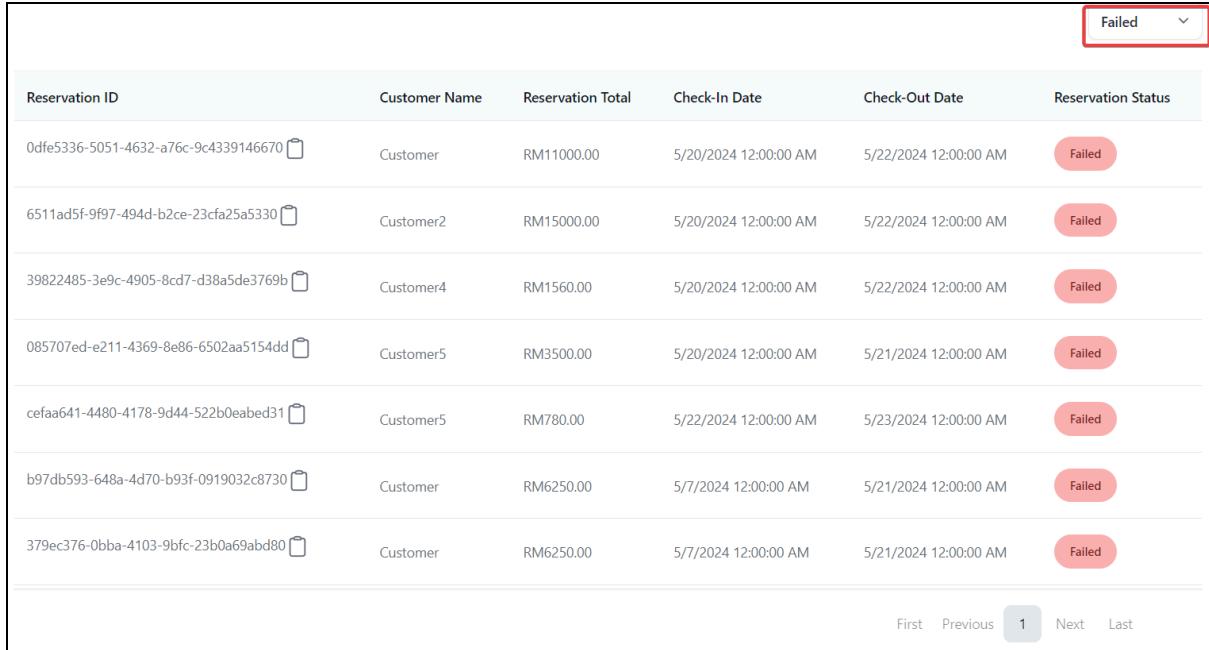
Figure 2 - Dashboard Page with Auto-Clipboard Function

An auto-clipboard function is triggered when the host clicks on the reservation ID, making it easy to copy.

The screenshot shows the StayScape dashboard. In the "Recent Reservation" section, there is a search bar with the placeholder "Search reservation id" containing the value "53970595-2d4d-4351-90fb-8a43c3fe7db1" and a red box around it. Below the search bar is a dropdown menu set to "All". A table below lists reservations with columns: Reservation ID, Customer Name, Reservation Total, Check-In Date, Check-Out Date, and Reservation Status. One row in the table is highlighted with a red box around the "Reservation ID" cell, which contains the value "53970595-2d4d-4351-90fb-8a43c3fe7db1" and features a small clipboard icon. The "Reservation Status" cell for this row is green and says "Paid". At the bottom right of the table, there are navigation links: First, Previous, 1, Next, and Last.

Figure 3 - Dashboard Page with Reservation ID Search Function

The page also includes a search function, allowing the host to search for a specific reservation ID.

