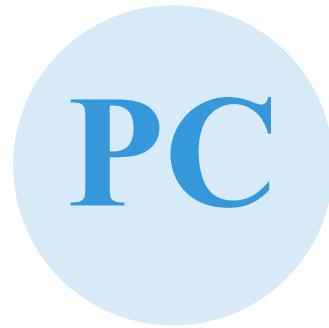


Complete Client Flow

Parish Document & Appointment System



Document Version: 1.0

Last Updated: January 6, 2026

System: Parish Ease Document System



Table of Contents

- ▶ [Introduction](#)
- ▶ [User Registration & Verification](#)
- ▶ [Login & Dashboard Access](#)
- ▶ [Document Request Flow](#)
- ▶ [Appointment Booking Flow](#)
- ▶ [Payment Processing](#)
- ▶ [Email Notification System](#)
- ▶ [Status Tracking](#)
- ▶ [Mobile Experience](#)
- ▶ [Security Features](#)
- ▶ [Typical Use Cases](#)
- ▶ [Complete System Flowchart](#)



Introduction

This document provides a comprehensive guide to the client user journey through the Parish Document & Appointment System. It covers all interactions from initial registration through document pickup and appointment completion.

 **System Purpose:** Streamline the process of requesting church documents and booking appointments for sacraments and ceremonies.

Key Features:

- **Document Requests:** Baptismal certificates, marriage certificates, confirmation certificates, and more
- **Appointment Booking:** Weddings, baptisms, funeral masses, blessing ceremonies
- **Online Payments:** Secure payment submission with proof upload
- **Real-time Tracking:** Monitor request status at every stage
- **Email Notifications:** Automatic updates for all status changes
- **Mobile Friendly:** Responsive design for any device



User Registration & Verification

STEP 1: Account Creation

URL: <http://localhost/documentSystem/client/register.php>

New users fill out the registration form with:

- Full Name
- Email Address (must be unique)
- Contact Number
- Address

- Password (minimum 8 characters)
- Password Confirmation

STEP 2: Email Verification Sent

Immediately after registration, the system:

- Creates user account with **UNVERIFIED** status
- Generates unique verification token (expires in 24 hours)
- Sends verification email to registered address

✉ Email: "Verify Your Email - Parish Church System"

Dear [First Name],

Thank you for registering with Parish Church System!

Please verify your email address by clicking the link below:

<http://localhost/documentSystem/client/verify-email.php?token=ABC123...>

This link will expire in 24 hours.

Best regards,
Parish Church

STEP 3: Email Verification

User clicks verification link in email:

- System validates token (checks expiration and user match)
- Updates user status to **VERIFIED**
- Shows success message
- Redirects to login page

⚠️ Important: Users cannot submit requests or book appointments until email is verified.



Login & Dashboard Access

STEP 4: User Login

URL: `http://localhost/documentSystem/client/login.php`

Users log in with email and password. The system:

- Validates credentials
- Checks email verification status
- Creates secure session
- Redirects based on role:
 - `client` → Client Dashboard
 - `admin/staff` → Admin Dashboard

Client Dashboard Overview

URL: <http://localhost/documentSystem/client/dashboard.php>

After successful login, clients see:

Quick Stats Cards:

- **Pending Documents:** Count of requests awaiting processing
- **Approved Documents:** Ready for payment/pickup
- **Upcoming Appointments:** Confirmed bookings
- **Pending Payments:** Outstanding payment amounts

Recent Activity Feed:

- Last 10 system notifications
- Status updates for documents and appointments
- Payment confirmations

Navigation Menu:

- Home (Dashboard)
- View Appointments
- New Appointment
- Request Document
- View Documents
- Change Password
- Log Out



Document Request Flow

STEP 5a: Initiate Document Request

URL: <http://localhost/documentSystem/client/request-documents.php>

User navigates to "Request Document" from dashboard

STEP 6a: Select Document Type

Visual card-based selection showing:

- Document name and description
- Processing fee (₱50 - ₱500)
- Processing time (3-7 business days)
- Required supporting documents

Common Document Types:

