



Booth Management System

Phase 2

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Introduction

This project focuses on developing a “Booth Management System” (BMS) to simplify the management and booking of exhibition booths at events such as trade shows, fairs, and markets. The system is designed to help organizers manage booth bookings efficiently and provide vendors with an easy way to search for and book available booths.

The booth management system will support different users, including general users, booth managers, and event administrators, making the platform easy for everyone to use. The BMS will enable vendors to search for available booths, make bookings, and process secure payments.

The BMS is designed to meet the needs of stakeholders in trade shows and fairs. Organizers create designated booth areas for vendors to display and sell products. The BMS allows organizers to specify booth availability, size, and location while enabling booth managers to manage bookings and event details efficiently.

Business Context

The BMS is designed to meet the needs of stakeholders in trade shows and fairs. Organizers create designated booth areas for vendors to display and sell products. The BMS allows organizers to specify booth availability, size, and location while enabling booth managers to manage bookings and event details efficiently.

End users, including product owners and vendors, will be able to view available booths, access relevant information, and book the desired space. The system facilitates user registration and identity verification to ensure bookings are valid while supporting multiple payment channels for smooth transactions.

The BMS prioritizes user-friendliness to meet the diverse needs of its users. With an intuitive interface, features such as location-based booth searches, detailed booth information, and reporting tools for booth managers, the BMS enhances navigation and usability, improving booth management efficiency and supporting a successful trade show experience.

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 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 allow users to select a booth directly from the event venue map.

- R4: The system shall allow users to book a booth directly from the event venue map.
- R5: The system shall enable users to make payments for booth bookings via credit card, TrueMoney Wallet, and bank transfer.
- 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 via bank transfer when paying.

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.

Payment Gateway

- R21: The payment gateway shall send transaction confirmation details to the user upon successful payment, including the transaction ID, amount paid, and payment method used.
- R22: The payment gateway shall send detailed payment information, including a breakdown of costs (booth price, taxes, and fees), to both the user and the system for record-keeping.

Non-Functional Requirements

General User

- RNF1: The system should provide a responsive user interface that works well on both desktop and mobile devices, making it easy for users to register, view available booths, reserve a booth, and make payments smoothly.
- RNF2: The system should include a secure process for recovering passwords, so users can easily regain access if they forget their login credentials.
- RNF3: The system should keep user session data active for at least 30 minutes of inactivity, allowing users to complete their actions without being automatically logged out.
- RNF4: The system should have a fast response time, with page loads taking no more than 2 seconds under normal conditions, to ensure a seamless user experience.

Booth Manager

- RNF5: The system should offer a user-friendly interface with intuitive navigation and clear instructions, enabling booth managers to efficiently manage booth details, and bookings, and generate reports.
- RNF6: The system should integrate with third-party APIs for payment processing and identity verification, helping booth managers manage payments and verify booth tenants' identities.
- RNF7: The system should ensure report generation is completed within a maximum of 5 seconds, regardless of the size of the data set, providing booth managers with quick access to detailed booking, payment, and user activity reports.

Event Organizer

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

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

RNF10: The system should have a continuous operation with a minimum uptime of 99.5%, allowing the Event Organizer to manage event logistics and communicate with the Booth Manager without any disruptions.

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.

4. Payment Gateway

- **Role:** The Payment Gateway facilitates secure and efficient online transactions, acting as the intermediary between the system and financial institutions for processing payments.

- **Responsibilities:**

- Process Payments: Handle payments made by users via credit card, TrueMoney Wallet, or bank transfer.
- Authenticate Transactions: Verify and authenticate payment details to ensure that the user has sufficient funds and that the payment is legitimate.
- Encrypt Sensitive Data: Protect user payment information by encrypting it before transmitting data to banks or credit card networks.
- Send Payment Confirmation: Notify the system and the user once a payment has been successfully processed or declined.
- Facilitate Refunds and Chargebacks: Manage any payment reversals, refunds, or chargeback requests initiated by users or administrators.
- Monitor for Fraud: Implement fraud detection measures to identify suspicious transactions and prevent unauthorized payments.
- Generate Transaction Reports: Provide detailed transaction reports to the system for bookkeeping and reconciliation purposes.

Conclusion

Booth Management Systems (BMS) are changing the way exhibition booths are managed and booked for events such as trade shows and expos. This easy-to-use platform allows vendors to search, book, and pay for booths securely. For booth managers, BMSs simplify the process of updating details, managing bookings, and generating reports, thus reducing errors and increasing 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.

Revision of Phase 2

List of change

Link to the Reviselog: <https://github.com/Software-Engineering/Reviselog>

Use case diagram

Unmodified



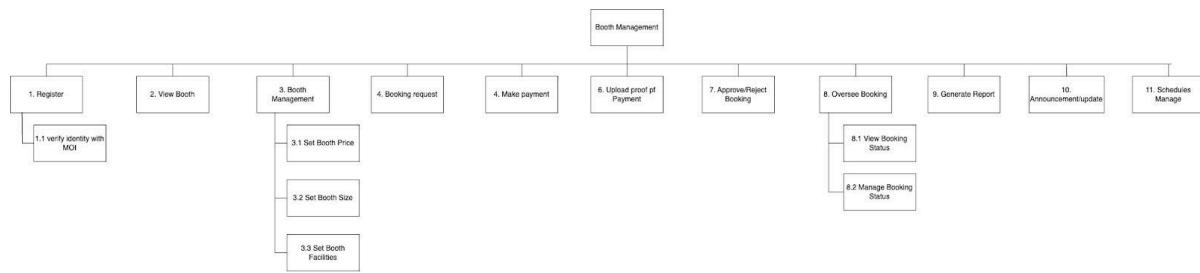
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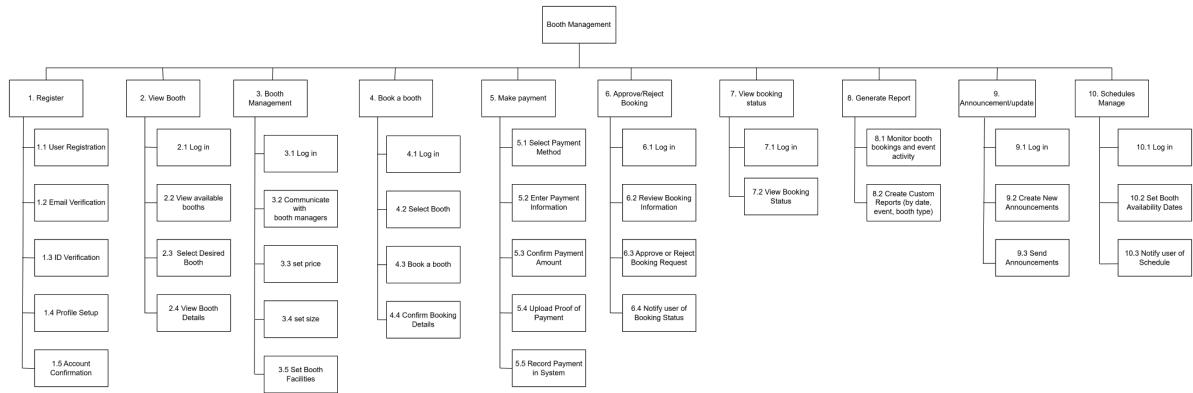
Link to the full board: [Use case diagram P2](#)

