

Users

1. System Admin

- Role: The technical admin of the system. Has access to all modules and functions by default but does not perform routine operational tasks.
- Functions:
 - Manages all user accounts (Head System Users, Facility Managers, Clients).
 - Views system-wide audit logs to track all significant actions.

2. System User

a. Head System User (Reservation Head)

- Role: The operational head of all reservations. This user operates the business side of the system.
- Functions:
 - Manages the facilities (adds/edits hotel rooms, convention center details).
 - Manages user accounts for all Facility Managers.
 - Verifies and approves "Government" (Internal) client registrations.
 - Acts as the final approver for complex requests or disputes escalated by Facility Managers.
 - Has a global view of all reservations and reports across all facilities.
 - Can perform emergency overrides on any reservation.

b. Facility Manager (e.g., Hotel Manager, Convention Manager)

- Role: Manages the day-to-day operations for their specific facility only.
- Functions:
 - Manages the calendar and reservations for their assigned facility only.
 - Is the primary approver for all Internal Client reservation requests for their facility.
 - Blocks out rooms/dates for maintenance within their facility.
 - Cannot see or edit reservations for other facilities.
 - Blocks out units within their facility for any time period

3. Client

- Internal Client (LGU, City Hall Staffs, Government Staffs)
 - Workflow: Users who select "Government" during registration and upload official documents for verification. Once approved by the Head System User, they can make no-fee, approval-based reservations.
 - Process: They can book single or multiple rooms within the facility. But all reservations are created with pending approval status and sent to the relevant Facility Manager to be confirmed. They do not pay
- External Client (Companies, Public)
 - Workflow: Users who select "Public" during registration. They require no verification and can immediately make paid, instantly-confirmed reservations.
 - Process: Registers with company/personal details. Their reservations are instantly confirmed and prioritized upon successful payment. They do not require System User approval to secure a booking

Scenarios

1. System Admin Scenarios

- The System Admin creates, edits, or deletes an account for a Head System User.
- The System Admin investigates the audit log to review high-level actions performed by the Head System User.
- The System Admin performs an emergency system-wide block on all reservations due to a directive, a task outside the Head System User's normal scope.

2. Head System User Scenarios

- The Head System User creates a new Facility and assigns facility manager to manage newly created Facility
- The Head System User reviews a pending registration from a user who selected "Government," verifies their uploaded documents, and approves their Internal Client status.
- The Head System User approves a large, multi-facility reservation request from an Internal Client that was escalated by a Facility Manager.
- The Head System User resolves a dispute an Complaint of Internal Client's request was denied by a Facility Manager
- The Head System User blocks ongoing reservations due to City Event
- The Head System User moves the reservations to other days cause of sudden Event order

3. Facility Manager Scenarios

- The Facility Manager receives and approves a pending (no-fee) reservation request for several units from a verified Internal Client.
- The Facility Manager denies a pending Internal Client request because it cannot provide justified reasons to book in their facility.
- The Facility Manager blocks out the several units for indefinite period for deep cleaning
- The Facility Manager blocks out a facility for an indefinite period for City Event

4. Client Scenarios

- A user navigates to the registration portal, selects "Public," completes the form, and can immediately log in to make a paid reservation.
- A user navigates to the registration portal, selects "Government," fills in their details, and uploads their official ID to await verification.
- An External Client books numerous units in a Facility, completes the online payment, and receives an instant, confirmed reservation.
- A verified Internal Client logs in and submits a no-fee reservation request for several units, which is sent to the relevant Facility Manager for approval.
- A client is prevented by the system from booking a room that is already part of a paid External booking or a pending Internal request.

Modules

Module 1: Public & Client-Facing Portal

- Login Page
 - Standard Email/Password login form
 - Link to “Register now”
- Registration Page
 - A Critical form with a choice “Public” or “Government”
 - If “Public” is chosen: Collects basic details (Name, Email, Phone, Company Name [Optional])
 - If “Government” is chosen: Collects the same details plus a mandatory file upload field for “Proof of Government Affiliation”
- Client Dashboard (Post-Login)
 - A personalized landing page for the client
 - Displays a summary of their upcoming and past reservations
 - Shows the status of their accounts (e.g., “Verified Government Account” or “Public Account”)
- Reservation Page / Booking Engine
 - The core booking interface
 - Step 1: Selection: Fields to select a Facility, desired dates, and number of units/rooms
 - Step 2: Availability View: A visual calendar or list showing available/unavailable units for the selected dates
 - Step 3: Confirmation / Payment:
 - For internal clients: a form to enter the “Purpose/Justification” for the booking before submitting for approval
 - For external clients: a summary of charges and integration with a Payment Gateway to complete booking
- My Reservations Page
 - A detailed list of all client’s past, present, and future reservations with their status (Pending Approval, Confirmed, Denied, Completed)
 - Internal Clients can cancel pending requests here
- My Profile Page
 - Allows clients to update their contact information and password

Module 2: Admin & Operational Panel

- Main Dashboard
 - Facility Manager View: Shows stats for their facility only (e.g., today’s arrival, current occupancy, pending requests for their facility)
 - Head System User View: Shows a global overview of all facilities combined (e.g., total revenue, system-wide occupancy, pending requests across all facilities)
- Reservation Calendar
 - A comprehensive, color-coded calendar showing all reservations and blocks.
 - Facility Manager View: Can only see and interact with their own facility’s data
 - Head System User View: Can filter by facility or view all at once.

- Functionality to click an empty slot to create a new reservation or click date range to create a “Block”
- Reservation Details Page
 - A detailed view of a single reservation, showing client details, justification, payment status, and a history log of all actions related to that booking.
- Facility Management Page
 - A page to Create, Read, Update, And Delete facilities in the system. Upon creating new Facility, it prompts to assign/create new Facility Manager
 - Assigns a Facility Manager to each facility
- Facility Manager Accounts Page
 - A user management table specifically for creating and managing Facility manager accounts
- Client Verification Page
 - A critical page listing all pending “Government” registrations
 - For each entry, the Head System User can view the uploaded documents and click “Approve” or “Reject”
- Global Reports Page
 - A section for generating high-level reports on revenue, occupancy trends, and clients’ demographics across all facilities
- Reservation Approval Queue
 - The Facility Manager’s primary to-do list
 - Displays all pending preservation requests from all internal clients for their facility
 - Each item has “approve” and “deny” buttons. Denying would require a reason.
- Unit/Room Blocking Form
 - A simple form, likely accessed from the calendar, to block out units.
 - Fields: Select Units, Start Date/Time, End Date/Time (can be indefinite), Reason for block (Maintenance, Event, etc)
- Full User Management Page
 - A master list of all user accounts in the system (Head System Users, Facility Managers, Clients)
 - Ability to create, edit, delete or suspend any user
- System Audit Log Viewer
 - A detailed, searchable, and filterable log of every significant action taken in the system by any user. Essential for security and troubleshooting.

~~Admins can login but Login admin restricts to vicinity facility~~

Module 1 2 3... naming

Dashboard shows all bookings and select date/filtering

User management. Create, Edit password, change active/inactive

Separate facility management and user management

Fix whole admin flowchart

Move global report or remove

Meow meow meow