

Software User Manual Template

Introduction

This software user manual provides a step-by-step guide on how to install, configure, and use the software. It is designed to help users navigate the system efficiently and troubleshoot common issues.

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1. Overview

This document outlines the Movie Theater Management System, a comprehensive software solution designed to streamline cinema operations and enhance the overall customer experience. The system's primary purpose is to improve employee efficiency, simplify ticket selling and booking, increase sales, and strengthen the theater's competitive position.

The software provides tailored functionality based on user roles:

- **Customers:** All users can view movie lists, showtimes, ticket prices, and promotions. Registered **members** gain the additional ability to book tickets online and manage their accounts.
- **Employees:** Staff can manage movie listings, handle ticket sales and bookings, oversee promotions, and look up member information.
- **Managers/Owners:** This role has full administrative access. In addition to all employee functions, managers can view sales statistics and reports, and manage employees, members, and cinema rooms.

The system's target users are **cinema customers** (both members and non-members), **theater employees**, and **management personnel**.

2. Deploy Guide

Step-by-step instructions on how to deploy the software, including system requirements and setup instructions.

https://drive.google.com/file/d/16R55lwnBO_xjFl-ZOZMSDtSE5JRK5u86/view?usp=drive_link

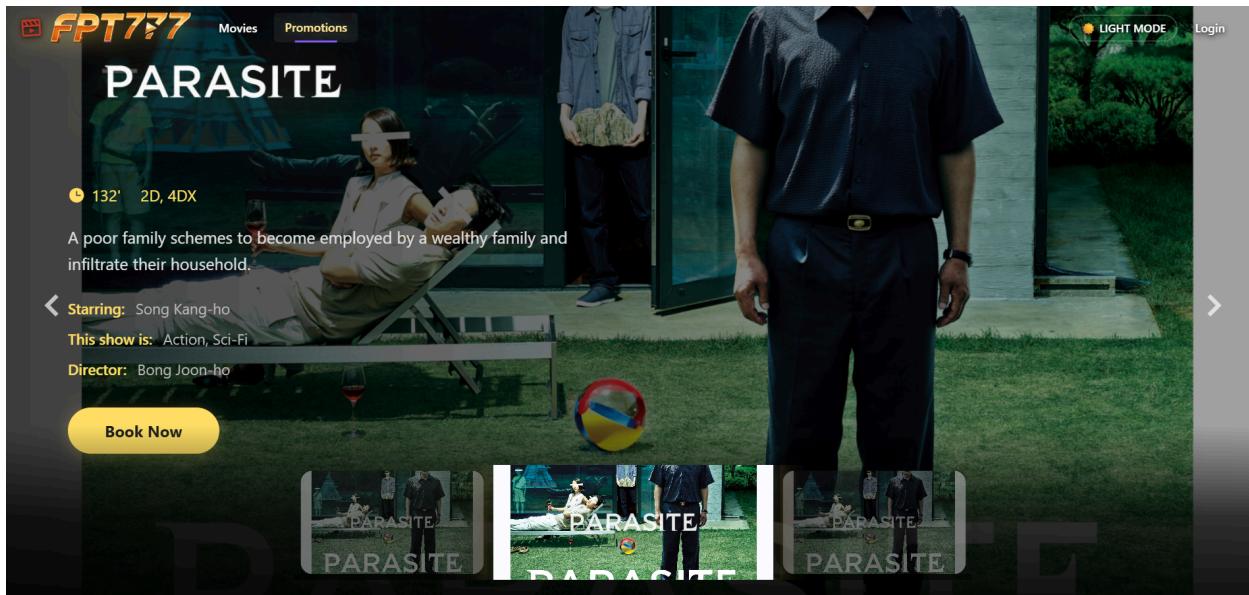
3. Getting Started

This guide will help you with the first steps of using the software, from setting up your account to navigating your dashboard.

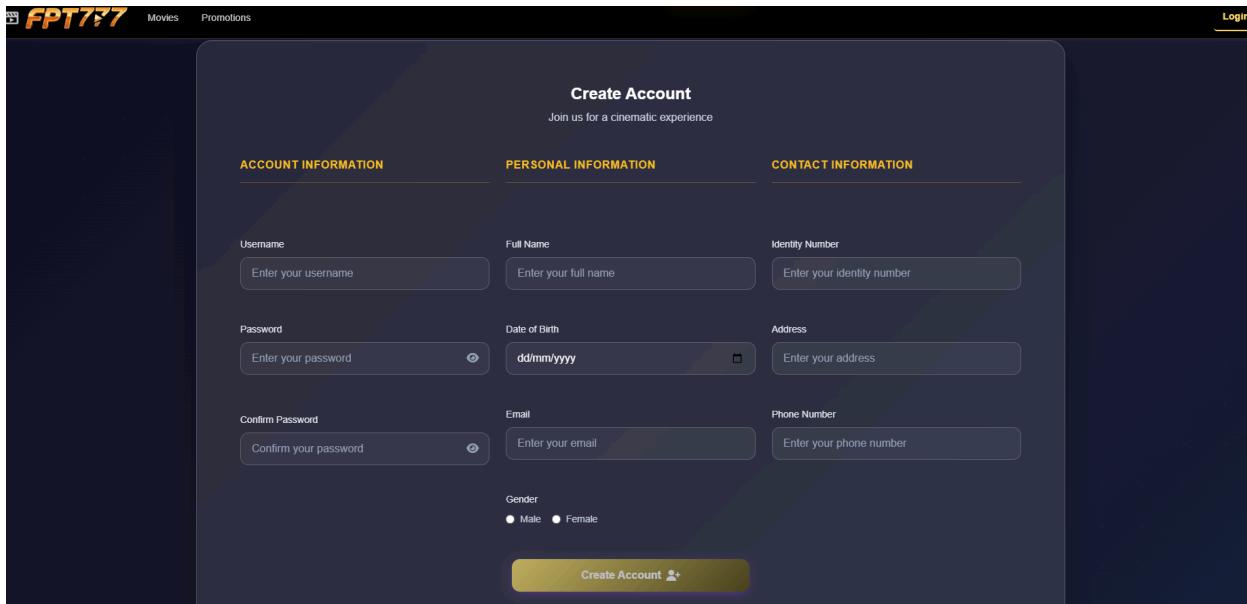
3.1 First Steps: Registration and Login

This process is the entry point for all users.

1. **Go to the Homepage:** Open the theater's website or launch the mobile application.

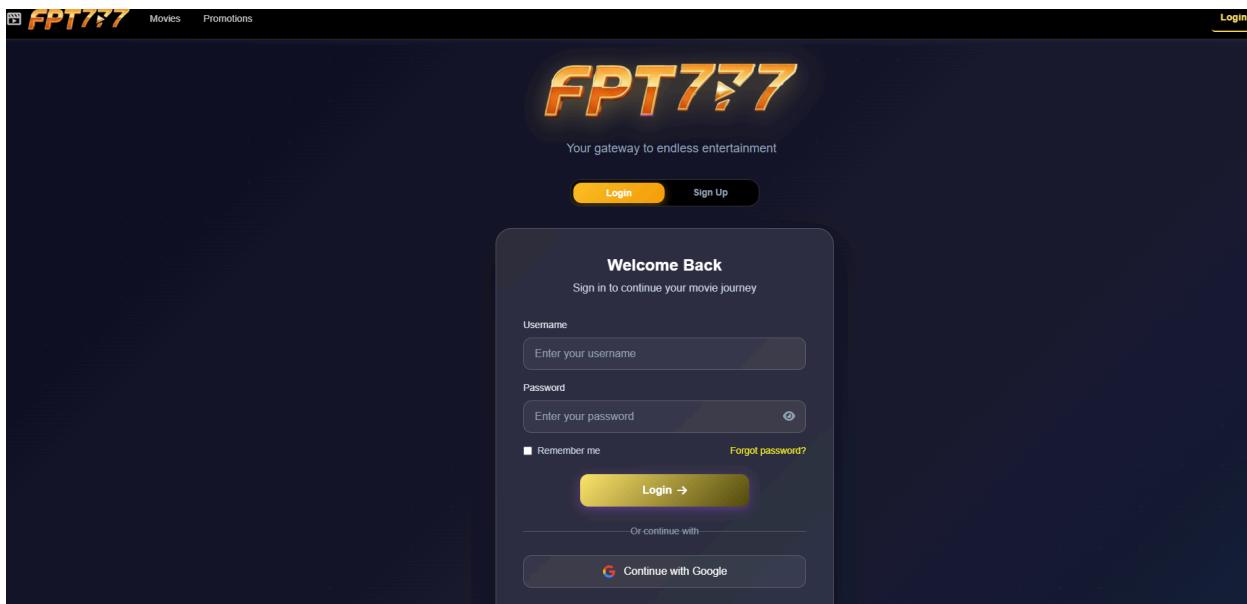


2. **Find the Access Buttons:** Look in the top-right corner of the screen for the **Log In** and **Sign Up** buttons.
 - **If you don't have an account:** Click **Sign Up**. A registration form will appear. Fill in your details (e.g., name, email, password) and click **Register** to create your account.



The screenshot shows the 'Create Account' form on the FPT777 website. At the top, there's a header with the FPT777 logo, 'Movies', 'Promotions', and a 'Login' button. Below the header is a dark blue header bar with the text 'Create Account' and 'Join us for a cinematic experience'. The main form is divided into three sections: 'ACCOUNT INFORMATION', 'PERSONAL INFORMATION', and 'CONTACT INFORMATION'. Under 'ACCOUNT INFORMATION', there are fields for 'Username' (placeholder: 'Enter your username') and 'Password' (placeholder: 'Enter your password'). Under 'PERSONAL INFORMATION', there are fields for 'Full Name' (placeholder: 'Enter your full name'), 'Date of Birth' (placeholder: 'dd/mm/yyyy'), 'Address' (placeholder: 'Enter your address'), 'Email' (placeholder: 'Enter your email'), and 'Phone Number' (placeholder: 'Enter your phone number'). Under 'CONTACT INFORMATION', there is a 'Gender' section with radio buttons for 'Male' and 'Female'. At the bottom right of the form is a yellow 'Create Account' button with a camera icon.

- **If you already have an account:** Click **Log In**. Enter your registered email and password, then click the **Log In** button to proceed.