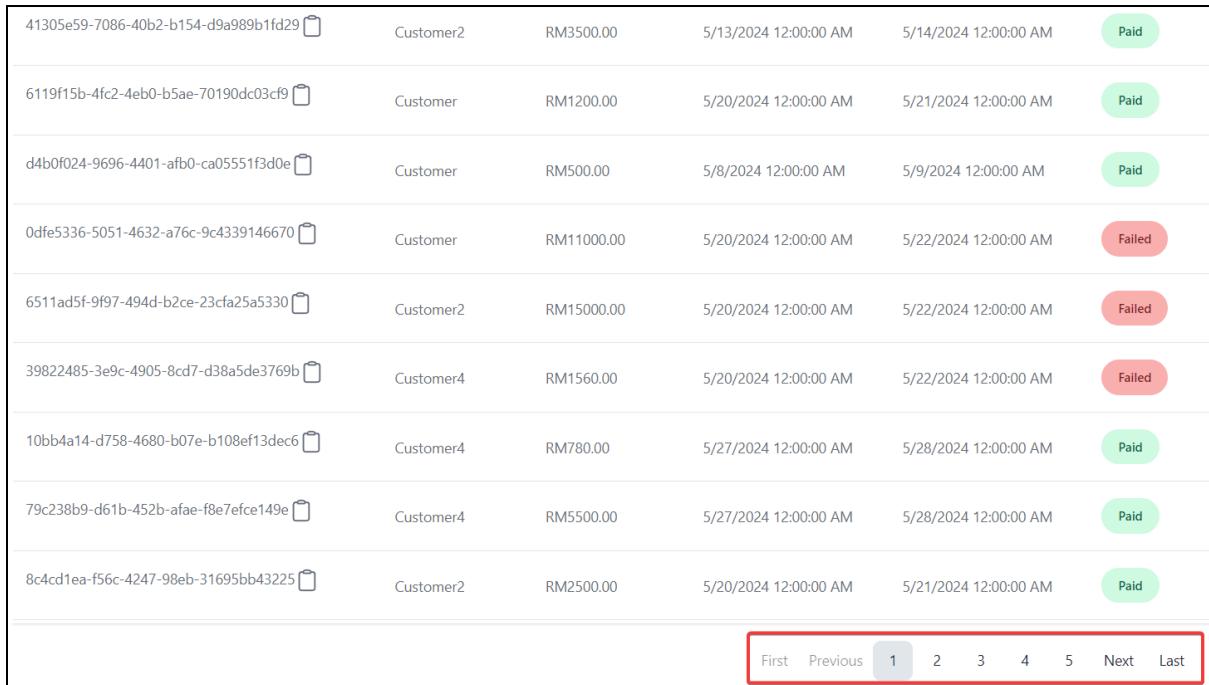


Reservation ID	Customer Name	Reservation Total	Check-In Date	Check-Out Date	Reservation Status
0dfe5336-5051-4632-a76c-9c4339146670	Customer	RM11000.00	5/20/2024 12:00:00 AM	5/22/2024 12:00:00 AM	Failed
6511ad5f-9f97-494d-b2ce-23cfa25a5330	Customer2	RM15000.00	5/20/2024 12:00:00 AM	5/22/2024 12:00:00 AM	Failed
39822485-3e9c-4905-8cd7-d38a5de3769b	Customer4	RM1560.00	5/20/2024 12:00:00 AM	5/22/2024 12:00:00 AM	Failed
085707ed-e211-4369-8e86-6502aa5154dd	Customer5	RM3500.00	5/20/2024 12:00:00 AM	5/21/2024 12:00:00 AM	Failed
cefaa641-4480-4178-9d44-522b0eabed31	Customer5	RM780.00	5/22/2024 12:00:00 AM	5/23/2024 12:00:00 AM	Failed
b97db593-648a-4d70-b93f-0919032c8730	Customer	RM6250.00	5/7/2024 12:00:00 AM	5/21/2024 12:00:00 AM	Failed
379ec376-0bba-4103-9bfc-23b0a69abd80	Customer	RM6250.00	5/7/2024 12:00:00 AM	5/21/2024 12:00:00 AM	Failed

First Previous 1 Next Last

Figure 4 - Dashboard Page with Reservation status Filter Function

It also contains a filter function to sort reservations by different status categories (**All, Paid, Failed, Cancelled**).



41305e59-7086-40b2-b154-d9a989b1fd29	Customer2	RM3500.00	5/13/2024 12:00:00 AM	5/14/2024 12:00:00 AM	Paid
6119f15b-4fc2-4eb0-b5ae-70190dc03cf9	Customer	RM1200.00	5/20/2024 12:00:00 AM	5/21/2024 12:00:00 AM	Paid
d4b0f024-9696-4401-afb0-ca05551f3d0e	Customer	RM500.00	5/8/2024 12:00:00 AM	5/9/2024 12:00:00 AM	Paid
0dfe5336-5051-4632-a76c-9c4339146670	Customer	RM11000.00	5/20/2024 12:00:00 AM	5/22/2024 12:00:00 AM	Failed
6511ad5f-9f97-494d-b2ce-23cfa25a5330	Customer2	RM15000.00	5/20/2024 12:00:00 AM	5/22/2024 12:00:00 AM	Failed
39822485-3e9c-4905-8cd7-d38a5de3769b	Customer4	RM1560.00	5/20/2024 12:00:00 AM	5/22/2024 12:00:00 AM	Failed
10bb4a14-d758-4680-b07e-b108ef13dec6	Customer4	RM780.00	5/27/2024 12:00:00 AM	5/28/2024 12:00:00 AM	Paid
79c238b9-d61b-452b-afae-f8e7efce149e	Customer4	RM5500.00	5/27/2024 12:00:00 AM	5/28/2024 12:00:00 AM	Paid
8c4cd1ea-f56c-4247-98eb-31695bb43225	Customer2	RM2500.00	5/20/2024 12:00:00 AM	5/21/2024 12:00:00 AM	Paid

First Previous 1 2 3 4 5 Next Last

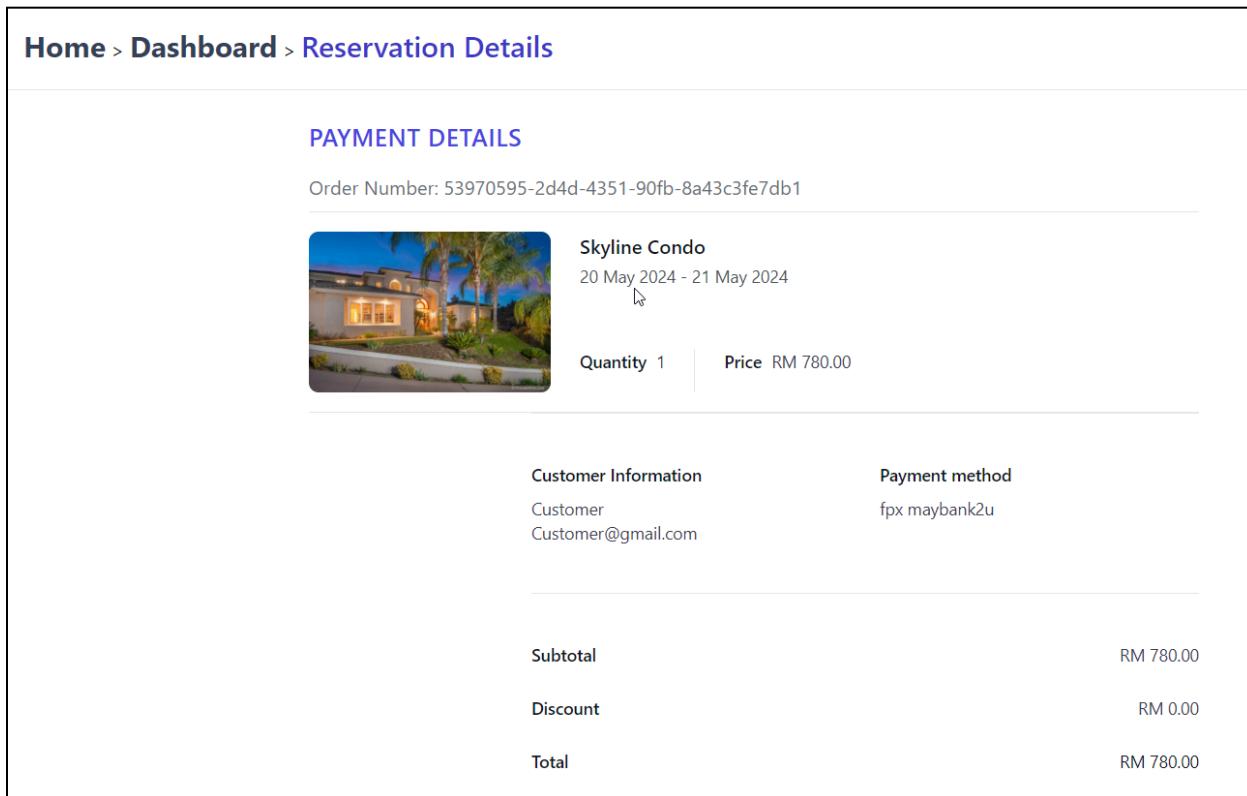
Figure 5 - Dashboard Page with Pagination