Functional Decomposition Diagram

Unmodified



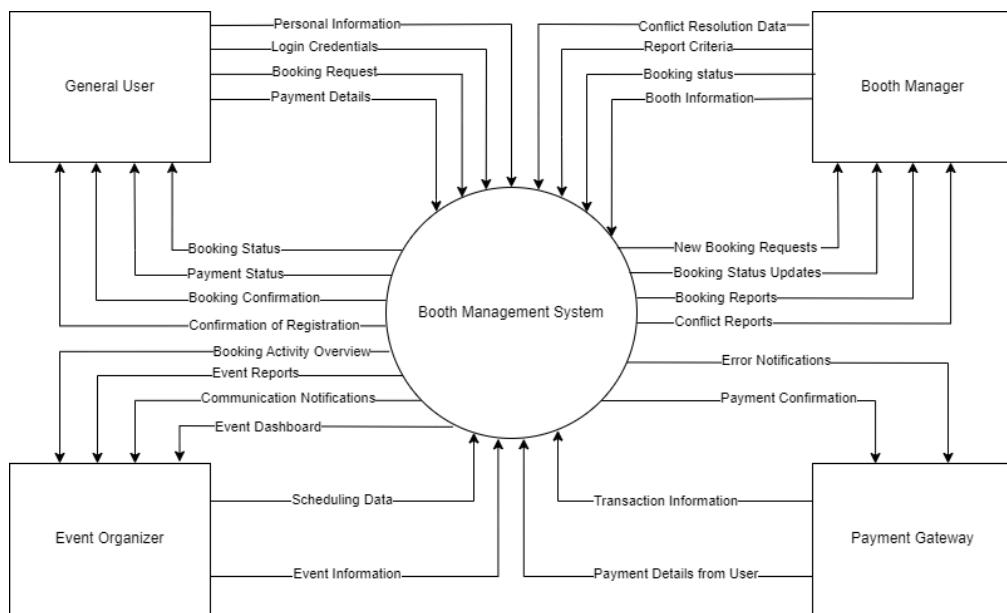
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Link to the full: [Functional Decomposition Diagram P2](#)

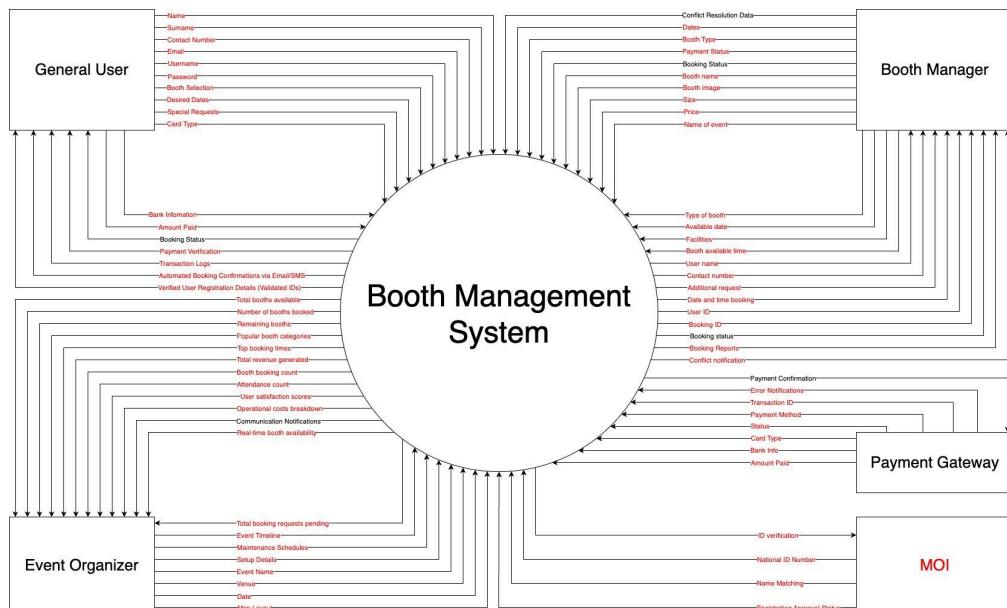
Data flow Diagram Level 0

Unmodified



[Link to the full board: Data Flow Diagram Level 0 P1](#)