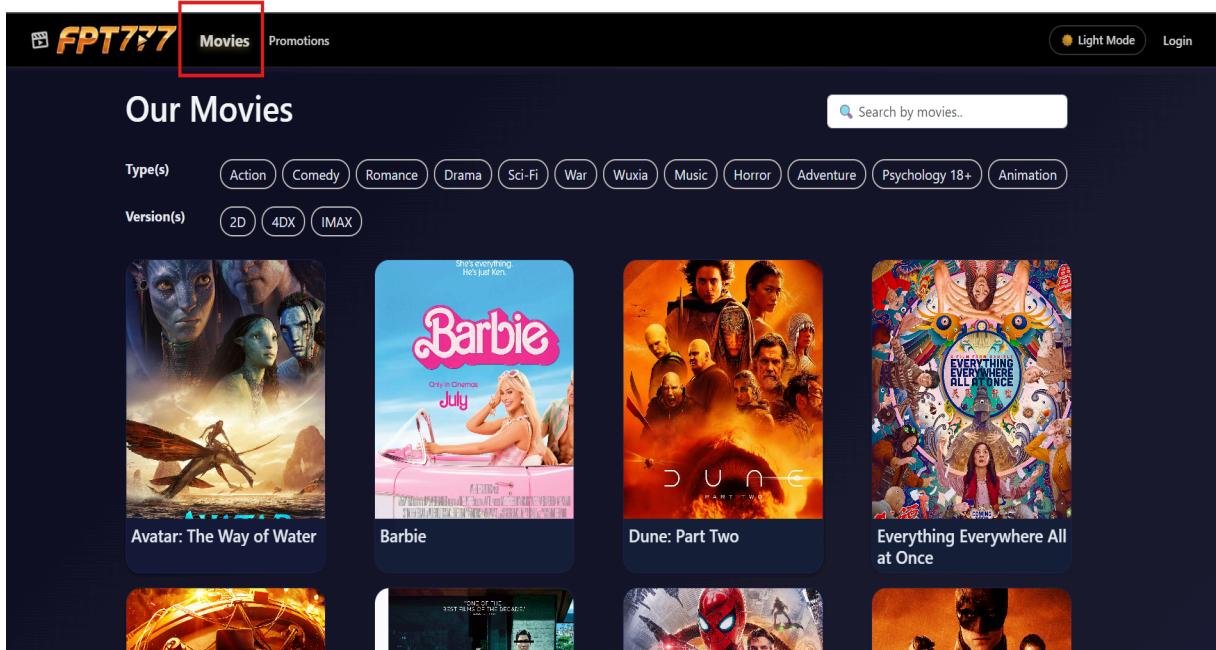


The screenshot shows the 'Login' form on the FPT777 website. At the top, there's a header with the FPT777 logo, 'Movies', 'Promotions', and a 'Login' button. The main content area features a large orange 'FPT777' logo with the tagline 'Your gateway to endless entertainment'. Below the logo is a 'Welcome Back' message and a 'Sign in to continue your movie journey' link. The login form itself has fields for 'Username' (placeholder: 'Enter your username') and 'Password' (placeholder: 'Enter your password'). There are also 'Remember me' and 'Forgot password?' links, and a 'Login →' button. Below the login form is a 'Continue with Google' button with a small Google icon.

3.2 For Customers:

After logging in, you'll find everything you need to plan your movie outing.

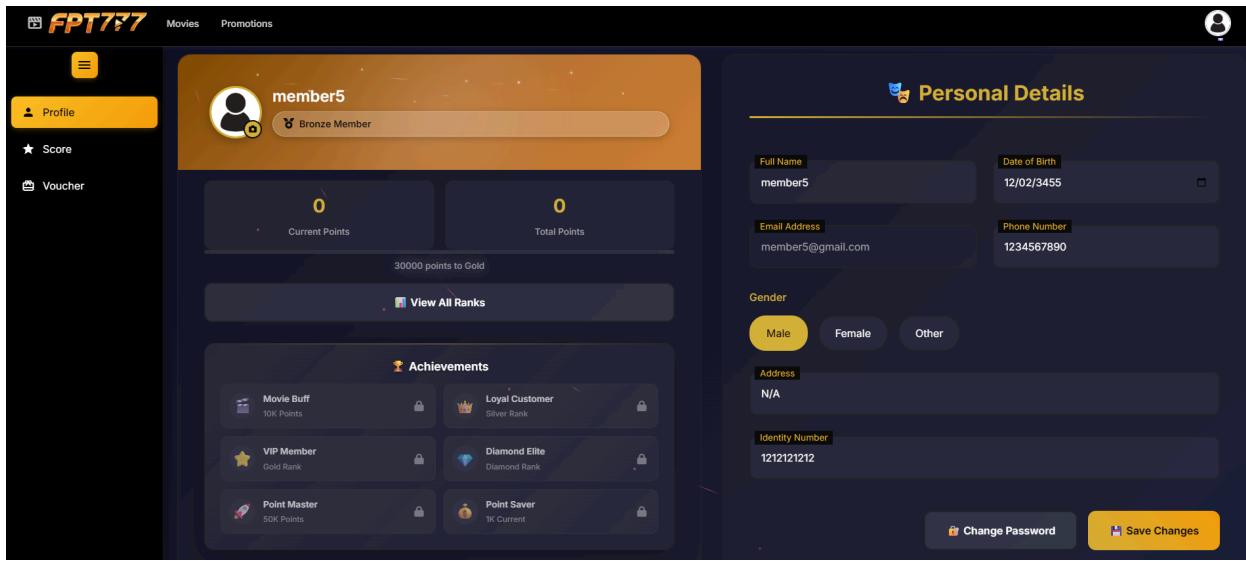
- **Dashboard Navigation:** The main screen welcomes you and gives you easy access to key sections, usually in a navigation bar at the top:
 1. **Movies List:** Browse all movies currently playing and coming soon.



2. **Book Tickets:** The main function to select your movie, time, and seats.

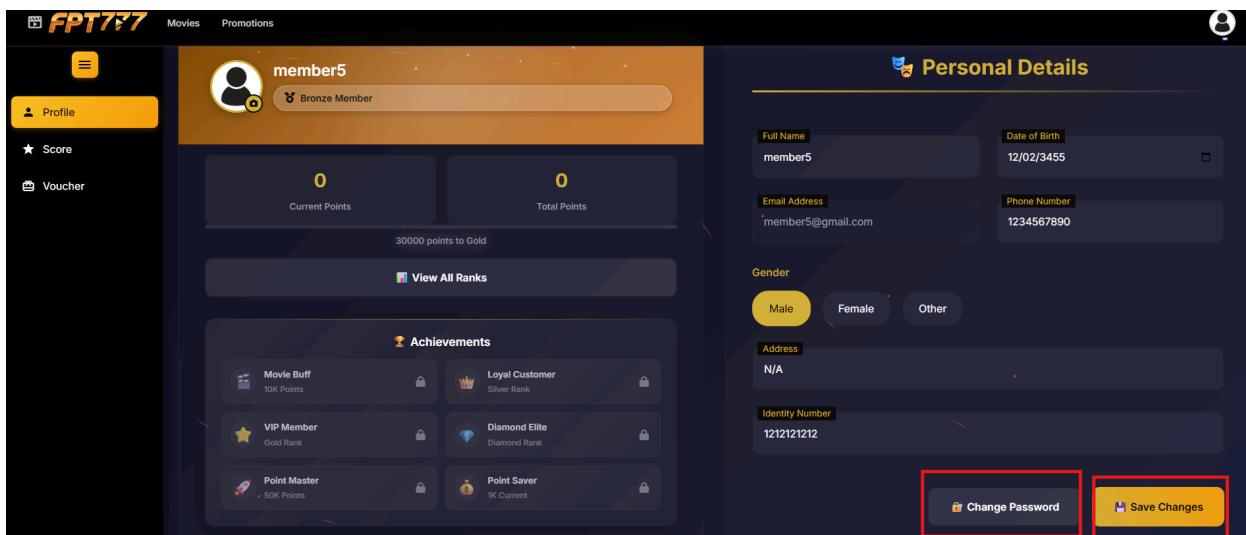
A screenshot of the FPT777 movie page for 'Spider-Man: No Way Home'. At the top, there are navigation links for 'Movies' (highlighted with a red box) and 'Promotions'. Below that is a 'Return to Movies' link. The main title 'Spider-Man: No Way Home' is displayed. To the left is a movie poster. To the right is a trailer thumbnail with a play button and the text 'OFFICIAL TEASER TRAILER'. In the center, there is detailed movie information: Genre: Romance, Drama; Duration: 148 min; Premiere: 20/06/2025; Director: Unknown Director; Actors: Tom Holland, Zendaya. Below this is a plot summary: 'Peter Parker seeks help from Doctor Strange after his identity is revealed, leading to multiverse chaos.' A red box highlights the 'Book Tickets' button, which is located below the movie details. A red arrow points to this button. At the bottom, there are links for 'SHOWTIMES' and 'You may also like'.

3. **My Account:** Manage your profile and view your booking history.



- **Key Settings (in My Account):**

1. Click on your name or a profile icon, usually in the top-right corner, and select **My Account**.
2. Inside this section, you can:
 - **Update Personal Info:** Change your name or contact details.
 - **Change Password:** Keep your account secure.
 - **View Booking History:** See all your past and future ticket purchases.



3.3 For Employees: The Operations Center

Your dashboard is designed for quick and efficient daily tasks.

- **Dashboard Navigation:** You will see a functional dashboard with a sidebar menu or large icons for your primary tools:

- **Booking Management:** Search for, verify, and manage online bookings made by members.

The screenshot shows the 'Booking Management' section of the FPT777 application. On the left, a sidebar lists categories: Movie Management, Cast/Director Management, Food & Drink, **Booking Management** (which is selected and highlighted in purple), and QR Scanner. The main area has a dark header with 'Booking Management' and a search bar. Below the header are four summary boxes: '110 Total Bookings' (blue), '12 Paid' (green), '46 Cancelled' (red), and '52 Unpaid' (grey). A large table below lists individual bookings with columns for Booking ID, Movie Name, Account ID, Identity Card, Phone Number, Schedule Time, Status, and Actions. Each row includes a 'Details' button.

Booking ID	Movie Name	Account ID	Identity Card	Phone Number	Schedule Time	Status	Actions
INV110	The Batman	AC011	1212121212	0987654321	9:00 AM	Paid	Details
INV109	Spider-Man: No Way Home	AC012	1212121212	1234567890	9:30 AM	Unpaid	Details
INV108	Spider-Man: No Way Home	GUEST	N/A	N/A	9:30 AM	Unpaid	Details
INV107	Spider-Man: No Way Home	GUEST	N/A	N/A	9:30 AM	Unpaid	Details
INV106	Spider-Man: No Way Home	AC002	075204000640	0111222333	10:00 AM	Cancelled	Details
INV105	Spider-Man: No Way Home	AC012	1212121212	1234567890	10:00 AM	Cancelled	Details
INV104	Oppenheimer	AC012	1212121212	1234567890	10:00 AM	Cancelled	Details
INV103	Spider-Man: No Way Home	AC012	1212121212	1234567890	10:00 AM	Cancelled	Details
INV102	Cold War: The Final Chapter	AC012	1212121212	1234567890	10:00 AM	Cancelled	Details

- **Movie Management:** Update movie details and showtimes as instructed by the manager.

The screenshot shows the 'Movie List' section of the FPT777 application. The sidebar is identical to the previous screenshot. The main area has a dark header with 'Movie List' and a search bar. Below the header is a 'Create a Movie' button and tabs for 'Ongoing Movies' (selected) and 'Old Movies'. A table below lists movies with columns for ID, Name, Date, Production Company, Duration, Version, and Actions. The first row shows 'MV001' for 'Oppenheimer'.

