**TECHNICAL SPECIFICATIONS FOR BOOKING PORTAL.**

**Executive Summary**

The purpose of this technical specification is to provide detail requirements of the entire web application to be developed primarily for providing appointment booking to customers of the company’s corporate clients. The said application will be providing the said service, as well as other value added services and functionalities to the company’s corporate clients collectively but separately, allowing each of the said corporate clients to manage the appointment booking of their respective customers at their own discretion.

**Purpose**

1. Primary Purpose
   1. Allow customer to book appoints for Corporate Super Admin defined services provided by staff of a business.
   2. Allow customers to manage their booked appointments.
   3. Allow staff to review and manage their booking schedule.
   4. Allow business to have an overview of the appointments between the staff and their customers.
2. Secondary Purpose
   1. Allow customers to view their past appointments and invoices of services purchased.
   2. Allow business to view appointment related data for the business as a whole as well as for specific staff.

**Definitions**

1. **System Super Admin** – System Super Admin refers to the administrator of the entire said web application that is granted maximum authority to manage the said web application.
2. Corporate account – A corporate account refers to a type of account within the web application that allows the owner of such an account, who is a corporate client of the company, to manage the entire appointment booking system for their business.
3. **Corporate Super Admin** – Corporate Super Admin refers to an administrator for a corporate account that is granted maximum authority to manage the corporate account.
4. **Staff** – Staff is a user under the corporate client who is given limited access to certain corporate account administrative functions.
5. **Customer** – Customer is a user who is consumer of the services offered by the corporate client that uses the corporate account of the web application to primarily book appoints with the owner of the corporate account.
6. User – A user is an individual who is accessing the said web application, regardless of their user type, be it System Super Admin, Corporate Super Admin, Staff or Customer.

**General**

1. JQuery or equivalent type of animation is required for components within the web application for displayed and interacted by the customers
2. Entire web application is required to be responsive according to the viewport area of the internet browser.
3. Both client side and server side validations are required for every input field within the web application by the user unless specified otherwise.

**System Super Admin**

1. **How to access?**
2. Allow the System Super Admin to create, edit and delete a corporate account with the following details, of which “\*” denotes mandatory fields:
   1. Corporate Account Status (Enabled/Disabled)
      1. If the corporate account status is disabled, the following will occur
         1. Appointment Booking Interface for the specific corporate account will be hidden from all users.
         2. Corporate Super Admin will not be able to access the admin panel for the corporate account, with the text “You account has been suspended, please contact system administrator for assistance.” Displayed in iframe on the admin login page after successful Corporate Super Admin email and password system-side verification.
         3. Staff will not be able to access the admin panel for the corporate account, with the text “You account has been suspended, please contact system administrator for assistance.” Displayed in iframe on the admin login page after successful Staff email and password system-side verification.
   2. Company Name\*
   3. Company Email\*
   4. Company Contact Number\*
   5. Corporate Account Password\*
   6. URL Directory\* (Alphanumeric, Unique)
      1. URL Directory is the value added to the end of the domain name of the system which when combined and accessed, is the page which the customers book their appointments and manage their accounts. (Which types of url will be formatted?)
3. Allow System Super Admin to create a Corporate Super Admin for a selected corporate account with the following details, of which “\*” denotes mandatory fields:
   1. Corporate Account Company Name\* (Selected from a list of existing corporate account’s company names)
   2. Corporate Super Admin Email\*
      1. Corporate Super Admin Email is used to access the corporate account’s admin panel.
      2. Email notifications, whenever applicable, are sent to Corporate Super Admin Email.
   3. Corporate Super Admin Mobile Number
   4. Corporate Account Password\*
      1. System Super Admin may enter a new value to overwrite the existing value.
4. Allow admin to view, add, edit and delete icon images within the web application containing the following details, of which “\*” denotes mandatory fields: (Will it use for main system, right?)
   1. Icon Name\*
   2. Image File\*
   3. Usage (System derived, uneditable)
      1. Usage displays the number of corporate account currently using the specific icon.
      2. An icon entry may not be deleted if the usage value is more than 0.
         1. An icon entry may be edited if the usage value is more than 0.
5. Allow System Super Admin to upload default images for the following to be displayed in the customer interface of any Corporate Account.
   1. Background
   2. Profile
   3. Logo
6. Allow System Super Admin to define the default RGB code for the following elements that are displayed to the customer on all customer interface:
   1. Text (Include fields)
   2. Box Outline
   3. Box Background
7. Allow System Super Admin to log into any of the following:
   1. Corporate account as Corporate Super Admin.
   2. Corporate account as an Admin
   3. Corporate account as Staff.
   4. Corporate account as Customer.

**Corporate Super Admin**

1. Allow Corporate Super Admin to log into any of the following:
   1. Corporate account the Corporate Super Admin is under as Admin.
   2. Corporate account the Corporate Super Admin is under as Staff.
   3. Corporate account the Corporate Super Admin is under as Customer.
2. On the Corporate Super Admin admin panel page, the available functions for the Corporate Super Admin interact are as follow:
3. Dashboard
   * 1. Allow Corporate Super Admin to view the following on the Dashboard page under their admin panel:
        1. Today’s Appointment
           1. Today’s Appointment shows all appointments that are with status other than “Cancelled” with the following details for each such appointment

Date (For only the dates according to the then current system date)

Start Time

End Time

Services Selected

Staff Selected

If no staff are selected for that appointment booking, the field displays “General” instead.

If multiple staffs are selected for that appointment booking, the field displays “Multiple” instead.

* + - 1. Tomorrow’s Appointment
         1. Today’s Appointment shows all appointments that are with status other than “Cancelled” with the following details for each such appointment

Date (For only the dates according to the then current system date plus one day)

Start Time

End Time

Services Selected

Staff Selected

If no staff are selected for that appointment booking, the field displays “General” instead.

If multiple staffs are selected for that appointment booking, the field displays “Multiple” instead.

* + - 1. Calendar
         1. Calendar shows the date and the number of appointments under the said date.
      2. Customers
         1. Customers shows the total number of customers within the corporate account.
      3. Staffs
         1. Staffs shows the total number of staff within the corporate account.
      4. Off/Leave
         1. Shows list of all Staffs’ Working Schedule Override for dates that are on or after the then current system date, of which the Working Schedule Override has no start and end time value.

1. General Settings
2. Allow Corporate Super Admin to define the time incremental value for deriving the selection options for the Starting Time and Ending Time of appointment bookings by Customer.
3. Time incremental value is in minutes, and defines the difference in minutes of one option and the next, starting from the Start Time value of the respective Operating Detail or Operating Override, whichever applicable, for a specific applicable date, with each such option are to be derived and to be listed for selection as an appointment Starting Time.
   * + - 1. Derived options are not available for selection by the customers if the said derived options and its respective derived Ending Time according to the total duration of services selected falls outside of the available periods for the said selected date, with available period defined according to the following:

If the appointment booking is to be made with the selected staff, the available period, which can be more than one, of the said date must be greater than the total duration of the services selected by the customer, with the available period defined as the following whenever applicable:

From Operating Detail or Operating Override’s Start Time to the Starting Time of the first existing appointment with status other than “Cancelled” for the said date.

