Overview

We are creating a database for our client, Airbnb, an online marketplace for short-term homestays. Airbnb acts as a broker and charges a commission from the homeowners as well as renters from each booking.

Our objective is to improve and enhance Airbnb's handling of databases to increase business efficiency. A 2021 study of more than 125,000 Airbnb complaints on Twitter

found that 72% of the issues were related to poor customer service, and 22% were related to scams showing that it is not very secure. Airbnb does not have a loyalty program where "points" or promotional bonuses can be earned; hosts determine pricing, and finding deals requires intense searching and luck.

We will address the above-stated issues in our database. Our assumption is that Reservations have already been placed through Airbnb and we will use the existing data about homeowners, previous renters(users/customers), and the history of their past accommodations including invoices to improve the handling of customer conflicts and implement a Reward system.

List of entities and attributes:

PropertyHost (Renter)

- HostID
- FirstName
- LastName
- HouseNo.
- City
- State
- Zip
- Contact
- PropertyID
- BankAccount

SpaceHosted (Renter Property)

- PropertyID
- PropertyType
- PropertyDescription
- Boroughs
- Neighborhood
- Available_365 Days
- Price/Day
- Amenities

EndClient (Customer/Rentee)

- CustomerID
- FirstName
- LastName
- DOB
- HouseNo.
- City
- State
- Zip
- Contact
- CreditCard

SupportTicket (Airbnb Ticketing System)

- TicketID
- Status
- DateOpen
- DateClose
- CustomerID
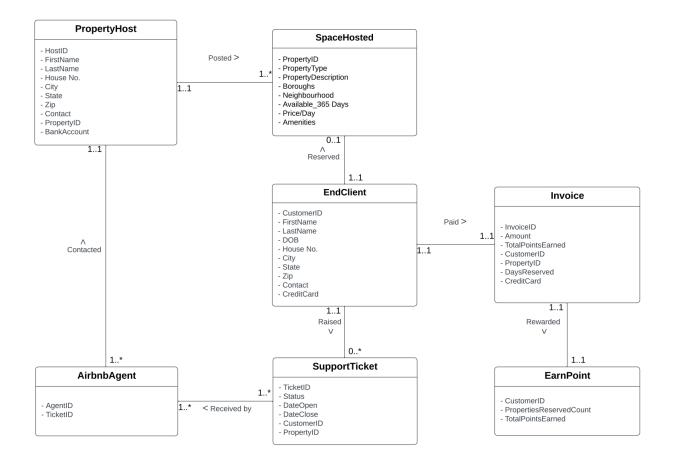- PropertyID

AirbnbAgent (Airbnb Staff)

- AgentID
- TicketID

EarnPoint (Loyalty Program)

- CustomerID
- PropertiesReservedCount
- TotalPointsEarned

Invoice (Renter Price)

- InvoiceID
- Amount
- TotalPointsEarned
- CustomerID
- PropertyID
- DaysReserved
- CreditCard

Entity Relationship Diagram with UML Notations

PropertyHost

- HostID
- FirstName
- LastName
- House No.
- City
- State
- Zip
- Contact
- PropertyID
- BankAccount

Posted >

1..1

1..*

SpaceHosted

- PropertyID
- PropertyType
- PropertyDescription
- Boroughs
- Neighbourhood
- Available_365 Days
- Price/Day
- Amenities

0..1
^
Reserved

1..1

EndClient

- CustomerID
- FirstName
- LastName
- DOB
- House No.
- City
- State
- Zip
- Contact
- CreditCard

Paid >

1..1

1..1

Invoice

- InvoiceID
- Amount
- TotalPointsEarned
- CustomerID
- PropertyID
- DaysReserved
- CreditCard

1..1

^
Contacted

1..1

1..*

1..1

Raised
∨

0..*

AirbnbAgent

- AgentID
- TicketID

1..*

1..*   < Received by

SupportTicket

- TicketID
- Status
- DateOpen
- DateClose
- CustomerID
- PropertyID

1..1

Rewarded
∨

1..1

EarnPoint

- CustomerID
- PropertiesReservedCount
- TotalPointsEarned

Relationship Sentences

"PropertyHost (Renter) posted SpaceHosted (Renter Property)"

"Customer reserves SpaceHosted (Renter Property)"

"Customer paid the Invoice"

"Invoice rewarded LoyaltyPoint"

"Customer raised a SupportTicket"

"SupportTicket received by the AirbnbAgent"

"AirbnbAgent contacted PropertyHost (Renter)"

Relations from E-R Model

PropertyHost:

"One PropertyHost (Renters) posted one or many SpaceHosted (Renter Property)."

Customer:

"One Customer can reserve zero or one SpaceHosted (Renter Property)."

"One Customer paid one and only one Invoice"

"One Customer raises zero or many SupportTickets"

Invoice:

"One Invoice is rewarded one and only one LoyaltyPoint"

SupportTickets:

"One SupportTicket received by one or many AirbnbAgents"

AirbnbAgent:

"One or many AirbnbAgents contact one and only one PropertyHost"

Normalization:

PropertyHosts (Renters)

1NF: Yes, every attribute value is a single value

2NF: Yes, no partial-key dependencies

3NF: Yes, no transitive dependencies

BCNF: Yes, every determinant is a candidate key

SpaceHosted (Renter Property)

1NF: Yes, every attribute value is a single value

2NF: Yes, no partial-key dependencies

3NF: Yes, no transitive dependencies

BCNF: Yes, every determinant is a candidate key

Airbnb Agents (Airbnb Staff)

1NF: Yes, every attribute value is a single value

2NF: Yes, no partial-key dependencies

3NF: Yes, no transitive dependencies

BCNF: Yes, every determinant is a candidate key

Support Tickets

1NF: Yes, every attribute value is a single value

2NF: Yes, no partial-key dependencies

3NF: Yes, no transitive dependencies

BCNF: Yes, every determinant is a candidate key

End Clients (Customers Rentees)

1NF: No, every attribute value is not a single value

      Solution #1: created single attribute for State and ZipCode

      Solution#2: created separate relations to remove redundancy

2NF: Yes, no partial-key dependencies

3NF: Yes, no transitive dependencies

BCNF: Yes, every determinant is a candidate key

Earn Points (Loyalty Program)

1NF: No, every attribute value is not a single value

     Solution#1: created separate relations to remove redundancy

2NF: No, partial-key dependencies were created using the invoice table

     Solution#2: created separate partial-key relation due to integrity

3NF: Yes, no transitive dependencies

BCNF: Yes, every determinant is a candidate key

Invoice (Renter Price)

1NF: No, every attribute value is not a single value

     Solution#1: created separate relations to remove redundancy

2NF: Yes, no partial-key dependencies

3NF: Yes, no transitive dependencies

BCNF: Yes, every determinant is a candidate key

Part 4: Database tables using SQL statement:

1. SpaceHosted TABLE
CREATE TABLE SpaceHosted (

        PropertyID INT NOT NULL PRIMARY KEY,

        PropertyType VARCHAR(55) NOT NULL ,

        PropertyDescription VARCHAR(255),

        Boroughs VARCHAR(55),

        Neighbourhood VARCHAR(60),

        Available_365_Days INT,

        Price_per_Day MONEY,

        Amenities VARCHAR(255)

        );

SpaceHosted DATA

    INSERT INTO SpaceHosted (PropertyID, PropertyType, PropertyDescription, Boroughs, Neighbourhood, Available_365_Days, Price_per_Day, Amenities)