Pagination is implemented so that each page displays only 10 rows of data.

Reservation ID	Customer Name	Reservation Total	Check-In Date	Check-Out Date	Reservation Status
53970595-2d4d-4351-90fb-8a43c3fe7db1	Customer	RM780.00	5/20/2024 12:00:00 AM	5/21/2024 12:00:00 AM	Paid
41305e59-7086-40b2-b154-d9a989b1fd29	Customer2	RM3500.00	5/13/2024 12:00:00 AM	5/14/2024 12:00:00 AM	Paid
6119f15b-4fc2-4eb0-b5ae-70190dc03cf9	Customer	RM1200.00	5/20/2024 12:00:00 AM	5/21/2024 12:00:00 AM	Paid

Figure 6 - Dashboard Page to Reservation Details Page

When a host clicks on a specific row of the table, they will be directed to the Reservation Details page (*Figure 7 - HostReservationDetails.aspx*).



The screenshot shows the 'HostReservationDetails.aspx' page. At the top, the breadcrumb navigation reads 'Home > Dashboard > Reservation Details'. Below this, the section title 'PAYMENT DETAILS' is displayed. Underneath, the 'Order Number' is listed as '53970595-2d4d-4351-90fb-8a43c3fe7db1'. A thumbnail image of a house labeled 'Skyline Condo' is shown, along with the check-in and check-out dates '20 May 2024 - 21 May 2024'. To the right, the quantity is listed as 'Quantity 1' and the price as 'Price RM 780.00'. Further down, two columns of information are presented: 'Customer Information' (Customer, Customer@gmail.com) and 'Payment method' (fpX maybank2u). At the bottom, a summary table shows the breakdown of the total amount: Subtotal RM 780.00, Discount RM 0.00, and Total RM 780.00.

Customer Information	Payment method
Customer Customer@gmail.com	fpX maybank2u

Subtotal	RM 780.00
Discount	RM 0.00
Total	RM 780.00

Figure 7 - HostReservationDetails.aspx

The Reservation Details page primarily displays all the information/details for a single reservation made by a customer.

Property

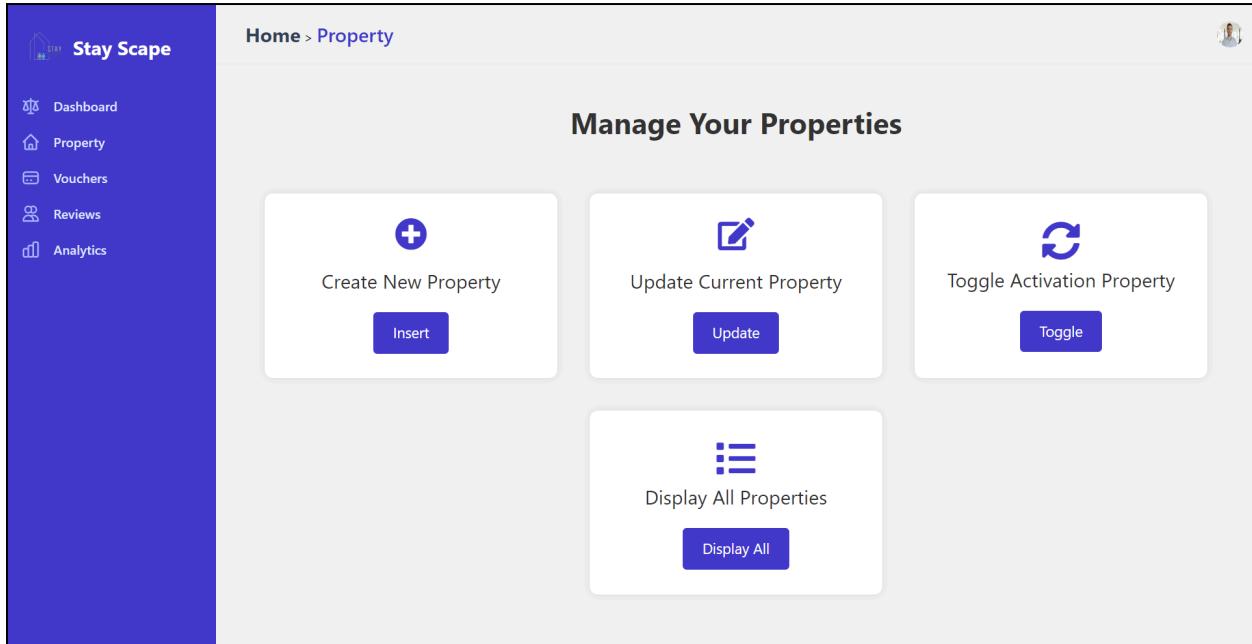


Figure 8 - Manage Properties Page

In manage properties page, it provide four functions:

1. Create New Property - to create a new property
2. Update Current Property - to update current property that under the host
3. Toggle Activation Property - to make the activation for property that under the host
4. Display All Properties - to display all the property that under the host

