

Understood, Inc.

Understood, Inc.

User Guide

SCUBA Solutions

Version 1.#

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Revision History

[illegible]

1 Introduction

1.1 Purpose

The purpose of the User Guide is to walk the user through the steps of the SCUBA Solutions program. From starting up the application to creating recurring dive trips.

1.2 Scope

The objective of the SCUBA Solutions program is to design an intuitive tool for a dive shop to simplify business processes, specifically SCUBA reservations. The app allows personnel to manage customer reservations for boat-chartered dives.

2 Home

Starting the SCUBA Solutions application takes the user to the *Home* display. This display serves as the welcome screen for the company. It also contains the date and time information for the current and upcoming dive trips.

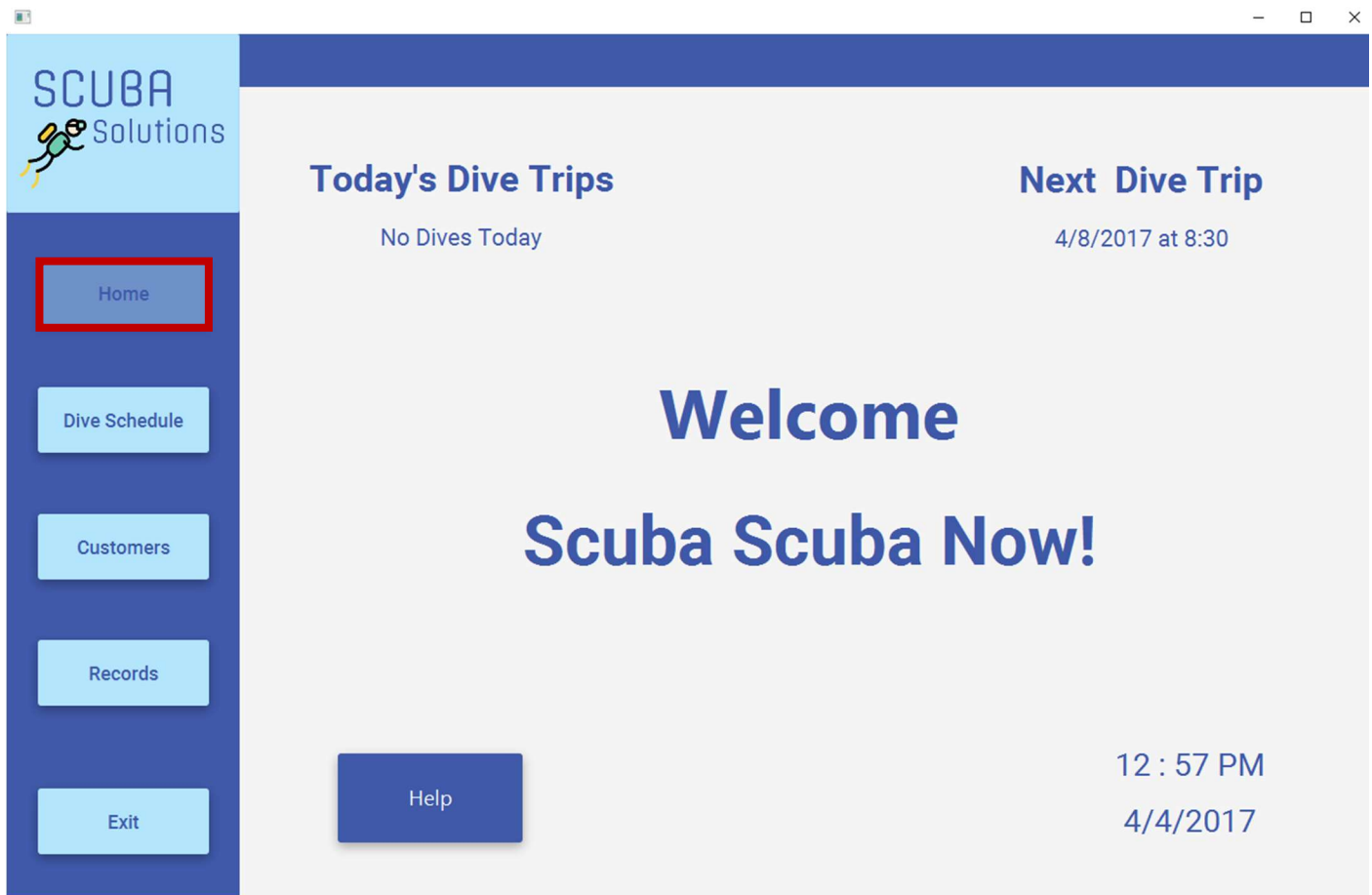


Figure 2.1 Home Screen

2.1 Today's Dive Trips [Display]:

This section displays dive trips scheduled for the current day. If no dives are scheduled, "No Dives Today" is displayed.

2.2 Next Dive Trip [Display]:

This section displays the next occurrence, after the current day, of a dive trip scheduled.

2.3 Current Time and Date [Display]:

This section displays the system's date and time.

2.4 Help [Button]:

The bottom left corner contains a help button that displays this document when selected.

2.5 Sub-Panel

The transition sub-panel contains buttons that allow the user accessibility to the other screens of this application.

These include the *Home*, *Dive Schedule*, *Customers*, and *Records* screens. There is also an *Exit* button that terminates the program.

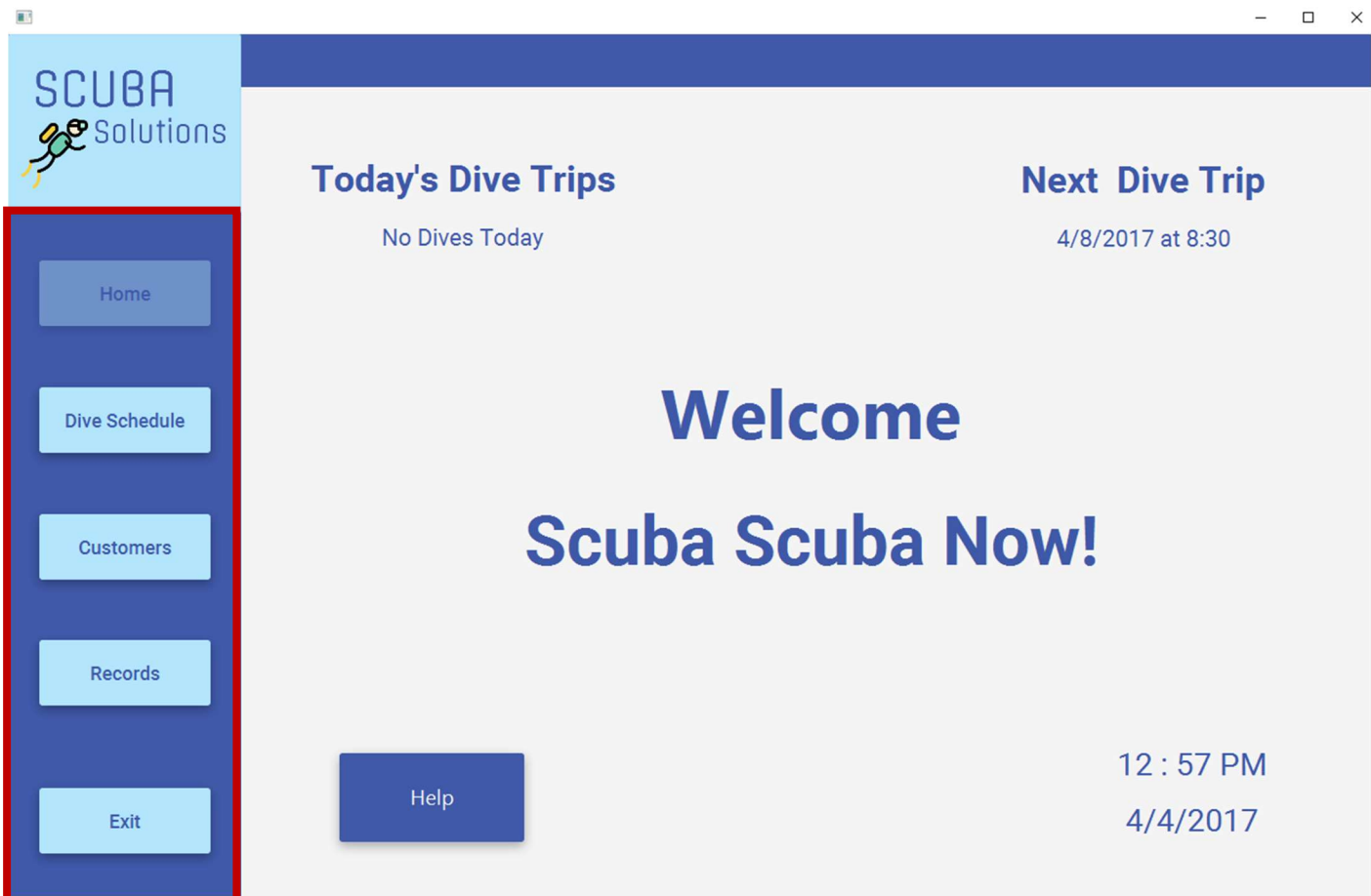


Figure 2.2 Home Screen – sub-panel

2.5.1 Home

Selecting the *Home* button transitions to the *Home* display. By default, when the program opens, the *Home* button is disabled, as the user is currently in this display.

2.5.2 Dive Schedule

Selecting the *Dive Schedule* button transitions to the *Dive Schedule* display, where the user has access to all of the company's scheduled Dive Trips and Reservations. ***See section 3 for more details.***

2.5.3 Customers

Selecting the *Customers* button transitions to the *Customers* display, where the user has access to all of the company's customer profile information. ***See section 4 for more details.***

2.5.4 Records

Selecting the *Records* button transitions to the *Records* display, where the user has access to historical data. ***See section 5 for more details.***

2.5.5 Exit

Selecting the *Exit* button allows the user to close the application. ***See section 6 for more details***

Note – Buttons are disabled when the user is actively in that display.

3 Dive Schedule

The *Dive Schedule* display contains buttons to create a *New Reservation*, *New Dive*, *Update Dive*, and *Update Reservation*. There is also a search bar where the user can search the *Dive Trips* table. The display is comprised of the *Dive Trips* table, *Reservations* table, and *Reservation Details* pane.

SCUBA Solutions

Search Dive Trips

Dive Trips					Reservations		Reservation Details
Date	Day	Start Time	Availability	Status	Full Name	Status	
06/06/2015	Saturday	08:30	6	OK	No content in table		
06/07/2015	Sunday	08:30	6	OK			
06/13/2015	Saturday	08:30	6	OK			
06/14/2015	Sunday	08:30	6	OK			
06/20/2015	Saturday	08:30	6	OK			
06/21/2015	Sunday	08:30	6	OK			
06/27/2015	Saturday	08:30	6	OK			
06/28/2015	Sunday	08:30	6	OK			
07/04/2015	Saturday	08:30	6	OK			
07/05/2015	Sunday	08:30	6	OK			
07/11/2015	Saturday	08:30	6	OK			
07/12/2015	Sunday	08:30	6	OK			
07/18/2015	Saturday	08:30	6	OK			
07/19/2015	Sunday	08:30	6	OK			
07/25/2015	Saturday	08:30	6	OK			
07/26/2015	Sunday	08:30	6	OK			
08/01/2015	Saturday	08:30	6	OK			
08/02/2015	Sunday	08:30	6	OK			
08/08/2015	Saturday	08:30	6	OK			
08/09/2015	Sunday	08:30	6	OK			

Reservation Details

First Name

Last Name

Waiver Status

Payment Status

Figure 3.1 Dive Schedule Screen

3.1 Dive Trips Table

After selecting *Dive Schedule*, the dive trips table displays, showing all scheduled dive trips.

The screenshot displays the SCUBA Solutions software interface. On the left is a vertical navigation menu with buttons for Home, Dive Schedule (highlighted), Customers, Records, and Exit. The main content area is divided into three sections. The top section, titled 'Dive Trips', contains a table with the following data:

Date	Day	Start Time	Availability	Status
06/06/2015	Saturday	08:30	6	OK
06/07/2015	Sunday	08:30	6	OK
06/13/2015	Saturday	08:30	6	OK
06/14/2015	Sunday	08:30	6	OK
06/20/2015	Saturday	08:30	6	OK
06/21/2015	Sunday	08:30	6	OK
06/27/2015	Saturday	08:30	6	OK
06/28/2015	Sunday	08:30	6	OK
07/04/2015	Saturday	08:30	6	OK
07/05/2015	Sunday	08:30	6	OK
07/11/2015	Saturday	08:30	6	OK
07/12/2015	Sunday	08:30	6	OK
07/18/2015	Saturday	08:30	6	OK
07/19/2015	Sunday	08:30	6	OK
07/25/2015	Saturday	08:30	6	OK
07/26/2015	Sunday	08:30	6	OK
08/01/2015	Saturday	08:30	6	OK
08/02/2015	Sunday	08:30	6	OK
08/08/2015	Saturday	08:30	6	OK
08/09/2015	Sunday	08:30	6	OK

The table is highlighted with a red border. To the right of the table is a 'Reservations' section with a search bar labeled 'Search Dive Trips' and a 'Clear Search' button. Below the search bar is a table with columns 'Full Name' and 'Status', which is currently empty and displays the message 'No content in table'. To the right of the 'Reservations' section is a 'Reservation Details' panel with fields for First Name, Last Name, Waiver Status, and Payment Status, and an 'Update Reservation' button. At the bottom of the interface are three buttons: 'New Reservation', 'New Dive', and 'Update Dive'.