    VALUES (12937, 'Duplex', 'Spacious Brooklyn Duplex', 'Brooklyn', 'Sunset Park', 267, 275.00, 'Pool, parking');

    INSERT INTO SpaceHosted (PropertyID, PropertyType, PropertyDescription, Boroughs, Neighbourhood, Available_365_Days, Price_per_Day, Amenities)

    VALUES (12940, 'Apartments', 'Cozy Clean Apt', 'Manhattan', 'Upper West Side', 15, 75.00, 'Garden, Wifi');

    INSERT INTO SpaceHosted (PropertyID, PropertyType, PropertyDescription, Boroughs, Neighbourhood, Available_365_Days, Price_per_Day, Amenities)

    VALUES (31130, 'Shared rooms', 'BlissArtsSpace', 'Brooklyn', 'Bedford-Stuyvesant', 322, 60.00, 'Parking, garden');

    INSERT INTO SpaceHosted (PropertyID, PropertyType, PropertyDescription, Boroughs, Neighbourhood, Available_365_Days, Price_per_Day, Amenities)

    VALUES (11943, 'Town house', 'Large Furnished townhouse', 'Manhattan', 'Midtown', 79, 68.00, 'Parking, washer & dryer');

```sql
INSERT INTO SpaceHosted (PropertyID, PropertyType, PropertyDescription, Boroughs, Neighbourhood, Available_365_Days, Price_per_Day, Amenities)
VALUES (13808, 'Loft', 'Skylit Midtown Castle', 'Manhattan', 'Midtown', 365, 175.00, 'Wifi');


INSERT INTO SpaceHosted (PropertyID, PropertyType, PropertyDescription, Boroughs, Neighbourhood, Available_365_Days, Price_per_Day, Amenities)
VALUES (12192, 'Cabin', 'Uptown Sanctuary w/ Private Bath', 'Manhattan', 'East Harlem', 300, 65.00, 'Pets allowed');


INSERT INTO SpaceHosted (PropertyID, PropertyType, PropertyDescription, Boroughs, Neighbourhood, Available_365_Days, Price_per_Day, Amenities)
VALUES  (29683, 'Villas', 'Lovely house 1 in BEST AREA', 'Brooklyn', 'South Slope', 163, 124.00, 'Water front');


INSERT INTO SpaceHosted (PropertyID, PropertyType, PropertyDescription, Boroughs, Neighbourhood, Available_365_Days, Price_per_Day, Amenities)
VALUES (61509, 'Cottages', 'Only 2 stops to Manhattan studio', 'Brooklyn', 'Williamsburg', 151, 68.00, 'TV, Security camera');


INSERT INTO SpaceHosted (PropertyID, PropertyType, PropertyDescription, Boroughs, Neighbourhood, Available_365_Days, Price_per_Day, Amenities)
VALUES (31555, 'Studio', 'Perfect for Your Parents', 'Brooklyn', 'Fort Greene', 38, 220.00, 'Security camera');


INSERT INTO SpaceHosted (PropertyID, PropertyType, PropertyDescription, Boroughs, Neighbourhood, Available_365_Days, Price_per_Day, Amenities)
VALUES (14290, 'Shared rooms', 'UES Beautiful Blue Room', 'Manhattan', 'East Harlem', 308, 62.00, 'Garden');


INSERT INTO SpaceHosted (PropertyID, PropertyType, PropertyDescription, Boroughs, Neighbourhood, Available_365_Days, Price_per_Day, Amenities)
VALUES (62427, 'Cabin', 'luminous cabins', 'Brooklyn', 'Bedford-Stuyvesant', 316, 150.00, 'Backyard barbeque grill');
```

INSERT INTO SpaceHosted (PropertyID, PropertyType, PropertyDescription, Boroughs, Neighbourhood, Available_365_Days, Price_per_Day, Amenities)

VALUES (14314, 'Loft', 'Sweet and Spacious Brooklyn Loft', 'Brooklyn', 'Williamsburg', 332, 395.00, 'Parking, board games');

INSERT INTO SpaceHosted (PropertyID, PropertyType, PropertyDescription, Boroughs, Neighbourhood, Available_365_Days, Price_per_Day, Amenities)

VALUES (31902, 'Apartments', 'Wburg. Large, bright & tranquil', 'Brooklyn', 'Williamsburg', 24, 95.00, 'Kitchen');

INSERT INTO SpaceHosted (PropertyID, PropertyType, PropertyDescription, Boroughs, Neighbourhood, Available_365_Days, Price_per_Day, Amenities)

VALUES (31994, 'Duplex', 'Large B&B Style rooms', 'Brooklyn', 'Bedford-Stuyvesant', 232, 96.00, 'Parking, fire place');

INSERT INTO SpaceHosted (PropertyID, PropertyType, PropertyDescription, Boroughs, Neighbourhood, Available_365_Days, Price_per_Day, Amenities)

VALUES (62925, 'Apartments', 'Midtown Pied-a-terre', 'Manhattan', 'Hell\'s Kitchen', 60, 175.00, 'Balcony');

2. PropertyHosts TABLE

CREATE TABLE PropertyHosts (

HostID INT,

FirstName VARCHAR(50),

LastName VARCHAR(50),

HouseNo VARCHAR(50),

City VARCHAR(50),

State VARCHAR(50),

Zip INT,

Contact VARCHAR(50),

PropertyID INT,

BankAccount INT);

PropertyHosts DATA

INSERT INTO PropertyHosts (HostID, FirstName, LastName, HouseNo, City, State, Zip, Contact, PropertyID, BankAccount)

VALUES (7490, 'Mary', 'Teri', '3772 Delladonna Trail', 'San Jose', 'California', 95118, '408-909-3613', 12940, 686644819);

INSERT INTO PropertyHosts (HostID, FirstName, LastName, HouseNo, City, State, Zip, Contact, PropertyID, BankAccount)

VALUES (7356, 'Garon', 'Orestes', '97043 Hanover Drive', 'Fullerton', 'California', 92835, '714-572-7329', 31130, 777549789);

INSERT INTO PropertyHosts (HostID, FirstName, LastName, HouseNo, City, State, Zip, Contact, PropertyID, BankAccount)

VALUES (8967, 'Shunichi', 'Adreinne', '98809 Alpine Point', 'Saint Petersburg', 'Florida', 33705, '727-255-5756', 11943, 478751692);

INSERT INTO PropertyHosts (HostID, FirstName, LastName, HouseNo, City, State, Zip, Contact, PropertyID, BankAccount)

VALUES (2845, 'Jennifer', 'Lara', '55928 Springview Way', 'Moreno Valley', 'California', 92555, '951-621-7417', 13808, 311387825);

INSERT INTO PropertyHosts (HostID, FirstName, LastName, HouseNo, City, State, Zip, Contact, PropertyID, BankAccount)

VALUES (16104, 'Kae', 'Harriet', '79913 Goodland Drive', 'San Antonio', 'Texas', 78245, '210-657-1100', 12192, 534668021);

INSERT INTO PropertyHosts (HostID, FirstName, LastName, HouseNo, City, State, Zip, Contact, PropertyID, BankAccount)

VALUES (9744, 'Laurie', 'Tiziana', '81 Meadow Vale Court', 'San Antonio', 'Texas', 78205, '210-675-2514', 29683, 337220334);

INSERT INTO PropertyHosts (HostID, FirstName, LastName, HouseNo, City, State, Zip, Contact, PropertyID, BankAccount)

VALUES (15991, 'Allen', 'Edward', '5 Morning Alley', 'Temple', 'Texas', 76505, '254-317-7300', 61509, 935956477);