Add a New Property

Property Name:
Penang Seaside Villa

Property Price:
2400

Property Description:
Beautiful beachfront villa in Penang with direct access to the beach, featuring 4 bedrooms, 3 bathrooms, spacious living areas, and a private

Property Address:
No 22, Jalan Batu Ferringhi, 11100 Penang

City:
George Town

State:
Penang

Total Bedrooms:
4

Total Bathrooms:
3

Property Image:
 pixels-pixabay-259588.jpg

Add Property

Figure 9 - Add Property

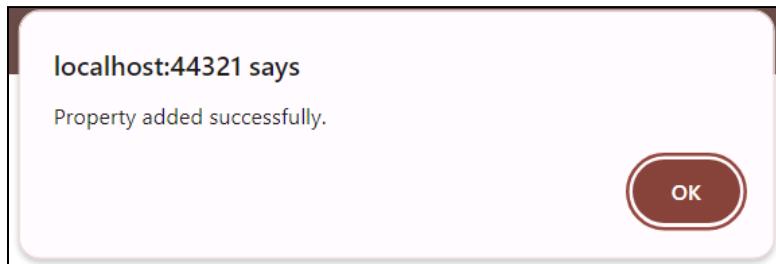


Figure 10 - Alert Message: "Added Successfully"

It allows the host to add their property in this page, the property image can add multiple images for one property. It will show the message in Figure 10 if added successfully.

All Properties

Seaview Condo



Description: Luxurious condo with a beautiful seaview
Price: RM 450.00
Location: Sabah
Bedrooms: 3 | Bathrooms: 2
Status: Active

Heritage House



Description: A refurbished historical home with modern amenities
Price: RM 1200.00
Location: Penang
Bedrooms: 5 | Bathrooms: 4
Status: Active

Beach Bungalow



Description: Charming bungalow right on the beach
Price: RM 1150.00
Location: Pahang
Bedrooms: 4 | Bathrooms: 2
Status: Inactive

Lakefront Residence



Description: Modern lakeside home with 4 bedrooms and a beautiful garden.
Price: RM 500.00
Location: Selangor
Bedrooms: 4 | Bathrooms: 3
Status: Active

Skyline Condo



Description: High-rise condo with stunning city views and modern amenities.
Price: RM 780.00
Location: Kuala Lumpur
Bedrooms: 3 | Bathrooms: 2
Status: Active

Ocean View Condo



Description: Stunning ocean view
Price: RM 3500.00
Location: Kuala Lumpur
Bedrooms: 3 | Bathrooms: 2
Status: Active

City Center Loft



Description: Modern loft design
Price: RM 2500.00
Location: Kuala Lumpur
Bedrooms: 2 | Bathrooms: 1
Status: Active

Lakeside Villa



Description: Tranquil lakeside
Price: RM 5500.00
Location: Putrajaya
Bedrooms: 5 | Bathrooms: 4
Status: Active

Beachfront Bungalow



Description: Luxury beach living
Price: RM 7500.00
Location: Kedah
Bedrooms: 6 | Bathrooms: 5
Status: Active

Fu Lim Building



Description: This is King
Price: RM 1000.00
Location: Selangor
Bedrooms: 3 | Bathrooms: 2
Status: Active

Penang Villa



Description: Beautiful beachfront villa in Penang with direct access to the beach, featuring 4 bedrooms, 3 bathrooms, spacious living areas, and a private pool.
Price: RM 1400.00
Location: Penang
Bedrooms: 4 | Bathrooms: 3
Status: Active

Figure 11 - Display Property

It allows the host to display & check their own property in this page.

All Properties

Penang

Penang Villa



Description: Beautiful beachfront villa in Penang with direct access to the beach, featuring 4 bedrooms, 3 bathrooms, spacious living areas, and a private pool.

Price: RM 1400.00

Location: Penang

Bedrooms: 4 | Bathrooms: 3

Status: Active

Figure 12 - Search Specific Property

It allows the host to search the property name and display their property details.

Update Property Details

Select Property:
Penang Seaside Villa

Property Name:
Penang Seaside Villa

Property Price:
2400.00

Property Description:
Beautiful beachfront villa in Penang with direct access to the

Address:
No 22, Jalan Batu Ferringhi, 11100 Penang

City:
George Town

State:
Penang

Total Bedrooms:
4

Total Bathrooms:
3

Update Property

Figure 13 - Update Property

It allows the host to update their property on this page.

Property Name:
Penang Villa

Property Price:
1400.00

Figure 14 - Changed this two details

For example, the host can change the property name & price.

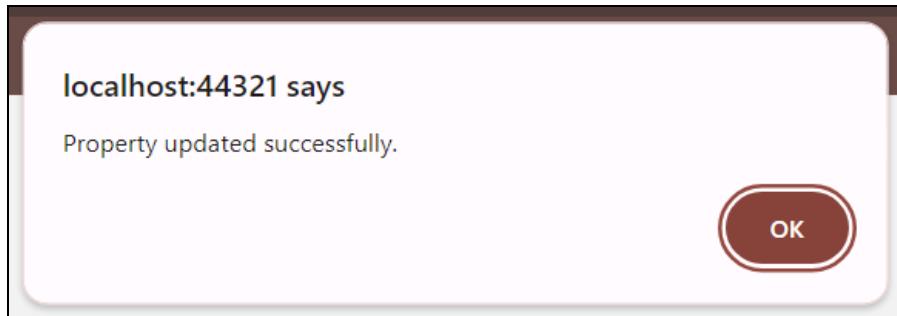


Figure 15 - Alert Message: "Property updated successfully"

It will show the successful message when updated.

