



**QUEZON CITY UNIVERSITY - COLLEGE OF COMPUTER STUDIES
SYSTEM INTEGRATION AND ARCHITECTURE 2**



**A STUDY ON IMPLEMENTING A SYSTEM FOR BUSY
HANDS CLEANING COMPANY**

A Project Presented
to the
Faculty of Information Technology Department College
of Computer Studies

In partial fulfillment of the requirements for the degree Bachelor
of Science in Information Technology

By:
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CHAPTER 1: INTRODUCTION

1.1 Background of the Study

The Cleaning Services Management System (CSMS) has emerged as a sophisticated software designed to revolutionize the operational efficiency and organization of cleaning service businesses. This user-friendly system offers a suite of features to streamline cleaning operations, optimizing task management for booking and billing, customer management, employee scheduling, and inventory control. In stark contrast to traditional paper-based methods, the CSMS offers a centralized platform for the systematic and secure storage of vital data concerning customers, cleaning staff, and cleaning projects.

This transition from manual processes to digital record-keeping minimizes the risk of errors and expedites data management, significantly improving overall workflow. The limitations of conventional cleaning service management are undeniable. Manual handling of schedules, staff rosters, customer information, and inventory on paper is not only time-consuming but also prone to errors. The Cleaning Services Management System addresses these challenges by providing a well-structured platform specifically designed for efficient management of cleaning services. This encompasses features like online booking integration, automated task assignment, and real-time communication tools.

By digitizing and automating administrative tasks, the Cleaning Services Management System aims to elevate operational efficiency within cleaning service businesses. Through simplified management of customer information, scheduling, and cleaning project details, the system promotes improved communication, streamlined workflows, and ultimately, increased profitability. With a focus on user-friendliness and effectiveness, the Cleaning Services Management System empowers cleaning service providers to deliver exceptional service to their clients.



1.2 Statement of the Problems

The Cleaning Services Management System (CSMS) is a comprehensive software solution designed to streamline and optimize various aspects of cleaning service operations. However, the effectiveness of a CSMS hinges on the efficiency of its subsystems.

This study aims to examine the problems encountered within five key subsystems of a Cleaning Services Management System:

1. Employee Scheduling Management System

- Problems:
 - Manual scheduling processes lead to inefficiencies, such as scheduling conflicts and suboptimal workforce allocation.
 - Difficulty in tracking and managing employee availability contributes to errors and missed opportunities.
- Impacts:
 - Reduced operational effectiveness due to inefficiencies and potential compliance issues.
 - Decreased employee satisfaction and morale.

2. Payroll Management System

- Problems:
 - Time-consuming and error-prone manual data entry for timesheets and payroll processing.
 - Inaccurate wage calculations due to manual processes.
- Impacts:
 - Reduced productivity and potential delays in payroll processing.
 - Risk of financial losses due to overpayments, underpayments, and non-compliance.
 - Decreased employee satisfaction due to inaccurate wage calculations and delays.

3. Customer Management System

- Problems:
 - Difficulty in managing customer information due to manual processes, leading to errors and inefficiencies.
 - Inconsistent communication methods hinder effective communication between



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customers and service providers, resulting in misunderstandings and delays.

- Lack of scalability and adaptability of the system limits growth potential and hinders responsiveness to evolving customer needs.
- Impacts:
 - Decreased customer satisfaction due to errors, delays, and communication issues.
 - Missed business opportunities and potential churn due to an inability to adapt to changing market dynamics.
 - Operational bottlenecks and resource strain due to system limitations.

4. Inventory Management System

- Problems:
 - Manual recording processes for inventory are time-consuming, prone to errors, and lack real-time updates.
 - Lack of visibility into inventory levels leads to stockouts and inefficiencies.
- Impacts:
 - Operational inefficiencies due to time-consuming recording processes and inaccurate data.
 - Stockouts disrupt service delivery and potentially lead to customer dissatisfaction.
 - Inaccurate financial reporting and increased costs due to emergency orders.

5. Booking and Billing System

- Problems:
 - Manual scheduling and billing processes are inefficient and time-consuming. ○ Inaccuracies in billing and payment processing can lead to financial losses and customer dissatisfaction.
 - Difficulty in managing booking slots and handling closed bookings can frustrate customers and lead to lost business.
 - Lack of a formal booking system can create communication issues and lead to incomplete or delayed services.
- Impacts:
 - Reduced productivity, customer dissatisfaction, and potential financial losses.
 - Loss of customers due to wasted time, frustration, and incomplete services.



1.3 Objectives

1.3.1 General Objective

The main objective of a Cleaning Services Management System (CSMS) is to revolutionize the operational efficiency, organization, and customer satisfaction within cleaning service businesses at Busy Hands Cleaning Services Inc. This system aims to streamline crucial aspects of cleaning operations, including booking and billing, customer management, employee scheduling, and inventory control. By automating manual tasks, improving communication, and facilitating data-driven decision making, a CSMS strives to elevate the overall effectiveness of cleaning service operations.

1.3.2 Specific Objectives

1. To develop automated and streamlined workflows for task assignment, scheduling, payroll, and inventory management.
2. To foster seamless collaboration between employees and management with a dedicated communication channel.
3. To implement robust security protocols to safeguard sensitive data, ensuring compliance with regulations.
4. To design a secure database to store employee attendance, customer information, and inventory data.
5. To create algorithms for efficient employee assignment and accurate payroll calculations.
6. To develop a user-friendly platform offering easy clocking for employees, efficient data management for customer and inventory information, and user-friendly booking and invoicing.
7. To create a dedicated customer support line for prompt issue resolution.
8. To design a system for restricting bookings on specific dates to manage cleaning service availability.
9. To design a superadmin dashboard for creating and managing all users of subsystems. Log and track activities for all admins for accountability and security purposes

1.4 Scope and Delimitation

Scope

1. The system gives easy ways to get information on employees and customers just by logging into



the system

2. To develop a system that can generate reports.
3. To develop a system that can be useful and easy for employees, and administrators to manipulate.
4. To design a system with five (5) subsystems: Employee Scheduling Management System, Payroll Management System, Customer Management System, Inventory Management System, and Booking and Billing System.

SUBSYSTEM #1: EMPLOYEE SCHEDULING MANAGEMENT SYSTEM:

5. To create a system that allows admins to create, manage, and edit employee user accounts.
6. To develop a system for admins to assign cleaning bookings to employees based on skills, availability, and client needs.
7. To design the system so that employees can view assigned cleaning bookings with details.
8. To allow employees to view their personal schedule for upcoming cleaning assignments.
9. To develop a system for admins to view inventory reports.
10. To create a system for admins to manage inventory request submissions.
11. To design the system so that employees can view pending inventory requests and submit requests for new inventory items.

SUBSYSTEM #2: PAYROLL MANAGEMENT SYSTEM:

12. The system will automate the calculation of employee salaries, taking into account hours worked, overtime, and any additional bonuses or deductions.
13. The system will allow administrators to configure and customize payroll components such as tax rates, overtime policies, and bonuses.
14. The system will have a database to store and manage employee details, facilitating easy access to relevant information for payroll processing.
15. The system will develop a secure login system with role-based access control to ensure that only authorized personnel can access sensitive payroll information.
16. The system will provide basic reporting functionalities, such as generating payroll reports, attendance summaries, and expense reports for managerial insights.

SUBSYSTEM #3: CUSTOMER MANAGEMENT SYSTEM:

17. Client Information Management: Centralizing client data including contact details, service history, preferences, and feedback for easy access and management.
18. Communication Channels: Setting up efficient communication channels to facilitate timely responses to inquiries, feedback, and appointment scheduling.



19. Appointment Scheduling Automation: Implementing automated appointment scheduling to optimize resource allocation and reduce manual errors.
20. Personalized Services: Providing personalized services tailored to individual clients needs to enhance customer satisfaction and retention.

SUBSYSTEM #4: INVENTORY MANAGEMENT SYSTEM:

21. The thesis focuses on the development and implementation of a digital inventory management system tailored specifically for cleaning services.
22. The system will cover aspects such as tracking cleaning supplies, generating a stocks report
23. The research will explore modern technology solutions to address challenges in inventory management, aiming to minimize paperwork, human error, and operational inefficiencies.

SUBSYSTEM #5: BOOKING AND BILLING SYSTEM:

24. The system can display the offered services.
25. The system can notify the admin if there is a booking.
26. The system can be used by the admin to accept bookings.
27. The system will display receipts for transactions or payments.
28. The system will notify or alert the admin if the slot is nearly full or at its limit.

Delimitation

1. Only Identified personnel can use and manage the Cleaning Services Management System.
2. The Employee Scheduling Management System initially focuses on employee scheduling availability. Requesting and managing leaves (sick leave, vacation, etc.) and employee performance evaluation and feedback functionalities may be included in future iterations.
3. The Payroll Management system will not handle tax calculations or direct fund transfers to employees.
4. The Customer Management System implementation is limited to Busy Hands' operational area. Resource constraints (budget, time, manpower) and technology limitations (compatibility issues, technical expertise) may impact functionalities.
5. The Inventory Management System will focus solely on managing cleaning supplies inventory and will not address broader operational aspects of cleaning services such as scheduling or client management.
6. The Booking and Billing Management System is confined to enhancing the booking and billing system of Busy Hands Company exclusively. It does not encompass other subsystem tasks



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(customer management, employee management, payroll management, or inventory management).

7. The Cleaning Services Management System can be accessed only through the internet or online.



CHAPTER 2: SYSTEM ANALYSIS (EXISTING SYSTEM)

2.1 System Analysis Tools

Superadmin

1. Login Process.

1. 1 Superadmin can login to the superadmin login interface

1.1.1 Once logged in, the system directs to the superadmin dashboard.

2. User Registration.

2.1 Superadmin user can register an admin or staff to all subsystem.

3. User Management.

3.1 Superadmin can deactivate or activate a particular user account.

3. 2 Superadmin can delete a particular user account

4. Activity Logs

4.1 Superadmin can oversee all the activity logs of all subsystem including the logins and all post, put or patch request coming from the api which includes the name of the particular user, log date and log description.

Employee Scheduling Management System

1. Login Process.

1.1 Both Admin and Employee have access to the system through a login process.

1.1.1 Once logged in, the system checks the role of the person logging in.

2. User Registration.

2.1 Admin needs to register an Employee to create a User Account. 2.1.1 User registration is a process that happens after an admin logs in and registers an employee.

3. User Account Management.

3.1 A User Account is at the center of the system, which can be managed by the Admin.

3.1.1 The Admin has the ability to add new users to the system.

4. Profile Management.



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4.1 There is a Manage Profile function that allows for changing password to the user's profile.

4.1.1 The Admin can view and manage user credentials.

4.1.2 The Admin also created an email confirmation for accepting registration accounts, which suggests that they can approve or reject new account registrations.

Payroll System

Attendance UI Module: User Interface (UI):

1. A web or mobile interface where employees input their email to record attendance.

1.1 Functionality:

1.1.1 Employees input their email and password to log their attendance.

1.1.3 Records the timestamp of attendance.

2. A web or mobile interface where employees input their email to reset their password.

2.1 functionality

2.1.1 Employees can reset their forgotten password.

2.1.1 System will send a request to the API server, the API server will validate the request and will send an email reset password link to the user's email.

Payroll UI Module: User Interface (UI):

3. Login page for admin/manager access.

3.1 Functionality:

3.1.1 Authentication for admin/manager login.

3.1.2 Access to view attendance and payroll records of employees.

4. A web or mobile interface where admin/manager input their email to reset their password.

4.1 Functionality:

4.1.1 Admin/Manager can reset their forgotten password.

4.1.2 System will send a request to the API server, the API server will validate the request and will send an email reset password link to the user's email.

Dashboard Tab Module: User Interface (UI):

5. Dashboard tab displaying overall payroll statistics.

5.1 Functionality:

5.1.1 Real-time visualization of payroll statistics.



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- 5.1.2 Display total number of employees and current number of employees who recorded attendance.

Payroll Tab Module: User Interface (UI):

- 6. Payroll tab displaying summary of employee records.

6.1 Functionality:

- 6.1.1 Summary view of employee payroll records.
- 6.1.2 Details such as salary, bonuses, deductions, etc., for each employee.

History Tab Module: User Interface (UI):

- 7. History tab displaying attendance and payroll records.

7.1 Functionality:

- 7.1.1 View attendance records (time in/out) of employees.
- 7.1.2 View payroll payment history (date/time paid) for employees

Customer Feedback System

1. Customer Inquiry Management

1.1 Receiving Customer Inquiries

1.1.1 Online Inquiry Accommodation: Customers submit inquiries about cleaning services online.

1.1.2 Automated Message Response: Customers receive automated messages with specific details about services.

1.1.3 Social Media Manager Accommodation: If inquiries do not align with automated messages, the social media manager handles the inquiry.

2. Order Management

2.1 Order Processing

2.1.1 Taking Orders: Staff record customer orders for cleaning services.

2.1.2 Order Verification: Verify accuracy and completeness of customer orders.

2.1.3 Payment Confirmation: Confirm the mode of payment with customers.

2.1.4 Preparation for Service: Prepare equipment and schedule staff for service delivery.

2.1.5 Receipt Issuance: Issue receipts to customers upon completion of services.

3. Perform Service Management



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3.1 Perform Data Process

- 3.1.1 Performer Information Recording:** Record information of available cleaning staff.
- 3.1.2 Event Details Communication:** Provide event details to cleaning staff.

3.2 Perform Payment Process

- 3.2.1 Service Details Providing:** Communicate service details to cleaning staff.
- 3.2.2 Payment Handling:** Process payment for cleaning staff for services rendered.

4. Reporting

4.1 Report Generation

- 4.1.1 Sold Products/Services Retrieval:** Retrieve data on the total number of cleaning products/services sold.
- 4.1.2 Total Services Given Retrieval:** Retrieve information on the total number of cleaning services provided.
- 4.1.3 Sales Retrieval:** Retrieve data on total net sales and transactions.

Inventory Management System

Attendance UI Module:

1. Describes the main functionality of the module, which is the interface for employees to record attendance.

1.1 Functions:

- 1.1.1 Employees log attendance using email and password.**
- 1.1.2 Records the timestamp of attendance.**

2. Web/mobile interface for password reset.

2.1 Functions:

- 2.1.1 Employees can reset their forgotten password.**
- 2.1.2 System sends reset password link after validation.**

Admin Dashboard:



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3. The admin dashboard serves as a central hub for administrators to monitor key metrics and activities related to inventory management and order processing.

3.1 Generating a report.

- 3.1.1 Provides an overview of the total number of items currently in the inventory, aiding in inventory control and planning.
 - 3.1.2 Tracks the total number of orders received, helping administrators assess demand and plan inventory replenishment.
 - 3.1.3 Displays the total number of suppliers in the system, facilitating supplier management and communication.
 - 3.1.4 Calculates the average number of items used per day, enabling administrators to forecast future demand and optimize inventory levels.

Usage tracking:

4. Analyze usage patterns for better inventory management.

4.1 Monitor usage of supplies and equipment.

- 4.1.1 Provides a unique identifier for each item, facilitating easy tracking and management.
 - 4.1.2 Specifies the name of each item, ensuring clarity and organization within the inventory.
 - 4.1.3 Classifies items into distinct categories, streamlining inventory organization and search functionality.
 - 4.1.4 Records the price of each item, enabling accurate cost calculations and pricing strategies.
 - 4.1.5 Indicates the availability or condition of each item, helping administrators make informed decisions regarding inventory management.
 - 4.1.6 Links each item to its respective supplier, facilitating supplier management and communication.



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4.1.7 Tracks the usage frequency of each item, providing insights into item popularity and demand patterns.

Admin Account:

5. The admin account component manages the details and privileges of administrative users within the system.

5.1 Display Only the Admin Details.

5.1.1 Provides access to personal details of administrators, ensuring proper identification and authentication.

5.1.2 Other potential functions might include user management, access control, and privilege assignment.

Supplier:

6. It manages goods or services to the organization.

6.1 Functions.

6.1.1 Lists all the suppliers in the system.

6.1.2 Allows administrators to modify supplier information.

Process the Request:

7. Records requests made by employees.

7.1 Functions.

7.1.1 Allows viewing details of the requested items.

7.1.2 Details the items requested along with their quantities.

7.1.3 Indicates the status or progress of the request.

Inventory Management

8. Record incoming inventory shipments and check for discrepancies.

8.1 Process of Ordering



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- 8.1.1** Displays information about orders placed, including company details, total price, etc.
- 8.1.2** Tracks order status and enables administrators to take relevant actions.
- 8.1.3** Displays item ID, category, name, price, quantity, and allows selection.
- 8.1.4** Provides a record of all ordered items, including supplier details, quantity, and price.

Booking and Billing System

1. Booking System

1.1 Service Listing:

- Allow Staff or employees to create listings for various services they offer (e.g., daily cleaning, laundry, errands, childcare).
- Include details on service inclusions, rates, and availability.

1.2 Confirmation and Cancellation:

- System sends automated confirmation emails to both staff and employer upon booking.
- Establish clear guidelines and penalties for cancellations from either party.

2. Billing System

2.1 Rate Calculation:

- Automatically calculate total service fees based on employee rates, service duration, and any additional charges.

2.2 Payment Processing:

- Integrate with secure payment gateways to facilitate online payments from employers.
- Employees can choose their preferred method of receiving payment (e.g., bank transfer, e-wallet).

2.3 Invoicing:

- Generate electronic invoices for each completed booking, detailing service details, fees, and payment information.



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- Allow employers to download or store invoices electronically.

3. Benefits

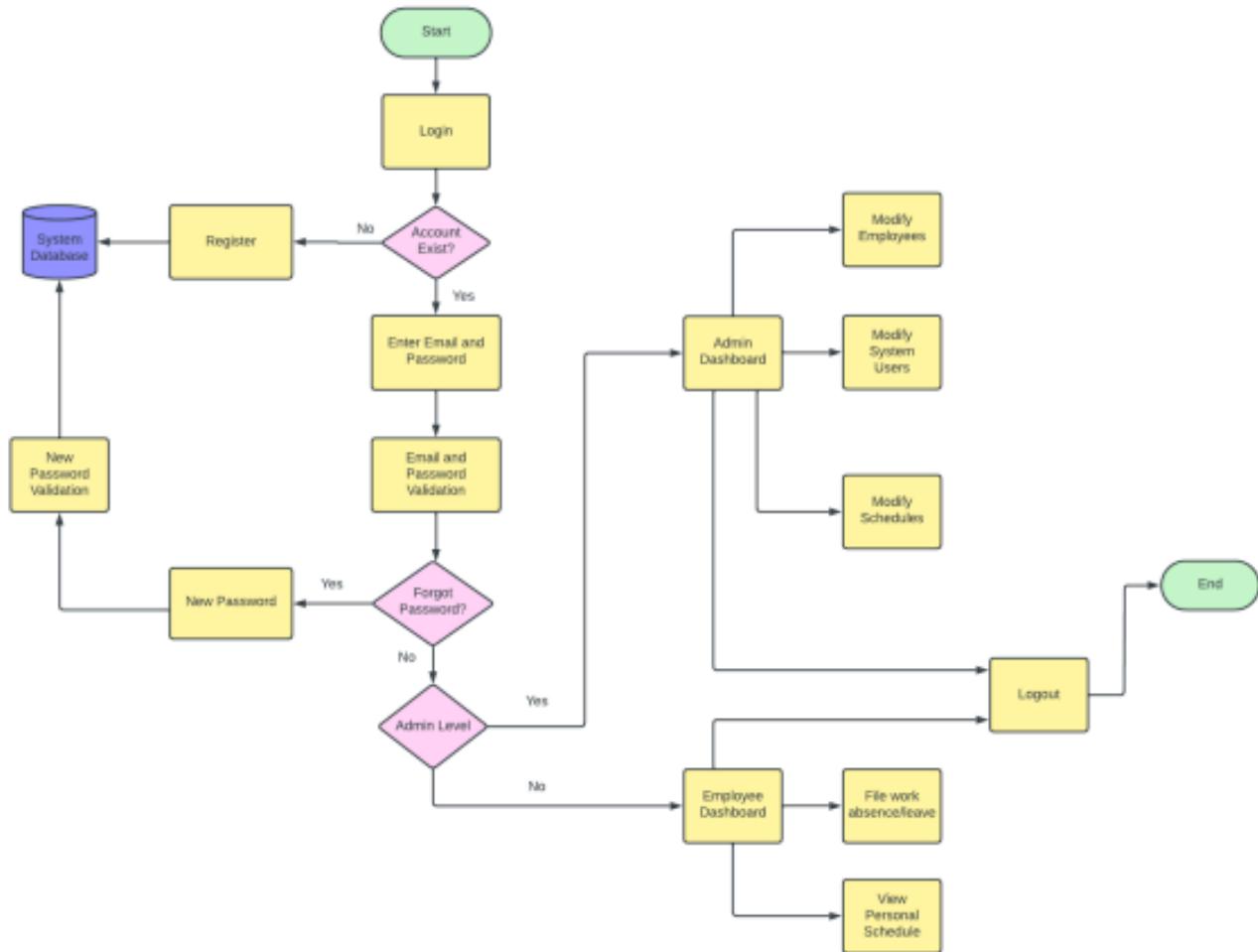
- Convenience: Streamlined booking and billing process for both employees, employers and customers.
- Efficiency: Reduced administrative tasks for managing bookings and payments.
- Security: Secure online transactions and record keeping.

2.1.1. System Flowchart

EMPLOYEE SYSTEM FLOWCHART



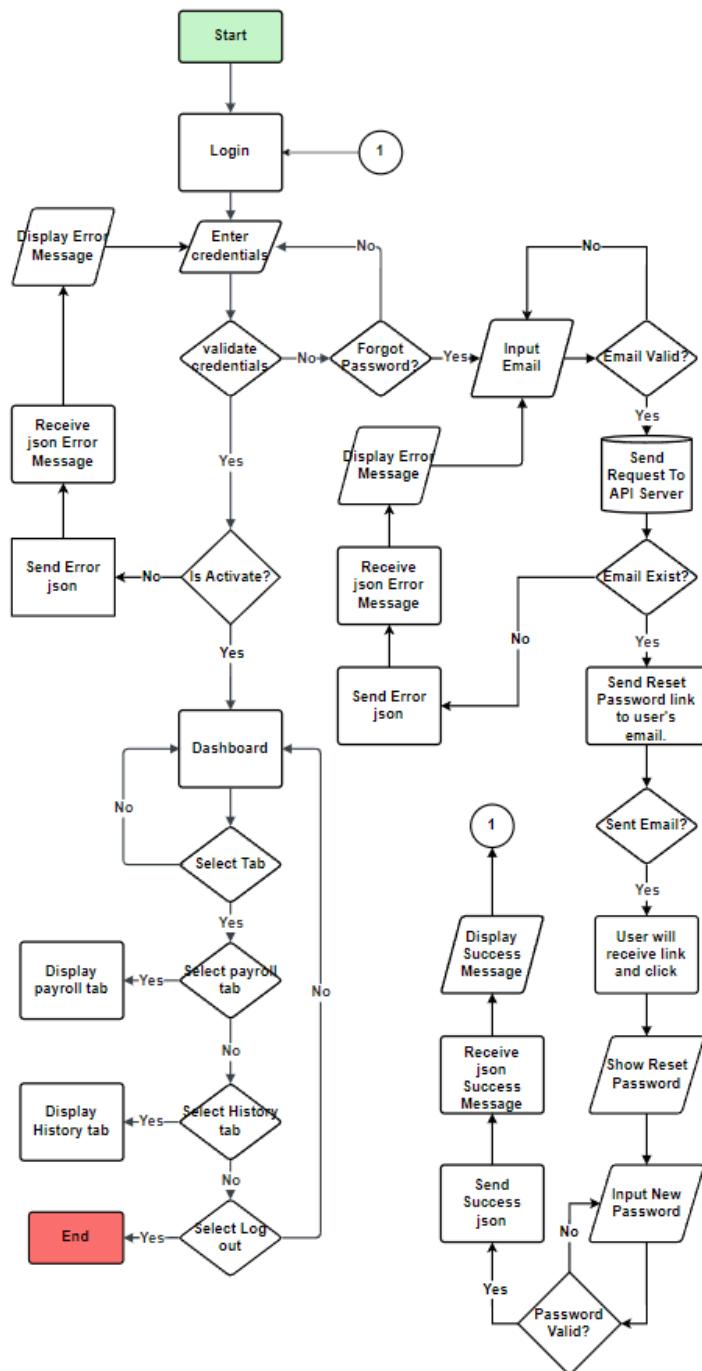
Employee Scheduling Management System



PAYROLL SYSTEM FLOWCHART



PAYROLL

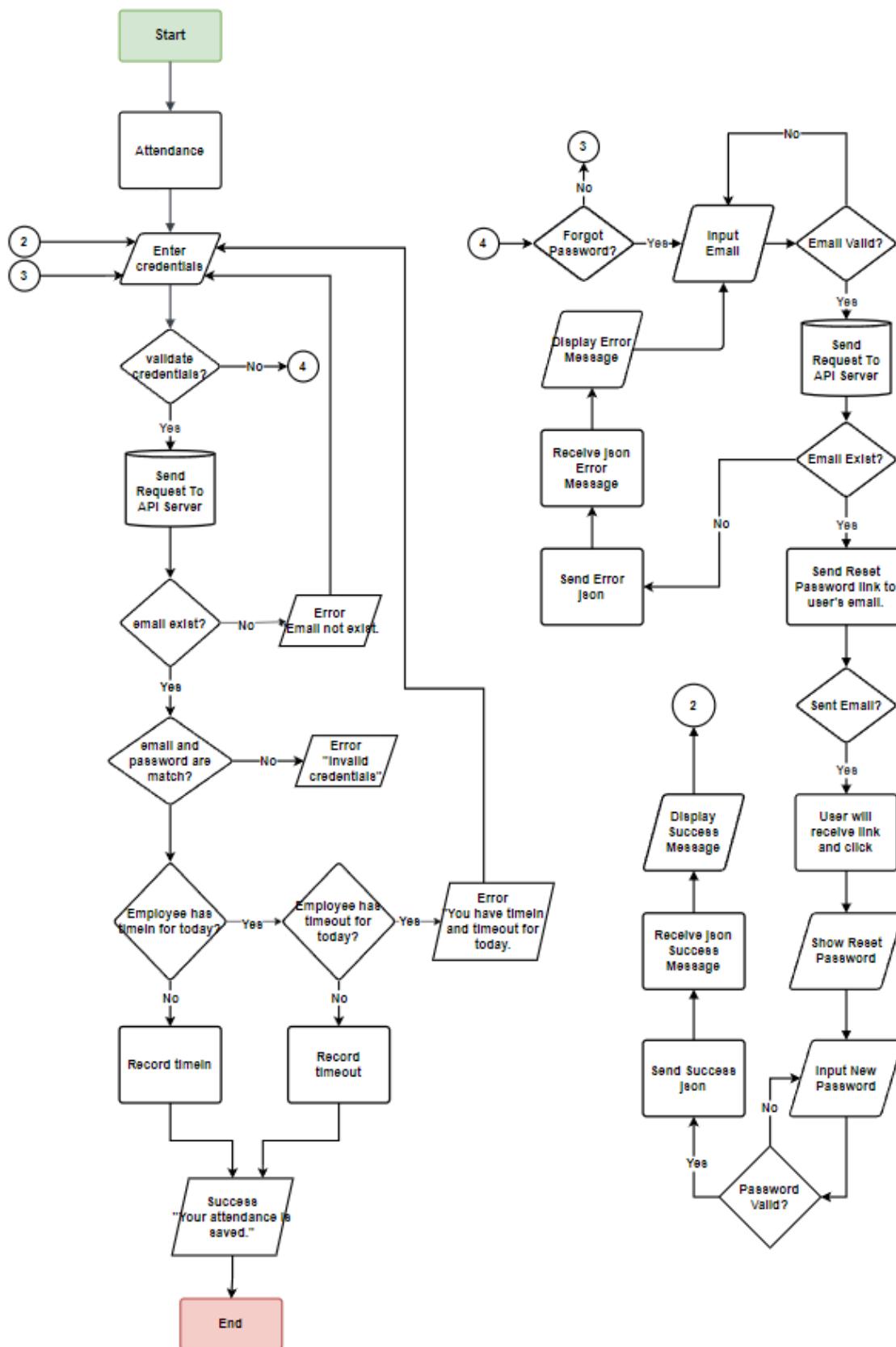




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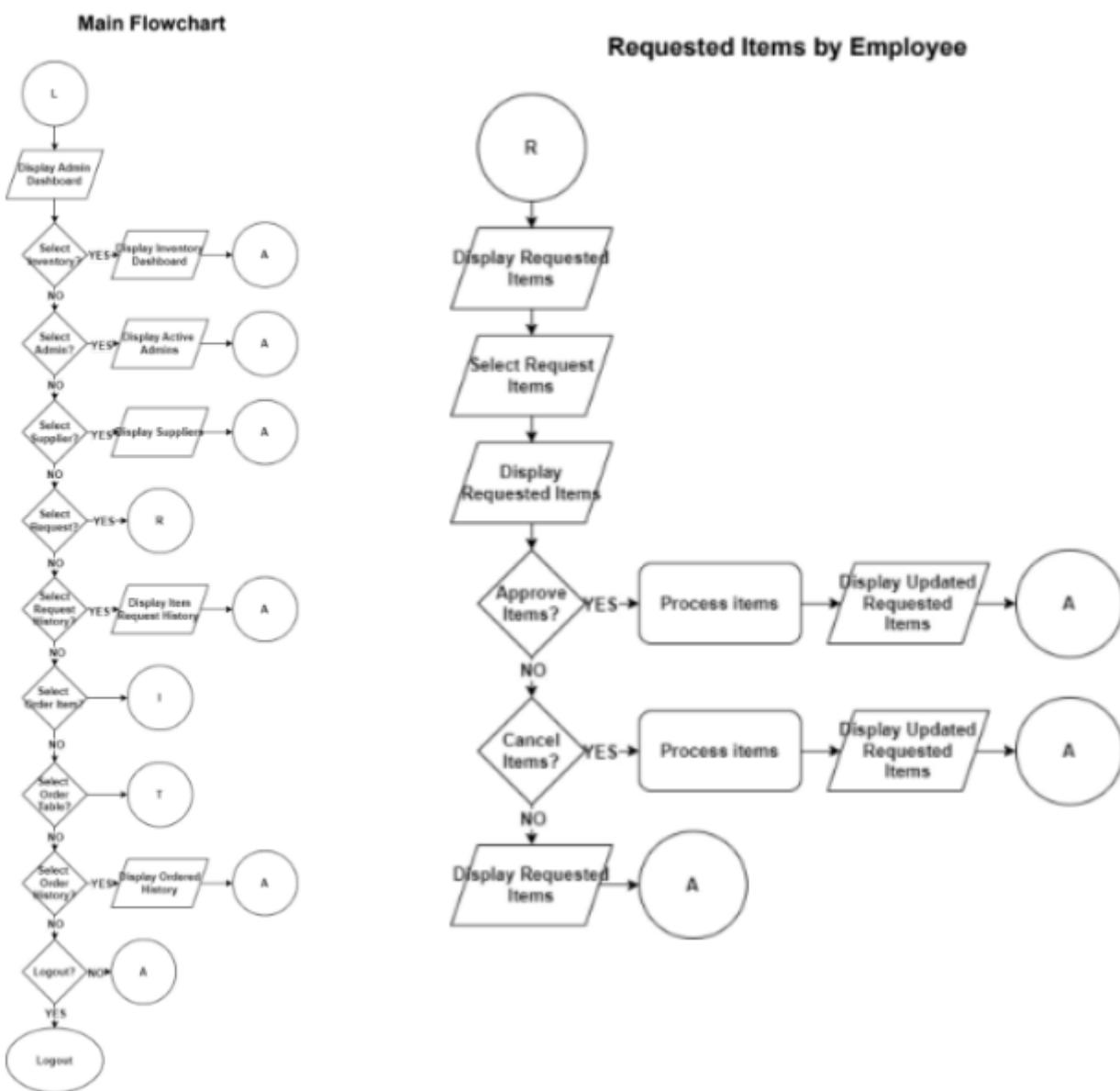