From the Ending Time of the last existing appointment with status other than “Cancelled” to the Ending time of Operating Detail or Operating Override for the said date.

From the Ending Time of an earlier existing appointment with status other than “Cancelled” to the Starting Time of a later existing appointment with status other than “Cancelled” for the said date.

From Operating Detail or Operating Override’s Start Time to its respective End Time.

If the appointment booking is made with the corporate account, the available period, which can be more than one, of the said date must be greater than the total duration of the services selected by the customer, with the available period defined as the following whenever applicable:

From Operating Detail or Operating Override’s Start Time to beginning of the overlapping existing appointments with status other than “Cancelled” exceeds the overlap value defined by the Corporate Super Admin for the said date.

From the end of the overlapping of existing appointments with status other than “Cancelled” that exceeds the overlap value as defined by the Corporate Super Admin to the Ending time of Operating Detail or Operating Override for the said date.

From the end of the earlier overlapping of existing appointments with status other than “Cancelled” that exceeds the overlap value as defined by the Corporate Super Admin to the beginning of the later overlapping existing appointments with status other than “Cancelled” exceeds the overlap value defined by the Corporate Super Admin the said date.

From Operating Detail or Operating Override’s Start Time to its respective End Time.

1. Allow Corporate define the number of overlapping appointments booking permitted when such appointment bookings are made with the corporate account when either no staff is selected or staff selection is defined to be None.
2. Value are to be in whole numbers.
3. Default value is 1.
4. Corporate Super Admin may remove the default value, resulting in the enabling of unlimited overlapping of appointment bookings are permitted.
5. Allow Corporate define the standard duration of each appointment booking made with the corporate account when no staff is selected or staff selection is defined to be None.
6. Value to be in minutes.
7. Default value is 60.
8. Allow Corporate Super Admin to enable or disable the display of the following details on the customer interface:
9. Staff
   * + - 1. Mobile Number
         2. Profile Image
10. Service
    * + - 1. Service Description
          2. Price Range
11. Allow Corporate Super Admin to enable or disable the automatic update of the status of an appointment booking from only “Pending” to “Complete” if the Date, Starting Time and Ending Time of the said appointment booking is before the system date and time.
12. Checking for and if applicable, the actual update of status to “Complete” for an appointment booking is only done if the customer, staff or Corporate Super Admin results in the loading of the said appointment booking to view in list view or specific view.
    * + - 1. Such checking for automatic update is done only for appointment bookings with status as “Pending”.
13. Allow Corporate Super Admin to define whether Customer Mobile Number is a required field for customer account registration by customer and, customer account creation and editing by Corporate Super Admin.
14. Allow Corporate Super Admin define the following settings for selection on customer interface for appointment booking:
15. Service (Multiple/Singular/None)
16. Staff (Singular/None)
17. Allow Corporate Super Admin to upload images for the following to replace system defined default images be displayed in the customer interface of any Corporate Account.
18. Background
19. Logo
20. Allow Corporate Super Admin to define the RGB code for the following elements that are displayed to the customer on the customer interface:
21. Text (Include fields)
22. Box Outline
23. Box Background
24. Services
25. Allow Corporate Super Admin to view, add, edit and delete services offered to the customers and by their staff with the following details, of which “\*” denotes mandatory fields:
26. Corporate Super Admin may select multiple service entries to delete in list view as a form of bulk action.
27. Corporate Super Admin may view/edit a service entry by clicking on the edit button for the said staff entry and be redirected to a page containing the following:
28. Corporate Super Admin may create a new service entry by clicking on the create Add Service button.
29. Deleting a service is disallowed if at least 1 appointment is booked under the said service or at least 1 invoice is created containing the said service.
    * + - 1. Service Name\*
          2. Status\* (Available/Unavailable)

If service is unavailable, it will be become hidden from staff for future invoice creation and for customers to select for their future appointment booking.

Does not affect any of the existing invoices or appointment bookings.

* + - * 1. Service Description

To be displayed on the customer interface if such an account setting is enabled by the Corporate Super Admin.

To display the words “N.A.” if no value is entered and account settings by Corporate Super Admin enables the display of Service Description.

* + - * 1. Service Icon\*

Corporate Super Admin may upload an image or choose from the available icons available within the web application.

* + - * 1. Price Range (Currency)

To be displayed on the customer interface if such an account setting is enabled by the Corporate Super Admin.

To display the words “Varies” if no value is entered and account settings by Corporate Super Admin enables the display of Service Price.

Price Range contains 2 fields, which one is the minimum and the other is the maximum.

If minimum field is filled, maximum field becomes enabled for input.

Maximum field value must be a value greater than the minimum field value.

If only minimum field is filled, and account setting for Price Range is enabled by the Corporate Super Admin to be displayed, only minimum field value is displayed.

If both minimum and maximum field is filled, and the account setting for Price Range is enabled by the Corporate Super Admin, the minimum and maximum value is displayed as “$X – $Y”, where X is the minimum field value and Y is the maximum field value.

* + - * 1. Duration\* (Minutes)

Takes up a block of time as per the duration value in the appointment booking calendar when a customer books an appointment.

This block of time cannot be overlapped with other existing appointments.

1. (Duplicated from General Settings) Allow admin to define the staff selection setting for customer appointment booking.
2. Staff (Singular/None)
3. (Duplicated from General Settings) Allow Corporate Super Admin to enable or disable the display of the following details on the customer interface:
4. Service
   * + - 1. Service Description
         2. Price Ra**nge**
5. Operating Days and Hours
6. Allow the Corporate Super Admin to view the calendar consisting of Operating Details for operating days and their respective operating hours, as well as Operating Override, both past and future.
7. Default view is in terms of days for the current month.
8. For the specific day which there are Operating Detail and Operating Override, the said specific days will be marked.
9. The Corporate Super Admin may click on the specific day to display the calendar in terms of hours for that specific day.
10. The duration of Operating Override if applicable will be displayed as a block starting from the Operating start time to the Operating Override ending time.

When mouseover, the duration for the Operating **Override is display in the hover box, along with the edit button if editable.**

1. The duration of Operating Detail’s derived operating hours if applicable will be display as a block starting from the respective Operating Detail start time to the respective end time.

When mouseover, the duration for the Operating Override is display in the hover box, along with the edit button if editable.