ID	Name	Date	Production Company	Duration	Version	Actions
MV001	Oppenheimer	6/21/2025 – 8/25/2025	Universal Pictures	180	2D, 4DX	Edit Show

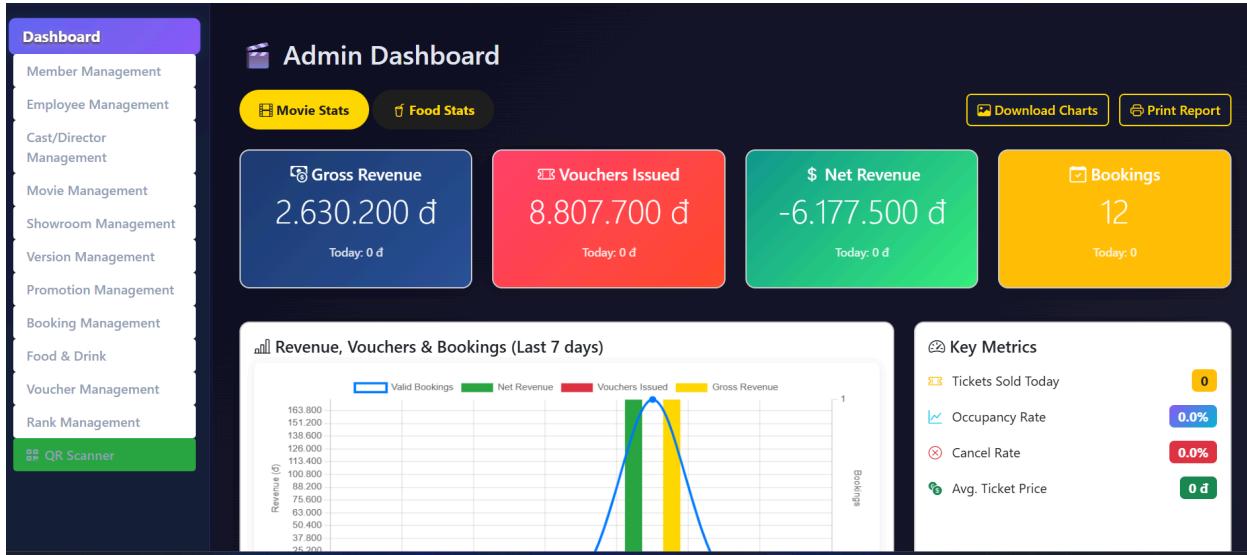
- **Key Settings:** Your account options are typically limited. You can usually find a **Profile** section to change your password. For other issues, please contact your manager.

3.4 For Managers/Owners: The Command Center

You have access to all employee functions plus a powerful administrative panel for strategic oversight.

- **Dashboard Navigation:** Your dashboard includes all employee tools, plus a **Management** tab in the main navigation menu. This section contains your advanced features:

1. **Statistics & Reporting:** View real-time sales data, attendance figures, and performance reports.



2. **Employee Management:** Add, edit, or deactivate employee accounts and manage their permissions.

The Employee List page has a sidebar with a purple header titled 'Employee Management' and a green footer with a QR Scanner icon. The main area shows a table of employees with columns: ID, FULL NAME, IDENTITY CARD, EMAIL, PHONE, ADDRESS, and Actions (Edit, Delete).

ID	FULL NAME	IDENTITY CARD	EMAIL	PHONE	ADDRESS	Actions
EM001	Nguyen Hoang Minh	111111111	minh.nguyen@example.com	0900000001	123 Street	<button>Edit</button> <button>Delete</button>
EM002	Phan Do Gia Tue	111111112	tue.phan@example.com	0900000002	123 Street	<button>Edit</button> <button>Delete</button>
EM003	Nguyen Gia Bao	111111113	bao.nguyen@example.com	0900000003	123 Street	<button>Edit</button> <button>Delete</button>
EM004	Nguyen Quang Duy Quang	111111114	quang.nguyen@example.com	0900000004	123 Street	<button>Edit</button> <button>Delete</button>
EM005	Nguyen Le Quoc Dat	111111115	dat.nguyen@example.com	0900000005	123 Street	<button>Edit</button> <button>Delete</button>
EM006	Thai Cong Dat	111111116	dat.thai@example.com	0900000006	123 Street	<button>Edit</button> <button>Delete</button>

3. **Cinema Room Management:** Configure theater hall details, including seating charts and technical specifications.

The screenshot shows the 'Showroom List' page. On the left, a sidebar menu includes 'Showroom Management' under the purple-highlighted 'Showroom Management' category. The main content area displays a table with two rows of screen information:

ID	Name	Version	Seat Quantity	Actions	
10	screen 2	2D	36	Edit Seat Disable	
11	Screen 1	4DX	25	Edit Seat Disable	

4. Member Management: Oversee the entire member database.

The screenshot shows the 'Member Management' page. On the left, a sidebar menu includes 'Member Management' under the purple-highlighted 'Member Management' category. The main content area displays a table with six rows of member information:

Member ID	Full Name	Identity card	Email	Phone Number	Address	Actions
MB001	Quang	07520400640	member@gmail.com	0111222333	789 Oak St	Edit
MB003	Duy Quang		duyq099@gmail.com			Edit
MB004	member3	1212121212	member3@gmail.com	0987654321	N/A	Edit
MB005	member4	1212121212	member4@gmail.com	1234567890	N/A	Edit
MB006	member5	1212121212	member5@gmail.com	1234567890	N/A	Edit

5. Version Management: Add, edit, or delete a version, setting the base price for seats

The screenshot shows the FPT777 Admin Dashboard with the 'Version Management' module selected. The main content area displays a 'Version List' table with three rows:

ID	Name	Multiplier	Actions
1	2D	1	
2	4DX	2	
3	IMAX	2	

Buttons at the top of the table area include 'Create a Version' and 'Show Seat Types'. The left sidebar lists various management modules, and a green 'QR Scanner' button is visible.

6. Movie Management: Add, edit, or delete a movie, along with its movie show.

The screenshot shows the FPT777 Admin Dashboard with the 'Movie Management' module selected. The main content area displays a 'Movie List' table with ten rows:

ID	Name	Date	Production Company	Duration	Actions
MV001	Oppenheimer	6/21/2025 ~ 7/25/2025	Universal Pictures	180	
MV002	Spider-Man: No Way Home	6/20/2025 ~ 7/25/2025	Marvel Studios	148	
MV003	Dune: Part Two	6/1/2025 ~ 7/21/2025	Legendary Pictures	166	
MV004	Barbie	6/21/2025 ~ 7/27/2025	Warner Bros.	114	
MV005	Everything Everywhere All at Once	6/25/2025 ~ 7/2/2025	A24	139	
MV006	Avatar: The Way of Water	6/27/2025 ~ 7/2/2025	20th Century Studios	192	
MV007	The Batman	6/28/2025 ~ 8/2/2025	Warner Bros.	176	
MV008	Top Gun: Maverick	6/29/2025 ~ 8/2/2025	Paramount Pictures	131	
MV009	Parasite	6/30/2025 ~ 8/2/2025	CJ Entertainment	132	

Buttons at the top of the table area include 'Create a Movie' and a search bar. The left sidebar lists various management modules, and a green 'QR Scanner' button is visible.

4. Features and Functionalities

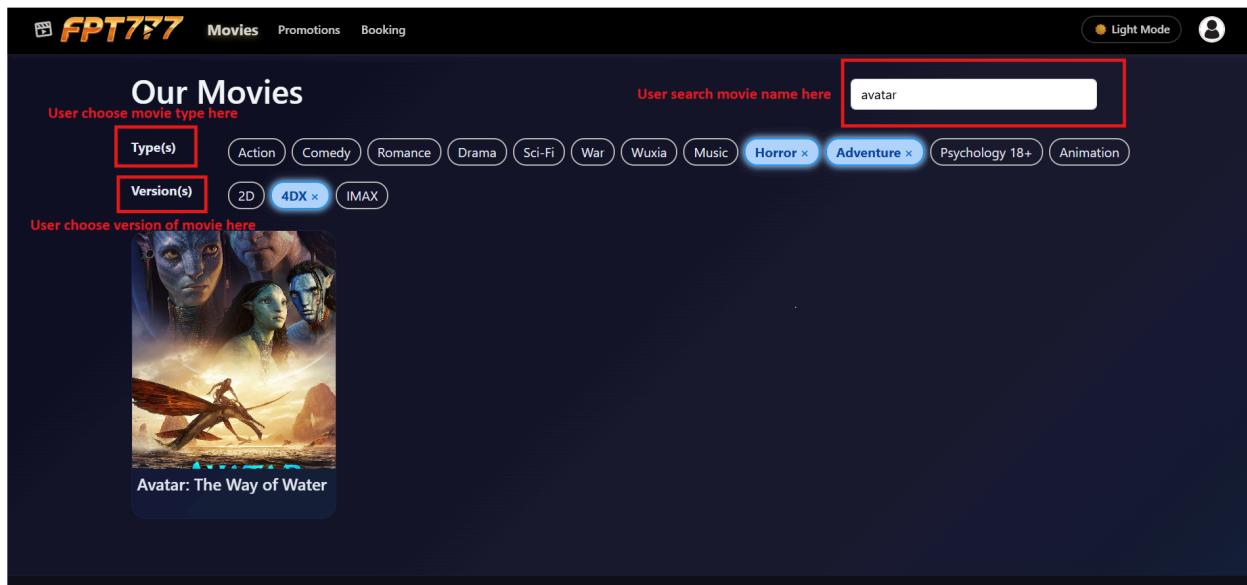
4.1. Member Features

Members have functionalities focused on browsing movies, booking tickets, and managing their profiles.

4.1.1. Search Movies

- Description:** This feature allows members to search for movies based on various criteria such as title, genre, release date, or currently showing status. The search results would display key information about each movie.
- Workflow:**

- The member navigates to the "Movies" or "Search" section.
- A search bar is prominently displayed.
- Member types in a movie title (e.g., "Avatar") or selects filters (e.g., "Adventure," "2D").
- The system displays a list of matching movies.
- **Screenshot Description (Conceptual):**
 - A clean interface with a search bar at the top.
 - Below the search bar, a grid or list of movie posters is shown. Each poster would have the movie title and a brief genre tag.
 - Filters (e.g., "Genre," "Release Year," "Now Showing/Upcoming") would be available on the left sidebar or above the movie list.



- **Example (Conceptual):**
 - **User Action:** User types "Avatar" in the search bar.
 - **System Response:** Displays "Avatar: The Way of Water" with its poster, name, and members can view movie details by clicking the movie poster.

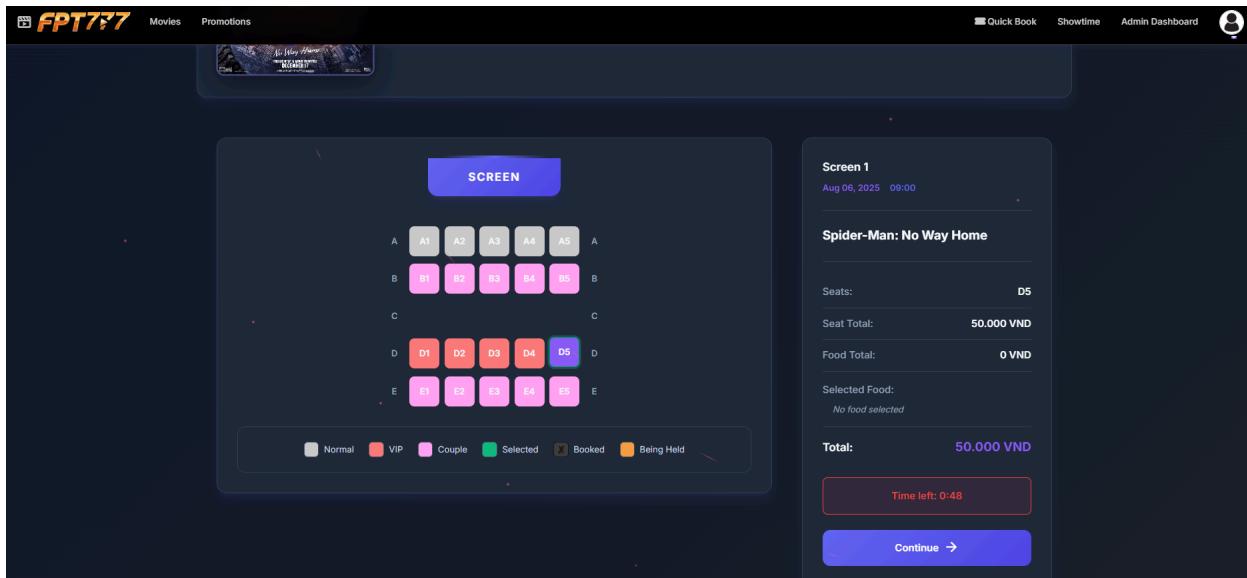
4.1.2. Book Tickets for That Movie

- **Description:** Once a member finds a desired movie, this feature allows them to select a showtime, choose seats, and complete the booking process.
- **Workflow:**
 - The member clicks on a movie from the search results or movie list.
 - The movie details page opens, showing synopsis, cast, ratings, and a list of available showtimes for various cinemas.

