



## **Booth Management System**

**By**

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**A Report Submitted in Partial Fulfillment of  
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## **Introduction**

The project involves the development of a "Booth Management System" (BMS) designed to streamline the management and booking of exhibition booths at events such as trade shows, fairs, and markets. The system aims to facilitate both the organizers of the events and the vendors who wish to book booths. The primary customers for this project include event organizers who require an efficient system to manage booth reservations, as well as vendors who need a user-friendly platform to find and book available booths. The system will cater to diverse users, including vendors, booth managers, and event administrators, ensuring that all parties can interact with the platform seamlessly.

The Booth Management System (BMS) is a practical solution designed to simplify the management and preservation of display booths for events such as markets, trade shows, and fairs. This platform allows vendors to search for available booths, make reservations, and complete payments securely. Booth managers can easily manage booth availability, handle booking requests, and generate reports on bookings and payments.

The BMS helps vendors and event organizers avoid common issues like double bookings, manual processes, and the challenges of managing large numbers of booth reservations. By providing a user-friendly and secure platform, the BMS aims to reduce booking errors, cut administrative costs, and improve the overall booth management experience. The system also integrates with government databases for identity verification, ensuring that every transaction is secure and authentic.

## **Business Context**

In the business context, event management and booth booking are critical components of successful trade shows, fairs, and markets. Event organizers face significant challenges when dealing with a large number of vendors, especially when managing booth reservations manually. These challenges include the risk of double bookings, delayed responses to booking requests, and the difficulty of handling payments and cancellations efficiently.

The BMS is designed to mitigate these challenges by providing a centralized platform that automates the entire booth management process. The system not only reduces the administrative burden on event organizers but also enhances the overall experience for vendors. By offering features such as real-time booth availability, secure payment options, and integration with identity verification services, the BMS ensures that both organizers and vendors can interact with the platform seamlessly and with confidence.

Furthermore, the system's ability to handle high volumes of concurrent users and bookings makes it ideal for large-scale events, ensuring that event organizers can focus on other critical aspects of event management. The incorporation of multi-language support also broadens the system's usability, making it accessible to a diverse user base.

In summary, the Booth Management System is an essential tool for modern event management, offering a reliable, efficient, and secure solution for both event organizers and vendors. By addressing the common challenges in booth booking and management, the BMS is poised to become an invaluable asset in the industry.

## **The main mechanism of the platform**

- 1. Booth Management System:** This system is used to manage booths at trade shows or flea markets. Users can reserve a booth. View information about the booth and can pay through the system
- 2. User :**
  - General user: The user can register, view available booths, reserve a booth, and pay.
  - Booth manager: Manage booth details (price, size, facility), take care of bookings, and create booking reports.
  - Event organizer: Be the person who communicates with the booth manager himself.
- 3. System capabilities :**
  - Supports many groups of users with different needs.
  - The system must be available 24 hours a day, supporting more than 10,000 booth reservations at the same time.
  - Supports Thai and English languages.
  - The slip must be uploaded before the booking can be approved.

## **Functional Requirements**

### **General User**

- R1: The system shall enable users to view a list of available booths.
- R2: The system shall allow users to register by providing their personal details, including their identification number, and verify their identity with the Ministry of Interior (MOI).
- R3: The system shall enable users to make payments for booth bookings via credit card, TrueMoney Wallet, and bank transfer.
- R4: The system shall allow users to select and book a booth directly from the event venue map.
- R5: The system shall allow users to register by providing their personal details, including identification number, and verify their identity with the Ministry of Interior (MOI).
- R6: The system shall allow users to submit a booking request for a booth.
- R7: The system shall allow users to upload proof of payment when paying via bank transfer.

### **Booth Manager**

- R8: The system shall send notifications to booth managers when a new booking request is submitted.
- R9: The system shall allow booth managers to approve or reject booking requests.
- R10: The system shall allow the Booth Manager to manage booth details, including setting the price, size, and available facilities for each booth.
- R11: The system shall allow the Booth Manager to oversee booth bookings, including viewing and managing booking statuses.
- R12: The system shall enable the Booth Manager to generate detailed booking reports that include information on booth pricing, sizes, facilities, and booking statuses.
- R13: The system shall allow administrators to manage user accounts, including suspension or deletion of accounts.