ATTENDANCE



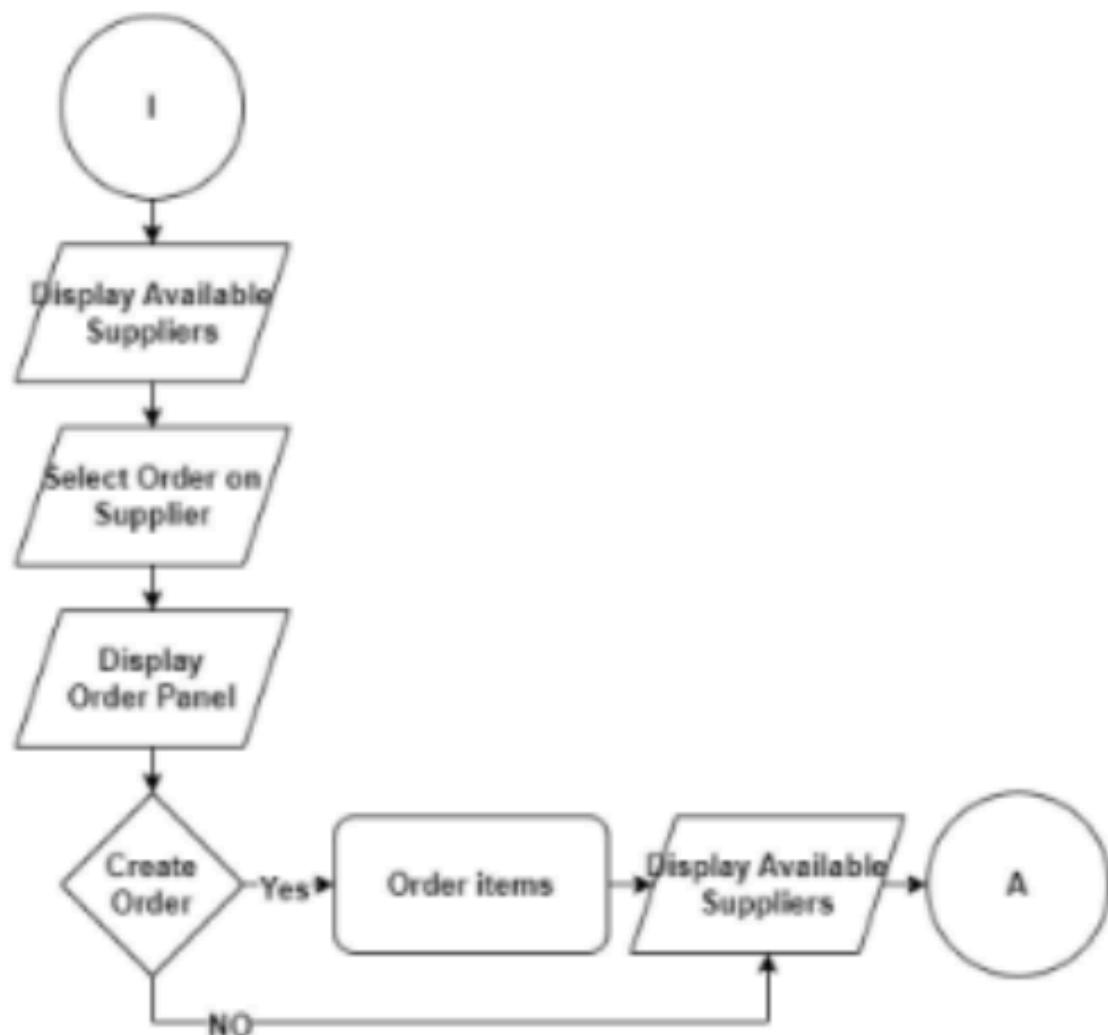


INVENTORY SYSTEM FLOWCHART



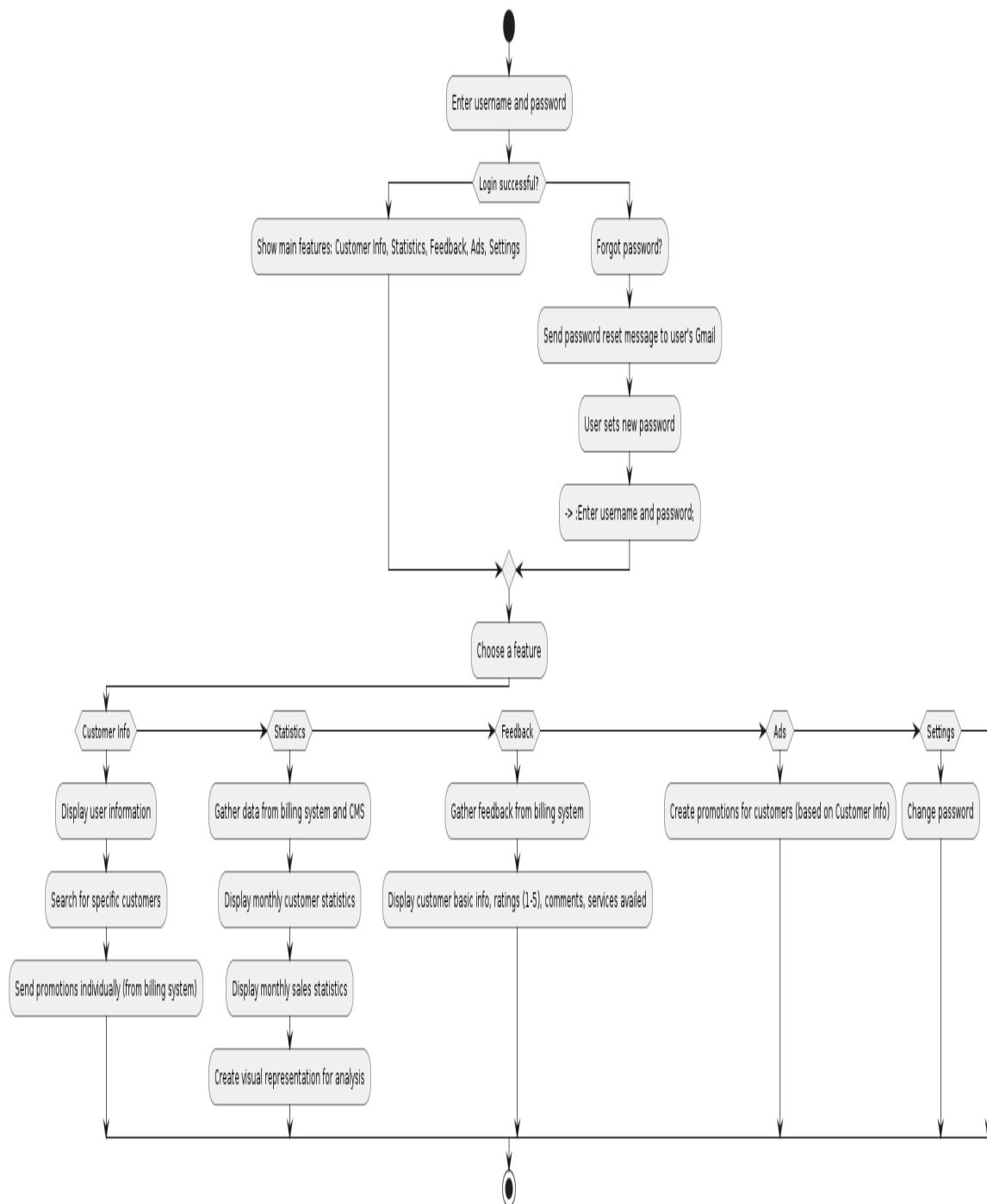


Ordering item from supplier



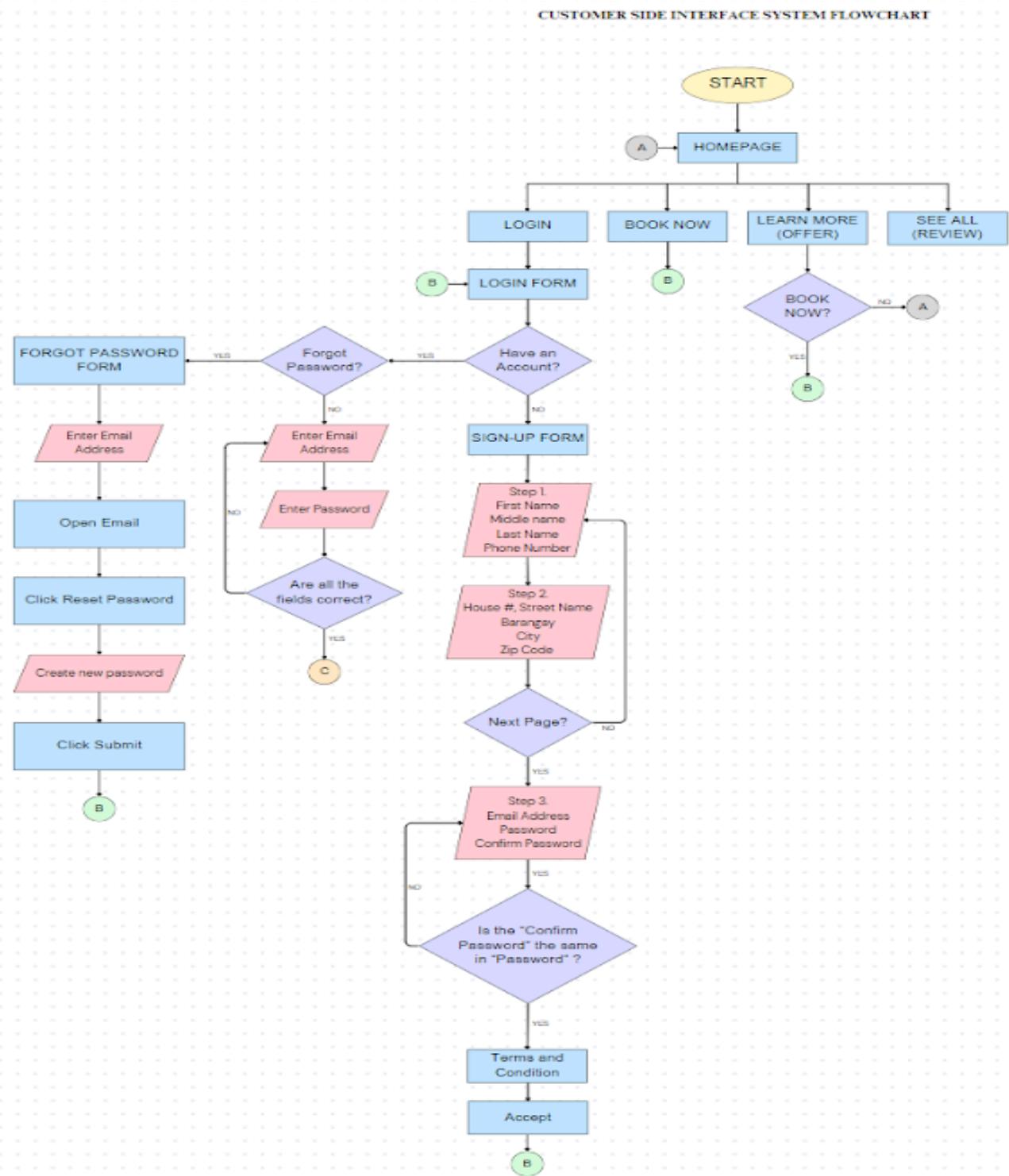


CUSTOMER SYSTEM FLOWCHART



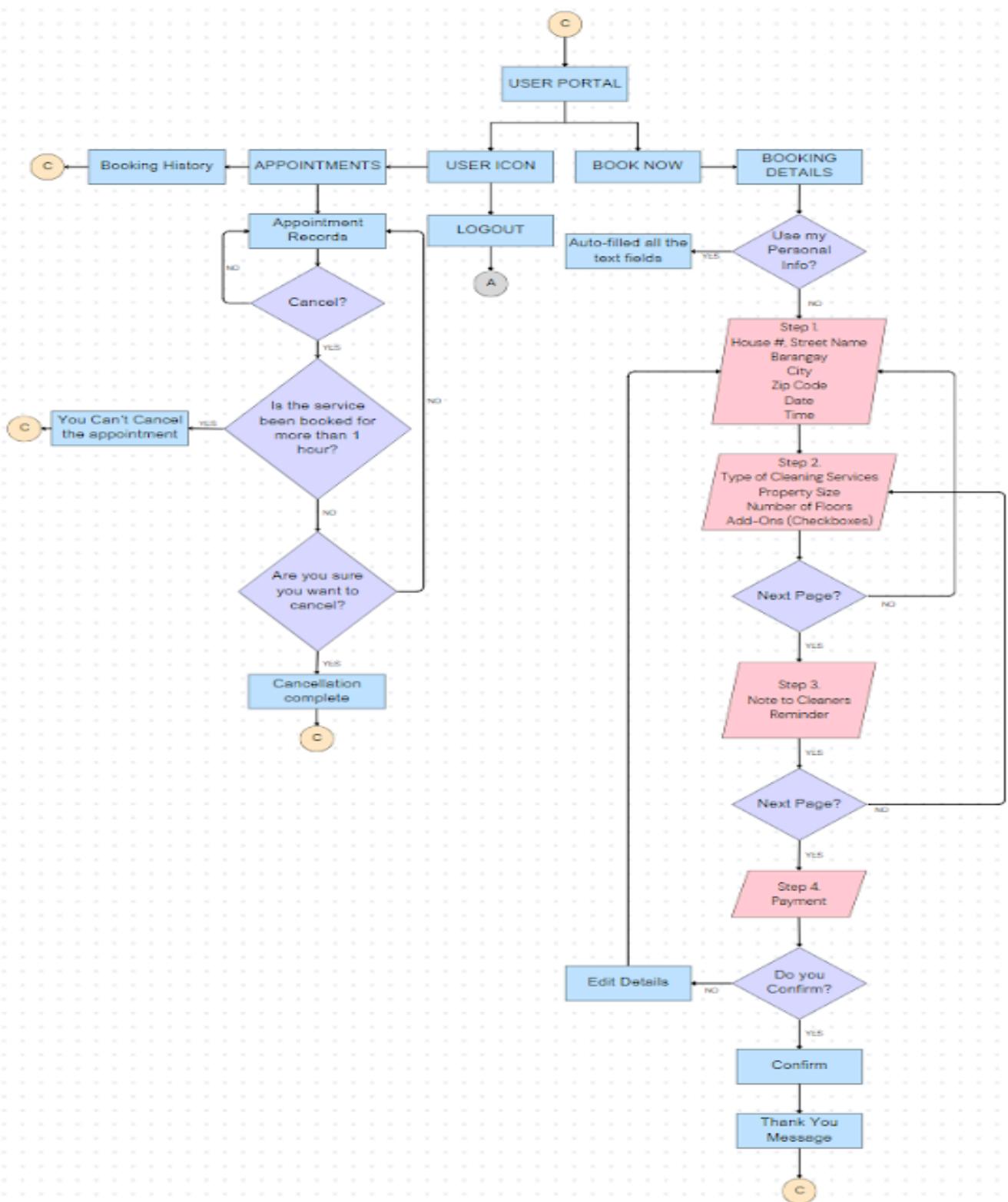


BOOKING AND BILLING SYSTEM FLOWCHART





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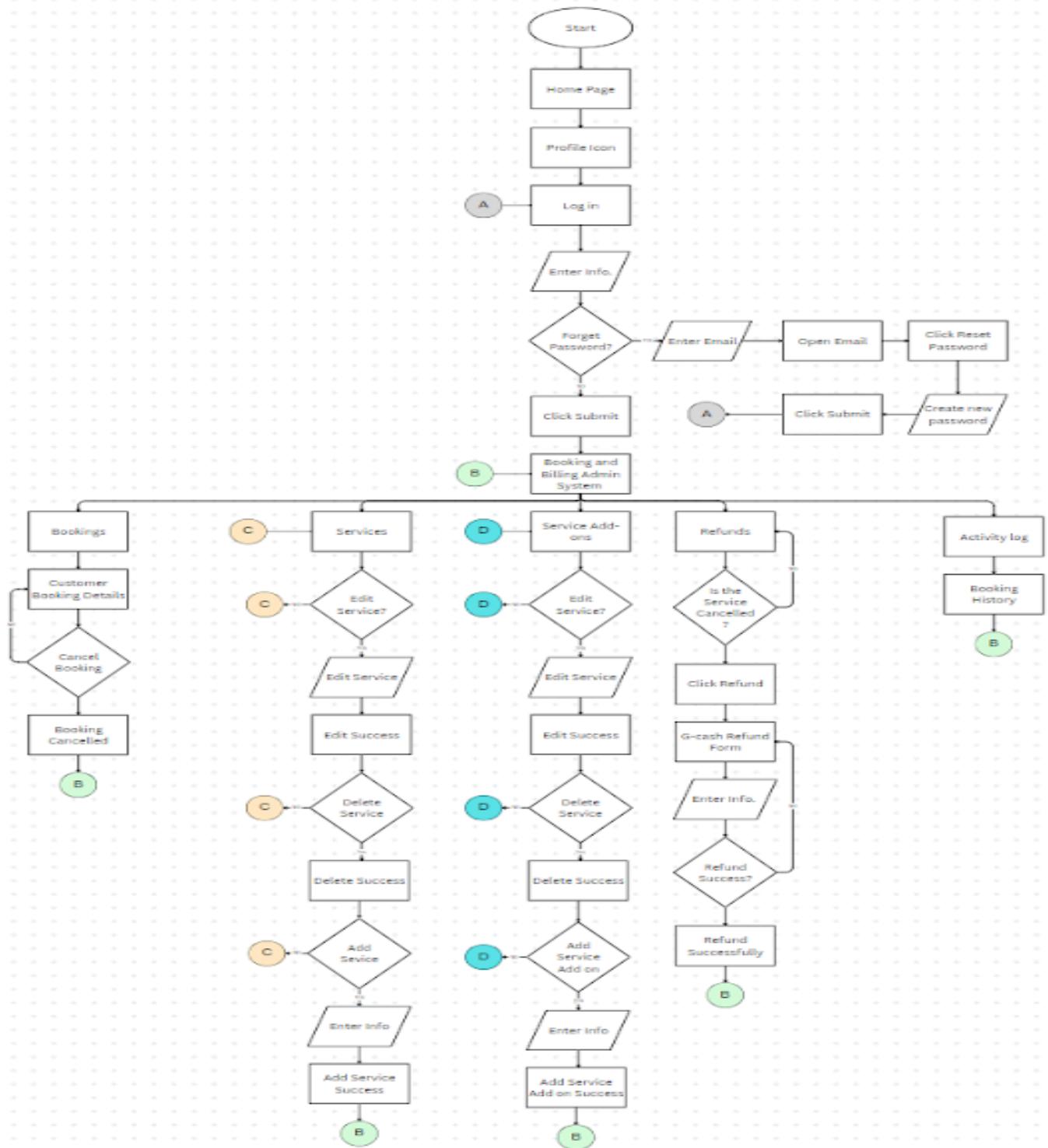




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ADMIN/STAFF SIDE INTERFACE SYSTEM FLOWCHART





2.1.1. Grid Chart

Employee Scheduling Management System

No.	Function	Entities	
		Admin	Employees
1	Employee Information	✓	
2	Employee Account Registration	✓	
3	Employee Schedule Set Up	✓	
4	Assign Booking	✓	
5	View Schedule and Assigned Booking		✓
6	Request Inventory Items		✓
7	Inventory Request Approval	✓	
8	Login	✓	✓

Payroll Management System

No.	Function	Entities	
		Admin	Employees



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1	Employee Information	✓	
2	Attendance Timein / Timeout		✓
3	Attendance Information	✓	
4	Payroll Information	✓	
5	Payroll Reports	✓	
6	Login	✓	

Inventory Management System

No.	Transaction/Report	Inventory Manager	Operations Manager	Finance Manager	CEO
1	Inventory Receiving	Primary Responsibility	Oversight	Oversight	Review
2	Inventory Storage & Organization	Primary Responsibility	Oversight	Oversight	Review
3	Inventory Monitoring & Usage Tracking	Primary Responsibility	Oversight	Oversight	Review
4	Replenishment & Procurement	Primary Responsibility	Oversight	Approval	Review
5	Reporting & Analysis	Oversight	Primary Responsibility	Review	Review



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Booking and Billing System

No.	Documents	Entities		
		Owner	Customer	Employee
1	Inquiries	2	1	
2	Customer Order Form	1, 3	2	
3	Customer Receipt	1, 3	2	
4	Booking Form	1, 3, 5	2	4
5	Logbook	1		

Customer Management System

NO	FUNCTION	ENTITIES	
		ADMIN	SUPER ADMIN
1	Log in	✓	
2	View Basic Information	✓	
3	Send Feedback Emails	✓	



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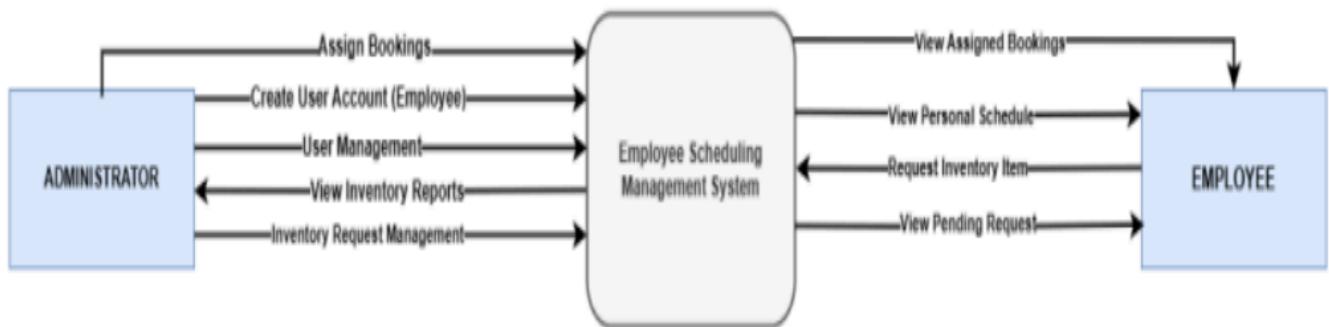


4	Feedback Management	✓	
5	Allow uploading advertisements	✓	
6	Allow editing advertisements	✓	
7	Allow removing advertisements	✓	
8	Reset Password	✓	
9	Manage Registered Emails		✓
10	Password Encryption		✓

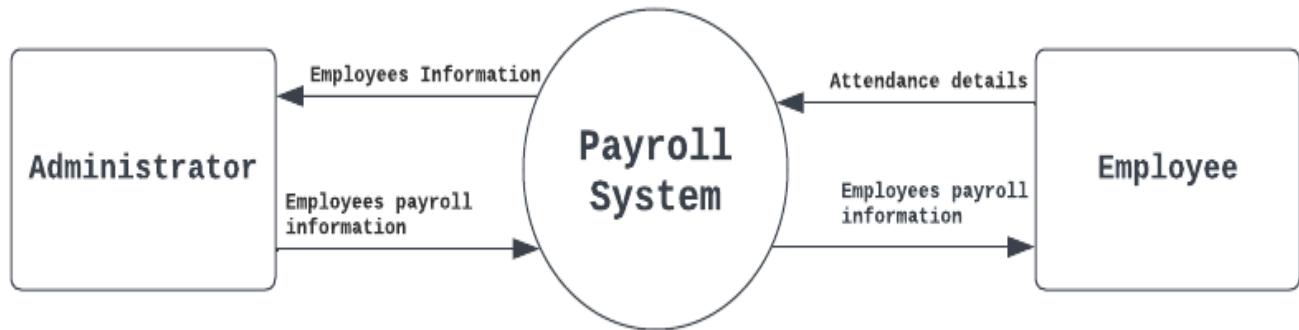


2.1.2. Context Diagram

EMPLOYEE SCHEDULING MANAGEMENT SYSTEM

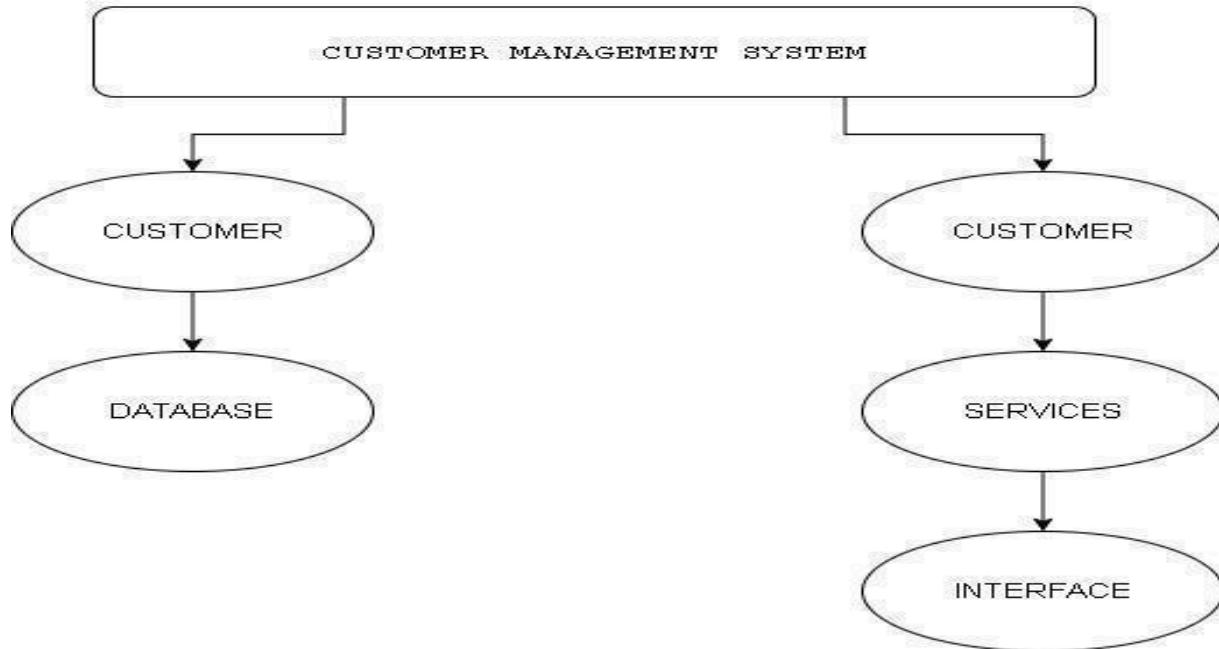
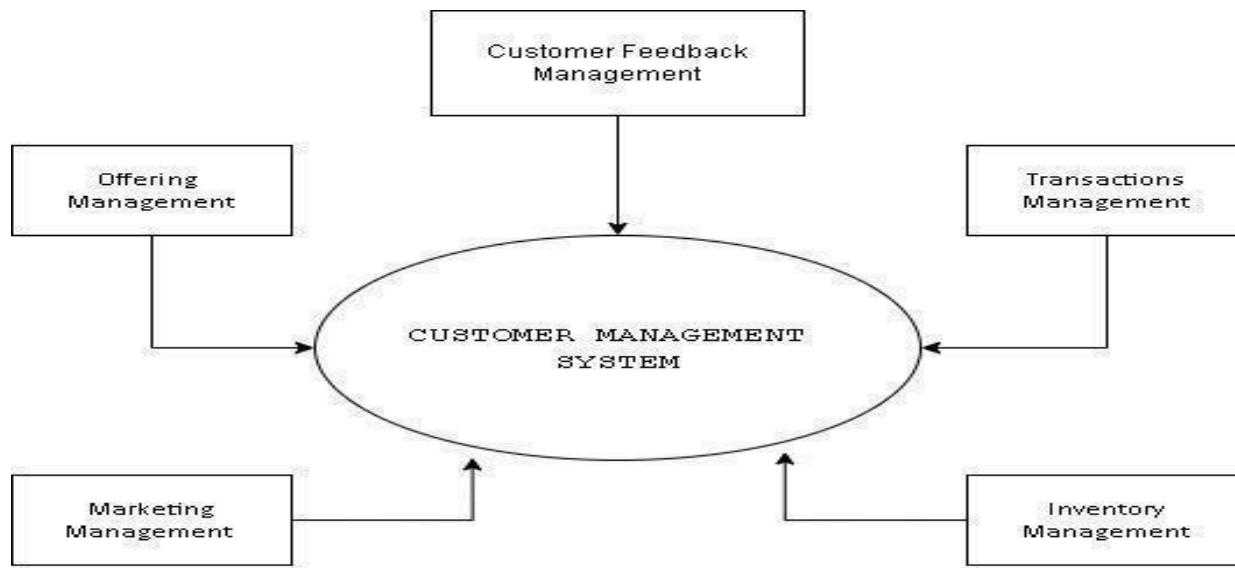


PAYROLL MANAGEMENT SYSTEM





CUSTOMER MANAGEMENT SYSTEM

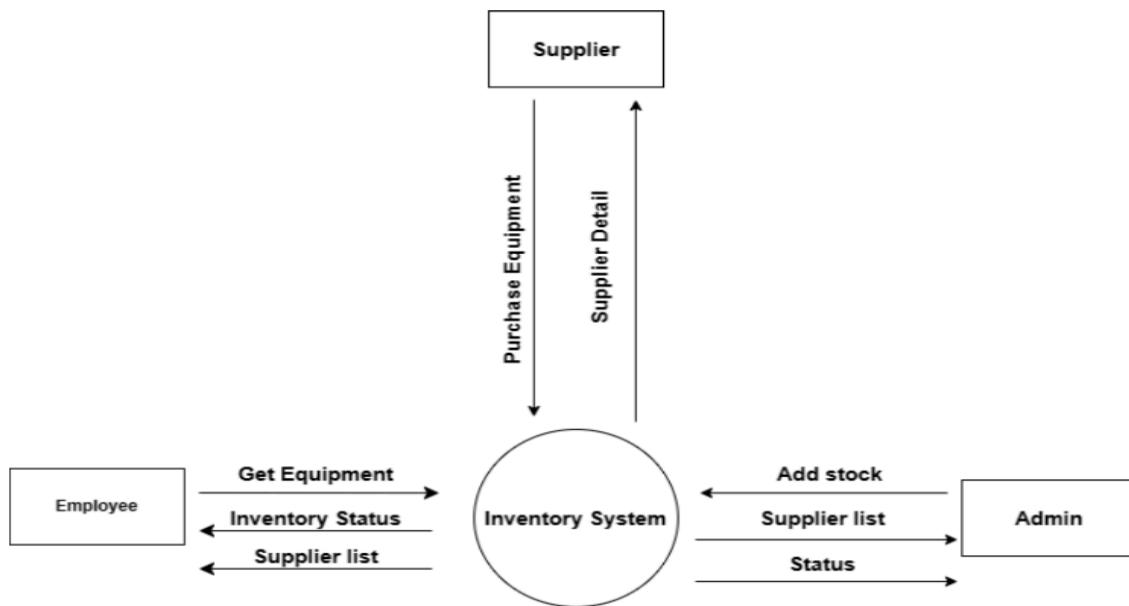




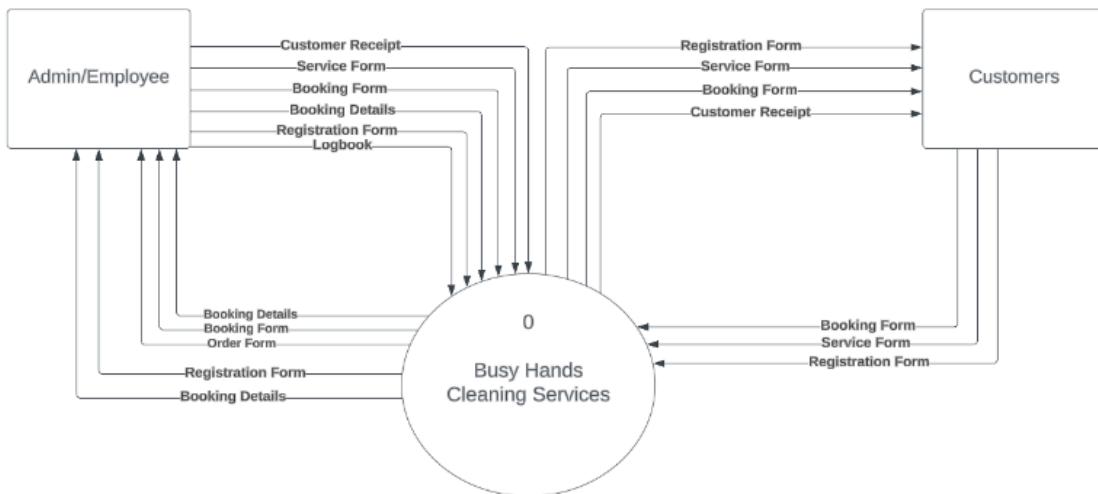
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INVENTORY MANAGEMENT SYSTEM



BOOKING AND BILLING SYSTEM

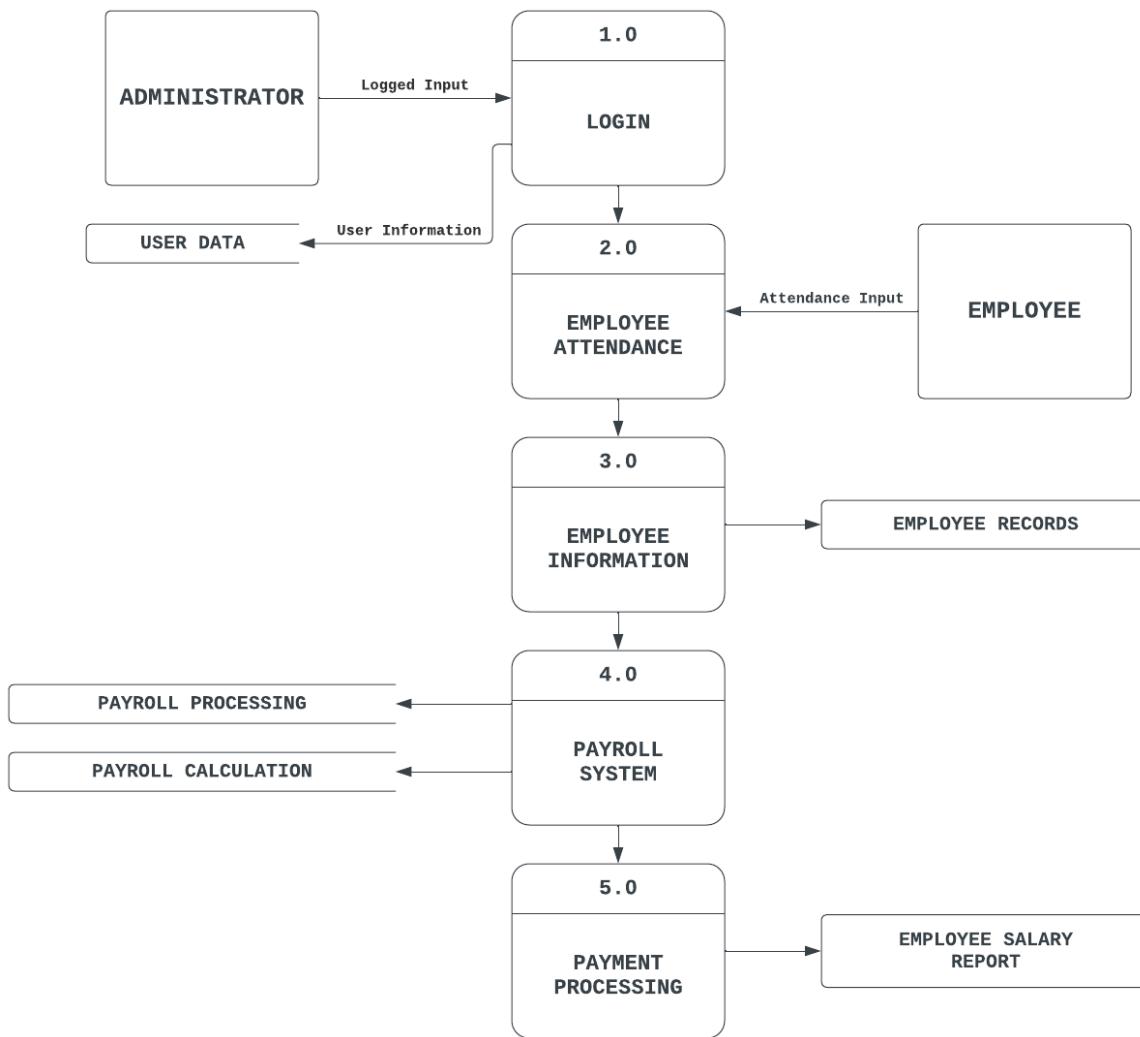




2.1.1. Data Flow Diagram

PAYROLL MANAGEMENT SYSTEM

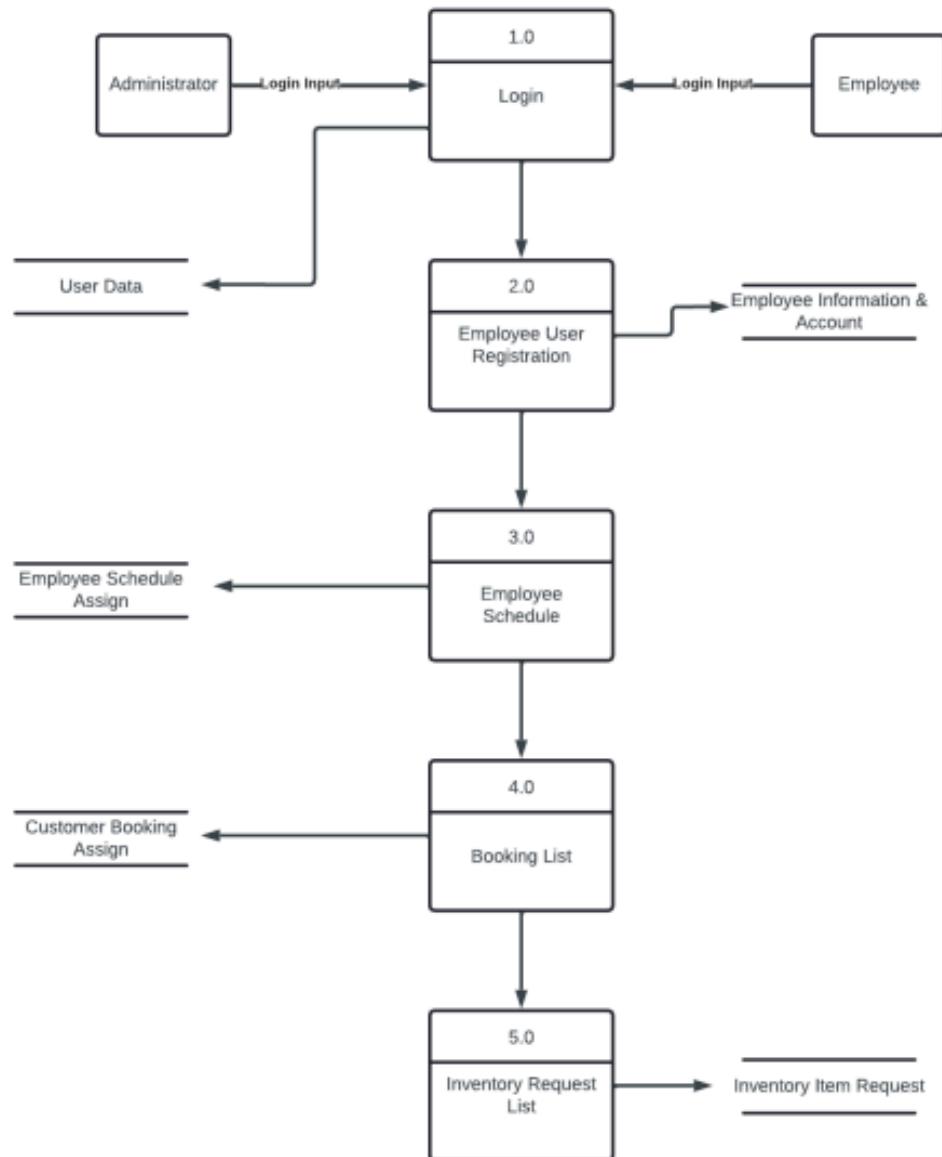
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EMPLOYEE SCHEDULING MANAGEMENT SYSTEM

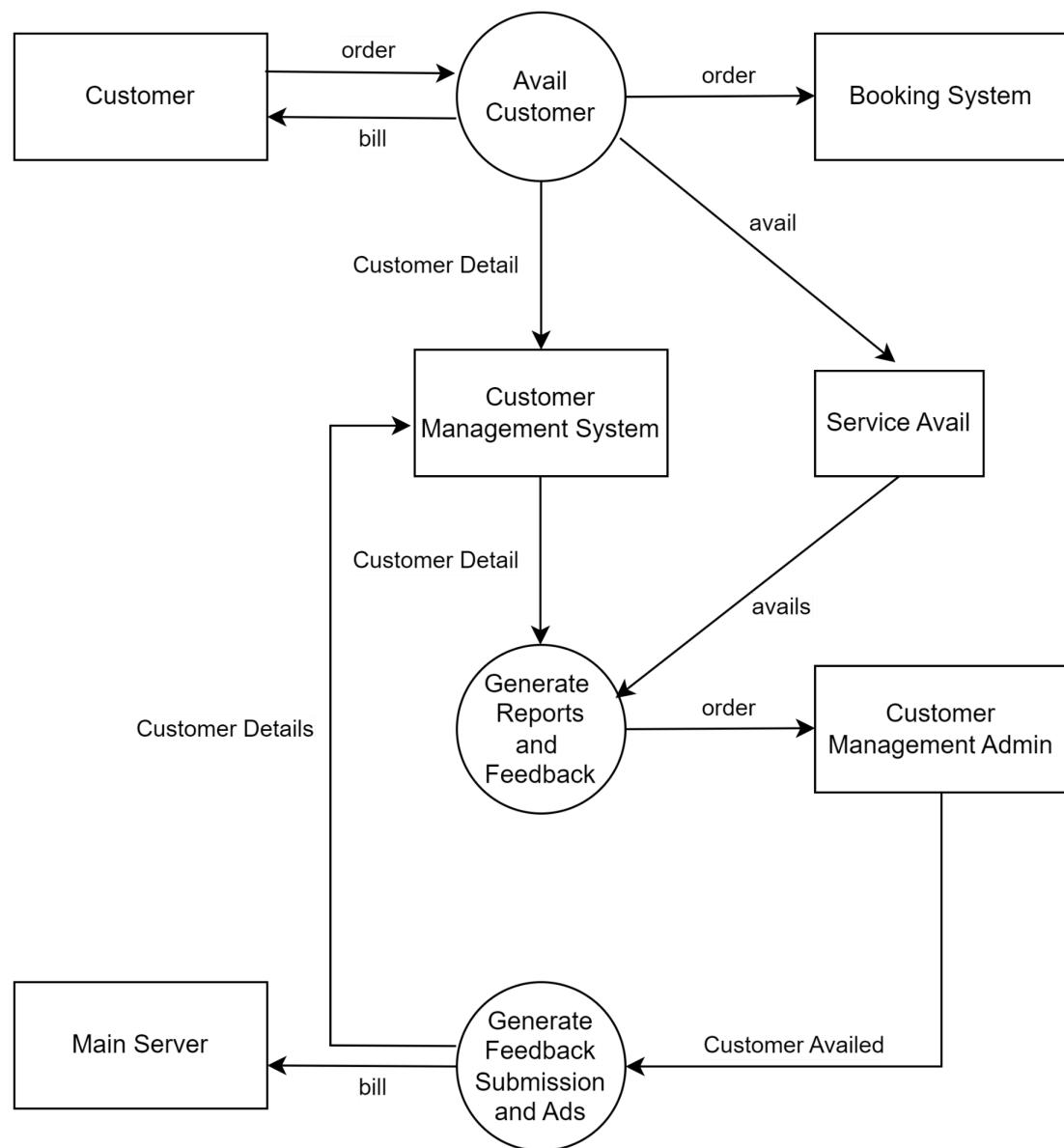
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CUSTOMER MANAGEMENT SYSTEM

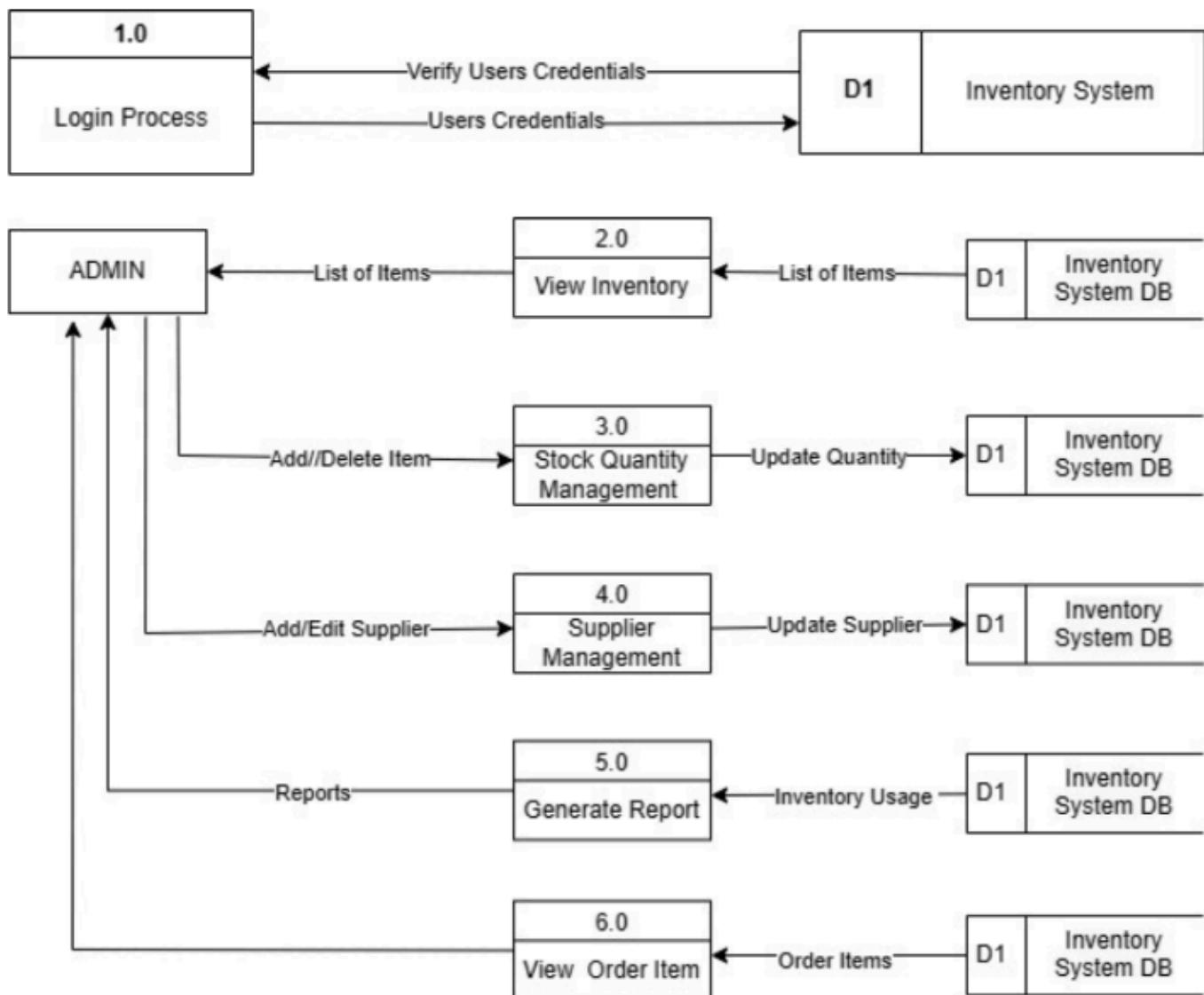
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INVENTORY MANAGEMENT SYSTEM

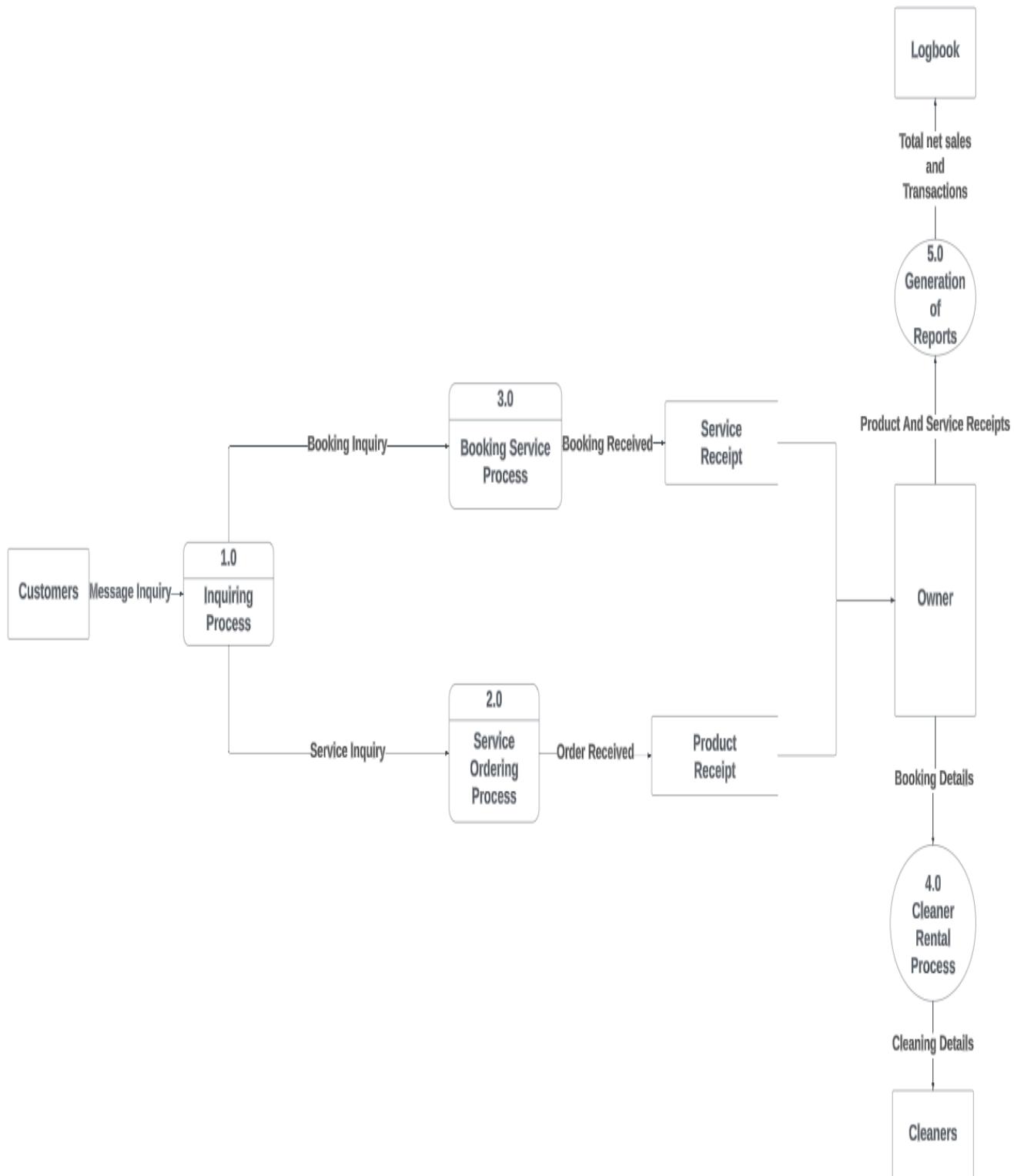
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BOOKING AND BILLING SYSTEM