Figure 3.1 Dive Trips Table

3.2 Reservations Table

The *Reservations* table displays customers who have requested or booked a particular dive. By default, the reservation display table is empty.

The screenshot shows the SCUBA Solutions web application interface. On the left is a sidebar with navigation buttons: Home, Dive Schedule, Customers, Records, and Exit. The main content area has a header with the SCUBA Solutions logo and a search bar labeled 'Search Dive Trips' with a 'Clear Search' button. Below the header, there are two tables: 'Dive Trips' and 'Reservations'. The 'Dive Trips' table is populated with data, while the 'Reservations' table is empty, displaying 'No content in table'. To the right of the 'Reservations' table is a 'Reservation Details' section with fields for First Name, Last Name, Waiver Status, and Payment Status, and an 'Update Reservation' button. At the bottom of the main content area are three buttons: 'New Reservation', 'New Dive', and 'Update Dive'.

Date	Day	Start Time	Availability	Status
12/31/2016	Saturday	08:30	6	OK
01/01/2017	Sunday	08:30	6	OK
01/07/2017	Saturday	08:30	6	OK
01/08/2017	Sunday	08:30	6	OK
01/14/2017	Saturday	08:30	6	OK
01/15/2017	Sunday	08:30	6	OK
01/21/2017	Saturday	08:30	6	OK
01/22/2017	Sunday	08:30	6	OK
01/28/2017	Saturday	08:30	6	OK
01/29/2017	Sunday	08:30	6	OK
02/04/2017	Saturday	08:30	6	OK
02/05/2017	Sunday	08:30	6	OK
02/11/2017	Saturday	08:30	6	OK
02/12/2017	Sunday	08:30	6	OK
02/18/2017	Saturday	08:30	6	OK
02/19/2017	Sunday	08:30	6	OK
02/25/2017	Saturday	08:30	6	OK
02/26/2017	Sunday	08:30	3	OK
04/04/2017	Tuesday	09:54	6	OK
04/05/2017	Wednes...	05:55	5	OK

Full Name	Status
No content in table	

Figure 3.2 Default Reservation Table

The user must select a dive trip to populate the *Reservations* table. Once a trip is selected, the *Reservations* table displays the customer's name and reservation status (pending or booked).

The screenshot displays the SCUBA Solutions web application interface. On the left is a navigation sidebar with buttons for Home, Dive Schedule, Customers, Records, and Exit. A red arrow points from the 'Records' button to the 'Dive Trips' table. The 'Dive Trips' table lists various dates, days, start times, and availability. The 'Reservations' table, highlighted with a red border, shows customer names and their reservation status. To the right of the 'Reservations' table is a 'Reservation Details' section with fields for First Name, Last Name, Waiver Status, and Payment Status, along with an 'Update Reservation' button. At the bottom are buttons for 'New Reservation', 'New Dive', and 'Update Dive'.

Dive Trips				
Date	Day	Start Time	Availability	Status
12/31/2016	Saturday	08:30	6	OK
01/01/2017	Sunday	08:30	6	OK
01/07/2017	Saturday	08:30	6	OK
01/08/2017	Sunday	08:30	6	OK
01/14/2017	Saturday	08:30	6	OK
01/15/2017	Sunday	08:30	6	OK
01/21/2017	Saturday	08:30	6	OK
01/22/2017	Sunday	08:30	6	OK
01/28/2017	Saturday	08:30	6	OK
01/29/2017	Sunday	08:30	6	OK
02/04/2017	Saturday	08:30	6	OK
02/05/2017	Sunday	08:30	6	OK
02/11/2017	Saturday	08:30	6	OK
02/12/2017	Sunday	08:30	6	OK
02/18/2017	Saturday	08:30	6	OK
02/19/2017	Sunday	08:30	6	OK
02/25/2017	Saturday	08:30	6	OK
02/26/2017	Sunday	08:30	3	OK
04/04/2017	Tuesday	09:54	6	OK
04/05/2017	Wednes...	05:55	5	OK

Reservations	
Full Name	Status
Carl Bumgard...	Booked
Brianna Couture	Pending

Reservation Details

First Name

Last Name

Waiver Status

Payment Status

Update Reservation

New Reservation New Dive Update Dive

Figure 3.3 Populated Reservation Table

3.3 Reservation Details Table

The *Reservation Details* pane displays the reservation information for a specific customer. By default, the *Reservation Details* display is empty.

The screenshot displays the SCUBA Solutions application window. On the left is a vertical navigation menu with buttons for Home, Dive Schedule, Customers, Records, and Exit. The main area is divided into three sections: a 'Dive Trips' table, a 'Reservations' table, and a 'Reservation Details' pane. The 'Reservation Details' pane is highlighted with a red border and contains fields for First Name, Last Name, Waiver Status, and Payment Status, along with an 'Update Reservation' button. The 'Dive Trips' table lists various dates and times, while the 'Reservations' table shows customer names and their reservation status.

Dive Trips				
Date	Day	Start Time	Availability	Status
12/31/2016	Saturday	08:30	6	OK
01/01/2017	Sunday	08:30	6	OK
01/07/2017	Saturday	08:30	6	OK
01/08/2017	Sunday	08:30	6	OK
01/14/2017	Saturday	08:30	6	OK
01/15/2017	Sunday	08:30	6	OK
01/21/2017	Saturday	08:30	6	OK
01/22/2017	Sunday	08:30	6	OK
01/28/2017	Saturday	08:30	6	OK
01/29/2017	Sunday	08:30	6	OK
02/04/2017	Saturday	08:30	6	OK
02/05/2017	Sunday	08:30	6	OK
02/11/2017	Saturday	08:30	6	OK
02/12/2017	Sunday	08:30	6	OK
02/18/2017	Saturday	08:30	6	OK
02/19/2017	Sunday	08:30	6	OK
02/25/2017	Saturday	08:30	6	OK
02/26/2017	Sunday	08:30	3	OK
04/04/2017	Tuesday	09:54	6	OK
04/05/2017	Wednes...	05:55	5	OK

Reservations	
Full Name	Status
Carl Bumgard...	Booked
Brianna Couture	Pending

Reservation Details

First Name

Last Name

Waiver Status

Payment Status

Update Reservation

Figure 3.4 Default Reservation Details

The user must select a customer to populate the *Reservation Details* pane. Once a customer is selected, the *Reservation Details* pane displays the customer's name, the waiver status, and the payment status. This pane also contains the *Update Reservation* Button, which allows the user to enter information about the waiver and payment (see section XX for further details on wavier status and payment status).

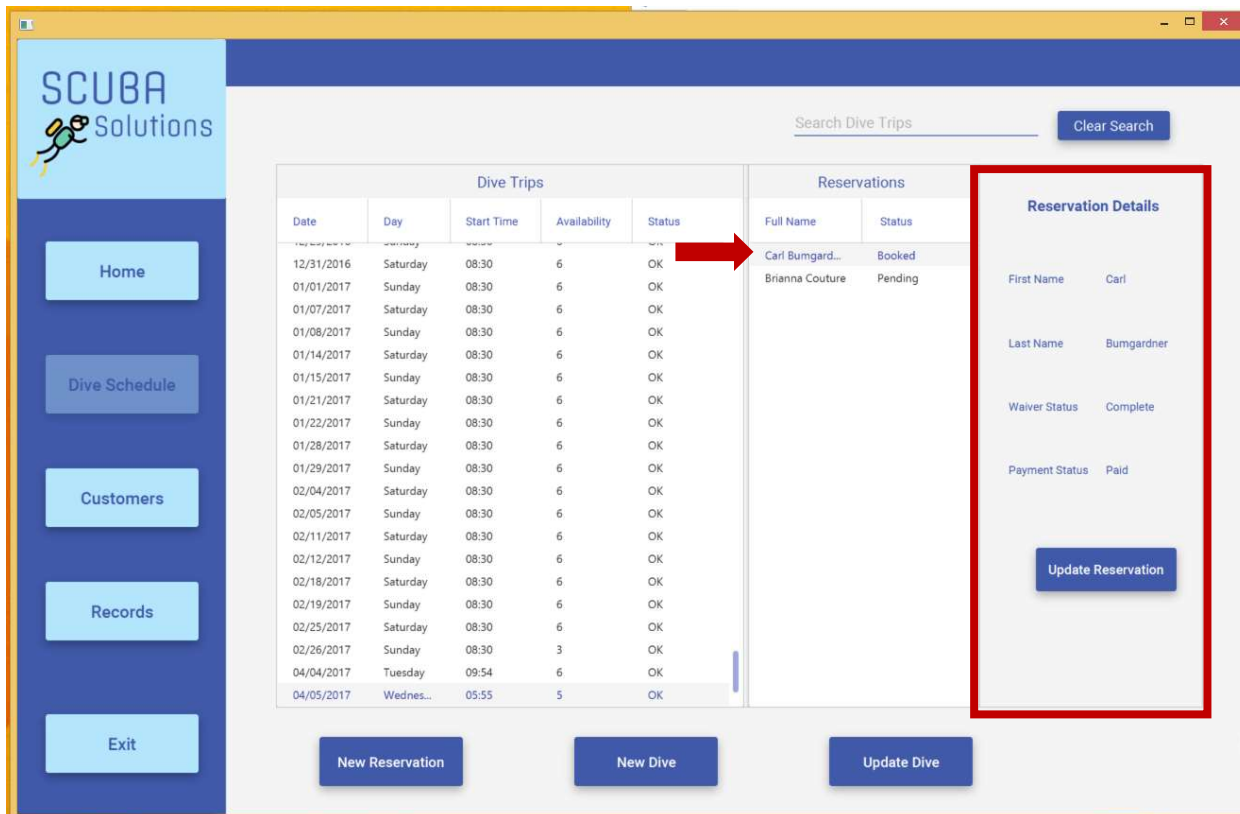


Figure 3.5 Populated Reservation Details

3.4 New Dive Button

The *New Dive* button allows the user to create new dive trip(s), either a single event or recurring events.

Note: A dive trip must be scheduled before reservations can be made.

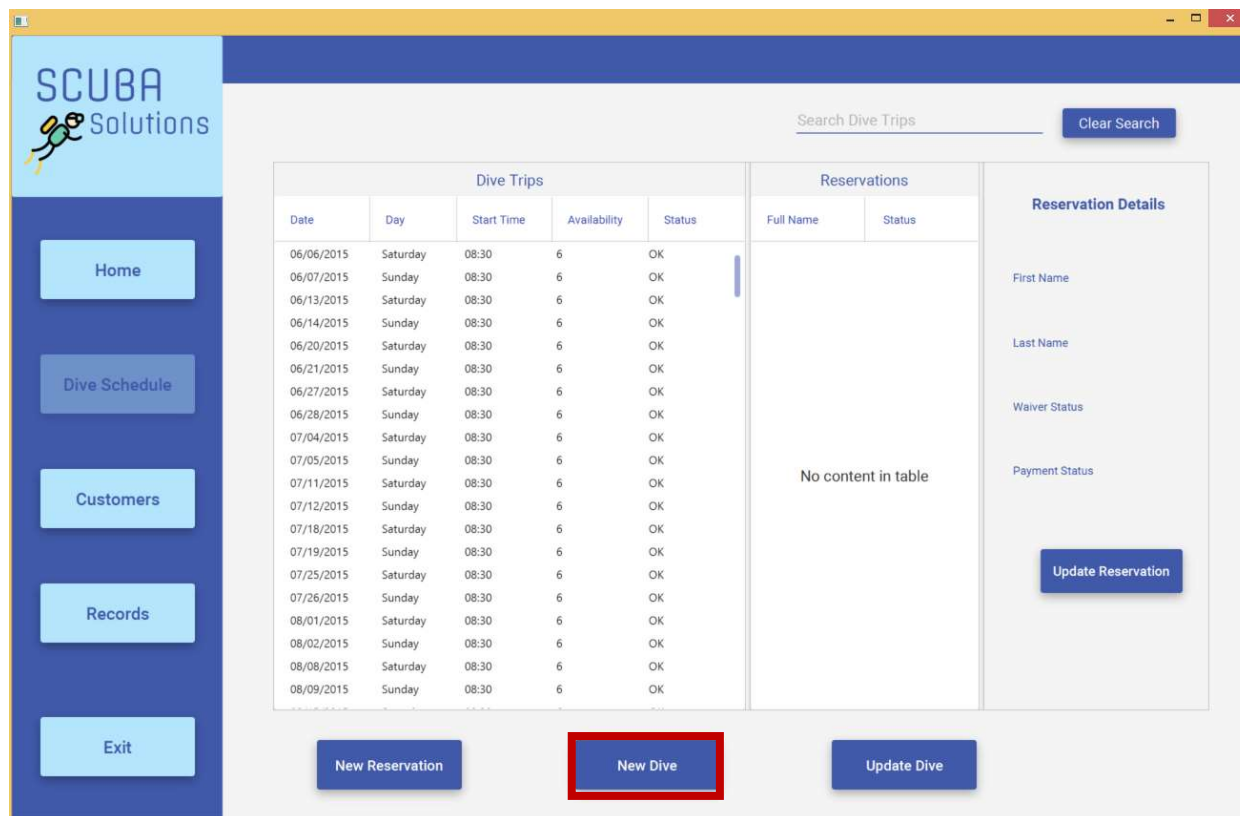


Figure 3.6 New Dive Button

3.4.1 Single Dive Trip

Selecting *New Dive* opens the New Dive dialog. By default, the *Single Dive Trip* tab is displayed. The user can create a new dive trip by:

1. Selecting the *Trip Date* (the date must be a current or future date).
2. Selecting the *Departure Time*.
3. Clicking *Save*.