A screenshot of a web page titled "Activation for Property". The page has a header "Activation for Property" and a sub-section "Select Property:" with a dropdown menu showing "Penang Villa". Below this, there are sections for "Price: 1400.00", "Description: Beautiful beachfront villa in Penang with direct access to the beach, featuring 4 bedrooms, 3 bathrooms, spacious living areas, and a private pool.", "Address: No 22, Jalan Batu Ferringhi, 11100 Penang", and "Status: Active". At the bottom is a large blue button labeled "Deactivate".

Figure 16 - Activation for Property

It allows the host to do the activation for their property in this page, the host can choose the property they want to do the activation It will show the current status for the property.

Activation Status:

Active: It will display in the property list (Customer/Client Side)

Inactive: It will hide in the property list (Customer/Client Side)

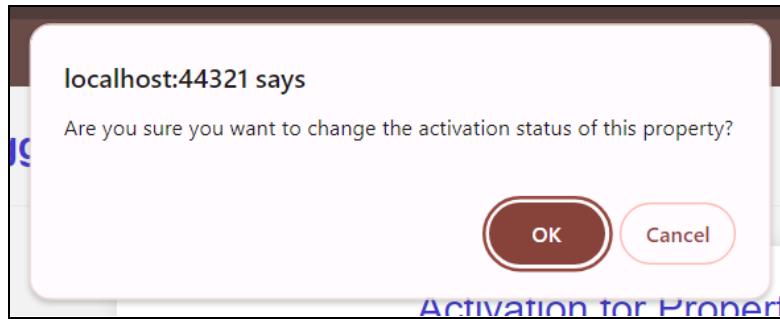


Figure 17 - Confirmation for change Activation Status of Property

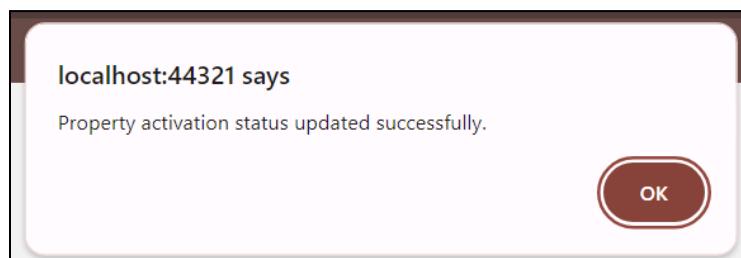


Figure 18 - Alert Message: "Property activation status updated successfully"

A screenshot of a web page titled "Activation for Property". The page has a heading "Select Property:" followed by a dropdown menu containing "Penang Villa". Below the dropdown, there is descriptive text: "Price: 1400.00", "Description: Beautiful beachfront villa in Penang with direct access to the beach, featuring 4 bedrooms, 3 bathrooms, spacious living areas, and a private pool.", "Address: No 22, Jalan Batu Ferringhi, 11100 Penang", and "Status: Inactive". At the bottom of the page is a large blue button labeled "Activate".

Figure 19 - Activation status changed: Inactive

After changing the status, it will show the current status immediately.

All Properties

Penang

Penang Villa



Description: Beautiful beachfront villa in Penang with direct access to the beach, featuring 4 bedrooms, 3 bathrooms, spacious living areas, and a private pool.

Price: RM 1400.00

Location: Penang

Bedrooms: 4 | Bathrooms: 3

Status: Inactive

Figure 20 - Results: Changed details for price, property name & status

Voucher

The screenshot shows a table of voucher details with the following columns: Name, Voucher Issued, Collect Start Time ~ Redeem End Time, Description, Status, and Code. A search bar at the top left is highlighted with red box 1. A dropdown menu for filtering by status (All, Active, Inactive, Expired) is highlighted with red box 2. A 'Bulk Import' button is highlighted with red box 3. A 'New Voucher' button is highlighted with red box 4. A tooltip 'text copied to clipboard!' is shown above the 'Code' column for the first row, with red box 5 pointing to it. Red box 6 points to the 'Issued' count for the first row. Red box 7 points to the pagination controls at the bottom.

Voucher List		Search voucher name		1		
Name	Voucher Issued	Collect Start Time ~ Redeem End Time	Description	Status	Code	
Host 1 - Percentage	6 3 / 100	2024-05-07 09:01:00 ~ 2024-05-15 09:01:00	Discount would be: 10% Cap At RM50 If order value reaches: RM100	Active	ZE4ZZ7KU	5
Host 1 - Expired Code	0 / 100	2024-05-05 09:00:00 ~ 2024-05-06 09:00:00	Discount would be: RM55 If order value reaches: RM100	Expired	3U4FQAKX	
Host 1 - Exceed Total Voucher	1 / 1	2024-05-07 08:58:00 ~ 2024-07-08 08:58:00	Discount would be: RM10 If order value reaches: RM100	Active	1MZD7KF	
Host 1 - Inactive	0 / 1	2024-05-07 08:56:00 ~ 2024-07-15 08:56:00	Discount would be: 10% Cap At RM50 If order value reaches: RM100	Inactive	YZREI0N1	
Host 1 - Less than MinSpend	0 / 100	2024-05-07 08:54:00 ~ 2024-07-07 08:54:00	Discount would be: RM200 If order value reaches: RM10000	Active	L9H5TNIE	
Host 1 - All Property	1 / 100	2024-05-07 08:52:00 ~ 2024-07-07 08:52:00	Discount would be: RM100 If order value reaches: RM500	Active	1CGA25LT	
Host 1 - Heritage House - Already Redeem	1 / 100	2024-05-07 08:51:00 ~ 2024-07-07 08:51:00	Discount would be: RM100 If order value reaches: RM500	Active	ENHNH53L	

Figure 21 - Voucher.aspx

If the host wants to add/bulk import/update/deactivate/search/filter the voucher, he/she can go to the voucher page.

The Voucher page mainly displays all created vouchers for the logged-in host.