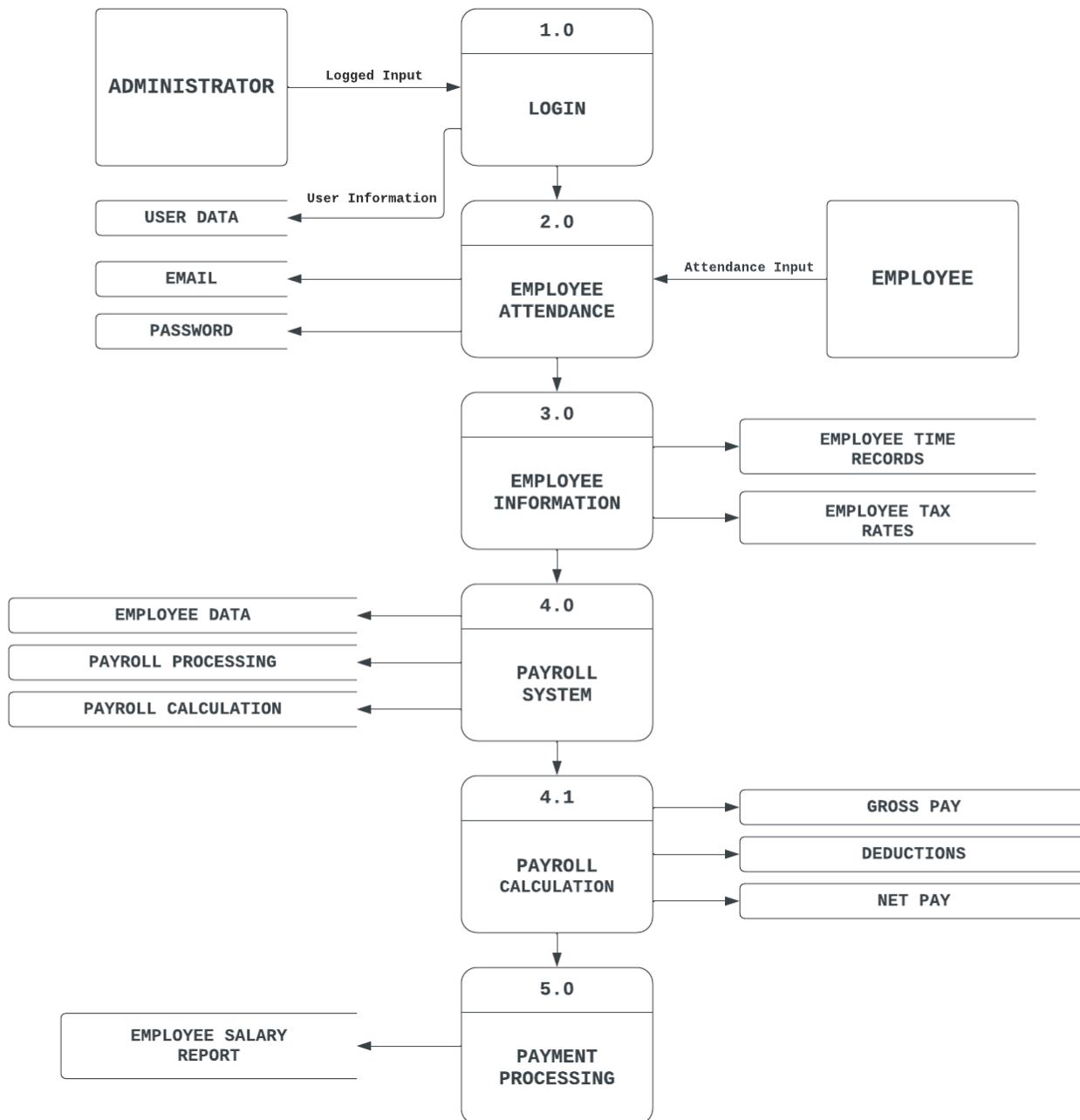
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PAYROLL MANAGEMENT SYSTEM

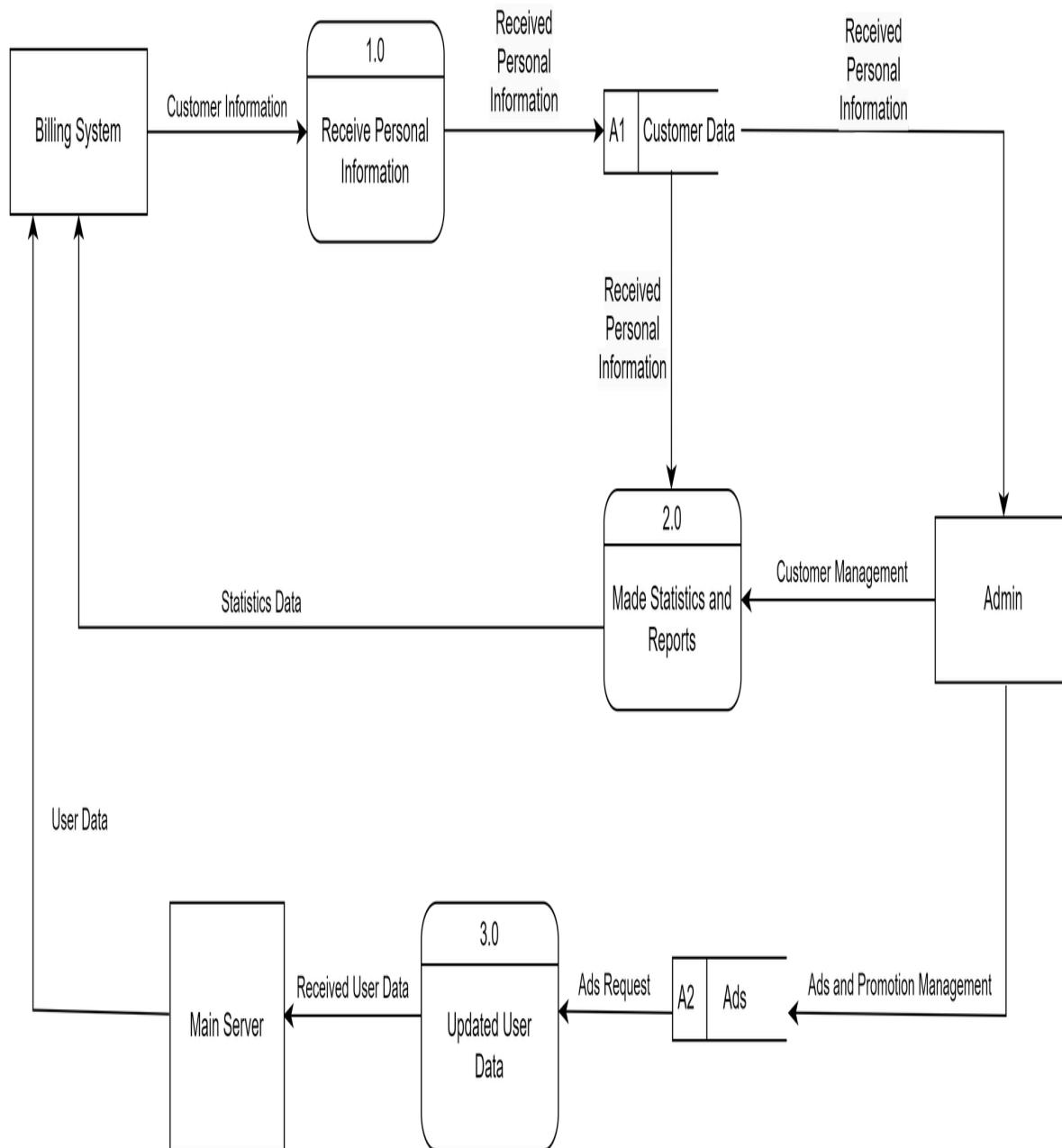
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CUSTOMER MANAGEMENT SYSTEM

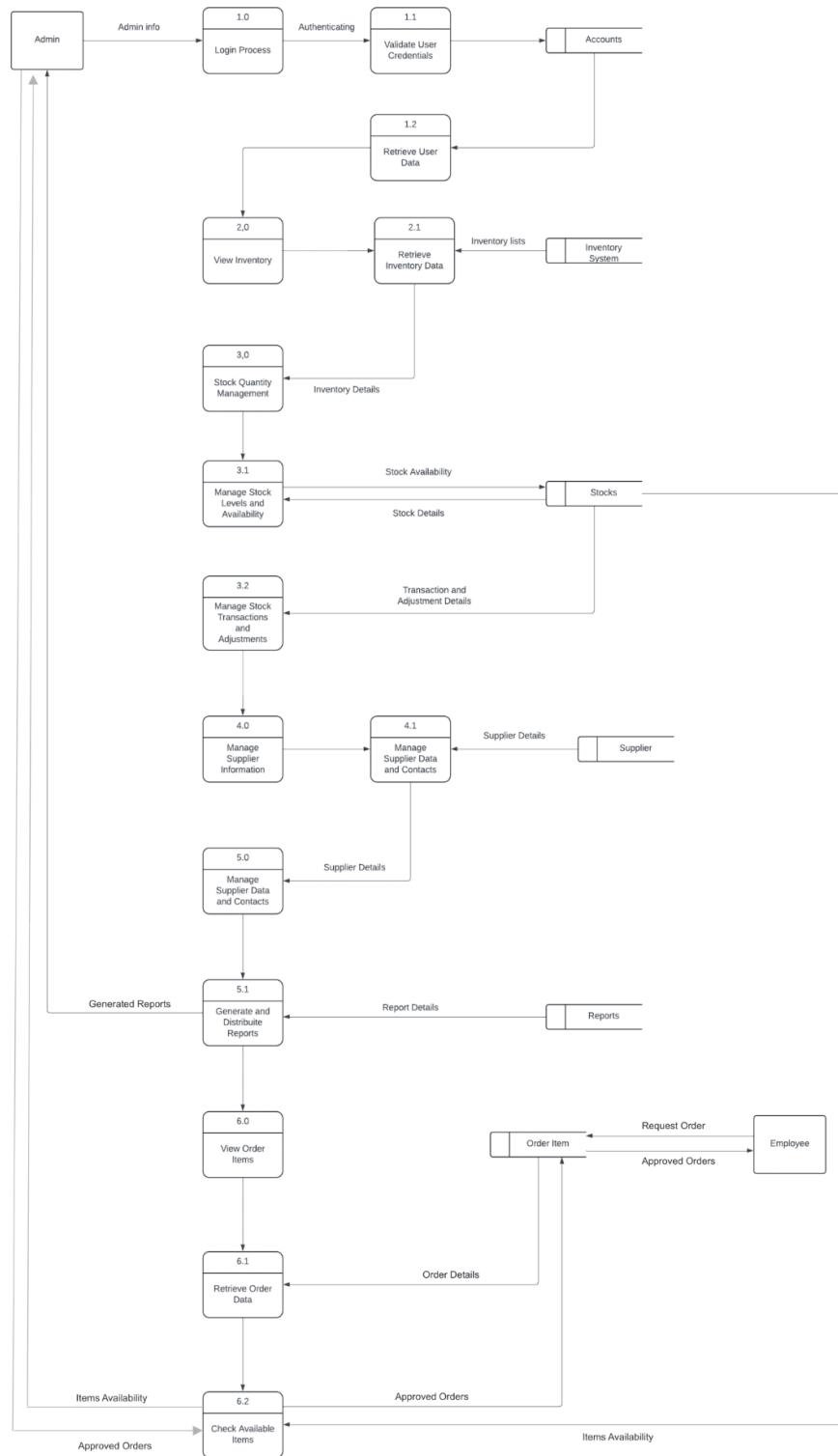
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INVENTORY MANAGEMENT SYSTEM

DFD LEVEL 2



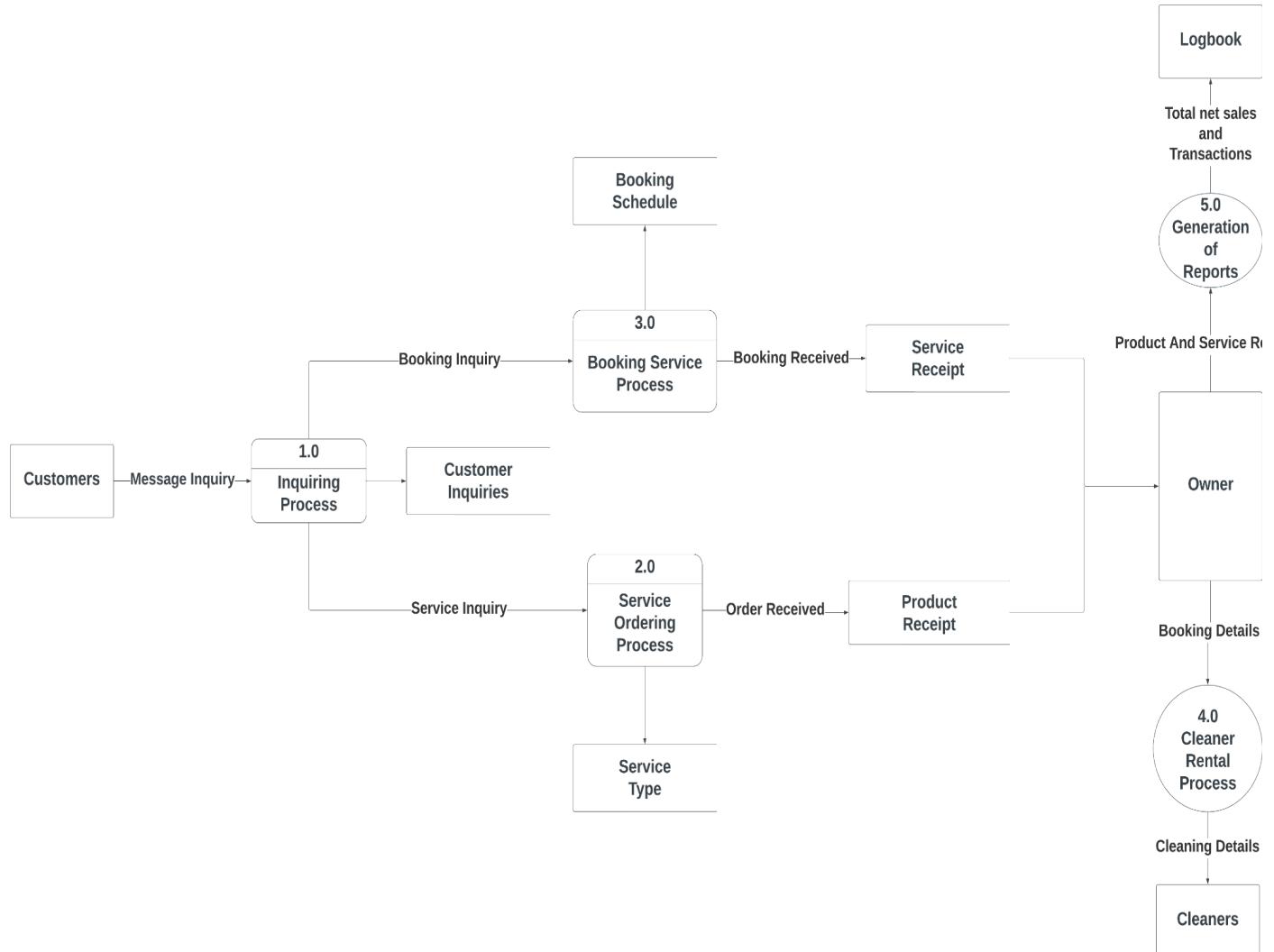


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BOOKING AND BILLING SYSTEM

DFD LEVEL 2



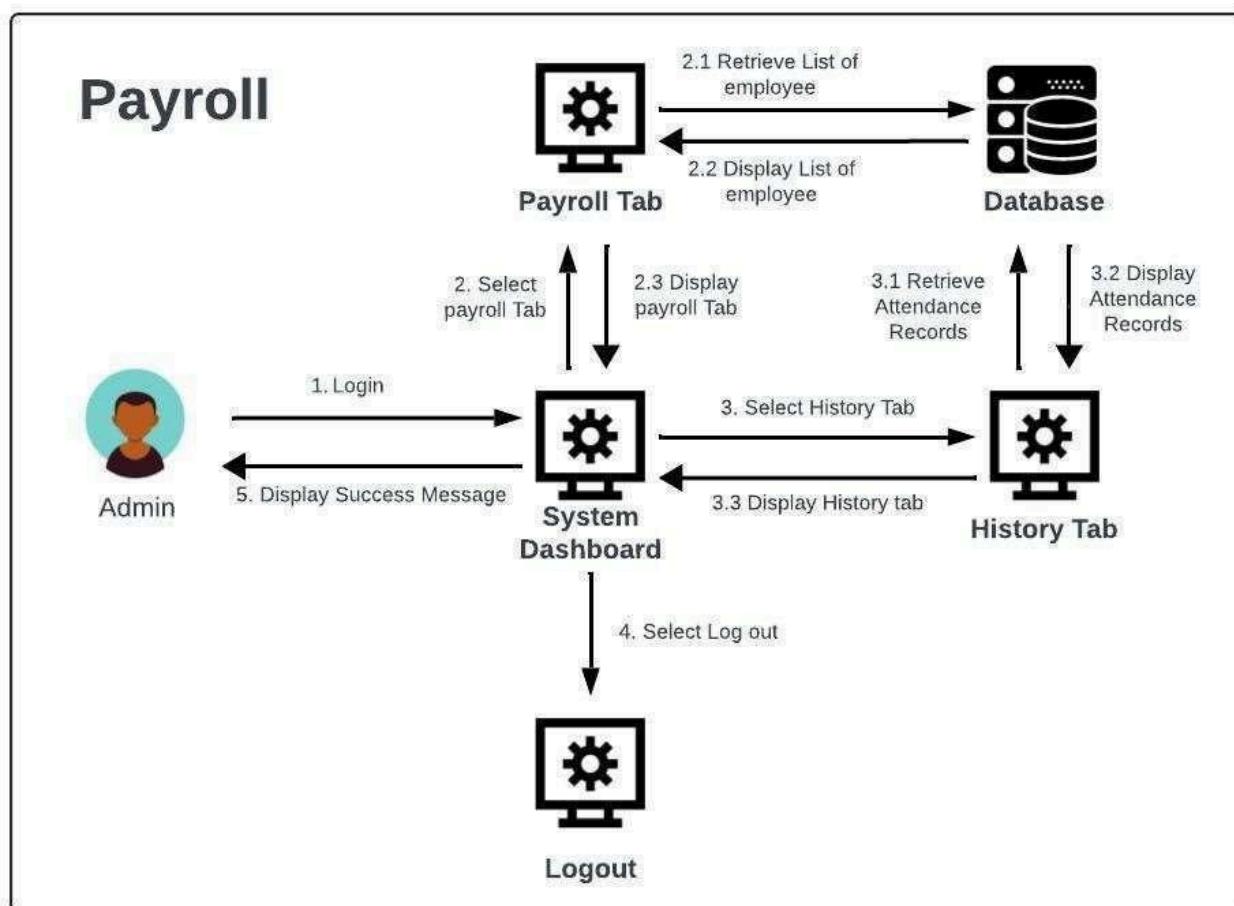


CHAPTER 3: GENERAL TECHNICAL DESIGN

3.1 Proposed System Flowchart

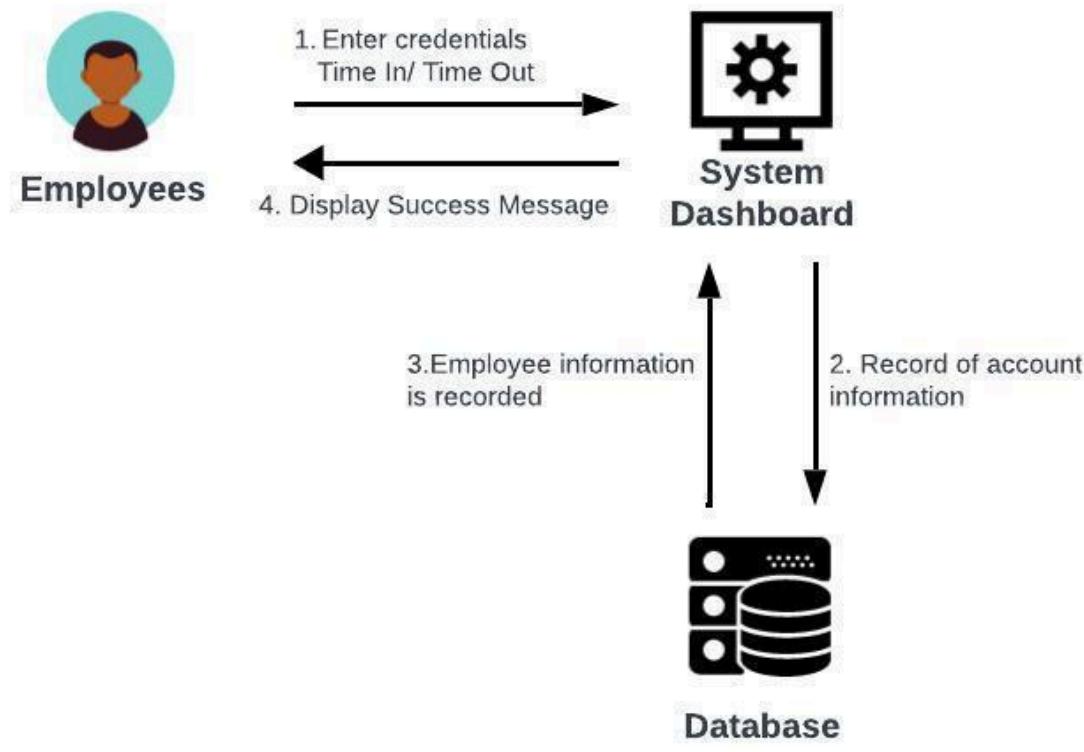
Employee Scheduling Management System

Payroll Management System



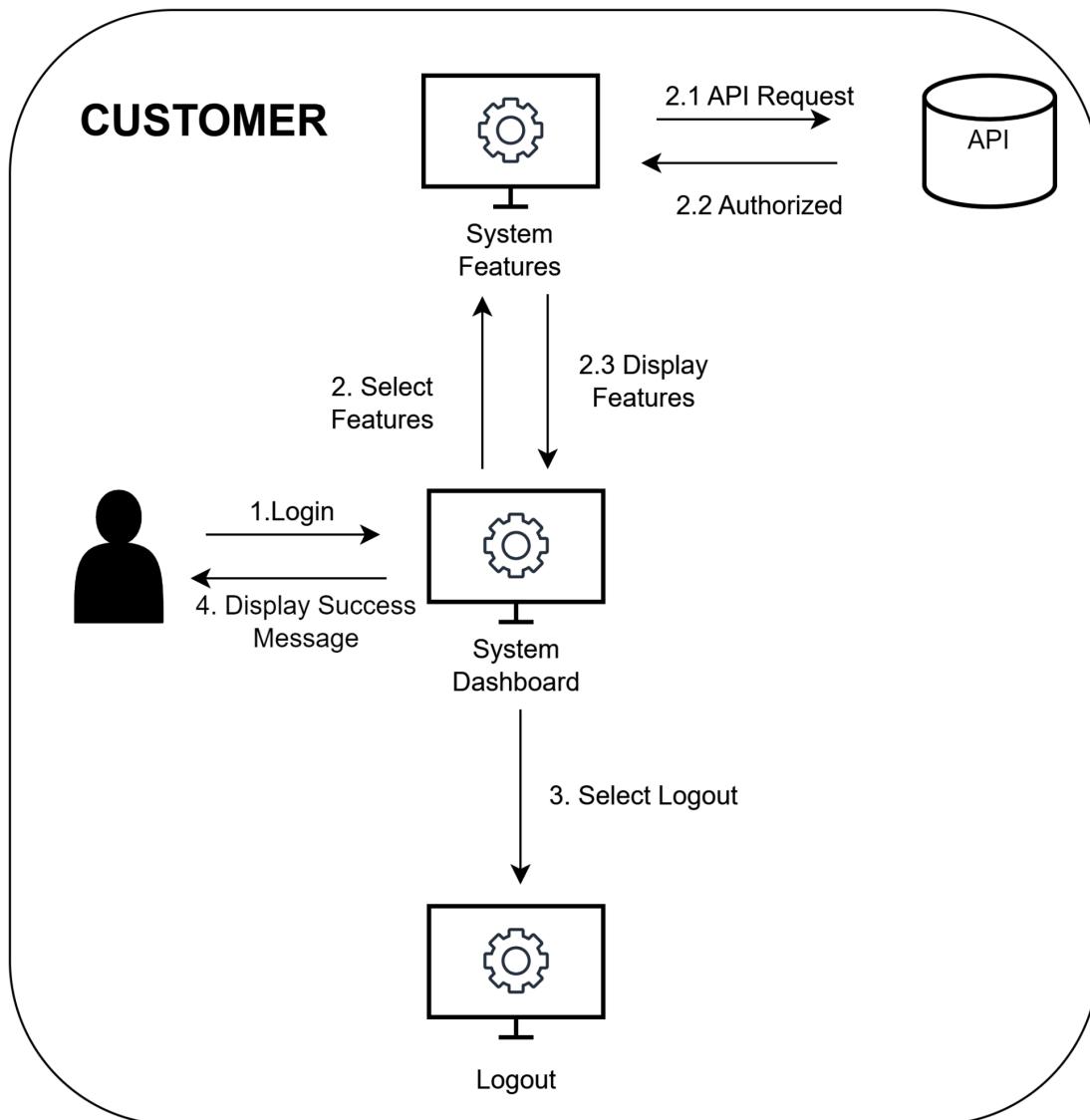


Attendance



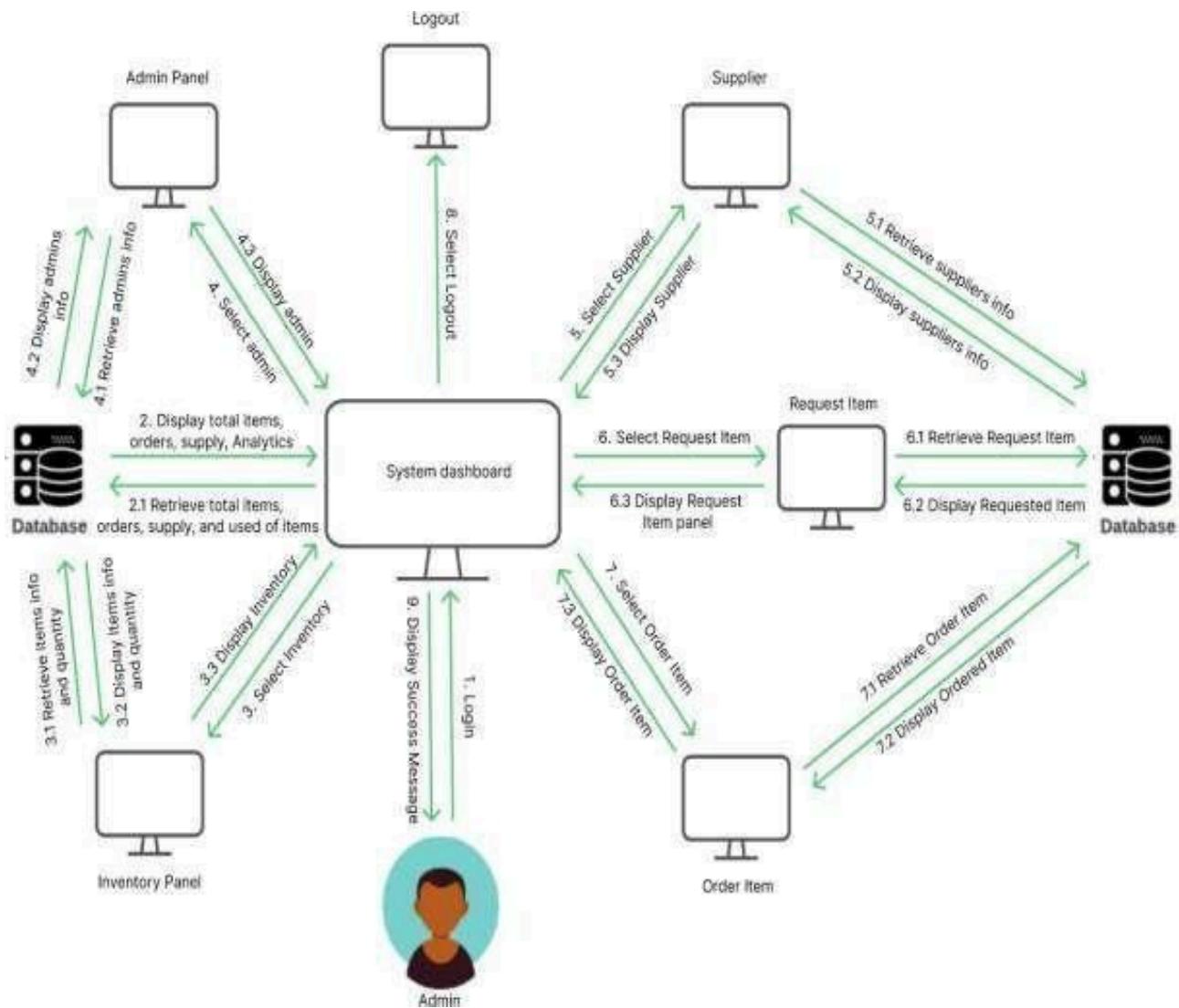


Customer Management System





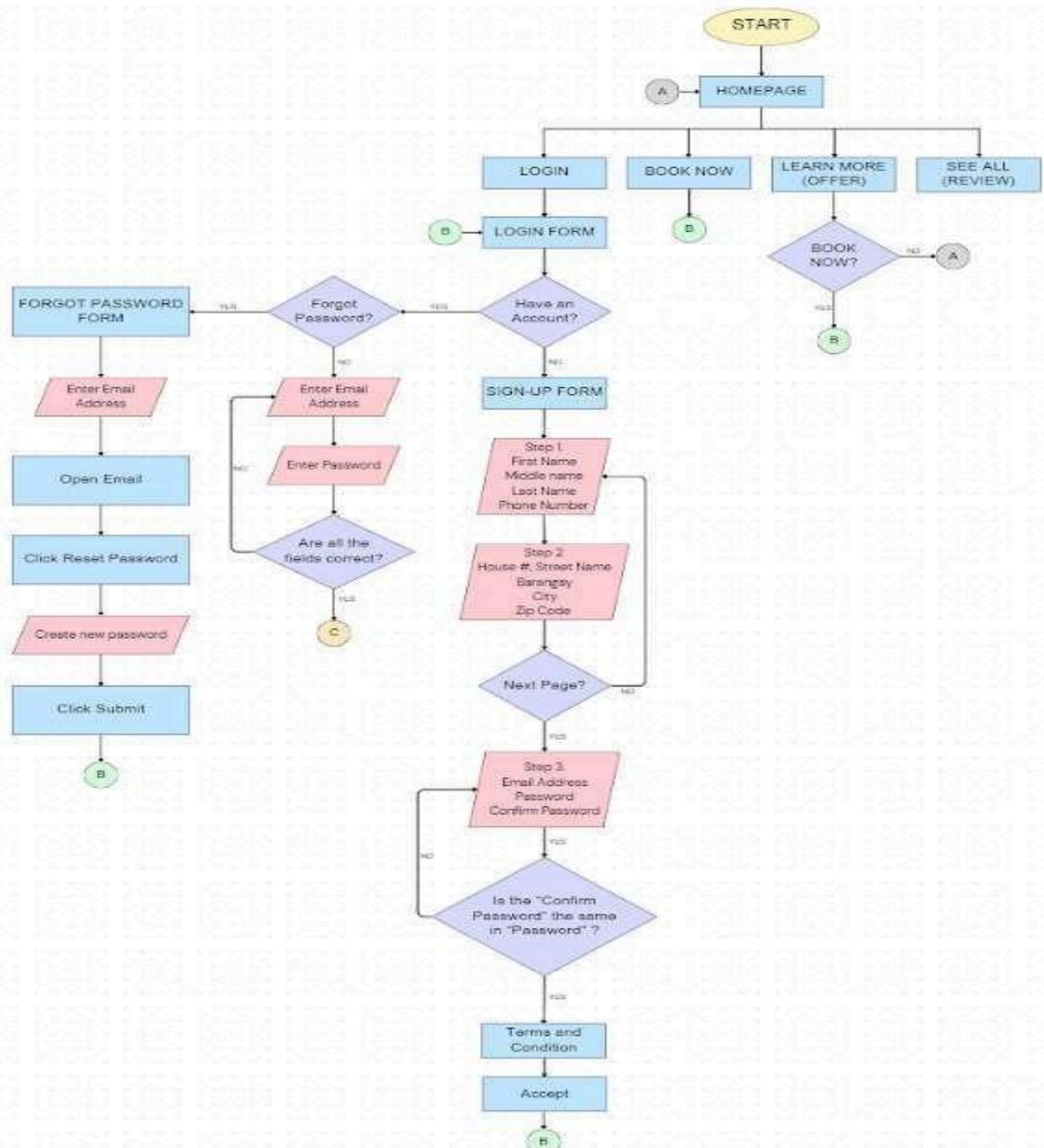
Inventory Management System





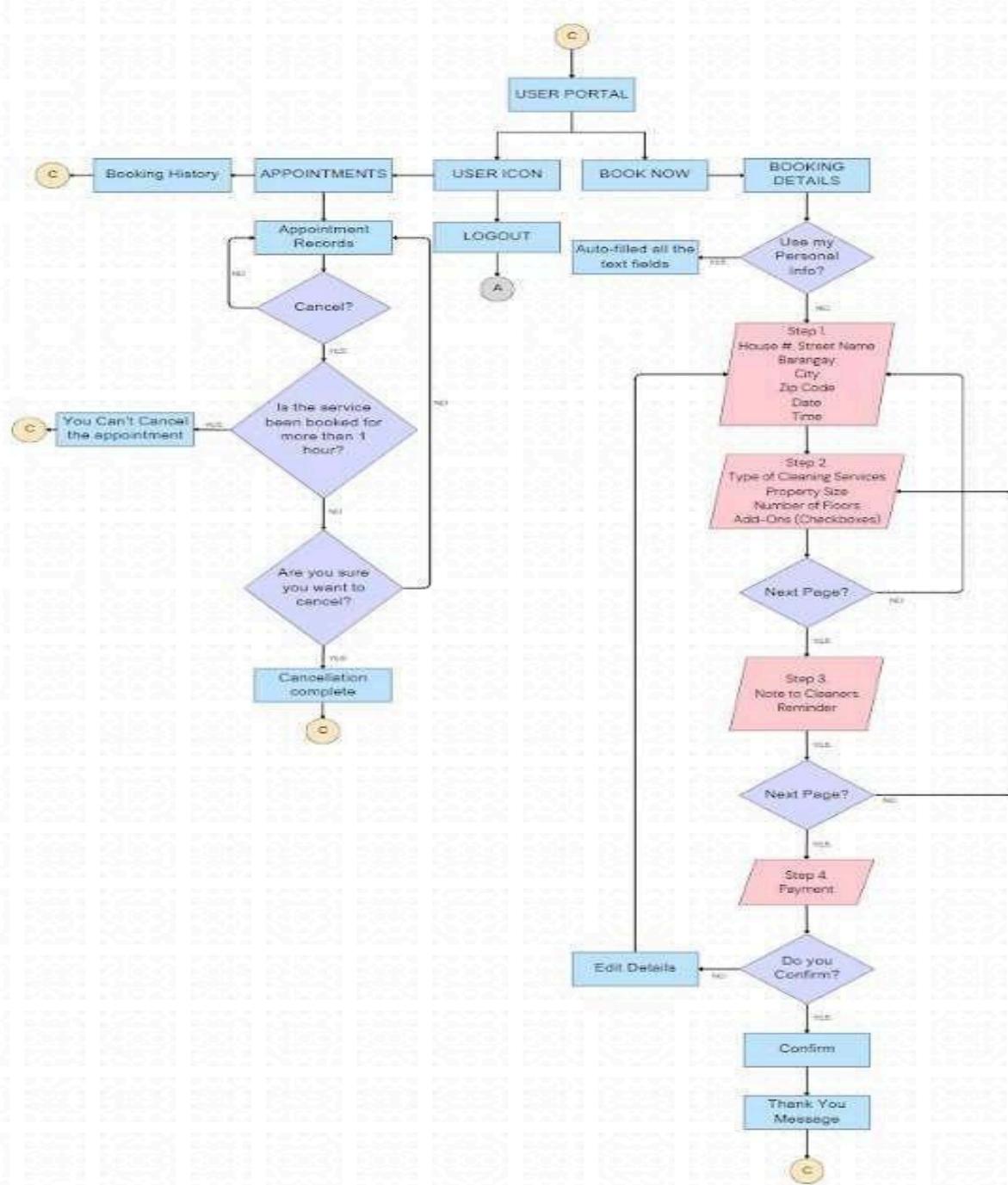
Booking and Billing System

CUSTOMER SIDE INTERFACE SYSTEM FLOWCHART



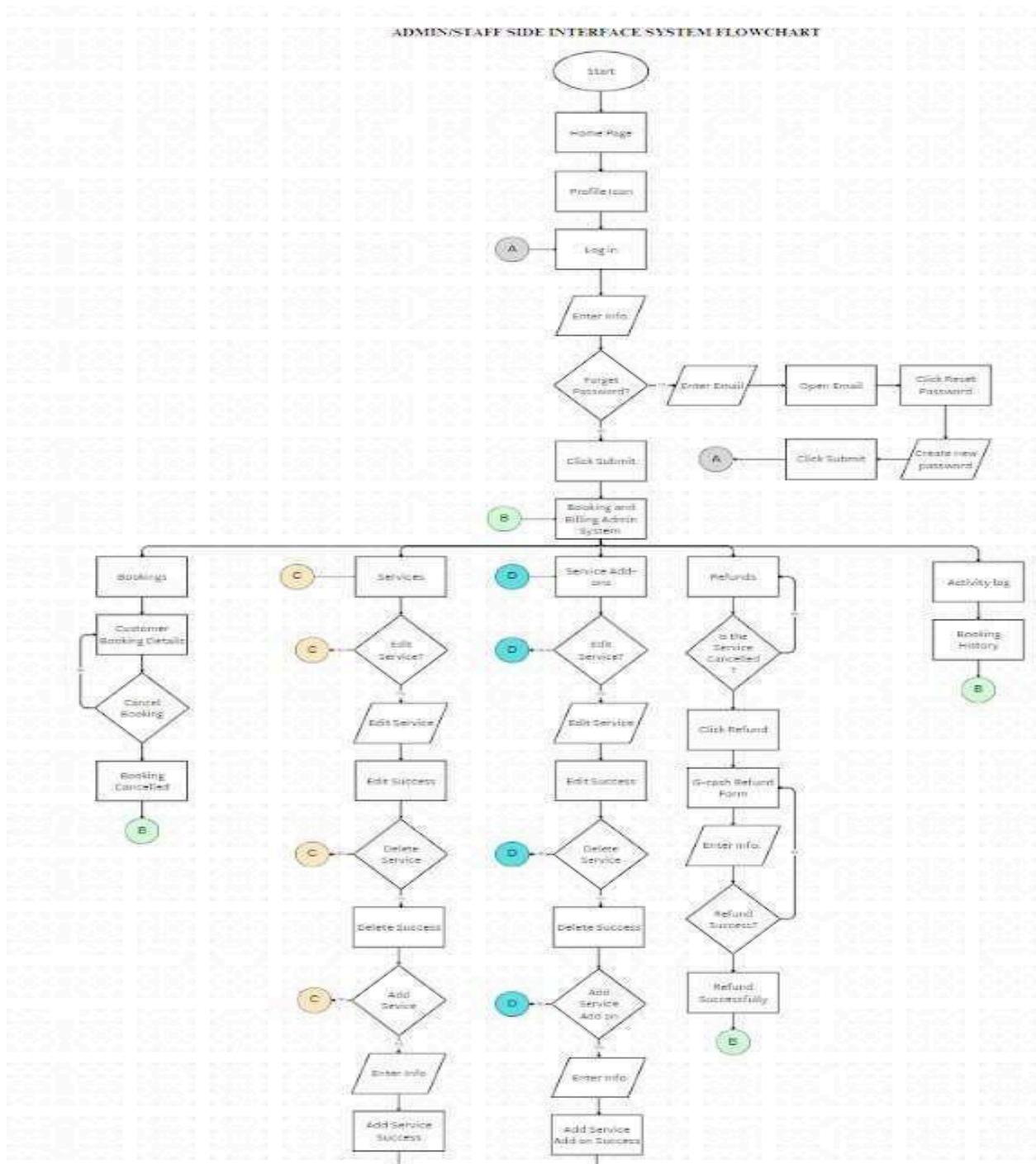


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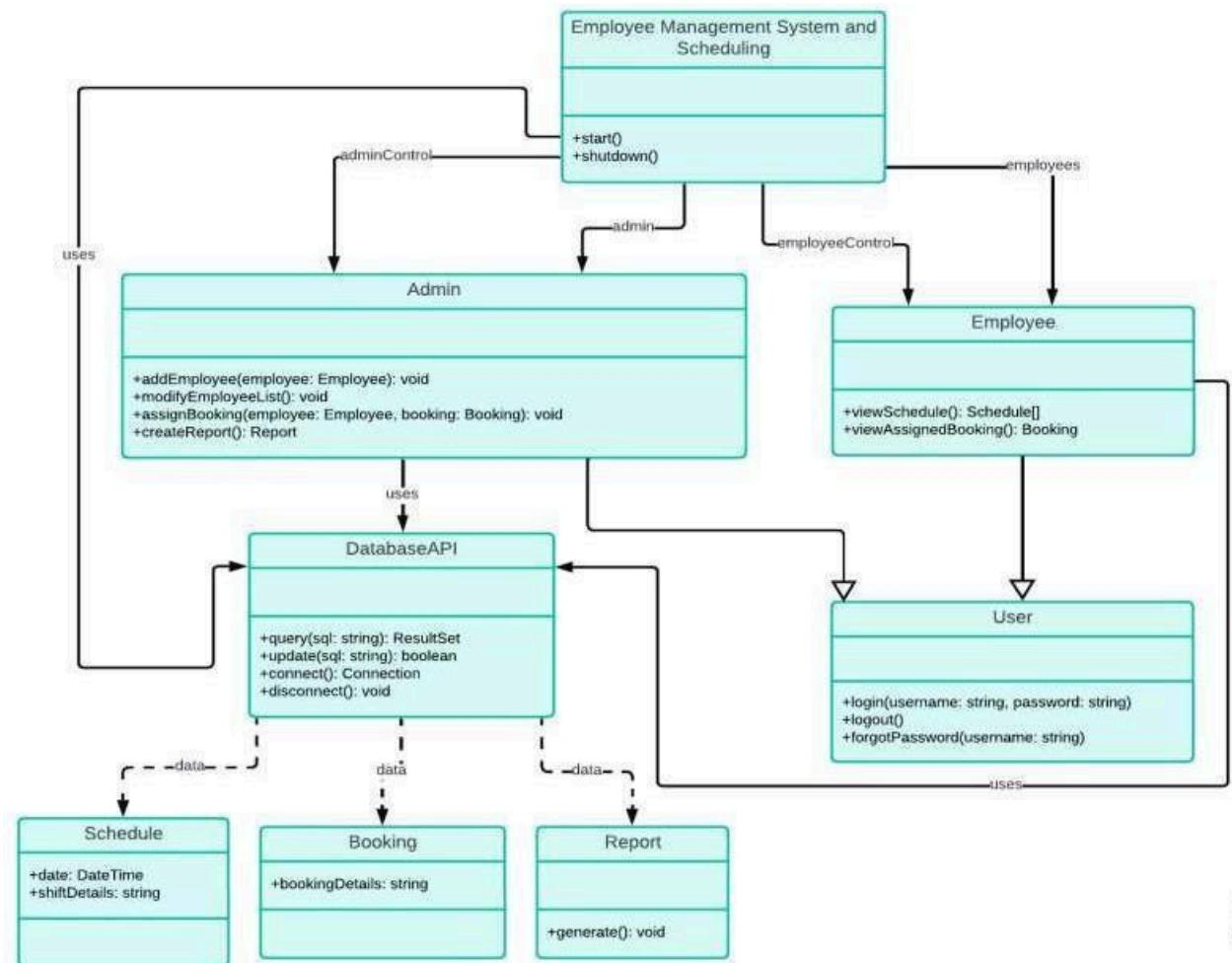
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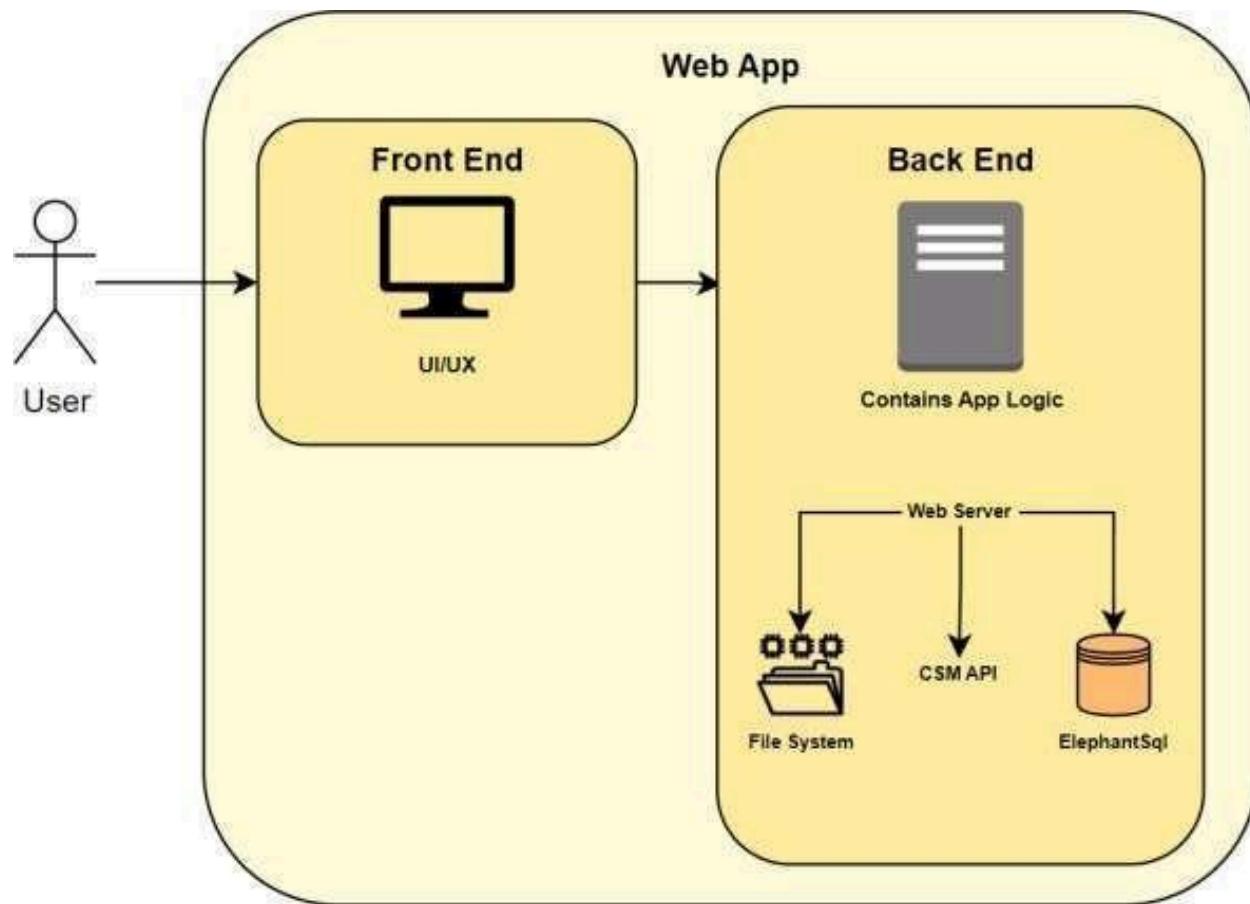
3.2 System Architecture Diagram