1. If no start time and end time values are defined for the Operating Override and there is a Operating Detail defined for the said day, the bar for the derived period based on the operating override start and end time will be change from the color of the Operating Details to the color of the Operating Override bar, with the duration for the mouseover to be changed to the negative value of the derived duration based on the Operating Detail’s start and end time.
2. Allow Corporate Super Admin to add, edit and delete Operating Details for operating days and their respective operating hours with the following details, of which “\*” denotes mandatory fields:
3. Operating Detail’s operating days and their respective derived operating hours define the available period for customers to book their appointments without selecting a staff and for the Corporate Super Admin to define the staff Working Schedule start time and end time.
4. Multiple Operating Details entries may be defined, even for the same day itself but cannot be overlapped in terms of derived operating hours.
5. Changes to the operating hours does not apply to appointment booking before or on the date of such an update.
6. Day\* (Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday)
7. Start Time\*
8. End Time\*
9. Allow Corporate Super Admin to view, add, edit and delete Operating Override for operating days and their respective operating hours with the following details, of which “\*” denotes mandatory fields:
10. Multiple Operating Override entries may be defined, even for the same date itself but cannot be overlapped in terms of derived operating hours.
11. Operating Override replaces the derived operating hours defined by the Operating Details for the specific date, which define the available period for customers to book their appointments.
12. If both start time and end time values are not defined, no booking can be made by customers for that specific date.
13. If either start time or end time field value is entered, both fields become mandatory.
14. Date\*
15. Start Time
16. End Time
17. Admin Management
    1. Allow Corporate Super Admin of a corporate account to view, add, edit and delete admin for the system with the following details, of which “\*” denotes mandatory fields:
       1. Admin Status (Active/Suspended)
          1. An admin with staff status Suspended is unable to log into the staff admin panel.
       2. Admin Email\*
       3. Admin Contact Number\*
       4. Admin Password\*
          1. Corporate Super Admin may enter a new value for password to overwrite the existing value.
    2. Admins have all the functionalities of a Corporate Super Admin except they cannot access the following functions:
       1. All functions listed within General Settings, as well as the duplicated functions from within General Settings in other pages
       2. All functions listed within Admin Management.
       3. Unable to view and edit the values for the following fields under their admin profile:
          1. Company Email\*
          2. Company Contact Number\*
18. Staff Management
19. Staff
20. Allow Corporate Super Admin of a corporate account to view, create, edit and delete staff for the said corporate account with the following details, of which “\*” denotes mandatory fields:
21. The Corporate Super Admin may view all staff available in list view and specific view.
22. Corporate Super Admin may select multiple staff entries to delete in list view as a form of bulk action.
23. Corporate Super Admin may add a new staff by clicking on the Add Staff button.
24. Corporate Super Admin may view/edit a staff entry by clicking on the edit button for the said staff entry and be redirected to a page containing the following:

On one tab, details of the said staff.

On the next tab, Working Schedule and Working Schedule Override of the said staff, both past and future of the said staff in calendar view as per the staff admin panel format, as well as the total number of Working Schedule Overrides with no start and end time for the said staff for the current month and the current year.

The Corporate Super Admin may view, edit and delete Working Schedule Override of the said staff.

Allow Corporate Super Admin to view, add, edit and delete Working Schedule Override for working days and their respective working hours for selected staff with the following details, of which “\*” denotes mandatory fields:

Multiple Working Schedule Override entries may be defined, even for the same date itself but cannot be overlapped in terms of derived working hours.

Working Schedule Override replaces the working hours defined by the Working Schedule for the specific date, which define the available period for customers to book their appointments if they have selected the said selected staff.

If both start time and end time values are not defined, no booking can be made by customers for that specific date.

If either start time or end time field value is entered, both fields become mandatory.

This functionality should be placed under a subpage Off/leave under the category Staff Management.

Staff Name (Selected from a list of existing staff for the corporate account with first name and last name values a staff concatenated as a single option)

Date\*

Start Time

End Time

Allow Corporate Super Admin to add, edit and delete Working Schedule for working days and their respective working hours with the following details for the said staff, of which “\*” denotes mandatory fields:

Working Schedule’s working days and their respective derived working hours define the available period for customers to book their appointments with selecting a staff.

If Working Schedule start time and end time values are undefined for a specific day defined, staff is by default available for customer appointment booking during operating days and hours defined by Corporate Super Admin excluding periods for existing appointment bookings.

Multiple Working Schedule entries may be defined, even for the same day itself but cannot be overlapped in terms of derived working hours.

Changes to the working hours does not apply to appointment bookings before or on the date of such an update.

Day\* (Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday)

Selected day must be a day that is selected for an existing Operating Detail.

Start Time\*

Value may not be earlier than the Operating Detail Start Time for the specific day.

End Time\*

Only available and mandatory for defining if Start Time is defined.

Value may not be later than the Operating Detail End Time for the specific day.

On another tab, appointment booking made with the said staff selected, both past and future of the said staff in calendar view as per the staff admin panel, along with the total number and duration of appointment bookings that are with status Complete.

The Corporate Super Admin may view, edit and cancel the appointment booking made with the said staff selected.

1. A staff account cannot be deleted if there is at least one appointment booked with the said staff selected.
2. Staff Status (Active/Suspended, default is Active)
3. A staff with staff status Suspended is unable to log into the staff admin panel.
4. The availability for selection for the staff with staff status Suspended will not be available for staff selection in appointment bookings.
5. Staff Salutations
6. To be displayed before the combined presentation of the values of the two different type of name fields.
7. Name Presentation Style\*
8. Name/First Name, Surname/Last Name
9. Surname/Last Name, Name/First Name
10. Staff Surname/Last Name\*
11. Staff Name/First Name\*
12. Staff Email\*
13. Staff Email address is used to access the corporate account’s admin panel.
14. Email notifications, whenever applicable, are sent to Staff Email address.
15. Staff Mobile Number
16. To be displayed on the customer interface if such an account setting is enabled by the Corporate Super Admin.
17. To display the words “N.A.” if no value is entered and account settings by Corporate Super Admin enables the display of Staff Mobile Number.
18. Staff Password\*
19. Corporate Super Admin may enter a new value for password to overwrite the existing value.
20. Staff Profile Image
21. To be displayed on the customer interface if such a setting is enabled by the Corporate Super Admin.
22. To display default system profile image if no profile image is uploaded.
23. Services (Situational)
24. Corporate Super Admin may select multiples services already created by the Corporate Super Admin for the corporate account.
25. If Corporate Super Admin has created no services, this field will not be available during Staff creation.
26. (Duplicated from General Settings) Allow Corporate Super Admin to enable or disable the display of the following details on the customer interface:
27. Staff
28. Mobile Number
29. Profile Image
30. (Duplicated from General Settings) Allow Corporate Super Admin define the following settings for selection on customer interface for appointment booking:
31. Staff (Singular/None)
32. Off/Leave
33. Allow Corporate Super Admin to view Working Schedule and Working Schedule Override of the all staff collectively, both past and future of all staff in calendar view as per the staff admin panel format, as well as the total number of Working Schedule Overrides with no start and end time for all staff for the current month and the current year.
    1. Default view is in terms of days for the current month.
       1. For the specific days which there are both Working Schedule and Working Schedule Override of any single staff, the said specific days will be marked.
    2. The staff may click on the specific day to display the calendar in terms of hours for that specific day.
       1. A list of staff with both Working Schedule and Working Schedule Override will be available for selection, which the Corporate Super Admin may select the said staff to view their respective Working Schedule and Working Schedule Override.
       2. The duration of Working Schedule Override if applicable will be display as a block starting from the Working Schedule Override start time to the Working Schedule Override end time.
          1. When mouseover, the duration for the Working Schedule Override is display in the hover box, along with the edit button if editable.
       3. The duration of Working Schedule if applicable derived operating hours will be display as a block starting from the respective Working Schedule start time to the respective end time.
          1. When mouseover, the duration for the Working Schedule is display in the hover box.
       4. If no start time and time values are defined for the Working Schedule Override and there is an Working Schedule for that specific day, the bar for the derived period based on the operating Working Schedule start and end time will be change from the color of the Working Schedule to the color of the Working Schedule Override bar, with the duration for the mouseover to be changed to the negative value of the derived duration based on the Working Schedule’s start and end time.
       5. The Corporate Super Admin may edit and delete Working Schedule and Working Schedule Override of the said selected staff.
          1. Allow Corporate Super Admin to view, add, edit and delete Working Schedule Override for working days and their respective working hours for the said selected staff with the following details, of which “\*” denotes mandatory fields:
             1. Multiple Working Schedule Override entries may be defined, even for the same date itself but cannot be overlapped in terms of derived working hours.
             2. Working Schedule Override replaces the working hours defined by the Working Schedule for the specific date, which define the available period for customers to book their appointments if they have selected the said selected staff.
             3. If both start time and end time values are not defined, no booking can be made by customers for that specific date with the specific staff.
             4. If either start time or end time field value is entered, both fields become mandatory.