Document	Fee	Processing Time
Baptismal Certificate	₱150	3 days
Marriage Certificate	₱200	5 days
Confirmation Certificate	₱150	3 days
Certificate of No Marriage	₱500	7 days

STEP 7a: Provide Request Details

User fills out form:

- **Purpose:** Why document is needed (employment, travel, school, etc.)
- **Additional Notes:** Special requests or information
- **Supporting Documents:** Upload ID, birth certificate, etc. (optional)
- **Payment Proof:** Upload bank receipt if already paid (optional)

 **Tip:** Uploading payment proof with initial request speeds up processing time.

STEP 8a: Request Submitted

System automatically:

- Generates unique reference number (e.g., DOC-A3F7B2C4-1735948800)
- Creates document request with status **PENDING**
- Creates payment record with status **PENDING**
- Sends confirmation email to client
- Creates in-app notification
- Notifies staff members via email

 **Client Receives: "Document Request Confirmation"**

Dear [First Name],

Your request for **Baptismal Certificate** has been received.

Reference Number: DOC-A3F7B2C4-1735948800

Document Type: Baptismal Certificate

Amount Due: ₱150.00

Status: Pending Review

You can track your request status at:

[View My Documents](#)

We will notify you once your request is reviewed.

Parish Church

STEP 9a: Staff Review & Approval

Staff member reviews request in admin panel:

- Verifies request details and supporting documents
- Checks parish records for requested document
- Updates status to **APPROVED** or **REJECTED**

If APPROVED:

- Client receives "Document Request Approved" email
- Payment becomes due
- Document processing begins

If REJECTED:

- Client receives "Document Request Rejected" email with reason
- Request closed, no payment required

🕒 Client Receives: "Document Request Approved"

Dear [First Name],

Good news! Your document request has been approved.

Reference: DOC-A3F7B2C4-1735948800

Document: Baptismal Certificate

Amount Due: ₱150.00

Payment Instructions:

Please pay via bank deposit or GCash and upload proof of payment.

Bank Details:

- Bank: BDO
- Account: Parish Church
- Number: 1234567890

Upload payment proof at: [My Documents](#)

Parish Church

STEP 10a: Payment Submission

Client submits payment:

1. Makes bank deposit or online transfer
2. Navigates to "View Documents" page
3. Clicks "Upload Payment Proof" on the request
4. Uploads receipt image/PDF



Accepted Formats: JPG, PNG, PDF (Max 5MB)

STEP 11a: Payment Verification

Staff member verifies payment:

- Reviews uploaded receipt
- Confirms amount matches document fee
- Updates payment status to **VERIFIED**
- Document moves to **READY FOR PICKUP**

 **Client Receives: "Payment Verified - Document Ready"**

Dear [First Name],

Your payment has been verified!

Your **Baptismal Certificate** is now ready for pickup.

Reference: DOC-A3F7B2C4-1735948800

Pickup Hours: Mon-Fri 8:00 AM - 5:00 PM

Location: Parish Office

Please bring a valid ID when picking up your document.

Parish Church

STEP 12a: Document Pickup

Client picks up document at parish office:

- Presents reference number and valid ID
- Staff verifies identity
- Hands over sealed document
- Updates status to **COMPLETED**

 **Client Receives: "Document Released"**

Dear [First Name],

Your document has been successfully released.

Thank you for using our document request system!

If you need any assistance, please contact us.

Parish Church



Appointment Booking Flow

STEP 5b: Initiate Appointment Booking

URL: <http://localhost/documentSystem/client/new-appointment.php>

User clicks "New Appointment" from dashboard

STEP 6b: Select Booking Type

Visual card selection for ceremony types:

- **Wedding:** Church wedding ceremony (₱5,000+)
- **Baptism:** Infant or adult baptism (₱500)
- **Funeral Mass:** Memorial service (₱1,000)
- **House Blessing:** Home dedication (₱800)
- **Special Mass:** Thanksgiving, anniversary mass (₱1,500)

STEP 7b: Select Date & Time

Interactive booking calendar:

- **Date Picker:** Calendar view with blocked dates grayed out
- **Blocked Dates:** Automatically excludes:
 - Past dates
 - Staff absence dates
 - System-defined blocked dates (holidays, maintenance)
- **Time Slots:** Available slots from 9:00 AM to 5:00 PM (30-minute intervals)



Note: Time slots already booked or during staff absence are not selectable.