Main Functionality of Voucher Page:

1. **Search** Bar for searching Voucher name.
2. **Filter** By Voucher Status (**All, Active, Inactive, Expired**).
3. **Bulk Import** Voucher (Add Multiple Vouchers at the same time (*Figure 22 - BulkImportVoucher.aspx*)).
4. **Create** a New Voucher (*Figure 25 - AddVoucher.aspx with All Property and Money Value Off*)
5. **Auto-clipboard** function for Voucher Code.
6. Display Voucher Details Page where host can **update/deactivate** Voucher (*Figure 29 - Voucher Details.aspx with update and deactivate functionality*)
7. **Pagination** to display 10 rows of data.

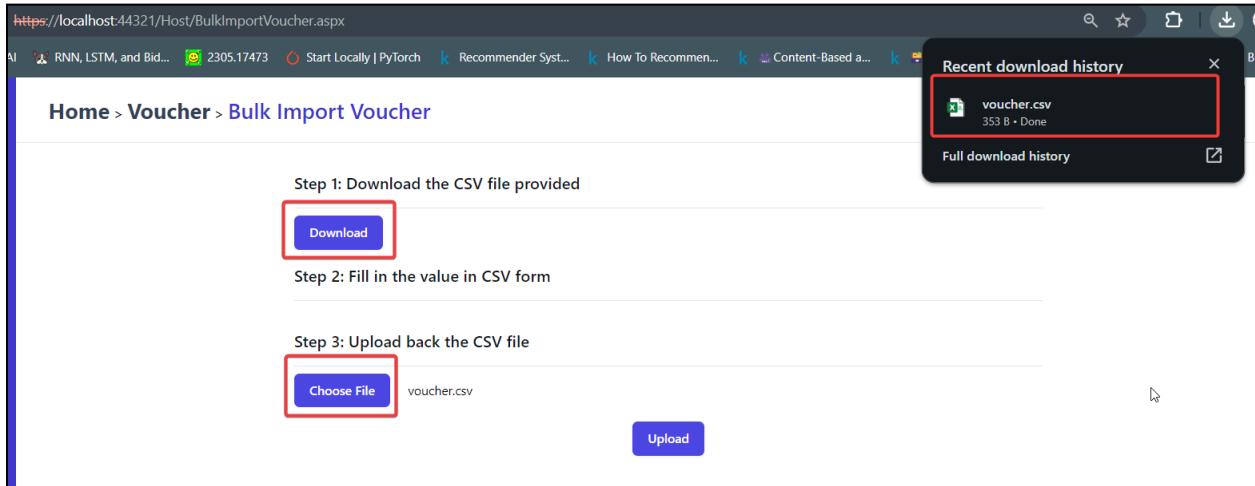


Figure 22 - BulkImportVoucher.aspx

1. Host can **download a CSV** file containing an example of voucher data.
2. Hosts can **delete** the example data and add their own voucher data.
3. Host can **upload the edited CSV** file to import multiple vouchers.

voucherN	totalVouc	redeemLir	startDate	expiredDate	discountType	minSpend	discountRate	discountPrice	capAt
Example M	6026	8	1/24/2024 23:20	10/5/2024 18:20	Money Value Off	4939.71		60.37	
Example P	6026	8	1/24/2024 23:20	10/5/2024 18:20	Percentage Discount Off	4939.71	152.53		10

Figure 23 - Content of downloaded csv file

Voucher List		Search voucher name	All	Bulk Import	+ New Voucher
Name	Voucher Issued	Collect Start Time ~ Redeem End Time	Discount Details	Status	Code
Example Percentage Discount Off	0 / 6026	2024-01-24 23:20:27 ~ 2024-10-05 18:20:29	Discount would be: 153% Cap At RM10 If order value reaches: RM4940	Active	XOBR44VH
Example Money Value Off	0 / 6026	2024-01-24 23:20:27 ~ 2024-10-05 18:20:29	Discount would be: RM60 If order value reaches: RM4940	Active	3ATKC05Y

Figure 24 - Result of Bulk Import

If the host wishes to add a new voucher, he/she can enter the Voucher Name, Total Vouchers to be Issued, Redeem Limit Per Customer, Redeem Period, and select which property they want to add: either all properties owned by the host or a specific property. Additionally, they can select the discount type, choosing between **Money Value Off** (where, if the order value reaches the minimum spend, the discount would be RM ??) or **Percentage Discount Off** (where, if the order value reaches the minimum spend, the discount rate would be ??% and capped at RM ??).

The screenshot shows the 'Add Voucher' form. At the top, it says 'Home > Voucher > Add Voucher'. The form has several input fields:

- Voucher Information:** 'Voucher Name' is set to 'Hari Raya'.
- Redeem Period:** 'Total Voucher to be Issued' is '100'.
- Redeem Limit Per Customer:** 'Redeem Limit Per Customer' is '1'.
- Redeem Period:** 'Redeem Period' is set from '05/09/2024 12:42 AM' to '05/10/2024 12:42 AM'.
- Apply To:** 'All Properties' is selected.
- Discount Type:** 'Money Value Off' is selected, with 'If Order Min.Spend' set to '100' and 'Discount Value (RM)' set to '10'.
- Buttons:** 'Cancel' and 'Submit' (highlighted with a red border).

Figure 25 - AddVoucher.aspx with All Property and Money Value Off

The screenshot shows the 'Voucher List' page. At the top, it has a search bar, a dropdown for filters ('All'), a 'Bulk Import' button, and a '+ New Voucher' button. The table below lists the vouchers:

Name	Voucher Issued	Collect Start Time ~ Redeem End Time	Discount Details	Status	Code
Hari Raya	0 / 100	2024-05-09 00:42:00 ~ 2024-05-10 00:42:00	Discount would be: RM10 If order value reaches: RM100	Active	PO848JLJ

Figure 26 - Result of Adding New Voucher with All Property and Money Value Off

Voucher Name	Tahun Baru Cina	
Total Voucher to be Issued	888	
Redeem Limit Per Customer	1	
Redeem Period	05/09/2024 12:46 AM  - 05/31/2024 12:46 AM 	
Apply To	<input type="radio"/> All Properties <input checked="" type="radio"/> Specific Property	
Select Property	Heritage House 	
Money Value Off		<input checked="" type="checkbox"/> Percentage Discount Off
If Order Min.Spend	88	
Discount Rate %	5	
Cap At (RM)	8	
<input type="button" value="Cancel"/> <input type="button" value="Submit"/>		

