**Problems And Solutions**

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| **Problems** | **Solutions** |
| Even if a customer is booking the stadium from a very far away area, it is essential to come to the university to reserve the stadium.  Get booking details | Remote Booking Options:Allow customers to book the stadium remotely, even if they are in a different location. This can be facilitated through the online system, removing the need for customers to physically visit the university for reservations.  Get relevant data from an online Form that provided by the system |
| Booking details are recorded manually in a book. | Record booking details in a computer-based database |
| Handling records in a book is difficult |
| Difficulties in informing client about booking cancellation | Record user contact details like Email, Contact No ,etc. |
| booking letters must be approved through DVC and it takes long time and effort. | Booking details are recorded on a form that get all the necessary data.  Send that data to DVC via Email and through the system.  DVC can approve the request through the system |
| There is no way to know whether the ground or gymnasium is booked or not till it confirmed from DVC. | The System updates the state of the reservation as it is progressing.  Send that updated states to the client via emails and the system |
| Conflicts in handling dates for university sports practice sessions and special events. | System Calander shows already booking details and pending booking details  Sports Instructors can put the practice schedule to the system.  The system can check the reservations and decide whether that new reservation is conflict with others or not |
| Handling payments for ground booking(refunding, issue cheques for servants and security officers and manage deposits, manage accounts) | Include servant details in the booking details after the reservation is confirmed. |
| There are no online payment methods in ground and gymnasium booking process. | After the payments user can scan the payment slip and send that via the System |
| clients need to come again to get proof if there are damage in the premises | System provides a way to send evidence of damage to the clients |
| The indoor stadium will not be used after 8.00 pm and it is expected that the stadium will be outsourced to generate additional income for the university. This also requires a method | System should provide a systematic approach to give membership to outside persons who are willing to use indoor stadium and they are allowed to use indoor stadium for certain period of time. |