INSERT INTO PropertyHosts (HostID, FirstName, LastName, HouseNo, City, State, Zip, Contact, PropertyID, BankAccount)

VALUES (17571, 'Jane', 'Uli', '57 Montana Center', 'Washington', 'District of Columbia', 20210, '202-777-9085', 31555, 749660160);

INSERT INTO PropertyHosts (HostID, FirstName, LastName, HouseNo, City, State, Zip, Contact, PropertyID, BankAccount)

VALUES (16800, 'Cyn', 'Fonzy', '92902 Fieldstone Junction', 'Pensacola', 'Florida', 32595, '850-484-0176', 14290, 622615441);

INSERT INTO PropertyHosts (HostID, FirstName, LastName, HouseNo, City, State, Zip, Contact, PropertyID, BankAccount)

VALUES (25183, 'Nathalie', 'Tom', '69 Karstens Terrace', 'Corona', 'California', 92883, '951-734-5455', 62427, 898500169);

INSERT INTO PropertyHosts (HostID, FirstName, LastName, HouseNo, City, State, Zip, Contact, PropertyID, BankAccount)

VALUES (21207, 'Chaya', 'James', '3305 Ridgeview Terrace', 'San Diego', 'California', 92191, '619-454-4458', 14314, 888376182);

INSERT INTO PropertyHosts (HostID, FirstName, LastName, HouseNo, City, State, Zip, Contact, PropertyID, BankAccount)

VALUES (17297, 'Joelle', 'Brie', '78 Debra Trail', 'Washington', 'District of Columbia', 20010, '202-823-9309', 31902, 564715069);

INSERT INTO PropertyHosts (HostID, FirstName, LastName, HouseNo, City, State, Zip, Contact, PropertyID, BankAccount)

VALUES (35935, 'Angela', 'Jeanne', '709 Sugar Park', 'Chico', 'California', 95973, '530-130-5865', 31994, 970599487);

INSERT INTO PropertyHosts (HostID, FirstName, LastName, HouseNo, City, State, Zip, Contact, PropertyID, BankAccount)

VALUES (30193, 'Tommi', 'Sunder', '37 Pankratz Road', 'Houston', 'Texas', 77035, '713-976-3036', 62925, 991063120);

3. SupportTicket TABLE

```
CREATE TABLE SupportTicket (

        TicketID VARCHAR(10) NOT NULL PRIMARY KEY,

        Status VARCHAR(10),

        DateOpen DATE,

        DateClose DATE,

        CustomerID VARCHAR(10),

        PropertyID INT

    );
```

SupportTicket DATA

```
    INSERT INTO SupportTicket (TicketID, Status, DateOpen, DateClose, CustomerID, PropertyID)

    VALUES ('T-74632', 'Open', '2023-01-12', NULL, 'RA38543', 13808);


    INSERT INTO SupportTicket (TicketID, Status, DateOpen, DateClose, CustomerID, PropertyID)
VALUES ('T-23447', 'Closed', '2022-12-02', '2023-01-05', 'CV34563', 12192);


    INSERT INTO SupportTicket (TicketID, Status, DateOpen, DateClose, CustomerID, PropertyID)
VALUES ('T-12458', 'Pending', '2023-03-14', NULL, 'VS05643', 29683);

    INSERT INTO SupportTicket (TicketID, Status, DateOpen, DateClose, CustomerID, PropertyID)
VALUES ('T-29346', 'Open', '2023-03-03', NULL, 'GK12345', 61509);


    INSERT INTO SupportTicket (TicketID, Status, DateOpen, DateClose, CustomerID, PropertyID)
VALUES ('T-24785', 'Closed', '2022-12-11', '2022-12-29', 'TO83464', 31555);


    INSERT INTO SupportTicket (TicketID, Status, DateOpen, DateClose, CustomerID, PropertyID)
```

VALUES   ('T-23745', 'Open', '2023-02-12', NULL, 'CD54633', 14290);

INSERT   INTO   SupportTicket   (TicketID,   Status,   DateOpen,   DateClose, CustomerID, PropertyID)
VALUES   ('T-34852', 'Closed', '2022-10-04', '2022-10-24', 'PE347431', 31902);

4. AirbnbAgent TABLE

CREATE TABLE AirbnbAgent (

AgentID VARCHAR(50),

TicketID VARCHAR(50)

);

AirbnbAgent DATA

INSERT INTO AirbnbAgent (AgentID, TicketID)

VALUES   ('A-1294', 'T-74632');

INSERT INTO AirbnbAgent (AgentID, TicketID)

VALUES   ('A-1372', 'T-23447');

INSERT INTO AirbnbAgent (AgentID, TicketID)

VALUES   ('A-8234', 'T-12458');

INSERT INTO AirbnbAgent (AgentID, TicketID)

VALUES   ('A-1372', 'T-29346');

INSERT INTO AirbnbAgent (AgentID, TicketID)

VALUES   ('A-8234', 'T-24785');

INSERT INTO AirbnbAgent (AgentID, TicketID)

VALUES   ('A-1294', 'T-23745');

INSERT INTO AirbnbAgent (AgentID, TicketID)

VALUES   ('A-1294', 'T-34852');

5. Invoice TABLE

CREATE TABLE Invoice (

InvoiceID VARCHAR(10) NOT PULL PRIMARY KEY,

Amount DECIMAL(10, 2),

TotalPointsEarned INT,

PropertyID INT,

DaysReserved INT,

CustomerID VARCHAR(10)

);

Invoice DATA

INSERT INTO Invoice (InvoiceID, Amount, TotalPointsEarned, PropertyID, DaysReserved, CustomerID)

VALUES ('Inv-8973', 825.00, 825, 12937, 3, 'GK12345');

INSERT INTO Invoice (InvoiceID, Amount, TotalPointsEarned, PropertyID, DaysReserved, CustomerID)

VALUES ('Inv-4564', 150.00, 150, 12940, 2, 'TO83464');

INSERT INTO Invoice (InvoiceID, Amount, TotalPointsEarned, PropertyID, DaysReserved, CustomerID)

VALUES ('Inv-1091', 120.00, 120, 31130, 2, 'CD54633');

INSERT INTO Invoice (InvoiceID, Amount, TotalPointsEarned, PropertyID, DaysReserved, CustomerID)

VALUES ('Inv-4910', 68.00, 68, 11943, 1, 'CV34827');

INSERT INTO Invoice (InvoiceID, Amount, TotalPointsEarned, PropertyID, DaysReserved, CustomerID)

VALUES ('Inv-6271', 1050.00, 1050, 13808, 6, 'RR27346');

INSERT INTO Invoice (InvoiceID, Amount, TotalPointsEarned, PropertyID, DaysReserved, CustomerID)

VALUES ('Inv-2869', 195.00, 195, 12192, 3, 'DN34572');

INSERT INTO Invoice (InvoiceID, Amount, TotalPointsEarned, PropertyID, DaysReserved, CustomerID)

VALUES ('Inv-8120', 248.00, 248, 29683, 2, 'SA23746');

INSERT INTO Invoice (InvoiceID, Amount, TotalPointsEarned, PropertyID, DaysReserved, CustomerID)

VALUES ('Inv-0979', 136.00, 136, 61509, 2, 'VS05643');

INSERT INTO Invoice (InvoiceID, Amount, TotalPointsEarned, PropertyID, DaysReserved, CustomerID)

VALUES ('Inv-1436', 220.00, 220, 31555, 1, 'MD2346');

INSERT INTO Invoice (InvoiceID, Amount, TotalPointsEarned, PropertyID, DaysReserved, CustomerID) VALUES ('Inv-8689', 62.00, 62, 14290, 1, 'AG54472');