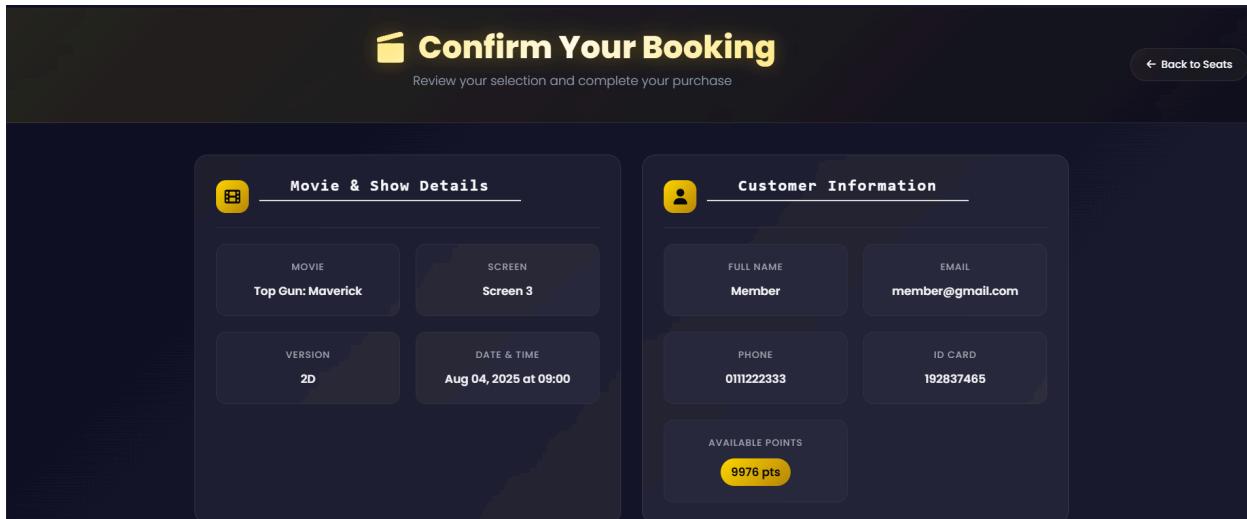
- The member selects a preferred showtime and cinema.
- A seat selection layout for the chosen cinema room appears, showing available, selected, and occupied seats.
- The member selects their desired seats.
- A summary of the booking (movie, showtime, cinema, selected seats, total price) is displayed.
- Member proceeds to payment (integration with payment gateway).
- Upon successful payment, a booking confirmation (e-ticket with QR code/booking ID) is displayed and optionally sent to their email/app inbox.
- **Screenshot Description (Conceptual):**
 - **Movie Details Page:** Large movie poster, synopsis, trailer embed, list of showtimes with cinema names and times.

The screenshot shows the movie details page for 'Spider-Man: No Way Home'. At the top, there's a navigation bar with 'FPT777' logo, 'Movies', 'Promotions', 'Quick Book', 'Showtime', 'Employee Board', and a user icon. Below the title 'Spider-Man: No Way Home' is a large movie poster featuring Spider-Man and Doctor Strange. To the right of the poster is a box containing movie details: Genre: Romance, Drama; Duration: 148 min; Premiere: 20/06/2025; Director: Unknown Director; Actors: Tom Holland, Zendaya. Below these details is a synopsis: 'Peter Parker seeks help from Doctor Strange after his identity is revealed, leading to multiverse chaos.' A yellow 'Book Tickets' button is located at the bottom left of this box. To the right of the details is a video player showing a scene from the movie with a play button overlay, labeled 'OFFICIAL TEASER TRAILER'. At the bottom left, there's a section for 'SHOWTIMES' with the message 'No shows scheduled yet.' On the right side, there's a 'You may also like' section which is currently empty, displaying a placeholder image of a movie poster.

- **Seat Selection Page:** A visual representation of a cinema hall with different colored seats (green for available, red for occupied, blue for selected). Seat numbers (e.g., A1, B5) would be visible. A running total of the price would update as seats are selected.



- **Booking Confirmation Page:** A clear display of booking details, a QR code, and a booking ID.



Selected Seats

- A10 Normal 40,000 VND 32,000 VND First Time Promo
- B10 Normal 40,000 VND 32,000 VND First Time Promo

Seats Total **64,000 VND**

Food & Drinks

No food items selected
Add snacks to enhance your movie experience

Payment & Confirmation

★ Use Points

Your Current Points: 9976 pts

0 pts
1 point = 1,000 VND | Min: 20 pts | Max: 54 pts
★ You will earn 4 points from this transaction

Seat Price: 64,000 VND

Rank Discount: -3,200 VND (5%)

Total Price: 60,800 VND

Select Voucher

Choose Voucher

CONFIRM BOOKING **Test Success**

Movie Info

INVOICE ID: INV018

MOVIE: Top Gun: Maverick

SHOW DATE: 04/08/2025

SHOW TIME: 9:00 AM

SEATS: A10, B10

Food & Beverages

No food items selected

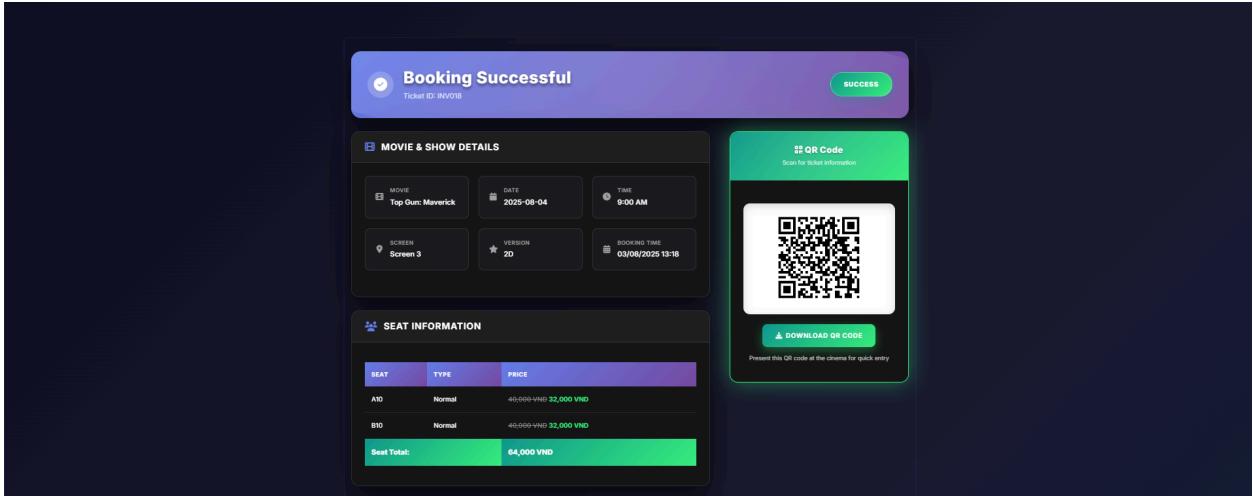
Price Summary

Seat Price: 64,000 VND

Rank Discount: -3,200 VND

Total Price: 60,800 VND

PAY WITH VNPay

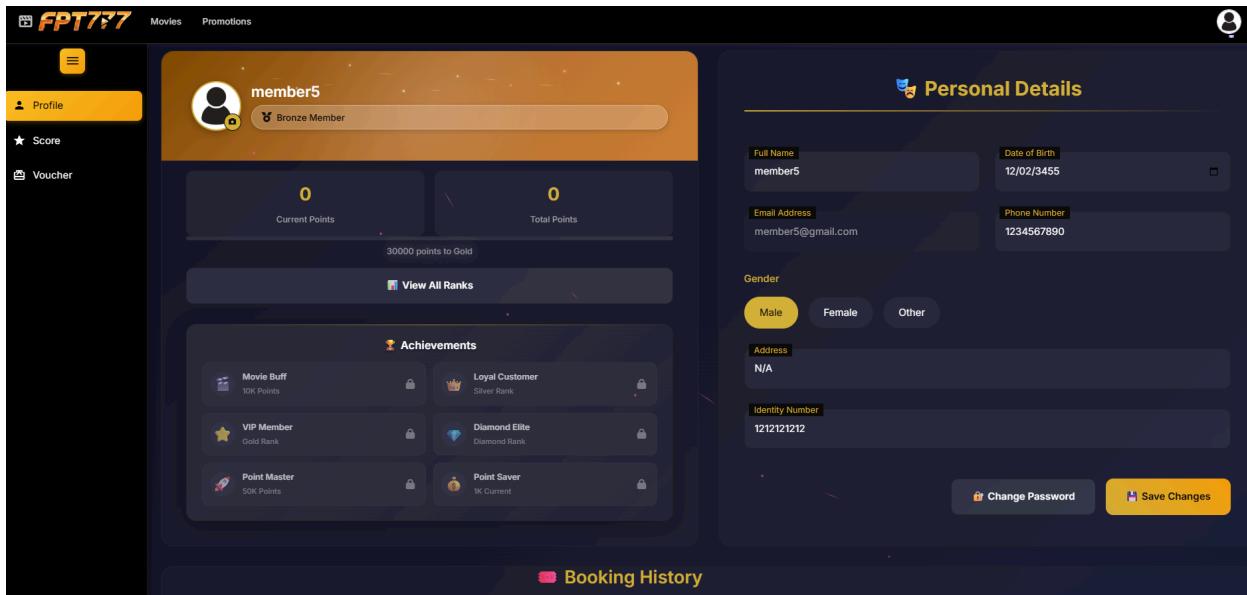


- **Example (Conceptual):**

- **User Action:** Member clicks "Book Now" for "Dune: Part Two" at "MegaPlex Cinema - 7:00 PM."
- **System Response:** Displays the cinema room layout. User clicks on seats "C5" and "C6". Total price updates to \$24.00. User proceeds to payment. After successful payment, a confirmation screen with the booking details appears.

4.1.3. Update Profile

- **Description:** Members can manage their personal information, including name, email, phone number, and password.
- **Workflow:**
 - Member navigates to "My Profile" or "Account Settings."
 - Editable fields for personal details are displayed.
 - Member makes changes (e.g., updates phone number).
 - Member clicks "Save Changes."
 - A confirmation message ("Profile updated successfully!") appears.
- **Screenshot Description (Conceptual):**
 - A form with input fields for Name, Email, Phone Number, and a "Change Password" option. Each field would be pre-filled with current information. A "Save Changes" button at the bottom.