Once the new dive trip is saved, it is automatically added to the end of the *Dive Trip* table.

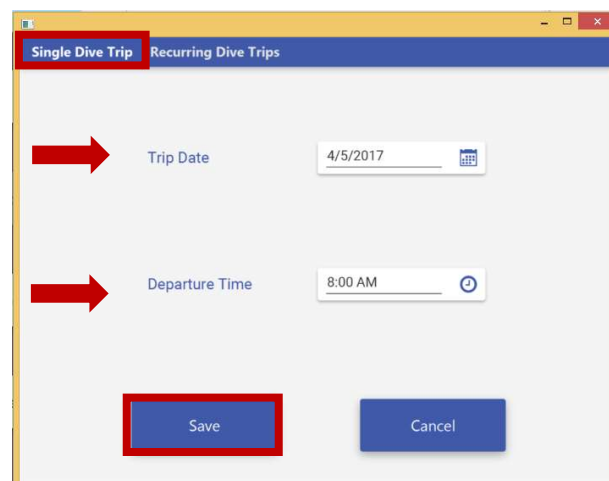


Figure 3.7 Single Dive Trip Tab

3.4.2 Recurring Dive Trip

The *Recurring Dive Trips* tab allows the user to schedule dive trips that recur on the same day and at the same time over an extended duration. The user can create a recurring dive trip by:

1. Selecting the *Start Date* for the recurrence (the date must be a current or future date and must precede the end date).
2. Selecting the *End Date* for the recurrence (the end date must be at least one week after the start date).
3. Selecting the *Day of Week* for the recurrence.
4. Selecting the *Departure Time* for the recurrence.
5. Clicking *Save*.
6. Confirming the new dives.

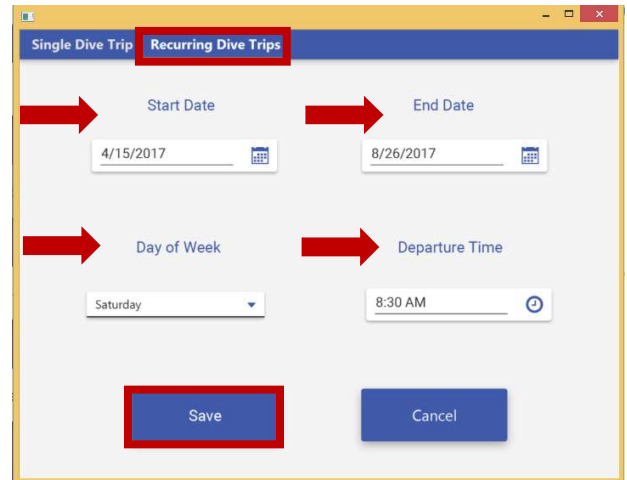
The screenshot shows a software window with two tabs: 'Single Dive Trip' and 'Recurring Dive Trips'. The 'Recurring Dive Trips' tab is active and highlighted with a red box. Below the tabs, there are four input fields: 'Start Date' with the value '4/15/2017', 'End Date' with the value '8/26/2017', 'Day of Week' with a dropdown menu showing 'Saturday', and 'Departure Time' with the value '8:30 AM'. Red arrows point to each of these four fields. At the bottom of the window, there are two buttons: 'Save' and 'Cancel'. The 'Save' button is highlighted with a red box.

Figure 3.8 Recurring Dive Trip Tab

Once the dive trips are saved, they are automatically added to the end of the *Dive Trip* table.

3.4.3 Invalid Data

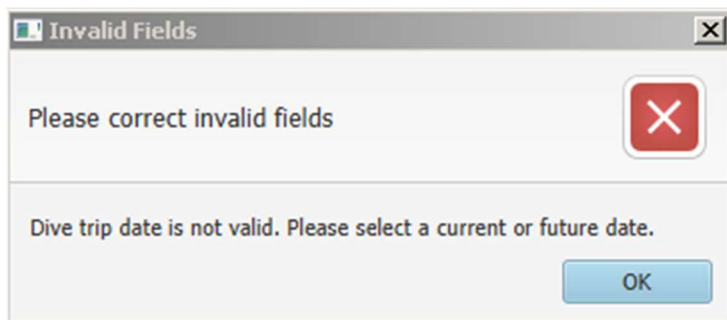


Figure 3.8 Recurring Dive Trip Tab

If there is any invalid data – an error message displays after clicking *Save*.

3.4.4 Valid Data

If all the data is valid, a confirmation dialog displays after clicking *Save*.

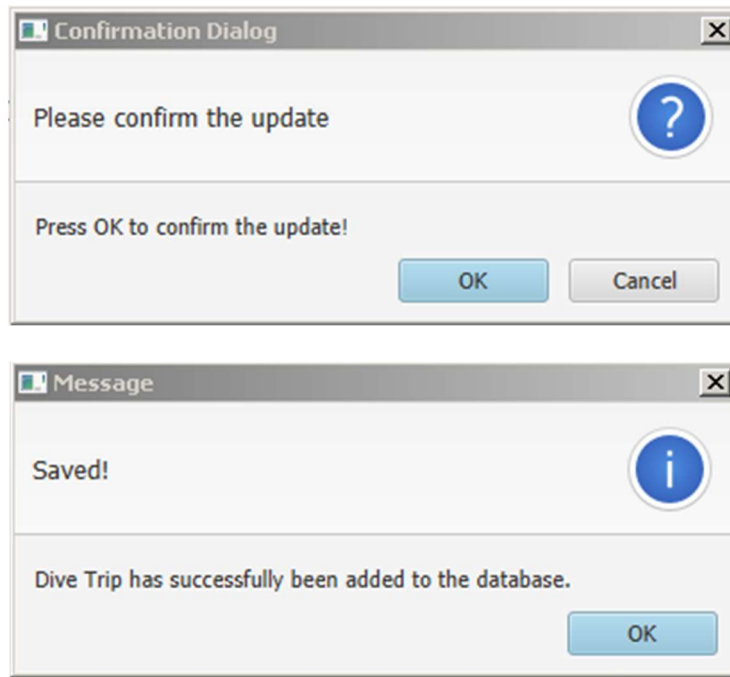


Figure 3.9 Recurring Dive Trip Tab

3.5 New Reservation Button

The *New Reservation* button allows the user to create a new reservation for a particular dive trip for an individual customer.

The screenshot displays the SCUBA Solutions web application interface. On the left is a vertical navigation menu with buttons for Home, Dive Schedule, Customers, Records, and Exit. The main content area is divided into three sections: Dive Trips, Reservations, and Reservation Details. The Dive Trips section contains a table with columns for Date, Day, Start Time, Availability, and Status, listing various dates from June to August 2015. The Reservations section has a search bar and a table with columns for Full Name and Status, currently showing 'No content in table'. The Reservation Details section includes fields for First Name, Last Name, Waiver Status, and Payment Status, along with an Update Reservation button. At the bottom of the interface, there are three buttons: New Reservation (highlighted with a red box), New Dive, and Update Dive.

SCUBA Solutions

Search Dive Trips

Dive Trips					Reservations		Reservation Details
Date	Day	Start Time	Availability	Status	Full Name	Status	
06/06/2015	Saturday	08:30	6	OK	No content in table		
06/07/2015	Sunday	08:30	6	OK			
06/13/2015	Saturday	08:30	6	OK			
06/14/2015	Sunday	08:30	6	OK			
06/20/2015	Saturday	08:30	6	OK			
06/21/2015	Sunday	08:30	6	OK			
06/27/2015	Saturday	08:30	6	OK			
06/28/2015	Sunday	08:30	6	OK			
07/04/2015	Saturday	08:30	6	OK			
07/05/2015	Sunday	08:30	6	OK			
07/11/2015	Saturday	08:30	6	OK			
07/12/2015	Sunday	08:30	6	OK			
07/18/2015	Saturday	08:30	6	OK			
07/19/2015	Sunday	08:30	6	OK			
07/25/2015	Saturday	08:30	6	OK			
07/26/2015	Sunday	08:30	6	OK			
08/01/2015	Saturday	08:30	6	OK			
08/02/2015	Sunday	08:30	6	OK			
08/08/2015	Saturday	08:30	6	OK			
08/09/2015	Sunday	08:30	6	OK			

Home
Dive Schedule
Customers
Records
Exit

First Name
Last Name
Waiver Status
Payment Status

Figure 3.10 New Reservation Button

In order to create a new reservation, the desired dive trip must be selected. If there is no dive trip selected, an error will display.