Employee Scheduling Management System



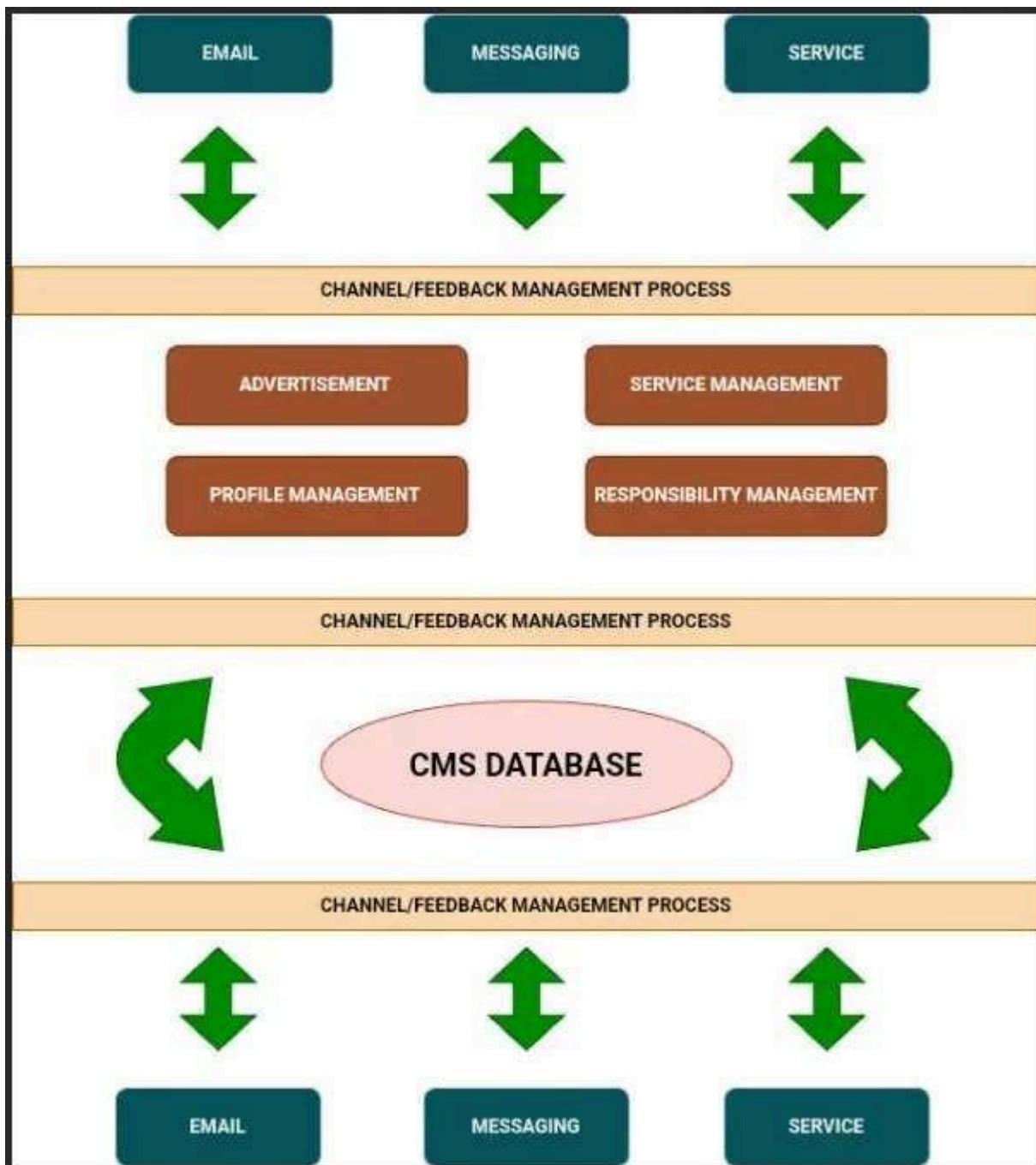


Payroll Management System





Customer Management System





Inventory Management System

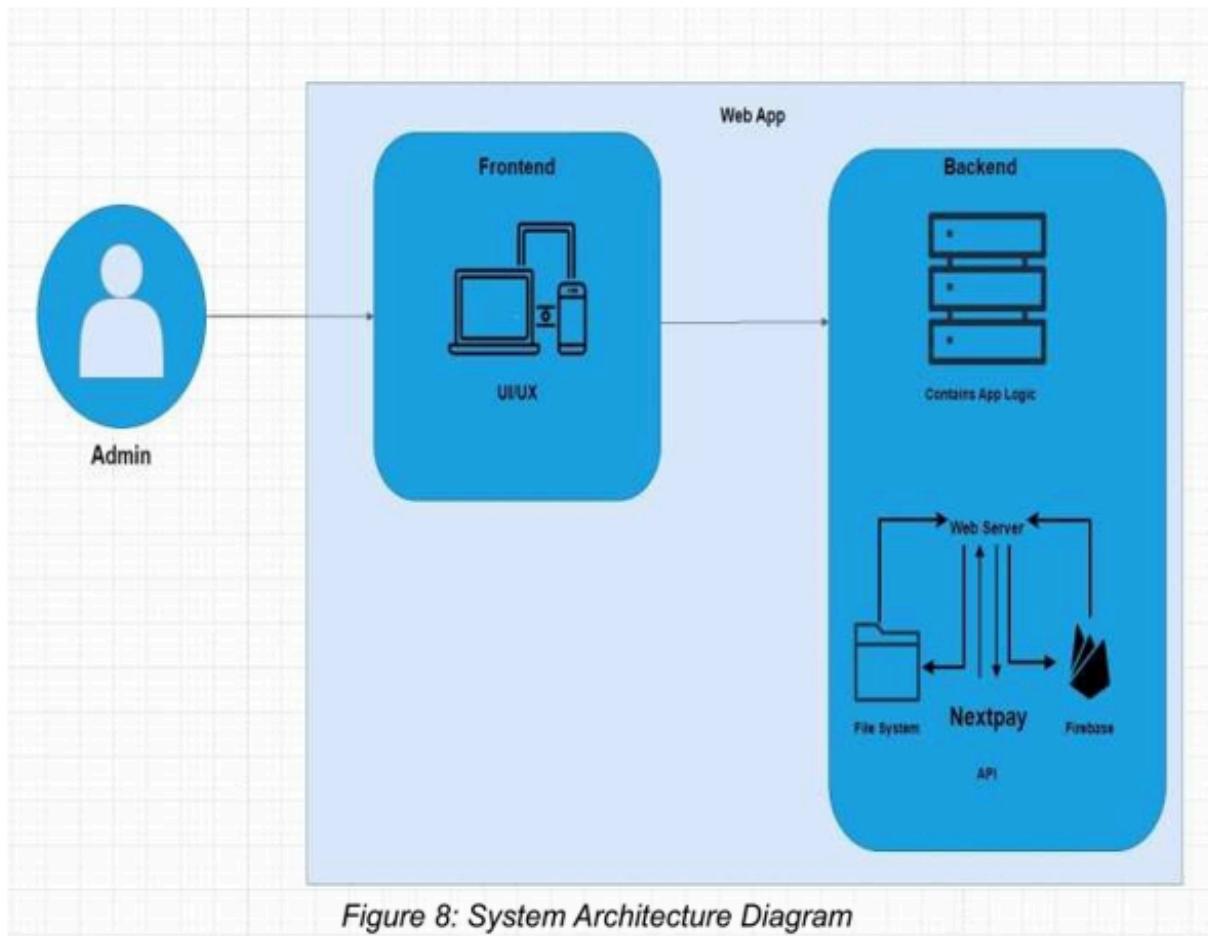
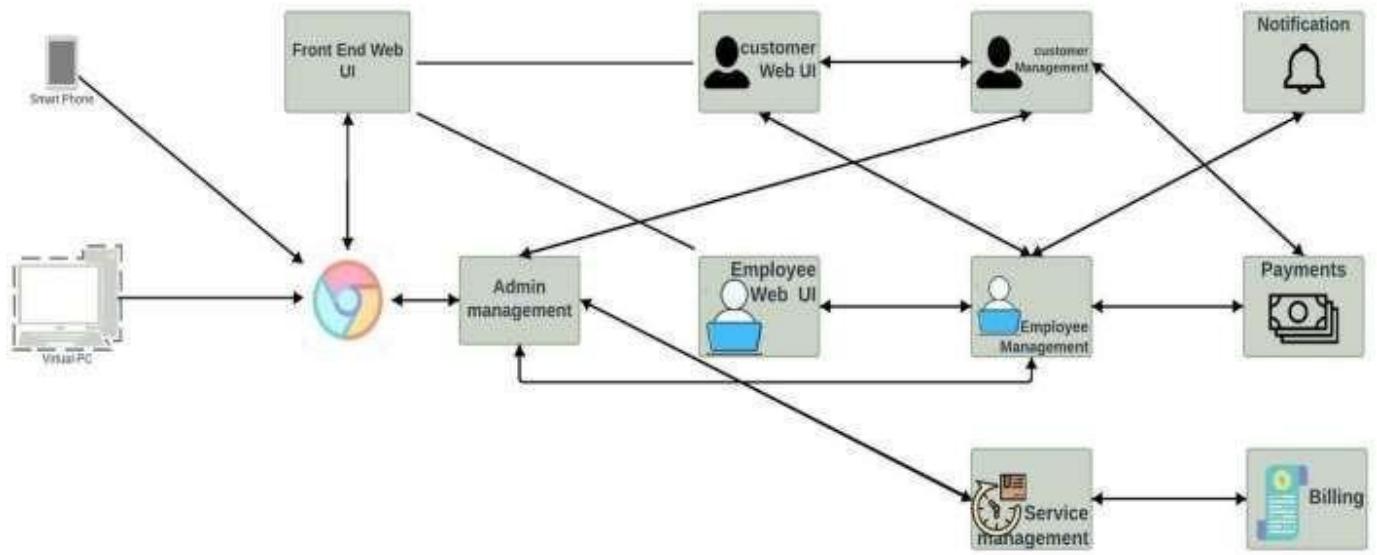


Figure 8: System Architecture Diagram



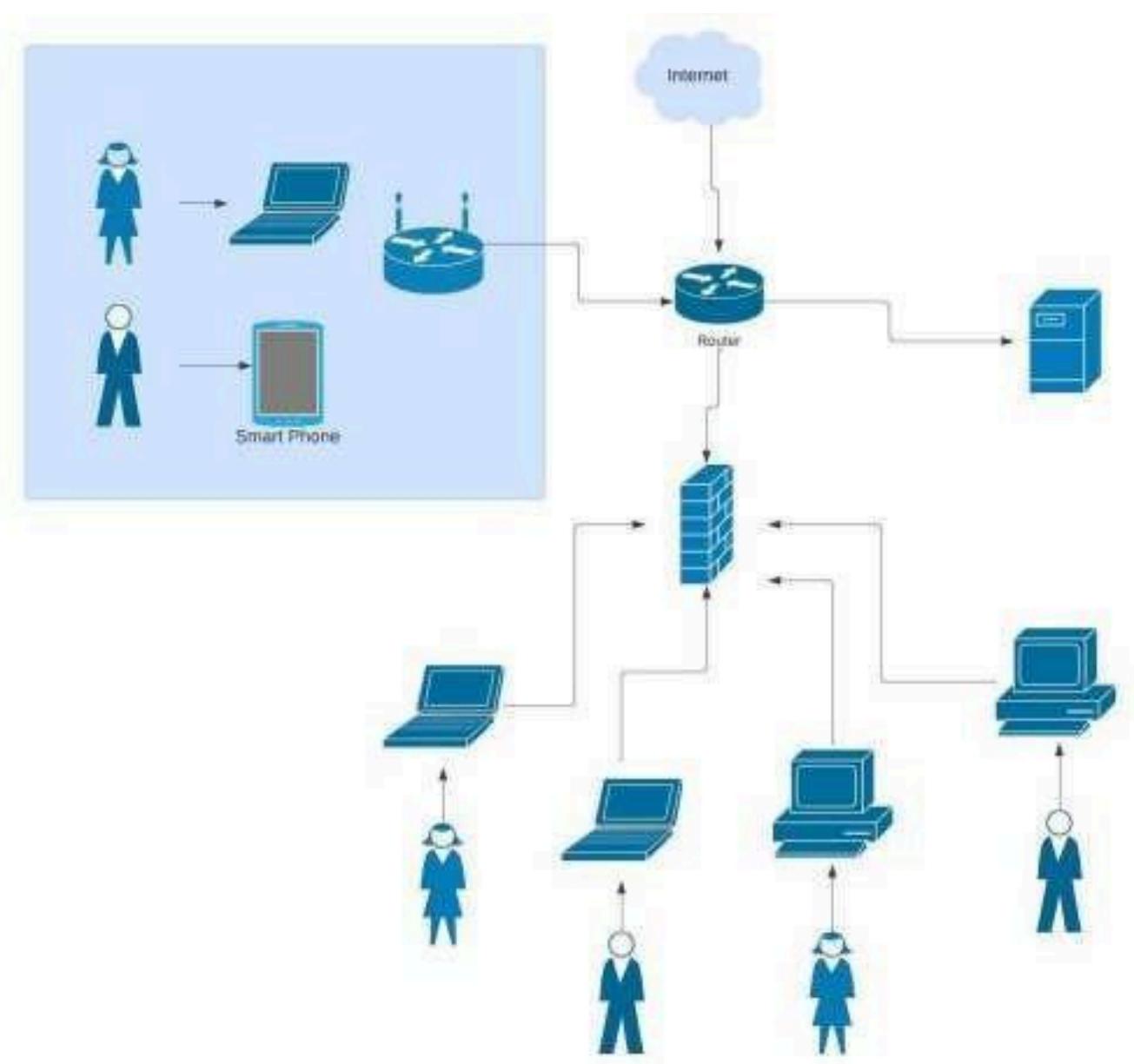
Booking and Billing System





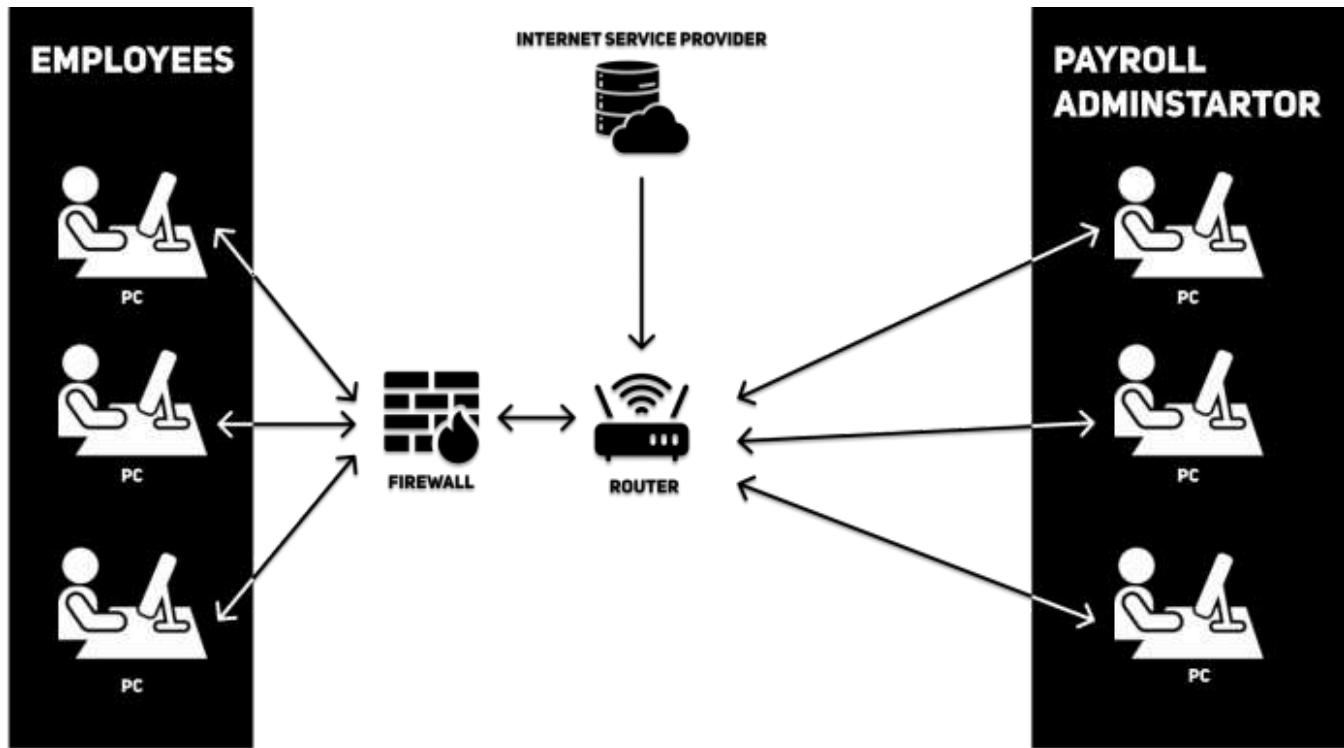
3.3 Network Layout

Employee Scheduling Management System



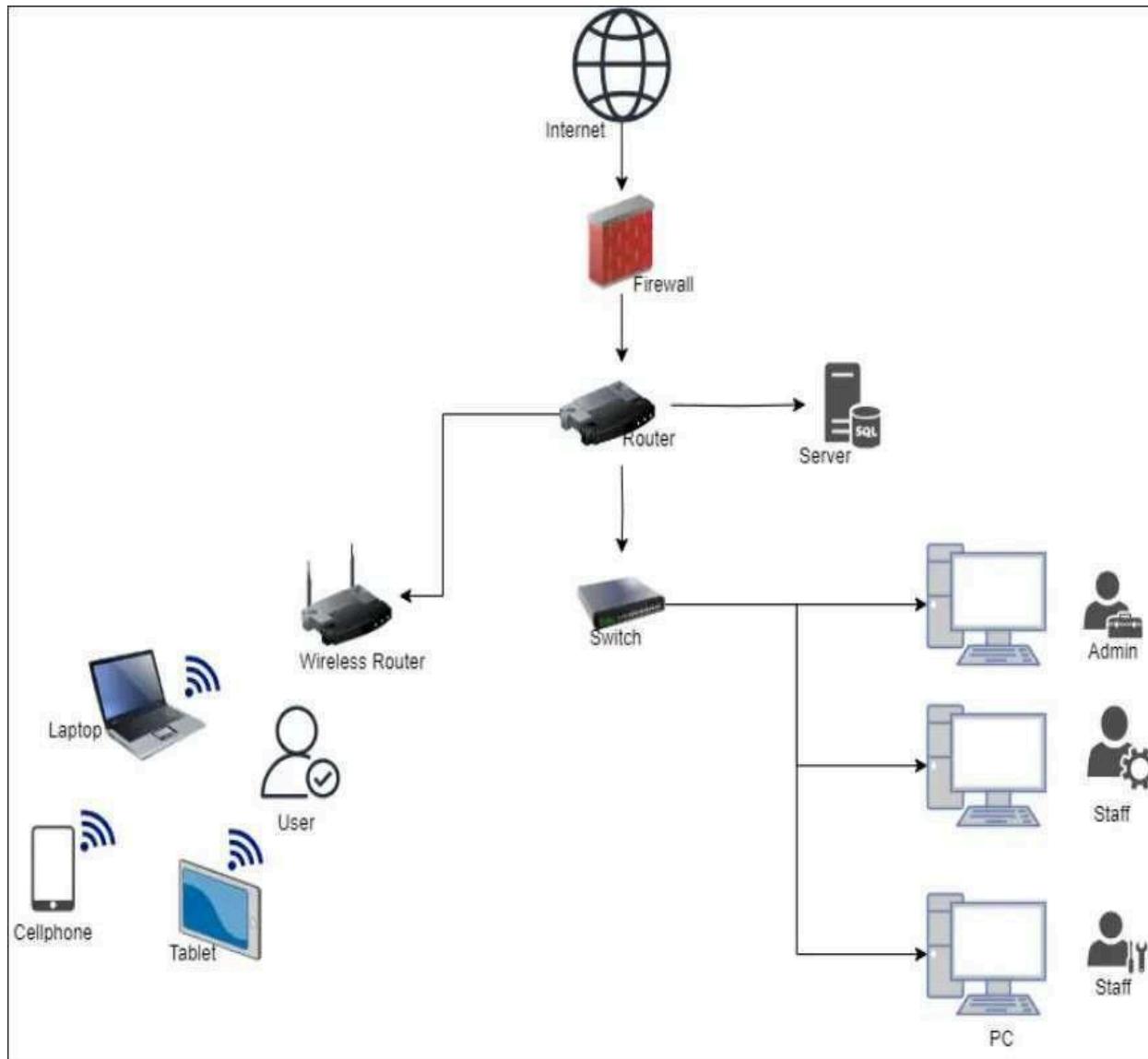


Payroll Management System



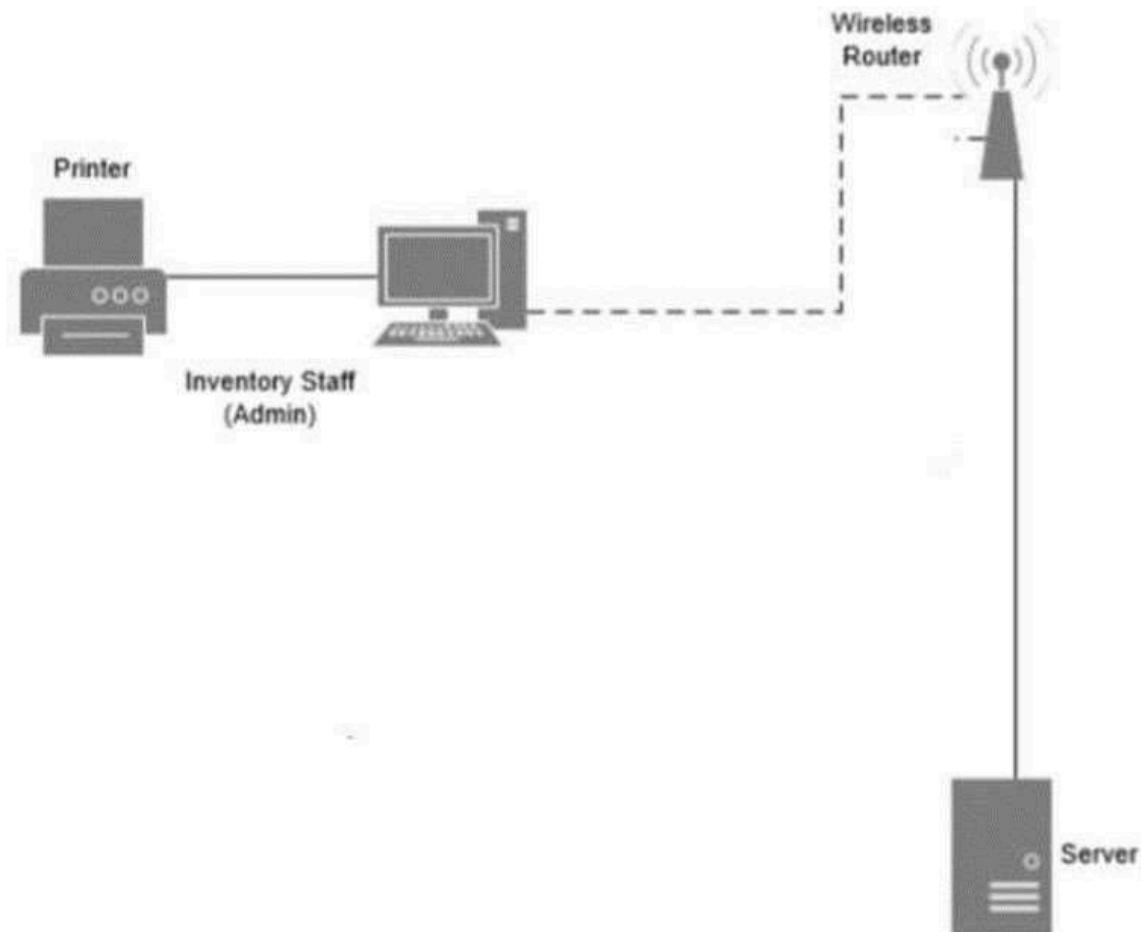


Customer Management System



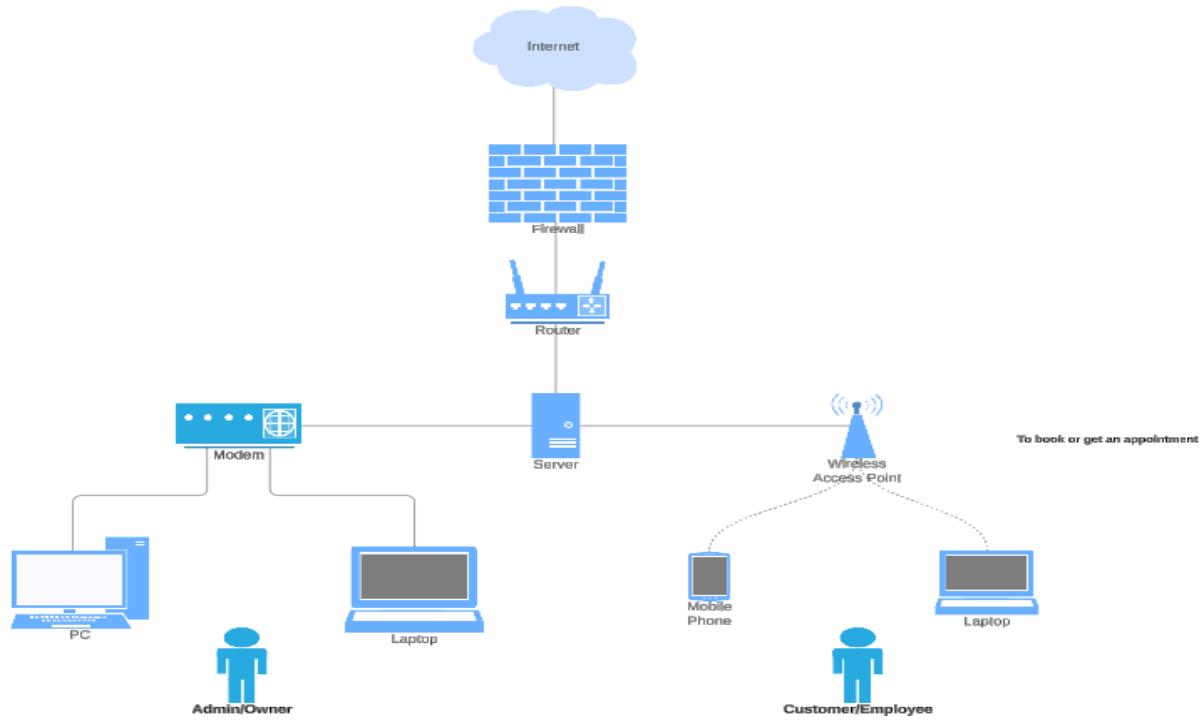


Inventory Management System





Booking and Billing System



3.4 Functional Requirements

Employee Scheduling Management System

Admin:

- The system must allow the admin to create an account for their company's security.
- The system must allow the admin to manage employees' payroll information and payslips.
- The system must allow the admin to edit payroll information.



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- The system must allow the admin to print and send payslips to their employees.
- The system must allow the admin to view the employees' attendance.
- The system must allow the admin to monitor the monthly payroll summary.

Performer:

- The system must allow the performer to create and save the login information to access their accounts.
- The system must allow performers to record their working hours.

System:

- The system should automatically calculate the wages.
- The system should display performance measurements in the dashboard.
- The system should provide timekeeping.
- The system should generate reports.
- The system should provide a search bar to specifically locate employee's payroll information.

Payroll Management System

Admin:

- The system must allow the admin to create an account for their company's security.
- The system must allow the admin to manage employees' payroll information and payslips.
- The system must allow the admin to edit payroll information.
- The system must allow the admin to print and send payslips to their employees.
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- The system must allow the performer to create and save the login information to access their accounts.
- The system must allow performers to record their working hours.

System:



- The system should automatically calculate the wages.
- The system should display performance measurements in the dashboard.
- The system should provide timekeeping.
- The system should generate reports.
- The system should provide a search bar to specifically locate employee's payroll information.

Customer Management System

Users:

- The system needs to offer a registration process when users create an account to ensure their security.
- The system should offer a user-friendly interface for its users.
- The system needs to offer payment integration to all users.
- The system must provide information, status of booking and total bill of the user's booking service.

Admin:

- The system should enable the admin to establish an account for their company's security.
- The system needs to enable the admin to observe customer transactions.
- The system needs to enable the admin to access the billing history.

Performer:

- The system should enable the performer to establish their own account to ensure their company's security.
- The system should enable the performer to access the customer's details.

System:

- The system ought to permit the owner to track booking status and transaction history.
- The system ought to retain the booking details of the customers.
- The system should provide feedback from customers.

Inventory Management System



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Staff:

- The system must allow admin and employees to display the available supplier's.
- The system must allow employees to request items in inventory together with quantity.
- The system must allow employees to order an item and select a quantity.

Admin:

- The system must allow admin to add, edit, and delete Inventories
- The system must allow admin to display their profiles which include personal information, job roles, and availability.
- The system must allow admin to display the supplier's profiles which include personal information, job roles, and availability and updating the details.
- The system must allow admin to add, edit, and delete the supplier's information.
- The system must allow admin to display the available supplier's.
- The system must allow admin to order an item and select a quantity.
- The system must allow the admin to receive the history, status and it will display the admin who received or cancel the item.
- The system must allow the admin to generate reports on employee hours worked.

System:

- The system should have secure login functionality for admins, users, and performers, with password protection and multi-factor authentication options.
- The system should automatically calculate total items, total orders and total supplier in the dashboard.
- The system should display performance measurements in the dashboard.
- The system should provide timekeeping.
- The system should generate reports.
- The system should provide a search bar to specifically locate admin and supplier's data information.
- The system should store and retrieve user data, schedule information, and records securely.
- The system should have regular backup data and implement procedures for data recovery in case of system failures or data loss incidents.



Booking and Billing System

User:

- The system should be able to provide registration with the customer's email address and create a password for easy login.
- Users should be able to select a date, time, location, and service to create a new booking.
- Users should have the ability to modify or cancel their bookings within a specified timeframe before the scheduled appointment.
- Users should be able to securely enter payment information and complete transactions for booking fees.
- Users should be able to access and use the booking system easily, with clear instructions.

Admin:

- Admins should be able to modify or cancel bookings as needed.
- Admins may have access to view payment statuses and process refunds.
- Admins should receive notifications of new bookings, modifications, cancellations, or other relevant updates.
- Admins should have access to an interface for managing bookings, including viewing, editing (e.g add and remove the details of the cleaning services offers), confirming, and cancelling bookings.
- Users should have the ability to modify or cancel their bookings within a specified timeframe before the scheduled appointment.
- User will read and must accept terms and conditions upon registering

Performer:

- The system must allow the performers to create their own account for the company's security.
- The system must allow the performer to view the customer's booking information.

System:

- The system should securely store user credentials and validate them during login.
- The system should efficiently retrieve relevant booking information from the database.
- The system should validate user inputs, check availability, and create the booking in the database.



- The system should be able to secure the information of the users and admin.
- The system should update availability based on booked slots, ensuring that users cannot double book or book unavailable slots.

3.5 Non-Functional Requirements

Employee Scheduling Management System

Operational requirements

- The system must be able to manage the needed number of users while maintaining performance.

Performance requirements

- Web pages displaying the usage data of a customer should be loaded in 5 seconds or less over a 30 Mb/sec or higher internet connection.
- The system would provide 99.9% performance or be accessible and available to users around all times, while any service interruptions would be reported in advance.

Usability requirements

- Goals are easy and can be accomplished quickly and with little or no user error.
- The system should have a user-friendly interface that is easy to navigate and understand, reducing the learning curve for new users.
- The interface is simple to learn and manage; buttons, headings, and help/error messages are clear.
- Optimize system performance to minimize loading times and response times, ensuring a smooth and efficient user experience even during peak usage periods.
- This system is intended to improve and to simplify both the lives of employees and the management of a company.

Portability requirements

- The system can run on a wide range of hardware configurations, including different types of servers, desktop computers, laptops.



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- The employee management system (scheduling) is built using visual studio asp.net.
- Maintain strict security measures to safeguard scheduling data during transmission and storage, adhering to industry standards and regulations to protect sensitive employee information across all supported platforms and environments

Security requirements

- The administrator has the capability to manage, organize, and efficiently retrieve information regarding employee records within the system.
- To access the system, employees are required to log in or register to create an account, enabling them to securely access and utilize the system's features. • Strong authentication methods, such as passwords and biometrics, are required to verify the identity of users accessing the system.

Payroll Management System

Operational Requirements

- The payroll system can be opened in any browser and run-on laptops, PCs, and smartphones.
- The payroll system allows users and the admin to communicate fast.

Performance Requirements

- The payroll system homepage should load in less than 4 seconds in any browser or device.

Usability Requirements

- Employees should have a convenient and straightforward method to accurately document their attendance without any difficulty or inconvenience.
- The payroll system will automatically calculate employees' income and deductions and send them via email.

Portability Requirements

- The payroll system is built with HTML, Css, Javascript, Nextjs, and Firebase.

Security Requirement



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- Only the super administrator has the authority to generate an account for employees and perform CRUD operations on the payroll system.
- Employees are restricted to accessing only specific functions on the payroll system that they have been granted permission to

Customer Management System

System Performance:

- System should be capable of handling a minimum of 1000 concurrent users without experiencing degradation in performance.

Reality:

- The system should be highly reliable, with minimal downtime and a robust backup and recovery mechanism to ensure data integrity.

Scalability:

- It must be scalable to handle an increasing volume of users and data without sacrificing functionality.

Portability Requirement:

- Built with HTML, CSS, Javascript, C#

Security Performance:

- Viewing billing history, viewing client transactions, managing customer accounts, and managing products and services are all restricted to the administrator.

Inventory Management System

Operational Requirements



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- The website can be opened in any browser and run on laptops and PCs.

Performance Requirements

- The website's homepage should load in less than 3 seconds in any browser or device, depending on the internet speed.

Usability Requirements

- Admin should be able to identify which suppliers are available or not available.

Portability Requirements

- The website is built with HTML, CSS, Javascript, PHP, curl, XAMPP.

Security Requirements

- Only the administrator can manage products and services, manage employee accounts, request items, monitor reservation status and view request history.

Manageability Requirements

- The employee-requested item can only be managed by the administrator.

Booking and Billing System

Operational Requirements

- The website can be opened in any browser and run on Laptop, PC's, Tablet, and Smartphones.
- The website allows the user to communicate fast with the admin.

Performance Requirements

- The website's homepage should load in less than 5 seconds in any browser or device.

Usability Requirements

- Clients should be able to easily identify the appropriate services so they may read the description and use them without having to get in touch with the business.



Portability Requirements

- The web application is built with python, css, javascript, and Postgresql.

Security Requirements

- The only person with the ability to handle services, customer accounts, billing information, service status updates, and customer transactions is the administrator.

3.6 Cost and Benefit Analysis

A cost-benefit analysis is a systematic process that businesses use to analyze which decisions to make and which to forgo. The cost-benefit analyst sums the potential rewards expected from a situation or action and then subtracts the total costs associated with taking that action. Some consultants or analysts also build models to assign a dollar value on intangible items, such as the benefits and costs associated with living in a certain town.

Items	Qty	Cost
One Time Cost (Estimated)		
Hardware		
Computer	7	P 280,000.00
• RAM: 16GB Kingston		
• SSD: 128GB		
• HDD: 500GB		
• Processor: Intel Core i5		
• Keyboard	7	P 4,200.00



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<ul style="list-style-type: none">• Monitor• Mouse• Printer	7 2	P 2,100.00 P 20,000.00
	Total Qty: 23	Total Cost: P 306,700.00
Software		
Antivirus		P 2,000.00
Software Windows 11		P 4,000.00
Database Server		P 800.00
	1	
		Total Cost: P 6,800.00



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	Total	
	Qty:	Total Cost: P 306,700.00
	23	

Operational Cost (per year)		
Power Consumption (per year)		P 84,000.00
Internet (per year)		P 30,000.00
Web Domain (per year)		P 4,706.00
Maintenance Contracts (per year)		P 5,000.00
Cloud Storage Subscription (per year)		P 3,360.00
API Web Service (per year)		P 4,706.00

	Total Cost: P 131,772.00
	Final Total Cost: P 805,272.00



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3.6.1 Tangible Benefits

Listed below are the estimated workload of staffs computed on a daily basis:

Employee Management System

Staff	Work	Time	Frequency	Total Time
Social Media Page	Checking of Message Inquiries	5 mins.	5	25 minutes
	Interacting with the client	15 mins.	5	75 minutes
	Issue of Schedule (Date and Time)	15 mins.	5	75 minutes
			Total:	175 minutes

Listed are estimates of eliminated workloads based on the table above:

Staff	Work	Time	Frequency	Total Time
Social Media Page	Checking of Message Inquiries	5 mins.	5	25 minutes
	Interacting with the client	10 mins.	5	50 minutes



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	Issue of Schedule (Date and Time)	5 mins.	3	15 minutes
		Total:	90 minutes	

Computation for increase efficiency rate:

$$90/175 = 0.5142 = 51.42\% \text{ Total of workload}$$

$$100\% - 51.42 = 48.58\%$$

The efficiency of the staff has increased by 48.58%

Payroll Management System

Staff	Work	Time	Frequency	Total Time
Administrator	Payroll Cost Report	5 mins.	3	15 minutes
	Review Time Record	15 mins.	1	15 minutes
	Payroll Processing	10 mins.	2	20 minutes
Employee	Attendance IN/OUT	15 mins.	1	15 minutes
Total:				65 minutes

Listed are estimates of eliminated workloads based on the table above:



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Staff	Work	Time	Frequency	Total Time
-------	------	------	-----------	------------

Administrator	Payroll Cost Report	3 mins.	1	3 minutes
	Review Time Record	2 mins.	1	2 minutes
	Payroll Processing	5 mins.	1	5 minutes
Employee	Attendance IN/OUT	5 mins.	1	5 minutes
Total:				15 minutes

Computation for increase efficiency rate:

$$15/65 = 0.2307 = 23.07\% \text{ Total workload remaining } 100\% -$$

$$23.07\% = 76.93\%$$

The efficiency of the staff has increased by 76.93%

Customer Management System

Listed below are the estimated workload of staffs computed on a daily basis:

Task	Before CMS Implementation	After CMS Implementation
Searching for customer information	1 hour/day	30 minutes/day
Manual appointment scheduling	2 hours/day	1 hour/day



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Handling customer inquiries	3 hours/day	2 hours/day
Data entry and updating records	1.5 hours/day	1 hour/day
Total Daily Workload	7.5 hours/day	4.5 hours/day

Computation for increase efficiency rate:

$$4.3/7.5 = 0.5733 = 57.33\% \text{ Total workload remaining } 100\% - 57.33\% = 42.67\%$$

The efficiency of the staff has increased by 42.67%

Inventory Management System

Listed below are the estimated workload of staffs computed on a daily basis:

Staff	Work	Time Frequency Total Time
Operation	Inventory	10 minutes 4 40 minutes
Manager	Report	
Finance	Auditing	15 minutes 2 40 minutes
Team		



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Technology Team	Inventory	15 minutes	2 30 minutes
Stock Team	Record		
Employee	Inventory	25 minutes	1 25 minutes 20 minutes
	Processing	1 10 minutes	
	Attendance		
	IN/OUT		
Total: 145 minutes			

Listed are estimates of eliminated workloads based on the table above:

Staff	Work	Time Frequency Total Time
Operation Manager	Inventory Report	5 minutes 4 20 minutes
Finance Team	Auditing	10 minutes 2 20 minutes
Technology Team	Inventory Record	10 minutes 2 20 minutes
Stock Team	Inventory Processing	10 minutes 1 10 minutes
Employee	Attendance IN/OUT	5 minutes 1 5 minutes



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		Total: 75 minutes
--	--	--------------------------

Computation for increase efficiency rate:

$$75/145 = 0.5172 = 51.72\% \text{ total remaining workload}$$

$$100\% - 51.72\% = 48.28\%$$

The efficiency of the staff has increased by 48.58%.