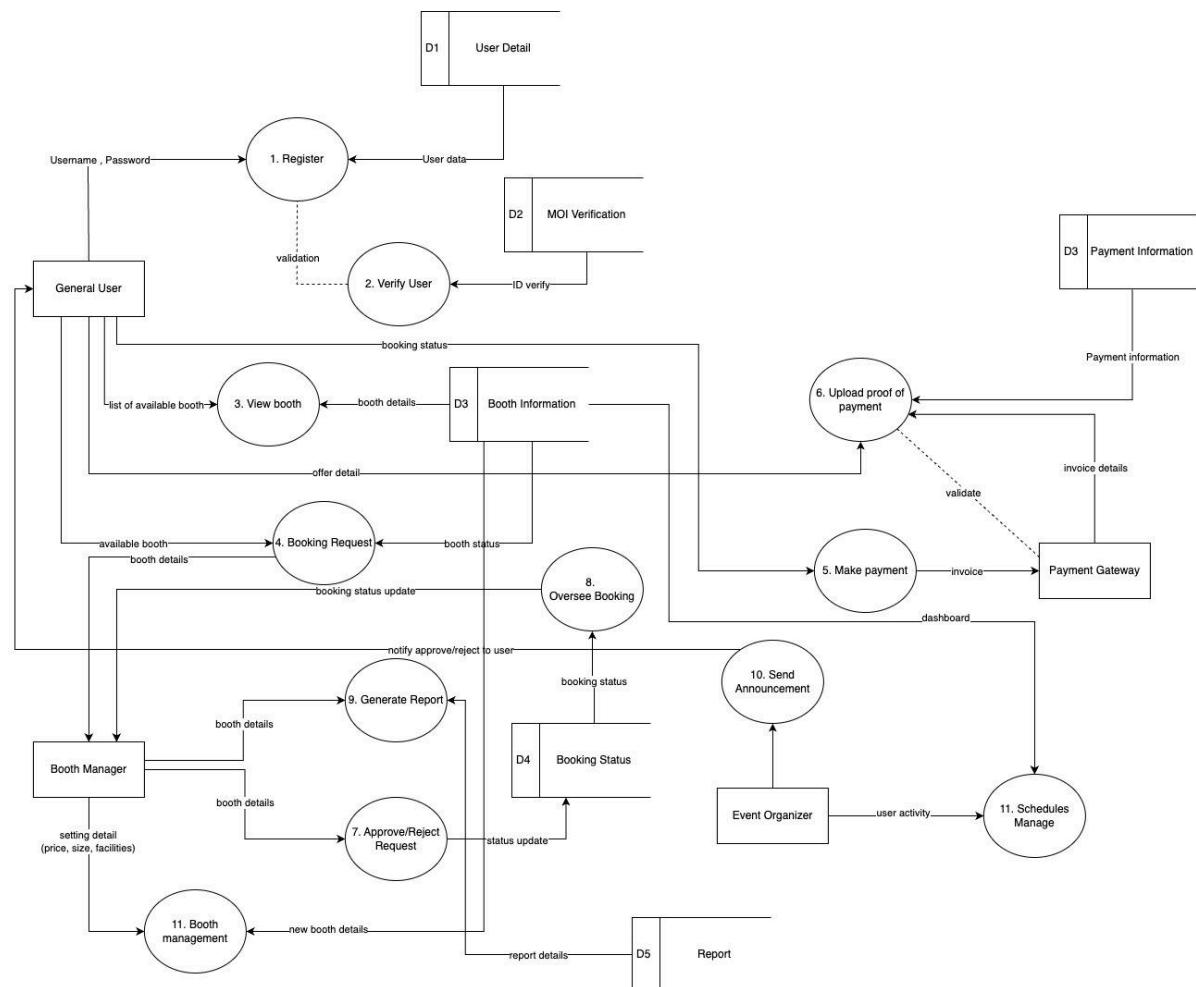
Modified



[Link to the full board: Data Flow Diagram Level 0 P2](#)

Data flow Diagram Level 1

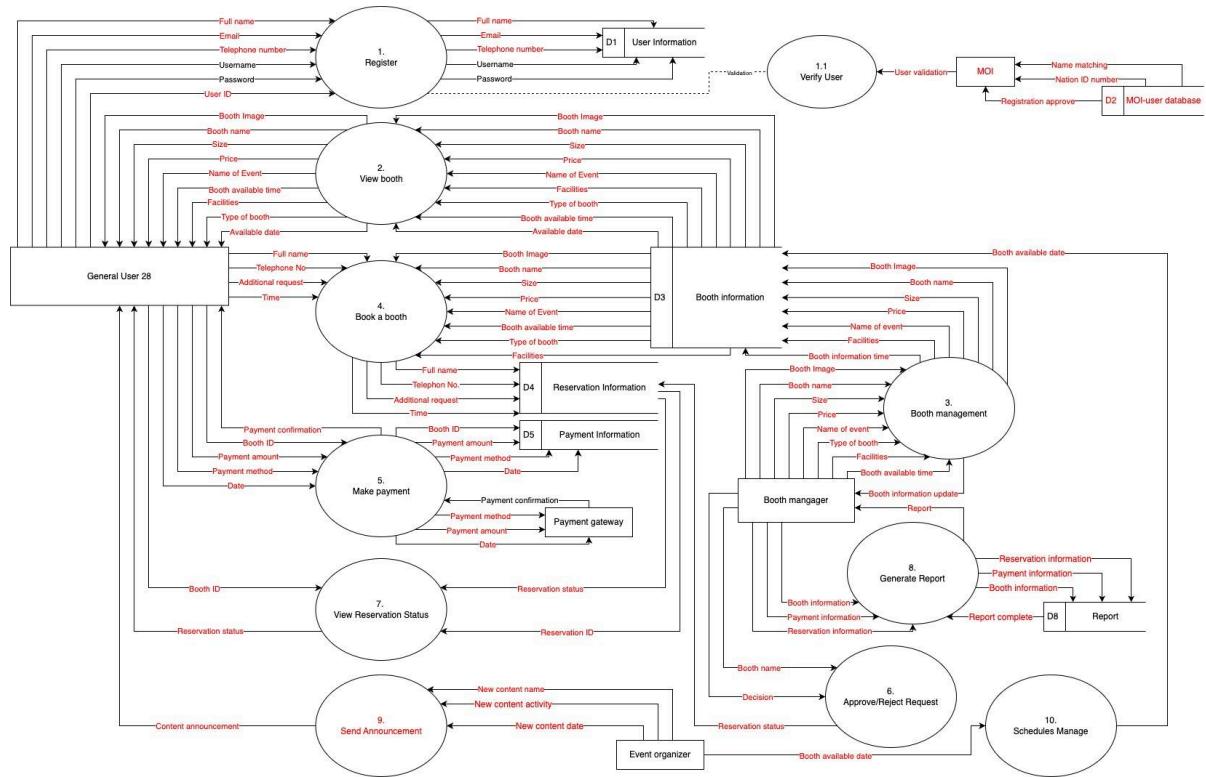
Unmodified



Link to the full board: [Data flow diagram Level 1 P1](#)