Staff Name (Selected from a list of existing staff for the corporate account with first name and last name values a staff concatenated as a single option)

Date\*

Start Time

End Time

* + - 1. Allow Corporate Super Admin to add, edit and delete Working Schedule for working days and their respective working hours with the following details for the said staff, of which “\*” denotes mandatory fields:
         1. Working Schedule’s working days and their respective derived working hours define the available period for customers to book their appointments with selecting a staff.
         2. If Working Schedule start time and end time values are undefined for a specific day defined, staff is by default available for customer appointment booking during operating days and hours defined by Corporate Super Admin excluding periods for existing appointment bookings.
         3. Multiple Working Schedule entries may be defined, even for the same day itself but cannot be overlapped in terms of derived working hours.
         4. Changes to the working hours does not apply to appointment bookings before or on the date of such an update.

Staff Name (Selected from a list of existing staff for the corporate account with first name and last name values a staff concatenated as a single option)

Day\* (Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday)

Selected day must be a day that is selected for an existing Operating Detail.

Start Time\*

Value may not be earlier than the Operating Detail Start Time for the specific day.

End Time\*

Only available and mandatory for defining if Start Time is defined.

Value may not be later than the Operating Detail End Time for the specific day.

1. Admin Profile
2. Details
3. Allow Corporate Super Admin to update its profile containing the following details within the admin panel of its Corporate Account, of which “\*” denotes mandatory fields:
4. Company Email\*
5. Company Contact Number\*
6. Corporate Super Admin Email\*
7. Corporate Super Admin Mobile Number
8. Security
9. Allow Corporate Super Admin to update their Staff Password\* by providing the following details, of which “\*” denotes mandatory fields:
10. Current Password\*
11. Requires the correct current password to be entered into the Current Password field and verified by the system side.
12. New Password\*
13. Confirm New Password\*
14. Requires value to be the same as New Password value.
15. Appointment Bookings
16. (Duplicated from General Settings) Allow Corporate Super Admin define the following settings for selection on customer interface for appointment booking:
17. Service (Multiple/Singular/None)
18. Staff (Singular/None)
19. (Duplicated from General Settings) Allow Corporate Super Admin to enable or disable the automatic update of the status of an appointment booking from only “Pending” to “Complete” if the Date, Starting Time and Ending Time of the said appointment booking is before the system date and time.
20. Checking for and if applicable, the actual update of status to “Complete” for an appointment booking is only done if the customer, staff or Corporate Super Admin results in the loading of the said appointment booking to view in list view or specific view.
21. Such checking for automatic update is done only for appointment bookings with status as “Pending”.
22. Allow the Corporate Super Admin to view the calendar consisting of all booked appointment with the all staff collectively, and for the corporate account if admin has defined staff selection as None or the customer has not selected a staff for the respective appointment booking, for both past and future appointment bookings.
23. Allow Corporate Super Admin to view, create, edit and delete all appointment bookings for all staff under the corporate account, and filter out appointment bookings according to services and staff. Such appointment booking contains the following, of which “\*” denote mandatory fields:
24. Customer Email\* (Selected from existing customer email addresses, allow search functionality to display matching search results from all customer email addresses)
25. Customer Name (Automatically loaded from the customer’s profile based on the customer email selected)
26. Status\* (Complete/Pending/Cancelled)
27. Date\* (Regardless of operating days and hours as defined and derived by Operating Detail or Operating Override)
28. Starting Time\* (Regardless of available period)
29. Ending Time\* (Regardless of available period)
30. Service (Situational)
31. Multiple services may be selected.
32. If Corporate Super Admin has set service selection as “None” for booking of appointments under the corporate account settings, this field becomes optional.
33. Staff (Situational)
34. Multiple staff may be selected.
35. If Corporate Super Admin has set staff selection as “None” for booking of appointments under the corporate account settings, this field becomes optional.
36. Email Notification\* (Yes/No, default value is No)
37. If email notification is “Yes” and the appointment is created or edited by the Corporate Super Admin, an email containing the edited or created details of the appointment for the said customer will be sent to the respective customer email address value upon successful submission.
38. Customer Management
39. Allow Corporate Super Admin to define whether Customer Mobile Number is a required field for customer account registration by customer and, customer account creation and editing by Corporate Super Admin.
40. To be placed under customer management of the admin panel for Corporate Super Admin, allow Corporate Super Admin to add, edit and delete customers with the following details, of which “\*” denotes mandatory fields:
41. Deleting a customer is disallowed if at least 1 appointment is booked under the said customer.
42. Customer Full Name\*
43. Customer Email Address\*
44. Customer Mobile Number (Situational)
45. If Corporate Super Admin has set Customer Mobile Number as a required field, this field will become mandatory for Corporate Super Admin as well while creating and editing a customer account.
46. Password\*
47. Created By (System derived, hidden from customers)
48. Last Updated by (System derived, hidden from customers)
49. Statistics
50. To be placed under the statistics page, allow Corporate Super Admin to view the following data of the corporate account according to the Corporate Super Admin defined month:
51. ~~Total Sales (By month, currency, default month is current month)~~
52. ~~Total Sales by Specific Service (By month, currency, default month is current month)~~
53. ~~Total Sales by Specific Staff (By month, currency, default month is current month)~~
54. Total Appointments (By month, whole numbers, default month is current month)
55. Total Appointments by Specific Services (By month, whole numbers, default month is current month)
56. Total Appointments by Specific Staff (By month, whole numbers, default month is current month)
57. ~~To be placed under s general settings of the admin panel for Corporate Super Admin, allow Corporate Super Admin to define Goods and Service Tax (GST) value in percentage for all invoices created within the Corporate Account.~~
    1. ~~Value for GST field is optional.~~
    2. ~~Changes of the GST value are applied to future invoices created and not to existing invoices.~~
58. ~~To be placed under invoices of the admin panel for Corporate Super Admin, allow Corporate Super Admin to view, create, edit and delete an invoice for any registered customer in the respective Corporate Account with the following details, of which “\*” denote mandatory fields:~~
    1. ~~Customer Email\* (Selected from existing customer email addresses, allow search functionality to display matching search results from all customer email addresses)~~
    2. ~~Customer Name (Automatically loaded from the customer’s profile based on the customer email selected)~~
    3. ~~Date\*~~
    4. ~~Time\*~~
    5. ~~Invoice ID\*~~
    6. ~~Item Entries\* (Minimum 1)~~
       1. ~~Serial Number (Automated, Sequential)~~
       2. ~~Description (Selected from list of all services, or custom text entry)~~
       3. ~~Quantity (If undefined, it will be displayed as N.A. in view more)~~
       4. ~~Price\* (Custom entry, currency)~~
       5. ~~Revenue Awarded (Selected from the list of existing staff, only one be selected, hidden from the customer)~~
       6. ~~Subtotal (System derived)~~
    7. ~~Total Price Payable (System derived)~~
       1. ~~Value for the field is the sum of all subtotal~~
       2. ~~If GST value is defined by the Corporate Super Admin, the field name will be displayed as “Total Price Payable Including GST” instead.~~
    8. ~~Total GST (System derived, hidden from customer)~~
       1. ~~If GST value is not defined, value for the field will not be derived.~~
       2. ~~If GST value is defined by Corporate Super Admin, value for the field is derived by the following formula:~~
          1. ~~[Total Price Payable] / [100+GST Value] x [GST Value]~~
    9. ~~Total Paid\* (Custom entry, Currency)~~
    10. ~~Invoice Note (Custom entry, text, visible to customers)~~
    11. ~~Created By (System derived, hidden from customers)~~
    12. ~~Last Updated by (System derived, hidden from customers)~~