- **Example (Conceptual):**
 - **User Action:** Member changes their phone number from "0912345678" to "0987654321" and clicks "Save Changes."
 - **System Response:** A small, non-intrusive notification appears: "Profile updated successfully!"

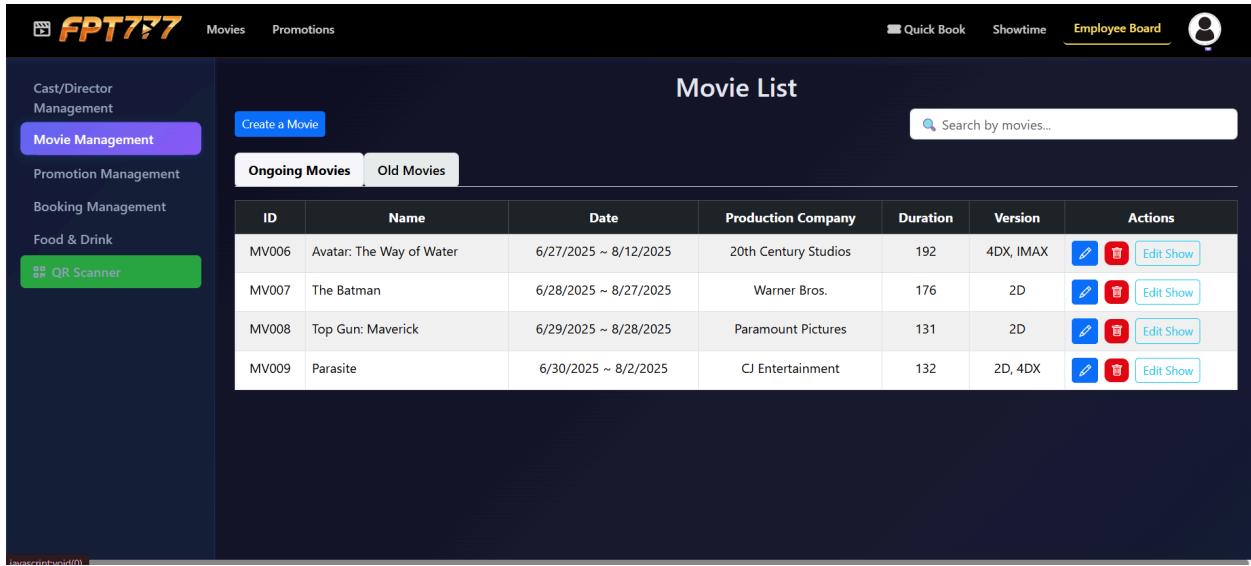
4.2. Employee Features

Employees have access to administrative tools for managing movie content, cinema infrastructure, and member bookings.

4.2.1. CRUD Movie (Create, Read, Update, Delete)

- **Description:** Employees can add new movies to the system, view existing movie details, modify movie information, and remove movies.
- **Workflow:**
 - **Create:** Employee navigates to "Manage Movies," clicks "Add New Movie." Fills in movie title, synopsis, genre, duration, release date, director, cast, poster image, trailer link, adds casts and directors. Clicks "Save."
 - **Read:** Employee views a list of all movies. Clicking on a movie displays its full details.
 - **Update:** Employee selects a movie from the list, clicks "Edit." Modifies relevant fields (e.g., updates synopsis, changes poster). Clicks "Save."
 - **Delete:** Employee selects a movie, clicks "Delete." A confirmation dialog appears ("Are you sure you want to delete this movie?"). Confirms deletion.
- **Screenshot Description (Conceptual):**

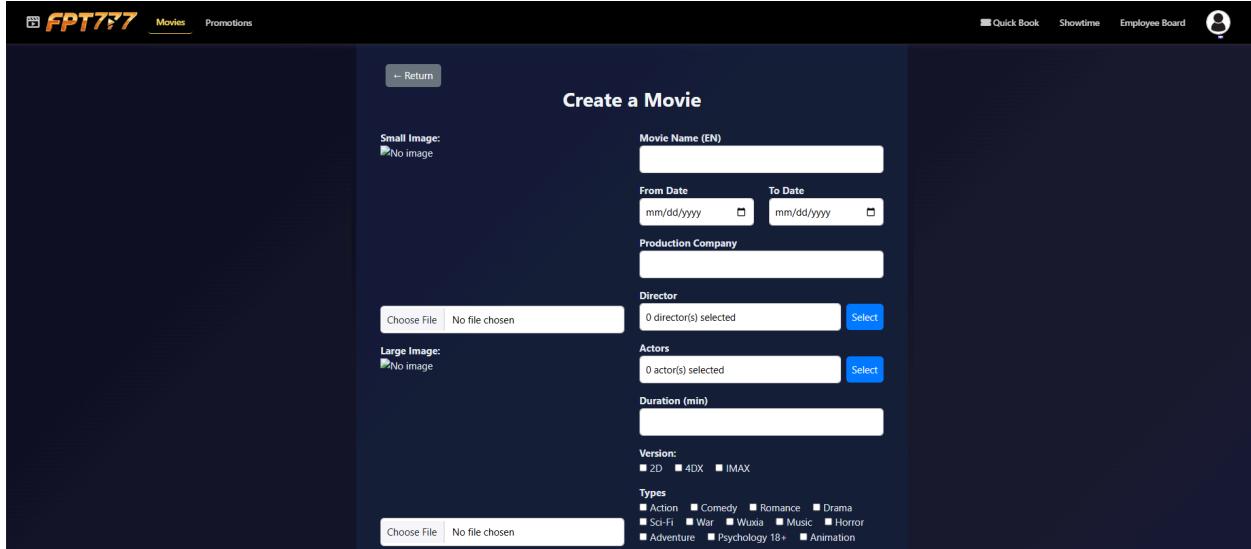
- **Movie List:** A table showing movie title, genre, duration, and "Edit" / "Delete" buttons for each entry. A "Add New Movie" button would be prominent.



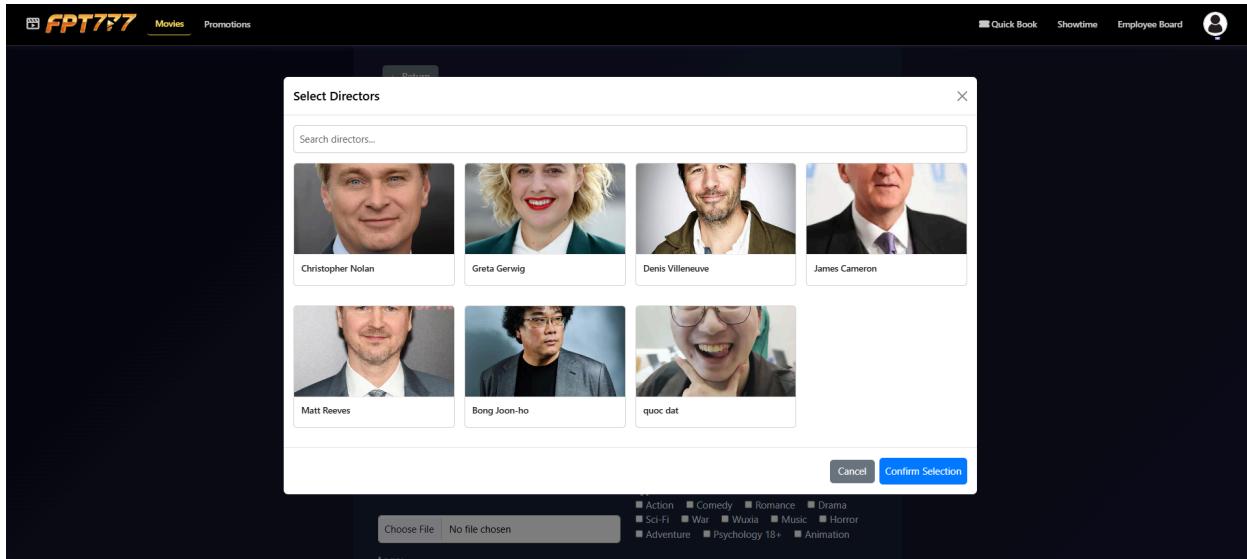
The screenshot shows the FPT777 Employee Board interface. On the left, there's a sidebar with various management options like Cast/Director Management, Movie Management (which is currently selected), Promotion Management, Booking Management, and Food & Drink. There's also a QR Scanner button. The main area is titled 'Movie List' and features a search bar. Below it is a table with columns for ID, Name, Date, Production Company, Duration, Version, and Actions. The table contains four rows of movie data, each with edit and delete buttons.

ID	Name	Date	Production Company	Duration	Version	Actions
MV006	Avatar: The Way of Water	6/27/2025 ~ 8/12/2025	20th Century Studios	192	4DX, IMAX	Edit Show
MV007	The Batman	6/28/2025 ~ 8/27/2025	Warner Bros.	176	2D	Edit Show
MV008	Top Gun: Maverick	6/29/2025 ~ 8/28/2025	Paramount Pictures	131	2D	Edit Show
MV009	Parasite	6/30/2025 ~ 8/2/2025	CJ Entertainment	132	2D, 4DX	Edit Show

- **Add/Edit Movie Form:** A comprehensive form with text fields, dropdowns (for genre), image upload (for poster), and video link input (for trailer).



The screenshot shows the 'Create a Movie' form. It includes fields for Small Image (with a placeholder 'No image'), Movie Name (EN), From Date and To Date (date pickers), Production Company, Director (with a select dropdown showing '0 director(s) selected'), Actors (with a select dropdown showing '0 actor(s) selected'), Duration (min), Version (checkboxes for 2D, 4DX, IMAX), and Types (checkboxes for Action, Comedy, Romance, Drama, Sci-Fi, War, Wuxia, Music, Horror, Adventure, Psychology 18+, Animation). There are also file upload fields for Large Image and a note indicating 'No file chosen'.



- **Example (Conceptual):**
 - **User Action (Create):** Employee enters details for a new movie "The Galactic Saga," uploads a poster, and clicks "Save."
 - **System Response:** "Movie 'The Galactic Saga' added successfully." The movie appears in the movie list.

4.2.3. Book for Member

- **Description:** Employees can create bookings on behalf of members, useful for phone reservations or walk-in customers.
- **Workflow:**
 - Employee navigates to "Booking List."
 - Click on Sell Tickets
 - Follows a similar booking flow to the member (select movie, showtime, seats).
 - Select Member or Guest
 - Confirms details and processes payment (cash, card, etc.).
 - Generates a booking confirmation for the member.
- **Screenshot Description (Conceptual):**
 - A multi-step form:
 - Step 1: Navigate to "Booking List"

FPT777 Movies Promotions Quick Book Showtime Employee Board

Cast/Director Management
Movie Management
Promotion Management
Booking Management
Food & Drink QR Scanner

Booking Management

+ Sell Ticket

Search by Booking ID, Account ID, Phone, Identity Card... All Status Search Reset

All Bookings Normal Bookings Employee Bookings

15 Total Bookings 9 Completed 6 Cancelled 0 Not Paid

Booking ID	Movie Name	Account ID	Identity Card	Phone Number	Schedule Time	Status	Actions
INV001	The Batman	AC002	192837465	0111222333	9:00 AM	Completed	Details
INV002	The Batman	AC002	192837465	0111222333	9:00 AM	Completed	Details
INV003	The Batman	AC002	192837465	0111222333	9:00 AM	Completed	Details
INV004	Parasite	AC002	192837465	0111222333	10:30 AM	Cancelled	Details

- Step 2: Select Movie and Showtime (similar to member booking).