Data flow Diagram Level 1

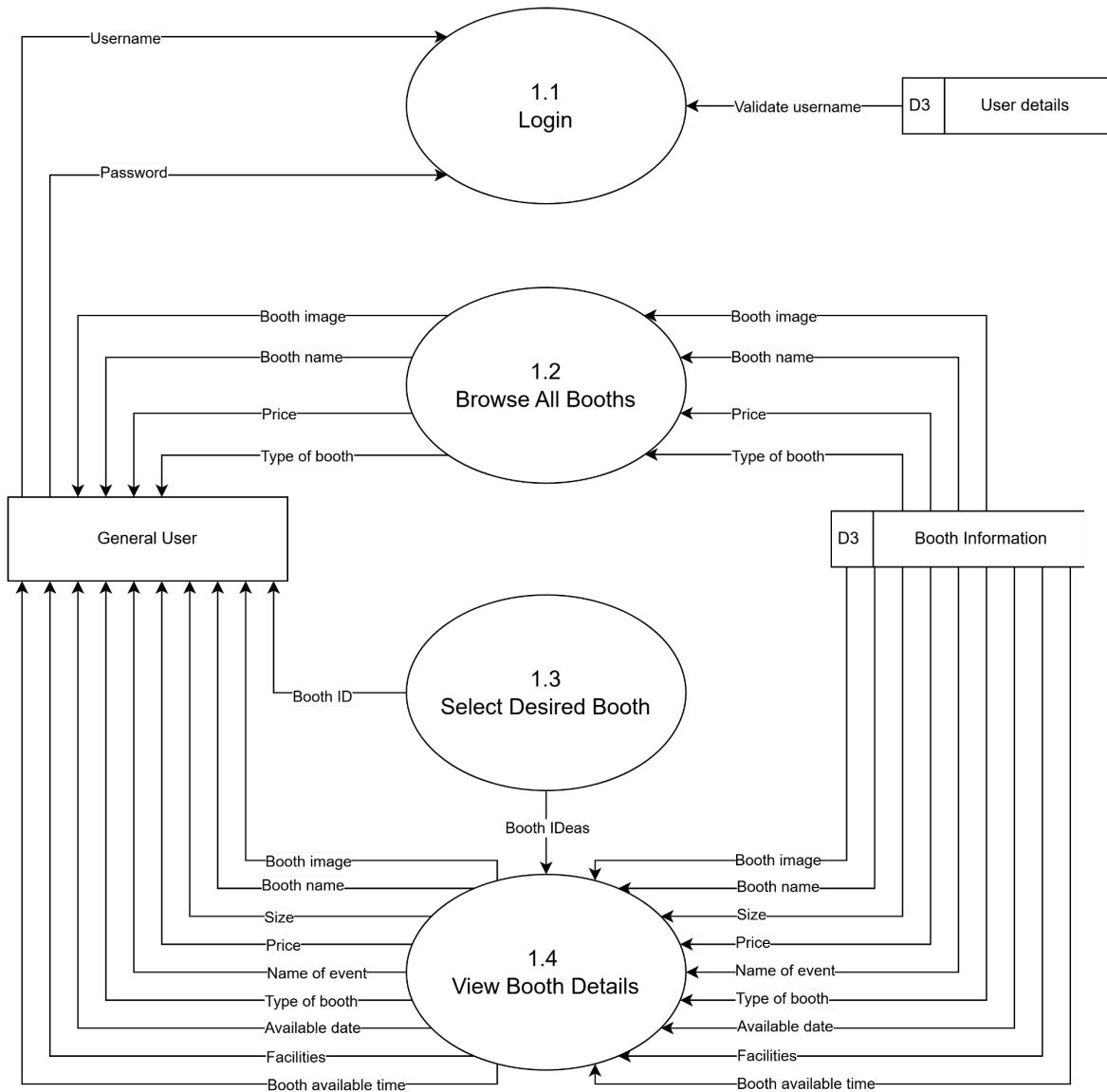
Modified



Link to the full board: [Data flow diagram Level 1 P2](#)

