AVIAGO

1. User **2**
1.1 Log In 3
1.2 Change Password 3
1.3 Log Out 4
2. Administrator **5**
2.1 Audit Events 5
2.2 Backup and Restore 6
2.3 Manage Families 7
2.4 Manage Profiles 8
2.5 Manage Users 9
3. Master **10**
3.1 Audit Changes 10
3.2 Manage Seats 11
3.3 Manage Clients 12
3.4 Manage Flights 13
4. Reservations **14**
4.1 Register Booking 14
4.1.1 Enter Client 14
4.1.2 Select Flight 15
4.1.3 Select Seat 15
4.1.4 Reservation Summary and Payment 16
4.2 Additional Services 17
4.2.1 Enter Client 17
4.2.2 Select Reservation and Service 18
4.2.3 Seat Change 19
4.2.4 Special Meal 19
4.2.5 Travel Insurance 20
4.2.6 Extra Luggage 21
4.2.7 Additional Services Summary and Payment 22
5. Reports **23**
5.1 Reservation Vouchers 24
5.2 Service Vouchers 24
6. Language **25**
7. Help **26**

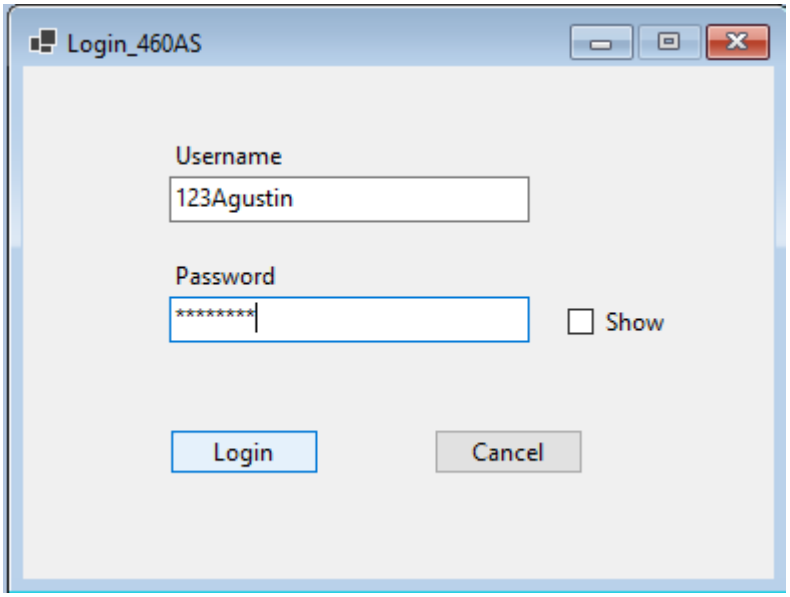
1. User

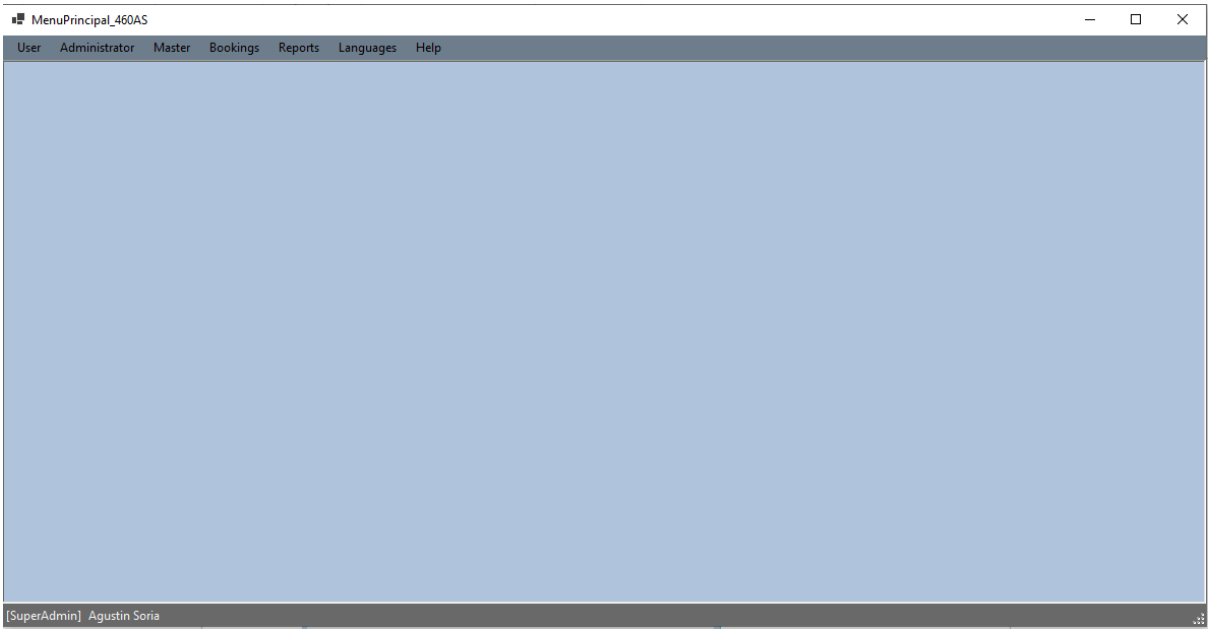
The User section groups the options related to logging in and out, and credential management. From here, the user can log in, change their password, and log out. Additionally, the system displays the active role and the user's name in the status bar.

1.1 Log In

Allows entry into the system with a registered user. The username and password must be completed, and the Log In button must be pressed. If the data is correct, the menus are enabled according to the assigned profile. The bottom bar shows the role and name of the active user.

💡 If the username or password is incorrect, an error message is displayed.

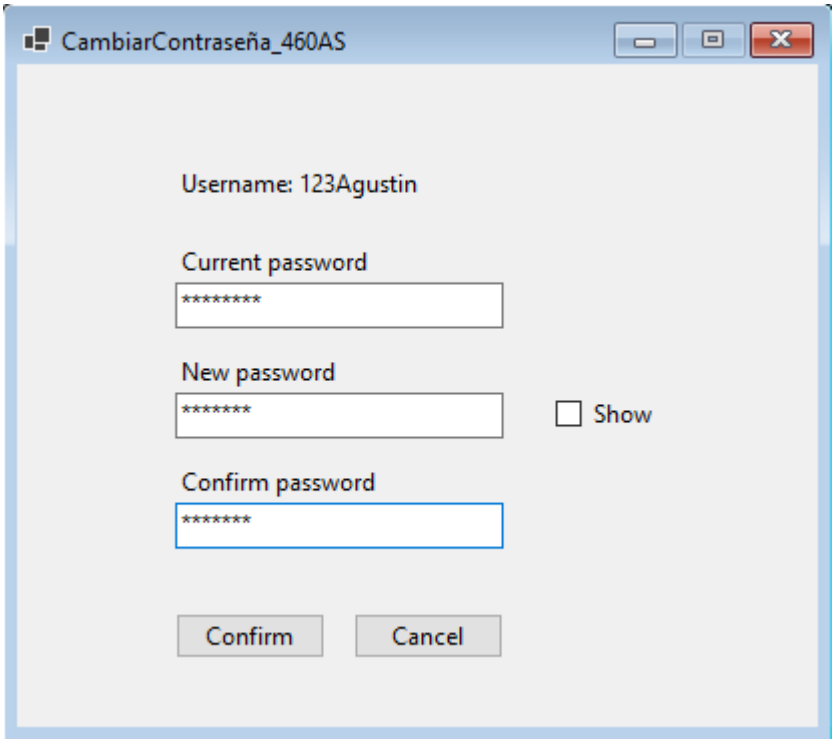




1.2 Change Password

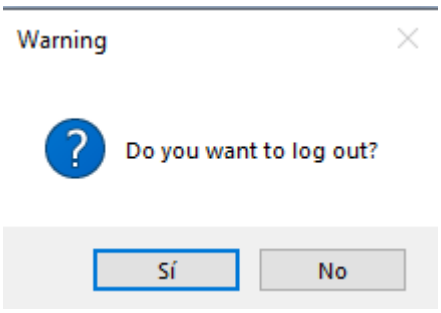
Allows the current password to be modified with a new one. The user must enter their current password, the new one, and confirm it. The system validates the data and saves the change.

💡 It is recommended to use secure passwords and not share them.



1.3 Log Out

Ends the current session and returns the system to its initial state. Upon selecting it, a confirmation message is displayed. Once closed, the menus are disabled until a new session is started.

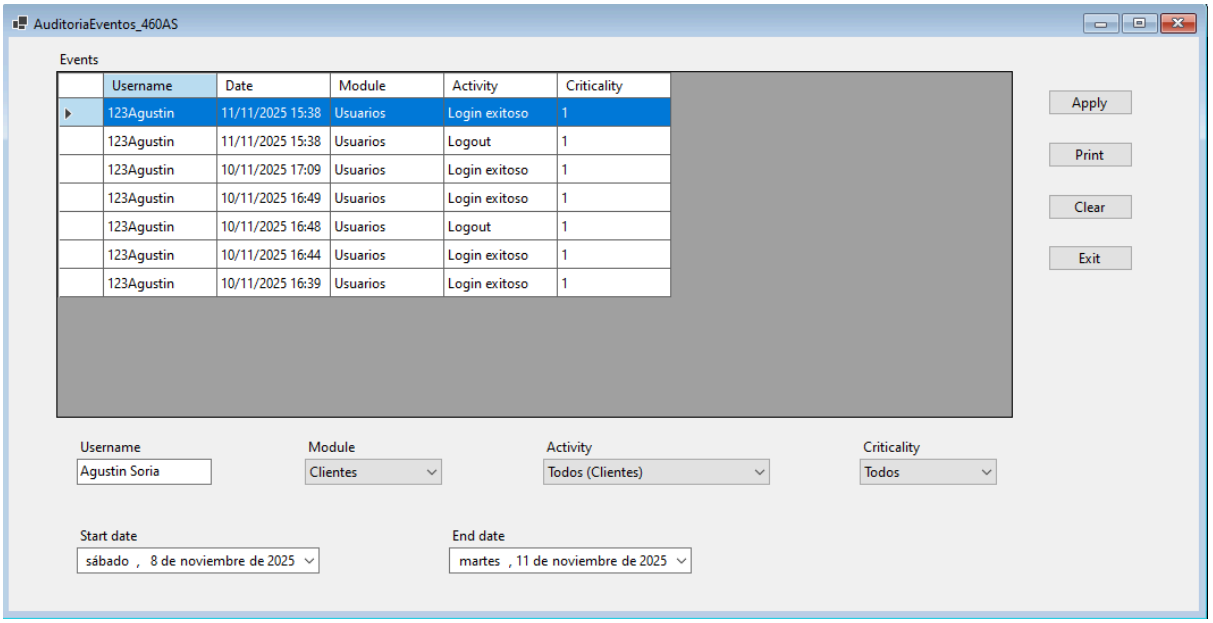


2. Administrator

The Administrator section groups the system management and maintenance functions. From here, the user with administrative permissions can control users, profiles, permission families, audits, and backups.