STEP 8b: Submit Booking Request

System creates appointment with:

- Status: **PENDING CONFIRMATION**
- Payment Status: **UNPAID**
- Auto-assigned to available staff (round-robin)

⌚ Client Receives: "Appointment Request Received"

Dear [First Name],

Your appointment request has been received.

Booking Type: Wedding

Requested Date: February 14, 2026

Requested Time: 10:00 AM

Status: Pending Confirmation

A staff member will review your request and confirm availability.

Parish Church

STEP 9b: Staff Confirmation & Payment

Staff reviews and confirms appointment:

- Checks priest/minister availability
- Verifies venue availability
- Updates status to **CONFIRMED**
- Client receives confirmation email with payment instructions

 **Client Receives: "Appointment Confirmed"**

Dear [First Name],

Your appointment has been confirmed!

Booking Type: Wedding

Date: February 14, 2026

Time: 10:00 AM

Amount Due: ₱5,000.00

Please submit payment before your appointment date.

See you on your special day!

Parish Church



Payment Processing

Current System: Manual payment verification via bank deposit/online transfer with proof upload.

Payment Methods Accepted:

- Bank Deposit (BDO, BPI, Metrobank, etc.)
- Online Transfer (GCash, PayMaya, InstaPay)

- Over-the-Counter (Parish Office)

Payment Workflow:

- Step 1:** Client makes payment via chosen method
- Step 2:** Client uploads proof of payment (receipt/screenshot)
- Step 3:** Staff receives notification of new payment submission
- Step 4:** Staff verifies payment against bank records
- Step 5:** Payment marked as **VERIFIED**
- Step 6:** Associated document/appointment status updated
- Step 7:** Client receives payment confirmation email



Future Enhancement: Online payment integration with GCash/PayMaya for instant verification (currently in development).



Email Notification System

The system sends automated emails for 10 different events:

#	Event	Trigger	Recipient
1	Email Verification	User registration	New user
2	Document Request Confirmation	Request submitted	Client
3	Document Request Approved	Staff approves request	Client
4	Document Request Rejected	Staff rejects request	Client

#	Event	Trigger	Recipient
5	Document Ready for Pickup	Payment verified + document prepared	Client
6	Appointment Request Received	Booking submitted	Client
7	Appointment Confirmed	Staff confirms booking	Client
8	Appointment Cancelled	Staff/client cancels	Client
9	Payment Verification	Staff verifies payment	Client
10	SLA Breach Alert	Request exceeds processing time	Staff/Admin

Notification Channels:

- Email (primary - sent for all events)
- In-app notifications (dashboard notification center)
- SMS (planned for future release)



Status Tracking

Document Request Statuses:

PENDING → Request submitted, awaiting staff review

APPROVED → Verified by staff, awaiting payment

PAID → Payment verified, document being prepared

READY FOR PICKUP → Document complete, ready for release

COMPLETED → Document released to client

REJECTED

→ Request denied with reason provided

Appointment Booking Statuses:

PENDING

→ Booking submitted, awaiting confirmation

CONFIRMED

→ Approved by staff, awaiting payment

PAID

→ Payment verified, appointment scheduled

COMPLETED

→ Ceremony completed

CANCELLED

→ Booking cancelled by staff or client

Payment Statuses:

PENDING

→ Awaiting payment submission

SUBMITTED

→ Proof uploaded, awaiting verification

VERIFIED

→ Payment confirmed by staff

REJECTED

→ Invalid payment proof



Mobile Experience

The system is fully responsive and optimized for mobile devices:

Mobile Features:

- **Responsive Design:** Adapts to any screen size (phones, tablets, desktops)
- **Touch-Optimized:** Large buttons and touch-friendly interfaces
- **Mobile Camera Upload:** Take photos of receipts directly from mobile camera
- **Swipe Navigation:** Sidebar slides in/out on mobile
- **Fast Loading:** Optimized for mobile data connections

Mobile User Journey:

1. Open browser on phone (Chrome, Safari, etc.)
2. Navigate to system URL
3. Login or register
4. Dashboard displays in mobile-optimized layout
5. Request documents or book appointments
6. Take photos of payment receipts using camera
7. Upload directly from photo gallery
8. Receive email notifications on mobile
9. Track status updates on-the-go



Best Practice: Bookmark the system URL on your mobile home screen for easy access!