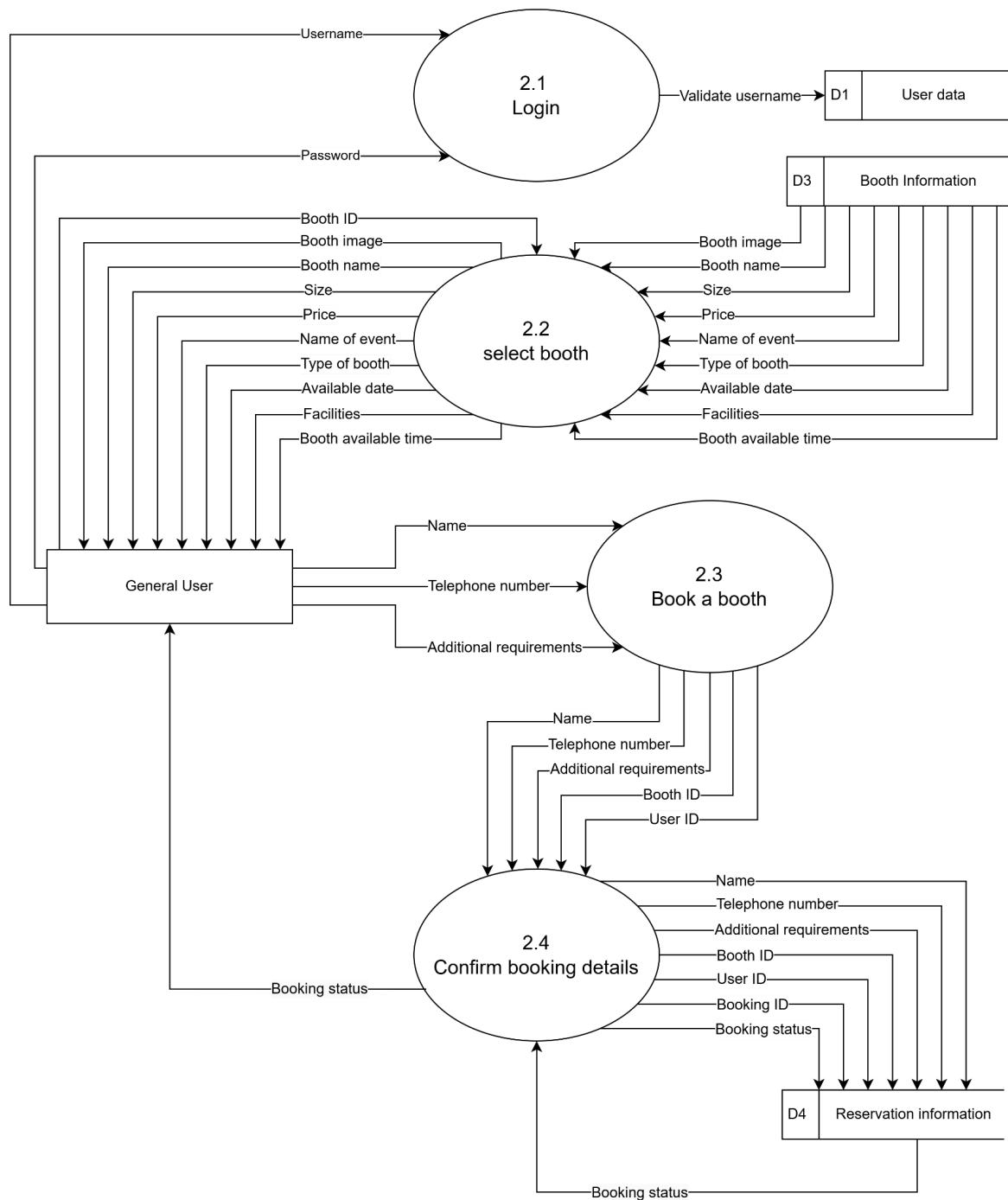
Data Flow Diagram Level 2

Process 1: View booth



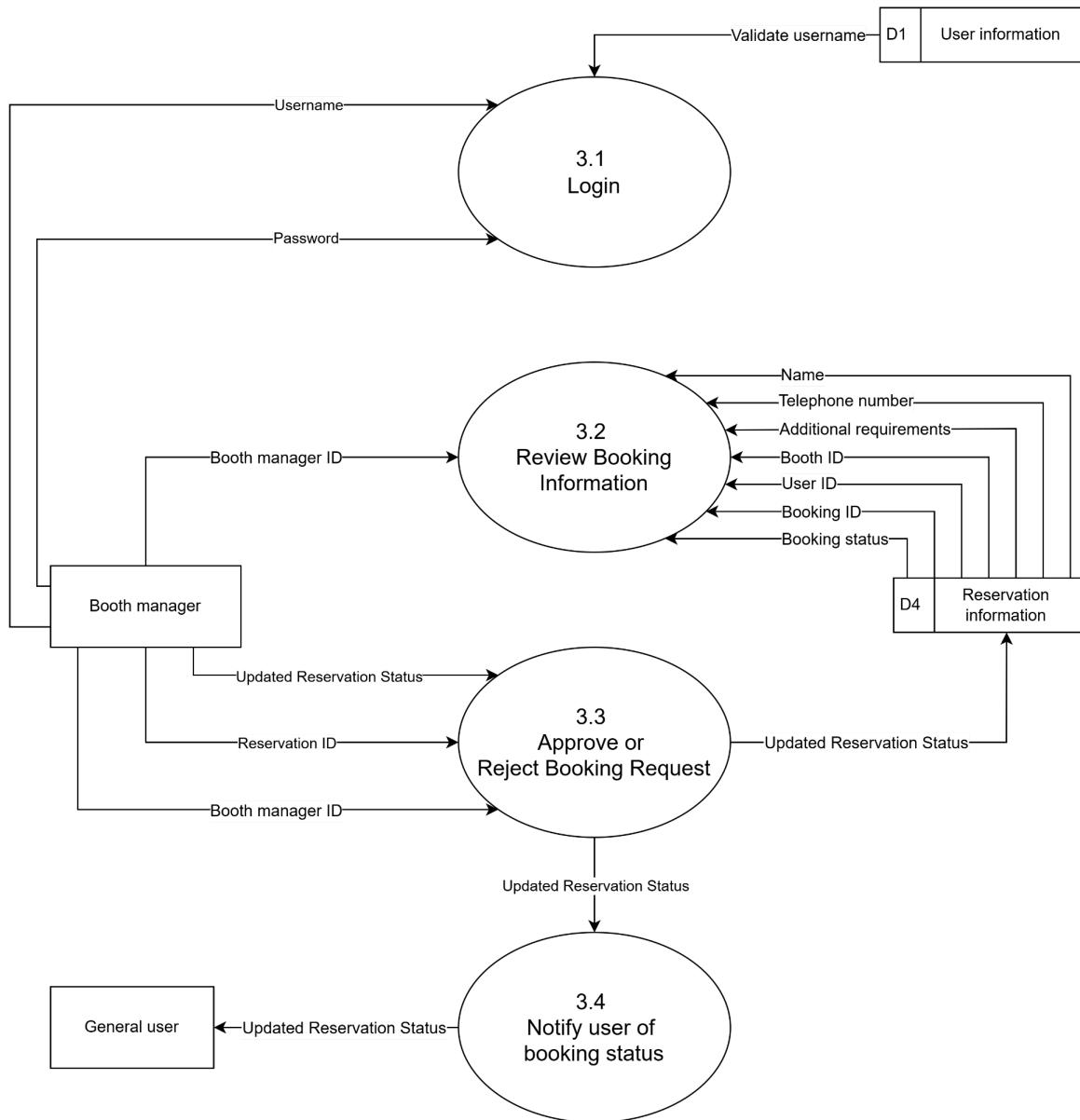
Link to the full board: [Data flow diagram Level 2 View booth](#)

Process 2: Book a booth



Link to the full board: [Data flow diagram Level 2 Book a booth](#)