INSERT INTO Invoice (InvoiceID, Amount, TotalPointsEarned, PropertyID, DaysReserved, CustomerID) VALUES ('Inv-0926', 450.00, 450, 62427, 3, 'RR27346');

INSERT INTO Invoice (InvoiceID, Amount, TotalPointsEarned, PropertyID, DaysReserved, CustomerID) VALUES ('Inv-1738', 790.00, 790, 14314, 2, 'RA38543');

INSERT INTO Invoice (InvoiceID, Amount, TotalPointsEarned, PropertyID, DaysReserved, CustomerID)

VALUES ('Inv-8276', 190.00, 190, 31902, 2, 'CV34563');

INSERT INTO Invoice (InvoiceID, Amount, TotalPointsEarned, PropertyID, DaysReserved, CustomerID)

VALUES   ('Inv-5647', 384.00, 384, 31994, 4, 'DN34572');

INSERT   INTO   Invoice   (InvoiceID,   Amount,   TotalPointsEarned,   PropertyID, DaysReserved, CustomerID)

VALUES   ('Inv-3774', 350.00, 350, 62925, 2, 'PE347431');

Part 5: MS Access: Forms, Reports, Queries, Menus/Navigation form.

1. Forms

i. PropertyHosts Form

Property Hosts form can be used to add or edit details of the Property host or renter or owner of the properties which are hosted on the Airbnb website.

HostID	FirstName	LastName	HouseNo	City	State	Zip	Contact	PropertyID	BankAccount
2845	Jennifer	Lara	55928 Springview Way	Moreno Valley	California	92555	951-621-7417	13808	311387825
7356	Garon	Orestes	97043 Hanover Drive	Fullerton	California	92835	714-572-7329	31130	777549789
7378	Rebecca	Laurie	17 Mariners Cove Pass	San Antonio	Texas	78245	210-486-4296	12937	871692204
7490	Mary	Teri	3772 Delladonna Trail	San Jose	California	95118	408-909-3613	12940	686644819
8967	Shunichi	Adreinne	98809 Alpine Point	Saint Petersburg	Florida	33705	727-255-5756	11943	478751692
9744	Laurie	Tiziana	81 Meadow Vale Court	San Antonio	Texas	78205	210-675-2514	29683	337220334
15991	Allen	Edward	5 Morning Alley	Temple	Texas	76505	254-317-7300	61509	935956477
16104	Kae	Harriet	79913 Goodland Drive	San Antonio	Texas	78245	210-657-1100	12192	534668021
16800	Cyn	Fonzy	92902 Fieldstone Junction	Pensacola	Florida	32595	850-484-0176	14290	622615441
17297	Joelle	Brie	78 Debra Trail	Washington	District of Columbia	20010	202-823-9309	31902	564715069
17571	Jane	Uli	57 Montana Center	Washington	District of Columbia	20210	202-777-9085	31555	749660160
21207	Chaya	James	3305 Ridgeview Terrace	San Diego	California	92191	619-454-4458	14314	888376182
25183	Nathalie	Tom	69 Karstens Terrace	Corona	California	92883	951-734-5455	62427	898500169
30193	Tommi	Sunder	37 Pankratz Road	Houston	Texas	77035	713-976-3036	62925	991063120
35935	Angela	Jeanne	709 Sugar Park	Chico	California	95973	530-130-5865	31994	970599487

ii. SpaceHosted Form

Space hosted form can be used to add or edit details of space hosted or property that are available for clients to rent.

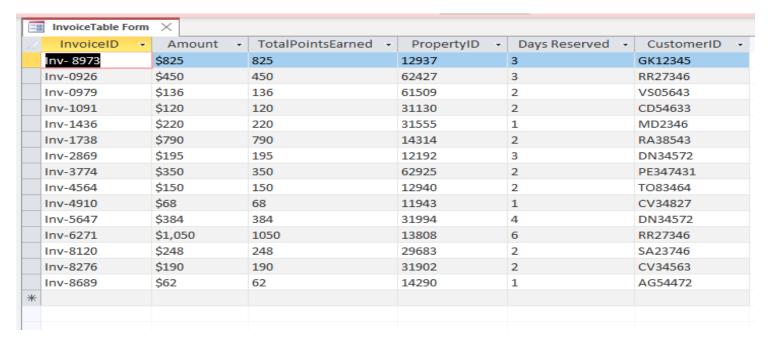| PropertyID	PropertyType	PropertyDescription	Boroughs	Neighbourhood	Available_365	Price/Day	Amenities
11943	Town house	Large Furnished townhouse	Manhattan	Midtown	79	$68	Parking, washer & dryer
12192	Cabin	Uptown Sanctuary w/ Private Ba	Manhattan	East Harlem	300	$65	Pets allowed
12937	Duplex	Spacious Brooklyn Duplex	Brooklyn	Sunset Park	267	$275	Pool, parking
12940	Apartments	Cozy Clean Apt	Manhattan	Upper West Side	15	$75	Garden, Wifi
13808	Loft	Skylit Midtown Castle	Manhattan	Midtown	365	$175	Wifi
14290	Shared rooms	UES Beautiful Blue Room	Manhattan	East Harlem	308	$62	Garden
14314	Loft	Sweet and Spacious Brooklyn Lo	Brooklyn	Williamsburg	332	$395	Parking, board games
29683	Villas	Lovely house 1 in BEST AREA	Brooklyn	South Slope	163	$124	Water front
31130	Shared rooms	BlissArtsSpace	Brooklyn	Bedford-Stuyvesant	322	$60	Parking, garden
31555	Studio	Perfect for Your Parents	Brooklyn	Fort Greene	38	$220	Security camera
31902	Apartments	Wburg. Large, bright & tranquil	Brooklyn	Williamsburg	24	$95	Kitchen
31994	Duplex	Large B&B Style rooms	Brooklyn	Bedford-Stuyvesant	232	$96	Parking, fire place
61509	Cottages	Only 2 stops to Manhattan studi	Brooklyn	Williamsburg	151	$68	TV, Security camera
62427	Cabin	luminous cabins	Brooklyn	Bedford-Stuyvesant	316	$150	Backyard barbeque grill
62925	Apartments	Midtown Pied-a-terre	Manhattan	Hell's Kitchen	60	$175	Balcony

iii. EndClientsCustomer Form

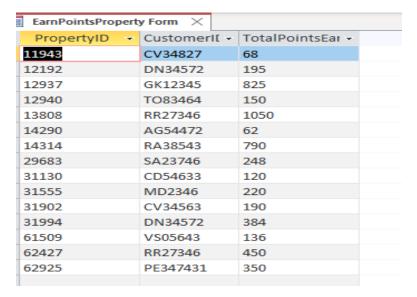EndClientsCustomer form can be used to add/edit details of customers who make reservations on the Airbnb website.