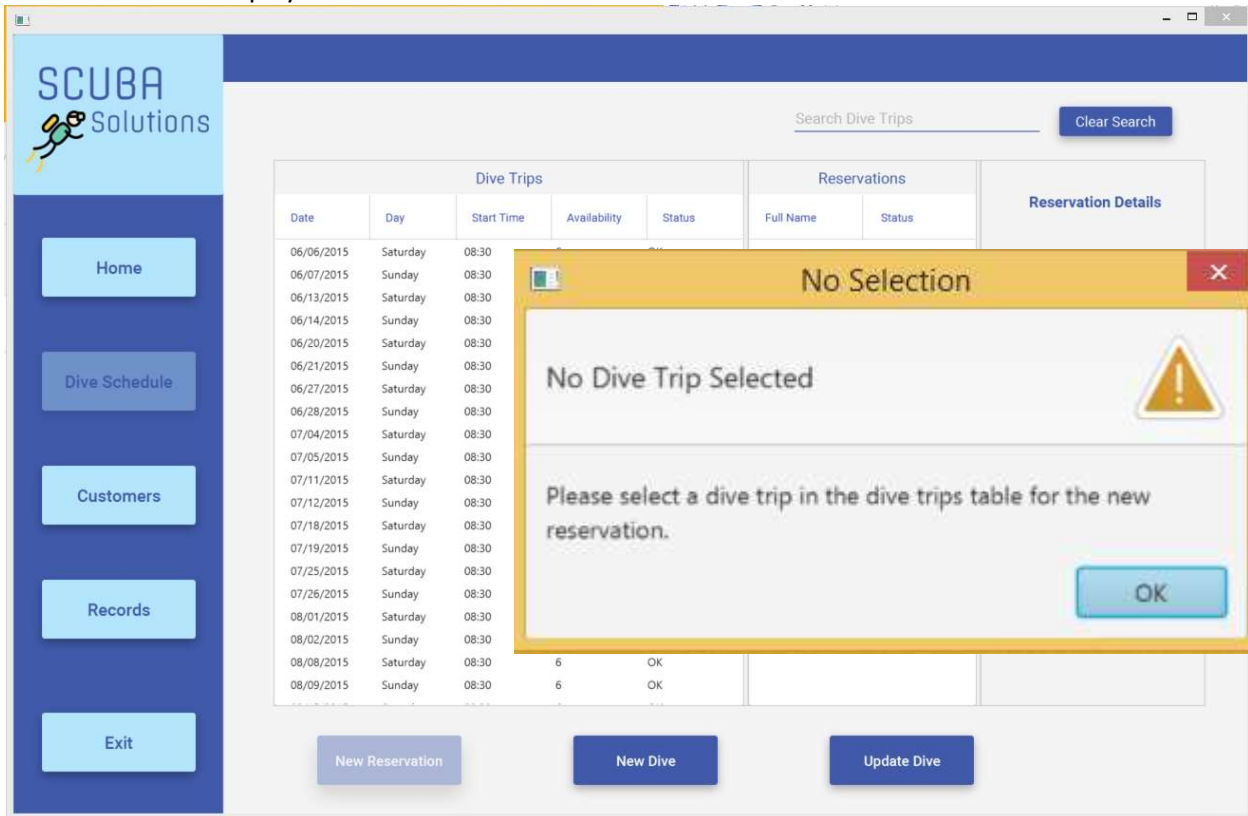


Figure 3.11 New Reservation – No Selection

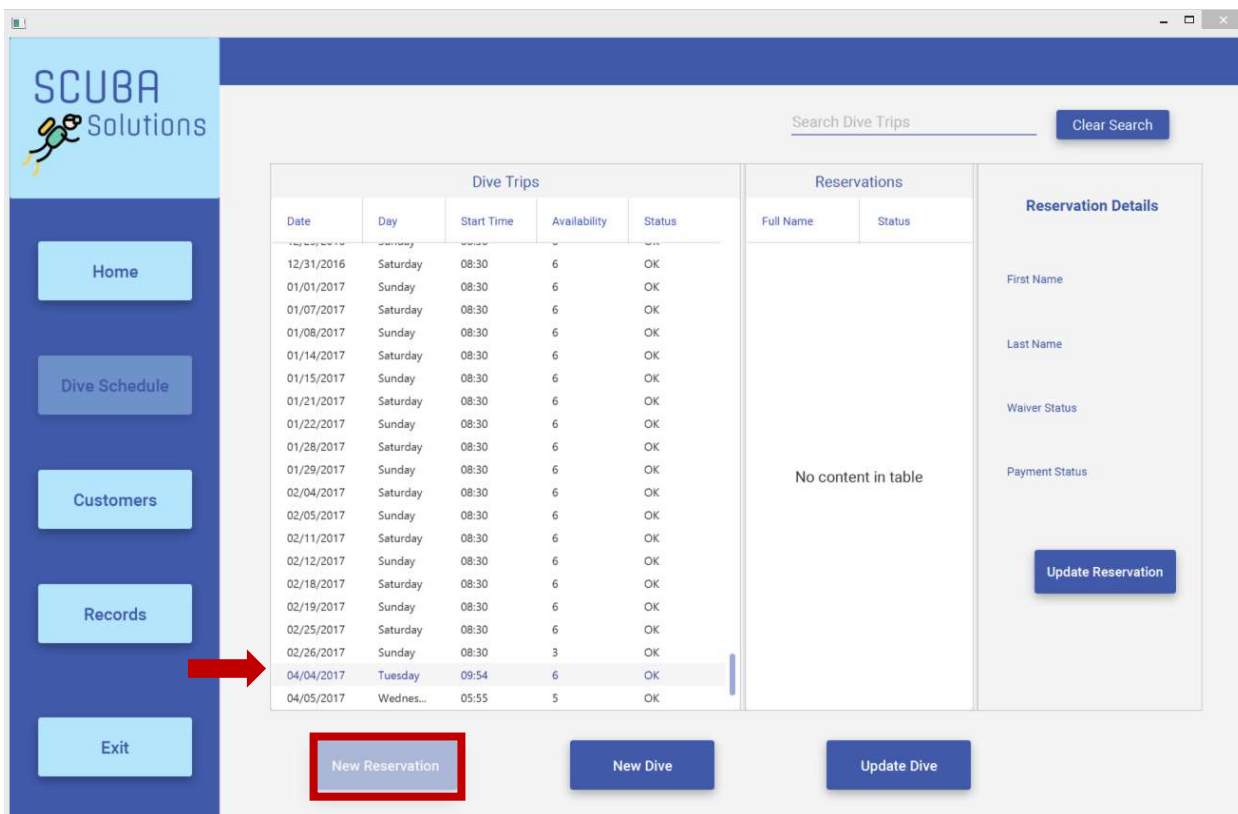


Figure 3.12 New Reservation – Dive Trip Selected

After successfully selecting a dive trip and clicking *New Reservation*, the *New Reservation – Search for Customer* popup displays. If the customer is new, the user can click *Proceed* to create a new customer profile. Alternatively, if the customer record exists, the user can enter the customer's name in the search field, select the customer, and click *Proceed*. See **section 4.1**.

The screenshot shows a window titled "New Reservation -- Search for Customer". Below the title bar is a search field labeled "Search For Customer". A table lists customer information with columns "First Name", "Last Name", and "Date of Birth". The table contains 12 rows of data. Below the table, it says "Selected Customer: Customer Not Found". At the bottom, there are two buttons: "Proceed" (highlighted with a red box) and "Cancel".

First Name	Last Name	Date of Birth
Carla	Hales	09/13/1999
Jon	Balliet	02/14/1990
Aisha	Chavis	08/20/1992
Sam	Brock	03/24/1992
Zach	Ambrose	08/23/1962
Allena	Ball	05/22/1978
Julie	Bilodeau	06/12/1966
Mara	Bergholz	04/14/1988
Carl	Bumgardner	01/14/1972
Linda	Chamblee	02/11/1958

Selected Customer: Customer Not Found

Proceed Cancel

Figure 3.13 New Reservation – New Customer

The screenshot shows the same window as Figure 3.13, but with the row for "Zach Ambrose" selected. A red arrow points to this row. Below the table, it says "Selected Customer: Zach Ambrose". At the bottom, there are two buttons: "Proceed" (highlighted with a red box) and "Cancel".

First Name	Last Name	Date of Birth
Carla	Hales	09/13/1999
Jon	Balliet	02/14/1990
Aisha	Chavis	08/20/1992
Sam	Brock	03/24/1992
Zach	Ambrose	08/23/1962
Allena	Ball	05/22/1978
Julie	Bilodeau	06/12/1966
Mara	Bergholz	04/14/1988
Carl	Bumgardner	01/14/1972
Linda	Chamblee	02/11/1958

Selected Customer: Zach Ambrose

Proceed Cancel

Figure 3.14 New Reservation – Select Existing Customer

After clicking *Proceed*, the *New Reservation – Existing Customer Profile* (or *New Customer Profile*) opens. The user can validate the customer's information and make updates if needed, then click *Confirm*.

First Name	Zach
Last Name	Ambrose
Street	5613 Calton Drive
City	Raleigh
State	NC
Postal Code	27612
Phone Number	919-800-3902
Email Address	csjpark@gmail.com
Date of Birth	8/23/1962
Certification Agency	SSI
Certification Dive No.	2143341199

Confirm Cancel

Figure 3.15 New Reservation – Existing Customer Profile

Clicking *Confirm* generates a series of confirmations and sends the reservation request email with the attached waiver.

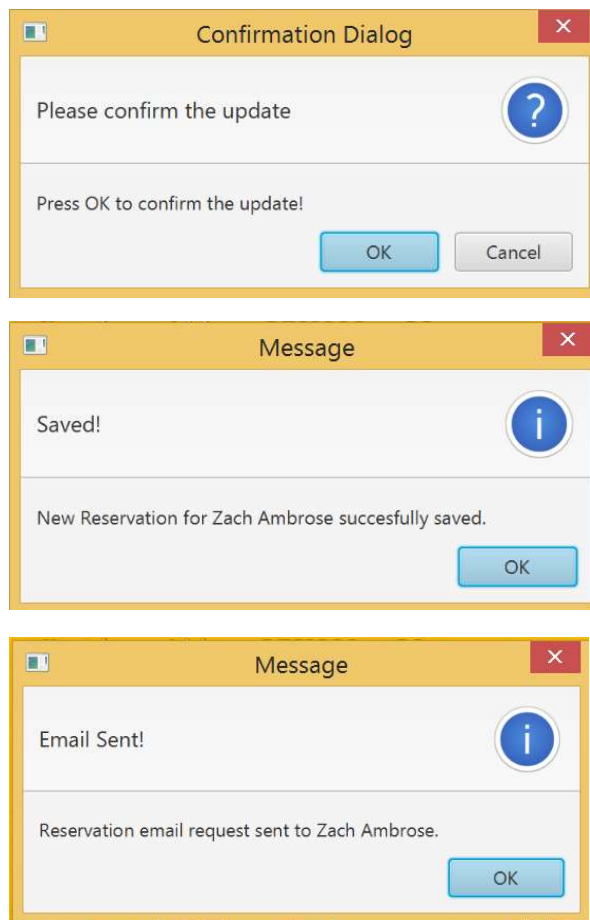


Figure 3.16 New Reservation Confirmation

Dive Reservation Request Inbox x

scubascubanow@gmail.com

Apr 2 (10 days ago) ☆



to me ▾

Diver: Sam Brock

Reservation Number: 142

Dive Date: 2017-02-19

Depart Time: 08:30

Greetings Sam,

Thank you for your interest regarding our upcoming SCUBA diving trip. In order to complete your reservation and confirm your seat on the charter boat, we need the following:

1. Please contact our office at (919) 555-9876 to submit your payment of \$150. We accept all major credit cards. When you call please reference the reservation number provided at the top of this email.

2. Please complete and return the attached waiver. This can be submitted via fax (919) 555-9875 or email (scubascubanow@gmail.com).

Once we receive your payment and completed waiver, we'll send you a confirmation email.

We look forward to diving with you soon!

Best regards, Scuba Scuba Now!

SCUBA SCUBA NOW

LIABILITY RELEASE AND EXPRESS ASSUMPTION OF RISK

Full Name: _____ Phone: _____
 Address: _____ City: _____ State: _____ Zip: _____
 Email: _____ Birth Date: _____
 Certification Agency: _____ Certification Number: _____
 Emergency Contact Name: _____ Emergency Contact Phone: _____

THIS IS A RELEASE OF YOUR RIGHTS TO SUE.

This release may be used again you or any person acting on your behalf in a court of law, should a suit be brought against any release party and/or person.

(Please read carefully, fill in all blanks and initial each paragraph before signing.)

I, _____, hereby affirm that I have been advised and
 (PLEASE PRINT YOUR NAME)

thoroughly informed of the inherent hazards of skin diving and scuba diving.

_____ I understand and agree that neither SCUBA SCUBA NOW Inc., the charter boat: Sea Slipper nor any of their respective employees, officers, agents, or assigns, (hereinafter referred to as "Released Parties") may be held responsible in any way for any injury, death, or other damages to me and my family, heirs, or assigns that may occur as a result of my participation in this diving charter or as a result of any negligence, WANTON or WILLFUL, of a party, including the Released Parties, whether passive or active.

_____ I acknowledge that I am a certified scuba diver trained in safe diving practices and am aware of the risks inherent in this sport and accept these risks.

_____ I also understand that skin diving and scuba diving are physically strenuous activities and that while being physically fit I will be exerting myself, and that if I am injured in any way, that I expressly assume the risk of said injuries.

_____ I further save and hold harmless the released parties from any claim or lawsuit by me, my family, estate, heirs, or assigns, arising out of my participation in said charter(s) including both claims arising during the charter(s) or after said charter(s).

_____ I further state that I am of lawful age and legally competent to sign this release, or that I have acquired the written consent of my parent or guardian.

_____ Further, I understand that even following all appropriate dive practices, diving with compressed air involves certain inherent risks; decompression sickness, embolism, or other hyperbaric injuries can occur that require treatment in a recompression chamber. I further understand that the charter(s) may be conducted at a site that is remote, either by time or distance or both, from such a recompression chamber. I still chose to proceed with said charter(s) in spite of the absence of a recompression chamber in proximity to the dive site.

_____ In consideration of being allowed to participate in said charter(s), I hereby personally assume all risks in connection with said charter(s), for any harm, injury or damage that may befall me while I participating in said charter(s), including all risks connected therewith, whether foreseen or unforeseen.

_____ I affirm that I am in good mental and physical fitness for diving, and that I am not under the influence of alcohol, nor am I under the influence of any drugs that are contradictory to diving. If I am taking medication, I affirm that I have seen a physician and have approval to dive while under the influence of the medication/drugs.

_____ I am aware of the dangers of breath holding while diving, and I will not hold any of the Released Parties responsible if I am injured doing so.

_____ I am aware that I will be diving with a buddy, and it will be our responsibility to plan our dive allowing for our diving limitations and the prevailing water conditions. I will not hold any of the Released Parties responsible for my failure to safely plan my dive and dive my plan.

_____ I will inspect all of my equipment prior to the activity and will not hold any of the Released Parties responsible for my failure to inspect my equipment prior to the dive.

_____ I understand that the terms herein are contractually binding and not a mere recital and that I have signed this document of my own free act.