2.1 Audit Events

Allows viewing the log of actions performed by the different users of the system. It is used to track which operations were executed and when.

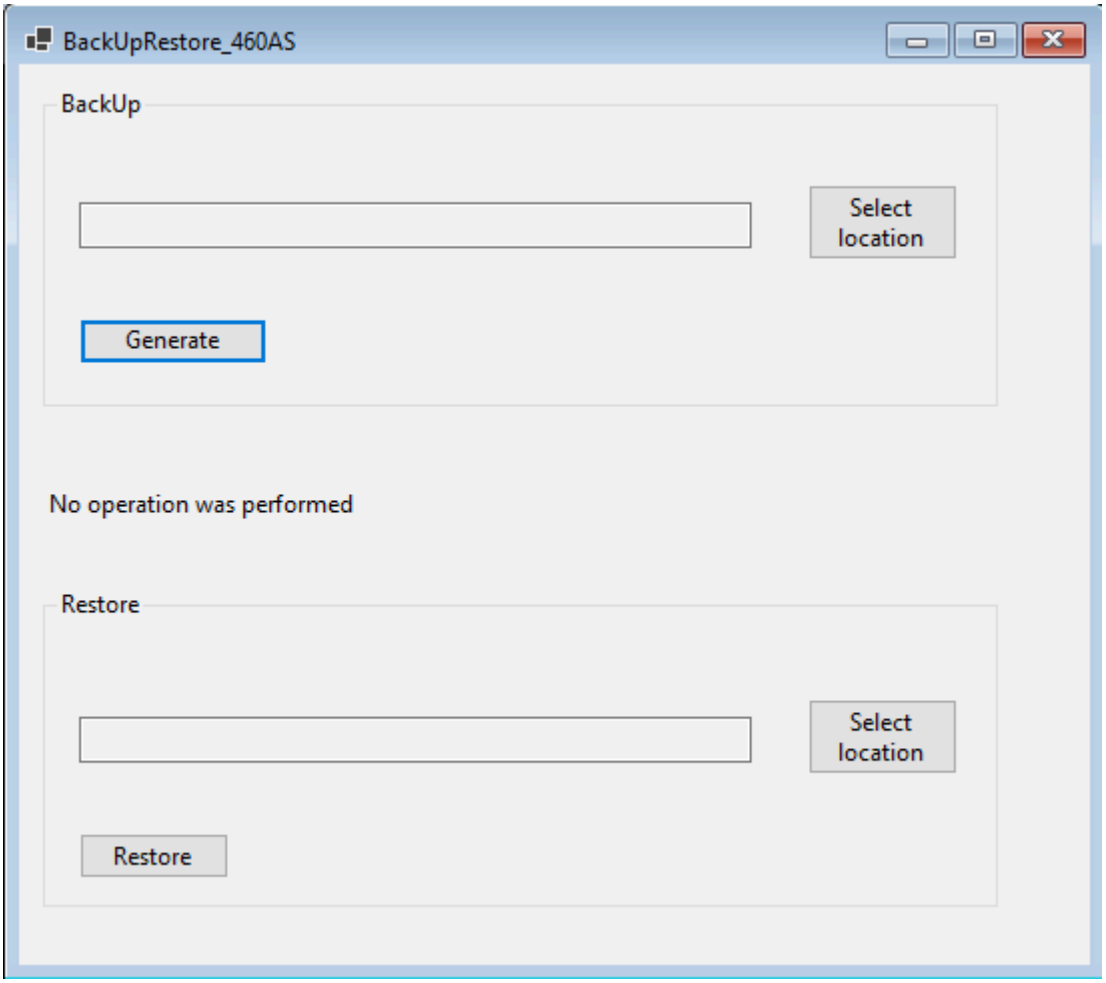


The grid displays the audit records with the user, module, activity, and criticality level.
Buttons:

- Apply: Filters the events according to the selected criteria.
- Print: Generates a PDF of the listing.
- Clear: Resets the filters and shows all events.
- Exit: Closes the screen and returns to the main menu.

2.2 Backup and Restore

Allows generating a backup copy of the database or restoring an existing one.



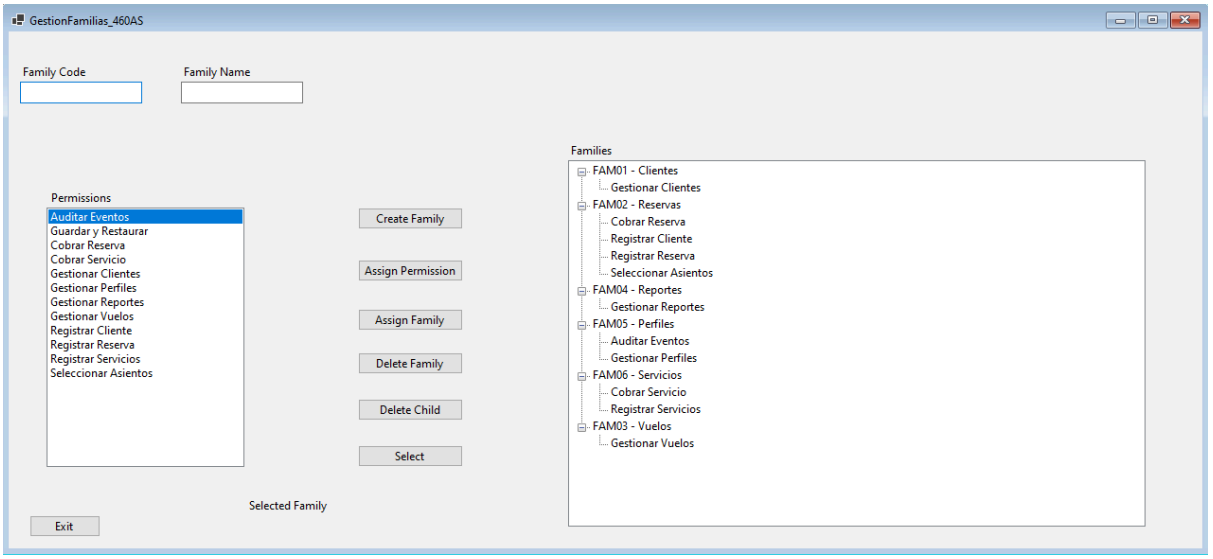
Buttons:

- Select Location (Backup): Allows selecting the folder where the backup copy will be saved.
- Select Location (Restore): Allows selecting the .bak file that you wish to restore.
- Generate Copy: Creates the .bak file with the current system data in the selected path.
- Restore: Recovers the information from the selected copy and applies it to the database.

The selected paths will be displayed in the corresponding text box.

2.3 Manage Families

Allows creating, modifying, and deleting permission families, which group different system accesses. From this screen, permissions can also be assigned to a family or child families within a hierarchy.

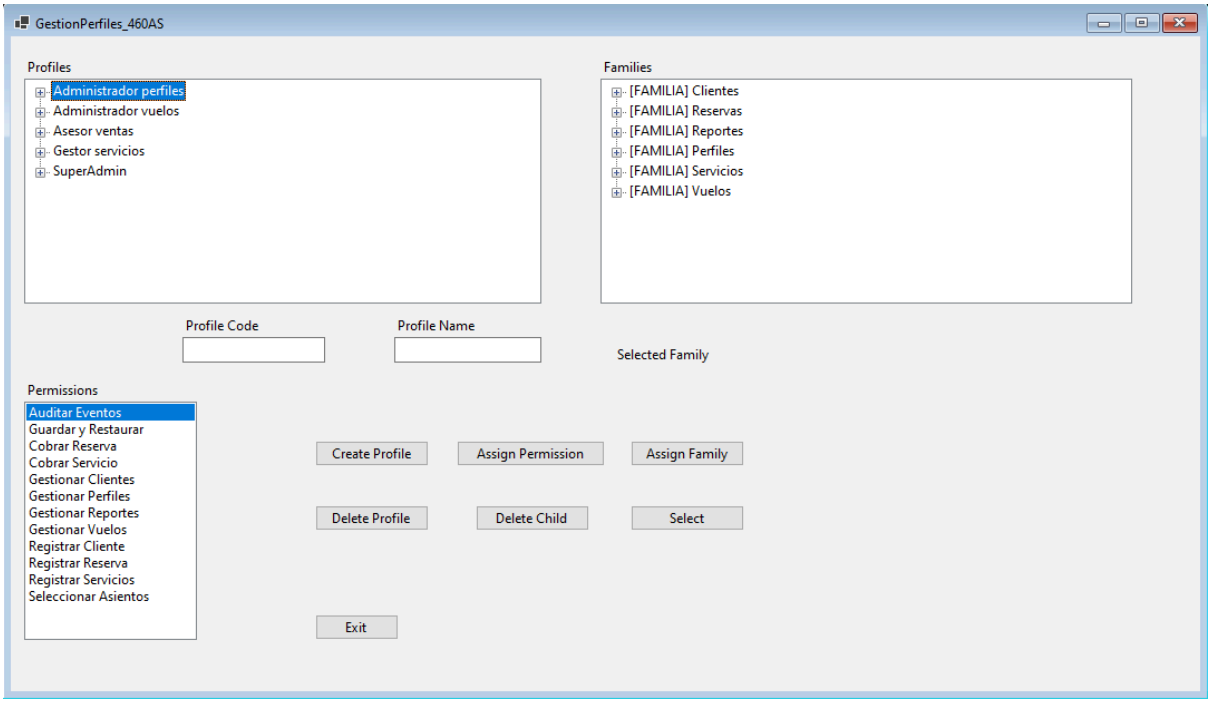


Buttons:

- Create Family: Registers a new family with the entered code and name.
- Assign Permission: Links the selected permission to the chosen family.
- Assign Family: Establishes a child family within another parent family.
- Delete Family: Deletes the selected family from the tree.
- Remove Child: Removes an assigned permission or child family.
- Select: Marks a family to be assigned as a child.
- Exit: Closes the screen and returns to the main menu.