FPT777 Movies Promotions Quick Book Showtime Employee Board

← Return

SHOWTIMES

01/08/2025

The Batman
2D
09:00

ABOUT FPT 777
Theater System
Theater Cluster
Contact

TERMS & CONDITIONS
Membership regulations
Terms
Guide how to book ticket online
General rules and policies
Consumer personal information protection policy

CUSTOMER SERVICES
Hotline: 19002099
Office hours: 9:00 - 22:00 (Every single day, including Tet, holidays)
Email support: fpt777@support.com

- Step 3: Seat Selection.

The Batman

Gotham City's dark and gritty underbelly is revealed as Batman faces a cryptic serial killer known as the Riddler. As the mystery unfolds, he uncovers corruption and secrets that shake the foundations of the city—and his own legacy.

Director: Matt Reeves, quoc dat Star: Paul Dano Genres: Psychology 18+ Duration: 176 min

SCREEN

	A	B	C	D	E	F	G
A	Normal						
B	Normal						
C	Normal						
D	Normal						
E	Normal						
F	Normal						
G	Normal						

Legend: Normal (white), VIP (red), Couple (pink), Selected (green), Booked (grey), Being Held (orange)

Screen 1

Aug 01, 2023 09:00

The Batman

Seats: A10, B10

Seat Total: 80,000 VND

Food Total: 0 VND

Selected Food: All food selected

Total: 80,000 VND

Time left: 0:34

Continue →

■ Step 4: Select Member or Guest:

= Return

Confirm Ticket Information (Employee)

Movie & Show Info

Movie Name	The Batman	Screen	Screen 1
Date	2025-08-01	Time	09:00
Version	2D		

Select a Member

Search by name, phone, or email...

Seat	Type	Member ID	Full Name	Identity Card	Email	Phone	Action
A10	No	MB001	Member	192837465	member@gmail.com	0111222333	Select
B10	No						

64,000 VND
Rank discount: 0% (-0 VND)

Customer Type: Member Guest

Select Member:

Confirm Ticket Booking **Create QR Code**

← Return

Confirm Ticket Information (Employee)

Movie & Show Info			
Movie Name	The Batman	Screen	Screen 1
Date	2025-08-01	Time	09:00
Version	2D		

Seat(s)

Seat	Type	Price
A10	Normal	60,000 VND 32,000 VND Buy New Points
B10	Normal	60,000 VND 32,000 VND Buy New Points

64,000 VND **60,800 VND**
Rank discount: 5% (-1,200 VND)

Customer Type: [Member](#) [Guest](#)

Select Member: [Select Member](#)

Member Information

Member ID	M8001	Full Name	Member
Identity Card	1234567890	Phone Number	0111222333
Member Score	9974		

[Select Voucher](#)

Points to use (1 point = 1,000 VND):
0

Max usable: 64 | You will earn 4 points from this transaction

[Confirm Ticket Booking](#) [Create QR Code](#)

- Step 5: Payment Summary and Payment Method selection (e.g., "Cash," "Credit Card").

← BACK TO BOOKING MANAGEMENT

Ticket Information (Employee)

Booking ID: INV018 COMPLETED

MOVIE & SHOW DETAILS

MOVIE	The Batman	DATE	2025-08-01	TIME	9:00 AM
SCREEN	Screen 1	VERSION	2D		

SEAT INFORMATION

SEAT	TYPE	PRICE
A10	Normal	60,000 VND 32,000 VND
B10	Normal	60,000 VND 32,000 VND

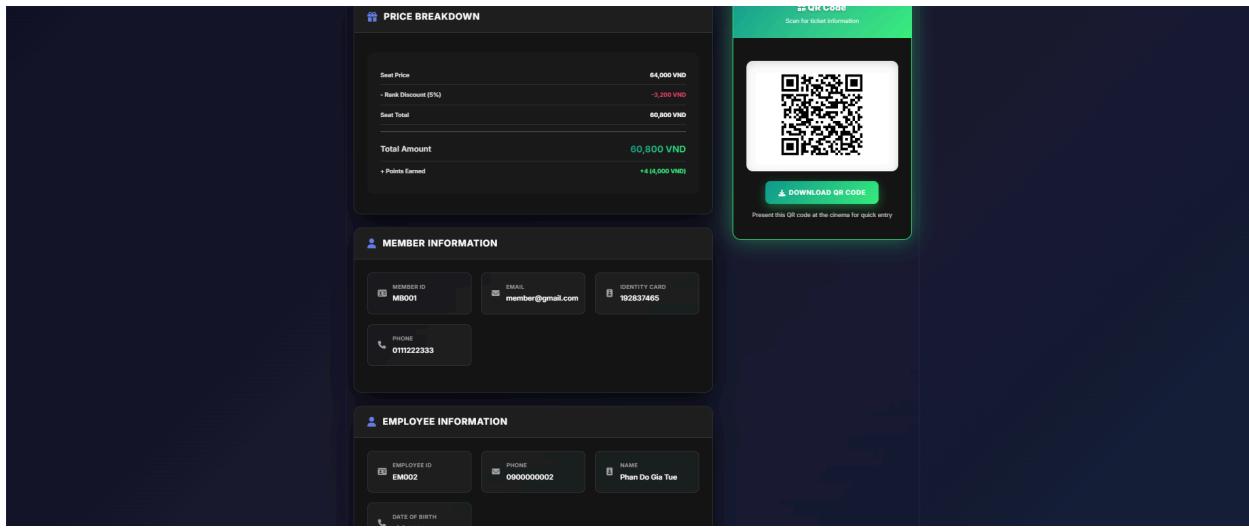
Seat Total: **64,000 VND**

QR Code
Scan for ticket information



[DOWNLOAD QR CODE](#)

Present this QR code at the cinema for quick entry.



- **Example (Conceptual):**

- **User Action:** A customer calls to book tickets. Employee searches for "John Doe," selects "Avengers: Endgame" for the 6:00 PM show, chooses 3 seats, and marks payment as "Cash."
- **System Response:** "Booking confirmed for John Doe. Booking ID: INV001."

4.2.4. View Booking List

- **Description:** Employees can view a comprehensive list of all bookings, with options to filter, search, and view details.
- **Workflow:**
 - Employee navigates to "Booking List."
 - A table displays booking ID, member name, movie, showtime, cinema, number of tickets, total price, and status (e.g., "Confirmed," "Cancelled").
 - Filters can be applied (by date, movie, member, status).
 - Clicking on a booking provides detailed information.
- **Screenshot Description (Conceptual):**
 - A sortable and filterable data table displaying booking records.
 - Search bar for booking ID or member name.
 - Date range picker for filtering bookings.

Booking ID	Movie Name	Account ID	Identity Card	Phone Number	Schedule Time	Status	Actions
INV001	The Batman	AC002	192837465	0111222333	9:00 AM	Completed	<button>Details</button>
INV002	The Batman	AC002	192837465	0111222333	9:00 AM	Completed	<button>Details</button>
INV003	The Batman	AC002	192837465	0111222333	9:00 AM	Completed	<button>Details</button>
INV004	Parasite	AC002	192837465	0111222333	10:30 AM	Cancelled	<button>Details</button>

- **Example (Conceptual):**

- **User Action:** Employee filters the booking list to show only bookings for today, "2025-07-24."
- **System Response:** The table updates to display only bookings that occurred on or are scheduled for July 24, 2025.

4.2.5. CRUD Cast (Create, Read, Update, Delete)

- **Description:** Employees can add new casts to the system, view existing cast details, modify movie information, and remove movies.
- **Workflow:**
 - **Create:** Employee navigates to "Manage Casts", clicks "Add New Cast". Fills in full name, gender, date of birth, nationality, description, and about. Clicks "Save".
 - **Read:** Employee views a list of all casts. Clicking on a cast displays its full details.
 - **Update:** Employee selects a cast from the list, clicks "Edit". Modifies relevant fields (e.g., updates synopsis, changes image). Clicks "Save".
 - **Delete:** Employee selects a cast, clicks "Delete". A confirmation dialog appears: "Are you sure you want to delete this?". Confirms deletion.
- **Screenshot Description (Conceptual):**
 - **Cast List:** A table showing the cast name and "Edit" / "Delete" buttons for each entry. A "Add New Cast" button would be prominent.

ID	Name	Actions
1	Cillian Murphy	
3	Tom Holland	
4	Zendaya	
7	Michelle Yeoh	
8	Stephanie Hsu	
10	Zoe Saldana	
11	Paul Dano	
14	Song Kang-ho	

- **Add/Edit CastForm:** A comprehensive form with text fields, dropdowns (for genre), and image upload (for poster).

Create Cast

Full Name

Date Of Birth

Nationality

Gender

Male Female

Are they a director?

Yes No

Description

Choose File No file chosen

Create Cancel

- **Example (Conceptual):**

- **User Action (Create):** Employee enters details for a new Cast "The Galactic Saga," uploads a poster, and clicks "Save."
- **System Response:** "Cast 'The Galactic Saga' added successfully." The movie appears in the movie list.

4.2.6. CRUD Food

- **Description:** Employees can manage food items in the system. This includes adding new food items, viewing existing details, modifying their information, and removing them.
- **Workflow:**
 - **Create:** The employee navigates to "Manage Food" and clicks "Add New Food Item." They fill in the food's name, description, price, and other relevant details, then click "Save."
 - **Read:** The employee views a list of all food items. Clicking on an item displays its full details, including a photo, price, and description.
 - **Update:** The employee selects a food item from the list and clicks "Edit." They can modify fields like the price or description and then click "Save."
 - **Delete:** The employee selects a food item, clicks "Delete," and a confirmation dialog appears ("Are you sure you want to delete this food item?"). After confirming, the item is removed.
- **Screenshot Description (Conceptual):**
 - **Food List:** A table showing the food item name, price, and "Edit" / "Delete" buttons for each entry. An "Add New Food Item" button is at the top.

The screenshot shows the FPT777 Admin Dashboard. The left sidebar has a purple highlight on the 'Food & Drink' option. The main content area is titled 'Food & Drink Management'. It features a search bar with dropdowns for 'All Categories' and 'All Status', and buttons for 'Search' and 'Reset'. Below is a table with columns: Image, Name, Category, Price, Status, Created Date, and Actions. The table contains three rows: Popcorn (Fresh buttered popcorn), Nachos (Cheese nachos with salsa), and Pepsi (Cold Pepsi 500ml). Each row has an 'Actions' column with edit and delete icons.

Image	Name	Category	Price	Status	Created Date	Actions
	Popcorn Fresh buttered popcorn	food	45,000 VND	Active	25/06/2025	
	Nachos Cheese nachos with salsa	food	55,000 VND	Active	25/06/2025	
	Pepsi Cold Pepsi 500ml	drink	25,000 VND	Active	25/06/2025	

- **Add/Edit Food Form:** A form with text fields for the item's name, description, and price. It also includes an option to upload an image.