Booking and Billing System

Listed below are the estimated workload of staffs computed on a daily basis:

Staff	Work	Time	Frequency	Total Time
Administrator	Responding to customer inquiries	5 mins.	5	25 minutes
	Scheduling and dispatching cleaners	3 mins.	5	15 minutes
	Conducting site inspections	2 mins.	2	4 minutes
	Managing social media accounts	2 mins.	8	24 mins
Store clerk	Inventory management	30 mins.	1	30 mins
	Cash handling and accounting	15 mins.	2	30 mins
	Invoicing and Billing	3 mins.	5	15 mins
Total:				143 mins

Listed are estimates of eliminated workloads based on the table above:

Staff	Work	Time	Frequency	Total Time
Administrator	Responding to customer inquiries	2 mins.	5	10 minutes
	Scheduling and dispatching cleaners	2 mins.	5	10 minutes
	Conducting site inspections	1 min.	2	2 minutes



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	Managing social media accounts	1 min.	8	8 mins
Store clerk	Inventory management	10 mins.	1	10 mins
	Cash handling and accounting	5 mins.	2	10 mins
	Invoicing and Billing	1 min.	5	5 mins
Total:				55 mins

Computation for increase efficiency rate:

$$55/143 = 0.3846 = 38.46\% \text{ Total workload remaining}$$

$$100\% - 38.46\% = 61.54\%$$

The efficiency of the staff has increased by 61.54%.

3.6.2 Intangible Benefits

- Employees experience fewer interruptions in their tasks, leading to improved concentration and productivity.
- Better scheduling visibility allows employees to learn new skills and adapt to different areas more easily.
- Quick adjustments to schedules during emergencies enable efficient task completion.
- Anticipation of work schedules reduces staff turnover rates.
- Transparent access to pay details and calculations fosters trust and fairness within the organization.
- Improved job satisfaction and loyalty result from feeling appreciated and compensated.
- Proactive resolution of pay-related issues demonstrates the company's commitment to employee well-being.
- Investment in systems for employee welfare enhances the company's reputation and attracts high-quality candidates.
- Streamlined processes lead to enhanced brand reputation and credibility.
- Access to comprehensive customer data facilitates better decision-making and increases competitive advantage.
- Better inventory visibility enables faster decision-making, leading to improved agility and reactivity to market conditions.
- Adequate stock management ensures goods or services are available when needed, increasing customer satisfaction and loyalty.



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- Automation of monotonous tasks leads to higher employee morale and satisfaction, contributing to improved staff retention rates.
- Accurate stock control improves the organization's credibility and professionalism, enhancing its public image.
- Mitigation of risks related to financial losses, operational interruptions, and compliance failures safeguards the organization's reputation and continuity.
- Digital invoice templates and quick appointment scheduling/cancellation processes enhance customer service.
- Staff workload is lessened, increasing time productivity and facilitating easier booking of cleaning appointments



CHAPTER 4: SYSTEM DEVELOPMENT AND TESTING

4.1 Graphical User Interface/ User's View

4.1.1 BOOKING

Website Homepage



ABOUT

WHEN WE STARTED

Welcome to Busy Hands, your premier system cleaning service management system. Established in 2015, Busy Hands has been dedicated to revolutionizing the cleaning service industry through innovative management solutions. Our mission is to simplify operations and enhance efficiency for cleaning businesses of all sizes. Discover how Busy Hands can streamline your workflow and elevate your business today.

Busy Hands is your trusted partner in maintaining a pristine and inviting environment. Our dedicated team of professionals takes pride in transforming cluttered spaces into sparkling havens. Whether it's residential or commercial cleaning, we leave no corner untouched. With Busy Hands, cleanliness meets efficiency, and your satisfaction is our top priority. Let us make your space shine!.

OUR GOAL



QUEZON CITY UNIVERSITY - COLLEGE OF COMPUTER STUDIES SYSTEM INTEGRATION AND ARCHITECTURE 2



WHAT WE OFFER



BASIC CLEANING HOUSE

This offers thorough and efficient cleaning solutions to ensure a fresh and tidy home environment. From dusting and vacuuming to bathroom and kitchen sanitation, we handle all essential tasks with precision and care.

[Learn More](#)

DEEP CLEANING

This offers a comprehensive solution for even the toughest messes. From detailed scrubbing to sanitizing surfaces, we deliver exceptional results that breathe new life into your home or business.

[Learn More](#)

MOVE-IN/MOVE-OUT CLEANING

Transition seamlessly in this offer. From window washing, floor mopping, removing cobwebs, and cleaning inside cabinets to disinfecting bathrooms, we ensure properties are left sparkling clean for their new occupants.

[Learn More](#)

COMMENTS

Clients Says

Elara Reyes

★★★★★

I've used several cleaning services in the past, but none have compared to the level of cleanliness and professionalism provided by this company. Definitely my go-to from now on!

Harper Santos

★★★★★

Exceptional service! The team was thorough, efficient, and left my home sparkling clean. Highly recommended!

Ma. Selene Cruz

★★★★○

The cleaning service was satisfactory. They did a decent job, but there were a few areas they missed. Overall, it was an okay experience.

Camille Rivera

★★★★○

I was amazed at how pristine my house looked after the cleaning crew finished. They paid attention to every detail and exceeded my expectations.

[See all reviews](#)**LOCATION**

837 Quirino Hwy,
Novaliches, Quezon City

CONTACT

@Busyhands@Gmail.Com
09123456789

HOURS

Monday - Saturday
6:00am - 6:00pm

FOLLOW US



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User's Login Interface

A screenshot of a user login interface. The page has a light blue background. In the center is a white rectangular form. At the top of the form is a logo for "BUSY HANDS" featuring two hands holding a stylized object. Below the logo are two input fields: "Email Address" and "Password". Underneath these fields is a link "Forgot Password?". A large blue "Login" button is centered below the password field. Below the login button is a "G" icon followed by the text "Login with Google". At the bottom of the form is a link "No account yet? Signup Now!".

Google Login Authentication

A screenshot of a Google login authentication interface. At the top left is a "Sign in with Google" button. The main area is titled "Choose an account" and contains three account options: 1. "JULITO III TIRO" (tiro.julitoiii.06091985@gmail.com) 2. "Tiro, Julito III, T." (tiro.julitoiii.june091985@gmail.com) 3. "julito tiro" (tiro.julitoiii.14@gmail.com). Below the accounts is a note: "To continue, Google will share your name, email address, language preference, and profile picture with Google Login Flask App." At the bottom of the interface are links for "English (United States)" (with a dropdown arrow), "Help", "Privacy", and "Terms".



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Forgot Password Interface

A screenshot of a forgot password interface. It features a logo with two hands and the text "BUSY HANDS". Below the logo is a text input field labeled "Email Address". Underneath the input field is a blue button labeled "Reset Password". At the bottom of the form, there is a link "Already have an account? [Login!](#)".

User's Sign-Up Form

A screenshot of the first step of a user sign-up form titled "SIGN-UP FORM". The section is labeled "Step 1. Personal Information". It contains four text input fields: "First Name: *", "Middle Name:", "Last Name: *", and "Phone Number: *". At the bottom right of the form is a blue "Next" button.



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SIGN-UP FORM

Step 2. Residential Address

House #, Street Name: *
#21 Daisy Street

Barangay: *
Tandang Sora

City: *
Quezon City

Region: *
Metro Manila

Zip Code: *
2012

[Previous](#) [Next](#)

SIGN-UP FORM

Step 3. Login Details

Email Address: *
greasonph@gmail.com

Password: *
123456Customer

Your password must contain:
At least 8 characters
At least one lowercase letter (a-z)
At least one uppercase letter (A-Z)
At least one number (0-9)
At least one special character (e.g. !@#\$%^&*)

Confirm Password: *
123456Customer

Show Password

[Previous](#) [Next](#)



QUEZON CITY UNIVERSITY - COLLEGE OF COMPUTER STUDIES SYSTEM INTEGRATION AND ARCHITECTURE 2



SIGN-UP FORM

Step 4. Terms & Conditions

1. Scope of Services

- Busy Hands provides professional cleaning services to clients.
- Services include Basic House Cleaning, Deep Cleaning, and Move-In/Move-Out Cleaning.

2. Booking Terms

- Booking confirmation will be sent via email or SMS.
- Payment terms: [Specify payment frequency, e.g., weekly, monthly].
- Invoices are due within [number of days, e.g., 7 days] from the invoice date.

3. Cancellation Policies

Client Cancellations:

- Clients must provide a minimum of 48 hours' notice for cancellations or rescheduling.
- Late cancellations within 48 hours may incur a cancellation fee.
- The cancellation fee is 50% of the service cost.

I agree to the terms and conditions

[Previous](#) [Submit](#)

SIGN-UP FORM

Step 4. Terms & Conditions

1. Scope of Services

- Busy Hands provides professional cleaning services to clients.
- Services include Basic House Cleaning, Deep Cleaning, and Move-In/Move-Out Cleaning.

2. Booking Terms

- Booking confirmation will be sent via email or SMS.
- Payment terms: [Specify payment frequency, e.g., weekly, monthly].
- Invoices are due within [number of days, e.g., 7 days] from the invoice date.

3. Cancellation Policies

Client Cancellations:

- Clients must provide a minimum of 48 hours' notice for cancellations or rescheduling.
- Late cancellations within 48 hours may incur a cancellation fee.
- The cancellation fee is 50% of the service cost.

A large green checkmark icon indicating success.

Registered successfully!

Email confirmation sent, please check your email's inbox.



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User's Portal (After Logging In)

The home screen of the user's portal. It features a central illustration of a woman in blue overalls holding cleaning supplies (spray bottle and cloth) next to a yellow cleaning cart. The background shows a kitchen interior. The text "BUSY HANDS" is at the top left, and "MAKING YOUR SPACE SPARKLE!" is in the center. A "Book Now" button is visible. The top right corner shows a welcome message: "Welcome Kathleen Mae! 🌟".

MAKING YOUR SPACE SPARKLE!

Welcome Kathleen Mae! 🌟

Book Now

BOOKING DETAILS

1: Where and When

Select Address

House #, Street Name *

Barangay *

City *

Region *

Zip Code *

mm/dd/yyyy

--:-- --

COST SUMMARY

BASE PRICE:

Property Size:

ADD-ONS COST

Additional Floor

Next

LOCATION

837 Quirino Hwy, Novaliches,
Quezon City

CONTACT

@Busyhands@gmail.com
09123456789

HOURS

Monday - Saturday
6:00am - 6:00pm

FOLLOW US





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BOOKING DETAILS

2: Select the type of cleaning services

Basic House Cleaning ▾ Up to 50 sqm ▾

Add-Ons: (Optional)

Specify the number of floor

1

- Clean Air Conditioner
- Clean Electric Fan
- Fold Laundry
- Change Sheets + Load Laundry
- Clean Inside Fridge
- Clean Air Conditioner

COST SUMMARY

BASE PRICE:

₱4000.0

Property Size:

₱2000

ADD-ONS COST

Additional Floor

₱2000

Total Price: ₱6200.00

Previous

Next

BOOKING DETAILS

3: Additional Information

Notes for Cleaners:

I

COST SUMMARY

BASE PRICE:

₱4000.0

Property Size:

₱2000

ADD-ONS COST

Additional Floor

₱2000

Total Price: ₱6200.00

Previous

Next



QUEZON CITY UNIVERSITY - COLLEGE OF COMPUTER STUDIES SYSTEM INTEGRATION AND ARCHITECTURE 2



BOOKING DETAILS

4: Payment

GCash Payment

COST SUMMARY

BASE PRICE:
₱4000.0

Booking Since:

BOOKING CONFIRMATION

Address of the Property to be Cleaned: Bagbag, Quezon City, Metro Manila, 1250

Date and time arrival: May 2, 2024 10:00 AM

Types of cleaning services: Basic House Cleaning

Service-Addons: Clean Air Conditioner

Total Price: ₱ 6200

Confirm

Previous **Book Now**

User's Payment Confirmation Details

④ Gcash

CG Upmake

PAY WITH

Amount PHP 10000.00 Available Balance

YOU ARE ABOUT TO PAY

Amount PHP 6200.00

Total PHP 6200.00

Please review to ensure the details are correct before you proceed

PAY PHP 6200.00

Payment Successful!

Thank you for your payment.

OK



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User's Appointment Details

The advertisement features a woman in blue overalls and a pink shirt, smiling and holding a green cloth and a spray bottle, standing next to a yellow cleaning cart. The background shows a kitchen interior with yellow walls and various kitchenware. The text "BUSY HANDS" is at the top left, and "MAKING YOUR SPACE SPARKLE!" is in the center. A "Book Now" button is visible on the left side of the cart.

APPOINTMENT DETAILS

Show 10 entries

Search:

Booking ID	Scheduled Booking	Service	Service Addons	Time Arrival	Total Price	Service Status	Action
7	Mon, 29 Apr 2024 20:16:41 GMT	Basic House Cleaning	Fold Laundry, Change Sheets + Load Laundry	Tue, 30 Apr 2024 10:00:00 GMT	6300.0	Accomplished	<button>Feedback</button>
21	Wed, 01 May 2024 14:02:33 GMT	Basic House Cleaning	Clean Air Conditioner	Mon, 20 May 2024 10:10:00 GMT	6200.0	Not assigned	
22	Wed, 01 May 2024 14:10:39 GMT	Basic House Cleaning	Clean Air Conditioner	Sun, 05 May 2024 10:00:00 GMT	6200.0	Not assigned	

Showing 1 to 3 of 3 entries

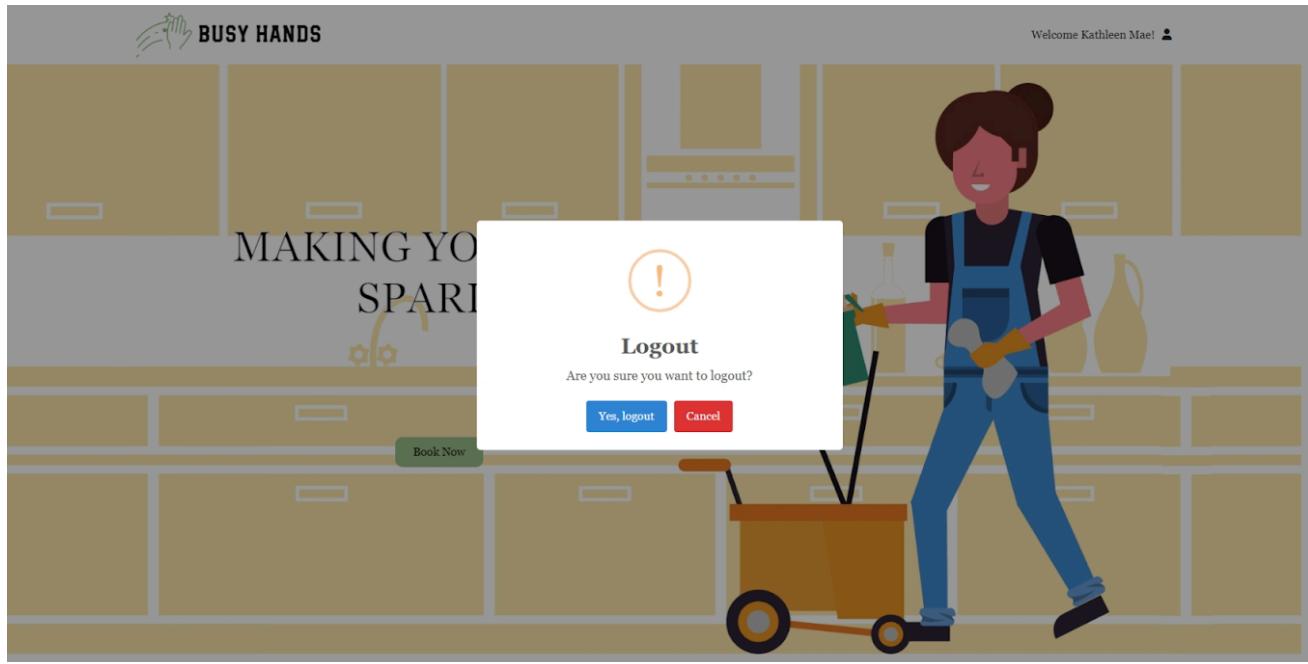
[Previous](#) [1](#) [Next](#)



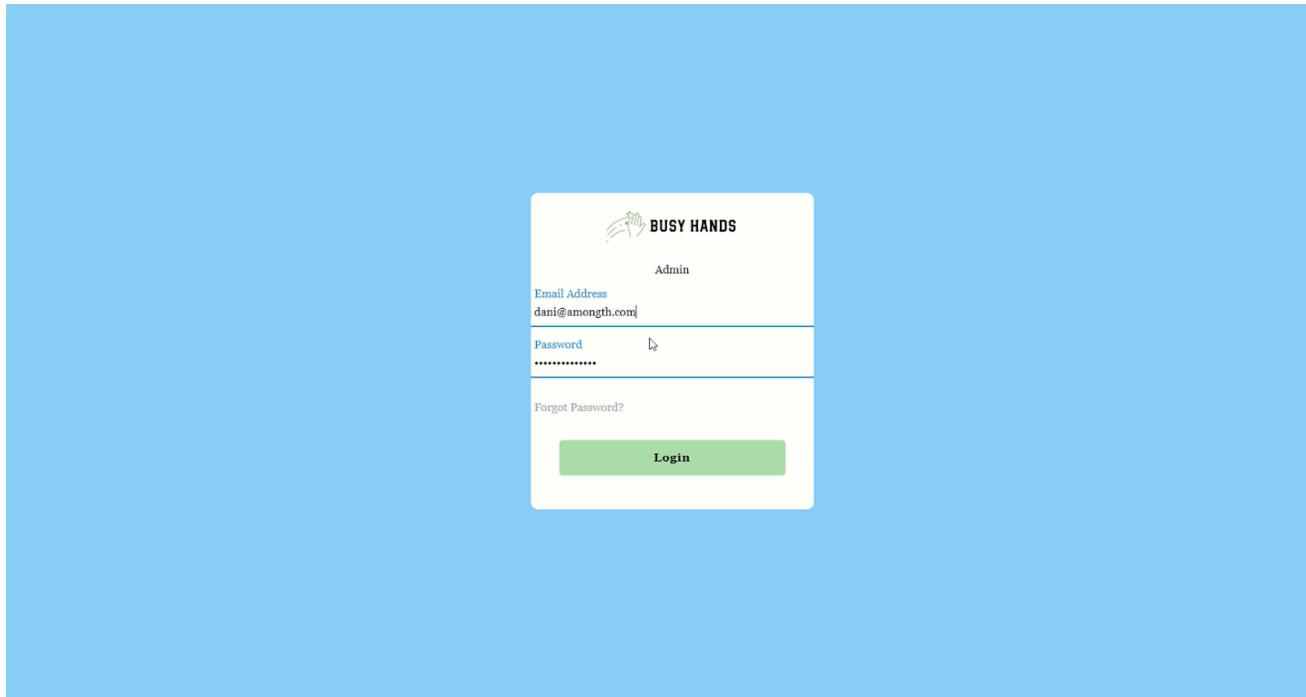
QUEZON CITY UNIVERSITY - COLLEGE OF COMPUTER STUDIES SYSTEM INTEGRATION AND ARCHITECTURE 2



User's Logout Interface



Admin's Login Interface





QUEZON CITY UNIVERSITY - COLLEGE OF COMPUTER STUDIES SYSTEM INTEGRATION AND ARCHITECTURE 2



Admin's Forgot Password Interface

The form is titled "BUSY HANDS" with a logo of hands. It has fields for "Email Address" and a "Reset Password" button. Below the button is a link to "Login!".

Email Address
Reset Password
Already have an account? Login!

Admin - Bookings

The dashboard shows a list of bookings with columns for ID, Customer Name, Customer Phone, Booking Date, Service Category, Total Price, Status, and Cancel Action. A sidebar on the left provides navigation links for BOOKINGS, SERVICES, SERVICE ADD-ONS, REFUNDS, and ACTIVITY LOG. The bottom left shows the user is logged in as Dani.

ID	Customer Name	Customer Phone	Booking Date	Service Category	Total Price	Status	Cancel Action
7	Kathleen Mae Agni Pecoro	09776723516	2024-04-29 20:16:41	Basic House Cleaning	6300.0	Processing	
10	Janiela Auxilio Tablizo	09691403344	2024-04-30 07:04:56	Basic House Cleaning	6200.0	Processing	
11	Julito III Tion Tiro	09616049255	2024-04-30 08:11:18	Basic House Cleaning	6200.0	Processing	
12	Julito III Tion Tiro	09616049255	2024-04-30 08:14:37	Basic House Cleaning	6200.0	Processing	
13	Julito III Tion Tiro	09616049255	2024-04-30 08:22:35	Basic House Cleaning	6200.0	Processing	
14	Julito III Tion Tiro	09616049255	2024-04-30 08:24:16	Basic House Cleaning	6200.0	Processing	
15	Julito III Tion Tiro	09616049255	2024-04-30 08:26:56	Basic House Cleaning	6200.0	Processing	
16	Julito III Tion Tiro	09616049255	2024-04-30 08:30:56	Basic House Cleaning	6200.0	Processing	
17	Juan Pait Dela Cruz	09324182731	2024-04-30 08:50:50	Basic House Cleaning	6200.0	Processing	



QUEZON CITY UNIVERSITY - COLLEGE OF COMPUTER STUDIES SYSTEM INTEGRATION AND ARCHITECTURE 2



Admin - Service

BUSY HANDS

Show 10 entries Search:

Add Service

ID	Category	Description	Price	Action
1	Basic House Cleaning	This offers thorough and efficient cleaning solutions to ensure a fresh and tidy home environment. From dusting and vacuuming to bathroom and kitchen sanitation, we handle all essential tasks with precision and care.	4000.0	
3	Move-in/Move-out Cleaning	Transition seamlessly in this offer. From window washing, floor mopping, removing cobwebs, and cleaning inside cabinets to disinfecting bathrooms, we ensure properties are left sparkling clean for their new occupants.	15000.0	
16	Deep Cleaning	This offers a comprehensive solution for even the toughest messes. From detailed scrubbing to sanitizing surfaces we deliver exceptional results that breathe new life into your home or business.	10000.0	

Showing 1 to 3 of 3 entries Previous **1** Next

BOOKINGS SERVICES PROPERTY SIZE SERVICE ADD-ONS REFUNDS ACTIVITY LOG

Logged in as: Janiela Tablizo

BUSY HANDS

Show 10 entries Search:

Add Service

Category

ID	Category	Description	Price	Action
1	Basic House Cleaning	This offers thorough and efficient cleaning solutions to ensure a fresh and tidy home environment. From dusting and vacuuming to bathroom and kitchen sanitation, we handle all essential tasks with precision and care.	4000.0	
3	Move-in/Move-out Cleaning	Transition seamlessly in this offer. From window washing, floor mopping, removing cobwebs, and cleaning inside cabinets to disinfecting bathrooms, we ensure properties are left sparkling clean for their new occupants.	15000.0	
16	Deep Cleaning	This offers a comprehensive solution for even the toughest messes. From detailed scrubbing to sanitizing surfaces we deliver exceptional results that breathe new life into your home or business.	10000.0	

Description

Price

Save Changes

Showing 1 to 3 of 3 entries Previous **1** Next

BOOKINGS SERVICES SERVICE ADD-ONS REFUNDS ACTIVITY LOG



QUEZON CITY UNIVERSITY - COLLEGE OF COMPUTER STUDIES SYSTEM INTEGRATION AND ARCHITECTURE 2



Admin - Service Add-Ons

The screenshot shows a web-based application for managing service add-ons. On the left, there's a sidebar with icons for Bookings, Services, Service Add-ons (which is selected), Refunds, and Activity Log. The main area has a header with a logo of two hands, the text "BUSY HANDS", a bell icon, and a user profile icon. Below the header is a search bar and a button to "Add Service Add-on". A table lists six service add-ons with columns for ID, Description, Pricing Desc, Price, and Action (with edit and delete icons). The table includes a "Show 10" dropdown and a "Search" input. At the bottom, it says "Showing 1 to 6 of 6 entries" and has "Previous" and "Next" buttons.

ID	Description	Pricing Desc	Price	Action
1	Fold Laundry	Php 200 per 7 kgs of laundry	200.0	
2	Change Sheets + Load Laundry	Php 100 per sheets	100.0	
3	Clean Inside Fridge	Php 200 per fridge	200.0	
4	Clean Air Conditioner	Php 800 per air conditioner	800.0	
5	Clean Electric Fan	None	200.0	
6	Clean Air Conditioner	None	200.0	

4.1.2 EMPLOYEE

Login Page

The screenshot shows a login form titled "WELCOME TO LOGIN". It features a logo of two hands, a "Forgot Password?" link, and a blue "Login" button. The background of the page is a light blue color with some blurred cleaning-related images at the bottom.



QUEZON CITY UNIVERSITY - COLLEGE OF COMPUTER STUDIES SYSTEM INTEGRATION AND ARCHITECTURE 2



BUSY HANDS CLEANING SERVICES

WELCOME ADMIN

Explore the power of Employee Management System and Scheduling.

- Dashboard
- Employee Accounts
- Add Employee
- Assign Booking
- Inventory Request

Admin Dashboard

BUSY HANDS CLEANING SERVICES

- Dashboard
- Employee Accounts
- Add Employee
- Assign Booking
- Inventory Request

ADMIN USER

Change Password

Logout

Employee Count	Booking Count	Active Employees	Inventory Request
10	10	10	2

Assigned Employees Count

Day	Assigned Employees
Day 1	10
Day 2	20
Day 3	2
Day 4	5
Day 5	1
Day 6	1
Day 7	5

Most Assigned Positions

Position	Count
Driver	40
Plumber	35
Housemaid	10
Peer Control	10
Carpenter	5



QUEZON CITY UNIVERSITY - COLLEGE OF COMPUTER STUDIES SYSTEM INTEGRATION AND ARCHITECTURE 2



Employee Account Page

BUSY HANDS CLEANING SERVICES

Employee Accounts

Search... Print

Employee ID	First Name	Middle Name	Last Name	Address	Email	Phone	Position	Hire Date	Daily Rate	Is Job Confirmed	Schedule	Action	
17	Gilbert		Raynes	Delosario	2340 Kapitan Bl. Brig Comm. Q.C.	devstavogilbert13202002@gmail.com	09199708138	Housekeeper	01/05/2024	\$618.00	True	[Day-off Tuesday] [Start Time: 08:0000] [End Time: 17:0000] Schedule ID: 2	<button>Deactivate</button>
18	Chris	Christian		Seap Flores	815 Lot 5 Orient Street Sariaya, Quezon City	decoessertsefa08112003@gmail.com	09438904624	Housekeeper	01/05/2024	\$618.00	True	[Day-off Wednesday] [Start Time: 08:0000] [End Time: 17:0000] Schedule ID: 3	<button>Deactivate</button>
19	Alyson			Baron Veronica	Brig. guido novaracho, Quezon City	canaealyson07162023@gmail.com	09439796018	Housekeeper	01/05/2024	\$618.00	True	[Day-off Thursday] [Start Time: 08:0000] [End Time: 17:0000] Schedule ID: 4	<button>Deactivate</button>
20	Rachel	Jinky	Laura	Catalina	11 Bldg II Bigg Bagbag Mina, Q.C.	caheralainejinky02202002@gmail.com	09887721380	Housekeeper	01/05/2024	\$618.00	True	[Day-off Friday] [Start Time: 08:0000] [End Time: 17:0000] Schedule ID: 1	<button>Deactivate</button>
21	Dante	Justine		Celene	Banayan Silangan Lamon, Quezon City	celenecandice0105051@gmail.com	09111337719	Waitress	01/05/2024	\$618.00	True	[Day-off Tuesday] [Start Time: 08:0000] [End Time: 18:0000] Schedule ID: 5	<button>Deactivate</button>
22	Julia	III	Tina	Tito	Batasan Hills Quezon City	tito.juliah.06091965@gmail.com	09616046155	Housekeeper	01/10/2024	\$618.00	True	[Day-off Thursday] [Start Time: 08:0000] [End Time: 17:0000] Schedule ID: 7	<button>Deactivate</button>
23	Julia	III	Tina	Tito	Batasan Hills Quezon City	tito.juliah.14@gmail.com	09816046155	Housekeeper	01/10/2024	\$618.00	False	[Day-off Thursday] [Start Time: 08:0000] [End Time: 17:0000] Schedule ID: 12	<button>Activate</button>
24	Mark	Reynaldo	Asia	Belen	Batasan Hills Quezon City	asia.reynaldo.11072003@gmail.com	09125086738	Waitress	02/10/2024	\$618.00	True	[Day-off Thursday] [Start Time: 08:0000] [End Time: 17:0000] Schedule ID: 14	<button>Deactivate</button>
25	Aagon	Grace	Targaryen	Batasan Hills Quezon City	agongtargaryen144@gmail.com	09472600002	Housemaid	09/01/2024	\$618.00	True	[Day-off Friday] [Start Time: 16:0000] [End Time: 26:0000] Schedule ID: 17	<button>Deactivate</button>	

Registration Form of Employee

BUSY HANDS CLEANING SERVICES

Register New Employee & Add Schedule

First Name:	Position:
Middle Name:	Hire Date:
Last Name:	Daily Rate:
Address:	Day Off:
Email:	Start Time:
Phone:	End Time:



QUEZON CITY UNIVERSITY - COLLEGE OF COMPUTER STUDIES

SYSTEM INTEGRATION AND ARCHITECTURE 2



Booking Schedule Page

BUSY HANDS CLEANING SERVICES

- [Dashboard](#)
- [Employee Accounts](#)
- [Add Employee](#)
- [Assign Booking](#)
- [Inventory Request](#)

Booking List

Booking ID	Booking Date	Booking Status	Customer ID	Customer Name	Customer Address	Customer Phone	Property Type	Service	Service Address	Service Status	Time of Arrival	Assigned Employee
1	04-09-2024 05-10-2024	Processing	1	Janine Mae Agri Pedro	40 Felipe Street, Sampaloc, Quezon City Metro Manila, 1100	09175723445	Up to 5 sqm	Basic House Cleaning	Floor Laundry, Orange Sheets + Linen Washers	Not Started	04-09-2024 10:00 AM	Allison Estar Corales
10	04-09-2024 05-11-2024	Processing	8	Jessica Aylic Saitas	1001 Bagong, Quezon City Metro Manila, 1101	09874023344	Up to 10 sqm	Basic House Cleaning	Clean Air Conditioner	Not assigned	04-09-2024 10:00 AM	
11	04-09-2024 05-11-2024	Processing	17	Julie III Tom Tip	401 Davao Street, San Bartolome, Quezon City Metro Manila, 1101	09875042255	Up to 5 sqm	Basic House Cleaning	Clean Air Conditioner	Not assigned	04-09-2024 10:00 AM	Allison Estar Corales
12	04-09-2024 05-14-2024	Processing	17	Julie III Tom Tip	401 Davao Street, San Bartolome, Quezon City Metro Manila, 1101	09875042255	Up to 5 sqm	Basic House Cleaning	Clean Air Conditioner	Not assigned	04-09-2024 10:00 AM	Allison Estar Corales
13	04-09-2024 05-22-2024	Processing	17	Julie III Tom Tip	401 Davao Street, San Bartolome, Quezon City Metro Manila, 1101	09875042255	Up to 5 sqm	Basic House Cleaning	Clean Air Conditioner	Not assigned	04-09-2024 10:00 AM	Allison Estar Corales
14	04-09-2024 05-24-2024	Processing	17	Julie III Tom Tip	401 Davao Street, San Bartolome, Quezon City Metro Manila, 1101	09875042255	Up to 5 sqm	Basic House Cleaning	Clean Air Conditioner	Not assigned	04-09-2024 10:00 AM	
15	04-09-2024 05-25-2024	Processing	17	Julie III Tom Tip	401 Davao Street, San Bartolome, Quezon City Metro Manila, 1101	09875042255	Up to 5 sqm	Basic House Cleaning	Clean Air Conditioner	Not assigned	04-09-2024 10:00 AM	
16	04-09-2024 05-22-2024	Processing	17	Julie III Tom Tip	401 Davao Street, San Bartolome, Quezon City Metro Manila, 1101	09875042255	Up to 5 sqm	Basic House Cleaning	Clean Air Conditioner	Not assigned	04-09-2024 10:00 AM	
17	04-09-2024 05-01-2024	Processing	28	Juan Pat Davao City	801 Davao Street, Tugaya, Sampaloc, Quezon City Metro Manila, 1101	09021822131	Up to 5 sqm	Basic House Cleaning	Clean Air Conditioner	Not assigned	04-09-2024 10:00 AM	
21	05-01-2024 14-02-2024	Processing	1	Janine Mae Agri Pedro	40 Felipe Street, Sampaloc, Quezon City Metro Manila, 1100	09779723345	Up to 5 sqm	Basic House Cleaning	Clean Air Conditioner	Not assigned	05-01-2024 10:00 AM	
22	05-01-2024 14-02-2024	Processing	1	Janine Mae Agri Pedro	40 Felipe Street, Sampaloc, Quezon City Metro Manila, 1100	09779723345	Up to 5 sqm	Basic House Cleaning	Clean Air Conditioner	Not assigned	05-01-2024 10:00 AM	

Assign Employees:

Employee ID:
Booking ID:

Employee Dashboard

BUSY HANDS CLEANING SERVICES

- [Booking Schedule](#)
- [Inventory Request](#)

WELCOME EMPLOYEE

Explore the power of Busy Hands Employee Dashboard.

EMPLOYEE USER
Employee ID: 29
Name: Tenggoyen, Aegan
Change Password
Logout



QUEZON CITY UNIVERSITY - COLLEGE OF COMPUTER STUDIES SYSTEM INTEGRATION AND ARCHITECTURE 2



BUSY HANDS CLEANING SERVICES

My Schedule

Inventory Request

My Schedule Details

Start Time: 10:00 AM
End Time: 09:00 PM
Day-off: Friday

My Schedule Details

Customer Name: Kathleen Mae Agoncillo
Customer Phone: 09776725916
Category: Basic House Cleaning
Service Address: Field Laundry
Service Arrival: Tue, 30 Apr 2024 10:00:00 GMT

BUSY HANDS CLEANING SERVICES

My Schedule

Inventory Request

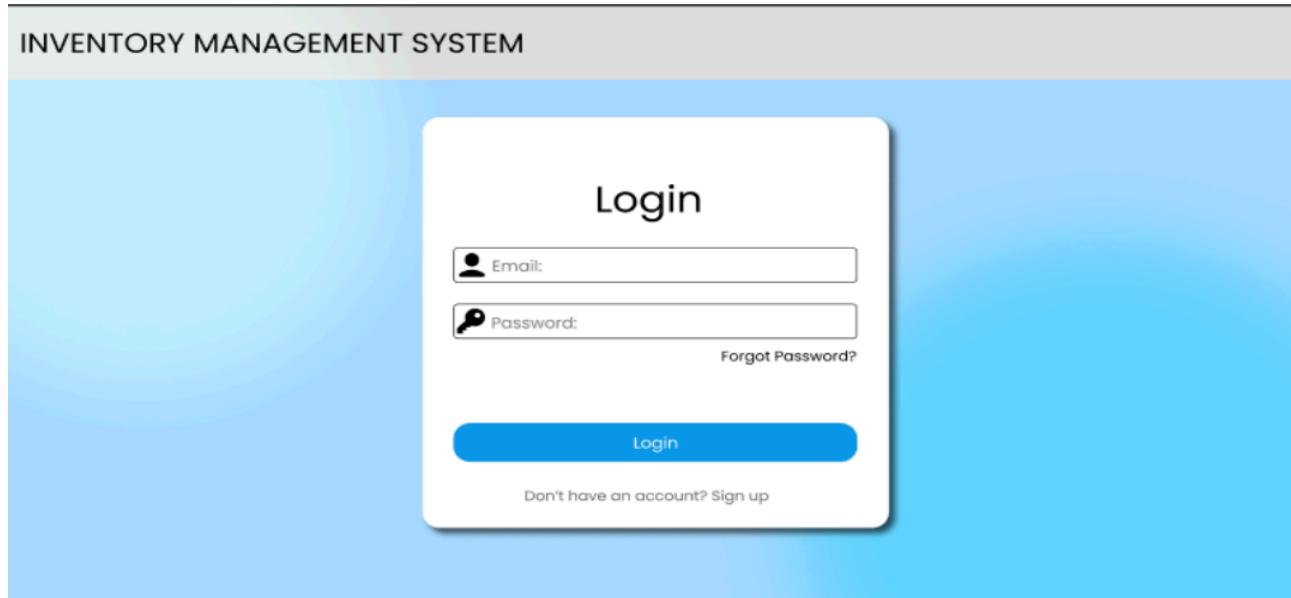
Inventory ID	Item Name	Category	Item Status	Request
11	Disinfectant Sprayer	Cleaning Chemicals	Available	<input type="checkbox"/>
13	Testing Name2	Testing2	Available	<input type="checkbox"/>
14	Goggle	PPE	Available	<input type="checkbox"/>

[Send](#)



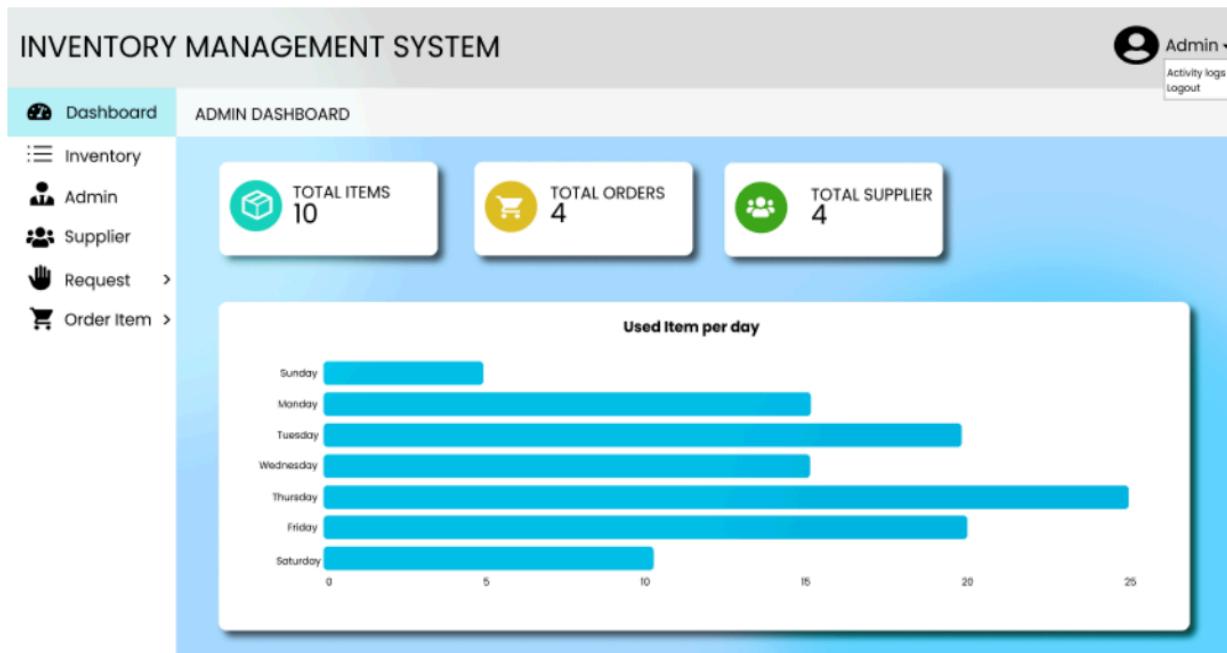
4.1.3 INVENTORY

Login Page - On this page, the user needs to input their email and password and after 5 times of trying to input the credentials it will prevent the user from login and it will notify the user that someone is trying to open their account through email.



The image shows the login interface for the Inventory Management System. It features a central 'Login' button at the top, followed by two input fields: 'Email:' and 'Password:', each preceded by an icon (user and key). Below the password field is a 'Forgot Password?' link. A large blue 'Login' button is centered below the inputs. At the bottom, there is a link 'Don't have an account? Sign up'.

Admin Dashboard - This page will show the total number of stocks of items, total number of orders, and total number of suppliers it will also show. It will also show the bar chart of the used product per day





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Inventory - This page will show the ID of each item, the category they belong in, their price, the supplier of that product, supplier ID, and the available stock, even the used item. this will also automatically deduct the items that are being used.

INVENTORY MANAGEMENT SYSTEM

Dashboard Admin DASHBOARD

Inventory

Admin Supplier Request Order Item

Status: Good

Inventory ID	Item name	Category	Available Stock	Price	Reorder level	Status	Supplier ID	Used item
11	Disinfectant Sprayer	Cleaning Chemicals	47	80	30	Available	1	0

Admin - This will show the details of the admin.

INVENTORY MANAGEMENT SYSTEM

Dashboard List of Admins

Inventory

Admin Supplier Request Order Item

Admins

Chris Delantes

Email: sample@gmail.com
Role: Admin



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List of Suppliers - This page will show the details of the supplier and it indicates whether the supplier is still available or not it can also update the details of the supplier and delete it.

INVENTORY MANAGEMENT SYSTEM

Admin Admin ▾
Activity logs Logout

Dashboard List of Supplier

Inventory

Admin

Supplier

Request >

Order Item >

Suppliers

Sample Company name

Contact Person: Sample name
Email: sample@gmail.com
Address: Sample address, Quezon City
Contact number: 09123857534
Status: Available

< >

Edit Delete

Request - This page will display the name of the employee who is requesting the item, the date and time, and can view the items that are being requested.