Security Features

Authentication & Authorization:

- **Email Verification:** Required before any transactions
- **Secure Sessions:** PHP sessions with CSRF protection
- **Password Hashing:** Bcrypt encryption for all passwords
- **Role-Based Access:** Clients can only see their own data
- **Session Timeout:** Auto-logout after inactivity

Data Protection:

- **SQL Injection Prevention:** Prepared statements throughout
- **XSS Protection:** Input sanitization and output encoding
- **CSRF Tokens:** Protect against cross-site request forgery
- **File Upload Validation:** Type and size checks for uploads

- **Secure File Storage:** Uploaded files stored outside web root

Privacy:

- **Data Isolation:** Users can only access their own records
- **Audit Logging:** All actions logged for accountability
- **Email Privacy:** Emails use BCC for group notifications



Typical Use Cases

Use Case 1: Requesting Baptismal Certificate for Employment

- **Day 1, 9:00 AM:** Maria registers account, verifies email
- **Day 1, 9:15 AM:** Logs in, requests Baptismal Certificate, uploads ID
- **Day 1, 2:00 PM:** Staff approves request (4 hours turnaround)
- **Day 1, 3:00 PM:** Maria pays ₱150 via GCash, uploads receipt
- **Day 2, 10:00 AM:** Staff verifies payment
- **Day 3, 4:00 PM:** Document ready for pickup (3-day processing)
- **Day 4, 11:00 AM:** Maria picks up certificate

Total Time: 3 business days from payment to pickup

Use Case 2: Booking Wedding Ceremony

- **2 Months Before:** Juan books wedding for Feb 14, 2026
- **Same Day:** Staff confirms date is available
- **1 Week Later:** Juan pays ₱5,000 down payment
- **1 Month Before:** Staff sends reminder email
- **1 Week Before:** Final confirmation and details sent
- **Wedding Day:** Ceremony completed, status updated

Planning Time: 2-3 months advance booking recommended

Use Case 3: Urgent Document Request

- **Monday 8:00 AM:** Client requests Marriage Certificate
- **Monday 9:00 AM:** Client pays immediately and uploads receipt
- **Monday 10:00 AM:** Staff approves and verifies payment (2-hour turnaround)
- **Monday 3:00 PM:** Document prepared (same day)
- **Monday 4:30 PM:** Client picks up document

Express Processing: Same-day service possible for urgent requests with immediate payment