R14: The system shall notify the Booth Manager of any conflicts or issues related to booth bookings, such as double bookings or payment discrepancies.

## **Event Organizer**

R15: The system shall allow event organizers to send announcements and updates to booth managers and registered users.

R16: The system shall allow event organizers to manage communication with booth managers through an integrated messaging system.

R17: The system shall allow event organizers to create and manage event schedules, including setting up times for specific

R18: The system shall provide event organizers with a dashboard to monitor booth bookings and user activity.

R19: The system shall allow the Event Organizer to schedule meetings or discussions with the Booth Manager and track the outcomes of these interactions.

R20: The system shall enable the Event Organizer to collaborate with the Booth Manager in finalizing booth allocations and ensuring that all requirements for the event are met.

## **Non-Functional Requirements**

### **General User**

RNF1: The system should provide a responsive user interface that is accessible on both desktop and mobile devices, ensuring that users can register, view available booths, reserve a booth, and make payments with ease.

RNF2: The system should include a secure password recovery process to allow users to regain access to their accounts in case they forget their login credentials.

RNF3: The system should maintain user session data for a minimum of 30 minutes of inactivity to allow users to complete their actions without being logged out.

RNF4: The system should have a quick response time, with page load times of no more than 2 seconds under normal usage conditions, to ensure a smooth user experience.

## **Booth Manager**

RNF5: The system should provide a user-friendly interface with intuitive navigation and clear instructions for booth managers to efficiently manage booth details, and bookings, and generate reports.

RNF6: The system should be capable of integrating with third-party APIs for payment processing and identity verification to assist booth managers in managing payments and verifying the identity of booth tenants.

RNF7: The system shall provide a user-friendly interface, with intuitive navigation and clear instructions for all user actions.

## **Event Organizer**

RNF8: The system should provide a responsive user interface for the Event Organizer, accessible on both desktop and mobile devices, facilitating communication and collaboration with the Booth Manager.

RNF9: The system should ensure that communication between the Event Organizer and the Booth Manager is secure, with data encryption in place to protect sensitive information.

RNF10: The system should ensure continuous operation at all times, with a minimum uptime of 99.5%, allowing the Event Organizer to communicate with the Booth Manager and manage event logistics without disruption.

## Identifying Actors

### 1. Vendor/User

- **Role:** The Vendor or User is an individual or business entity looking to participate in an event by booking a booth.
- **Responsibilities:**
  - Register on the BMS platform by providing personal details and verifying identity through integration with the Ministry of Interior.
  - Search for available booths based on location, size, and date.
  - View booth details, including price, size, location, and available amenities.
  - Select and book a booth through the event venue map.
  - Submit payment for booth bookings via supported payment methods (credit card, TrueMoney Wallet, bank transfer).
  - Upload proof of payment when required.
  - View booking status, modify or cancel bookings, and manage personal information.

### 2. Booth Manager

- **Role:** The Booth Manager is responsible for overseeing the availability and booking of booths at the event.
- **Responsibilities:**
  - Manage booth availability by adding, editing, or removing booths from the system.
  - Monitor and approve or reject booking requests submitted by vendors.
  - Receive notifications when new booking requests are submitted.
  - Generate reports detailing booth bookings, payments received, and user activity.
  - Ensure that all booth-related information is up-to-date and accurate.

### **3. Event Organizer**

- **Role:** The Event Organizer oversees the entire event, including the management of the Booth Management System.
- **Responsibilities:**
  - Set up and configure the BMS for a specific event, including uploading venue maps and setting booth prices.
  - Monitor system performance and ensure it meets the needs of the event.
  - Coordinate with Booth Managers to ensure smooth booth booking processes.
  - Access and analyze reports generated by Booth Managers to make informed decisions about the event.
  - Handle any escalations related to booth bookings or vendor issues.

### **Conclusion**

The Booth Management System (BMS) is revolutionizing the management and reservation of exhibition booths for events like trade shows and fairs. This user-friendly platform streamlines the booking process for vendors, making it easy to find, book, and pay for booths securely. For booth managers, the BMS simplifies updating details, handling bookings, and generating reports, reducing errors and improving efficiency. Event organizers benefit from comprehensive tools to manage events, track progress, and address issues effectively. With its capacity for high volumes of bookings, multi-language support, and strong security measures, the BMS sets a new standard for efficient and reliable event management.