INVENTORY MANAGEMENT SYSTEM

Admin Admin ▾
Activity logs Logout

Dashboard Employee Item Request

Inventory

Admin

Supplier

Request >

Order Item >

Item Request

Search:

ID	Request by	Date & Time	Action
1	employee 1	April 24, 2024 01:35:36 PM	View Items



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View Items - This page will show the items and the quantity that the employee requested and approve it or cancel it.

The screenshot shows a modal dialog titled "Employee Item Request". Inside the dialog, there is a table with three rows:

Item name	Quantity
Disposable Gloves	20
Disinfectant Sprayers	10
Disposable Apron	5

Below the table are two buttons: "Approve" (green) and "Cancel" (red). The background of the main interface shows a sidebar with navigation links like Dashboard, Inventory, Admin, Supplier, Request, Order Item, and a central area titled "Item Request" with a table.

Request History - This will display the request history and it will show the details such as the name of the employee that requested it, the item, quantity, its status, the name of the admin who approved or canceled it, and when it gets approved or canceled

The screenshot shows a table titled "Item Request History" with the following data:

Employee name	Item	Quantity	Status	Approved by	Approved at
Employee 5	Disposable Gloves	20	Approved	Chris	April 24, 2024 04:05:21 PM
Employee 5	Feather Duster	5	Approved	Chris	April 24, 2024 04:05:21 PM
Employee 6	Mops	3	Cancel	Luffy	April 24, 2024 06:05:21 PM
Employee 6	Disposable Mask	15	Cancel	Luffy	April 24, 2024 06:05:21 PM



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Order Item - This page will show the available supplier that we can order from

INVENTORY MANAGEMENT SYSTEM

Admin Admin Activity logs Logout

Dashboard Order Item

Inventory Admin Supplier Request Order Item

Select supplier

Company ID	Company name	Email	Mobile number	Status	Action
1	ABCD Supplier	juan.delacruz123@gmail.com	09329872632	Available	<button>Order</button>

Note: To place an order for an item. Choose a supplier and click the order button and the item list of the selected supplier will show and you can select the items that you want to order then click "Order Now."

Order Button - When the button order is clicked all of the items of the selected supplier will display, we can select which item we want to order and its quantity and it will automatically total the orders

INVENTORY MANAGEMENT SYSTEM

Admin Admin Activity logs logout

Dashboard Order Item

Inventory Admin Supplier Request Order Item

'Name'

Search: search item

Item ID	Category	Item Name	Price	Quantity	Select
11	Cleaning Chemicals	Disinfectant Sprayer	80	<input type="text"/>	<input type="checkbox"/>

Total:0

Order now

Please fill all details and you can select the items that you want to order then click "Order Now."



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Order Table - This page will display the company name we ordered it from, the price and status, view the items that we ordered and mark it if we already received it and cancel it

The screenshot shows the 'Order Table' page of the Inventory Management System. The left sidebar has a 'Request' section with 'Order Item' selected. The main area displays a table titled 'Orders' with one row:

Company ID	Company name	Total Price	View Items	Status	Action
1	ABCD Supplier	1500	View Items	Pending	Receive Cancel

View Items Button - This will display the name of the item that we order, its price, and quantity

The screenshot shows a 'View Items' dialog box overlaid on the 'Order Table' page. The dialog title is 'Company name' and contains a table with two items:

Item ID	Item name	Price	Quantity
1	Disposable Gloves	120	20
2	Disinfectant Sprayers	200	10



History of Ordered Items - If the admin clicks the received it will display in the history and the status is based on the admin action it will also display the admin name who received or canceled the item

The screenshot shows the 'INVENTORY MANAGEMENT SYSTEM' interface. On the left, there's a sidebar with navigation links: Dashboard, Inventory, Admin, Supplier, Request, Order Item (which is selected and highlighted in blue), Order Table, and Order History. The main content area is titled 'Order Table' and contains a sub-section titled 'Orders'. It features a search bar at the top right labeled 'Search: Search'. Below the search bar is a table with the following data:

Supplier name	Item	Quantity	Price	Status	Received by	Updated at
sample company name	Gloves	20	400	Cancel	Luffy	April 4, 2024 01:34:12 PM
sample company name	Disinfectant sprayers	20	400	Received	Ace	April 8, 2024 08:02:36 PM

4.1.4 CUSTOMER

In the upcoming customer management system (CMS) designed for Busy Hands cleaning services, the Graphical User Interface (GUI) presents a user-friendly platform for seamless interaction. With intuitive navigation and accessible features, staff members can efficiently manage customer interactions, enhancing operational efficiency and service quality.



Login Page



Email

Password

[Forgot Password?](#)

Remember me

Login

Forgot Password

Enter your email

Enter

[Back to Login](#)

Admin Dashboard

Busy Hands

Hansly Mirabona
Admin

Dashboard

Information

Feedback

Ads

Logs

Logout

 Customer Ratings

Total:

7

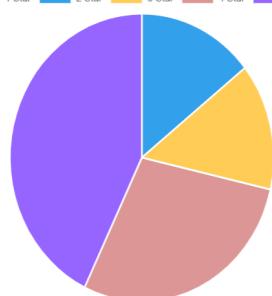
 Annual Customer

Total:

485

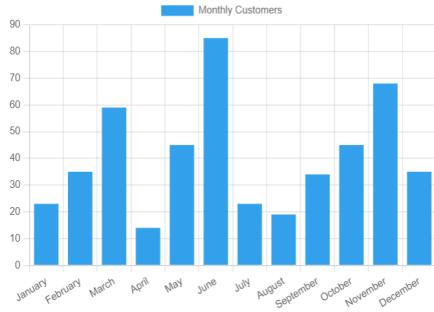
Customer Rating Statistics

■ 1 Star ■ 2 Star ■ 3 Star ■ 4 Star ■ 5 Star



Monthly Customers Statistics

■ Monthly Customers





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SYSTEM INTEGRATION AND ARCHITECTURE 2



Busy Hands

Hansly Mirabona Admin

Dashboard Information Feedback Ads Logs Logout Terms & Conditions Privacy & Policy

Customer Ratings

Customer Rating

1 Star: 0 customers
2 Star: 1 customers
3 Star: 1 customers
4 Star: 2 customers
5 Star: 3 customers

Customers Statistics

Monthly Customers

Month	Customers
January	23
February	35
March	59
April	14
May	45
June	85
July	23
August	19
September	34
October	45
November	68
December	35

Busy Hands

Hansly Mirabona Admin

Dashboard Information Feedback Ads Logs Logout Terms & Conditions Privacy & Policy

Monthly Customers

January: 23 customers
February: 35 customers
March: 59 customers
April: 14 customers
May: 45 customers
June: 85 customers
July: 23 customers
August: 19 customers
September: 34 customers
October: 45 customers
November: 68 customers
December: 35 customers

Customers Statistics

Monthly Customers

Month	Customers
June	85
July	23
August	19
September	34
October	45
November	68
December	35



QUEZON CITY UNIVERSITY - COLLEGE OF COMPUTER STUDIES SYSTEM INTEGRATION AND ARCHITECTURE 2



Customer Details

Busy Hands

Hansly Mirabona
Admin

Dashboard

Information

Feedback

Ads

Logs

Logout

Customer Information

Customer ID: 1

Name: Kathleen Mae Agni Pecoro

Email: pecoro.kathleenmae.01312003@gmail.com

Phone: 09776723516

Address:

#2 Felipe Street, Damayan, Quezon City, Metro Manila, 1105

Address:

14 Daisy Street, Tandang Sora, Quezon City, Metro Manila, 1116

Search Customer

Search by name...

Search

Send Email to All

Send Email

Send Email

Email Address:

Enter Email

Attachment:

Choose File No file chosen

Send Email

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◀ Previous Next ▶

Advertisement

Busy Hands

Hansly Mirabona
Admin

Dashboard

Information

Feedback

Ads

Logs

Logout

Customer's Email

Search by email...

Search

Email

pecoro.kathleenmae.01312003@gmail.com

lagleva.ashleynicole.02042002@gmail.com

tabios.mariaalesa.march102003@gmail.com

balberan.kathleen.11092001@gmail.com

tablizo.janiela.12172002@gmail.com

ondayjanlaurence01202003@gmail.com

tiro.julitoiii.14@gmail.com

greasonph@gmail.com

tiro.julitoiii.june091985@gmail.com

Send Email

Email Address:

Enter Email

Attachment:

Choose File No file chosen

Send Email





QUEZON CITY UNIVERSITY - COLLEGE OF COMPUTER STUDIES SYSTEM INTEGRATION AND ARCHITECTURE 2



Customer Feedback

Busy Hands

Hansly Mirabona
Admin

Dashboard

Information

Feedback

Ads

Logs

Logout

Customer's Feedback

Sort: Ascending ▾

Search by name...

Search

Name	Comment	Rating	Rating Status	Service
Kathleen Mae Agni Pecoro	very good service, I would like to book again!	5	Excellent	Basic House Cleaning
Janiela Auxilio Tablizo	Very Nice Service and Staffs	4	Good	Basic House Cleaning
Julito III Tion Tiro	Highly recommended for cleanliness.	5	Excellent	Basic House Cleaning
Juan Pait Dela Cruz	Average service! Good and Affordable	3	Average	Basic House Cleaning

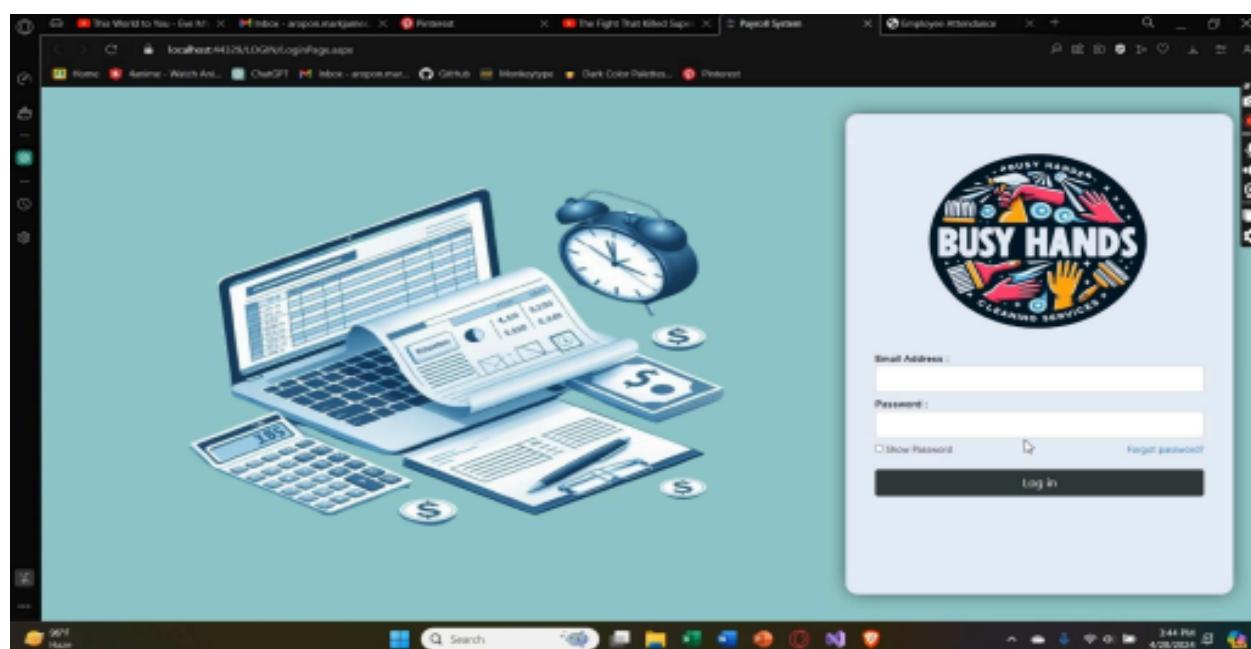
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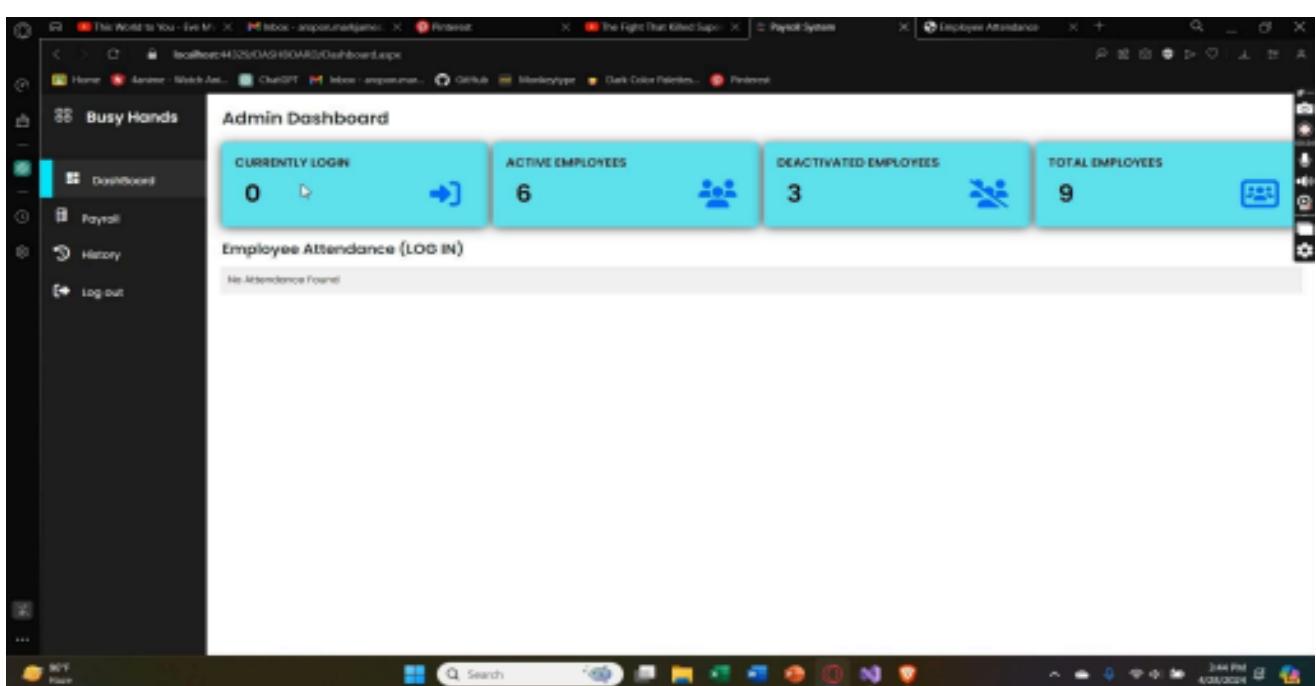
4.1.5 PAYROLL

This is the Graphical User Interface or User's View of Busy Hands Cleaning services payroll.

LoginPage



Admin Dashboard





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Attendance and History

The screenshot shows a web-based application interface for managing employee attendance and payroll. On the left, a sidebar menu includes options like 'Busy Hands', 'Dashboard', 'Payroll', 'History' (which is currently selected), and 'Log out'. The main content area is titled 'Attendance & Payroll History' and contains a sub-section titled 'Attendance History'. A table lists ten entries of employee attendance data:

First Name	Last Name	Email	Position	Login Time	Logout Time	Logout Status
Cris Christian	Datalog Delos Santos	delosantos.cris.067306@gmail.com	Housekeeper	Sun, 28 Apr 2024 07:08:29 GMT	Sun, 28 Apr 2024 07:40:03 GMT	Early Out
Cris Christian	Datalog Delos Santos	delosantos.cris.067306@gmail.com	Housekeeper	Sat, 27 Apr 2024 04:08:00 GMT	Sat, 27 Apr 2024 04:28:08 GMT	Early Out
Cris Christian	Datalog Delos Santos	delosantos.cris.067306@gmail.com	Housekeeper	Tue, 23 Apr 2024 11:45:13 GMT	Tue, 23 Apr 2024 01:58:18 GMT	Early Out
Cris Christian	Datalog Delos Santos	delosantos.cris.067306@gmail.com	Housekeeper	Mon, 22 Apr 2024 16:23:07 GMT	Mon, 22 Apr 2024 16:34:30 GMT	Early Out
Cris Christian	Datalog Delos Santos	delosantos.cris.067306@gmail.com	Housekeeper	Sun, 21 Apr 2024 01:08:13 GMT	Sun, 21 Apr 2024 01:07:18 GMT	Early Out
Cris Christian	Datalog Delos Santos	delosantos.cris.067306@gmail.com	Housekeeper	Sat, 20 Apr 2024 05:07:35 GMT	Sat, 20 Apr 2024 05:52:10 GMT	Early Out
Cris Christian	Datalog Delos Santos	delosantos.cris.067306@gmail.com	Housekeeper	Wed, 10 Apr 2024 05:00:50 GMT	Wed, 10 Apr 2024 06:30:10 GMT	Early Out
Dione Justine	Catalina Catibaya	catibaya.dionejeanne.0330@gmail.com	Electrician	Wed, 04 Apr 2024 05:01:00 GMT	Wed, 10 Apr 2024 05:14:31 GMT	Early Out
Cris Christian	Datalog Delos Santos	delosantos.cris.067306@gmail.com	Housekeeper	Tue, 09 Apr 2024 13:28:19 GMT	Tue, 09 Apr 2024 13:29:38 GMT	Early Out
Dione Justine	Catalina Catibaya	catibaya.dionejeanne.0330@gmail.com	Electrician	Tue, 09 Apr 2024 13:08:38 GMT	Tue, 09 Apr 2024 13:27:01 GMT	Early Out

Employee Payroll Information

The screenshot shows a web-based application interface for managing employee payroll information. The sidebar menu is identical to the previous screenshot, with 'History' selected. The main content area is titled 'Payroll Information' and contains a sub-section titled 'Employee List'. It displays a list of six employees with their respective Employee IDs:

- Employee ID: 17
- Employee ID: 18
- Employee ID: 19
- Employee ID: 22
- Employee ID: 39
- Employee ID: 39

At the top of the employee list, there are several buttons: 'Active Accounts' (green), 'Deactivated Accounts' (red), 'Edit Contributions' (yellow), 'Send Paylip' (blue), and a search bar.



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The screenshot shows a web-based payroll system. On the left, a sidebar menu includes 'Dashboard', 'Payroll' (which is selected), 'History', and 'Log out'. The main content area is titled 'Payroll Information' and 'Employee List'. A modal window displays 'Employee Payroll Information' for employee ID 1, Gleber Reyes Delosavio, who is a Housekeeper. The modal shows base salary of 80.0, daily rate, gross pay, net pay, and various contribution amounts. Buttons for 'Send to Email' and 'Close' are at the bottom.

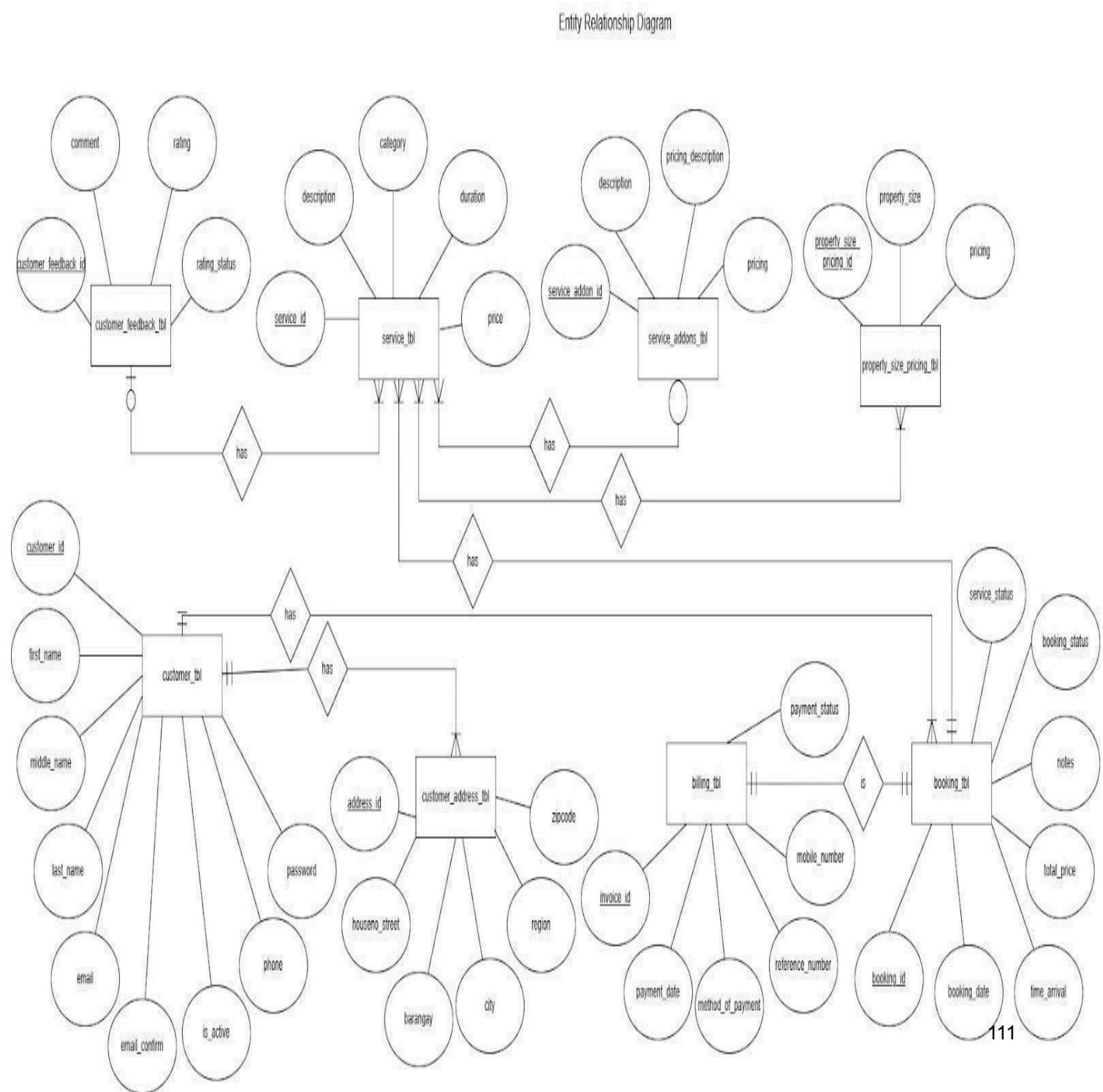
Time In/ Time Out

The screenshot shows a web-based time-in/time-out system for a cleaning service. The title is 'CLEANING SERVICE MANAGEMENT SYSTEM' and the date and time are 'April 28, 2024 at 3:44:55 PM'. There are two large buttons: 'TIME IN' (blue) and 'TIME OUT' (red). Below the buttons are fields for 'Email Address' and 'Password'. At the bottom center is a small logo with the letters 'CSMS'.



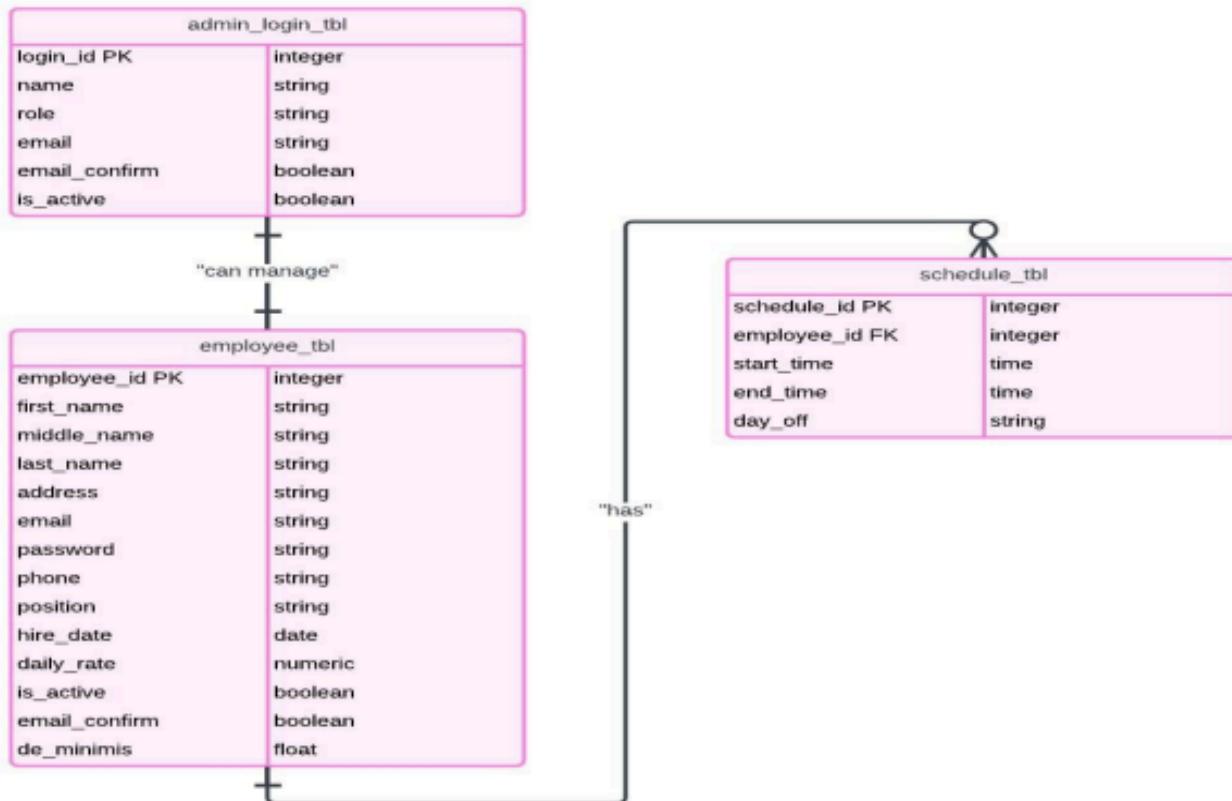
4.2 Entity-Relationship Diagram

4.2.1 BOOKING





4.2.2 EMPLOYEE



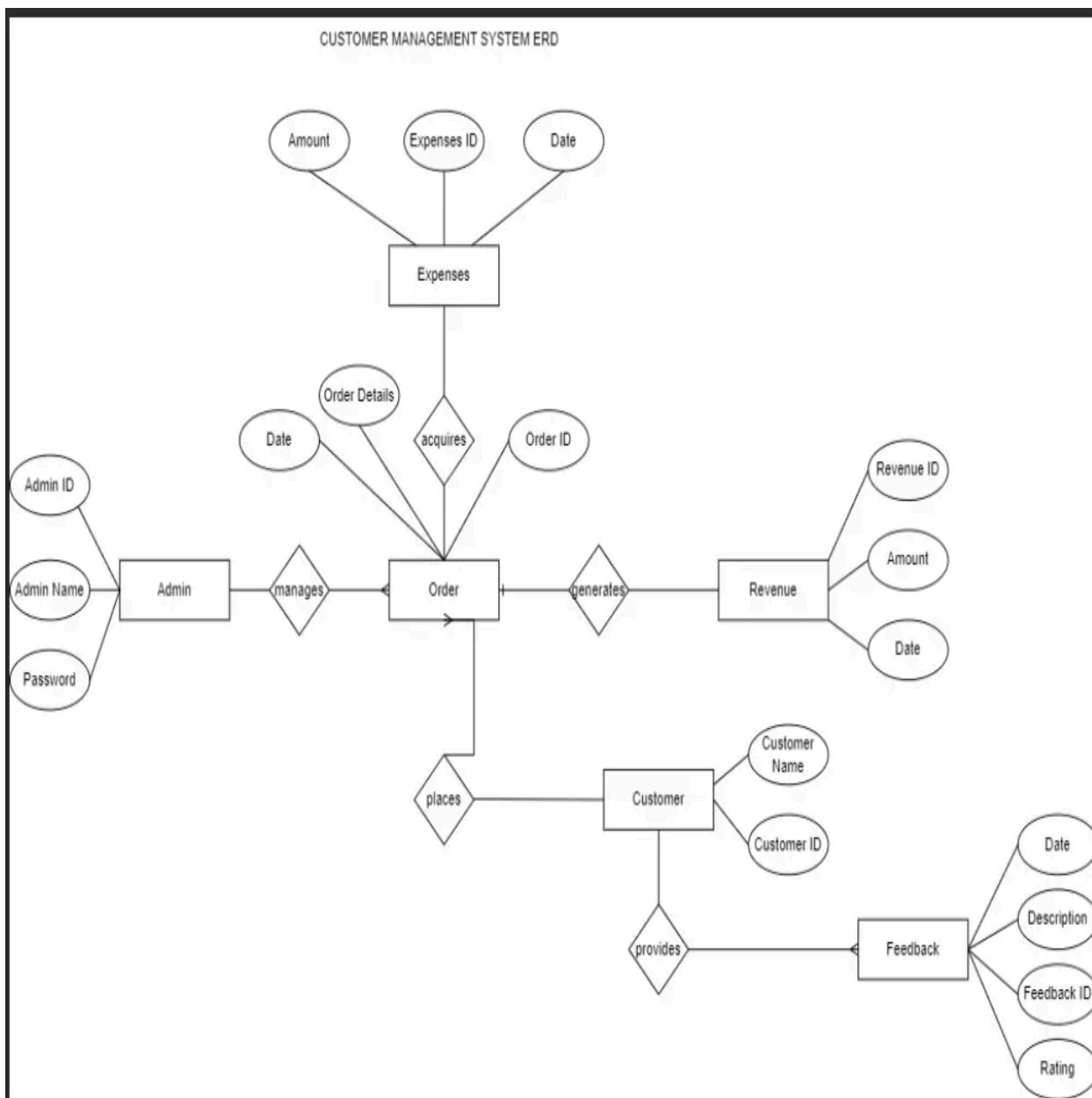


4.2.3 INVENTORY



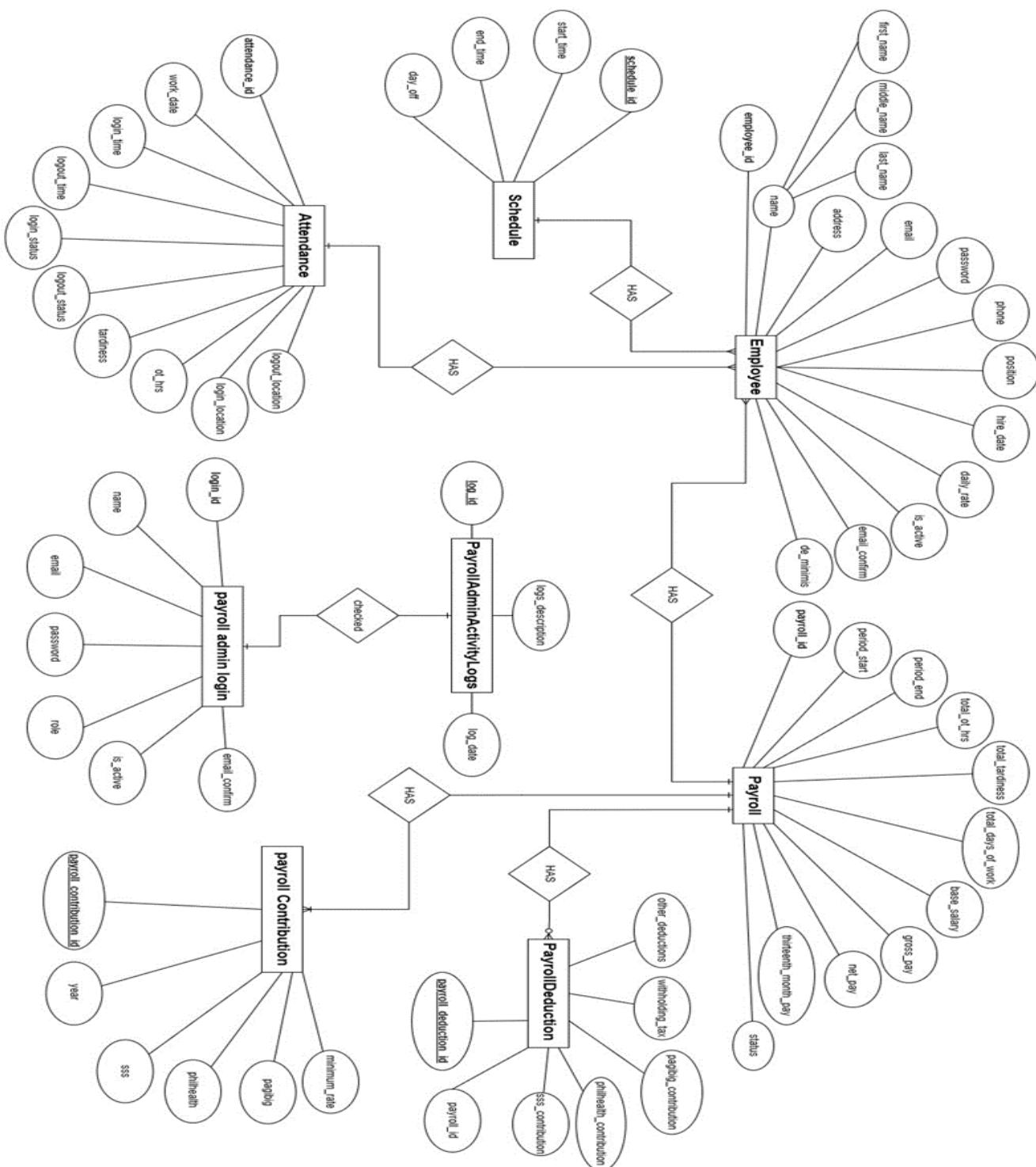


4.2.4 CUSTOMER





4.2.5 PAYROLL





4.3 Data Dictionary

4.2.1 BOOKING

Customer_tbl

COLUMN	TYPE	LENGTH	DECIMAL PLACES	NULLS ALLOWED?	DESCRIPTION / CONSTRAINTS
customer_id	Integer	-	-	No	Primary Key
first_name	String	250	-	No	Customer's first name. Not nullable.
middle_name	String	250	-	Yes	Customer's middle name. Can be nullable.
last_name	String	250	-	No	Customer's last name. Not nullable.
email	String	100	-	No	Unique email address. Not nullable.
password	String	200	-	Yes	Customer's password. Can be nullable.
phone	String	11	-	Yes	Customer's phone number. Can be nullable.



is_active	Boolean	-	-	-	Indicates if the customer is active. Default: True.
email_confirm	Boolean	-	-	-	Indicates if the email is confirmed. Default: False.
google_login	Boolean	-	-	-	Indicates if the customer logged in via Google. Can be nullable.
google_id	String	200	-	Yes	Google ID associated with the customer's account. Can be nullable.

Customer_address

COLUMN	TYPE	LENGTH	DECIMAL PLACES	NULLS ALLOWED?	DESCRIPTION / CONSTRAINTS
address_id	Integer	-	-	No	Primary Key
customer_id	Integer	-	-	No	Foreign Key referencing customer_tbl.customer_id
houseno_street	String	100	-	No	House number and



					street name. Not nullable.
barangay	String	100	-	No	Barangay or locality. Not nullable.
city	String	100	-	No	City. Not nullable.
region	String	100	-	No	Region or province. Not nullable.
zipcode	String	10	-	No	ZIP or postal code. Not nullable.

Booking_tbl

COLUMN	TYPE	LENGTH	DECIMAL PLACES	NULLS ALLOWED?	DESCRIPTION / CONSTRAINTS
booking_id	Integer	-	-	No	Primary Key
customer_id	Integer	-	-	No	Foreign Key referencing customer_tbl.customer_id
address_id	Integer	-	-	No	Foreign Key referencing customer_address.address_id
service_id	Integer	-	-	No	Foreign Key referencing



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					service_tbl.service_id
property_size_pricing_id	Integer	-	-	No	Foreign Key referencing property_size_pricing_tbl.property_size_pricing_id
booking_date	DateTime	-	-	No	Date and time of booking. Not nullable.
time_arrival	DateTime	-	-	No	Expected arrival time. Not nullable.
booking_status	String	250	-	No	Status of the booking. Not nullable.
total_price	Float	-	-	No	Total price of the booking. Not nullable.
notes	String	250	-	Yes	Additional notes or instructions for the booking.
service_status	String	100	-	-	Status of the service. Default: "Not assigned".

Service_tbl



COLUMN	TYPE	LENGTH	DECIMAL PLACES	NULLS ALLOWED?	DESCRIPTION / CONSTRAINTS
service_id	Integer	-	-	No	Primary Key
description	String	255	-	No	Description of the service. Not nullable.
category	String	255	-	No	Category of the service. Not nullable.
price	Float	-	-	No	Price of the service. Not nullable.

Table 4.3.4: Service Table

Property_size_pricing_tbl

COLUMN	TYPE	LENGTH	DECIMAL PLACES	NULLS ALLOWED?	DESCRIPTION / CONSTRAINTS
property_size_pricing_id	Integer	-	-	No	Primary Key
service_id	Integer	-	-	Yes	Foreign Key referencing service_tbl.service_id
property_size	String	255	-	No	Size of the property. Not nullable.
pricing	Float	-	-	No	Pricing for the



					property size. Not nullable.
add_price_per_floor	Float	-	-	Yes	Additional price per floor. Can be nullable.

ServiceAddon_tbl

COLUMN	TYPE	LENGTH	DECIMAL PLACES	NULLS ALLOWED?	DESCRIPTION / CONSTRAINTS
serviceAddon_id	Integer	-	-	No	Primary Key
description	String	255	-	No	Description of the addon service. Not nullable.
pricing_description	String	100	-	Yes	Description of the pricing. Can be nullable.
price	Float	-	-	No	Price of the addon service. Not nullable.

Table 4.3.6: Service Add On Table

Billing_tbl

COLUMN	TYPE	LENGTH	DECIMAL PLACES	NULLS ALLOWED?	DESCRIPTION / CONSTRAINTS
invoice_id	Integer	-	-	No	Primary Key



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booking_id	Integer	-	-	No	Foreign Key referencing booking_tbl.booking_id
customer_id	Integer	-	-	No	Foreign Key referencing customer_tbl.customer_id
total_amount	Float	-	-	No	Total amount of the billing. Not nullable.
method_of_payment	String	100	-	No	Method of payment for the billing. Not nullable.
payment_date	DateTime	-	-	No	Date and time of payment. Not nullable.
reference_number	String	255	-	No	Reference number for the payment. Not nullable.
mobile_number	String	11	-	No	Customer's mobile number. Not nullable.
payment_date	DateTime	-	-	No	Date and time of payment. Not nullable.



Customer_feedback_tbl

COLUMN	TYPE	LENGTH	DECIMAL PLACES	NULLS ALLOWED?	DESCRIPTION / CONSTRAINTS
customer_feedback_id	Integer	-	-	No	Primary Key
invoice_id	Integer	-	-	No	Foreign Key referencing billing_tbl.invoice_id
comment	String	255	-	Yes	Customer's feedback comment. Can be nullable.
rating	Integer	-	-	Yes	Customer's rating. Can be nullable
rating_status	String	20	-	Yes	Status of the rating. Can be nullable.

4.2.2 EMPLOYEE

Table Name:



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Field Name	Data Type	Field Length	Constraint	Description
employee_id	Integer		Primary Key	Employee Id, Auto Incremented
first_name	String	250	Nullable	First name of the employee
middle_name	String	250	Nullable	Middle name of the employee
last_name	String	250	Nullable	Last name of the employee
address	String	250	Nullable	Address of the employee
email	String	100	Nullable	Any working Email
password	String	200	Nullable	Login password for employee
phone	String	11	Nullable	Landline or Contact Number
position	String	100	Nullable	Position assigned
hire_date	Date		Nullable	Date when hired
daily_rate	Numeric	10, 2	Nullable	Approximated per day wage
is_active	Boolean		Nullable	Employee Active



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				Status
email_confirm	Boolean		Nullable	Email Confirmation
de_minimis	Float		Nullable	non-taxable allowances or perks

Table Name: schedule_tbl

Field Name	Data Type	Field Length	Constraint	Description
schedule_id	Integer		Primary Key	Schedule Id, Auto Incremented
employee_id	Integer		Foreign Key	Employee Id, Auto Incremented
start_time	Time		Nullable	Employee start time
end_time	Time		Nullable	Employee end time
day_off	String	20	Nullable	Day off assigned



Table Name: admin_login_tbl

Field Name	Data Type	Field Length	Constraint	Description
login_id	Integer		Primary Key	Login Id, Auto Incremented
name	String	250	Nullable	Admin name
role	String	100	Nullable	Role: Admin
email	String	100	Nullable	Any working email
email_confirm	Boolean		Nullable	Email Confirmation
is_active	Boolean		Nullable	Admin Active Status

4.2.3 INVENTORY

Field Name	Data Type	Data Format	Field Size	Description	Example



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email	char		30	Email of user	lvngalit26@fgmail.com
email_confirm	char		5	Email confirmation of user	true
is_active	char		5	Status of the user	true
login_id	int	NNNN	4	Unique login id for every user	2
name	char		30	Name of user	Alvin Galit
role	char		20	Role of user	Admin
available_stock	int	NNN	3	Stock available of item	47
category	char		30	Item category	Cleaning Chemicals
inventory_id	int	NNNN	4		11
item_name	char		30	Name of the item	Disinfectant Sprayer
item_status	char		20	Status of the item	Available
reorder_level	int	NN	2	Order level of the item	30
supplier_id	int	NNNN	4	Unique supplier id of the item	1



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unit_price	int	NNNN	4	Price of the item	80
used_item	int	NNNN	4	Number of used items	0
address	char		50	Address of the supplier	123 Main Street, Tandang Sora, Quezon City, Metro Manila
contact_person	char		30	Name of supplier to contact	Juan Cruz
phone	int	NNNNNNN NNNN	11	Supplier contact number	09329872632
supplier_name	char		30	Name of the supplier	ABCD Supplier
item_qty	int	NNN	3	Quantity of order item	3
prepared_by	char		30	Name of person to prepare order	Juan Cruz
prepared_date	Date/Time	DD/MM/YY YY	10	Items date of order	29/04/2024
purchase_order_id	int	NNN	3	Unique id of ordered item	107
received_by	char			Name of person that	null



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				receive the item	
received_date	Date/Time	DD/MM/YY YY	4	Item receive date	null
status	char		10	Ordered item status	pending
total_amount	int	NNNN	4	Total amount of ordered item	240

4.2.3 CUSTOMER

Field Name	Data Type	Description	Example



**QUEZON CITY UNIVERSITY - COLLEGE OF COMPUTER STUDIES
SYSTEM INTEGRATION AND ARCHITECTURE 2**



First Name	String	First name from customer	Tanggol
Last Name	String	Last name from customer	De Maguiba
Middle Name	String	Middle Name from customer	Cortez
Email Address	String	Email Address form customer	Tanggol.demaguiba@gmail.com
Address	int	Address from customer	Universe 683 2nd Avenue S Versaille, KY 40384
Phone Number	int	Phone Number from customer	09999999999



4.2.5 PAYROLL

Employee table

COLUMN	DATA TYPE	FIELD SIZE	DESCRIPTION
employee_id	int	10	Employee ID
first_name	varchar	250	Employee first name
middle_name	varchar	250	Employee middle name
last_name	varchar	250	Employee last name
address	varchar	250	Employee full address
email	varchar	100	Any email ID
password	varchar	200	Login password for employee
phone	int	12	Mobile number
position	varchar	100	Employee position
hire_date	date	10	Employee date of hire
daily_rate	int	10	Daily salary rate
is_active	boolean	True or False	Accounts status
email_confirm	boolean	True or False	Email Status
de_minimis	float	10	Monthly deduction

Schedule table



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COLUMN	DATA TYPE	FIELD SIZE	DESCRIPTION
schedule_id	int	10	Schedule ID
employee_id	int	10	Employee ID
Start_time	time	4	Start of work
end_time	time	4	End of work
day_off	string	100	Day off

Attendance table

COLUMN	DATA TYPE	FIELD SIZE	DESCRIPTION
attendance_id	int	10	Attendance ID
employee_id	int	10	Employee ID
login_time	time	4	Time in
logout_time	time	4	Time out
login_status	string	50	Login status of the account
logout_status	string	50	Logout status of the account
tardiness	float	10	Late
ot_hrs	float	10	Overtime
login_location	string	250	Login location



logout_location	string	250	Logout location
-----------------	--------	-----	-----------------

Payroll Table

COLUMN	DATA TYPE	FIELD SIZE	DESCRIPTION
payroll_id	int	10	Payroll ID
period_start	date	10	Day started
period_end	date	10	Day ended
total_ot_hrs	int	10	Total overtime
total_tardiness	int	10	Total numbers of late
total_days_of_work	float	10	Total days of work
base_salary	float	10	Base salary

gross_pay float 10 Gross pay net_pay float 10 Net pay

thirteenth_month_pay	float	10	thirteenth-month pay
Status	string	100	Calculated

Payroll deduction table

COLUMN	DATA TYPE	FIELD SIZE	DESCRIPTION
payroll_deduction_id	int	10	Payroll deduction ID



payroll_id	int	10	Payroll ID
sss_contribution	float	10	SSS contribution
philhealth_contribution	float	10	Philhealth Contribution
pagibig_contribution	float	10	Pagibig Contribution
withholding_tax	float	10	Tax
other_deductions	float	10	Other fee

Payroll Contribution

COLUMN	DATA TYPE	FIELD SIZE	DESCRIPTION
payroll_contribution_id	int	10	Payroll contribution ID
year	float	10	numbers of years
sss	float	10	Contribution
philhealth	float	10	Contribution
pagibig	float	10	Contribution
minimum_rates	float	10	Contribution rates

4.4 SDLC Methodology

Agile Approach



Agile methodology is founded on the ideas outlined in the Agile Manifesto, which was released in February 2001. Agile software development is based on a set of principles that allow for the collaboration between self-organizing, cross-functional teams as needs and solutions develop. It emphasizes rapid and adaptable responses to change, adaptive planning, evolutionary development, early delivery, and continual improvement. The term "Agile" has come to mean many different things, even if the agile movement itself has never defined any particular ways to do this.