CustomerID	FirstName	LastName	DOB	HouseNo	City	State	Zip	Contact
AG54472	Alex	Gus	11/14/1979	10 Schurz Circle	Fresno	California	93721	559-962-1649
CD54633	Cristina	David	5/11/1982	8 Hovde Alley	Memphis	Tennessee	38188	901-235-0421
CV34563	Casey	Victoria	12/13/1978	40876 Parkside Place	San Diego	California	92176	619-688-1842
CV34827	Carol	Viviana	6/30/1975	50459 Lyons Road	Tallahassee	Florida	32309	850-950-4810
DN34572	Dimitri	Niya	3/4/1975	4560 Rigney Park	New Haven	Connecticut	6520	203-384-4926
GK12345	Garon	Karene	1/9/1976	5 Ridgeway Hill	San Diego	California	92137	619-277-4801
MD2346	Ming	Debbie	10/8/1990	498 Loeprich Avenue	Miami	Florida	33261	305-257-9030
PE347431	Petra	Edward	8/3/1989	15358 Bunting Way	San Jose	California	95150	408-411-4151
RA38543	Rene	Anthony	3/15/1989	3 Cottonwood Place	Bakersfield	California	93381	661-374-8317
RR27346	Reka	Robin	10/21/1978	76 Crowley Road	Whittier	California	90610	562-692-0458
SA23746	Sahr	Anna	10/6/1991	20454 Granby Point	West Palm Beach	Florida	33421	561-290-6792
TO83464	Ted	Olivia	3/19/1982	1457 Bashford Parkway	Orlando	Florida	32813	321-564-3219
VS05643	Vie	Sarah	2/12/1977	5632 Goodland Center	Oceanside	California	92056	858-268-6345

iv. InvoiceTable Form

An invoice table form can be used to add/edit details of invoices after a customer rents a property.

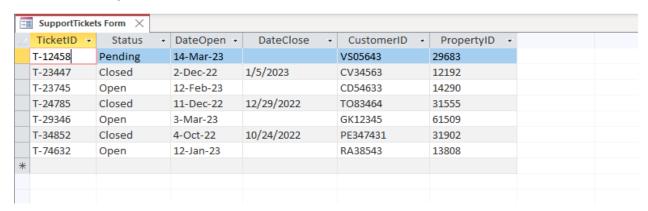| InvoiceID	Amount	TotalPointsEarned	PropertyID	Days Reserved	CustomerID
Inv- 8973	$825	825	12937	3	GK12345
Inv-0926	$450	450	62427	3	RR27346
Inv-0979	$136	136	61509	2	VS05643
Inv-1091	$120	120	31130	2	CD54633
Inv-1436	$220	220	31555	1	MD2346
Inv-1738	$790	790	14314	2	RA38543
Inv-2869	$195	195	12192	3	DN34572
Inv-3774	$350	350	62925	2	PE347431
Inv-4564	$150	150	12940	2	TO83464
Inv-4910	$68	68	11943	1	CV34827
Inv-5647	$384	384	31994	4	DN34572
Inv-6271	$1,050	1050	13808	6	RR27346
Inv-8120	$248	248	29683	2	SA23746
Inv-8276	$190	190	31902	2	CV34563
Inv-8689	$62	62	14290	1	AG54472

v. EarnPointsProperty Form

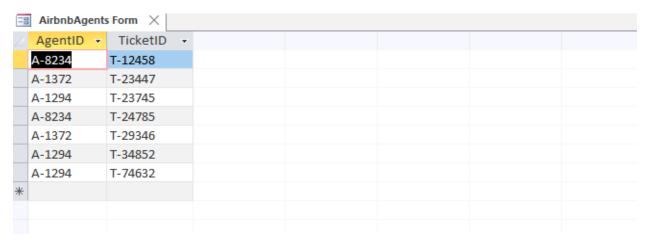EarnPointsProperty form can be used to add/edit total points earned by a customer when they rent a particular property

PropertyID	CustomerID	TotalPointsEar
11943	CV34827	68
12192	DN34572	195
12937	GK12345	825
12940	TO83464	150
13808	RR27346	1050
14290	AG54472	62
14314	RA38543	790
29683	SA23746	248
31130	CD54633	120
31555	MD2346	220
31902	CV34563	190
31994	DN34572	384
61509	VS05643	136
62427	RR27346	450
62925	PE347431	350

vi. Support Tickets Form

Support Tickets form can be used to add/edit support tickets for the complaints raised by customers.

TicketID	Status	DateOpen	DateClose	CustomerID	PropertyID
T-12458	Pending	14-Mar-23		VS05643	29683
T-23447	Closed	2-Dec-22	1/5/2023	CV34563	12192
T-23745	Open	12-Feb-23		CD54633	14290
T-24785	Closed	11-Dec-22	12/29/2022	TO83464	31555
T-29346	Open	3-Mar-23		GK12345	61509
T-34852	Closed	4-Oct-22	10/24/2022	PE347431	31902
T-74632	Open	12-Jan-23		RA38543	13808

vii. Airbnb Agents Form

Airbnb Agents form can be used to add/edit agentID who are assigned support tickets.

AgentID	TicketID
A-8234	T-12458
A-1372	T-23447
A-1294	T-23745
A-8234	T-24785
A-1372	T-29346
A-1294	T-34852
A-1294	T-74632

2. Reports

i. PropertyHosts Report

PropertyHosts report can be used to display the information of all the Properties owners whose properties are listed on Airbnb for renting.

PropertyHosts Report

PropertyHosts Report

HostID	FirstName	LastName	HouseNo	City	State	Zip	Contact	PropertyID	BankAccount
2845	Jennifer	Lara	55928 Springview Way	Moreno Valley	California	92555	951-621-7417	13808	311387825
7356	Garon	Orestes	97043 Hanover Drive	Fullerton	California	92835	714-572-7329	31130	777549789
7378	Rebecca	Laurie	17 Mariners Cove Pass	San Antonio	Texas	78245	210-486-4296	12937	871692204
7490	Mary	Teri	3772 Delladonna Trail	San Jose	California	95118	408-909-3613	12940	686644819
8967	Shunichi	Adreinne	98809 Alpine Point	Saint Petersburg	Florida	33705	727-255-5756	11943	478751692
9744	Laurie	Tiziana	81 Meadow Vale Court	San Antonio	Texas	78205	210-675-2514	29683	337220334
15991	Allen	Edward	5 Morning Alley	Temple	Texas	76505	254-317-7300	61509	935956477
16104	Kae	Harriet	79913 Goodland Drive	San Antonio	Texas	78245	210-657-1100	12192	534668021
16800	Cyn	Fonzy	92902 Fieldstone Junctic	Pensacola	Florida	32595	850-484-0176	14290	622615441
17297	Joelle	Brie	78 Debra Trail	Washington	District of Columbia	20010	202-823-9309	31902	564715069
17571	Jane	Uli	57 Montana Center	Washington	District of Columbia	20210	202-777-9085	31555	749660160
21207	Chaya	James	3305 Ridgeview Terrace	San Diego	California	92191	619-454-4458	14314	888376182
25183	Nathalie	Tom	69 Karstens Terrace	Corona	California	92883	951-734-5455	62427	898500169
30193	Tommi	Sunder	37 Pankratz Road	Houston	Texas	77035	713-976-3036	62925	991063120
35935	Angela	Jeanne	709 Sugar Park	Chico	California	95973	530-130-5865	31994	970599487

ii. SpaceHosted Report

SpaceHosted report shows all the properties listed on Airbnb for renting.