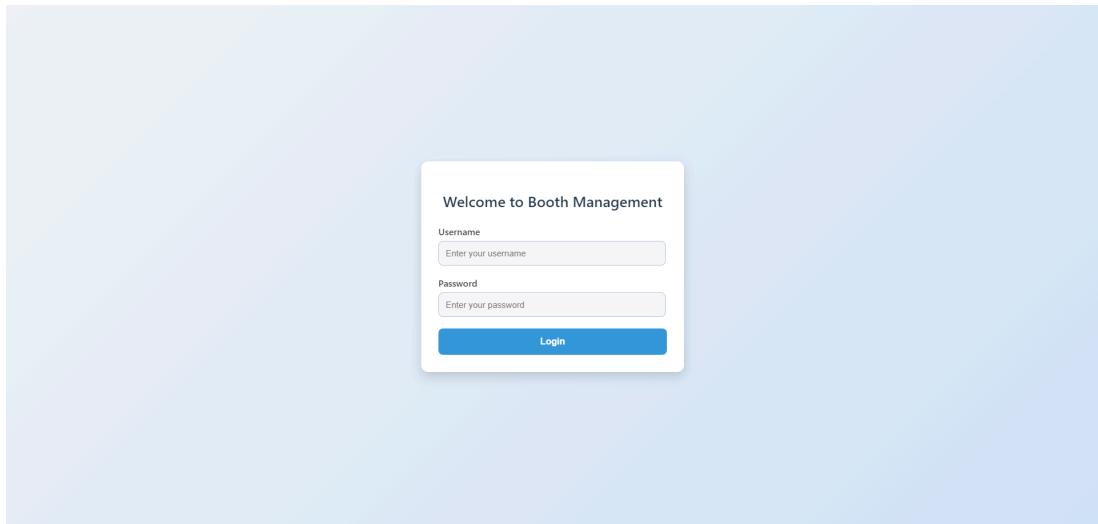
Process 3: Approve/Reject request



Link to the full board: [Data flow diagram Level 2 Approve/Reject request](#)

Prototype

1. Login page



This page allows users and booth managers to log in and access the website securely. Users can manage their accounts, while booth managers can oversee and perform website operations.

2. Available booths page

A wireframe prototype of the "Available Booths" page. The top navigation bar includes links for Home, Services, About, Contact, and a user profile for Chalisa. The main content area is titled "Available Booths" and displays ten booth listings arranged in two rows of five. Each listing includes a thumbnail image, the booth name, type, price, and a "More details" button.

Zone	Booth Name	Type	Price
A	Zone A Booth 1	General Merchandise	10,000 Baht
A	Zone A Booth 2	Everyday Essentials	12,000 Baht
A	Zone A Booth 3	Variety Shop	9,000 Baht
B	Zone B Booth 1	Food & Beverages	8,000 Baht
B	Zone B Booth 2	Gourmet Delights	15,000 Baht
C	Zone C Booth 1	Handcrafted Goods	20,000 Baht
C	Zone C Booth 2	Artisan Creations	11,000 Baht
D	Zone D Booth 1	Health Products	10,000 Baht
D	Zone D Booth 2	Organic Living	5,000 Baht
D	Zone D Booth 3	Wellness Essentials	8,000 Baht

The Available Booths page displays a list of booths, including their names, types, and prices. This helps users easily view and choose the booth that suits their needs.

3. Booth details page

The screenshot shows a webpage titled "Booth Details". At the top, there's a navigation bar with links for Home, Services, About, Contact, and a user icon labeled "Chalisa". Below the title, there's a thumbnail image of a booth labeled "GENERAL MECHAUSE". The main content area contains the following details:

- Booth:** Zone A Booth 1
- Size:** 5x5 m² | **Price:** 10,000 Baht
- Event:** General Goods Expo 2024
- Type:** General Merchandise
- Available Date:** 2024-02-14
- Facilities:** Electricity, Wi-Fi, Basic Lighting
- Booth Available Times:** 9:00 AM - 6:00 PM

At the bottom of the page is a blue "Book Booth" button.

The Booth Details page provides comprehensive information about a specific booth, including its name, event name, booth type, available dates, facilities provided, and the booth's operational hours. This ensures users have all the necessary details to make a booking decision.

4. Book a booth page

The screenshot shows a booking form for a booth. At the top, it says "General Goods Expo 2024". The form fields include:

- Type:** General Merchandise
- Available Date:** 2024-02-14
- Facilities:** Electricity, Wi-Fi, Basic Lighting
- Booth Available Times:** 9:00 AM - 6:00 PM

Below these fields is a large blue "Book Booth" button. Underneath the button is a form for entering personal information:

- Full Name:** Chalisa Kengkaewpennapa
- Telephone Number:** 0617786139
- Additional Requirements:** Chairs

At the bottom of the form is a green "Confirm Booking" button.

The Book a Booth page allows users to fill out a form with their name, telephone number, details, and special requests. This simplifies the process of submitting a booking request for a specific booth.

5. Booth Booking Details (Pending for approval)

The screenshot shows a web page titled "Booth Booking Details". At the top, there's a navigation bar with links for Home, Services, About, Contact, and a user profile for Chalisa. Below the navigation, the main content area has a title "Booth Booking Details". Under this, there are two sections: "Booth Information" and "Booker Information". The "Booth Information" section lists details such as Name: Zone A Booth 1, Type: General Merchandise, Size: 5x5 m², Price: 10,000 baht, Event: General Goods Expo 2024, Available Date: 2024-02-14, Facilities: Electricity, Wi-Fi, Basic Lighting, and Booth Available Times: 9:00 AM - 6:00 PM. The "Booker Information" section includes Booker Name: Chalisa Kengkaewpennapa, Telephone Number: 0617786139, Time: 10:30 PM, and Additional Requests: Chairs. A prominent orange button at the bottom of this section says "Pending for Approval" with a circular icon.

The Pending for Approval page shows the details of a booking request, such as the booth information, and user details. This helps users track their request's progress while waiting for approval.

6. Booth Booking Details (Approve)

The screenshot shows a web page titled "Booth Booking Details". At the top, there's a navigation bar with links for Home, Services, About, Contact, and a user profile for Chalisa. Below the navigation, the main content area has a title "Booth Booking Details". Under this, there are two sections: "Booth Information" and "Booker Information". The "Booth Information" section lists details such as Name: Zone A Booth 1, Type: General Merchandise, Size: 5x5 m², Price: 10,000 baht, Event: General Goods Expo 2024, Available Date: 2024-02-14, Facilities: Electricity, Wi-Fi, Basic Lighting, and Booth Available Times: 9:00 AM - 6:00 PM. The "Booker Information" section includes Booker Name: Chalisa Kengkaewpennapa, Telephone Number: 0617786139, Time: 10:30 PM, and Additional Requests: Chairs. A prominent green button at the bottom of this section says "Approved" with a checkmark icon.

The Approved page shows the confirmed booking details including booth details, which allows the user to access all necessary information about the approved booking.