2.4 Manage Profiles

Allows creating, modifying, or deleting user profiles, which determine what permissions and permission families each system user can use. From this screen, individual permissions or entire families are assigned to a specific profile.

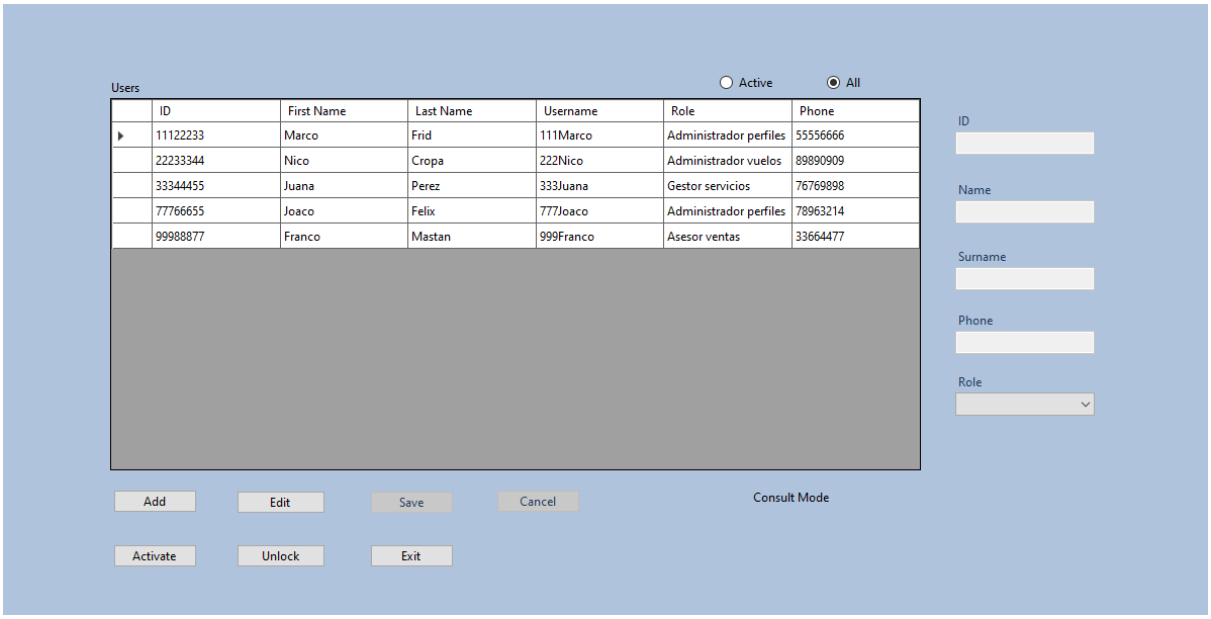


Buttons:

- Create Profile: Creates a new profile with the entered code and name.
- Assign Permission: Adds the selected permission to the profile.
- Assign Family: Links an entire family of permissions to the profile.
- Delete Profile: Deletes the selected profile.
- Remove Child: Removes an assigned permission or family from the profile.
- Select: Marks a family to be assigned as a child.
- Exit: Closes the window and returns to the main menu.

2.5 Manage Users

Allows creating, modifying, deleting, or unlocking system users. From this screen, a role or profile can also be assigned to each user and their active or inactive status can be defined.



Buttons:

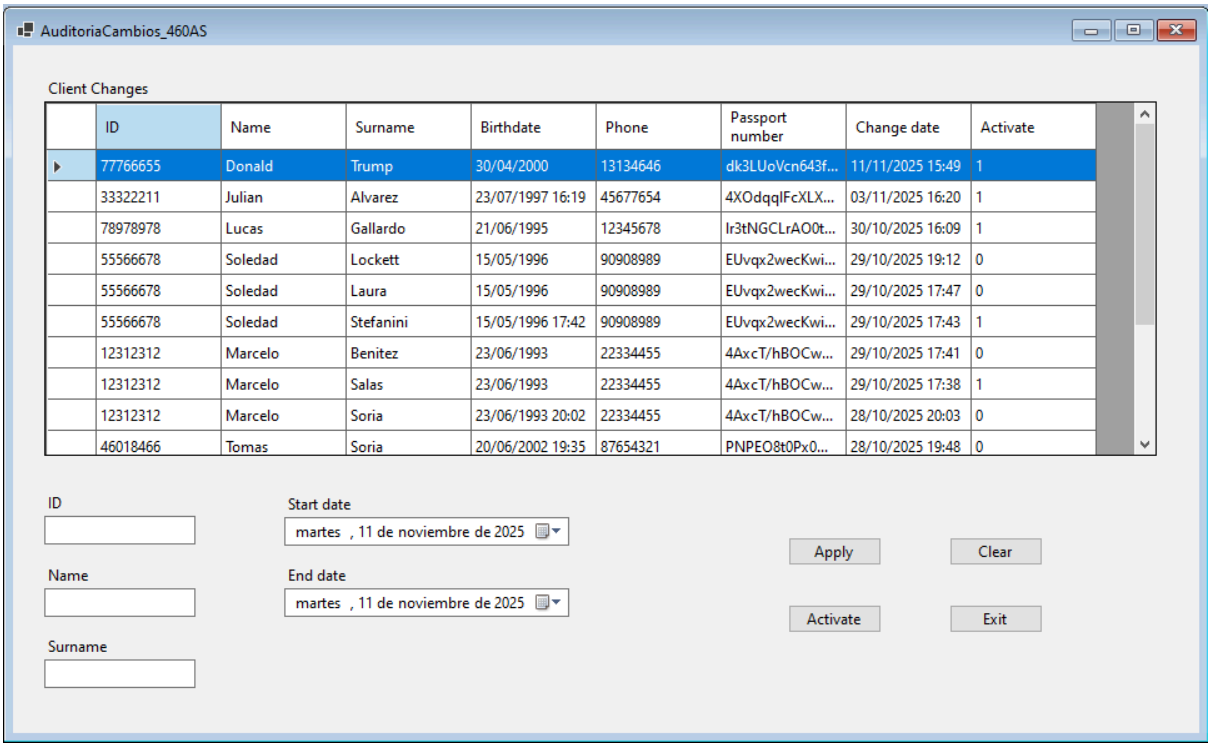
- Add: Enables the fields to register a new user.
- Modify: Allows editing the data of the selected user.
- Save: Confirms the changes made or the new record.
- Cancel: Discards the operation in progress.
- Active: Changes the user's status (active/inactive).
- Unlock: Reactivates a user blocked due to failed login attempts.
- Exit: Closes the window and returns to the main menu.

3. Master

The Master module brings together the main data administration screens of the system. From here, clients, flights, seats, and the change audit are managed. These functions are only available to users with administrative or management permissions.

3.1 Audit Changes

Allows viewing all modifications made to client data. Each record shows the previous and updated information, along with the date of the change and the status of the client record.

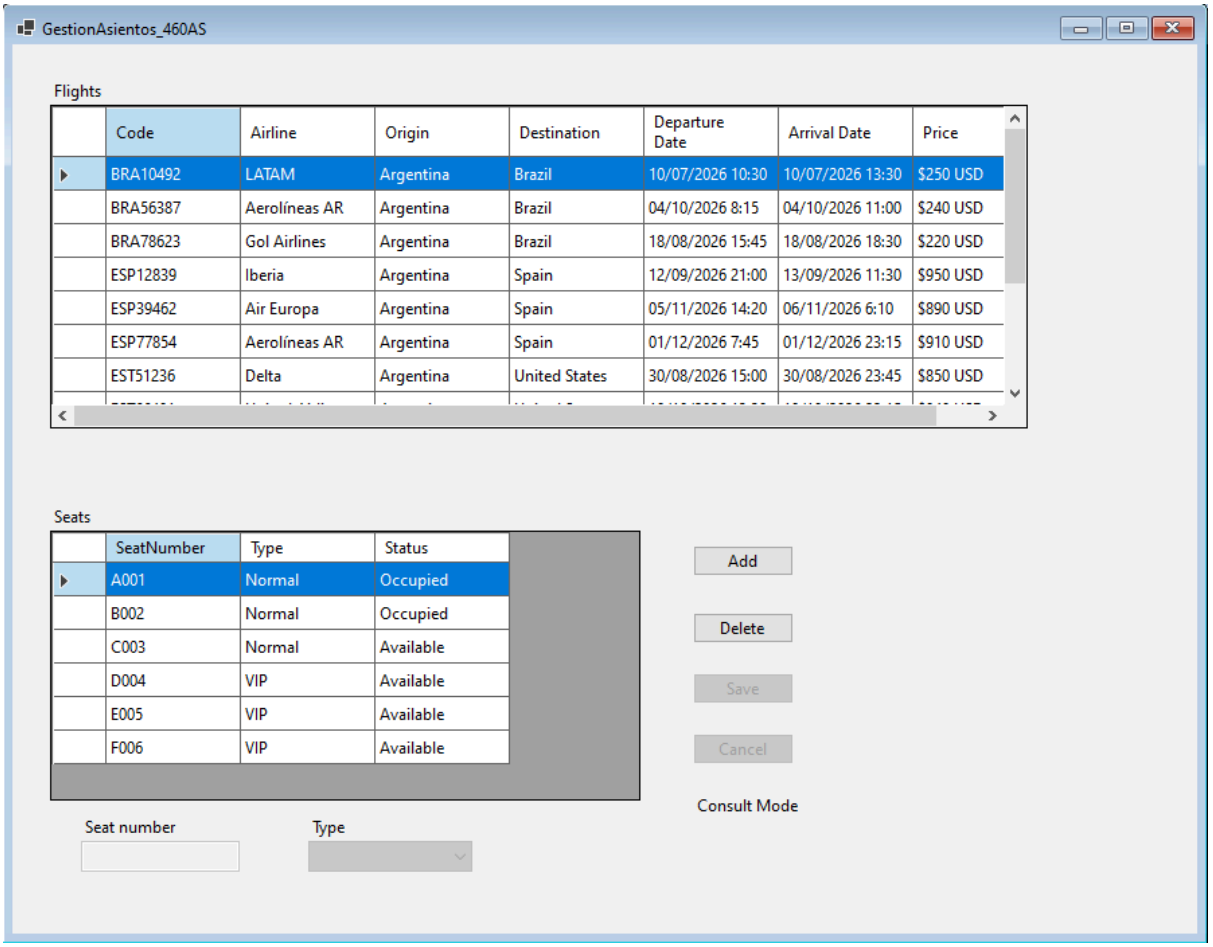


Buttons:

- Apply: Filters the results according to the entered criteria.
- Clear: Clears the applied filters and shows all records.
- Activate: Changes the status of an old record, making it active again. By pressing Activate on the previous record, it reverts to 1, restoring the original client.
- Exit: Closes the screen and returns to the main menu.