SpaceHosted Report

PropertyID	PropertyType	PropertyDescription	Boroughs	Neighbourhood	Available_365 days	Price/Day	Amenities
11943	Town house	Large Furnished townhou	Manhattan	Midtown	79	$68	Parking, washer & dryer
12192	Cabin	Uptown Sanctuary w/ Priv	Manhattan	East Harlem	300	$65	Pets allowed
12937	Duplex	Spacious Brooklyn Duplex	Brooklyn	Sunset Park	267	$275	Pool, parking
12940	Apartments	Cozy Clean Apt	Manhattan	Upper West Side	15	$75	Garden, Wifi
13808	Loft	Skylit Midtown Castle	Manhattan	Midtown	365	$175	Wifi
14290	Shared rooms	UES Beautiful Blue Room	Manhattan	East Harlem	308	$62	Garden
14314	Loft	Sweet and Spacious Brool	Brooklyn	Williamsburg	332	$395	Parking, board games
29683	Villas	Lovely house 1 in BEST AR	Brooklyn	South Slope	163	$124	Water front
31130	Shared rooms	BlissArtsSpace	Brooklyn	Bedford-Stuyvesant	322	$60	Parking, garden
31555	Studio	Perfect for Your Parents	Brooklyn	Fort Greene	38	$220	Security camera
31902	Apartments	Wburg. Large, bright & tra	Brooklyn	Williamsburg	24	$95	Kitchen
31994	Duplex	Large B&B Style rooms	Brooklyn	Bedford-Stuyvesant	232	$96	Parking, fire place
61509	Cottages	Only 2 stops to Manhattar	Brooklyn	Williamsburg	151	$68	TV, Security camera
62427	Cabin	luminous cabins	Brooklyn	Bedford-Stuyvesant	316	$150	Backyard barbeque grill
62925	Apartments	Midtown Pied-a-terre	Manhattan	Hell's Kitchen	60	$175	Balcony

iii. EndClientsCustomer Report

EndClientsCustomer report shows the information of all customers who have made reservations on Airbnb.

EndClientsCustomer Report

CustomerID	FirstName	LastName	DOB	HouseNo	City	State	Zip	Contact
AG54472	Alex	Gus	11/14/1979	10 Schurz Circle	Fresno	California	93721	559-962-1649
CD54633	Cristina	David	5/11/1982	8 Hovde Alley	Memphis	Tennessee	38188	901-235-0421
CV34563	Casey	Victoria	12/13/1978	40876 Parkside Plac	San Diego	California	92176	619-688-1842
CV34827	Carol	Viviana	6/30/1975	50459 Lyons Road	Tallahassee	Florida	32309	850-950-4810
DN34572	Dimitri	Niya	3/4/1975	4560 Rigney Park	New Haven	Connecticut	6520	203-384-4926
GK12345	Garon	Karene	1/9/1976	5 Ridgeway Hill	San Diego	California	92137	619-277-4801
MD2346	Ming	Debbie	10/8/1990	498 Loeprich Avenu	Miami	Florida	33261	305-257-9030
PE347431	Petra	Edward	8/3/1989	15358 Bunting Way	San Jose	California	95150	408-411-4151
RA38543	Rene	Anthony	3/15/1989	3 Cottonwood Place	Bakersfield	California	93381	661-374-8317
RR27346	Reka	Robin	10/21/1978	76 Crowley Road	Whittier	California	90610	562-692-0458
SA23746	Sahr	Anna	10/6/1991	20454 Granby Point	West Palm Beach	Florida	33421	561-290-6792
TO83464	Ted	Olivia	3/19/1982	1457 Bashford Parkv	Orlando	Florida	32813	321-564-3219
VS05643	Vie	Sarah	2/12/1977	5632 Goodland Cent	Oceanside	California	92056	858-268-6345

iv. InvoiceTable Report

InvoiceTable report shows all invoices along with invoice amount and corresponding points earned by each customer.

InvoiceTable Report

InvoiceID	Amount	TotalPointsE	PropertyID	Days Reser	CustomerID
Inv- 8973	$825	825	12937	3	GK12345
Inv-0926	$450	450	62427	3	RR27346
Inv-0979	$136	136	61509	2	VS05643
Inv-1091	$120	120	31130	2	CD54633
Inv-1436	$220	220	31555	1	MD2346
Inv-1738	$790	790	14314	2	RA38543
Inv-2869	$195	195	12192	3	DN34572
Inv-3774	$350	350	62925	2	PE347431
Inv-4564	$150	150	12940	2	TO83464
Inv-4910	$68	68	11943	1	CV34827
Inv-5647	$384	384	31994	4	DN34572
Inv-6271	$1,050	1050	13808	6	RR27346
Inv-8120	$248	248	29683	2	SA23746
Inv-8276	$190	190	31902	2	CV34563
Inv-8689	$62	62	14290	1	AG54472

v. EarnPointsProperty Report

EarnPointsProperty report shows the total points earned by each customer when they reserve a property and pay the invoice amount.

EarnPointsProperty Report

PropertyID	CustomerID	TotalPointsEarned
11943	CV34827	68
12192	DN34572	195
12937	GK12345	825
12940	TO83464	150
13808	RR27346	1050
14290	AG54472	62
14314	RA38543	790
29683	SA23746	248
31130	CD54633	120
31555	MD2346	220
31902	CV34563	190
31994	DN34572	384
61509	VS05643	136
62427	RR27346	450
62925	PE347431	350

vi. SupportTickets Report

SupportTickets report shows the information of all support tickets for the complaints raised by customers concerning issues with rented property.

SupportTickets Report

TicketID	Status	DateOpen	DateClose	CustomerID	PropertyID
T-12458	Pending	14-Mar-23		VS05643	29683
T-23447	Closed	2-Dec-22	1/5/2023	CV34563	12192
T-23745	Open	12-Feb-23		CD54633	14290
T-24785	Closed	11-Dec-22	12/29/2022	TO83464	31555
T-29346	Open	3-Mar-23		GK12345	61509
T-34852	Closed	4-Oct-22	10/24/2022	PE347431	31902

vii. AirbnbAgents Report

AirbnbAgents report shows the information of Airbnb Agents who are responsible for handling support tickets.

AirbnbAgents Report

AgentID	TicketID
A-1294	T-74632
A-1372	T-23447
A-8234	T-12458
A-1372	T-29346
A-8234	T-24785
A-1294	T-23745
A-1294	T-34852

3. Queries

i. PropertyHosts California
This query shows a list of all the names and addresses of Property owners in California.

SELECT FirstName, LastName, HouseNo

FROM PropertyHosts

WHERE State='California';

FirstName	LastName	HouseNo
Jennifer	Lara	55928 Springview Way
Garon	Orestes	97043 Hanover Drive
Mary	Teri	3772 Delladonna Trail
Chaya	James	3305 Ridgeview Terrace
Nathalie	Tom	69 Karstens Terrace
Angela	Jeanne	709 Sugar Park

ii. SpaceHosted Brooklyn
This query shows a list of the properties in Brooklyn which are available for more than 90 days in a year.

SELECT PropertyID, PropertyType, Boroughs, Amenities, [Available_365 days]

FROM SpaceHosted

WHERE Boroughs = 'Brooklyn' AND [Available_365 days] > 90;

PropertyID	PropertyTyp	Boroughs	Amenities	Available_365 days
12937	Duplex	Brooklyn	Pool, parking	267
14314	Loft	Brooklyn	Parking, board games	332
29683	Villas	Brooklyn	Water front	163
31130	Shared rooms	Brooklyn	Parking, garden	322
31994	Duplex	Brooklyn	Parking, fire place	232
61509	Cottages	Brooklyn	TV, Security camera	151
62427	Cabin	Brooklyn	Backyard barbeque grill	316

iii. EndClients California

This query shows all information of the customers living in California.