Figure 27 - AddVoucher.aspx with Specific Property and Percentage Discount Off

Voucher List		Search voucher name	All 	 Bulk Import	 + New Voucher
Name	Voucher Issued	Collect Start Time ~ Redeem End Time	Discount Details	Status	Code
Tahun Baru Cina	0 / 999	2024-05-09 00:46:00 ~ 2024-05-31 00:46:00	Discount would be: 5% Cap At RM8 If order value reaches: RM88	 Active	IMNQ95PH 

Figure 28 - Result of Adding New Voucher with All Property and Money Value Off

If the host wishes to update a voucher, they can do so by modifying the column values. To deactivate a voucher, the host can click on the deactivate button. If the host wishes to activate the voucher again, they can do so by clicking on the activate button

The screenshot shows the 'Voucher Details' page. At the top, there's a breadcrumb navigation: Home > Voucher > Voucher Details. Below it is a section titled 'Voucher Information' with a note: '* Indicates required field.' The form contains the following fields:

- Voucher Name: Hari Raya
- Total Voucher to be Issued: 100
- Redeem Limit Per Customer: 1
- Redeem Period: From 05/09/2024 12:42 AM to 05/10/2024 12:42 AM
- Apply To: All Properties (radio button selected)
- Discount Type: Money Value Off (radio button selected)
- If Order Min.Spend: 100
- Discount Value (RM): 10

At the bottom right, there are two buttons: 'Update' and 'Deactivate'. The 'Deactivate' button is highlighted with a red border.

Figure 29 - Voucher Details.aspx with update and deactivate functionality

The screenshot shows the 'Voucher List' page. At the top, there's a search bar labeled 'Search voucher name', a dropdown menu set to 'All', a 'Bulk Import' button, and a '+ New Voucher' button. The main table has columns: Name, Voucher Issued, Collect Start Time ~ Redeem End Time, Discount Details, Status, and Code. One row is visible:

Name	Voucher Issued	Collect Start Time ~ Redeem End Time	Discount Details	Status	Code
Updated Hari Raya	0 / 100	2024-05-09 00:42:00 ~ 2024-05-10 00:42:00	Discount would be: RM10 If order value reaches: RM100	Inactive	PO848JLJ

Figure 30 - Result after Update the voucher name and deactivate the voucher

Review

The screenshot shows the 'Review' page of the StayScape web application. On the left is a dark blue sidebar with the 'Stay Scape' logo at the top and five menu items: Dashboard, Property, Vouchers, **Reviews** (which is highlighted with a red box), and Analytics. The main content area has a header 'Home > Review' and a sub-header 'Property Reviews'. It includes fields for 'Property Name', 'Customer Name', and 'Date'. Below these are filtering options: 'All' (selected), 'To Reply', 'Replied', and buttons for '5 Star(12)', '4 Star(7)', '3 Star(9)', '2 Star(1)', and '1 Star(0)'. The table below has three columns: 'PROPERTY INFORMATION', 'CUSTOMER REVIEW', and 'ACTION'. A single review row is shown for 'Riverside Cottage' located at '333 Kuantan Riverside'. The review is from 'Customer5' on 28/3/2024 at 11:52:41 PM, rated 2 stars, with the comment 'Great location, but the condo needs renovation.' A 'Reply' button is in the ACTION column.

Figure 31 - Review.aspx

Hosts can view customer reviews on the review page, which shows property information, customer review details, and allows the host to reply by clicking "Reply" in the third column. The page includes several filtering options:

1. Property Name
2. Customer Name
3. Date
4. Host Response Status (To Reply / Replied)
5. Rating Star Count (5 / 4 / 3 / 2 / 1)

Hosts can choose which filters to apply to narrow down the reviews they wish to view or respond to.

Property Reviews

Property Name: Mountain

Customer Name: Customer5

2024-03-28

CUSTOMER REVIEW							ACTION
<u>Customer5</u>							<button>Reply</button>
Great location, but the condo needs renovation.							
							<button>Reply</button>
<u>Customer2</u>							
Great location but needs some upgrades.							

Riverside Cottage
333 Kuantan Riverside

Figure 32 - Sorting Function in Review.aspx

Hosts can search reviews by property name, customer name, or date. To search by property or customer name, simply type the name in the text box. To search by date, click on the calendar and select the desired date.

Property Reviews

Property Name: Mountain

Customer Name: Customer5

2024-03-28

All To Reply Replied

PROPERTY INFORMATION	CUSTOMER REVIEW	ACTION
Mountain Cabin 222 Cameron Highlands	<u>Customer5</u> Great location but needs some upgrades.	<button>Reply</button>

Figure 33 - Data Displayed After Clicking “Search”

PROPERTY INFORMATION	CUSTOMER REVIEW	ACTION
Riverside Cottage 333 Kuantan Riverside	<p>Customer5</p> <p>★★★☆☆ 28/3/2024 11:52:41 PM</p> <p>Great location, but the condo needs renovation.</p> <p>Ok, thanks for your review, will improve it.</p>	<p>Reply</p> <p>Submit Cancel</p>

Figure 34 - Reply The Review

The host can reply to a review by clicking the "Reply" button, which will display a text box for the host to type and submit their response.