7. Booth Booking Details (Reject)

The screenshot shows a web page titled "Booth Booking Details". At the top, there is a header with a logo, navigation links (Home, Services, About, Contact), and user information (Saruta, Admin). The main content area has a title "Booth Information:" followed by detailed booking information:

Name: Zone B Booth 1
Type: Food & Beverages
Size: 6x6 m²
Price: 8,000 Baht
Event: Food Fest 2024
Available Date: 2024-03-01
Facilities: Electricity, Wi-Fi, Water Supply
Booth Available Times: 9:00 AM - 6:00 PM

Booker Information:

Booker Name: Saruta Nakro
Telephone Number: 0851297004
Time: 7:30 PM
Additional Requests: I need one chair and 2 tables

A red circular icon with a minus sign and the word "Rejected" is displayed.

The Approved page shows the details of the rejected booking.

8. Booking Requests Page for Booth Manager

The screenshot shows a web page titled "Booking Requests Page for Booth Manager". At the top, there is a header with a logo, navigation links (Home, Services, About, Contact), and user information (Admin). The main content area displays three booking requests in separate boxes:

Booth reservation
Name : Zone A Booth 1
Booth type : General Merchandise
Reserved by : Chaisala Kengkaewpennapa
Time : 10:30 PM
AvailableDate : 2024-02-14
[More Details](#)

Booth reservation
Name : Zone B Booth 2
Booth type : Food & Beverages
Reserved by : Saruta Nakro
Time : 7:30 PM
AvailableDate : 2024-03-01
[More Details](#)

Booth reservation
Name : Zone D Booth 1
Booth type : Organic Living
Reserved by : Pathu Pipitpong
Time : 11:30 AM
AvailableDate : 2024-12-10
[More Details](#)

The Booking Requests page provides a list of all booth booking requests for the booth manager, including user names, booth names, and time for booking. This helps the manager review and manage requests efficiently.

9. Booking Details Page for Booth Manager

The screenshot shows a web application interface for managing booth bookings. At the top, there is a dark header bar with the logo 'Booth BOOST' on the left, and navigation links for 'Home', 'Services', 'About', and 'Contact' on the right. On the far right of the header, there is a user icon and the text 'Admin'. Below the header, the main content area has a title 'Booth Booking Details'. The content is divided into two sections: 'Booth Information:' and 'Booker Information:'. Under 'Booth Information:', there is a list of details: Name: Zone A Booth 1, Type: General Merchandise, Size: 5x5 m², Price: 10,000 baht, Event: General Goods Expo 2024, Available Date: 2024-02-14, Facilities: Electricity, Wi-Fi, Basic Lighting, Booth Available Times: 9:00 AM - 6:00 PM. Under 'Booker Information:', there is a list of details: Booker Name: Chalisa Kengkaewpannapa, Telephone Number: 0617786139, Time: 10:30 PM, Additional Requests: Chairs. At the bottom of the content area, there are two buttons: a green 'Approve' button and a red 'Reject' button.

The Booking Details page allows the booth manager to review a specific booking request in detail and take action by approving or rejecting it. This ensures clear communication and efficient management of bookings.

Test cases

1. Login

- a. Test case with valid data for customer

Test case ID: TID01					
Test Name: Login					
Description: Test login method for customer roles					
Pre-conditions: Must register before Login					
Step	Test step	Test data	Expected Result	Actual Result	Status
1	Navigate to Login page		Users should be able to login	User is navigated to home page with successful login and able to explore the system.	Pass
2	Provide valid username	Username: Chalisa			
3	Provide valid password	Password: chalisanine9			
4	Select “Log in” button				

- b. Test case with invalid data for customer

Test case ID: TID02					
Test Name: Login					
Description: Test login method for customer roles					
Pre-conditions: Must register before Login					
Step	Test step	Test data	Expected Result	Actual Result	Status
1	Navigate to Login page		Users should not be able to login	The message shows incorrect password or username.	Pass
2	Provide invalid username	Username: Chalisa			
3	Provide invalid password	Password: usurer			
4	Select “Log in” button				

c. Test Case with Valid Data for Booth Manager Role

Test case ID: TID03 Test Name: Login Description: Test login method for Booth Manager role Pre-conditions: Must register before Login					
Step	Test step	Test data	Expected Result	Actual Result	Status
1	Navigate to Login page		Users should be able to login	User is navigated to the home page.	Pass
2	Provide valid username	Username: admin			
3	Provide valid password	Password: boothadmin			
4	Select “Log in” button				

d. Test case with invalid data for Booth Manager Role

Test case ID: TID04 Test Name: Login Description: Test login method for other roles Pre-conditions: Must register before Login					
Step	Test step	Test data	Expected Result	Actual Result	Status
1	Navigate to Login page		Users should not be able to login	The message shows incorrect password or username.	Pass
2	Provide invalid username	Username: admin1			
3	Provide invalid password	Password: password2			
4	Select “Log in” button				

2. View booth

- a. Test with an existing booth for the customer to view all booth

Test case ID: TID05 Test Name: View Booth Description: This test case verifies that a customer can view all booths with valid information. Pre-conditions: - Customer must register before Login - Booths are available for reservation.					
Step	Test step	Test data	Expected Result	Actual Result	Status
1	Navigate to Login page and login with valid ID and password	Username: Chalisa Password: chalisanine9	System allows login and navigates to the main page.	Successfully logged in and redirected to main page.	Pass
2	Navigate to the "Available Booths" page		System displays all available booths with accurate details.	All available booths are displayed with correct details.	pass
3	Click on "More details" for a specific booth		System displays detailed information for the selected booth.	Detailed information for Zone A Booth 1 is displayed.	pass

b. Test Case with Valid Data for Booth Manager Role

Test case ID: TID06					
Test Name: View Booth					
Description: This test case verifies that a Booth Manager can view all booths and that a message icon appears in the navbar.					
Pre-conditions:					
Step	Test step	Test data	Expected Result	Actual Result	Status
1	Navigate to Login page and Log in as Booth Manager	Username:admin Password: boothadmin	System allows login and navigates to the Booth Manager's main page.	Successfully logged in and redirected to Booth Manager's main page.	pass
2	Navigate to the Home page		System displays a homepage for Booth Manager to view.	All booths are displayed on the page.	Pass
3	Check the navbar for the message icon		A message icon is visible in the top right corner of the navbar for the Booth Manager role.	Message icon is visible in the navbar.	Pass