Planning

Planning is the stage of the study where we, the advocates, began to make plans and talk about the best system to create. Following the approval of the project proposal, we, the proponents, confer on the distribution of responsibilities and work among ourselves. individual in the group. Every participant provides information, ideas, and proposals. compiled from studies on student information systems to provide a more comprehensive understanding of the concept that will support the project's advancement.



Analysis

In the study's second phase, the proponents assess and examine the acquired data for the undertaking. The goal is to simplify the system's functions and rank the necessary characteristics that it needs.

Designing

In the third stage of the research, the advocates start the conversation around the design of the system. The appearance of the user interface, including the user's information flow, the button placement, and above all the security of the system. In order to guarantee user happiness and user-friendliness, the proponents employ a user-centered design methodology.

Coding

Coding requires ongoing development through brief iterations throughout the fourth stage. Developers concentrate on producing functional software gradually while working on small, manageable projects. To make sure that the code complies with user requirements and corporate objectives, they work closely with stakeholders. In order to preserve code quality, testing is integrated throughout the development cycle, with a particular focus on automated testing.

Testing

To preserve code quality, testing is integrated throughout the development cycle, with a particular focus on automated testing. To find and fix problems quickly, testers collaborate with developers to run a variety of tests, including unit, integration, and acceptance testing.

Maintenance

The final stage of Agile is maintenance, which entails continuous upgrades and enhancements in response to user input and shifting requirements. Teams make sure that software is always evolving to meet changing needs while upholding high levels of quality and dependability by prioritizing jobs according to the value to the client.



CHAPTER 5: IMPLEMENTATION AND MAINTENANCE

5.1 Implementation Procedures

BOOKING AND BILLING SYSTEM

1. Define Requirements and Objectives

- Gather Requirements: Collaborate closely with developers, managers, and users to fully understand the objectives and particular requirements of the booking system.
- Document Objectives: Clearly define what the booking system should achieve, such as handling reservations, managing availability, and providing user-friendly interfaces.

2. Design System Architecture

- System Components: Identify the necessary components (frontend, backend, database, etc.) and their interactions.
- Database Design: Define the database schema to store booking information efficiently.

3. Develop Core Features

- Reservation Management: Implement features for users to create, modify, and cancel bookings.
- Availability Tracking: Develop mechanisms to monitor and update resource availability in real-time.
- User Authentication: Incorporate secure user authentication and authorization mechanisms.

4. Implement Additional Features

- Notifications: Enable email or SMS notifications for booking confirmations, reminders, and updates.
- Payment Integration: Integrate payment gateways for handling booking payments if applicable.

5. Test the System



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- Unit Testing: Conduct unit tests to ensure each component works as expected.
- Integration Testing: Test interactions between different system modules.

6. Deployment

- Setup Infrastructure: Deploy the booking system on servers or cloud platforms.
- Monitor Performance: Implement monitoring tools to track system performance and availability.

7. Training and Documentation

- User Training: Provide training sessions for end-users and administrators on how to use the booking system.
- Create Documentation: Develop user manuals and technical documentation for system maintenance and troubleshooting.

8. Launch and Iterate

- Launch the System: Roll out the booking system to users and monitor initial feedback.
- Collect Feedback: Gather user feedback to identify areas for improvement.
- Update and Enhance: Continuously improve the system based on feedback and evolving requirements.

9. Maintenance and Support

- Bug Fixes and Updates: Address reported issues promptly and release updates to improve system performance.
- Security Patches: Regularly apply security patches and updates to protect against vulnerabilities.
- 24/7 Support: Provide ongoing support to users and administrators for system inquiries and assistance.

EMPLOYEE SCHEDULING MANAGEMENT SYSTEM

Objective

Set up and launch a new web-based Employee Scheduling Management system to have a



smooth record data processing, enhance accessibility for remote access, and ensure compliance and security.

1. System Selection and Setup

- Provider Evaluation: Compare various web-based employee management systems based on their features, scalability, compliance, and cost.
- Account Configuration: Once a provider is chosen, set up your account and tailor settings to match your business needs, ensuring secure access for authorized users.

2. Data Organization and Input

- Data Compilation: Gather all necessary employee information, such as personal details, availability, skills, and compensation data.
- Data Input: Enter this information into the system either manually or through bulk upload, ensuring it fits the system's requirements.

3. Testing and Validation

- Mock Runs: Conduct practice scheduling sessions to verify the system accurately manages attendance, bookings, and schedules.
- Security Checks: Test the system's security measures, including data encryption and access controls, to safeguard sensitive information.

4. Training and Documentation

- Material Development: Create user-friendly guides, videos, and FAQs tailored to the system's features.
- Training Sessions: Provide comprehensive training sessions for system users, covering common scenarios and operations.
- Support Procedures: Establish protocols for addressing technical issues and user



inquiries promptly.

5. Go-Live Preparation

- Checklist Creation: Develop a checklist to ensure all necessary preparations, such as data verification and user access tests, are completed.
- Communication Strategy: Inform employees about the system transition, outlining its impact and providing contact information for assistance.

6. Launch and Ongoing Support

- Official Rollout: Begin using the system at the start of a new scheduling cycle to maintain continuity.
- Performance Monitoring: Monitor system operations closely during initial cycles, gathering feedback and addressing any issues promptly.
- Continuous Support: Offer ongoing assistance to users and update training materials and system documentation as needed.

INVENTORY MANAGEMENT SYSTEM

Objective

To ensure the effective maintenance and smooth operation of the inventory management system throughout its lifecycle.

1. System selection and Setting up the system.

- Evaluate and research the inventory management system that is suitable for Busy hand Cleaning Services Inc.
- Select a system that meets the specific needs and requirements of the cleaning business.
- Choose then install particular software but ensure to set user accounts as well as



configurations.

2. Data Entry and Organization.

- Organize inventory data such as cleaning supplies, equipment, and consumables into the system.
- Give accurate up-to-date information about where they are located, quantities available, item descriptions etcetera.

3. Testing & Verification

- Test inventory management programs thoroughly in order to ensure it works right and is reliable too.
- Compare the outcome of manual count with records from automated counting done by the system so as to validate accuracy of data entered.

4. Training and Documentation.

- Provide comprehensive training to staff members on how to use the inventory management system effectively.
- Create user-friendly documentation, including manuals and tutorials, to assist users in navigating the system.

5. Go-live Preparation.

- Prepare for system deployment by finalizing data input, resolving any outstanding issues, and conducting user acceptance testing.
- Communicate the upcoming launch of the inventory management system to all relevant stakeholders.

6. Launch and Ongoing Support.

- Launch the inventory management system for full-scale operation according to the



established timeline.

- Provide ongoing support and assistance to users as needed, addressing any questions, concerns, or technical issues promptly.

- Regularly review and optimize system performance based on user feedback and evolving business needs.

CUSTOMER MANAGEMENT SYSTEM

1. **Gathering Requirements:** Understand the essential requirements and features necessary for the customer management system. These include managing customer information, scheduling, invoicing, and communication tools.
2. **Select a Platform:** Decide on the appropriate platform or software to support the customer management system. This could involve using CRM software, a customized solution, or a mix of different tools.
3. **Designing the System:** Create the framework and flow of the customer management system. Define how customer data will be stored, how scheduling and invoicing will function, and how communication channels will be incorporated.
4. **Development and Customization:** Tailor and enhance the customer management system based on previously identified requirements. This process may involve coding, configuration, and integration with other tools or platforms.
5. **Testing:** Carry out comprehensive testing on the system to guarantee that it works as intended, is user-friendly, and remains trustworthy. Test all components, such as customer registration, appointment scheduling, invoicing, and communication channels, to pinpoint and resolve any potential issues.
6. **Training and Implementation:** Educate team members on how to effectively utilize the customer management system. Offer instruction on inputting data, scheduling appointments, creating invoices, and engaging with customers via the system. Introduce the system gradually to ensure a seamless transition.
7. **Maintenance and Support:** Establish a system for ongoing maintenance and support.



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This involves keeping an eye on the system for any technical issues, issuing updates and patches when necessary, and being available to help staff members with any questions or issues they may have.

PAYROLL MANAGEMENT SYSTEM

Objective

Set up and launch a new web-based payroll system to streamline payroll processing, enhance accessibility for remote access, and ensure compliance and security.

Steps

1. System Selection and Setup:

- Select a Web-Based Payroll Provider: Evaluate different web-based payroll systems that meet your specific needs in terms of features, scalability, compliance, and budget.
- Account Setup: Once a provider is selected, set up your account, configure settings specific to your business (e.g., payroll schedules, pay rules, etc.), and establish secure access for authorized personnel.

2. Data Organization and Entry:

- Data Collection: Compile all necessary payroll data including employee personal details, bank account information, tax information, salary details, and any other relevant compensation information.
- Manual Data Entry or Bulk Upload: Depending on the amount of data and the capabilities of the payroll system, you can either manually input the data or use a bulk upload feature if supported by the system. Ensure data formats and values match the system's requirements.

3. Testing and Validation:

- Test Transactions: Perform mock payroll runs to ensure the system calculates pay, taxes, benefits, and deductions correctly. Check for any discrepancies or errors.
- Security Testing: As a web-based system, it is critical to test security features. Verify that data encryption, secure connections (SSL), and access controls are functioning correctly.



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correctly to protect sensitive data.

4. Training and Documentation:

- Develop Training Materials: Create user manuals, tutorial videos, and FAQs tailored to the functionalities of the web-based system.
- Conduct Training Sessions: Organize comprehensive training sessions for all users that will interact with the system. Include scenarios they are likely to encounter in their routine operations.
- Establish Support Protocols: Create a protocol for addressing technical problems or user errors. Identify who users can contact for immediate help.

5. Go-Live Preparation:

- Go-Live Checklist: Develop a checklist to ensure all necessary preparations are complete, including final data checks, user access tests, and confirmation of support readiness.
- Communication: Inform all employees about the transition, including how it will affect them and whom to contact with questions or issues.

6. Launch and Ongoing Support:

- Official Launch: Begin using the system with the start of a new payroll cycle to maintain continuity.
- Monitor System Performance: Keep a close watch on system operations during the first few payroll cycles. Monitor for any issues and gather user feedback.
- Provide Ongoing Support: Offer ongoing support to resolve any issues quickly. Regularly update training materials and system documentation as needed.

5.2 User Manual

SUPERADMIN



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A screenshot of the login portal for CSMS-API. It features a teal header and a white login form. The form has fields for "Enter Email Address..." and "Password", a "Remember Me" checkbox, and a blue "Login" button. Below the form is a "Forgot Password?" link. At the bottom of the page are copyright and privacy policy links.

Welcome CSMS-API!

Enter Email Address...

Password

Remember Me

Login

Forgot Password?

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Privacy Policy · Terms & Conditions

This is the login portal of the superadmin which you can access through <https://csms-rest-api.onrender.com/superadmin/login>

A screenshot of the password reset page. It has a teal header and a white form titled "Forgot Your Password?". The form asks users to enter their email address to receive a password reset link. It includes a "Reset Password" button and a link for existing users to log in. At the bottom are copyright and privacy policy links.

Forgot Your Password?

Just enter your email address below and we'll send you a link to reset your password!

Enter Email Address...

Reset Password

Already have an account? [Login](#)

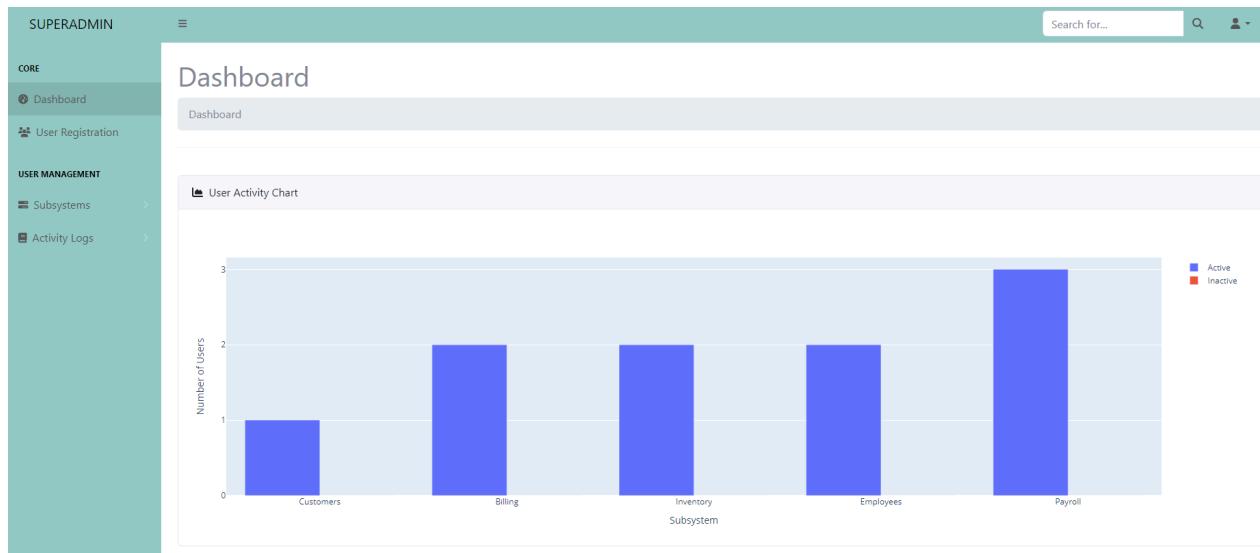
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If the superadmin user forgot the password. Can use this page to send email a link that can create a new password for the account of superadmin.



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This is the superadmin dashboard where you can see the chart that shows how many are active and inactive in each subsystem.

The screenshot shows the 'User Registration' page. The left sidebar has sections for CORE (Dashboard, User Registration) and USER MANAGEMENT (Subsystems, Activity Logs). The main area is titled 'User Registration' and shows a form with fields: Name (text input), Email (text input), Role (dropdown menu showing 'Admin'), and Employee Subsystem (dropdown menu showing 'Employee Subsystem'). A 'Register' button is at the bottom of the form. At the bottom of the page, there are copyright and privacy policy links.

This is the user registration where the superadmin can create a user to a particular subsystem. The password will be auto generated and it will send to the user email address.



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SUPERADMIN

CORE

- Dashboard
- User Registration

USER MANAGEMENT

- Subsystems
- Billing Subsystem

- Customer Subsystem
- Employee Subsystem
- Inventory Subsystem
- Payroll Subsystem

- Activity Logs

Billing Subsystem

Dashboard / Billing

User - Billing

ID	Name	Email	Role	Email Confirm	Active	Action
1	Janiela Tablizo	greasorph@gmail.com	Admin	True	True	<button>Deactivate</button> <button>Delete</button>
2	Janiela Tablizo	tablizo.janiela.12172002@gmail.com	Admin	True	True	<button>Deactivate</button> <button>Delete</button>

Showing 1 to 2 of 2 entries

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This is where the superadmin can oversee the users of a particular subsystem ex. Billing Subsystem. The superadmin can deactivate or active and delete a particular user account.

SUPERADMIN

CORE

- Dashboard
- User Registration

USER MANAGEMENT

- Subsystems
- Activity Logs

- Billing Subsystem
- Customer Subsystem
- Employee Subsystem
- Inventory Subsystem
- Payroll Subsystem

- Superadmin

Superadmin - Activity Logs

Dashboard / Superadmin

Activity Logs - Superadmin

Log ID	Log Name	Log Description	Log Date
78	Julito Tiro	Password incorrect 1 times.	2024-05-10 19:13:54.183337
79	Julito Tiro	User logged in.	2024-05-10 19:14:03.055190
80	Julito Tiro	Password incorrect 1 times.	2024-05-10 20:38:58.340005
81	Julito Tiro	Password incorrect 2 times.	2024-05-10 20:39:16.401398
82	Julito Tiro	User logged in.	2024-05-10 20:39:27.976040
83	Julito Tiro	Password incorrect 1 times.	2024-05-11 00:05:48.635523
84	Julito Tiro	Password incorrect 2 times.	2024-05-11 00:05:52.223398
85	Julito Tiro	Password incorrect 3x times.	2024-05-11 00:05:56.616515
86	Julito Tiro	User logged out.	2024-05-11 00:13:31.212907
87	Julito Tiro	Password incorrect 4x times.	2024-05-11 00:13:58.209293

Showing 1 to 10 of 12 entries

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This is where the superadmin can monitor the users activity of all subsystem including the superadmin owns activity.



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SUPERADMIN

CORE

- Dashboard
- User Registration

USER MANAGEMENT

- Subsystems
- Activity Logs
- Billing Subsystem
- Customer Subsystem
- Employee Subsystem
- Inventory Subsystem
- Payroll Subsystem
- Superadmin

Superadmin - Activity Logs

Dashboard / Superadmin

Activity Logs - Superadmin

10 entries per page

Log ID	Log Name	Log Description	Log Date
78	Julito Tiro	Password incorrect 1 times.	2024-05-10 19:13:54.183337
79	Julito Tiro	User logged in.	2024-05-10 19:14:03.055190
80	Julito Tiro	Password incorrect 1 times.	2024-05-10 20:38:58.340005
81	Julito Tiro	Password incorrect 2 times.	2024-05-10 20:39:16.401398
82	Julito Tiro	User logged in.	2024-05-10 20:39:27.976040
83	Julito Tiro	Password incorrect 1 times.	2024-05-11 00:05:48.635523
84	Julito Tiro	Password incorrect 2 times.	2024-05-11 00:05:52.223398
85	Julito Tiro	Password incorrect 3x times.	2024-05-11 00:05:56.616515
86	Julito Tiro	User logged out.	2024-05-11 00:13:31.212907
87	Julito Tiro	Password incorrect 4x times.	2024-05-11 00:13:58.209293

Showing 1 to 10 of 12 entries

1 2 >

SUPERADMIN

CORE

- Dashboard
- User Registration

USER MANAGEMENT

- Subsystems
- Activity Logs
- Billing Subsystem
- Customer Subsystem
- Employee Subsystem
- Inventory Subsystem
- Payroll Subsystem
- Superadmin

Superadmin - Activity Logs

Dashboard / Superadmin

Activity Logs - Superadmin

10 entries per page

Log ID	Log Name	Log Description	Log Date
78	Julito Tiro	Password incorrect 1 times.	2024-05-10 19:13:54.183337
79	Julito Tiro	User logged in.	2024-05-10 19:14:03.055190
80	Julito Tiro	Password incorrect 1 times.	2024-05-10 20:38:58.340005
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82	Julito Tiro	User logged in.	2024-05-10 20:39:27.976040
83	Julito Tiro	Password incorrect 1 times.	2024-05-11 00:05:48.635523
84	Julito Tiro	Password incorrect 2 times.	2024-05-11 00:05:52.223398
85	Julito Tiro	Password incorrect 3x times.	2024-05-11 00:05:56.616515
86	Julito Tiro	User logged out.	2024-05-11 00:13:31.212907
87	Julito Tiro	Password incorrect 4x times.	2024-05-11 00:13:58.209293

Showing 1 to 10 of 12 entries

1 2 >

Change Password

Old Password

New Password

Confirm Password

Show Password

Change Password Cancel

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The superadmin can also change it's own password here.



BOOKING AND BILLING SYSTEM



 **BUSY HANDS**

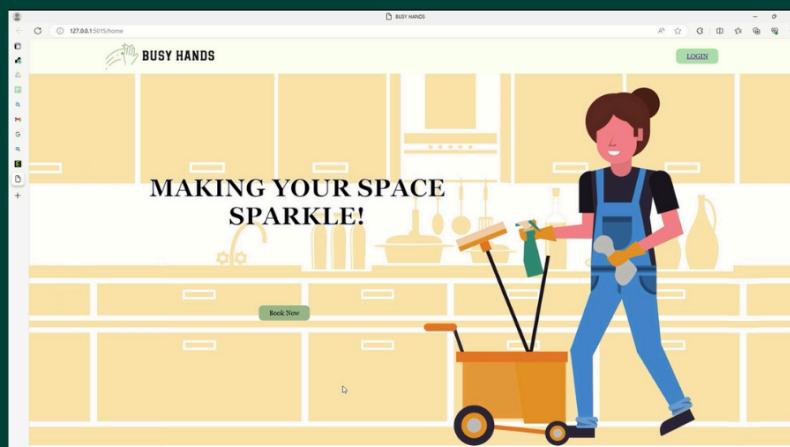
**Making your place
Sparkle!**

-Busy Hands Company

**BOOKING AND
BILLING CUSTOMER
USER MANUAL**

GETTING STARTED

This is the home page where you can see and book our services. There is also a login button where you can register or login to our cleaning services system.





BUSY HANDS

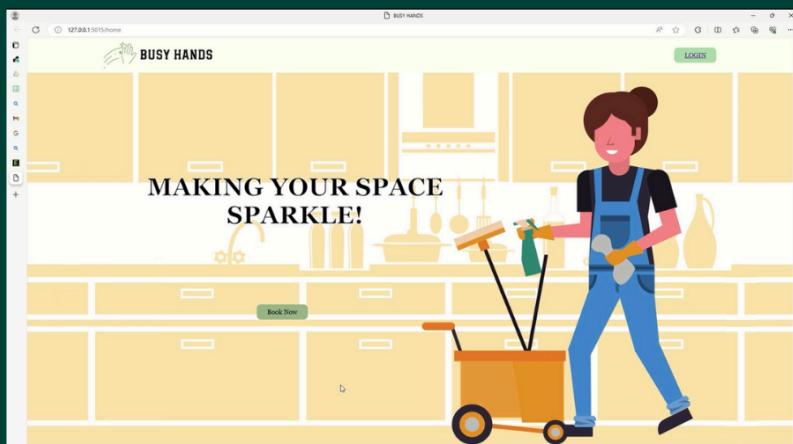
**Making your place
Sparkle!**

-Busy Hands Company

**BOOKING AND
BILLING CUSTOMER
USER MANUAL**

GETTING STARTED

This is the home page where you can see and book our services. There is also a login button where you can register or login to our cleaning services system.





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Login/Register/Forgot Password

This is the login page where the customer is required to enter their email and password

After that clicking the log in button will lead the customer to the user portal

Signing up is for new customer who do not have an account, by clicking this button will lead the customer to registration form.

No account yet? [signup Now!](#)

Forgot Password

By clicking the forgot password will lead you to forgot password form.

By clicking the login with google, you do not have to fill out the Email Address and Password above.

[Forgot Password?](#)

[G Login with Google](#)

No account yet? [Signup Now!](#)



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Forgot Password

After clicking the forgot password, the customer is required to input their email address for confirm their information.

The image shows a digital form titled "BUSY HANDS". It has a logo of two hands at the top. Below the logo is a text input field labeled "Email Address" with a placeholder "Enter Email Address". Below the input field is a blue button labeled "Reset Password". At the bottom right of the form, there is a link "Already have an account? Login!".

Reset Password

To reset the password, the admin is required to enter the email address used.

By clicking the reset password the admin required to go to his/her email to confirm and reset his/her password.

The image shows a digital form titled "BUSY HANDS Admin". It has a logo of two hands at the top. Below the logo is a text input field labeled "Email Address" with a placeholder "Enter Email Address". Below the input field is a green button labeled "Reset Password". At the bottom right of the form, there is a link "Already have an account? Login!".





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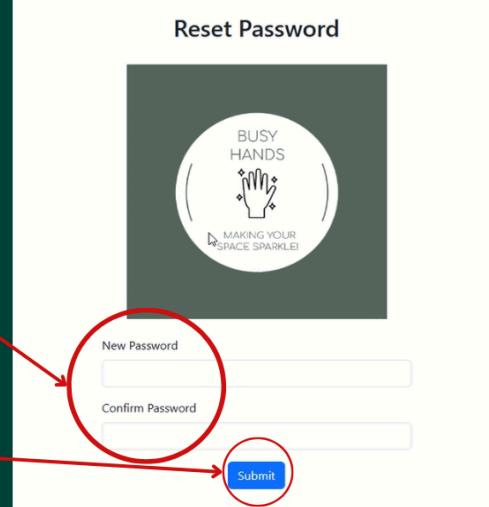


Forgot Password

the customer is required to create new password by fill out the new password and confirm password, the 2 text box needs to be the same.

By clicking submit, change password successfully will pop up, sign that you successfully change your password.

Reset Password



The form is titled "Reset Password". It features a decorative graphic of hands at the top right. Below it are two input fields: "New Password" and "Confirm Password", both with placeholder text. A blue "Submit" button is located at the bottom right of the form area. Red arrows from the explanatory text on the left point to the "New Password" field, the "Confirm Password" field, and the "Submit" button.

Forgot Password

If the customer see this message, at the screen, they can go to login form to login their account.

Change Password Successfully!

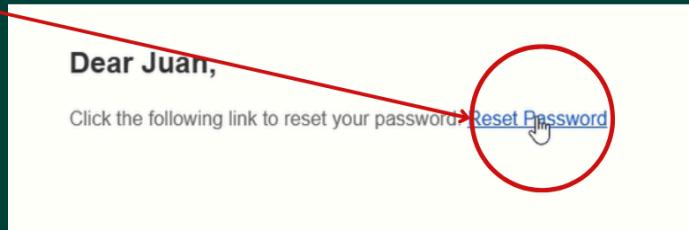


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Forgot Password

after entering the right email address, the customers are required to go to their email to click the reset password.



Registration

In registration form, the customer is required to fill out the step 1 form

after filling out the step 1, click the next button to proceed to step 2

A screenshot of a sign-up form titled "SIGN-UP FORM". It is labeled "Step 1. Personal Information". There are four input fields: "First Name: *", "Middle Name:", "Last Name: *", and "Phone Number: *". Below the form is a blue "Next" button. A large red circle highlights the entire "Step 1. Personal Information" section, and a red arrow points from the explanatory text above to this circle. Another red arrow points from the explanatory text below to the "Next" button.



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Registration

In step 2, the customer is also required to fill out the step 2 form.

after filling out the step 2, click the next button to proceed to step 3

Clicking previous button will go back to step 1.

SIGN-UP FORM

Step 2. Residential Address

House #, Street Name: *

Barangay: *

City: *

Region: *

Zip Code: *

Previous Next

Registration

In step 3, the customer is also required to fill out email and password, but the password need to follow the requirements written below.

after filling out the step 3, click the next button to proceed to step 4.

Clicking previous button will go back to step 2.

SIGN-UP FORM

Step 3. Login Details

Email Address: *

Password: *

Your password must contain:
At least 8 characters
At least one lowercase letter (a-z)
At least one uppercase letter (A-Z)
At least one number (0-9)
At least one special character (e.g., @#\$%^&*)

Confirm Password: *

Show Password

Previous Next



QUEZON CITY UNIVERSITY - COLLEGE OF COMPUTER STUDIES SYSTEM INTEGRATION AND ARCHITECTURE 2



Registration

Click confirm email will pop up the Email Confirm Successfully! message.

Email Confirm Successfully!

Registration

Scrolling the terms and condition, you will see the content of step 4.

Clicking the submit button will pop up the registered successfully message and will sent you a message to your email for confirmation.

Clicking previous button will go back to step 3.

SIGN-UP FORM

Step 4. Terms & Conditions

1. Scope of Services

- Busy Hands provides professional cleaning services to clients.
- Services include Basic House Cleaning, Deep Cleaning, and Move-In/Move-Out Cleaning.

2. Booking Terms

- Booking confirmation will be sent via email or SMS.
- Payment terms: [Specify payment frequency, e.g., weekly, monthly].
- Invoices are due within [number of days, e.g., 7 days] from the invoice date.

3. Cancellation Policies

Client Cancellations:

- Clients must provide a minimum of 48 hours' notice for cancellations or rescheduling.
- Late cancellations within 48 hours may incur a cancellation fee.
- The cancellation fee is 50% of the service cost.

I agree to the terms and conditions. Previous Submit



QUEZON CITY UNIVERSITY - COLLEGE OF COMPUTER STUDIES SYSTEM INTEGRATION AND ARCHITECTURE 2



User Portal

This is the home page where you can book a cleaning service to the system.



Booking

If the customer is ready to book an appointment, they are required to fill out the 1st form.

By checking this, this will automatically fill out the form using your existing address.

By clicking next, the customer will go to the 2nd form.

BOOKING DETAILS

1: Where and When

Use my Personal Information

House #, Street Name *

Borough *

City *

Region *

Zip Code *

mm/dd/yyyy

COST SUMMARY

BASE PRICE:

Property Size:

ADD-ONS COST

Additional Floor

Next



QUEZON CITY UNIVERSITY - COLLEGE OF COMPUTER STUDIES SYSTEM INTEGRATION AND ARCHITECTURE 2



Booking

The customer is required to fill out the 2nd form.

By clicking the previous, the customer will go back to 1st form.

BOOKING DETAILS

2: Select the type of cleaning services

Types of Cleaning: [dropdown menu]

Add-Ons: (Optional)

Specify the number of floor: [dropdown menu]

Clean Air Conditioner
 Clean Electric Fan
 Fold Laundry
 Change Sheets + Load Laundry
 Clean Inside Fridge
 Clean Air Conditioner

COST SUMMARY

BASE PRICE:
Property Size:
ADD-ONS COST
Additional Floor

Previous Next

By clicking the next button, the customer will go to 3rd form.

Booking

The 3rd form is optional, if you have notes to cleaners you can tell by entering it to the note.

By clicking the previous, the customer will go back to 2nd form.

BOOKING DETAILS

3: Additional Information

Notes for Cleaners: [text area]

COST SUMMARY

BASE PRICE: ₱4000.0
Property Size: ₱2000
ADD-ONS COST
Additional Floor ₱2000
Total Price: ₱6000.00

Previous Next

By clicking the next button, the customer will go to payment.



QUEZON CITY UNIVERSITY - COLLEGE OF COMPUTER STUDIES SYSTEM INTEGRATION AND ARCHITECTURE 2



Booking

By clicking the confirm button, the customer will receive a note telling that their booking is successful then it will proceed to the payment via gcash.

By clicking the previous, the customer will go back to 3rd form.

BOOKING DETAILS

4: Payment

Gcash Payment

COST SUMMARY

BASE PRICE: ₱4000.0

Address of the Property to be Cleaned: Bagbag, Quezon City, 1010 Manila, 1250

Date and time arrival: May 2, 2024 10:00 AM

Types of cleaning services: Basic House Cleaning

Service-Addons: Clean Air Conditioner

Total Price: ₱ 6200

BOOKING CONFIRMATION

... X

Confirm

Previous Book Now

Billing

By clicking the pay button, the customer will go back to the user portal.

© Gcash

CG Upmake

PAY WITH

Amount PHP 10000.00 Available Balance

YOU ARE ABOUT TO PAY

Amount PHP 6200.00

Total PHP 6200.00

Please review to ensure the details are correct before you proceed

PAY PHP 6200.00



Making your place
Sparkle!

-Busy Hands Company

BOOKING AND BILLING ADMIN USER MANUAL

Admin Login

The admins are required to enter their email address and password to enter admin interface.

By clicking the forgot password, he admin will go to reset password form.

A screenshot of the Admin Login interface. It features a light blue header with the "BUSY HANDS" logo. Below it, the word "Admin" is displayed. The main area contains two input fields: "Email Address" and "Password", both with placeholder text. A red circle highlights the "Forgot Password?" link located below the password field. At the bottom is a green "Login" button.



QUEZON CITY UNIVERSITY - COLLEGE OF COMPUTER STUDIES SYSTEM INTEGRATION AND ARCHITECTURE 2



Reset Password

The admin needs to enter his/her new password, then click submit.

Reset Password

BUSY HANDS
MAKING YOUR SPACE SPARKLE!

New Password

Confirm Password

Submit

Bookings

Search bar is to easily find the specific data.

Next button is to go to the next entry.

previous is to go back to the previous entry.

ID	Customer Name	Customer Phone	Booking Date	Service Category	Total Price	Status	Action
7	Kathrina Mae Agni Pecoro	09776723516	2024-04-29 20:16:41	Basic House Cleaning	6200.0	Processing	
10	Janiela Auxilio Tablizo	09691403344	2024-04-30 07:04:56	Basic House Cleaning	6200.0	Processing	
11	Julito III Tion Tiro	09616049255	2024-04-30 08:11:18	Basic House Cleaning	6200.0	Processing	
12	Julito III Tion Tiro	09616049255	2024-04-30 08:14:37	Basic House Cleaning	6200.0	Processing	
13	Julito III Tion Tiro	09616049255	2024-04-30 08:22:35	Basic House Cleaning	6200.0	Processing	
14	Julito III Tion Tiro	09616049255	2024-04-30 08:24:16	Basic House Cleaning	6200.0	Processing	
15	Julito III Tion Tiro	09616049255	2024-04-30 08:26:46	Basic House Cleaning	6200.0	Processing	
16	Julito III Tion Tiro	09616049255	2024-04-30 08:30:56	Basic House Cleaning	6200.0	Processing	
17	Juan Pait Dela Cruz	09324182731	2024-04-30 08:50:50	Basic House Cleaning	6200.0	Processing	

Showing 1 to 9 of 9 entries



QUEZON CITY UNIVERSITY - COLLEGE OF COMPUTER STUDIES SYSTEM INTEGRATION AND ARCHITECTURE 2



Services

Clicking add service, admin will go to add service form.

Clicking edit icon, admin will go to edit service form.

Clicking delete icon, admin will go to add service form.

ID	Category	Description	Price	Action
1	Basic House Cleaning	This offers thorough and efficient cleaning solutions to ensure a fresh and tidy environment. From dusting to mopping, we handle all essential tasks with precision and care.	15000.00	
3	Move-in/Move-out Cleaning	Transition seamlessly in this offer. From window washing, floor mopping, removing cobwebs, and cleaning inside cabinets to disinfecting bathrooms, we ensure properties are left sparkling clean for their new occupants.	15000.00	
16	Deep Cleaning	This offers a comprehensive solution for even the toughest messes. From deep mopping to sanitizing surfaces we deliver exceptional results that breathe new life into your home or business.	10000.00	

Add Services

The form is required to fill out by admin, then click save changes, then the information entered is automatically appeared in customer portal and admin grid view.

Add Service

Category
Description
Price

Save Changes



QUEZON CITY UNIVERSITY - COLLEGE OF COMPUTER STUDIES SYSTEM INTEGRATION AND ARCHITECTURE 2



Edit Services

The form is required to fill out by admin, then click save changes, then the information entered is automatically save changes in customer portal and admin grid view.

Edit Service

Category: Basic House Cleaning

Description: This offers thorough and efficient cleaning solutions to ensure a fresh and tidy home environment. From dusting and vacuuming to bathroom and kitchen.

Price: 4000.0

Save Changes

Edit Service add-ons

The service add-ons buttons is the same with services buttons.

ID	Description	Pricing Desc	Price	Action
1	Fold Laundry	Php 200 per 7 kgs of laundry	200.0	<input checked="" type="checkbox"/> <input type="button" value="Edit"/>
2	Change Sheets + Load Laundry	Php 100 per sheets	100.0	<input checked="" type="checkbox"/> <input type="button" value="Edit"/>
3	Clean Inside Fridge	Php 200 per fridge	200.0	<input checked="" type="checkbox"/> <input type="button" value="Edit"/>
4	Clean Air Conditioner	Php 200 per air conditioner	800.0	<input checked="" type="checkbox"/> <input type="button" value="Edit"/>
5	Clean Electric Fan	None	200.0	<input checked="" type="checkbox"/> <input type="button" value="Edit"/>
6	Clean Air Conditioner	None	200.0	<input checked="" type="checkbox"/> <input type="button" value="Edit"/>



QUEZON CITY UNIVERSITY - COLLEGE OF COMPUTER STUDIES SYSTEM INTEGRATION AND ARCHITECTURE 2



Login/Register

By clicking these button will lead you to login form

MAKING YOUR SPACE SPARKLE!

Book Now

LOGIN

Logout

Clicking the profile icon will lead the admin to logout button, if they confirm logout, the admin will go back to login form.

BOOKINGS

SERVICES

SERVICE ADD-ONS

REFUNDS

ACTIVITY LOG

Show: 10 entries

ID Customer Name Customer Phone Booking Date Service Category Total Price Status Cancel Action

ID	Customer Name	Customer Phone	Booking Date	Service Category	Total Price	Status	Cancel Action
7	Kathleen Mae Agni Pecoro	09776725516	2024-04-29 20:16:41	Basic House Cleaning	6200.0	Processing	
10	Janira Auxilio Tablizo	09691403344	2024-04-30 07:04:56	Basic House Cleaning	6200.0	Processing	
11	Julito III Tion Tio	09616049		House Cleaning	6200.0	Processing	
12	Julito III Tion Tio	09616049		House Cleaning	6200.0	Processing	
13	Julito III Tion Tio	09616049		House Cleaning	6200.0	Processing	
14	Julito III Tion Tio	09616049		House Cleaning	6200.0	Processing	
15	Julito III Tion Tio	09616049		House Cleaning	6200.0	Processing	
16	Julito III Tion Tio	09616049		House Cleaning	6200.0	Processing	
17	Juan Palt Dela Cruz	09324182		House Cleaning	6200.0	Processing	

Logout

Are you sure you want to logout?

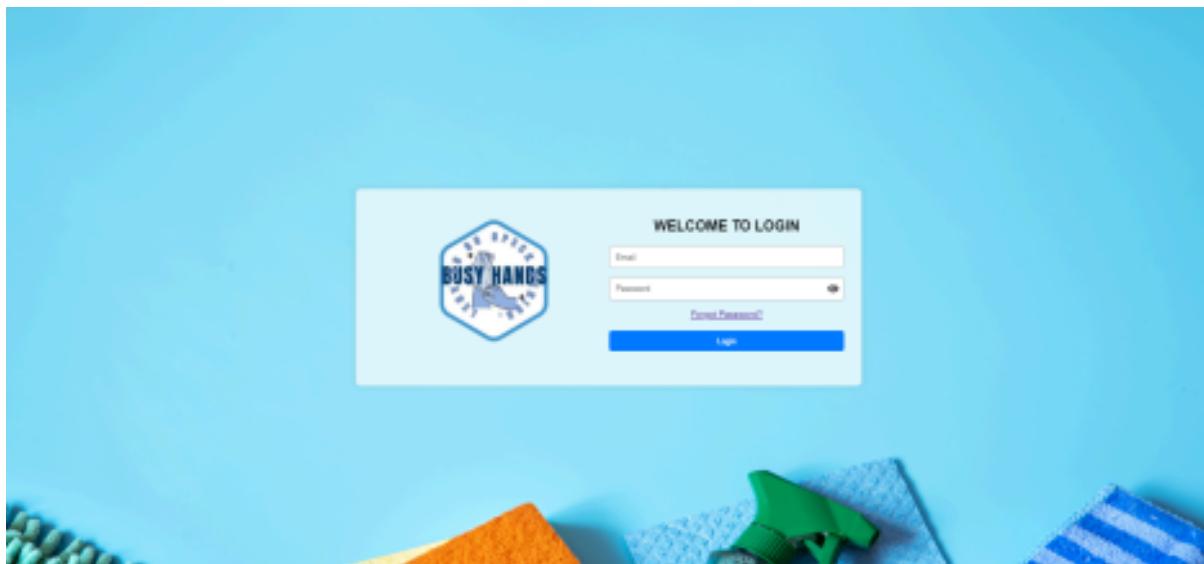
Yes Logout Cancel

EMPLOYEE SCHEDULING MANAGEMENT SYSTEM

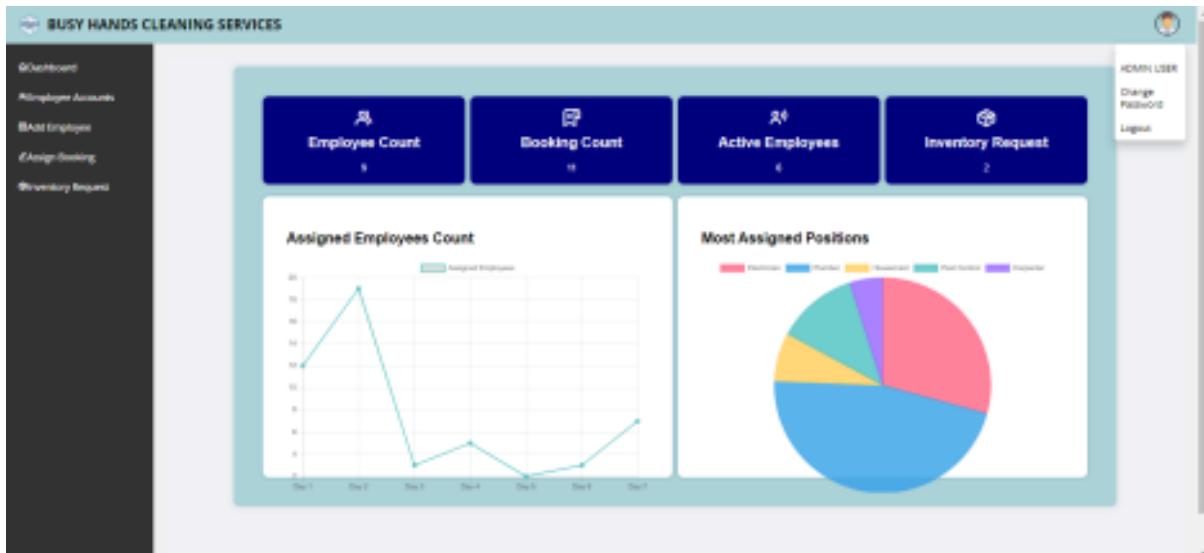
ADMINISTRATOR USER MANUAL



QUEZON CITY UNIVERSITY - COLLEGE OF COMPUTER STUDIES SYSTEM INTEGRATION AND ARCHITECTURE 2



The user must input their account data correctly on this first page, which requires them to enter their email address and password.