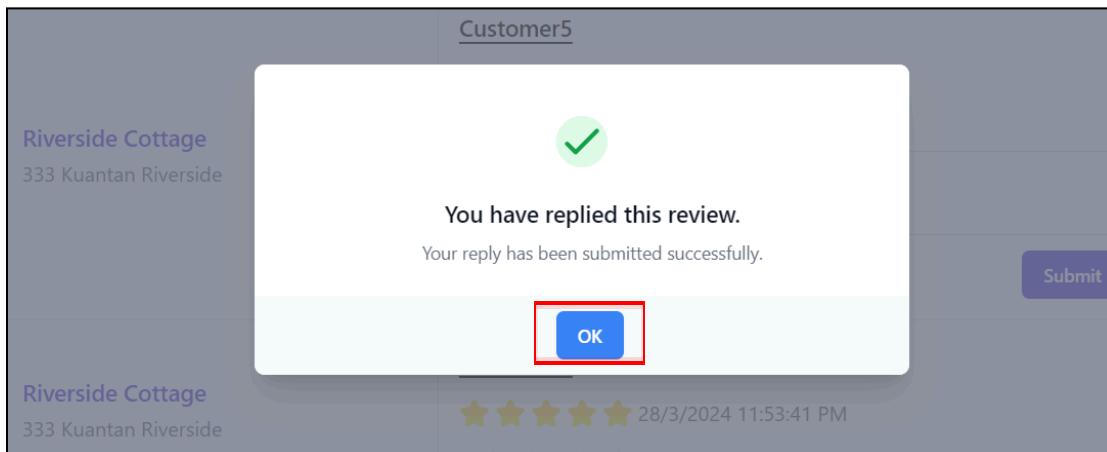


Figure 35 - Successful Reply Modal

After the host clicks "Submit," a successful reply modal will pop up, prompting the host to click "OK" to close the modal.

PROPERTY INFORMATION	CUSTOMER REVIEW	ACTION
Riverside Cottage 333 Kuantan Riverside	<p>Customer5</p> <p>★★★☆☆ 28/3/2024 11:52:41 PM</p> <p>Great location, but the condo needs renovation.</p> <div style="border: 1px solid #ccc; padding: 5px;"> <p>Thanks for your review, will improve it!</p>  </div> <p>Edit</p>	<p>Save Cancel</p>

Figure 36 - Edit The Reply

The host can also edit a reply by clicking the "Edit" button, which will display a text box for the host to edit and submit their response.

PROPERTY INFORMATION		CUSTOMER REVIEW	ACTION
<input type="radio"/> All <input type="radio"/> To Reply <input checked="" type="radio"/> Replied All 5 Star(0) 4 Star(0) 3 Star(0) 2 Star(1) 1 Star(0)	<p>Customer5</p> <p>★★★☆☆ 28/3/2024 11:52:41 PM</p> <p>Great location, but the condo needs renovation.</p>	<p>Edit</p>	

Figure 37 - View Replied Review

The host can click the "Replied" radio button to view the reviews that have received a reply and then decide whether to edit the existing response.

Analytic

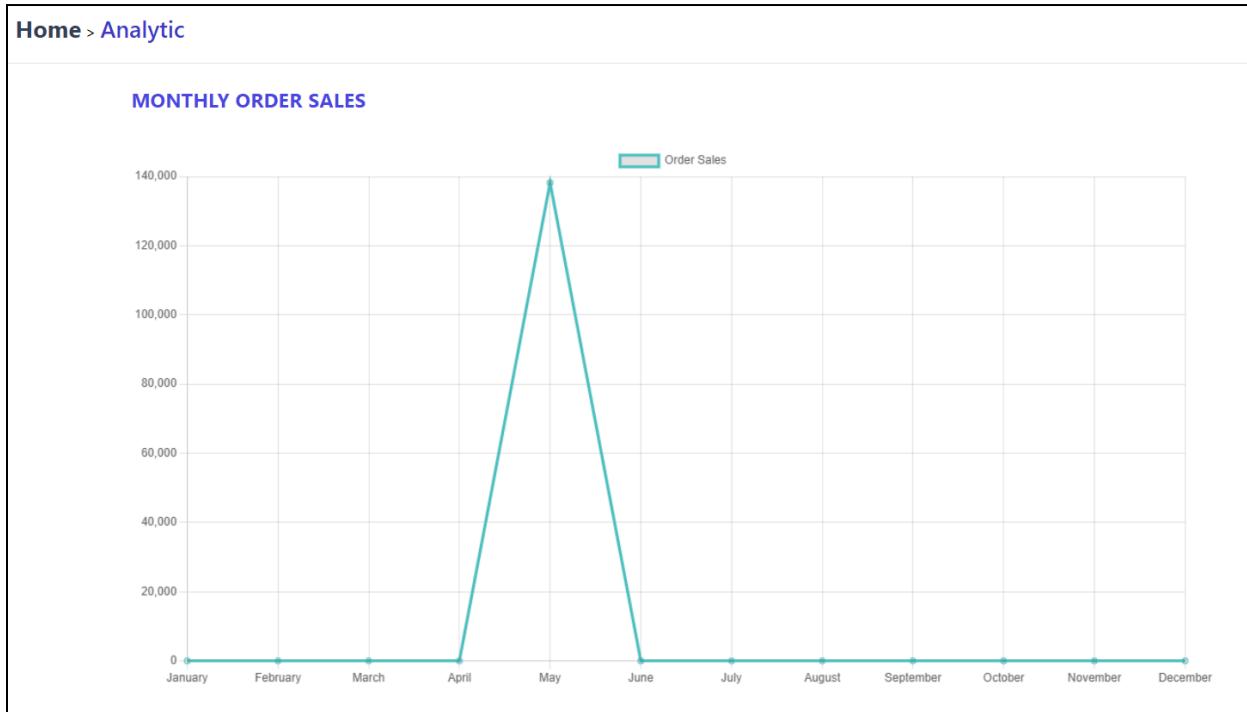


Figure 38 - Monthly Order Sales



Figure 39 - Top Customer by Sales and Top Property by Sales

If the host wishes to view statistical information to improve their promotion strategy, focusing on specific month, customers, or properties, they can navigate to the Analytics Page.

The Analytics page primarily shows statistical information for the logged-in host.

1. Graph 1 displays the **Monthly Sales Orders** for the **current year**.
2. Graph 2 shows the **top customers** based on reservation amounts.
3. Graph 3 displays the **top properties** that generated the most reservation amounts.