**Staff**

1. Staff can log into their respective account from the Customer log in form
2. A staff with staff status Suspended is unable to log into their respective staff admin panel.
3. On the staff admin panel page, the available functions for the staff interact are as follow:
   1. Dashboard
      1. Allow Staff to view the following on the Dashboard page under their admin panel:
         1. Today’s Appointment
            1. Today’s Appointment shows all appointments that are with status other than “Cancelled” with the following details for each such appointment

Date (For only the dates according to the then current system date)

Start Time

End Time

Services Selected

Staff Selected

If no staff are selected for that appointment booking, the field displays “General” instead.

If multiple staffs are selected for that appointment booking, the field displays “Multiple” instead.

* + - 1. Tomorrow’s Appointment
         1. Today’s Appointment shows all appointments that are with status other than “Cancelled” with the following details for each such appointment

Date (For only the dates according to the then current system date plus one day)

Start Time

End Time

Services Selected

Staff Selected

If no staff are selected for that appointment booking, the field displays “General” instead.

If multiple staffs are selected for that appointment booking, the field displays “Multiple” instead.

* + - 1. Calendar
         1. Calendar shows the date and the number of appointments under the said date which has selected the said staff.
      2. Current Month Appointments
         1. Displays the total number of appointments bookings which have selected the said staff for the current month.
      3. ~~Total Sales~~
         1. ~~Displays the total amount of according to all subtotals of item entries with the said staff selected for Revenue Awarded for the current month.~~
      4. Future Off/Leave
         1. Shows list of all Staffs’ Working Schedule Override for dates that are on or after the then current system date.
  1. Off/Leave
     1. Displays the total number of Working Schedule Override without start and end time for the said staff for the current month and the current year.
     2. Allow the staff to view the calendar consisting of both Working Schedule and Working Schedule Override, both past and future.
        1. Default view is in terms of days for the current month.
           1. For the specific days which there are Working Schedule and Working Schedule Override, the said specific days will be marked.
        2. The staff may click on the specific day to display the calendar in terms of hours for that specific day.
           1. The duration of Working Schedule Override if applicable will be display as a block starting from the Working Schedule Override start time to the Working Schedule Override end time.

When mouseover, the duration for the Working Schedule Override is display in the hover box, along with the edit button if editable.

* + - * 1. The duration of Working Schedule if applicable derived operating hours will be display as a block starting from the respective Working Schedule start time to the respective end time.

When mouseover, the duration for the Working Schedule is display in the hover box.

* + - * 1. If no start time and time values are defined for the Working Schedule Override and there is an Working Schedule for that specific day, the bar for the derived period based on the operating Working Schedule start and end time will be change from the color of the Working Schedule to the color of the Working Schedule Override bar, with the duration for the mouseover to be changed to the negative value of the derived duration based on the Working Schedule’s start and end time.
    1. Allow Staff to add, edit and delete Working Schedule Override for working days and their respective working hours for said staff by selecting an existing Working Schedule Override creating a new entry by clicking on the New Off/Leave button, of which contains the following details, of which “\*” denotes mandatory fields:
       1. Multiple Working Schedule Override entries may be defined, even for the same date itself but cannot be overlapped in terms of derived working hours.
       2. Working Schedule Override replaces the working hours defined by the Working Schedule for the specific date, which define the available period for customers to book their appointments if they have selected the said selected staff.
       3. If both start time and end time values are not defined, no booking can be made by customers for that specific date.
       4. Staff may not delete a Working Schedule Override if its Date, Start Time and End Time is earlier than the then current system date and time.
       5. If either start time or end time field value is entered, both fields become mandatory.
       6. Staff may add a new Working Schedule Override by clicking on the Add Off/Leave button.
       7. If there are appointment bookings on the date selected Working Schedule Override by the said staff and those said appointment bookings respective periods are not within the derived working period from the Working Schedule Override’s Start Time and End Time, the said staff may not submit or update with such Start Time and End Time for the said date.
          1. Date\*
          2. Start Time

Selected from the derived list of time based on corporate super admin’s time incremental value defined.

* + - * 1. End Time

Selected from the derived list of time based on corporate super admin’s time incremental value defined.