3.2 Manage Seats

Allows managing the layout and status of the seats for each flight. From this screen, available flights and the seats associated with each one can be viewed. The upper part shows the list of flights with their code, airline, origin, destination, dates, and price. Upon selecting a flight, the corresponding seats are loaded into the lower grid, where their number, type, and status can be seen.

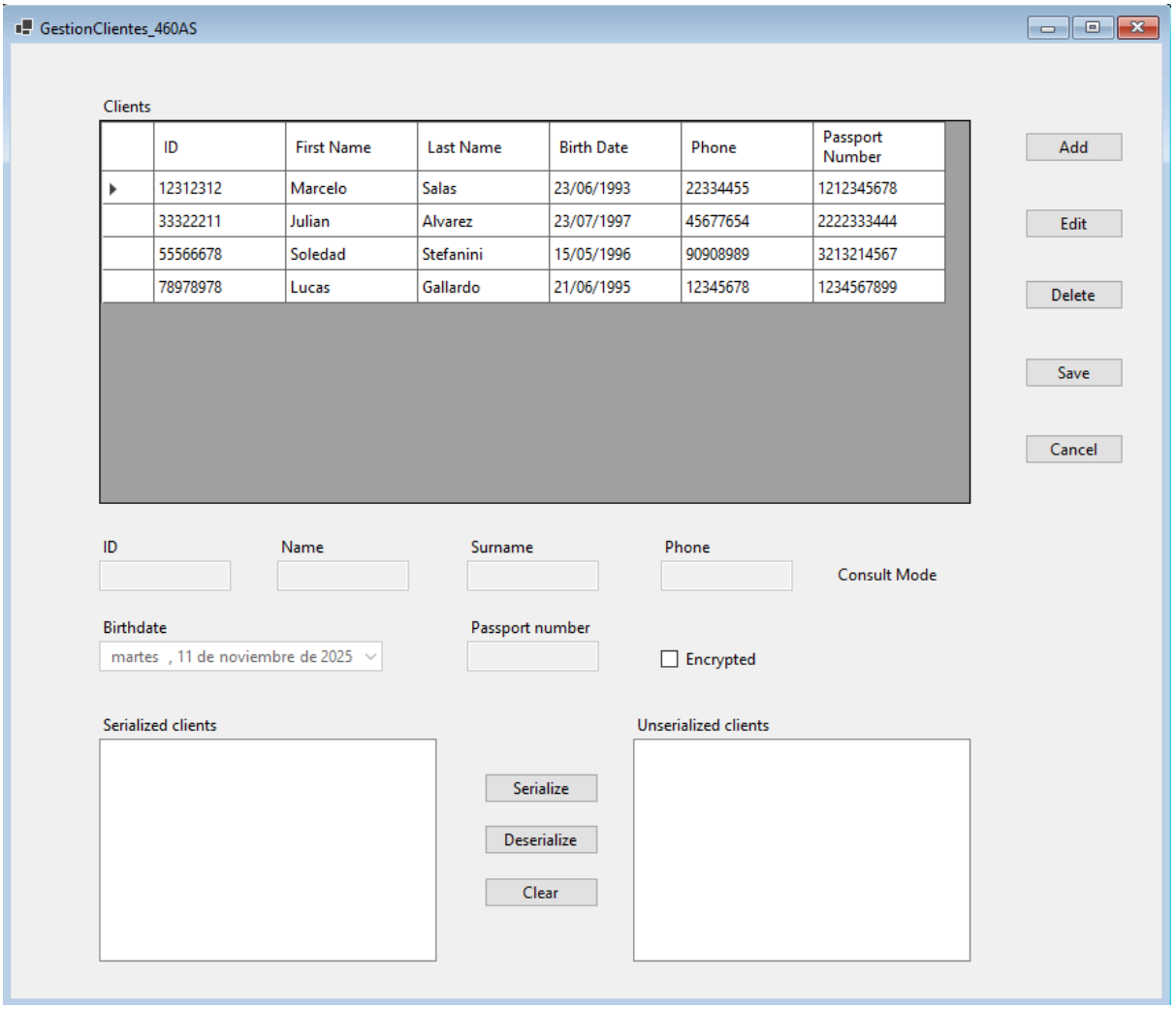


Buttons:

- Add: Allows adding a new seat to the selected flight.
- Delete: Removes the selected seat.
- Save: Confirms the modifications.
- Cancel: Discards the modifications.
- Exit: Closes the screen and returns to the main menu.

3.3 Manage Clients

Allows registering, modifying, deleting, and consulting clients in the system. Each client has an ID (DNI), name, surname, date of birth, telephone, and passport number. From this screen, data can also be serialized and deserialized to save or recover information in external files. The upper grid shows the loaded clients with all their data. The lower part is where values are entered or edited, and serialization operations are performed.

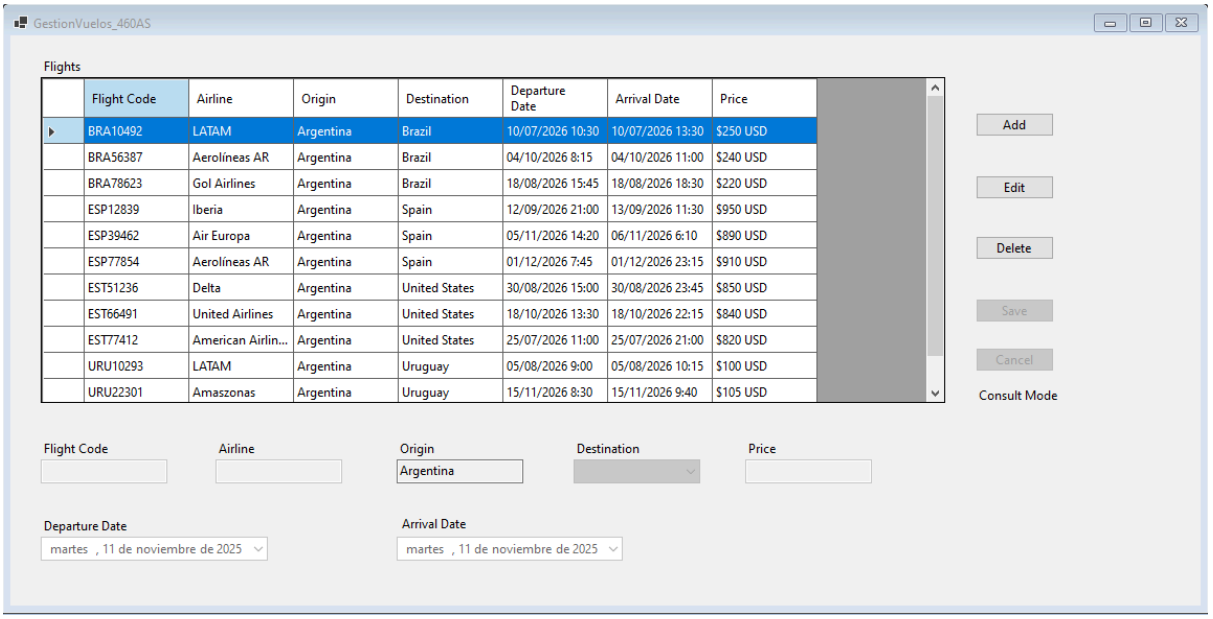


Buttons:

- Add: Enables the fields to enter a new client.
- Modify: Allows editing the data of the selected client.
- Delete: Logically deletes the selected client.
- Save: Confirms the changes made.
- Cancel: Cancels the current operation.
- Serialize: Converts client data into text to save it in an XML file.
- Deserialize: Reloads the serialized XML data into the system.
- Clear: Clears the serialization lists.

3.4 Manage Flights

Allows creating, modifying, and deleting flights in the system. Each flight includes its code, airline, origin, destination, departure and arrival dates, and the ticket price. This screen keeps all available flight information updated. The main grid shows the loaded flights with their corresponding data. The fields for editing or entering a new flight are located in the lower part.



Buttons:

- Add: Enables the fields to register a new flight.
- Modify: Allows updating the data of the selected flight.
- Delete: Deletes the flight from the database.
- Save: Confirms the changes made.
- Cancel: Discards the current operation.
- Exit: Closes the window and returns to the main menu.

4. Reservations

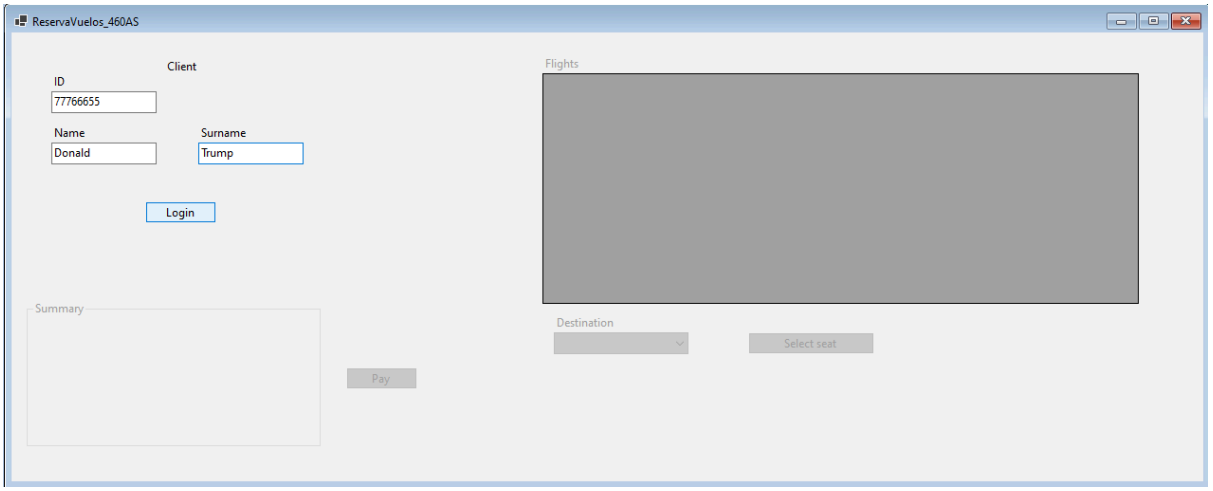
The Reservations module allows managing the sale and registration of air tickets for the system's clients. It includes the creation of new reservations, flight selection, and the assignment of additional services.