SELECT *

FROM EndClientsCustomer

WHERE State = 'California';

EndClients California ✕

CustomerID	FirstName	LastName	DOB	HouseNo	City	State	Zip	Contact
AG54472	Alex	Gus	11/14/1979	10 Schurz Circle	Fresno	California	93721	559-962-1649
CV34563	Casey	Victoria	12/13/1978	40876 Parkside Place	San Diego	California	92176	619-688-1842
GK12345	Garon	Karene	1/9/1976	5 Ridgeway Hill	San Diego	California	92137	619-277-4801
PE347431	Petra	Edward	8/3/1989	15358 Bunting Way	San Jose	California	95150	408-411-4151
RA38543	Rene	Anthony	3/15/1989	3 Cottonwood Place	Bakersfield	California	93381	661-374-8317
RR27346	Reka	Robin	10/21/1978	76 Crowley Road	Whittier	California	90610	562-692-0458
VS05643	Vie	Sarah	2/12/1977	5632 Goodland Center	Oceanside	California	92056	858-268-6345

iv. Invoice PropertyCustomerIDs

This query shows Customers (along with their rented properties) whose invoice amount is greater than 500.

SELECT PropertyID, CustomerID

FROM InvoiceTable

WHERE Amount>500;

Invoice PropertyCustomerIDs ✕

PropertyID	CustomerID
12937	GK12345
14314	RA38543
13808	RR27346
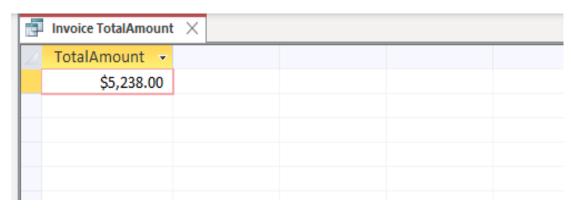
v. Invoice TotalAmount
This query shows the total invoice amount from the invoice table.

SELECT SUM(Amount) AS TotalAmount

FROM InvoiceTable;
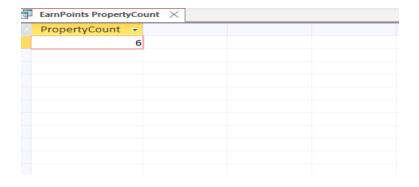
vi. EarnPoints Property Count
This query shows the properties count by which customers earned more than 300 reward points.

SELECT COUNT(TotalPointsEarned) AS PropertyCount

FROM EarnPointsProperty

WHERE TotalPointsEarned>300;
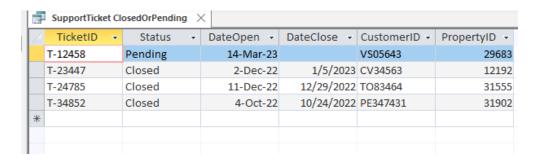
vii. SupportTicket ClosedOrPending
This query shows a list of support tickets that are either closed or pending.

SELECT *

FROM SupportTickets

WHERE Status = 'Closed' OR Status = 'Pending';

TicketID	Status	DateOpen	DateClose	CustomerID	PropertyID
T-12458	Pending	14-Mar-23		VS05643	29683
T-23447	Closed	2-Dec-22	1/5/2023	CV34563	12192
T-24785	Closed	11-Dec-22	12/29/2022	TO83464	31555
T-34852	Closed	4-Oct-22	10/24/2022	PE347431	31902
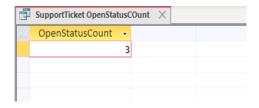
viii. SupportTicket OpenStatusCount
This query shows a count of support tickets that are in Open status.

SELECT COUNT(Status) AS OpenStatusCount

FROM SupportTickets

WHERE Status='Open';

OpenStatusCount
3
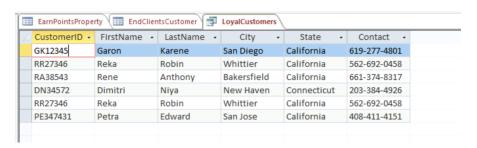
ix. Loyal Customers

This query shows the customers' details having more than 300 earned points. It combines 2 tables.

SELECT e.CustomerID, FirstName, LastName, City, State, Contact

FROM EarnPointsProperty AS e, EndClientsCustomer AS c

WHERE TotalPointsEarned>300 and e.CustomerID = c.Custom

CustomerID	FirstName	LastName	City	State	Contact
GK12345	Garon	Karene	San Diego	California	619-277-4801
RR27346	Reka	Robin	Whittier	California	562-692-0458
RA38543	Rene	Anthony	Bakersfield	California	661-374-8317
DN34572	Dimitri	Niya	New Haven	Connecticut	203-384-4926
RR27346	Reka	Robin	Whittier	California	562-692-0458
PE347431	Petra	Edward	San Jose	California	408-411-4151

4. Navigation Form

The navigation form provides a starting place with access to all of the forms and reports in logical groupings. Below is the screenshot of each of the components of the Navigation form.
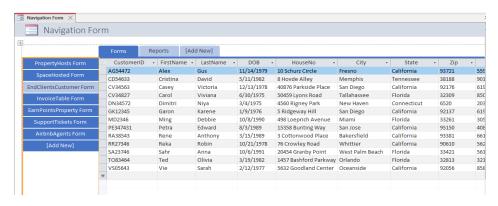
i. PropertyHosts Form

ii. SpaceHosted Form

iii. EndClientsCustomer Form

CustomerID	FirstName	LastName	DOB	HouseNo	City	State	Zip	
AG54472	Alex	Gus	11/14/1979	10 Schurz Circle	Fresno	California	93721	559
CD54633	Cristina	David	5/11/1982	8 Hovde Alley	Memphis	Tennessee	38188	901
CV34563	Casey	Victoria	12/13/1978	40876 Parkside Place	San Diego	California	92176	619
CV34827	Carol	Viviana	6/30/1975	50459 Lyons Road	Tallahassee	Florida	32309	850
DN34572	Dimitri	Niya	3/4/1975	4560 Rigney Park	New Haven	Connecticut	6520	203
GK12345	Garon	Karene	1/9/1976	5 Ridgeway Hill	San Diego	California	92137	619
MD2346	Ming	Debbie	10/8/1990	498 Loeprich Avenue	Miami	Florida	33261	305
PE347431	Petra	Edward	8/3/1989	15358 Bunting Way	San Jose	California	95150	408
RA38543	Rene	Anthony	3/15/1989	3 Cottonwood Place	Bakersfield	California	93381	661
RR27346	Reka	Robin	10/21/1978	76 Crowley Road	Whittier	California	90610	562
SA23746	Sahr	Anna	10/6/1991	20454 Granby Point	West Palm Beach	Florida	33421	561
TO83464	Ted	Olivia	3/19/1982	1457 Bashford Parkway	Orlando	Florida	32813	321
VS05643	Vie	Sarah	2/12/1977	5632 Goodland Center	Oceanside	California	92056	858

iv. InvoiceTable Form

InvoiceID	Amount	TotalPointsEarned	PropertyID	Days Reserved	CustomerID
Inv- 8973	$825	825	12937	3	GK12345
Inv-0926	$450	450	62427	3	RR27346
Inv-0979	$136	136	61509	2	VS05643
Inv-1091	$120	120	31130	2	CD54633
Inv-1436	$220	220	31555	1	MD2346
Inv-1738	$790	790	14314	2	RA38543
Inv-2869	$195	195	12192	3	DN34572
Inv-3774	$350	350	62925	2	PE347431
Inv-4564	$150	150	12940	2	TO83464
Inv-4910	$68	68	11943	1	CV34827
Inv-5647	$384	384	31994	4	DN34572
Inv-6271	$1,050	1050	13808	6	RR27346
Inv-8120	$248	248	29683	2	SA23746
Inv-8276	$190	190	31902	2	CV34563
Inv-8689	$62	62	14290	1	AG54472