* + - 1. Successful update of existing or creation of new Working Schedule Override alerts the staff with a success message displayed within the iframe.
    1. Allow staff to view the total value of off/leave taken within the staff defined period.
       1. Default period starts from the staff of the current system year to the end of the current system year.
       2. Staff may change the start and end dates.
  1. Customer Management
     1. Allow Staff to view, add, edit and delete customers with the following details, of which “\*” denotes mandatory fields:
        1. The staff may view all customers available in list view and specific view.
           1. Staff may select multiple customer entries to delete in list view as a form of bulk action.
           2. Staff may view/edit a customer entry by clicking on the edit button for the said customer entry and be redirected to a page containing the following:

On one tab, details of the said customer

On another tab, appointment booking, both past and future of the said customer in calendar view as per the customer’s user panel format

The staff may view, edit and cancel the appointment booking for the said customer according to the staff user panel appointment booking except it is for the said customer the staff is viewing or editing.

* + - 1. Deleting a customer is disallowed if at least 1 appointment is booked under the said customer.
      2. Staff may add a new customer by clicking on the Add Customer button.
         1. Customer Full Name\*
         2. Customer Email Address\*
         3. Customer Mobile Number (Situational)

If Corporate Super Admin has set Customer Mobile Number as a required field, this field will become mandatory for Staff as well while creating and editing a customer account.

* + - * 1. Password\*

Staff may enter a new value for password to overwrite the existing value.

* + - * 1. Created By (System derived, hidden from customers)
        2. Last Updated by (System derived, hidden from customers)
  1. Appointment Bookings
     1. Allow Staff to view, create, edit and delete all appointment bookings for all staff under the corporate account, and filter out appointment bookings according to services and staff. Such appointment booking contains the following, of which “\*” denote mandatory fields:
        1. Allow the staff to view the calendar consisting of all booked appointment with the said staff, and/or for the corporate account if admin has defined staff selection as None or the customer has not selected a staff for the respective appointment booking, for both past and future appointment bookings.
           1. Default view is in terms of days for the current month.

For the specific days which there are appointments booked under the said staff, the said specific days will be marked.

* + - * 1. The staff may click on the specific day to display the calendar in terms of hours for that specific day.

The duration of appointment will be display as a block starting from the appointment starting time to the appointment ending time.

The duration of operating hours if applicable will be display as a block in a certain color starting from the Operating Detail start time to the ending time if appointment booking is not made with any selected staff, or working hours will be display as a block if applicable in another color starting from the Working Schedule or Working Schedule Override of the said staff, whenever applicable, start time and end time if appointment booking is made with the said staff.

When mouseover, total duration, the services and staff selected, whichever applicable, are display in the hoverbox, along with the edit button if editable.

* + - 1. Staff can only edit and delete an appointment booking already made under the said staff.
      2. Staff can only create an appointment booking under the said staff by clicking on the Add Appointment button.
      3. Staff can only delete an appointment booking with status “Pending”.
         1. Customer Email\* (Selected from all existing customer email addresses, allow search functionality to display matching search results from all customer email addresses)
         2. Customer Name (Automatically loaded from the customer’s profile based on the customer email selected)
         3. Status\* (Complete/Pending/Cancelled)
         4. Date\* (Regardless of operating days and hours as defined and derived by Operating Detail or Operating Override)
         5. Starting Time\* (Regardless of available period)
         6. Ending Time\* (Regardless of available period)
         7. Service (Situational)

Multiple services may be selected.

If Corporate Super Admin has set service selection as “None” for booking of appointments under the corporate account settings, this field becomes optional.

* + - * 1. Staff (Situational)

Multiple staff may be selected, including the said staff that cannot be deselected.

If Corporate Super Admin has set staff selection as “None” for booking of appointments under the corporate account settings, this field becomes optional.

* + - * 1. Email Notification\* (Yes/No, default value is No)

If email notification is “Yes” and the appointment is created or edited by the Staff, an email containing the edited or created details of the appointment for the said customer will be sent to the respective customer email address value upon successful submission.

Regardless of Email Notification setting, a newly created or updated appointment booking will always send a notification email to the company email address.

* + - 1. Successful update of existing appointment bookings alerts the customer with a success message displayed within the iframe.
  1. Profile
     1. Information
        1. Allow Staff to update its profile containing the following details of within the admin panel of its Corporate Account, of which “\*” denotes mandatory fields:
           1. Staff Salutations
           2. Name Presentation Style\*

Name/First Name, Surname/Last Name

Surname/Last Name, Name/First Name

* + - * 1. Staff Surname/Last Name\*
        2. Staff Name/First Name\*
        3. Staff Email\*
        4. Staff Mobile Number

To be displayed on the customer interface if such an account setting is enabled by the Corporate Super Admin.

To display the words “N.A.” if no value is entered and account settings by Corporate Super Admin enables the display of Staff Mobile Number.

* + - * 1. Staff Profile Image
    1. Security
       1. Allow staff to update their Staff Password\* by providing the following details, of which “\*” denotes mandatory fields:
          1. Current Password\*

Requires the correct current password to be entered into the Current Password field and verified by the system side.

* + - * 1. New Password\*
        2. Confirm New Password\*

Requires value to be the same as New Password value.

* 1. Statistics
     1. Allow Staff to view the following data associated with the said staff of the corporate account according to the staff defined month:
        1. ~~Total Sales (By month, currency, default month is current month)~~
           1. ~~Total Sales by Specific Service (By month, currency, default month is current month)~~
        2. Total Appointments (By month, whole numbers, default month is current month)
           1. Total Appointments by Specific Services (By month, whole numbers, default month is current month)

1. ~~To be placed under invoices of the admin panel for Staff, allow Allow Staff to view, create, edit and delete an invoice for any registered customer that has booked an appointment under the said staff in the respective Corporate Account with the following details, of which “\*” denote mandatory fields:~~
2. ~~Customer Email\* (Selected from existing customer email addresses that has booked an appointment under the said staff, allow search functionality to display matching search results from all customer email addresses that has booked an appointment under the said staff)~~
3. ~~Customer Name (Automatically loaded from the customer’s profile based on the customer email selected)~~
4. ~~Date\* (Selected from a list of dates the selected customer has booked an appointment with the said staff)~~
5. ~~Time\* (Selected from a list of appointment ending time of the selected customer for the date selected for the invoice)~~
6. ~~Invoice ID\*~~
7. ~~Item Entries\* (Minimum 1)~~
   * 1. ~~Serial Number (Automated, Sequential)~~
     2. ~~Description (Selected from list of all services under the staff’s profile as defined by Corporate Super Admin, or custom text entry)~~
     3. ~~Quantity (If undefined, it will be displayed as N.A. in view more)~~
     4. ~~Price\* (Custom entry, currency)~~
     5. ~~Subtotal (System derived)~~
     6. ~~Revenue Awarded (Selected from the list of existing staff, only one be selected, hidden from the customer)~~
8. ~~Total Price Payable (System derived)~~
   * 1. ~~Value for the field is the sum of all subtotal~~
     2. ~~If GST value is defined by the Corporate Super Admin, the field name will be displayed as “Total Price Payable Including GST” instead.~~
9. ~~Total GST (System derived, hidden from customer)~~
   * 1. ~~If GST value is not defined, value for the field will not be derived.~~
     2. ~~If GST value is defined by Corporate Super Admin, value for the field is derived by the following formula:~~
        1. ~~[Total Price Payable Including GST] / [100+GST Value] x [GST Value]~~
10. ~~Total Paid\* (Custom entry, Currency)~~
11. ~~Invoice Note (Custom entry, text, visible to customers)~~
12. ~~Created By (System derived, hidden from customers)~~
13. ~~Last Updated by (System derived, hidden from customers)~~