3. Booth reservation

a. Successful Booth Reservation with Valid Data

<p>Test case ID: TID07</p> <p>Test Name: Booth Reservation</p> <p>Description: This test case verifies that a customer can successfully reserve a booth with valid information.</p> <p>Pre-conditions: - Customer must register before Login - Booths are available for reservation.</p>					
Step	Test step	Test data	Expected Result	Actual Result	Status
1	Navigate to Login page and login with valid ID and password	Username: chalisa Password: chalisanine9	System allows login and navigates to the main page.	Successfully logged in and redirected to the main page.	pass
2	Navigate to the "Available Booths" page		System displays all available booths.	All available booths are displayed.	Pass
3	Click on "Reserve" for a selected booth	Select : Zone A Booth 1	System opens reservation form for Zone A Booth 1.	Reservation form for Zone A Booth 1 opened successfully.	Pass
4	Fill in reservation details and click confirm booking	Booker Name : Chalisa Kengkaewpennapa Telephone Number: 0617786139 Time: 10.30 PM requirements: Chairs	System confirms the reservation with a success message.	Reservation confirmed with success message.	Pass
5	Verify booth status after reservation		The selected booth is marked as "Reserved" or removed from availability.	Zone A Booth 1 is marked as "Reserved".	Pass

b. Booth Reservation with Missing Required Fields

Test case ID: TID08 Test Name: Booth Reservation with Missing Fields Description: This test case checks the system's response when required reservation details are not provided. Pre-conditions: <ul style="list-style-type: none"> - Customers must register before Login - Booths are available for reservation. 					
Step	Test step	Test data	Expected Result	Actual Result	Status
1	Navigate to Login page and login with ID and password	Username: user Password: user1234	System allows login and navigates to the main page.	Successfully logged in and redirected to main page.	pass
2	Navigate to the "Available Booths" page		System displays all available booths.	All available booths are displayed.	Pass
3	Click on "Reserve" for a selected booth	Select : Zone B Booth 1	System opens reservation form for Zone B Booth 1.	Reservation form for Zone B Booth 1 opened successfully.	Pass
4	Submit reservation form without filling required fields	Leave fields	System displays error messages indicating that required fields are missing.	Error message displayed indicating missing required fields.	Pass

4. Approve reject request

a. Approve Request with Valid Data

Test case ID: TID9					
Test Name: Approve Request with Valid Data					
Description: This test verifies that an authorized user can successfully approve a request after reviewing its details.					
Pre-conditions: - Booth manager is already logged in as an authorized approver. - Requests are available in the "Pending Requests" page.					
Step	Test step	Test data	Expected Result	Actual Result	Status
1	Navigate to Login page and Log in as Booth Manager	Username:admin Password: boothadmin	System allows login and navigates to the Booth Manager's main page.	Successfully logged in and redirected to Booth Manager's main page.	pass
2	Click on the mailbox icon		System redirects to the "My Requests" page showing all customer requests	System redirects to the "My Requests" page.	pass
3	Navigate to the "Pending Requests" page		System displays a list of all pending requests for review.	All pending requests are displayed	pass
4	Select a specific request to view details	Select booth that reservation by: Chalisa Kengkaewpennapa	Select a specific request to view details	Detailed information of the selected request is displayed.	pass
5	Review the request details and click "Approve",		System confirms the approval and updates the request status to "Approved".	Request status successfully updated to "Approved".	pass

b. Reject Request with Valid Data

Test case ID: TID10 Test Name: Reject Request with Valid Data Description: This test case verifies that a Booth Manager can reject a customer's request with valid data. Pre-conditions: - Booth Manager account with necessary permissions.					
Step	Test step	Test data	Expected Result	Actual Result	Status
1	Navigate to Login page and Log in as Booth Manager	Username:admin Password: boothadmin	System allows login and navigates to the Booth Manager's main page.	Successfully logged in and redirected to Booth Manager's main page.	pass
2	Navigate to the "Requests" page		System displays all pending requests.	All pending requests are displayed on the page.	pass
3	Select a specific request to view details	Select booth that reservation by: Saruta Nakro	Select a specific request to view details	Detailed information of the selected request is displayed.	pass
4	Click on "Reject" for a specific request		System rejects the request and displays a rejection message.	Request is rejected, and rejection message displayed: "Request rejected successfully."	
5	Verify request status after rejection		The request status is updated to "Rejected."	Request 104 status changed to "Rejected" with a visible red "Rejected" label on the Booth Booking Details page, as shown in the screenshot.	

c. The customer Checks Request Status and Admin Approves

Test case ID: TID11 Test Name: Customer Checks Request Status and Admin Approves Description: This test case verifies that a customer can check the status of their booth reservation request and see the status updated to "Approved" after admin approval. Pre-conditions: <ul style="list-style-type: none"> - The customer has submitted a booth reservation request. - The request is in "Pending" status. 					
Step	Test step	Test data	Expected Result	Actual Result	Status
1	Navigate to Login page and login with valid ID and password	Username : chalisa Password: chalisanine9	System allows login and navigates to the main page.	Successfully logged in and redirected to main page.	pass
2	Navigate to the mailbox icon		System displays the mailbox icon in the navbar.	Mailbox icon is displayed in the top-right corner of the navbar.	Pass
3	Click on the mailbox icon		System redirects to the "My Requests" page showing all customer requests.	System redirects to the "My Requests" page.	Pass
4	Verify the status of the approved request		Request status is displayed as "Approved."	Request status is displayed as "Approved."	Pass

d. Customer check Request and admin reject

Test case ID: TID12

Test Name: Customer Checks Request Status and Admin rejected

Description: This test case verifies that a customer can check the status of their booth reservation request and see the status updated to "rejected" after admin approval.

Pre-conditions:

- The customer has submitted a booth reservation request.
- The request is in "Pending" status.

Step	Test step	Test data	Expected Result	Actual Result	Status
1	Navigate to Login page and login with valid ID and password	Username: Saruta Password: user1234	System allows login and navigates to the main page.	Successfully logged in and redirected to main page.	pass
2	Navigate to the mailbox icon		System displays the mailbox icon in the navbar.	Mailbox icon is displayed in the top-right corner of the navbar.	Pass
3	Click on the mailbox icon		System redirects to the "My Requests" page showing all customer requests.	System redirects to the "My Requests" page.	Pass
4	Verify the status of the approved request		Request status is displayed as "rejected."	Request status is displayed as "rejected."	Pass