IT IS MY INTENT TO EXEMPT AND RELEASE ALL RELEASED PARTIES, FROM ALL LIABILITY OR RESPONSIBILITY WHATSOEVER FOR PERSONAL INJURY, PROPERTY DAMAGE OR WRONGFUL DEATH HOWEVER CAUSED, INCLUDING BUT NOT LIMITED TO, THE NEGLIGENCE OF THE RELEASED PARTIES, WHETHER PASSIVE OR ACTIVE, AND FOREVER SAVE AND HOLD HARMLESS THE RELEASED PARTIES BY MY SIGNATURE OF THIS INSTRUMENT.

I HAVE READ, UNDERSTAND AND HAVE INFORMED MYSELF OF THE CONTENTS OF THIS LIABILITY RELEASE AND EXPRESS ASSUMPTION OF RISK BY READING IT BEFORE I SIGNED IT ON BEHALF OF MYSELF AND MY HEIRS.

Signature _____

Date Signed _____

After the above series of confirmations, the customer reservation displays in the *Reservations* table with the status of *Pending*. The customer will need to provide specific information in order to have their dive booked. See **section 4.1**.

The screenshot displays the SCUBA Solutions web application interface. On the left is a blue sidebar with navigation buttons: Home, Dive Schedule, Customers, Records, and Exit. The main content area has a blue header with the SCUBA Solutions logo and a search bar labeled 'Search Dive Trips' with a 'Clear Search' button. Below the header, there are three main sections: 'Dive Trips', 'Reservations', and 'Reservation Details'.

The 'Dive Trips' table lists dates from 12/24/2016 to 02/26/2017, all with a status of 'OK'. The 'Reservations' table shows a single entry for 'Zach Ambrose' with a status of 'PENDING', which is highlighted with a red border. The 'Reservation Details' section on the right includes fields for First Name, Last Name, Waiver Status, and Payment Status, along with an 'Update Reservation' button.

At the bottom of the interface are three buttons: 'New Reservation', 'New Dive', and 'Update Dive'.

Dive Trips				
Date	Day	Start Time	Availability	Status
12/24/2016	Saturday	08:30	6	OK
12/25/2016	Sunday	08:30	6	OK
12/31/2016	Saturday	08:30	6	OK
01/01/2017	Sunday	08:30	6	OK
01/07/2017	Saturday	08:30	6	OK
01/08/2017	Sunday	08:30	6	OK
01/14/2017	Saturday	08:30	6	OK
01/15/2017	Sunday	08:30	6	OK
01/21/2017	Saturday	08:30	6	OK
01/22/2017	Sunday	08:30	6	OK
01/28/2017	Saturday	08:30	6	OK
01/29/2017	Sunday	08:30	6	OK
02/04/2017	Saturday	08:30	6	OK
02/05/2017	Sunday	08:30	6	OK
02/11/2017	Saturday	08:30	6	OK
02/12/2017	Sunday	08:30	6	OK
02/18/2017	Saturday	08:30	6	OK
02/19/2017	Sunday	08:30	6	OK
02/25/2017	Saturday	08:30	6	OK
02/26/2017	Sunday	08:30	6	OK

Reservations	
Full Name	Status
Zach Ambrose	PENDING

Reservation Details

First Name

Last Name

Waiver Status

Payment Status

Update Reservation

New Reservation New Dive Update Dive

Figure 3.17 New Reservation – Pending Customer Reservation

3.6 Update Reservation Button

The *Update Reservation* button allows the user to enter payment and waiver information for the selected customer. (Note: A dive trip and customer must first be selected.)

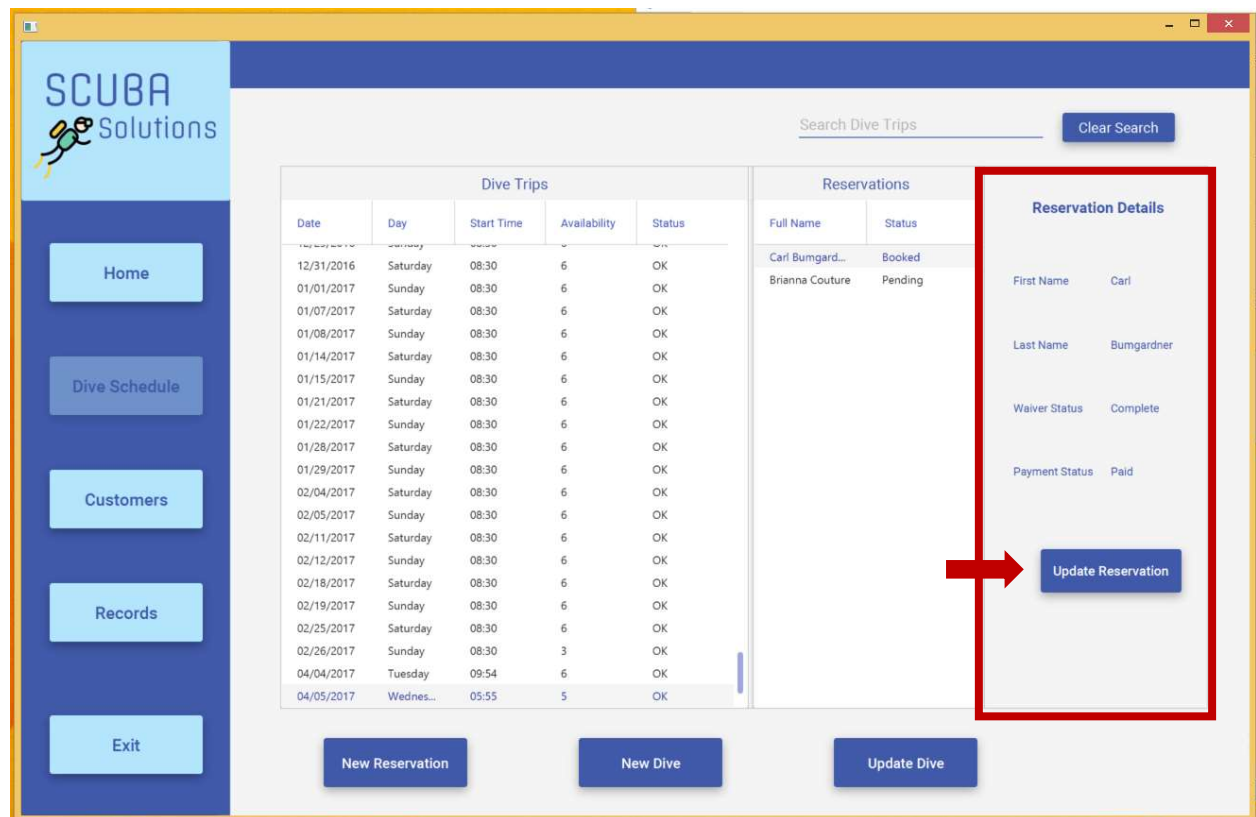


Figure 3.18 Update Reservation Button

After clicking the *Update Reservation* button, a dialog box displays with fields to enter payment and waiver information.

The dialog box is titled "Payment Information" and "Waiver Information". It contains the following fields and values:

Field	Value
CC Confirm No.	1779658
Date Processed	4/5/2017
Amount	150
Date Signed	4/5/2017
ER First Name	Jacques
ER Last Name	Cousteau
ER Phone Number	919-555-1212

Buttons: Save, Cancel

Figure 3.19 Update Reservation

3.6.1 Update Reservation Payment

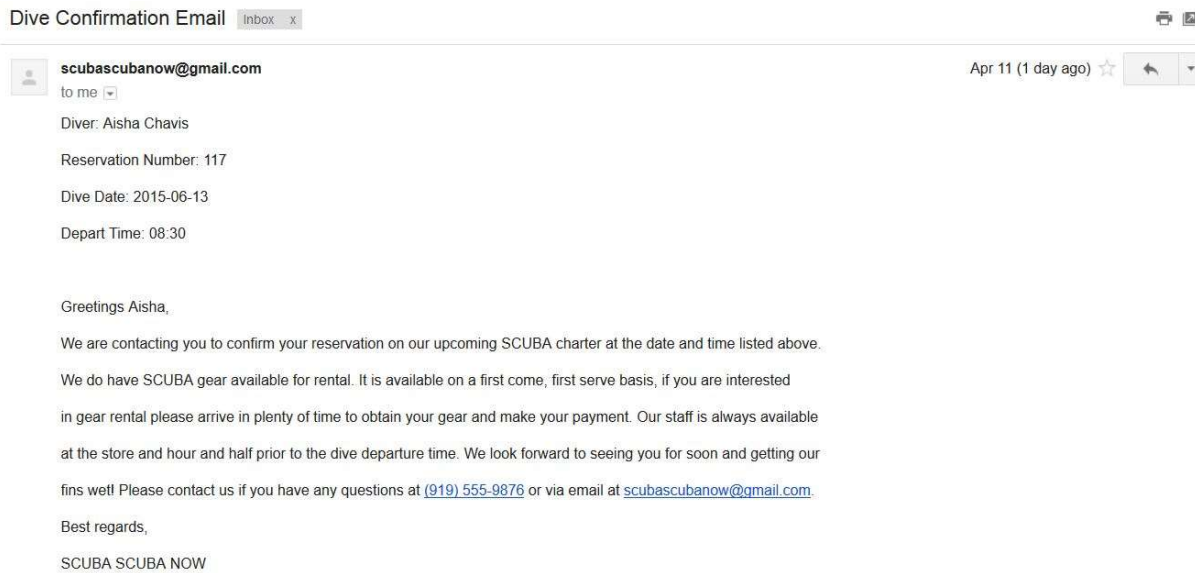
1. Select the CC Confirm No. text box and enter the payment credit card conformation number.
2. Select the calendar icon next to the Date Processed box. A calendar box will appear.
3. Select the date that the payment was processed. (Note – the date must be a current or past date).
4. Select the Amount text box.
5. Enter the amount of the payment received. Note - The amount must be 150.
6. If the waiver information also needs to be updated, **see section 3.6.2**. If the update is complete click *Save*.

3.6.2 Update Reservation Waiver

1. Select the calendar icon next to the Date Signed box. A calendar box will appear.
2. Select the date that the waiver was signed. (Note – the date must be a current or past date).
3. Select the text box next to ER First Name.
4. Enter the first name of the customer's emergency contact.
5. Repeat steps 3 and 4 for ER Last Name.
6. Select the ER Phone Number text box.
7. Enter the emergency contact's phone number.
8. If the payment information also needs to be updated, **see section 3.6.1**. If the update is complete click *Save*.

Note – A new waiver must be completed for each dive trip.

Once the waiver status is *Complete* and the payment status is *Paid*, the customer's status in the *Reservations* table is changed from *Pending* to *Booked* and a dive confirmation email is sent.



3.7 Update Dive Button

The *Update Dive* button opens the *Update Dive Trip* dialog, where the user can update the trip status for a selected dive trip. The purpose of the dialog is to cancel a dive trip due to unfavorable weather conditions. The current trip status is indicated by the pre-selected radio button: *OK* or *Cancelled*. The trip status can also be changed back to *OK*.

If a dive trip is not selected before clicking *Update Dive*, an error message displays.