**Customer**

1. A customer with customer status Suspended is unable to log into their respective customer user panel.
2. Display a log in link on the customer interface which triggers the login iframe if not logged in, and be redirected to the customer’s dashboard page if already logged in or if successfully logs in after entering the email address and the password in the said login iframe.
   1. Allow customer to log into their existing account by providing the following details:
      1. Customer Email Address
      2. Customer Password
3. On the customer user panel page, the available functions for the customer interact are as follow:
   1. Profile
      1. Information
         1. Allow customer to edit for their customer account for the following details, of which “\*” denotes mandatory fields:
            1. Customer Full Name\*
            2. Customer Email Address\*
            3. Customer Mobile Number (Situational)

If Corporate Super Admin has set Customer Mobile Number as a required field, this field will become mandatory for the customer.

* + - * 1. Created By (System derived, hidden from customers)
        2. Last Updated by (System derived, hidden from customers)
    1. Security
       1. Allow customer to update their password for accessing their account with the following details, of which “\*” denotes mandatory fields:
          1. Current Password\*

Requires the correct current password to be entered into the Current Password field and verified by the system side.

* + - * 1. New Password\*
        2. Confirm Password\*

Requires value to be the same as New Password value.

* 1. Appointment
     1. Allow the customer to view the calendar consisting of their booked appointment, both past and future.
        1. Default view is in terms of days for the current month.
           1. For the specific days which there are appointments, the said specific days will be marked.
        2. The customer may click on the specific day to display the calendar in terms of hours for that specific day.
           1. The duration of appointment will be display as a block starting from the appointment starting time to the appointment ending time.
           2. When mouseover, duration, the services and staff selected, if applicable are display in the hoverbox, along with the edit button if editable.

Allow the customer to edit their existing appointment bookings with its respective Date, Starting Time, Ending Time, selected Services and Staff, whenever applicable, before the then current system date and time.

Successful update of existing appointment bookings alerts the customer with a success message displayed within the iframe.

If staff is selected for the appointment booking, an email notification will be sent to the staff email address containing the details of the appointment booking upon successful appointment submission.

An email notification will be sent to the company email address containing the details of the appointment booking upon successful appointment submission.

* + - 1. Allow the customer to set the status to “Cancelled” for their existing appointment bookings with status that is not “Complete” or “Cancelled” and with its respective Date, Starting Time and Ending Time before the then current system date and time.

1. Allow customer to trigger password reset by clicking on the “Forget Password” link on the customer interface log in form on the login iframe and on the step 1 of the appointment booking process.
   1. Customer is required to enter their respective valid Customer Email Address to trigger password reset, which is to be only validated on system end upon submission of the said Customer Email Address.
   2. Triggering password reset sends an email with a randomized unique link that redirects the recipient of the said email when the said link is clicked upon to the non login password reset page.
   3. Non Login password reset page contains the following fields, of which “\*” denotes the ones that are mandatory:
      1. New Password\*
      2. Confirm Password\*
         1. Requires value to be the same as New Password value.
2. ~~Allow customer to view existing invoices involving their account with the following details:~~
3. ~~Customer Email (As per the said customer’s account)~~
4. ~~Customer Name (As per the said customer’s account)~~
5. ~~Date~~
6. ~~Time~~
7. ~~Invoice ID~~
8. ~~Item Entries~~
   * 1. ~~Serial Number~~
     2. ~~Description~~
     3. ~~Quantity~~
     4. ~~Price~~
   1. ~~Subtotal~~
9. ~~Total Price Payable~~
   * 1. ~~Value for the field is the sum of all subtotal~~
     2. ~~If GST value is defined by the Corporate Super Admin, the field name will be displayed as “Total Price Payable Including GST” instead.~~
10. ~~Total GST (System derived, hidden from customer)~~
    * 1. ~~If GST value is not defined, value for the field will not be derived.~~
      2. ~~If GST value is defined by Corporate Super Admin, value for the field is derived by the following formula:~~
         1. ~~[Total Price Payable Including GST] / [100+GST Value] x [GST Value]~~
11. ~~Total Paid~~
12. ~~Invoice Note~~
13. ~~Created By (System derived, hidden from customers)~~
14. ~~Last Updated by (System derived, hidden from customers)~~
15. Allow customers to book an appointment by providing the following details, of which “\*” denotes mandatory fields:
    1. First page the customer access via the link of a corporate account is the step 1 of the appointment booking page.
    2. Step 1
       1. Complete the login form or complete the customer registration form:
          1. Log In Form
             1. Customer Email Address\*
             2. Password\* (Validated on system end only)
          2. Customer Registration Form
             1. Customer Full Name\*
             2. Customer Email Address\*
             3. Customer Mobile Number (Situational)

If Corporate Super Admin has set Customer Mobile Number as a required field, this field will become mandatory for the registering customer.

* + - * 1. Password\*
  1. Step 2
     1. Select Services\*
        1. If Corporate Super Admin has not created any services in the system, this step is skipped automatically for the customer.
        2. If Corporate Super Admin has set service selection as “None” for booking of appointments under the corporate account settings, this step is skipped.
        3. If Corporate Super Admin has set service selection as “Singular” for booking of appointments under the corporate account settings, customer is required to select at only one.
        4. If Corporate Super Admin has set service selection as “Multiple” for booking of appointments under the corporate account settings, customer is required to select at least one but may select multiples.
           1. If Corporate Super Admin has set staff selection as “None”, unselected servicesss will remain as services are progressively selected by the customer.
           2. If Corporate Super Admin has set staff selection as “Singular”, the combination of services available for customer’s selection will be according to any singular and applicable existing staffs’ combination of services defined by the Corporate Super Admin.
        5. Allow customer to view the total duration based on the selected services.
        6. Allow customers to view the following for each service available for selection:
           1. Service Name
           2. Service Description (Situational)

To be displayed on the customer interface if such an account setting is enabled by the Corporate Super Admin.