4.1 Register Booking

Allows creating a reservation by selecting the client, flight, and seats, and concluding with payment.

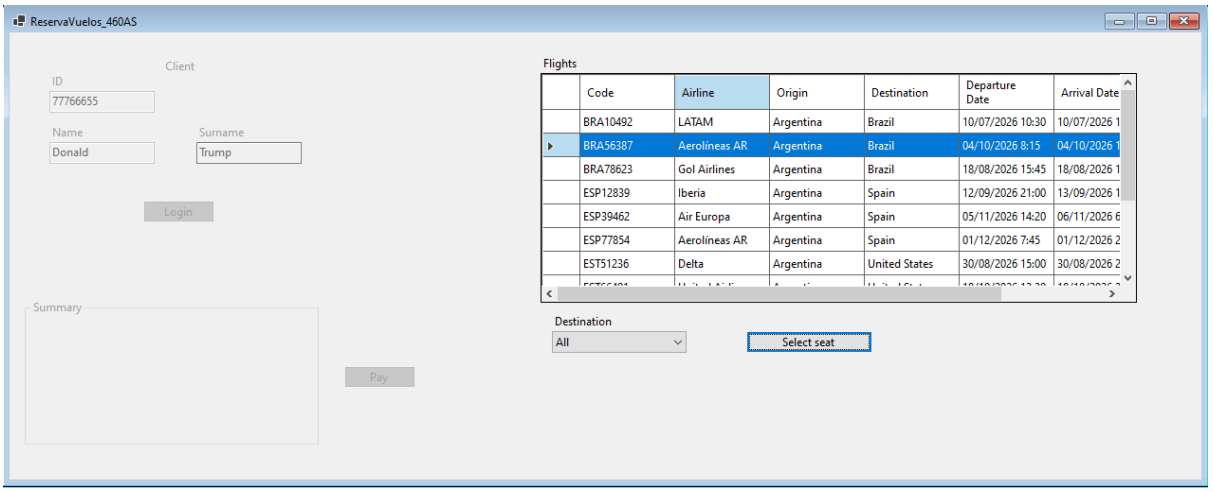
4.1.1 Enter Client

In this screen, the client's main data is entered, and Enter is pressed. Upon validating the client, the flight list is enabled.



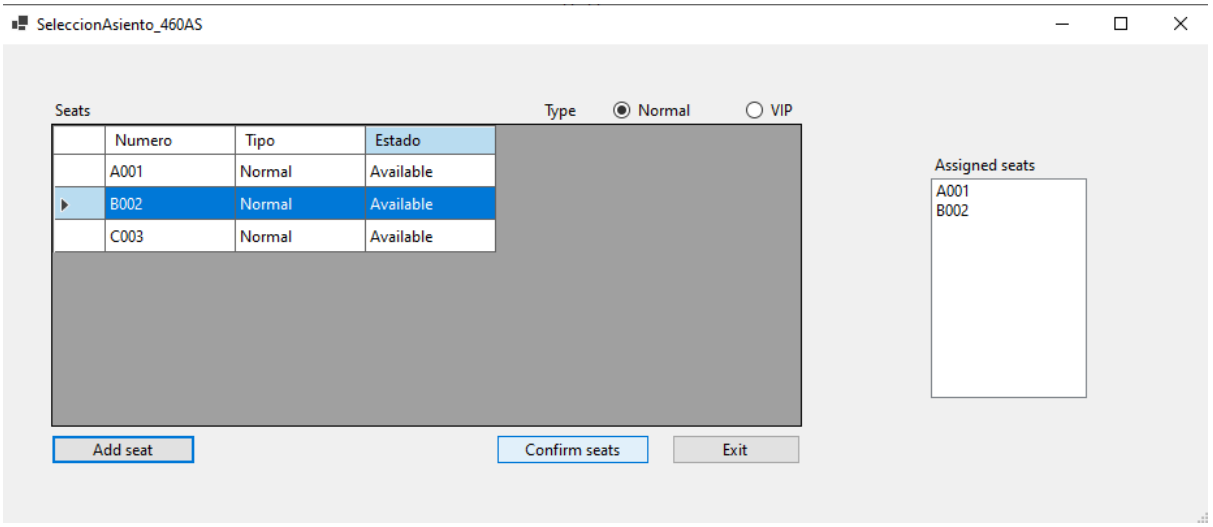
4.1.2 Select Flight

Once the client is validated, the system shows the list of available flights. The user can filter them by destination and select the flight they wish to reserve. Upon choosing one, the Select Seat button is enabled, which allows proceeding with the reservation.



4.1.3 Select Seat

In this screen, the available seats for the previously selected flight are chosen. The user can filter by seat type (Normal or VIP) and add one or more. The selected seats are listed on the right under "Assigned Seats".

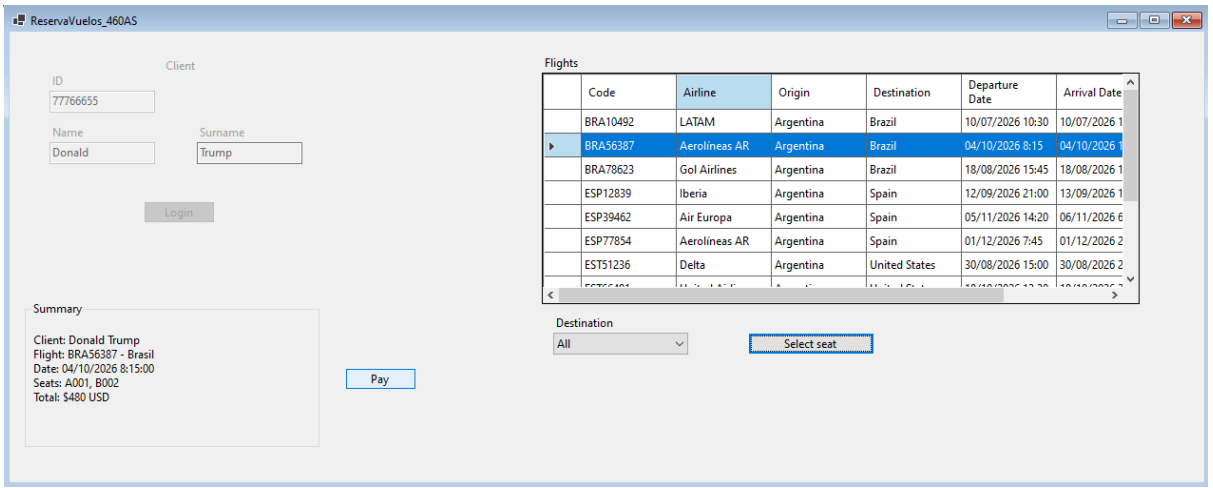


Buttons:

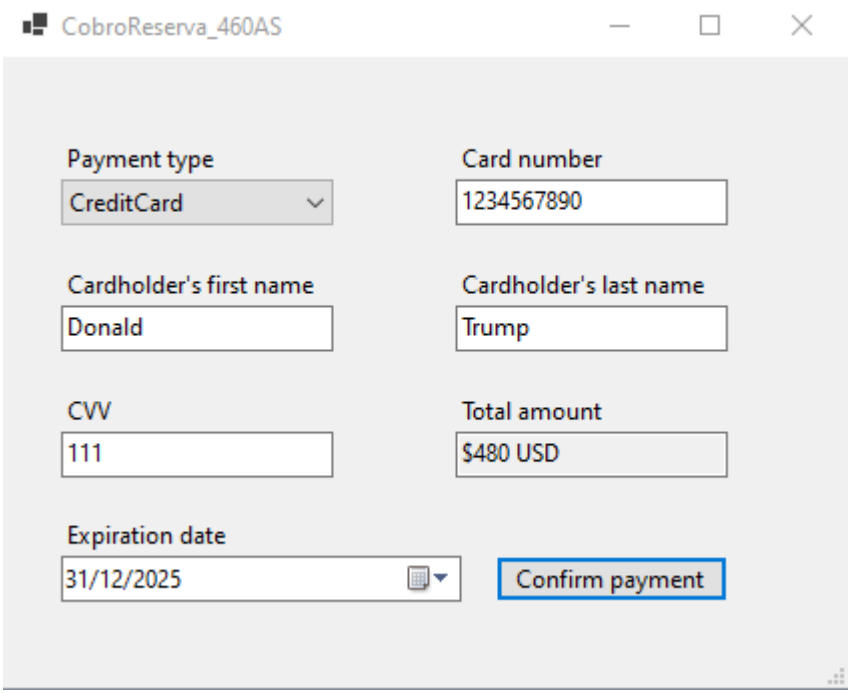
- Add Seat: Adds the selected seat to the assigned list.
- Confirm Seats: Saves the selection and returns to the reservation screen.
- Exit: Closes the window without making changes.

4.1.4 Reservation Summary and Payment

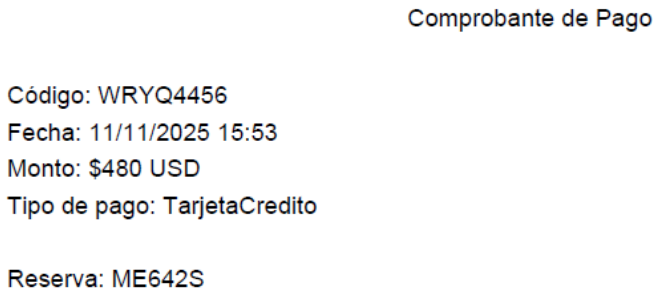
After selecting the seats, the system generates a reservation summary with all the relevant information. This screen allows verifying the data before confirming the purchase. The Pay button is enabled to proceed with the reservation payment.



Pressing Pay opens the Reservation Payment screen, where payment details are completed to finalize the operation.



Pressing the Confirm Payment button processes the payment, registers the reservation in the system, and generates a PDF voucher.