v. EarnPointsProperty Form

PropertyID	CustomerID	TotalPointsEar
11943	CV34827	68
12192	DN34572	195
12937	GK12345	825
12940	TO83464	150
13808	RR27346	1050
14290	AG54472	62
14314	RA38543	790
29683	SA23746	248
31130	CD54633	120
31555	MD2346	220
31902	CV34563	190
31994	DN34572	384
61509	VS05643	136
62427	RR27346	450
62925	PE347431	350

vi. SupportTickets Form

TicketID	Status	DateOpen	DateClose	CustomerID	PropertyID
T-12458	Pending	14-Mar-23		VS05643	29683
T-23447	Closed	2-Dec-22	1/5/2023	CV34563	12192
T-23745	Open	12-Feb-23		CD54633	14290
T-24785	Closed	11-Dec-22	12/29/2022	TO83464	31555
T-29346	Open	3-Mar-23		GK12345	61509
T-34852	Closed	4-Oct-22	10/24/2022	PE347431	31902
T-74632	Open	12-Jan-23		RA38543	13808

vii. AirbnbAgents Form

viii. PropertyHosts Report

ix. SpaceHosted Report

Navigation Form

| Forms | Reports |

PropertyHosts Report
SpaceHosted Report
EndClientsCustomer Report
InvoiceTable Report
EarnPointsProperty Report
SupportTickets Report
AirbnbAgents Report

SpaceHosted Report

PropertyID	PropertyType	PropertyDescription	Boroughs	Neighbourhood	Available_365 days	Price/Day	Amenities
11943	Town house	Large Furnished townhou	Manhattan	Midtown	79	$68	Parking, washer &
12192	Cabin	Uptown Sanctuary w/ Priv	Manhattan	East Harlem	300	$65	Pets allowed
12937	Duplex	Spacious Brooklyn Duplex	Brooklyn	Sunset Park	267	$275	Pool, parking
12940	Apartments	Cozy Clean Apt	Manhattan	Upper West Side	15	$75	Garden, Wifi
13808	Loft	Skylit Midtown Castle	Manhattan	Midtown	365	$175	Wifi
14290	Shared rooms	UES Beautiful Blue Room	Manhattan	East Harlem	308	$62	Garden
14314	Loft	Sweet and Spacious Brool	Brooklyn	Williamsburg	332	$395	Parking, board ga
29683	Villas	Lovely house 1 in BEST AR	Brooklyn	South Slope	163	$124	Water front
31130	Shared rooms	BlissArtsSpace	Brooklyn	Bedford-Stuyvesant	322	$60	Parking, garden
31555	Studio	Perfect for Your Parents	Brooklyn	Fort Greene	38	$220	Security camera
31902	Apartments	Wburg. Large, bright & tra	Brooklyn	Williamsburg	24	$95	Kitchen
31994	Duplex	Large B&B Style rooms	Brooklyn	Bedford-Stuyvesant	232	$96	Parking, fire place
61509	Cottages	Only 2 stops to Manhattar	Brooklyn	Williamsburg	151	$68	TV, Security came

x. EndClientsCustomer Report

Navigation Form

| Forms | Reports |

PropertyHosts Report
SpaceHosted Report
EndClientsCustomer Report
InvoiceTable Report
EarnPointsProperty Report
SupportTickets Report
AirbnbAgents Report

EndClientsCustomer Report

CustomerID	FirstName	LastName	DOB	HouseNo	City	State	Zip	Contact
AG54472	Alex	Gus	11/14/1979	10 Schurz Circle	Fresno	California	93721	559-962-
CD54633	Cristina	David	5/11/1982	8 Hovde Alley	Memphis	Tennessee	38188	901-235-
CV34563	Casey	Victoria	12/13/1978	40876 Parkside Plac	San Diego	California	92176	619-688-
CV34827	Carol	Viviana	6/30/1975	50459 Lyons Road	Tallahassee	Florida	32309	850-950-
DN34572	Dimitri	Niya	3/4/1975	4560 Rigney Park	New Haven	Connecticut	6520	203-384-
GK12345	Garon	Karene	1/9/1976	5 Ridgeway Hill	San Diego	California	92137	619-277-
MD2346	Ming	Debbie	10/8/1990	498 Loeprich Avenu	Miami	Florida	33261	305-257-

xi. InvoiceTable Report

Navigation Form

| Forms | Reports |

PropertyHosts Report
SpaceHosted Report
EndClientsCustomer Report
InvoiceTable Report
EarnPointsProperty Report
SupportTickets Report
AirbnbAgents Report

InvoiceTable Report

InvoiceID	Amount	TotalPointsE	PropertyID	Days Reser	CustomerID
Inv- 8973	$825	825	12937	3	GK12345
Inv-0926	$450	450	62427	3	RR27346
Inv-0979	$136	136	61509	2	VS05643
Inv-1091	$120	120	31130	2	CD54633
Inv-1436	$220	220	31555	1	MD2346
Inv-1738	$790	790	14314	2	RA38543
Inv-2869	$195	195	12192	3	DN34572

xii.   EarnPointsProperty Report

Navigation Form ✕

▣ Navigation Form

| PropertyHosts Report |
| SpaceHosted Report |
| EndClientsCustomer Report |
| InvoiceTable Report |
| EarnPointsProperty Report |
| SupportTickets Report |
| AirbnbAgents Report |

EarnPointsProperty Report

PropertyID	CustomerID	TotalPointsEarned
11943	CV34827	68
12192	DN34572	195
12937	GK12345	825
12940	TO83464	150
13808	RR27346	1050
14290	AG54472	62
14314	RA38543	790
29683	SA23746	248

xiii.   SupportTickets Report

▣ Navigation Form

| PropertyHosts Report |
| SpaceHosted Report |
| EndClientsCustomer Report |
| InvoiceTable Report |
| EarnPointsProperty Report |
| SupportTickets Report |
| AirbnbAgents Report |

SupportTickets Report

TicketID	Status	DateOpen	DateClose	CustomerID	PropertyID
T-12458	Pending	14-Mar-23		VS05643	29683
T-23447	Closed	2-Dec-22	1/5/2023	CV34563	12192
T-23745	Open	12-Feb-23		CD54633	14290
T-24785	Closed	11-Dec-22	12/29/2022	TO83464	31555
T-29346	Open	3-Mar-23		GK12345	61509
T-34852	Closed	4-Oct-22	10/24/2022	PE347431	31902
T-74632	Open	12-Jan-23		RA38543	13808

xiv.   AirbnbAgents Report

▣ Navigation Form
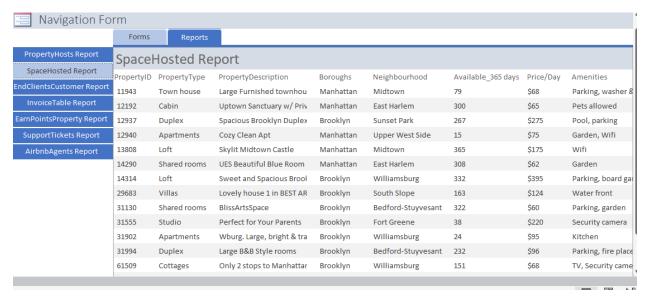
| PropertyHosts Report |
| SpaceHosted Report |
| EndClientsCustomer Report |
| InvoiceTable Report |
| EarnPointsProperty Report |
| SupportTickets Report |
| AirbnbAgents Report |

AirbnbAgents Report

AgentID	TicketID
A-1294	T-74632
A-1372	T-23447
A-8234	T-12458
A-1372	T-29346
A-8234	T-24785
A-1294	T-23745
A-1294	T-34852