The screenshot shows the 'Add New Food' form within the FPT777 Admin system. The form fields include:

- Category ***: A dropdown menu labeled "Select Category".
- Description**: A text input field.
- Name ***: A text input field.
- Image**: A file upload section with "Choose File" and "No file chosen" options.
- Price (VND) ***: A numeric input field set to 0.
- Active**: A checked checkbox.

At the bottom of the form are two buttons: "← Back to Food Management" and a blue "Create Food" button with a checkmark icon.

Below the form, the page footer contains three sections: "ABOUT FPT 777", "TERMS & CONDITIONS", and "CUSTOMER SERVICES".

- **Example (Conceptual):**

- **User Action (Create):** An employee enters details for a new food item, "Spicy Nachos," sets the price to \$12.99, and clicks "Save."
- **System Response:** "Food item 'Spicy Nachos' added successfully." The item now appears in the food list.

4.3. Admin Features

Admins have all the functionalities of employees, plus an additional high level of oversight and system management capabilities.

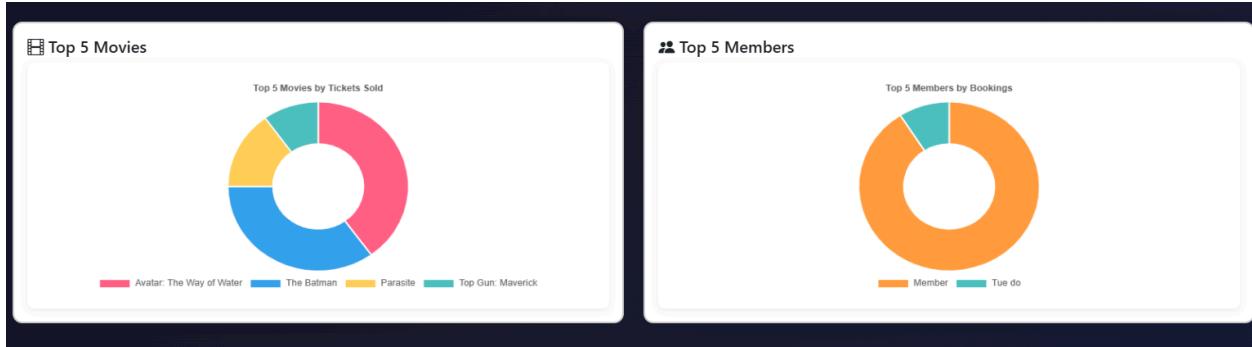
4.3.1. All of the Employee Features

- **Description:** The Admin role inherently includes full access to all features available to an Employee, such as managing movies, cinema rooms, showtimes, booking on behalf of members, and viewing booking lists.
- **Rationale:** This ensures that an Admin can perform any operational task an Employee can, often for supervisory purposes or in smaller organizations where roles might overlap.

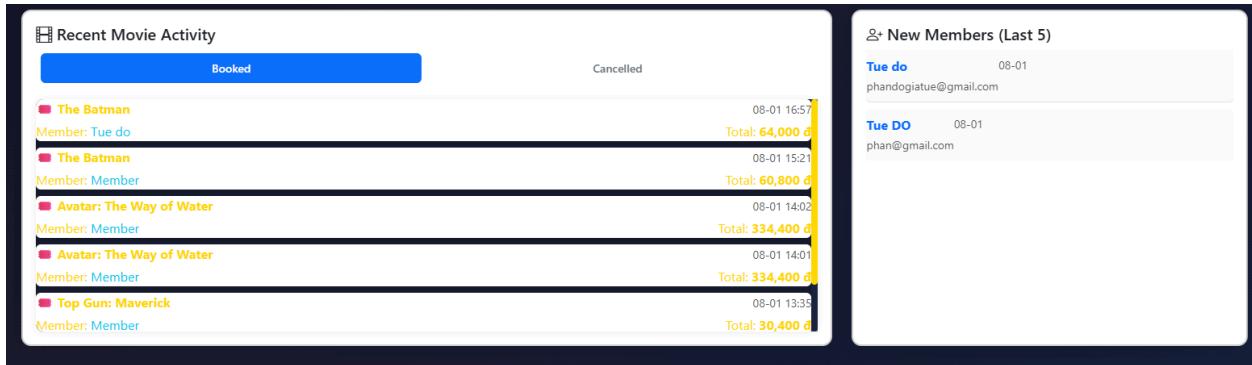
4.3.2. View Dashboard

- **Description:** The dashboard provides a high-level overview of the system's performance, key metrics, and insights.
- **Content (Conceptual):**
 - **Sales Overview:** Total revenue for the day/week/month, breakdown by movie or cinema.
 - **Booking Statistics:** Number of tickets sold, most popular movies, peak booking times.
 - **Cinema Occupancy:** Real-time or historical occupancy rates for different cinema rooms.
 - **User Activity:** Number of new members, active members.

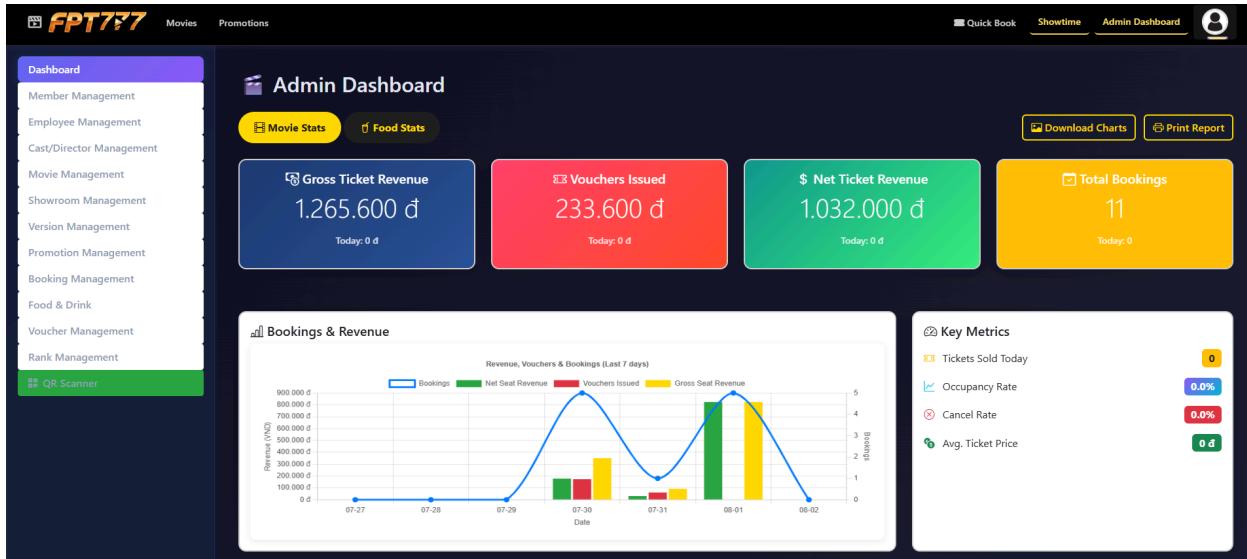
- **System Status:** Alerts for any technical issues or upcoming maintenance.
- **Screenshot Description (Conceptual):**
 - A visually appealing dashboard with various widgets and charts:
 - Bar charts for movie popularity.



- Log for recent booking activities.



- Line graphs for revenue trends.



- **Example (Conceptual):**

- **User Action:** Admin logs in and is immediately presented with the dashboard.
- **System Response:** The dashboard shows:
 - "Today's Revenue: \$5,200"
 - "Most Popular Movie (Last 7 Days): Dune: Part Two (350 tickets)"
 - A bar chart showing revenue distribution across different cinema branches.

4.3.3. CRUD Version (Create, Read, Update, Delete)

- **Description:** Employees can manage movie versions or formats. This includes defining new versions like "2D," "3D," or "IMAX," and setting a base ticket price for each version.
- **Workflow:**
 - **Create:** The employee navigates to "Manage Versions" and clicks "Add New Version." They enter the version's name (e.g., "IMAX"), a brief description, and the base price for tickets of this version. They then click "Save".
 - **Read:** The employee views a list of all available movie versions. Clicking on a version displays its details, including its name, description, and base price.
 - **Update:** The employee selects a version from the list, clicks "Edit", and modifies its name, description, or base price. They then click "Save".
 - **Delete:** The employee selects a version, clicks "Delete", and confirms the deletion.
- **Screenshot Description (Conceptual):**
 - **Version List:** A table showing the Version Name, Base Price, and "Edit" / "Delete" buttons. An "Add New Version" button is at the top.

ID	Name	Multiplier	Actions
1	2D	1.00	
2	4DX	1.50	
3	IMAX	2.00	

- **Add/Edit Version Form:** A form with a text field for the version name and description, and a numeric input for the **base ticket price**.

ID	Name	Multiplier	Actions
1		1.00	
2		1.50	
3		2.00	

- **Example (Conceptual):**

- **User Action (Create):** An employee adds a new version called "IMAX" with a description of "Premium large-format screen" and sets the base price to "\$18.00." They click "Save."
- **System Response:** "Version 'IMAX' added successfully." The new version is now available for use when scheduling showtimes.

4.3.4. Edit Seat Pricing for Versions

- **Description:** This function allows employees to configure the individual seat prices for each movie version. This is done by applying a multiplier to the version's base ticket price, which in turn calculates the final price for each seat type (e.g., Normal, VIP, Couple). This tool also allows for visual color coding of the seat types.
- **Workflow**
 - **Access:** The employee first navigates to "**Manage Versions**" (Section 3.3). They select a version from the list and click "**Edit**" or a dedicated "**Show Seat Price**" icon. This will open a detailed form for that specific version.
 - **Configure Seat Prices:** Within the form, the employee will see:
 - **Version Name:** A non-editable field displaying the name of the movie version.
 - **Multiplier:** A numeric input field where the employee can enter a multiplier value to adjust the base ticket price.
 - **Seat Price Table:** A table that displays the pricing for each seat type. The table includes:
 - **Seat Type:** (e.g., Normal, VIP, Couple, Disabled).
 - **Base Price:** The default base price for each seat type, which is set elsewhere in the system.
 - **New Price:** The calculated price for each seat type after the multiplier has been applied. The employee can increase or decrease the multiplier to achieve the desired new prices.
 - **Seat Color:** The employee can also select a color for each seat type to be used for visual representation in the seating chart.
 - **Special Considerations:**
 - **Disabled Seats:** The price for a "Disabled" seat type should be left at **0**, as these seats are used to represent pathways and are not bookable.
 - **Couple Seats:** To set a final desired price for a couple seat, the employee should set the base price to half of the desired final price. For example, to have a final couple seat price of **150,000 VND** for an IMAX version, the employee should set the base price for the couple seat type to **75,000 VND** and then apply a multiplier of **2** on the IMAX version.
 - **Save:** The employee clicks "Save Changes" to apply the new pricing and color configurations for the selected version.
- **Screenshot Description (Conceptual)**
 - **Edit Version & Seat Price Form:** A form with the version name, a text box for a multiplier, and a color picker for each seat type. Below this, a table shows the seat types, their base prices, and the calculated "**New Price**" after the multiplier is applied. A "**Save Changes**" button is at the bottom.