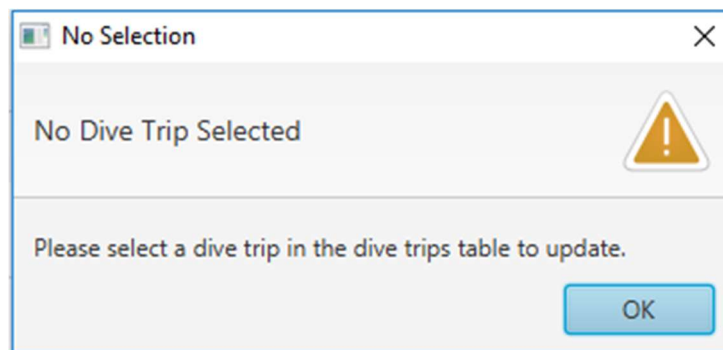
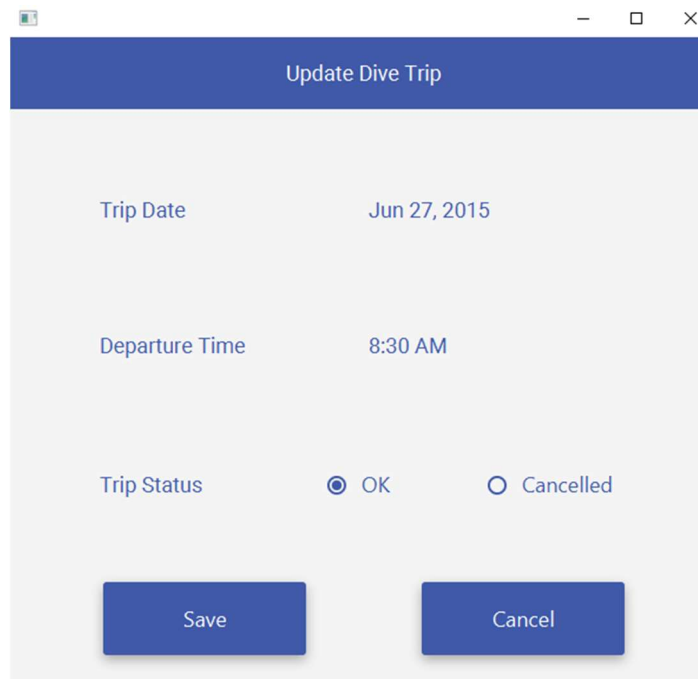


Figure 3.20 Dive Trip – No Selection

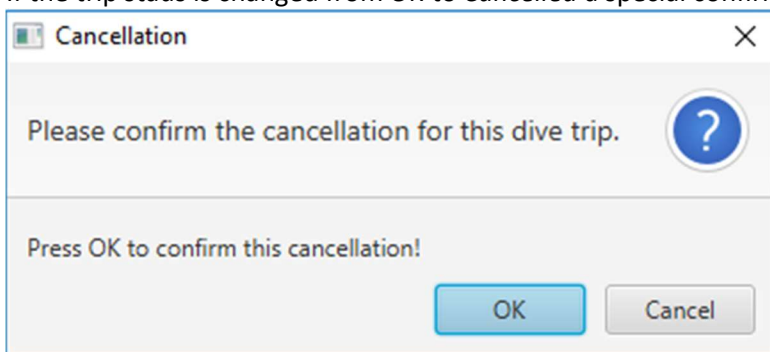


The 'Update Dive Trip' dialog box has a blue header bar with the title 'Update Dive Trip'. Below the header, the form contains three sections: 'Trip Date' with the value 'Jun 27, 2015', 'Departure Time' with the value '8:30 AM', and 'Trip Status' with two radio buttons, 'OK' (which is selected) and 'Cancelled'. At the bottom of the dialog are two blue buttons: 'Save' and 'Cancel'.

Figure 3.21 Update Dive Trip

1. Select the desired status by clicking the corresponding radio button: *OK* or *Cancelled*.
2. Click *Save*.

If the trip status is changed from *OK* to *Cancelled* a special confirmation dialog displays confirming cancellation.



The 'Cancellation' dialog box has a light gray background and a blue border. It features a title bar with the text 'Cancellation' and a close button (X). The main content area contains the text 'Please confirm the cancellation for this dive trip.' followed by a blue circular icon with a white question mark. Below this, it says 'Press OK to confirm this cancellation!'. At the bottom right, there are two buttons: a blue 'OK' button and a gray 'Cancel' button.

Figure 3.22 Confirm Dive Trip Cancellation

Once *OK* is selected on the confirmation dialog – cancellation emails are sent to all customers with reservations on the now cancelled dive.

Dive Cancellation Notice inbox x**Scuba Scuba** <scubascubanow@gmail.com>

Apr 5 (7 days ago) ☆



to me ▾

Diver: Mara Bergholz

Reservation Number: 107

Dive Date: 2017-04-08

Departure Time: 08:30

Greetings Mara,

We are contacting you to let you know that your upcoming dive has unfortunately been canceled due to forecasted inclement weather. Safety is our first concern, and we appreciate your understanding.

Please contact our office to reschedule your dive event. You can reach us at [\(919\) 555-9876](tel:9195559876) or at scubascubanow@gmail.com.

Best regards,
SCUBA SCUBA NOW

3.8 Search Dive Trips

The *Search Dive Trips* accepts a search value entered by the user. The search function matches the value entered by the user with the fields *Date*, *Day*, *Start Time*, and *Availability* in the *Dive Trips* table. The results are displayed in the *Dive Trips* table.

To view more information regarding a specific dive, select the record and view the information in the *Reservations* table or *Reservation Details* pane.

The screenshot displays the SCUBA Solutions web application. On the left is a blue sidebar with navigation buttons: Home, Dive Schedule, Customers, Records, and Exit. The main content area has a top header with the SCUBA Solutions logo. Below the header, there is a search bar labeled "Search Dive Trips" with a "Clear Search" button next to it. The search bar is highlighted with a red rectangle. Below the search bar, there are two tables: "Dive Trips" and "Reservations". The "Dive Trips" table has columns: Date, Day, Start Time, Availability, and Status. It contains 20 rows of data. The "Reservations" table has columns: Full Name and Status. It is currently empty, displaying "No content in table". To the right of the "Reservations" table is a "Reservation Details" pane with fields for First Name, Last Name, Waiver Status, and Payment Status, and an "Update Reservation" button. At the bottom of the main content area, there are three buttons: "New Reservation", "New Dive", and "Update Dive".

Dive Trips				
Date	Day	Start Time	Availability	Status
06/06/2015	Saturday	08:30	6	OK
06/07/2015	Sunday	08:30	6	OK
06/13/2015	Saturday	08:30	6	OK
06/14/2015	Sunday	08:30	6	OK
06/20/2015	Saturday	08:30	6	OK
06/21/2015	Sunday	08:30	6	OK
06/27/2015	Saturday	08:30	6	OK
06/28/2015	Sunday	08:30	6	OK
07/04/2015	Saturday	08:30	6	OK
07/05/2015	Sunday	08:30	6	OK
07/11/2015	Saturday	08:30	6	OK
07/12/2015	Sunday	08:30	6	OK
07/18/2015	Saturday	08:30	6	OK
07/19/2015	Sunday	08:30	6	OK
07/25/2015	Saturday	08:30	6	OK
07/26/2015	Sunday	08:30	6	OK
08/01/2015	Saturday	08:30	6	OK
08/02/2015	Sunday	08:30	6	OK
08/08/2015	Saturday	08:30	6	OK
08/09/2015	Sunday	08:30	6	OK

Reservations	
Full Name	Status
No content in table	

Reservation Details

First Name

Last Name

Waiver Status

Payment Status

Update Reservation

New Reservation New Dive Update Dive

Figure 3.33 Search Dive Trips

4 Customers

After selecting *Customers*, the customers table displays all customers stored in the system. By default, the *Customer Details* display is empty.

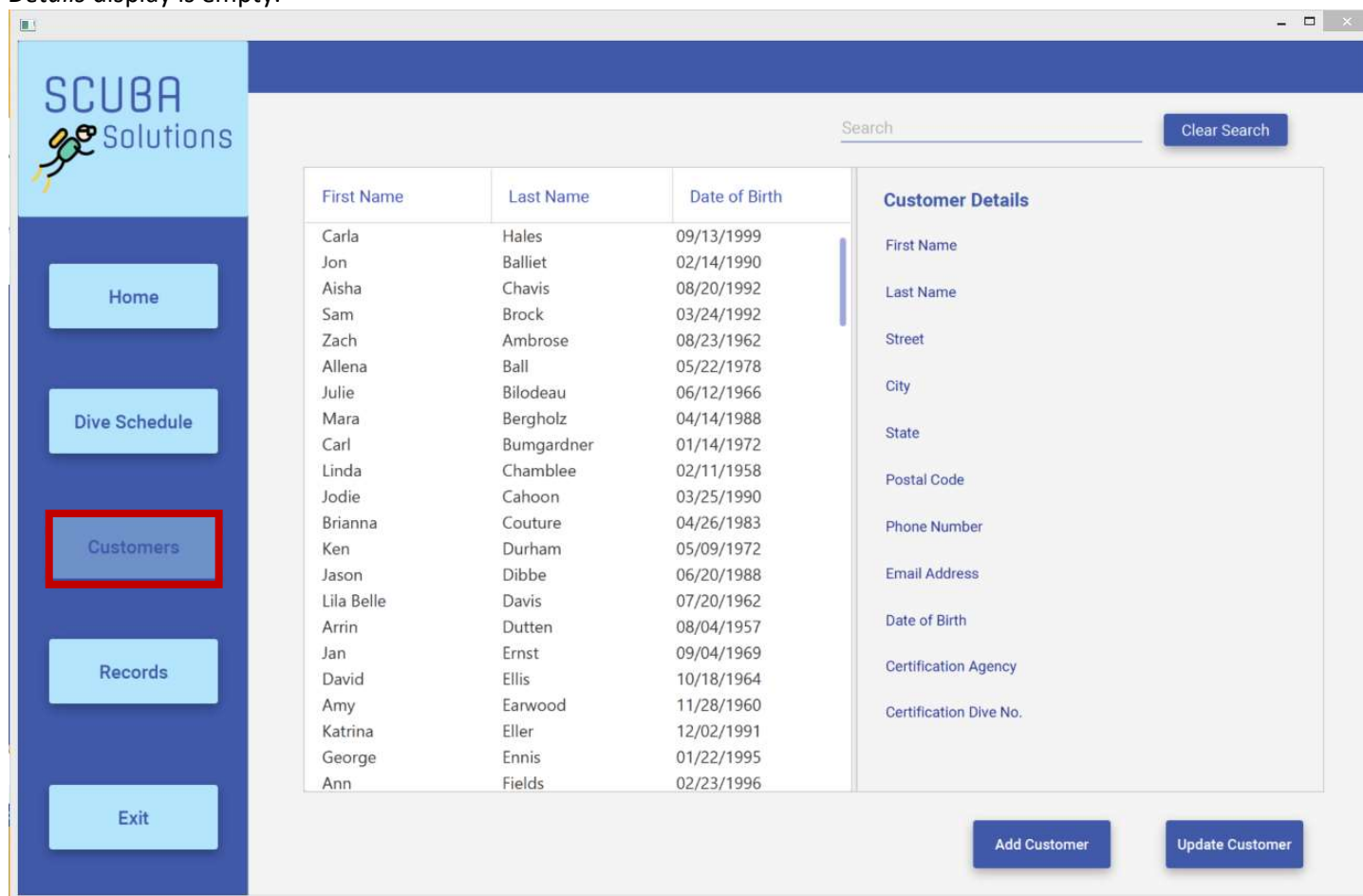


Figure 4.1 Customers

Customers Table: This table displays all the customer profiles stored for the company. The table columns display the *First Name*, *Last Name*, and *Date of Birth* of the customer.

Customer Details: This pane displays all the information for the selected customer in the customers table.

4.1 Add Customer

The *Add Customer* button opens the *Add Customer* dialog, where the user can create a new customer record.

SCUBA Solutions

Search

First Name	Last Name	Date of Birth
Carla	Hales	09/13/1999
Jon	Balliet	02/14/1990
Aisha	Chavis	08/20/1992
Sam	Brock	03/24/1992
Zach	Ambrose	08/23/1962
Allena	Ball	05/22/1978
Julie	Bilodeau	06/12/1966
Mara	Bergholz	04/14/1988
Carl	Bumgardner	01/14/1972
Linda	Chamblee	02/11/1958
Jodie	Cahoon	03/25/1990
Brianna	Couture	04/26/1983
Ken	Durham	05/09/1972
Jason	Dibbe	06/20/1988
Lila Belle	Davis	07/20/1962
Arrin	Dutten	08/04/1957
Jan	Ernst	09/04/1969
David	Ellis	10/18/1964
Amy	Earwood	11/28/1960
Katrina	Eller	12/02/1991
George	Ennis	01/22/1995
Ann	Fields	02/23/1996

Customer Details

First Name

Last Name

Street

City

State

Postal Code

Phone Number

Email Address

Date of Birth

Certification Agency

Certification Dive No.

Figure 4.2 Add Customer

Adding a new customer in the dialog:

Enter the customer's information in the relevant fields.

Notes: The postal code must be 5 digits.