When you log in, you'll see a dashboard with info about employees, bookings, and inventory. You'll also see how many employees are scheduled for each day, and a diagram of the most popular positions. The display sections are on the left side of the dashboard.



QUEZON CITY UNIVERSITY - COLLEGE OF COMPUTER STUDIES

SYSTEM INTEGRATION AND ARCHITECTURE 2



BUSY HANDS CLEANING SERVICES

Employee Accounts

Employee ID	First Name	Middle Name	Last Name	Address	Email	Phone	Position	Hire Date	Daily Rate	Email Confirmed	Schedule	Actions
17	Giselle	Rheya	Demeter	2340 Kasarian St., Brgy. Comm. QC	decastrovogiselle13202003@gmail.com	09091196129	Housekeeper	01/05/2024	\$110.00	True	[Day-off Tuesday] Start Time: 080000 End Time: 170000 Schedule ID: 2	Deactivate
18	Ola	Christian	Dagat	8th East 3-Central Street, San Agustin, Quezon City	decastrovogiselle13202003@gmail.com	09162894614	Housekeeper	01/05/2024	\$110.00	True	[Day-off Wednesday] Start Time: 080000 End Time: 170000 Schedule ID: 3	Deactivate
19	Alyssa		Canales	21 Sta. Verónica St., Brgy. Guadalupe, Quezon City	senatesalyssa07162022@gmail.com	09438750118	Housekeeper	01/05/2024	\$110.00	True	[Day-off Thursday] Start Time: 080000 End Time: 170000 Schedule ID: 4	Deactivate
20	Rachel	Jay	Urene	Genova	rachaelrae07052022@gmail.com	09467713467	Housekeeper	01/05/2024	\$110.00	True	[Day-off Tuesday] Start Time: 080000 End Time: 170000 Schedule ID: 1	Deactivate
21	Celine	Justine		Banigang Silungan, Lemery, Quezon City	cateyescend07052021@gmail.com	0971100719	Bookkeeper	01/05/2024	\$110.00	True	[Day-off Tuesday] Start Time: 080000 End Time: 160000 Schedule ID: 2	Deactivate
22	Julia III	Tisha	Tina	Bataan Hills Quezon City	tinajunita08081988@gmail.com	09161068338	Housekeeper	01/10/2024	\$110.00	True	[Day-off Thursday] Start Time: 080000 End Time: 170000 Schedule ID: 7	Deactivate
23	Julia III	Tisha	Tina	Bataan Hills Quezon City	tinajunita08081988@gmail.com	09161068338	Housekeeper	01/10/2024	\$110.00	False	[Day-off Thursday] Start Time: 080000 End Time: 170000 Schedule ID: 12	Activate
24	Mark	Peligrina	Anita	Bataan Hills Quezon City	markmangamaria123030@gmail.com	09123456788	Bookkeeper	02/10/2024	\$110.00	True	[Day-off Thursday] Start Time: 080000 End Time: 170000 Schedule ID: 14	Deactivate
25	Aagon	Drew	Tarpayan	Bataan Hills Quezon City	agontarpayan444@gmail.com	09412686992	Housemaid	09/01/2024	\$110.00	True	[Day-off Friday] Start Time: 080000 End Time: 160000 Schedule ID: 11	Deactivate

The following is a compilation of all employee accounts, some of which are active while others are deactivated. The section on the left is designed for the generation of soft copies of the accounts.

BUSY HANDS CLEANING SERVICES

Register New Employee & Add Schedule

First Name:	Last Name:
Middle Name:	Hire Date:
Last Name:	Daily Rate:
Address:	Day Off:
Email:	Start Time:
Phone:	End Time:

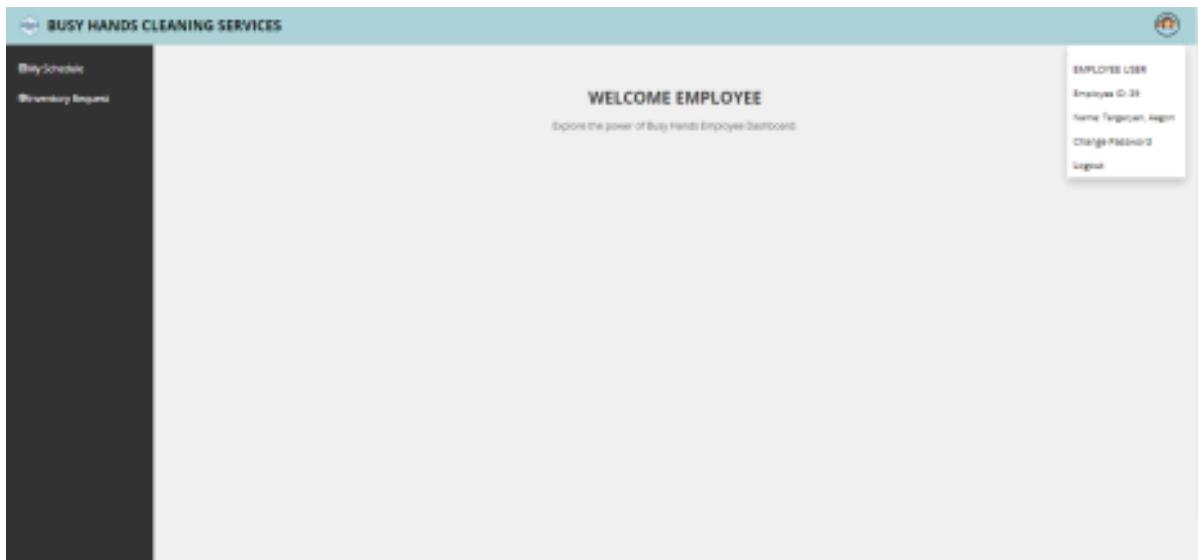
Submit

The registration of a new employee account is an administrative task that requires the intervention of an administrator.

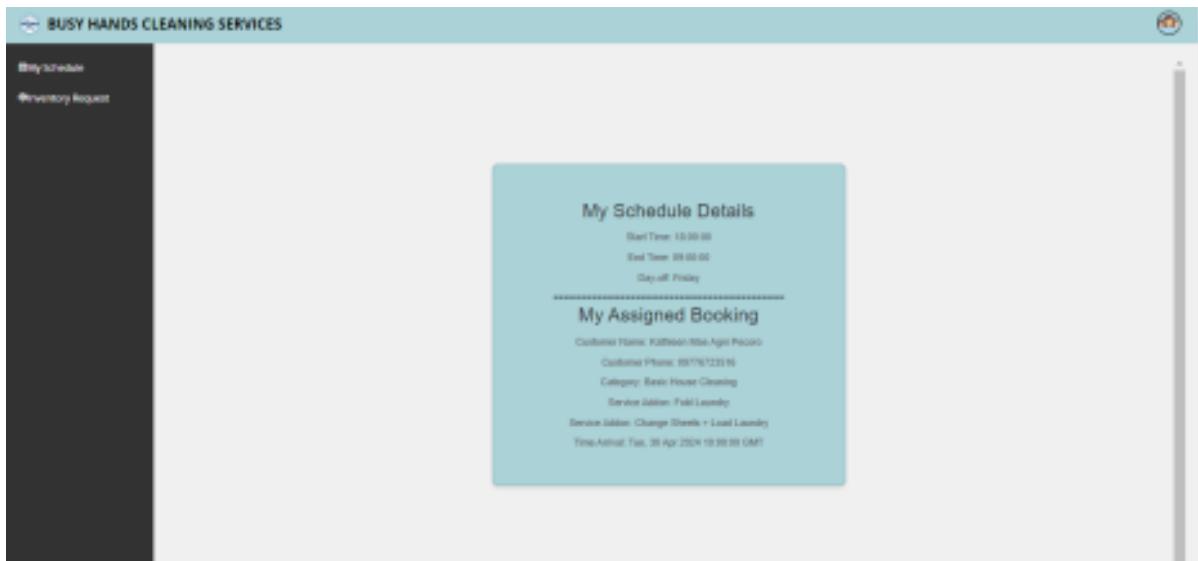
EMPLOYEES USER MANUAL



QUEZON CITY UNIVERSITY - COLLEGE OF COMPUTER STUDIES SYSTEM INTEGRATION AND ARCHITECTURE 2



The user must input their account data correctly on this first page, which requires them to enter their email address and password.



When you log in, you'll see a dashboard with info about employees, bookings, and inventory. You'll also see how many employees are scheduled for each day, and a diagram of the most popular positions. The display sections are on the left side of the dashboard.



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A screenshot of a web-based inventory request form titled "BUSY HANDS CLEANING SERVICES". The left sidebar has links for "My Schedule" and "Inventory Request". The main content area shows a table with three items: Item ID 11 (Bleach), Item ID 12 (Hand Sanitizer), and Item ID 14 (Gloves). Each row includes columns for Item ID, Item Name, Category, Item Status, and a Request checkbox. A "Send" button is at the bottom right of the table.

Inventory ID	Item Name	Category	Item Status	Request
11	Bleach	Cleaning Chemicals	Available	<input type="checkbox"/>
12	Hand Sanitizer	Hygiene	Available	<input type="checkbox"/>
14	Gloves	PPE	Available	<input type="checkbox"/>

This inventory request form page displays a list of requests, including inventory ID, item name, category, item status, and a checkbox to indicate if the user wants to request an item.

INVENTORY MANAGEMENT SYSTEM

ADMINISTRATOR USER MANUAL

A screenshot of the "INVENTORY MANAGEMENT SYSTEM" login page. The title "INVENTORY MANAGEMENT SYSTEM" is at the top. Below it is a "Login" form with fields for "Email" and "Password", both preceded by icons (person and key). There is a "Forgot Password?" link and a large blue "Login" button. At the bottom of the form is a link "Don't have an account? Sign up".



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The first page will allow the user to log in to their account. The user must provide their correct credentials, such as their Email Address and their password. If the User used the wrong password or email account after 5 failed login attempts it will prevent the user from logging in for 30 sec and it will email the user that someone is trying to access your account.



Upon logging in, users will encounter a dashboard presenting key metrics including total items, total orders, total suppliers, and the daily inventory consumption. Within the Admin dashboard, the system dynamically adjusts inventory levels by automatically incrementing or decrementing items as necessary.



QUEZON CITY UNIVERSITY - COLLEGE OF COMPUTER STUDIES SYSTEM INTEGRATION AND ARCHITECTURE 2



INVENTORY MANAGEMENT SYSTEM

Dashboard ADMIN DASHBOARD

Inventory

Admin Supplier Request Order Item

Status: Good

Inventory ID	User Name	Category	Available Stock	Price	Reorder Level	Status	Supplier ID	Unit Price
10	Disinfectant Sprayer	Cleaning Chemicals	47	50	30	Available	1	0

INVENTORY MANAGEMENT SYSTEM

Dashboard List of Admins

Inventory

Admin Supplier Request Order Item

Admins

Chris Delantes

Email: sample@gmail.com
Role: Admin

"The 'Admins' tab exclusively displays administrator details when their names are entered into the search bar."



QUEZON CITY UNIVERSITY - COLLEGE OF COMPUTER STUDIES SYSTEM INTEGRATION AND ARCHITECTURE 2



INVENTORY MANAGEMENT SYSTEM

Admin Admin ▾
Activity logs Logout

Dashboard List of Supplier
Inventory Admin Supplier Request Order Item >

Suppliers

Sample Company name

Contact Person: Sample name
Email: sample@gmail.com
Address: Sample address, Quezon City
Contact number: 09123857534
Status: Available

< >

Edit Delete

The "Suppliers" tab showcases supplier information in a card format to enhance security measures. Users can navigate between suppliers using the left (previous) and right (next) arrows. Additionally, the status of each supplier is represented as a clickable button, enabling administrators to toggle between "Available" and "Not Available" statuses. Furthermore, an edit button allows for updating supplier details as needed.

INVENTORY MANAGEMENT SYSTEM

Admin Admin ▾
Activity logs Logout

Dashboard Employee Item Request
Inventory Admin Supplier Request Order Item >

Item Request

Search:

ID	Request by	Date & Time	Action
1	employee 1	April 24, 2024 01:35:36 PM	View Items



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When accessing the request tab, employees can submit item requests by specifying the item names and quantities. Subsequently, they must await the administrator's approval or rejection, typically within a few seconds or minutes.

A screenshot of a web-based application window titled "Request". Inside, there is a modal dialog box for "Employee name". The dialog contains a table with three rows:

Item name	Quantity
Disposable Gloves	20
Disinfectant Sprayers	10
Disposable Apron	5

At the bottom of the dialog are two buttons: "Approve" (green) and "Cancel" (red).

The screenshot shows a dashboard for the "INVENTORY MANAGEMENT SYSTEM". On the left, a sidebar menu includes "Dashboard", "History of Items", "Inventory", "Admin", "Supplier", "Request" (selected), "Request History", and "Order Item". The main area is titled "Item Request History" and displays a table of requested items:

Employee name	Item	Quantity	Status	Approved by	Approved at
Employee 5	Disposable Gloves	20	Approved	Chris	April 24, 2024 04:05:21 PM
Employee 5	Feather Duster	5	Approved	Chris	April 24, 2024 04:05:21 PM
Employee 6	Mops	3	Cancel	Luffy	April 24, 2024 04:05:21 PM
Employee 6	Disposable Mask	15	Cancel	Luffy	April 24, 2024 04:05:21 PM

The top right corner shows a user profile icon and the text "Admin" with dropdown options "Activity log" and "Logout".

In the request history, all employees can only view and search for their requested items to see if they have been approved or declined by the administrator.



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INVENTORY MANAGEMENT SYSTEM

Admin Admin ▾
Activity logs Logout

Dashboard Order Item

Inventory

Admin

Supplier

Request >

Order Item >

Select supplier

Company ID	Company name	Email	Mobile number	Status	Action
1	ABCD Supplier	juan.delacruz123@gmail.com	09329872632	Available	<button>Order</button>

Note: To place an order for an item, choose a supplier and click the order button and the item list of the selected supplier will show and you can select the items that you want to order them click "Order Now".

To place an order, the administrator must navigate to the 'Order Item' tab, where available suppliers are listed. On the right side of the screen, the administrator will find an 'Order' button.

INVENTORY MANAGEMENT SYSTEM

Order Item

'Name'

Search: search item

Item ID	Category	Item Name	Price	Quantity	Select
11	Cleaning Chemicals	Disinfectant Sprayer	80	<input type="text"/>	<input type="checkbox"/>

Total:0

Order now

Please note that after you click order the items that you want to order them click "Order Now".



QUEZON CITY UNIVERSITY - COLLEGE OF COMPUTER STUDIES SYSTEM INTEGRATION AND ARCHITECTURE 2



When the button order is clicked all the items of the selected supplier will be displayed. The admin can Select the item that they want to order and place a quantity and it automatically total the quantity and total value of the ordered stocks.

The screenshot shows the 'INVENTORY MANAGEMENT SYSTEM' interface. On the left, a sidebar menu includes 'Dashboard', 'Inventory', 'Admin', 'Supplier', 'Request', 'Order Item' (which is currently selected), 'Order Table', and 'Order History'. The main content area displays a table titled 'Orders' with columns: Company ID, Company name, Total Price, View Items, Status, and Action. A single row is shown for 'ABCD Supplier' with a total price of 1500. The 'View Items' button is highlighted. On the right, a user profile for 'Admin' is visible with options for 'Activity logs' and 'Logout'.

This screenshot shows a modal window titled 'Company name' with a list of items from 'ABCD Supplier'. The table has columns: Item ID, Item name, Price, and Quantity. It lists two items: 'Disposable Gloves' at 120 price and 20 quantity, and 'Disinfectant Sprayers' at 200 price and 10 quantity.

Item ID	Item name	Price	Quantity
1	Disposable Gloves	120	20
2	Disinfectant Sprayers	200	10

In the "Order Item" section, users can access a list of orders along with the respective supplier company names and the total number of orders placed with each company. Additionally, users can click on "View Items" to inspect the items included in each order.

and review the status of their orders. On the right side of the tab, users will find two buttons: "Receive" to confirm receipt of the order, and "Cancel" to annul the order if necessary.



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The screenshot shows the 'Inventory Management System' interface. On the left, a sidebar menu includes 'Dashboard', 'Inventory', 'Admin', 'Supplier', 'Request', 'Order Item' (which is selected), 'Order Table', and 'Order History'. The main content area is titled 'Orders' and displays a table with two rows of data:

Supplier name	Item	Quantity	Price	Status	Received by	Updated at
sample company name	Gloves	20	400	Canceled	Luffy	April 4, 2024 01:34:12 PM
sample company name	Disinfectant sprayers	20	400	Received	Ace	April 8, 2024 08:02:36 PM

The top right corner of the main area shows a user profile with 'Admin' and options for 'Activity logs' and 'Logout'.

When the admin clicks "Received," indicating the successful reception of an item, this action is logged in the history section. The status of the item is updated accordingly, reflecting the admin's action. Additionally, the history log will include the name of the admin who either received or canceled the item, providing a clear record of the responsible party's actions.

CUSTOMER MANAGEMENT SYSTEM

ADMINISTRATOR USER MANUAL



QUEZON CITY UNIVERSITY - COLLEGE OF COMPUTER STUDIES SYSTEM INTEGRATION AND ARCHITECTURE 2



The screenshot shows a login interface for 'BUSYHANDS SERVICES'. It features a logo at the top center with two hands. Below the logo are input fields for 'Email' and 'Password', a 'Forgot Password?' link, a 'Remember me' checkbox, and a 'Login' button.

Step 1: To get into the system, admins need to provide the right login details.

The screenshot shows a Gmail inbox with 1,863 messages. The 'Primary' tab is selected. Several messages from 'busyhands' and 'QuillBot' are visible, all related to unauthorized access attempts. Other messages include notifications about assignments and system updates.

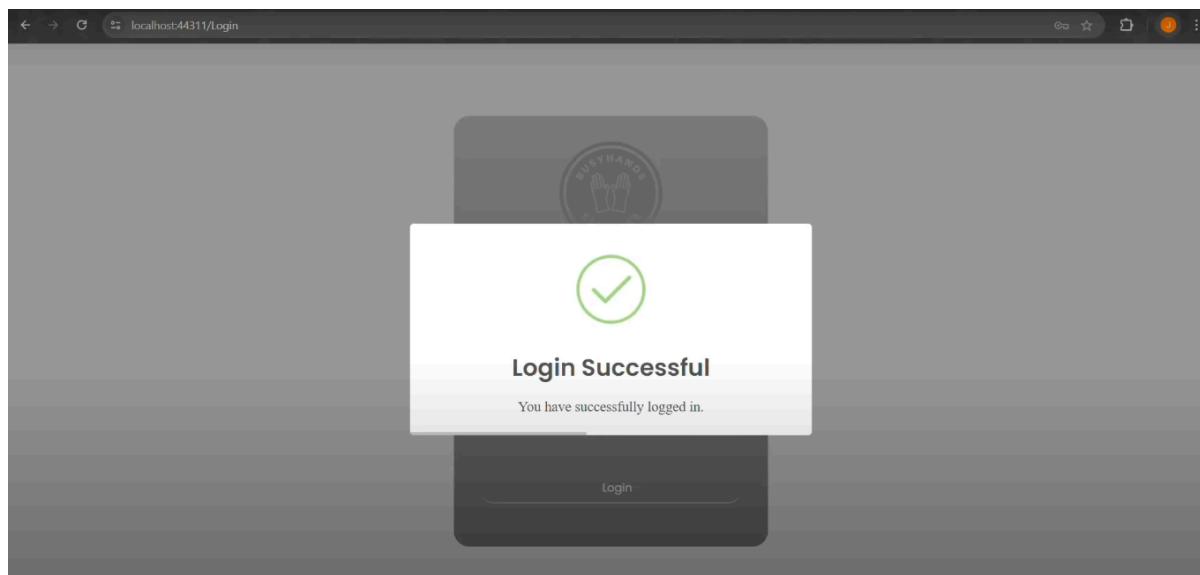
Step 2: If someone tries to access the system with incorrect credentials three times, the system will automatically send an email notification to the admin, informing them of the unauthorized access attempts.



QUEZON CITY UNIVERSITY - COLLEGE OF COMPUTER STUDIES SYSTEM INTEGRATION AND ARCHITECTURE 2

A screenshot of a web browser showing a "Forgot Password" form. The URL is localhost:44311/forgotpass. The form has an input field containing "villanueva.arthurjerard.06112003@gmail.com" and a "Enter" button below it. A "Back to Login" link is at the bottom of the form.

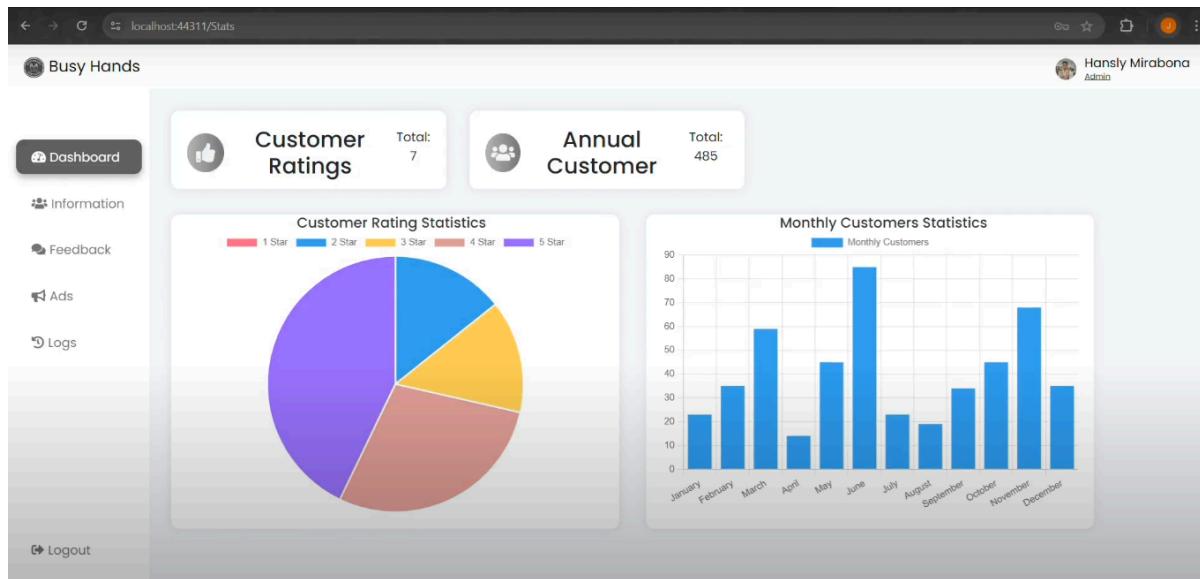
Step 3: The "Forgot Password" feature enables the system to send a link to the admin's Gmail account, allowing them to easily reset their password.



Step 4: After entering valid credentials, the system will immediately grant access to the admin.

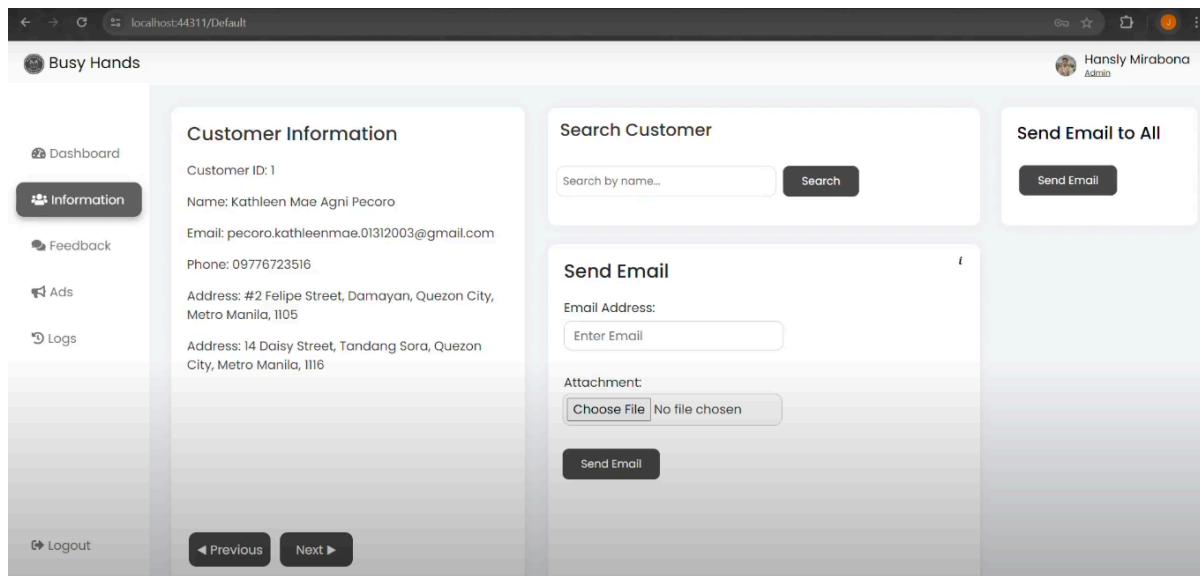


QUEZON CITY UNIVERSITY - COLLEGE OF COMPUTER STUDIES SYSTEM INTEGRATION AND ARCHITECTURE 2



Step 5: Upon logging into the system, the admin will have access to various features, including the dashboard, information, feedback, advertisements, and logs.

In the Dashboard, the admin can view statistics on Feedback Ratings and Annual Customer metrics.



Step 6: In the Information section, you'll find essential customer details. To ensure security, only a portion of the information displays at a time. You can use navigation buttons to move between



QUEZON CITY UNIVERSITY - COLLEGE OF COMPUTER STUDIES SYSTEM INTEGRATION AND ARCHITECTURE 2



sets. Additionally, there's a search function to find specific customers easily. Moreover, you can email individual customers to suggest feedback submission or send a feedback submission link to all customers who have used our service.

The screenshot shows a web application interface titled "Customer's Feedback". On the left, a sidebar menu lists "Dashboard", "Information", "Feedback" (which is selected and highlighted in dark grey), "Ads", "Logs", and "Logout". The main content area has a title "Customer's Feedback" and a table with the following columns: Name, Comment, Rating, Rating Status, and Service. At the top of the table, there are sorting options ("Sort: Ascending") and a search bar ("Search by name...").

Step 7: In the Feedback section, you can easily navigate and sort feedback with a search button for finding specific entries and sorting options for better organization.

The screenshot shows a web application interface titled "Ads". On the left, a sidebar menu lists "Dashboard", "Information", "Feedback", "Ads" (selected and highlighted in dark grey), "Logs", and "Logout". The main content area has two sections: "Customer's Email" (listing several customer email addresses) and "Send Email" (a form with fields for "Email Address:" and "Attachment:", and a "Send Email" button). To the right of these forms is a promotional banner for "BUSYHANDS CLEANING SERVICES". The banner features the company's logo, services offered (Deep Cleaning, Detailed Dusting, Vacuuming and Carpet Cleaning, Appliance Cleaning, Deep Clean of Hard-to-Reach Areas), contact information (+123-456-7890, www.busyhands.com), and a "MOVE IN/ MOVE OUT CLEANING" section with sub-points for Overall Cleaning and Trash Removal.



Step 8: In the Ad Features, admins can upload and send ads or promotions individually to both customers and non-customers. The feature includes a search function for easy access.

A screenshot of a web browser window titled "localhost:44311/Settings". The user is logged in as "Hansly Mirabona" (Admin). The sidebar on the left has links for Dashboard, Information, Feedback, Ads, and Logs, with "Logs" being the active tab. The main content area is currently empty.

Step 9: Within the Logs feature, every action performed by the admin is meticulously recorded and stored for future reference. This includes details such as the time and nature of each activity, providing a comprehensive history of the admin's interactions with the system.

A screenshot of a web browser window titled "localhost:44311/Stats#". The user is Hansly Mirabona (Admin). The sidebar on the left has links for Dashboard, Information, Feedback, Ads, Logs, and Logout. The main content area displays two cards: "Customer Ratings" (Total: 7) with a pie chart and "Annual Customer" (Total: 485) with a bar chart. A modal dialog box is centered over the content, asking "Are you sure you want to logout?" with "Yes, logout" and "Cancel" buttons. The background shows a pie chart for "Customer Rating" and a bar chart for "Monthly Customers Statistics".



Step 10: Finally, the Logout button allows the admin to securely exit their account. When clicked, a prompt will ask if they're sure they want to log out. Choosing "yes" will log them out, while selecting "no" will keep them logged in.

PAYROLL MANAGEMENT SYSTEM

ADMINISTRATOR USER MANUAL



The first page will allow the user to log in to their account. The user must provide their correct credentials, such as their Email Address and their password.

CURRENTLY LOGIN	ACTIVE EMPLOYEES	DEACTIVATED EMPLOYEES	TOTAL EMPLOYEES
0	6	3	9

Employee Attendance (LOG IN)
No Attendance Found



QUEZON CITY UNIVERSITY - COLLEGE OF COMPUTER STUDIES SYSTEM INTEGRATION AND ARCHITECTURE 2



Once they log in. The user will see the dashboard containing panels containing a summary of currently logged-in employees, active employees, deactivated employees, and total employees. The left side of the dashboard contains sections of displays.

The screenshot shows the 'Payroll Information' section of the dashboard. On the left, there is a sidebar with icons for 'Busy Hands', 'DashBoard', 'Payroll' (which is selected and highlighted in blue), 'History', and 'Log out'. The main area is titled 'Payroll Information' and contains a 'Employee List'. At the top of the list, there are four buttons: 'Active Accounts' (green), 'Deactivated Accounts' (red), 'Edit Contributions' (yellow), and 'Send Payslip' (blue). Below these buttons is a search bar with a magnifying glass icon. The employee list itself consists of several horizontal rows, each representing an employee with their ID: Employee ID: 17, Employee ID: 18, Employee ID: 19, Employee ID: 22, Employee ID: 36, and Employee ID: 38. The background of the main area is light gray, and the overall interface has a clean, modern look.

The payroll section shows the list of active and deactivated employees, the payroll contribution settings, and the 'send' pay slip option.

The 'Active Account' and 'Deactivated employees' button allows users to sort the list and display active or deactivated employees.

The 'Edit Contribution' button allows users to edit the value of the contributions of the employees.

And lastly the 'send pay slip' allows users to send pay slips of active employees.

This screenshot shows a detailed view of the 'Employee Payroll Information' for an employee. The interface is similar to the previous one, with a sidebar on the left and a main 'Payroll Information' section. The main section now displays a detailed table for employee Giebert Reyes Delotavo. The table includes fields for Full Name (Giebert Reyes Delotavo), Email (delotavo.giebert.10202002@gmail.com), Position (Housekeeper), Phone Number (09091706139), Base Salary (\$10.0), Daily Rate, Gross Pay, Net Pay, Pagibig Contribution, Philhealth Contribution, SSS Contribution, Total Days of Work, Total OT Hours, Total Tardiness, and Withholding Tax. At the bottom right of the table are two buttons: 'Send to Email' (blue) and 'Close' (red). The background is dark gray, making the white table stand out.



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Busy Hands

Attendance & Payroll History

Attendance History

First Name	Last Name	Email	Position	Login Time	Logout Time	Logout Status
Cris Christian	Dalag Delos Santos	delossantos.cris.06172003@gmail.com	Housekeeper	Sun, 28 Apr 2024 07:38:29 GMT	Sun, 28 Apr 2024 07:40:12 GMT	Early-Out
Cris Christian	Dalag Delos Santos	delossantos.cris.06172003@gmail.com	Housekeeper	Sat, 27 Apr 2024 04:18:16 GMT	Sat, 27 Apr 2024 04:28:46 GMT	Early-Out
Cris Christian	Dalag Delos Santos	delossantos.cris.06172003@gmail.com	Housekeeper	Tue, 23 Apr 2024 11:48:13 GMT	Tue, 23 Apr 2024 11:59:18 GMT	Early-Out
Cris Christian	Dalag Delos Santos	delossantos.cris.06172003@gmail.com	Housekeeper	Mon, 22 Apr 2024 14:23:37 GMT	Mon, 22 Apr 2024 14:24:38 GMT	Early-Out
Cris Christian	Dalag Delos Santos	delossantos.cris.06172003@gmail.com	Housekeeper	Sun, 21 Apr 2024 07:08:13 GMT	Sun, 21 Apr 2024 10:57:11 GMT	Early-Out
Cris Christian	Dalag Delos Santos	delossantos.cris.06172003@gmail.com	Housekeeper	Sat, 20 Apr 2024 05:37:35 GMT	Sat, 20 Apr 2024 06:52:12 GMT	Early-Out
Cris Christian	Dalag Delos Santos	delossantos.cris.06172003@gmail.com	Housekeeper	Wed, 10 Apr 2024 05:06:58 GMT	Wed, 10 Apr 2024 06:30:16 GMT	Early-Out
Dane Justine	Calura Cabaya	cabaya.danejustine.102801@gmail.com	Electrician	Wed, 10 Apr 2024 05:01:19 GMT	Wed, 10 Apr 2024 05:14:31 GMT	Early-Out
Cris Christian	Dalag Delos Santos	delossantos.cris.06172003@gmail.com	Housekeeper	Tue, 09 Apr 2024 13:29:19 GMT	Tue, 09 Apr 2024 13:29:36 GMT	Early-Out
Dane Justine	Calura Cabaya	cabaya.danejustine.102801@gmail.com	Electrician	Tue, 09 Apr 2024 13:16:38 GMT	Tue, 09 Apr 2024 13:27:19 GMT	Early-Out

Search

In the History section, Users can view the attendance of the employees.

Log out

Cris Christian

Cris Christian

Cris Christian

Cris Christian

Cris Christian



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The log-out button allows the user to log out of their account. The system will also ask the user if their action is right, if they answer to the system will still be logged in, otherwise, it will log out

EMPLOYEES USER MANUAL

A screenshot of a web-based application titled "CLEANING SERVICE MANAGEMENT SYSTEM". The header displays the date and time: "April 28, 2024 at 3:45:15 PM". Below the header are two large buttons: "TIME IN" (blue) and "TIME OUT" (red). Underneath these buttons are two input fields: "Email Address" containing "canalesallyson07162002@gmail.com" and "Password" containing "*****". To the right of the form is a vertical toolbar with icons for volume, screen orientation, and settings.

The user can record their time in and time out using this interface. To authenticate their attendance, they need to input their correct credentials such as their email and password.

5.3 Maintenance Procedures

- Update and confirm client data on a regular basis, taking note of contact information, preferred services, and access guidelines.
- Ensure that your calendars are up to date with confirmed appointments, cancellations, and rescheduling. Notify cleaners and clients of any changes as soon as possible.
- Put in place a mechanism for getting customer input on overall satisfaction, communication, and cleaning quality. Respond to any issues right away.
- Ensure that cleaners receive the necessary training on equipment operation, safety measures, cleaning processes, and customer service etiquette. Keep up certifications for equipment and cleaning supplies that are pertinent.



QUEZON CITY UNIVERSITY - COLLEGE OF COMPUTER STUDIES SYSTEM INTEGRATION AND ARCHITECTURE 2



- Create a system to track cleaner performance using completion times, client feedback, and supervisor inspections. Use coaching or retraining to address any performance concerns.
- Keep track of cleaning supplies, tools, and attire. To prevent interruptions, keep a mechanism in place for replenishing inventory before it runs out.
- Frequently check equipment for indications of deterioration. Prevent serious breakdowns by swiftly addressing minor concerns. For important cleaning jobs, think about having extra equipment.
- Make sure all cleaning supplies are operating properly and in accordance with electrical safety standards.
- Regularly provide cleaning employees with safety briefings.
- To prevent data breaches, encrypt confidential client data, including contact information and access codes.
- Create thorough cleaning checklists for various cleaning services (such as move-out, deep cleaning, and routine cleaning). Make sure every area and task is handled in a consistent manner.
- Make a system that allows managers or other authorized staff to randomly inspect cleaning jobs. Discuss any flaws that are found with the accountable cleaner.
- Survey clients on a regular basis to gauge their level of satisfaction with cleanliness, responsiveness, and overall service.
- Keep lines of communication open between managers, employees, and clients. Make sure that everyone is aware of any scheduling adjustments, special requests, or unforeseen problems.
- Keep thorough records of all cleaning assignments completed, including dates, services rendered, any remarks, and client evaluations. This aids in maintaining service records and resolving persistent problems.
- Create a procedure for reporting occurrences such as damage to property, risks to public safety, or issues raised by clients. To stop this from happening again, put corrective measures in place and document the specifics.
- Review and update these maintenance procedures on a regular basis to take into account any modifications to the equipment, cleaning techniques, industry standards, or client specifications.



5.4 System Risks Management Plan

The Cleaning Services Management System

This document outlines a comprehensive risk management plan for the Cleaning Services Management System (CSMS). The System combines functionalities for booking & billing, employee scheduling, inventory management, customer management, and payroll management. By proactively identifying and addressing potential threats within each subsystem, we can ensure the System's security, efficiency, and overall success.



2. Risk Identification

2.1 Booking & Billing Risks:

- **Availability:** System downtime preventing booking creation or payment processing.
- **Integrity:** Unauthorized booking modifications or fraudulent payment transactions.
- **Confidentiality:** Exposure of customer payment details or booking information.
- **Financial:** Errors in billing calculations or payment processing leading to disputes.

2.2 Employee Scheduling Risks:

- **Availability:** System inaccessibility hindering schedule creation or communication with



cleaners.

- **Integrity:** Unauthorized schedule modifications affecting cleaner availability or service delivery.
- **Compliance:** Non-compliance with labor laws regarding scheduling, overtime, or breaks.

2.3 Inventory Management Risks:

- **Availability:** System outage impacting tracking or ordering of cleaning supplies.
- **Integrity:** Inaccurate inventory records leading to supply shortages or overstocking.
- **Financial:** Inventory theft or damage resulting in financial losses.

2.4 Customer Management Risks:

- **Confidentiality:** Data breaches exposing customer information (e.g., contact details, payment data).
- **Operational:** Inefficient communication with customers leading to service dissatisfaction.
- **Reputational:** Negative customer reviews due to service issues or lack of communication.

2.5 Payroll Management Risks:

- **Availability:** System downtime hindering payroll processing or employee access to paystubs.
- **Integrity:** Inaccurate payroll calculations (e.g., hours worked, tax deductions).
- **Financial:** Payroll fraud or unauthorized access leading to financial losses.
- **Compliance:** Non-compliance with labor laws regarding salary payments or tax reporting.

3. Risk Assessment

For each identified risk, we will assess its severity using a scoring system based on:

- **Likelihood:** How probable is the risk to occur (High, Medium, Low)?
- **Impact:** How severe would the consequences of the risk be (High, Medium, Low)?

Risk Score: The likelihood is multiplied by the impact to calculate a risk score, prioritizing risks based on potential disruption.



4. Risk Mitigation Strategies

4.1 Booking & Billing Risks:

- **High:** Implement redundant servers, secure payment gateways, and strong data encryption.
- **Medium:** Conduct regular backups, enforce user access controls, and monitor for suspicious activity.
- **Low:** Educate users on safe booking practices and provide clear instructions during the payment process.

4.2 Employee Scheduling Risks:

- **High:** Implement system redundancy, role-based access controls, and allow cleaner self-service scheduling options.
- **Medium:** Regularly review and update employee profiles, conduct training on authorized schedule modifications, and automate compliance checks (e.g., overtime warnings).
- **Low:** Maintain clear communication protocols for schedule changes and grievance procedures.

4.3 Inventory Management Risks:

- **High:** Utilize cloud-based inventory management systems for accessibility, implement barcode scanning for accurate tracking, and conduct regular inventory audits.
- **Medium:** Set reorder points for critical supplies, restrict access to inventory controls, and consider implementing a secure storage system.
- **Low:** Develop clear inventory management procedures and provide training to authorized staff.

4.4 Customer Management Risks:

- **High:** Implement data encryption, conduct regular penetration testing, and invest in data loss prevention (DLP) solutions.
- **Medium:** Implement secure communication channels with customers (e.g., encrypted messaging), provide multiple communication options (e.g., phone, email), and gather



customer feedback.

- **Low:** Develop and enforce strict data privacy policies and procedures, and train staff on customer service best practices.

4.5 Payroll Management Risks:

- **High:** Implement system redundancy, robust access controls, and integrate with secure accounting software.
- **Medium:** Automate payroll calculations with internal audits, maintain accurate employee records, and regularly check for compliance updates.
- **Low:** Provide employees with secure access to paystubs and offer training on payroll processes.

5. Risk Monitoring and Reporting

- Continuously monitor system activity, security logs, and user behavior for signs of potential risks.
- Conduct regular risk assessments to identify new threats and update mitigation strategies as needed.
- Report risks and mitigation efforts to relevant stakeholders (e.g., management, IT security team)