To display the words “N.A.” if no value is entered and account settings by Corporate Super Admin enables the display of Service Description.

* + - * 1. Service Icon
        2. Price Range (Currency)

To be displayed on the customer interface if such an account setting is enabled by the Corporate Super Admin.

To display the words “Varies” if no value is entered and account settings by Corporate Super Admin enables the display of Service Price.

Price Range contains 2 fields, which one is the minimum and the other is the maximum.

If minimum field is filled, maximum field becomes enabled for input.

Maximum field value must be a value greater than the minimum field value.

If only minimum field is filled, and account setting for Price Range is enabled by the Corporate Super Admin to be displayed, only minimum field value is displayed.

If both minimum and maximum field is filled, and the account setting for Price Range is enabled by the Corporate Super Admin, the minimum and maximum value is displayed as “$X – $Y”, where X is the minimum field value and Y is the maximum field value.

* + - * 1. Duration (Minutes)
  1. Step 3
     1. Select Staff\*
        1. If Corporate Super Admin has set staff selection as “None” for booking of appointments under the corporate account settings, this step is skipped.
        2. If Corporate Super Admin has set staff selection as “Singular” for booking of appointments under the corporate account settings, customer is required to select at only one.
           1. Staffs available for selection is according to the respective staff’s service or combination of services for the specific staff defined by the Corporate Super Admin and the services selected by the customer.
           2. Customer may choose to skip this staff selection step.
        3. Allow customers to view the following for each applicable staff available for selection:
           1. Staff Salutations
           2. Staff Surname/Last Name
           3. Staff Name/First Name
           4. Staff Email
           5. Staff Mobile Number (Situational)

To be displayed on the customer interface if such an account setting is enabled by the Corporate Super Admin.

To display the words “N.A.” if no value is entered and account settings by Corporate Super Admin enables the display of Staff Mobile Number.

* + - * 1. Staff Profile Image
  1. Step 4
     1. Date\*
        1. Date selection availability is based on the following criteria:
           1. Dates that are before the then current system dates are not available for selection.
           2. Whether Operating Detail or Operating Override’s Start Time and End Time values are available.

If not available, the said date is not available for customer’s selection.

* + - * 1. If staff is selected, whether the selected staff Working Schedule or Working Schedule Override Start Time and End Time values are available.

If not available, the said date is not available for customer’s selection.

* + - * 1. Whether the available period for the said date can accommodate the total duration of the selected services.

If staff selection settings defined by Corporate Super Admin is “None”, all appointment bookings are collectively made with the corporate account.

If staff selection settings defined by Corporate Super Admin is “Singular”, appointment bookings are made with the selected staff.

If staff selection settings defined by Corporate Super Admin is “Singular”, and the customer skips the step for staff selection, appointment bookings are made with the corporate account instead.

If the appointment booking is to be made with the selected staff, the available period, which can be more than one, of the said date must be greater than the total duration of the services selected by the customer, with the available period defined as the following whenever applicable:

From Working Schedule or Working Schedule Override’s Start Time to the Starting Time of the first existing appointment with status other than “Cancelled” for the said date.

From the Ending Time of the last existing appointment with status other than “Cancelled” to the Ending time of Working Schedule or Working Schedule Override for the said date.

From the Ending Time of an earlier existing appointment with status other than “Cancelled” to the Starting Time of a later existing appointment with status other than “Cancelled” for the said date.

From Working Schedule or Working Schedule Override’s Start Time to its respective End Time.

If the appointment booking is made with the corporate account, the available period, which can be more than one, of the said date must be greater than the total duration of the services selected by the customer, with the available period defined as the following whenever applicable:

From Operating Detail or Operating Override’s Start Time to beginning of the overlapping existing appointments with status other than “Cancelled” exceeds the overlap value defined by the Corporate Super Admin for the said date.

From the end of the overlapping of existing appointments with status other than “Cancelled” that exceeds the overlap value as defined by the Corporate Super Admin to the Ending time of Operating Detail or Operating Override for the said date.

From the end of the earlier overlapping of existing appointments with status other than “Cancelled” that exceeds the overlap value as defined by the Corporate Super Admin to the beginning of the later overlapping existing appointments with status other than “Cancelled” exceeds the overlap value defined by the Corporate Super Admin the said date.

From Operating Detail or Operating Override’s Start Time to its respective End Time.

* + 1. Starting Time\*
       1. Selected from the derived list of time based on corporate super admin’s time incremental value defined.
       2. Selected from the derived options based on Corporate Super Admin’s time incremental value and the operating hours derived by the Start Time and End Time values of the applicable Operating Details or Operating Override for the selected date.
       3. Derived options are not available for selection by the customers if the said derived options and its respective derived Ending Time according to the total duration of services selected falls outside of the available periods for the said selected date, with available period defined according to the following:
          1. If the appointment booking is to be made with the selected staff, the available period, which can be more than one, of the said date must be greater than the total duration of the services selected by the customer, with the available period defined as the following whenever applicable:

From Working Schedule or Working Schedule Override’s Start Time to the Starting Time of the first existing appointment with status other than “Cancelled” for the said date.

From the Ending Time of the last existing appointment with status other than “Cancelled” to the Ending time of Working Schedule or Working Schedule Override for the said date.

From the Ending Time of an earlier existing appointment with status other than “Cancelled” to the Starting Time of a later existing appointment with status other than “Cancelled” for the said date.

From Working Schedule or Working Schedule Override’s Start Time to its respective End Time.

* + - * 1. If the appointment booking is made with the corporate account, the available period, which can be more than one, of the said date must be greater than the total duration of the services selected by the customer, with the available period defined as the following whenever applicable:

From Operating Detail or Operating Override’s Start Time to beginning of the overlapping existing appointments with status other than “Cancelled” exceeds the overlap value defined by the Corporate Super Admin for the said date.

From the end of the overlapping of existing appointments with status other than “Cancelled” that exceeds the overlap value as defined by the Corporate Super Admin to the Ending time of Operating Detail or Operating Override for the said date.

From the end of the earlier overlapping of existing appointments with status other than “Cancelled” that exceeds the overlap value as defined by the Corporate Super Admin to the beginning of the later overlapping existing appointments with status other than “Cancelled” exceeds the overlap value defined by the Corporate Super Admin the said date.

From Operating Detail or Operating Override’s Start Time to its respective End Time.

* + - 1. Derived options are not available for selection by the customers if either of the said derived options or its respective derived Ending Time according to the total duration of services is later or equals to the then current system time.
    1. Ending Time (Automated, derived base the total duration for the services selected)
  1. Step 5
     1. The customer is directed to a page that shows a success message after successful appointment booking.
     2. If staff is selected for the appointment booking, an email notification will be sent to the staff email address containing the details of the appointment booking upon successful appointment submission.
     3. An email notification will be sent to the company email address containing the details of the appointment booking upon successful appointment submission.