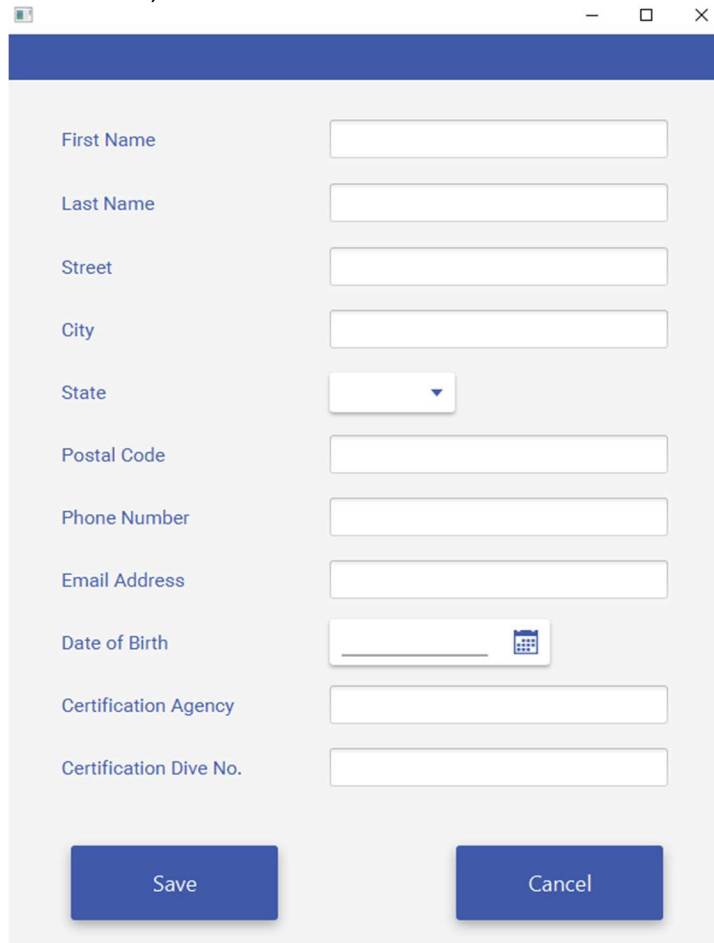
The phone number must be in the format ###-###-####.

The email address must be in a valid email format.

The customer must be at least 18 years of age.

The certification dive number must be numeric.

Click *Save* to add the new customer profile. The new customer records will display at the end of the *Customers* table.



The image shows a software window titled "Understood, Inc. – User Guide – SCUBA Solutions" with standard window controls (minimize, maximize, close). The window contains a form for adding a new customer. The form has a blue header bar. Below the header, there are ten input fields arranged vertically: "First Name", "Last Name", "Street", "City", "State" (a dropdown menu), "Postal Code", "Phone Number", "Email Address", "Date of Birth" (with a calendar icon), "Certification Agency", and "Certification Dive No.". At the bottom of the form are two blue buttons: "Save" and "Cancel".

Field Label	Field Type
First Name	Text Input
Last Name	Text Input
Street	Text Input
City	Text Input
State	Dropdown Menu
Postal Code	Text Input
Phone Number	Text Input
Email Address	Text Input
Date of Birth	Text Input with Calendar Icon
Certification Agency	Text Input
Certification Dive No.	Text Input

Buttons: Save, Cancel

Figure 4.3 Add New Customer Dialog

4.2 Update Customer

The *Update Customer* button opens the *Update Customer* dialog, where the user can update an existing customer's profile.

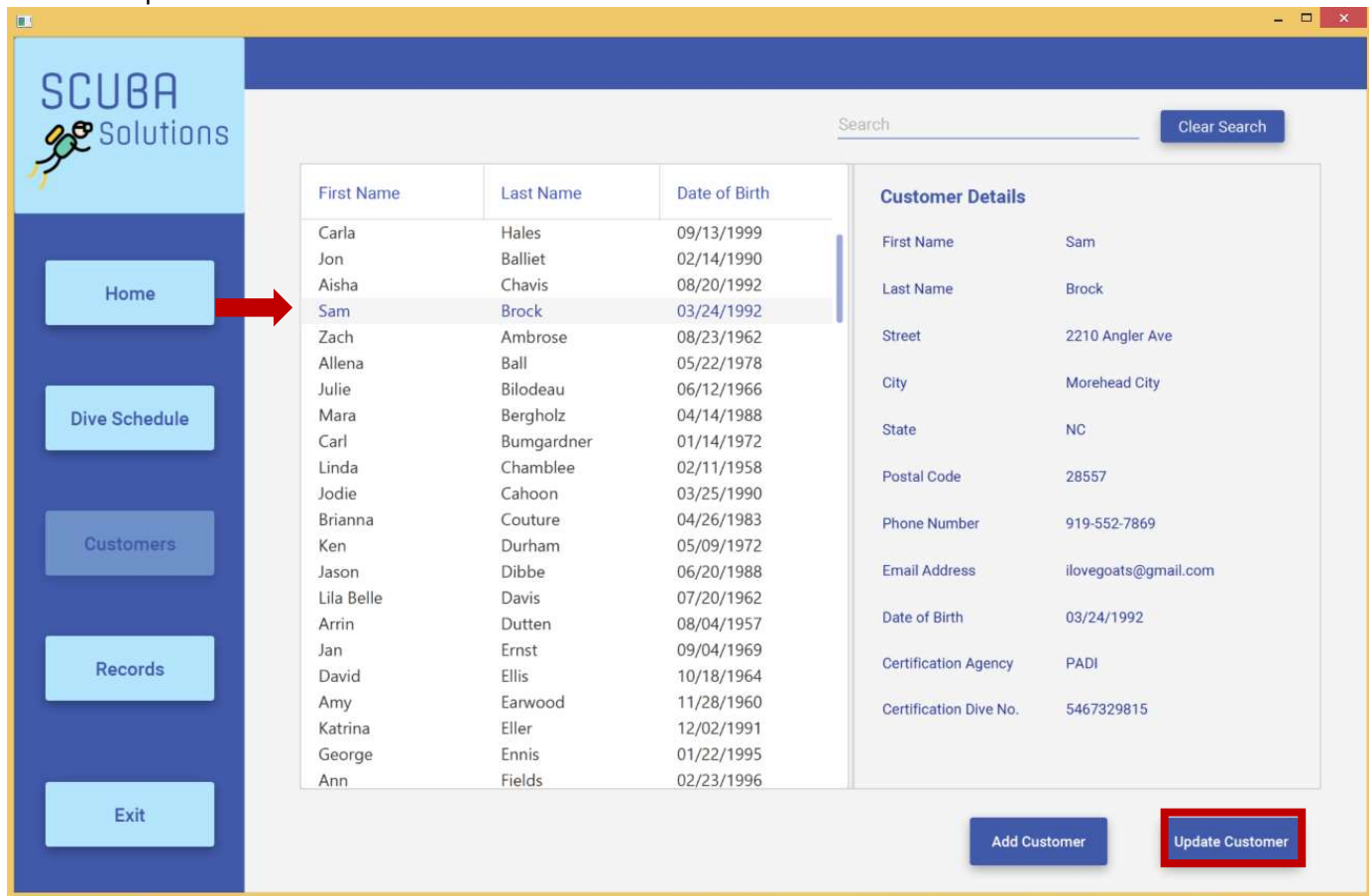


Figure 4.4 Update Customer

If a customer is not selected before clicking *Update Customer*, an error message displays.

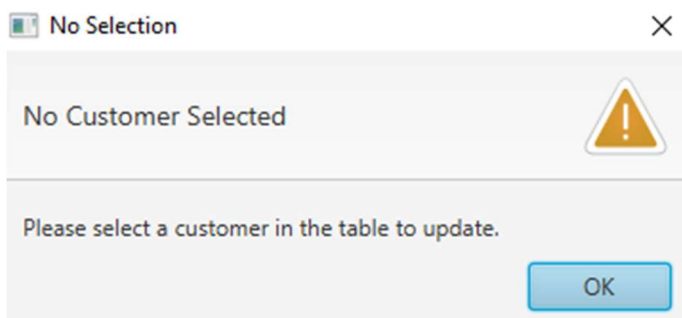
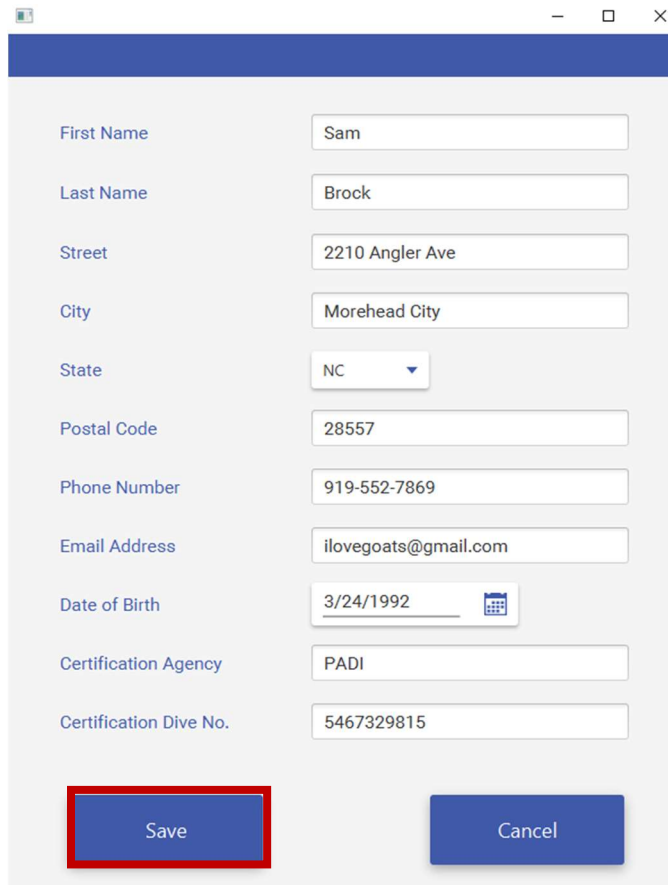


Figure 4.5 Update Customer – No Selection

The user can update the customer's information by editing the text fields with the corresponding values. The values entered must adhere to the data validation rules [see 4.1](#).



A screenshot of a web application window titled "Update Customer Dialog". It contains a form with the following fields: First Name (Sam), Last Name (Brock), Street (2210 Angler Ave), City (Morehead City), State (NC), Postal Code (28557), Phone Number (919-552-7869), Email Address (ilovegoats@gmail.com), Date of Birth (3/24/1992), Certification Agency (PADI), and Certification Dive No. (5467329815). At the bottom, there are two buttons: "Save" (highlighted with a red border) and "Cancel".

Figure 4.6 Update Customer Dialog

Clicking *Save* opens a *Confirmation Dialog*. Clicking *OK*, confirms the customer's information update.

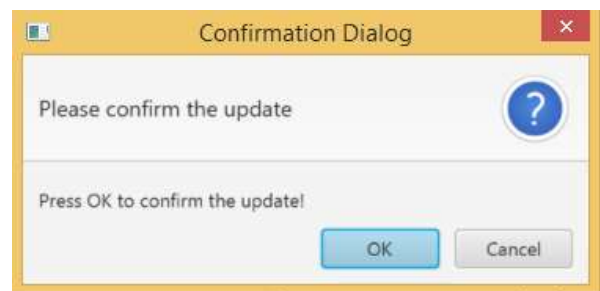


Figure 4.7 Update Customer – Confirm Update

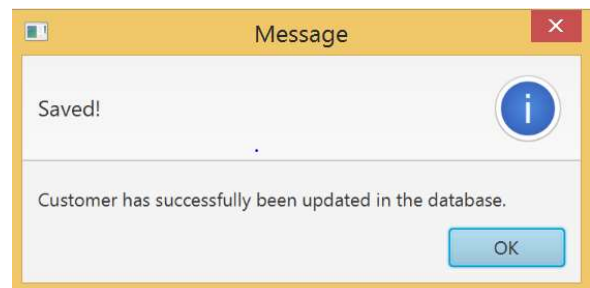


Figure 4.8 Update Customer – Saved

4.3 Search Customers

The *Search Customers* bar accepts a value entered by the user. The search function matches the value entered by the user with the fields *First Name*, *Last Name*, and *Date of Birth* in the *Customers* table. The results are displayed in the *Customers* table.