Complete System Flowchart

START: User Visits System

New User?
YES → Register → Verify Email
NO → Login



Client Dashboard
View Stats | Recent Activity | Navigation



Choose Action:
 Request Document | Book Appointment

DOCUMENT FLOW

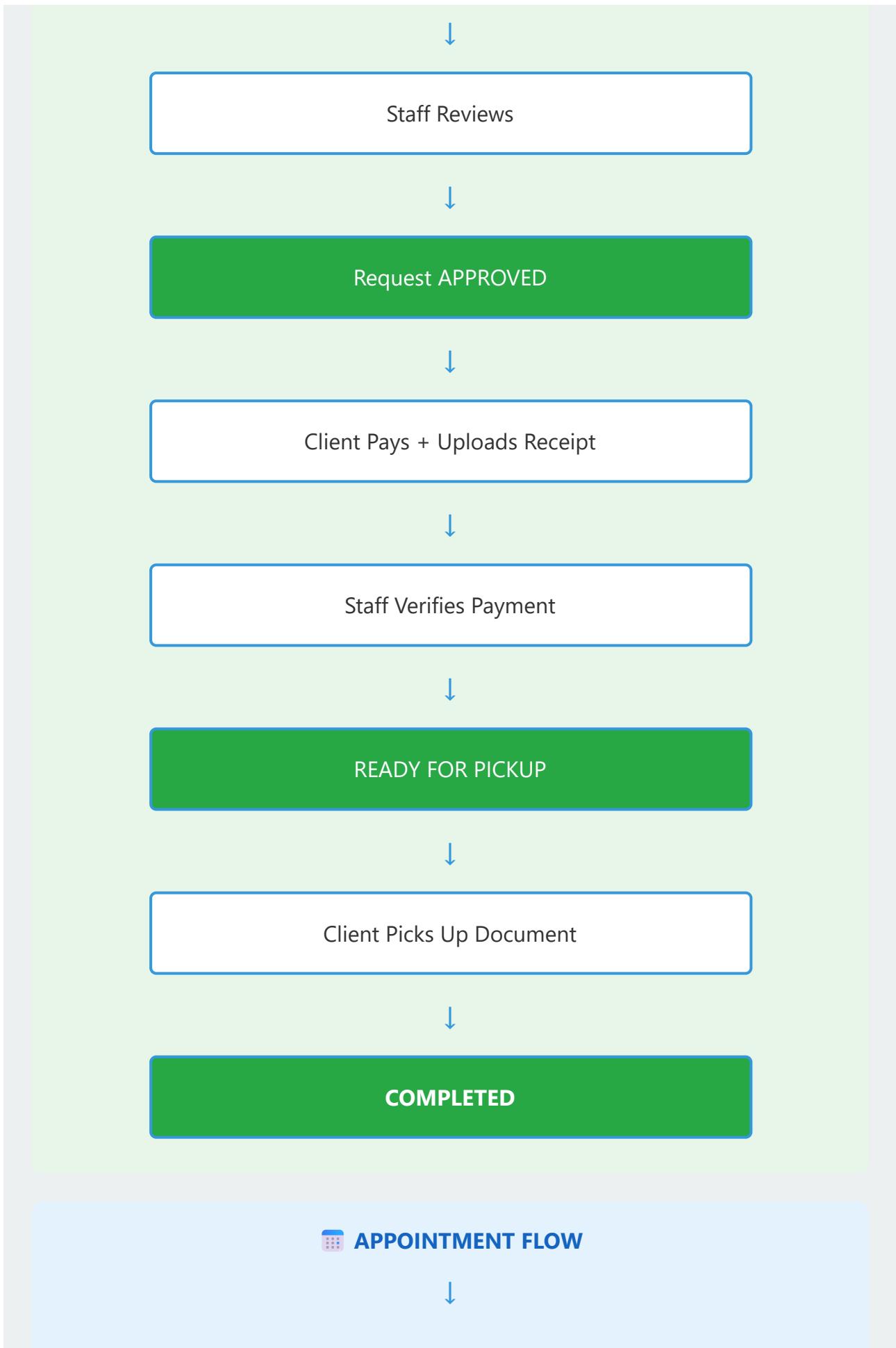
Select Document Type

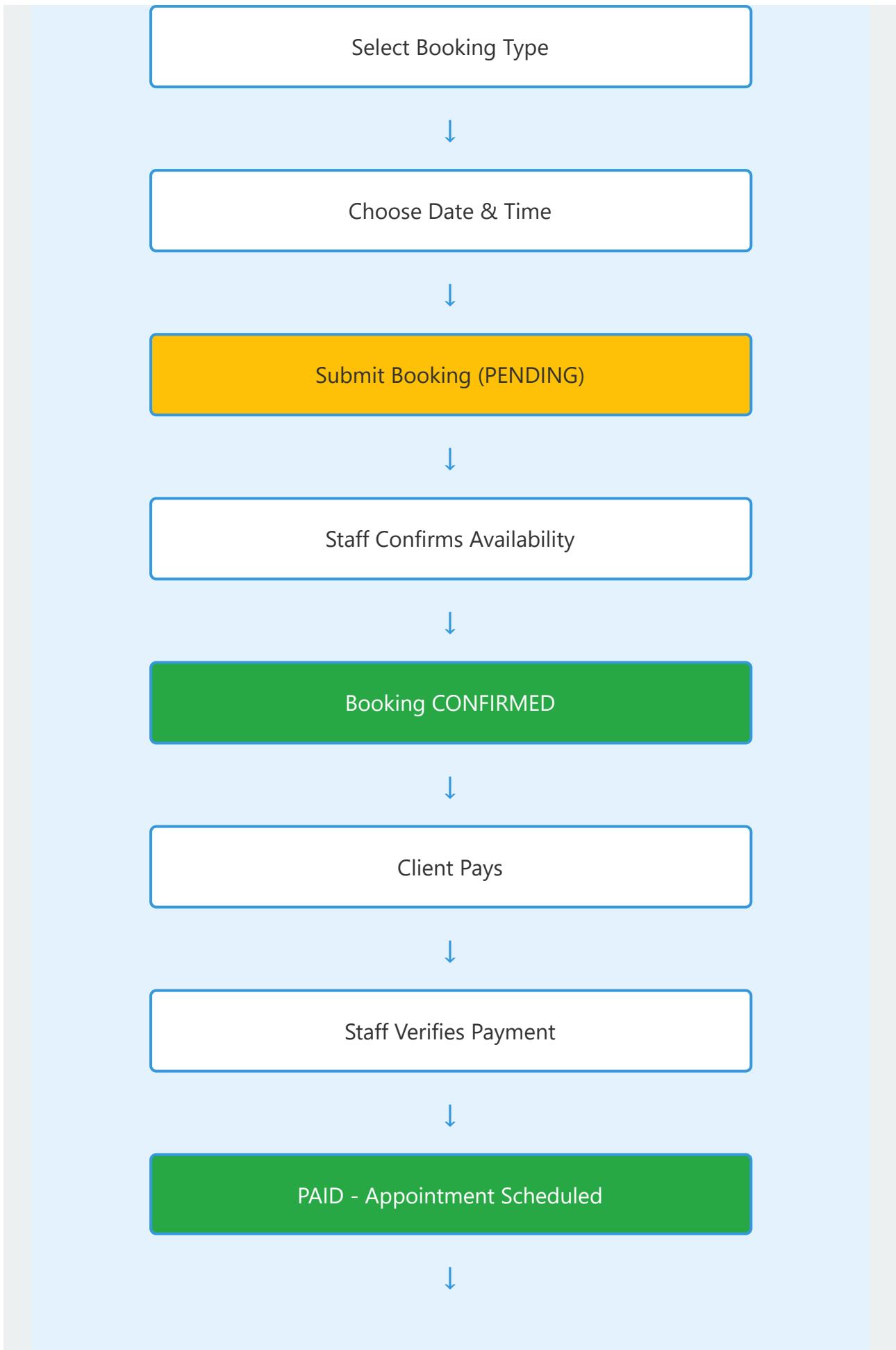


Fill Details + Upload Files



Submit Request (PENDING)





Appointment Day Arrives



COMPLETED

END: Service Delivered

Client Satisfaction Achieved!

Key Points:

- All status changes trigger email notifications
- Clients can track progress in real-time via dashboard
- Staff receive alerts for pending actions and SLA breaches
- Payment verification required before service delivery
- Average processing time: 3-7 business days for documents

Contact & Support

Parish Office Contact Information:

- **Email:** maequinas@gmail.com
- **Hotline:** 0999 MAYNAY
- **Office Hours:** Monday - Friday, 8:00 AM - 5:00 PM
- **Address:** Parish Church, Local City

For Technical Support:

- Login issues → Contact parish office via email
 - Payment verification questions → Call hotline during office hours
 - Document status inquiries → Check dashboard or email updates
 - System bugs → Report to maequinas@gmail.com with screenshots
-

Parish Ease: Document & Appointment System

Version 1.0 | © 2026 Parish Church | All Rights Reserved

This document is confidential and intended for internal use and client guidance only.

Last Updated: January 6, 2026