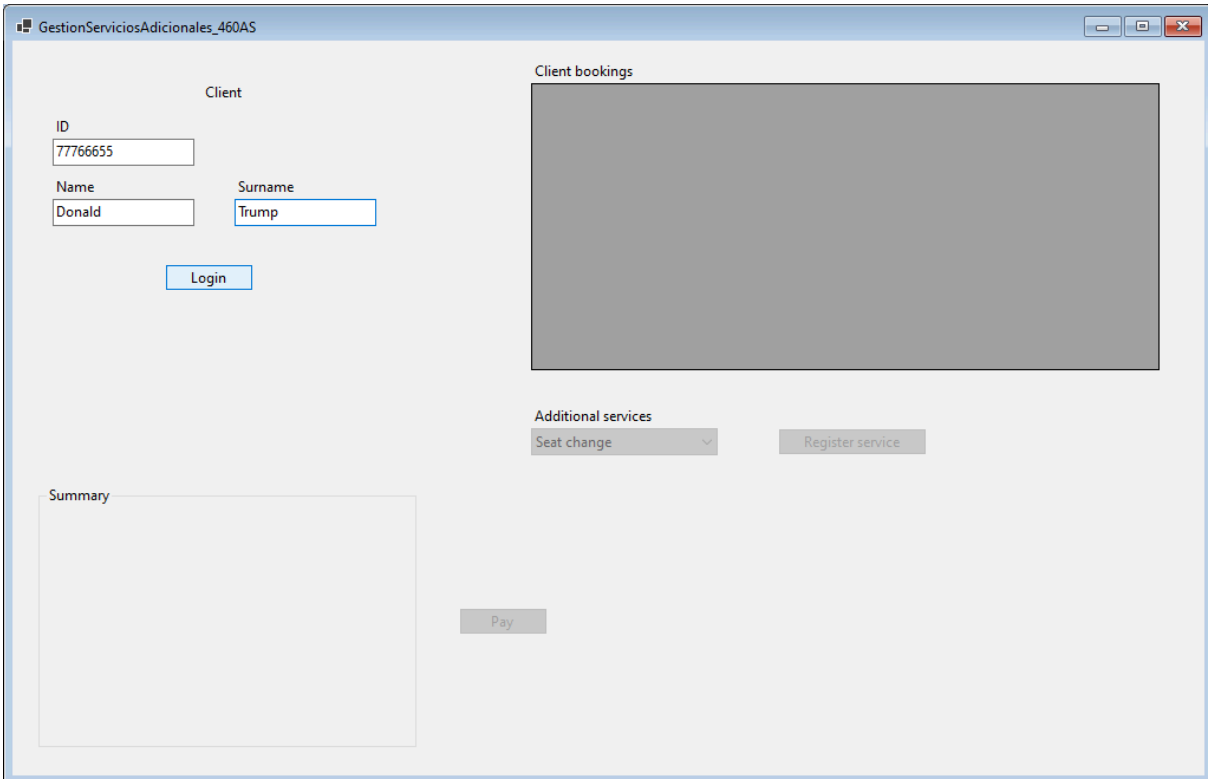


4.2 Additional Services

This section allows adding complementary services to an already confirmed reservation, such as extra luggage, seat change, travel insurance, or special meals.

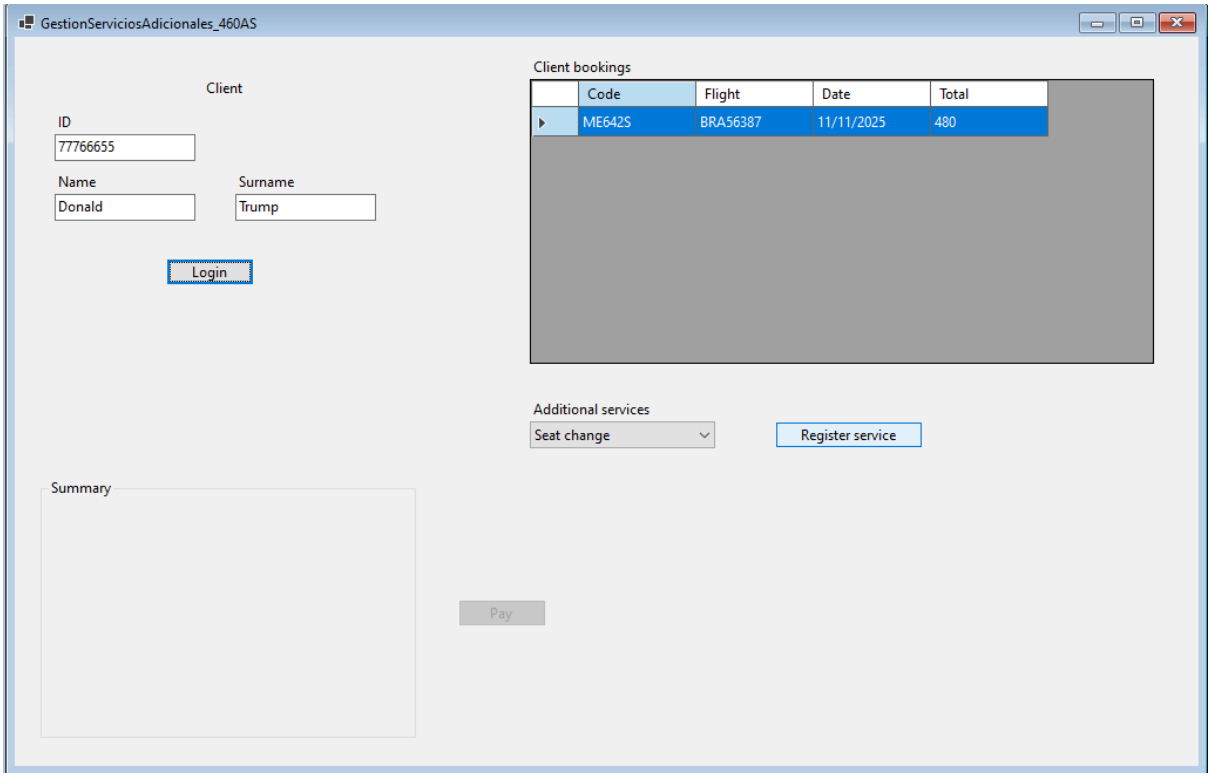
4.2.1 Enter Client

In this screen, the client's main data is entered, and Enter is pressed. Upon validating the client, the system displays all active reservations for the selected client.



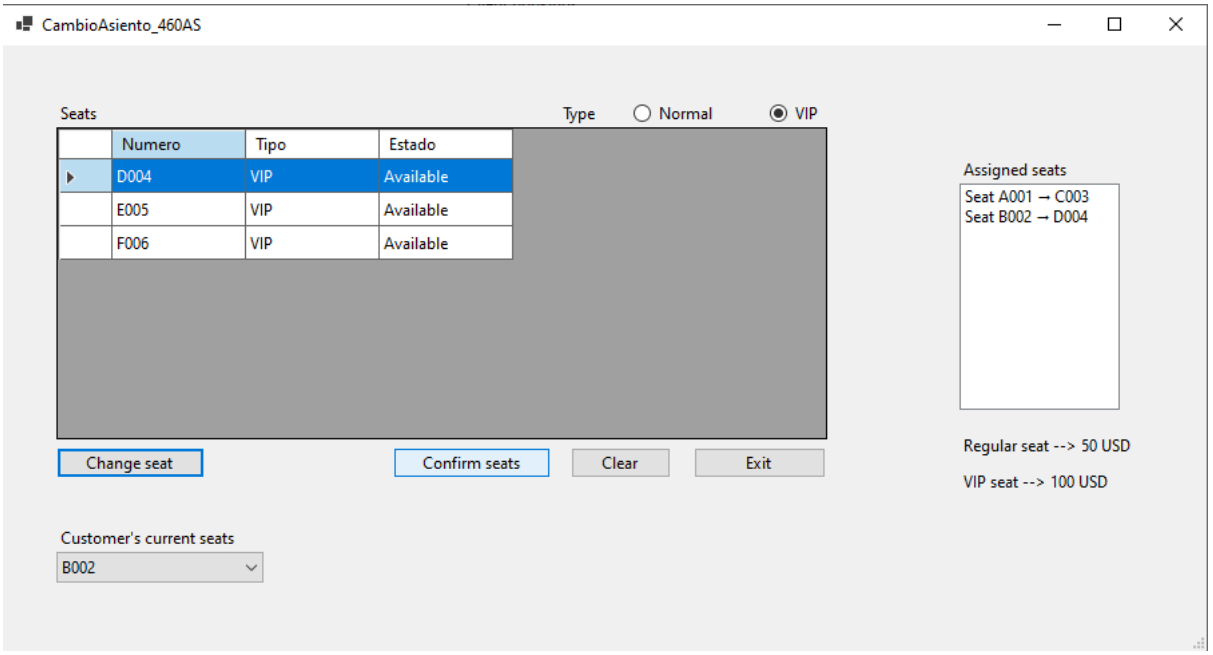
4.2.2 Select Reservation and Service

Once the client is validated, the system shows their active reservations with information about the code, flight, date, and total. The user can select one of them and add an additional service to extend the reservation.



4.2.3 Seat Change

If the client selects the Seat Change additional service, this screen opens where they can choose new available seats for the flight. The system shows the client's current seats and allows replacing them with others of Normal or VIP type, automatically updating the additional cost.