Clear Search

First Name	Last Name	Date of Birth
Carla	Hales	09/13/1999
Carl	Bumgardner	01/14/1972
Cara	McNeil	08/15/1967
Carol	Stahl	10/05/1979
Caroline	Murray	03/31/1982

Customer Details

First Name

Last Name

Street

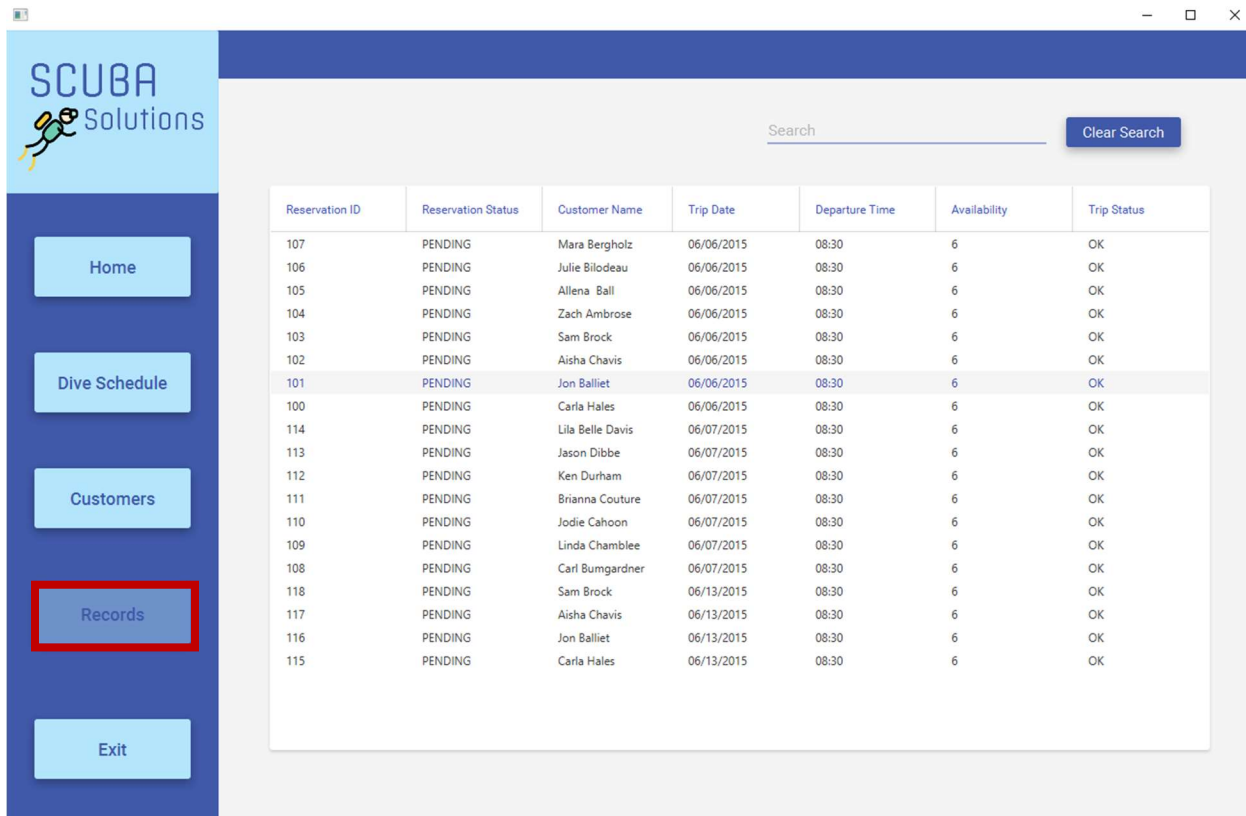
City

State

Figure 4.9 Search Customer

5 Records

After selecting Records, the records table displays.



SCUBA Solutions

Search Clear Search

Reservation ID	Reservation Status	Customer Name	Trip Date	Departure Time	Availability	Trip Status
107	PENDING	Mara Bergholz	06/06/2015	08:30	6	OK
106	PENDING	Julie Bilodeau	06/06/2015	08:30	6	OK
105	PENDING	Allena Ball	06/06/2015	08:30	6	OK
104	PENDING	Zach Ambrose	06/06/2015	08:30	6	OK
103	PENDING	Sam Brock	06/06/2015	08:30	6	OK
102	PENDING	Aisha Chavis	06/06/2015	08:30	6	OK
101	PENDING	Jon Balliet	06/06/2015	08:30	6	OK
100	PENDING	Carla Hales	06/06/2015	08:30	6	OK
114	PENDING	Lila Belle Davis	06/07/2015	08:30	6	OK
113	PENDING	Jason Dibbe	06/07/2015	08:30	6	OK
112	PENDING	Ken Durham	06/07/2015	08:30	6	OK
111	PENDING	Brianna Couture	06/07/2015	08:30	6	OK
110	PENDING	Jodie Cahoon	06/07/2015	08:30	6	OK
109	PENDING	Linda Chamblee	06/07/2015	08:30	6	OK
108	PENDING	Carl Bumgardner	06/07/2015	08:30	6	OK
118	PENDING	Sam Brock	06/13/2015	08:30	6	OK
117	PENDING	Aisha Chavis	06/13/2015	08:30	6	OK
116	PENDING	Jon Balliet	06/13/2015	08:30	6	OK
115	PENDING	Carla Hales	06/13/2015	08:30	6	OK

Figure 5.1 Records

This view provides historical data of all trips scheduled and customer reservations.

5.1 Search

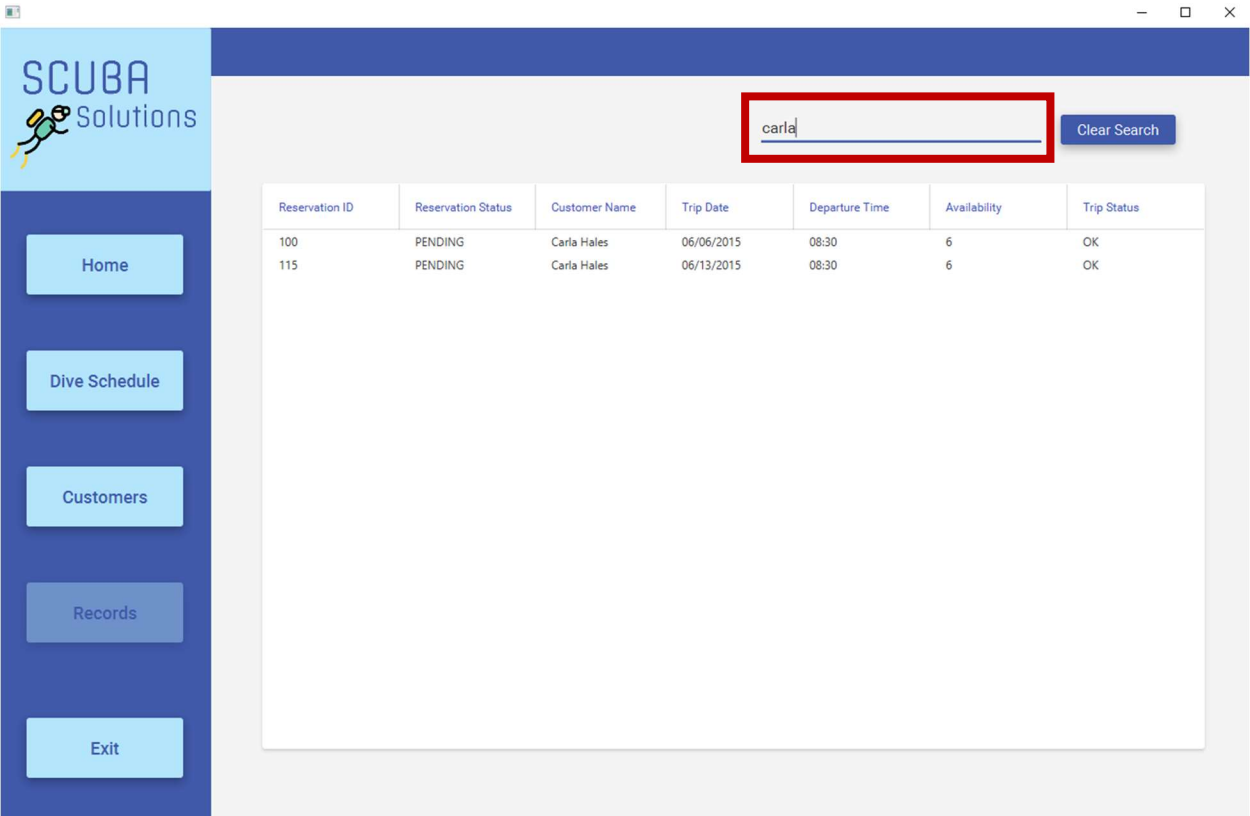
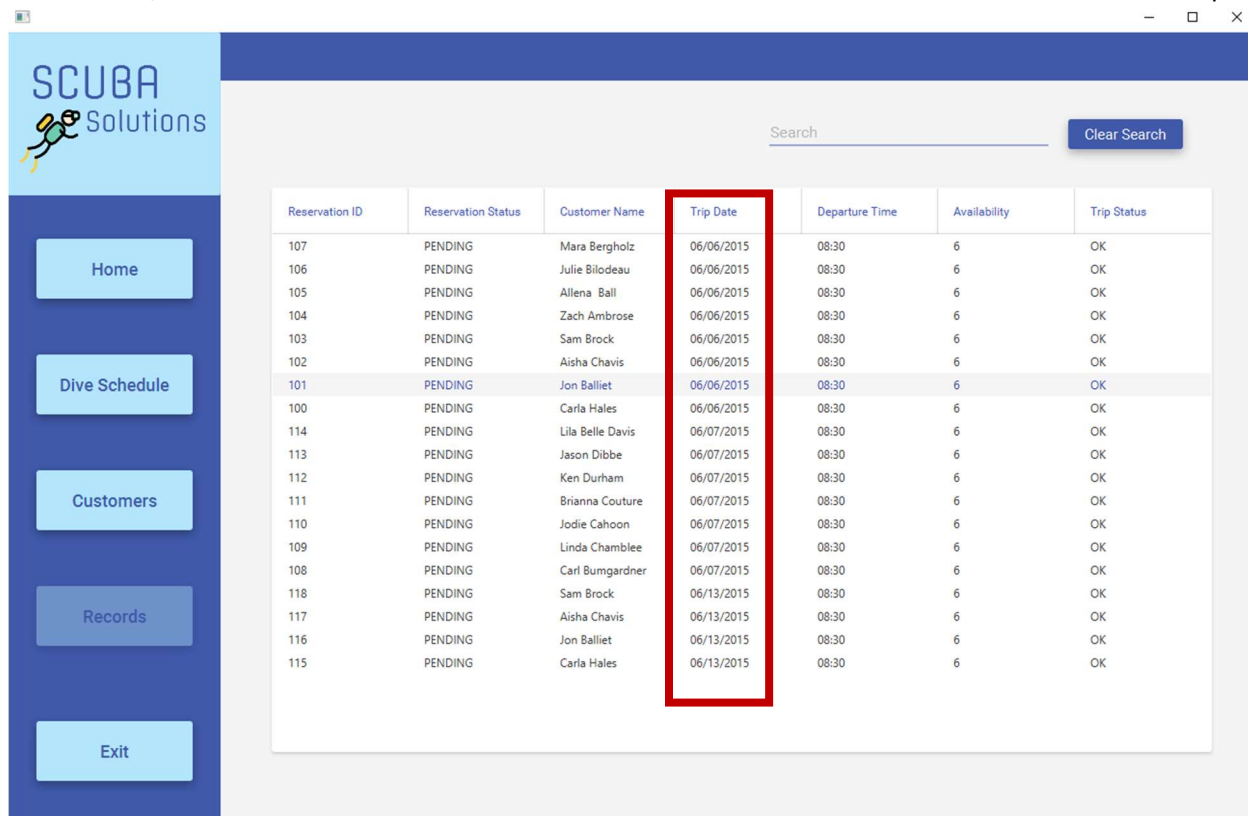


Figure 5.2 Search Records

5.2 Sorting



The screenshot displays the SCUBA Solutions application interface. On the left is a dark blue sidebar with a light blue header containing the SCUBA Solutions logo. The sidebar has five buttons: Home, Dive Schedule, Customers, Records, and Exit. The main area has a light blue header with a search bar and a 'Clear Search' button. Below the header is a table of reservations. The 'Trip Date' column is highlighted with a red box.

Reservation ID	Reservation Status	Customer Name	Trip Date	Departure Time	Availability	Trip Status
107	PENDING	Mara Bergholz	06/06/2015	08:30	6	OK
106	PENDING	Julie Bilodeau	06/06/2015	08:30	6	OK
105	PENDING	Allena Ball	06/06/2015	08:30	6	OK
104	PENDING	Zach Ambrose	06/06/2015	08:30	6	OK
103	PENDING	Sam Brock	06/06/2015	08:30	6	OK
102	PENDING	Aisha Chavis	06/06/2015	08:30	6	OK
101	PENDING	Jon Balliet	06/06/2015	08:30	6	OK
100	PENDING	Carla Hales	06/06/2015	08:30	6	OK
114	PENDING	Lila Belle Davis	06/07/2015	08:30	6	OK
113	PENDING	Jason Dibbe	06/07/2015	08:30	6	OK
112	PENDING	Ken Durham	06/07/2015	08:30	6	OK
111	PENDING	Brianna Couture	06/07/2015	08:30	6	OK
110	PENDING	Jodie Cahoon	06/07/2015	08:30	6	OK
109	PENDING	Linda Chamblee	06/07/2015	08:30	6	OK
108	PENDING	Carl Bumgardner	06/07/2015	08:30	6	OK
118	PENDING	Sam Brock	06/13/2015	08:30	6	OK
117	PENDING	Aisha Chavis	06/13/2015	08:30	6	OK
116	PENDING	Jon Balliet	06/13/2015	08:30	6	OK
115	PENDING	Carla Hales	06/13/2015	08:30	6	OK

Figure 5.3 Sort Records

6 Exit

Closes the application.