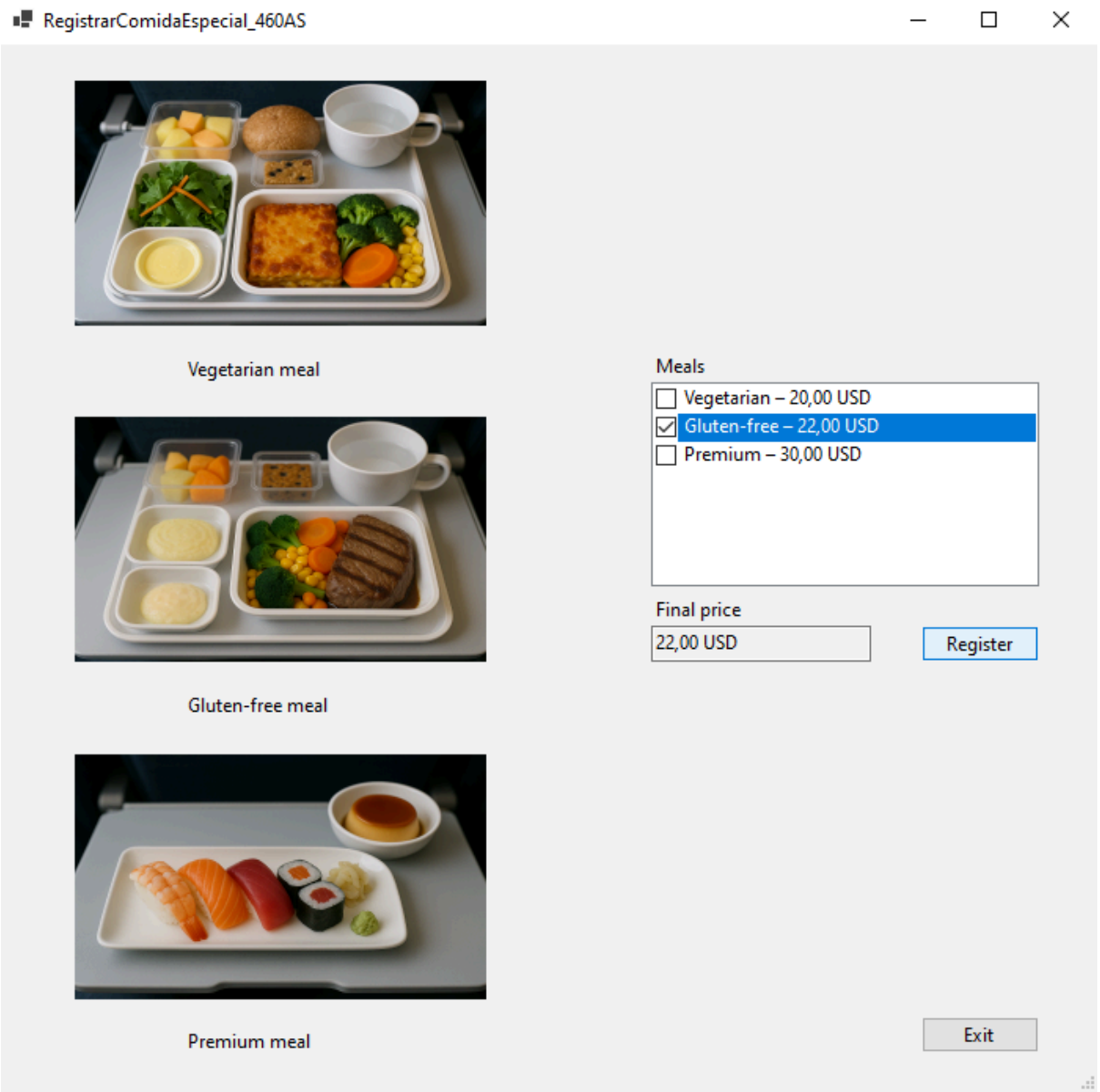


Buttons:

- Change Seat: Assigns the new selected seat.
- Confirm Seats: Saves the changes and returns to the additional services screen.
- Clear: Clears the seat selection.
- Exit: Closes the window without applying modifications.

4.2.4 Special Meal

If the client selects the Special Meal additional service, a screen opens where they can choose the preferred menu type for the flight. Each option shows an illustrative image and its corresponding price.

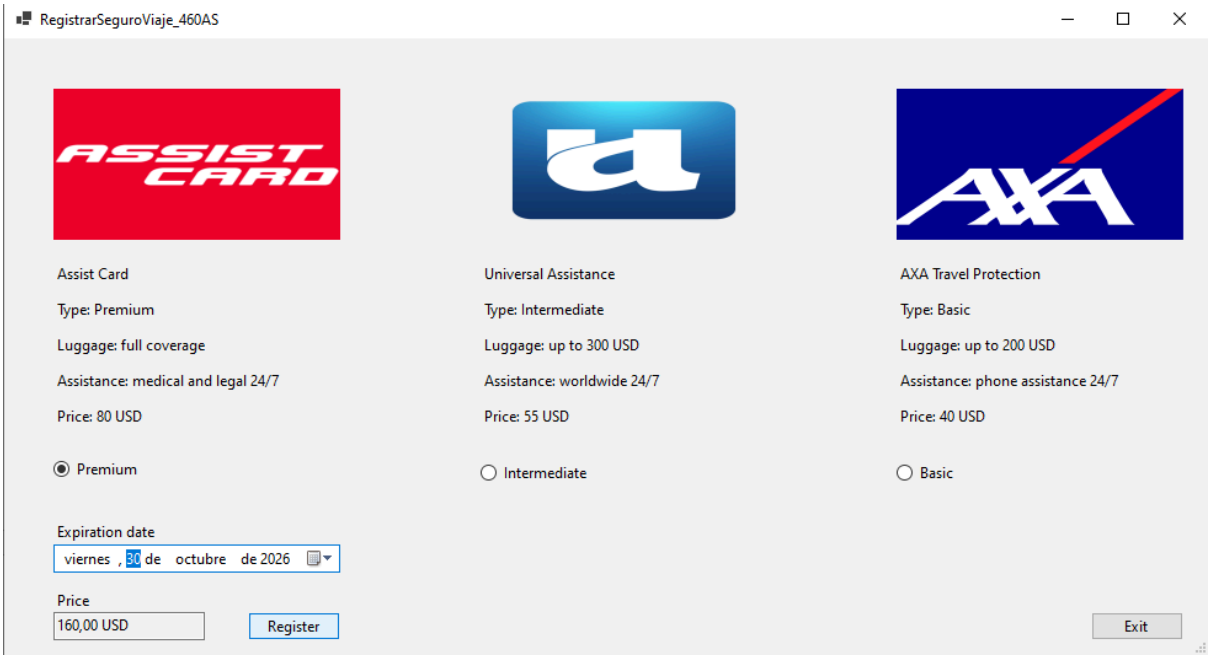


Buttons:

- Register: Saves the selection and associates it with the client's reservation.
- Exit: Closes the window and returns to the additional services screen.

4.2.5 Travel Insurance

If the client selects the Travel Insurance service, a screen opens that allows them to purchase assistance coverage for the passenger according to their needs. The system offers three plans from different companies, showing their characteristics, benefits, and prices.

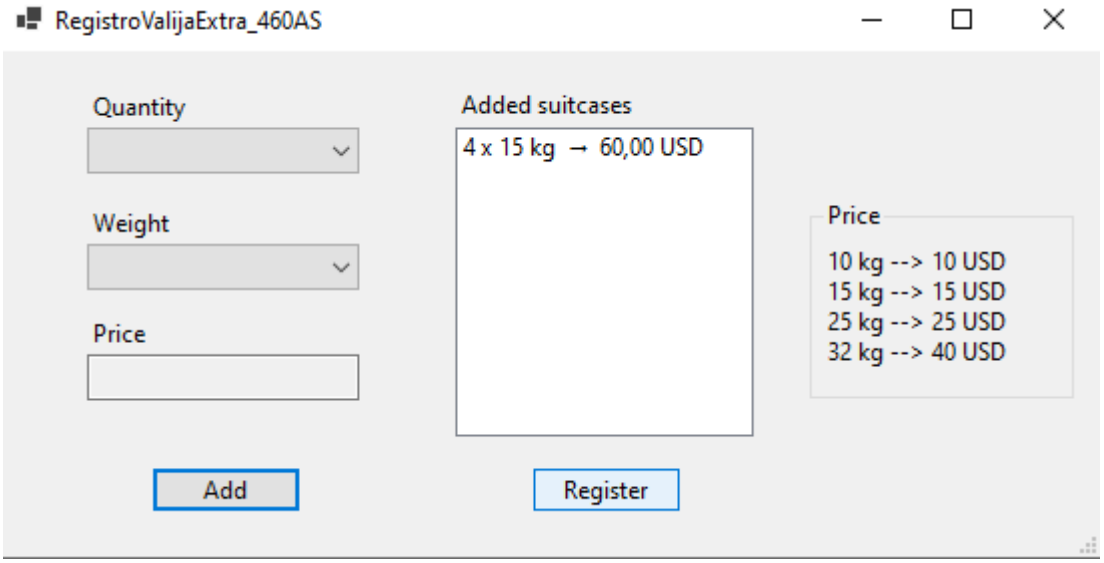


Buttons:

- Expiration Date: Indicates the validity of the purchased insurance.
- Register: Confirms the purchase of the insurance for the current reservation.
- Exit: Closes the screen without saving changes.

4.2.6 Extra Luggage

If the client selects the Extra Luggage service, a screen opens that allows them to add additional luggage to their reservation, choosing the quantity and weight of each one.

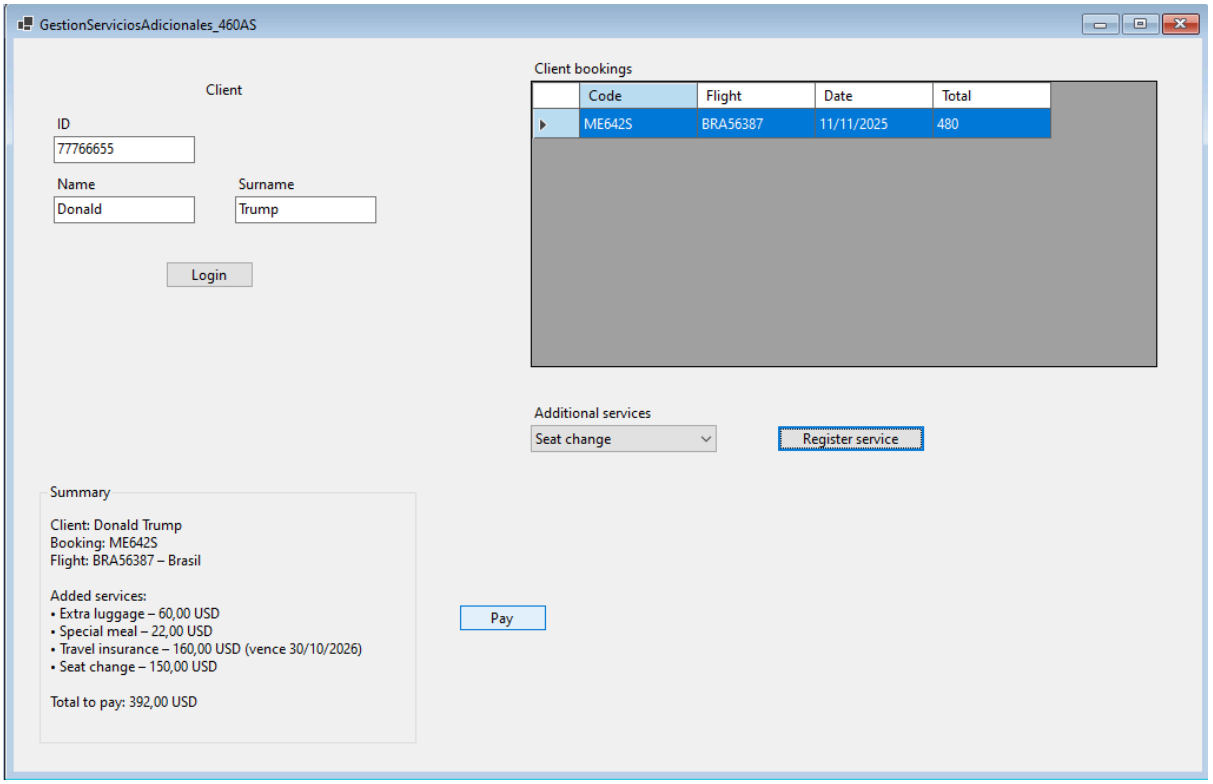


Buttons:

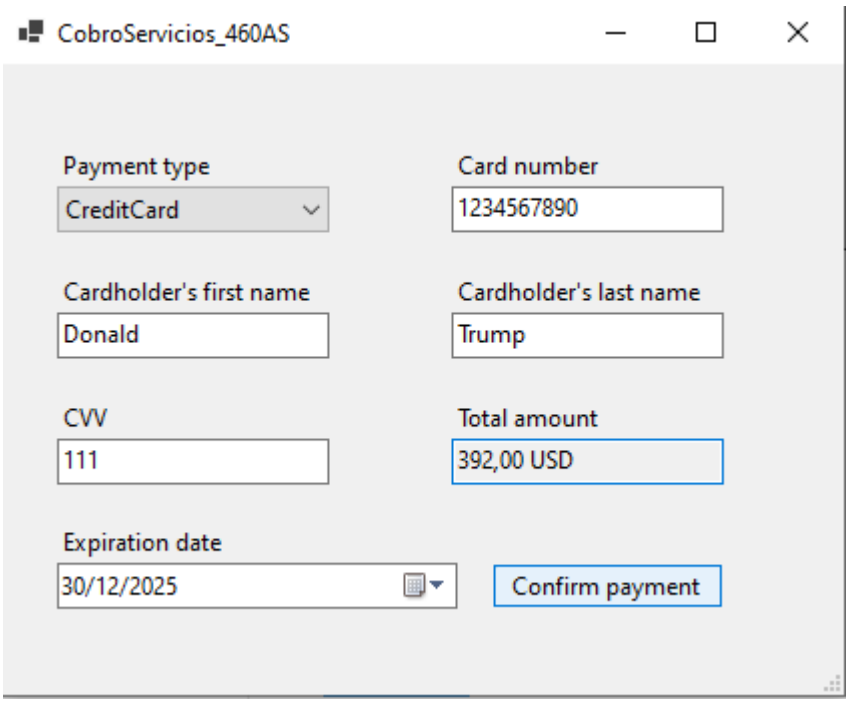
- Add: Adds the selected luggage to the "Added suitcases" list.
- Register: Saves the changes and associates the luggage with the client's reservation.

4.2.7 Additional Services Summary and Payment

Once the additional services are selected and registered, the system shows a detailed summary with all the reservation information and associated charges. On this screen, the client, the flight, and the details of each added service can be verified, along with their individual price and the final total, in addition to enabling the Charge button to proceed with payment.



Pressing Charge opens the Services Payment screen, where payment details are completed to confirm the transaction.



Pressing the Confirm Payment button processes the payment, registers the additional services in the system, and generates a PDF voucher.

Comprobante de Servicios Adicionales

Código de Pago: 176ce7ab-cb94-4a0b-aef1-a0db387ee725
Fecha: 11/11/2025 16:20
Monto Total: $392 USD
Tipo de Pago: TarjetaCredito

Reserva Asociada: ME642S
Cliente DNI: 77766655

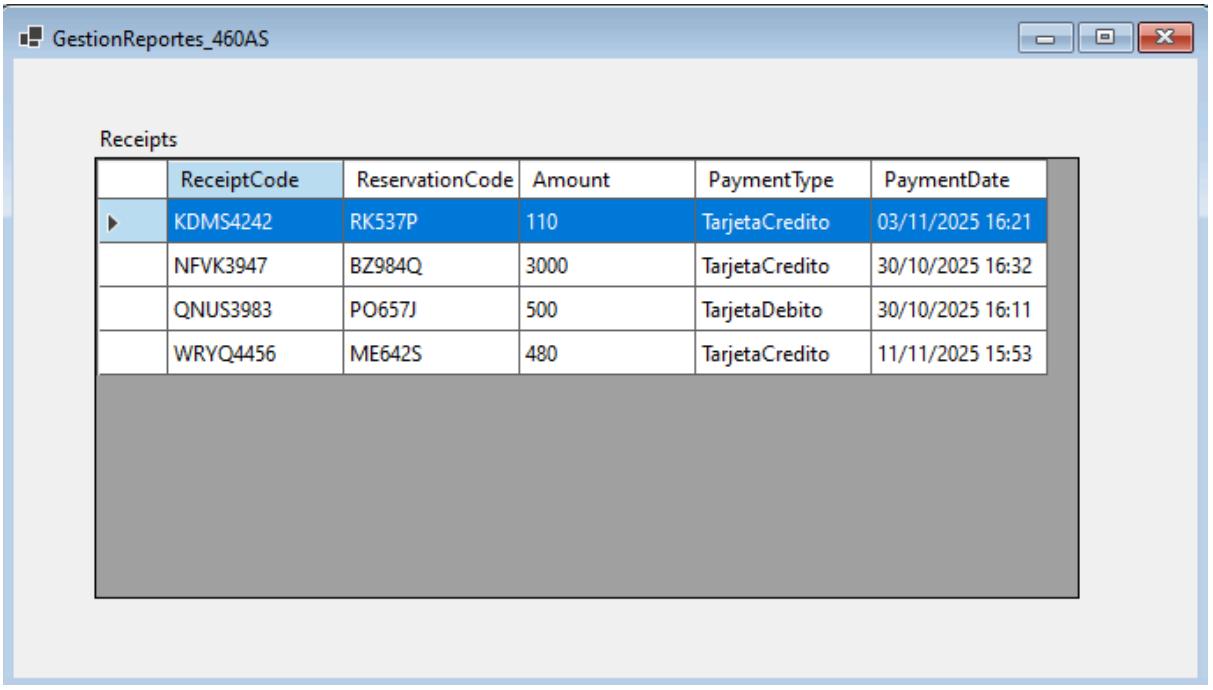
Servicios Adicionales Pagados:
-Cambio a asientos C003, D004 ($75)
-Seguro: Premium - Vence 30/10/2026 ($160)
-Valijas: 4 - Peso total: 60 kg ($60)
-Comida: Gluten-free ($22)

5. Reports

The Reports module provides access to the system's generated reports, which are mainly about reservations and additional services registered in the system. These reports can be viewed on screen in a PDF.

5.1 Reservation Vouchers

Allows viewing all vouchers generated by reservations registered in the system. Each row represents a payment operation performed, showing the voucher information and the type of payment used.



By double-clicking on a voucher, the system automatically opens the associated PDF, showing the complete transaction detail.

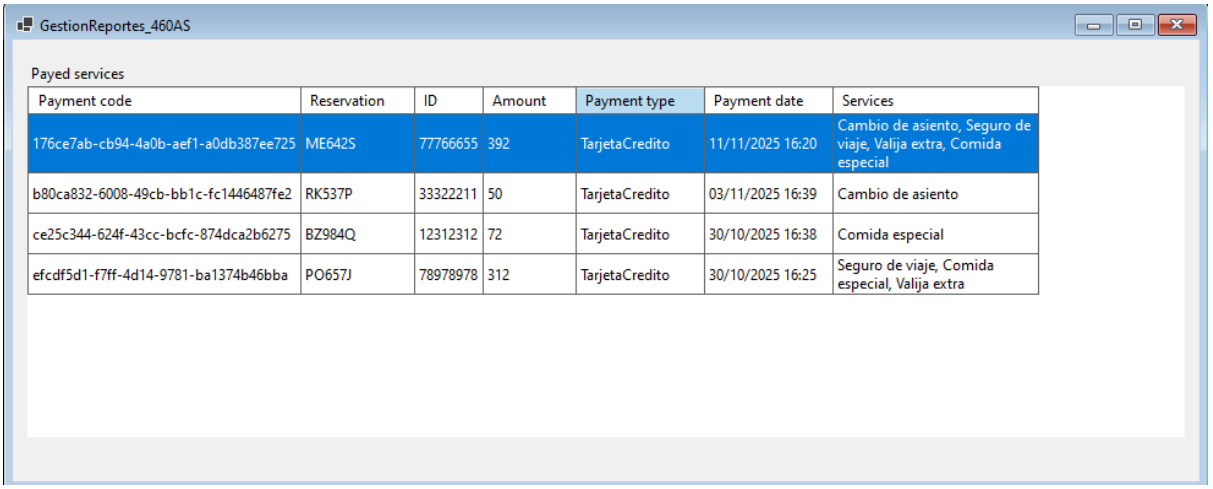
Comprobante de Pago

Código: WRYQ4456
Fecha: 11/11/2025 15:53
Monto: $480 USD
Tipo de pago: TarjetaCredito

Reserva: ME642S

5.2 Service Vouchers

This screen allows viewing all payments made for additional services, showing the client data, the associated reservation, and the contracted services. Each row corresponds to a confirmed and registered operation in the system.



By double-clicking on a record, the system opens the corresponding PDF voucher for the selected payment, with all the transaction details.

Comprobante de Servicios Adicionales

Código de Pago: 176ce7ab-cb94-4a0b-aef1-a0db387ee725
Fecha: 11/11/2025 16:20
Monto Total: $392 USD
Tipo de Pago: TarjetaCredito

Reserva Asociada: ME642S
Cliente DNI: 77766655

Servicios Adicionales Pagados:
-Cambio a asientos C003, D004 ($75)
-Seguro: Premium - Vence 30/10/2026 ($160)
-Valijas: 4 - Peso total: 60 kg ($60)
-Comida: Gluten-free ($22)

6. Language

The system allows changing the language of the entire interface between Spanish and English. To do this, you must go to the "Language" menu in the main menu and choose the desired option. Upon selecting a language, all button, label, and message texts are automatically updated.

7. Help

The system has a Help option available in the main menu. Upon selecting it, this manual opens in PDF format, where all the system sections and functions are described.