ID	Name	Multiplier	Actions
1	Normal	1.00	
2	VIP	1.50	
3	Couple	2.00	
	Disabled	0	

Edit Seat Type

Type Name	Price	Color
Normal	40000	
VIP	50000	
Couple	60000	
Disabled	0	

Save Changes

ID	Name	Multiplier	Actions
1	2D	1.00	
2	4DX	1.50	
3	IMAX	2.00	

Edit Version

Name
IMAX

Multiplier

Type Name	Base Price	New Price
Normal	40,000	80,000
VIP	50,000	100,000
Couple	60,000	120,000
Disabled	0	0

Update **Cancel**

- **Example (Conceptual)**

- **User Action (Edit Seat Price):** An employee is editing the "IMAX" version. They set the multiplier to **2.0**. The system automatically updates the "New Price" column in the table. The "Normal" seat type, which has a base price of **40,000 VND**, now shows a "New Price" of **80,000 VND**. The "Couple" seat type, with a base price of **30,000 VND**, now shows a "New Price" of **60,000 VND** (representing a final price of **120,000 VND** for the pair).
- **System Response:** After the employee clicks "**Save Changes**", the system displays a message: "**Seat pricing and colors for version 'IMAX' updated successfully**".

4.3.5. CRUD Cinema Room

- **Description:** Employees can manage cinema rooms within the system. This includes adding new rooms with specific attributes, viewing their details, updating their information, and removing them from a cinema branch.
- **Workflow**
 - **Create:** The employee navigates to "Manage Cinema Rooms" and clicks "Add New Room." They select the cinema branch, enter the room's **name**, specify the **seat rows** and **columns**, and select a **screen version** (e.g., 2D, 3D, IMAX). They then click "Save."
 - **Read:** The employee views a list of all cinema rooms, which can be filtered by cinema branch. Clicking on a room displays its full details.
 - **Update:** The employee selects a room from the list, clicks "Edit", and modifies its name, seat dimensions, or screen version. They then click "Save".
 - **Delete:** The employee selects a room, clicks "Disable", and fills in the information. To delete, click "Delete" on a disabled room and select "Confirm". Disabled rooms can be enabled.
- **Screenshot Description (Conceptual)**
 - **Cinema Room List:** A table showing the **Cinema Branch**, **Room Name**, **Screen Version**, and "Edit" / "Delete" buttons. An "Add New Room" button is at the top.

Showroom List

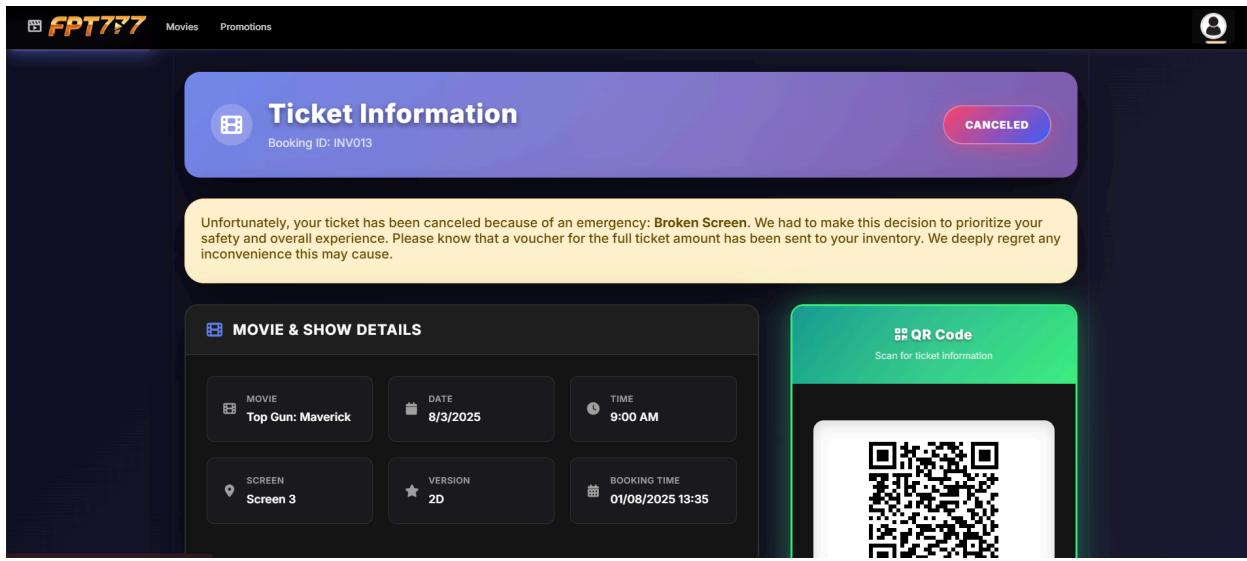
ID	Cinema Room Name	Version	Seat Quantity	Actions
1	Screen 1	2D	70	Edit Edit Seat Disable
2	Screen 2	2D	200	Edit Edit Seat Disable
4	Screen 4	4DX	70	Edit Edit Seat Disable
5	Screen 5	4DX	264	Edit Edit Seat Disable
6	Screen 6	4DX	264	Edit Edit Seat Disable
7	Screen 7	IMAX	70	Edit Edit Seat Disable
8	ss	4DX	10	Edit Edit Seat Disable

- **Add/Edit Cinema Room Form:** A form with a dropdown for the cinema branch, a text field for the room **name**, and numeric inputs for **seat columns** and **seat rows**. A dropdown or radio button group is used to select the **screen version**.

The screenshot shows the FPT777 Admin Dashboard. On the left, there's a sidebar with various management options like Dashboard, Member Management, Employee Management, etc., with 'Showroom Management' highlighted. The main area has tabs for Quick Book, Showtime (which is active), and Admin Dashboard. A notification icon with the number '8' is visible. A modal window titled 'Add New Showroom' is open, prompting for Showroom Name, Seat Columns, Seat Rows, and Room Version (2D, 4DX, IMAX). Below the modal is a table listing existing showrooms with columns for ID, Ciner, Seat Quantity, and Actions (Edit Seat, Disable).

- **Disable Cinema Room Form:** The Disable Cinema Room Form allows administrators to disable a cinema room temporarily. To use the form, an admin must provide the reason for the closure, along with a start and end date and time. The system will automatically identify any conflicting movie showtimes, which will appear in the **Conflict Movie** column. The admin can then decide to either reschedule the disabled time or proceed with the closure, making the room unavailable for screenings. In either case, all customers with tickets for affected showtimes will be notified.

The screenshot shows the 'Disable Screen 3' form. It includes fields for Reason (set to 'Broken Screen'), Start Date (08/02/2025 07:41 PM), and End Date (08/05/2025 07:42 PM). It displays 'Overridden Movie Shows' for specific dates and times, and 'All Movie Shows' for the same period. A large purple button at the bottom says 'Disable This Room →'.



- **Example (Conceptual)**

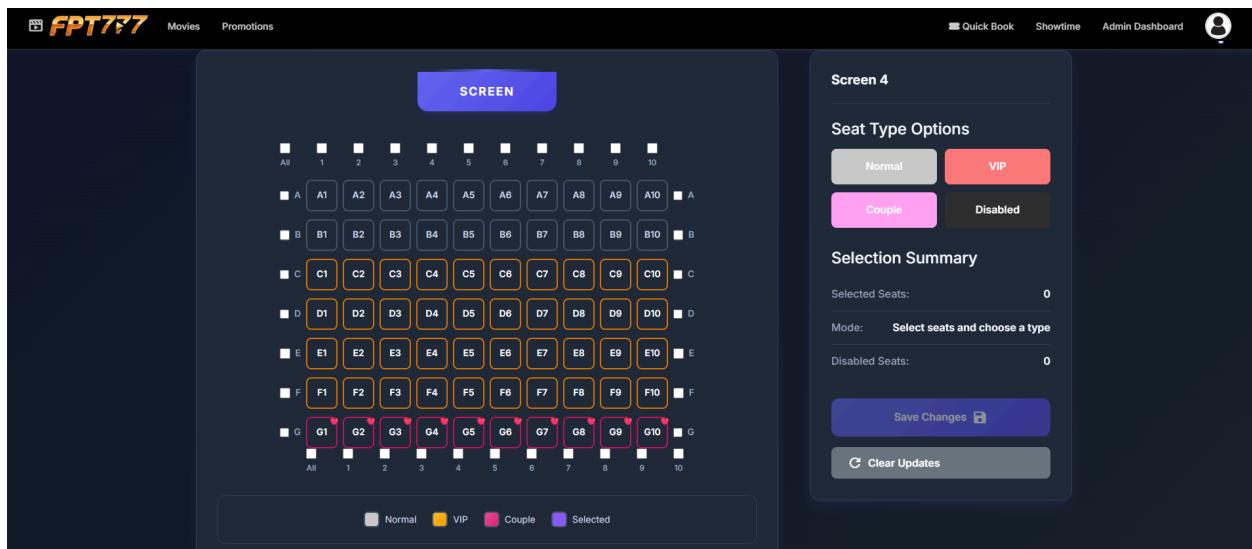
- **User Action (Create):** An employee adds a new room named "Screen 3". They configured the room layout using **20 seats per row (column)** and **10 rows**. This results in a total of 200 individual seats. They then click "**Save**".
- **System Response:** "**Cinema room 'Hall 3' added successfully.**" The new room now appears in the cinema room list.

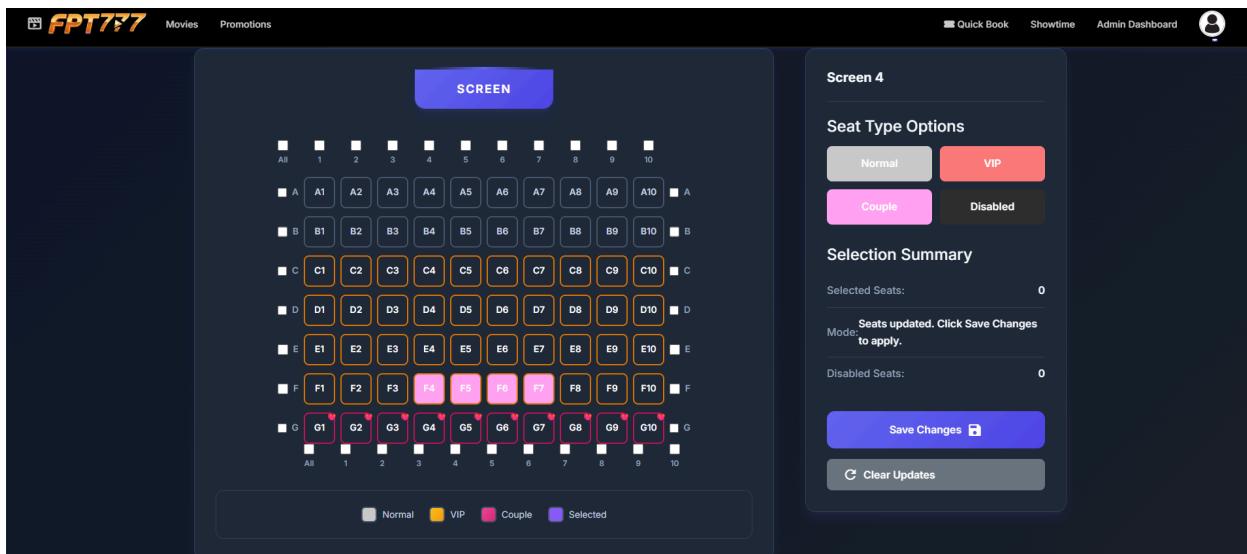
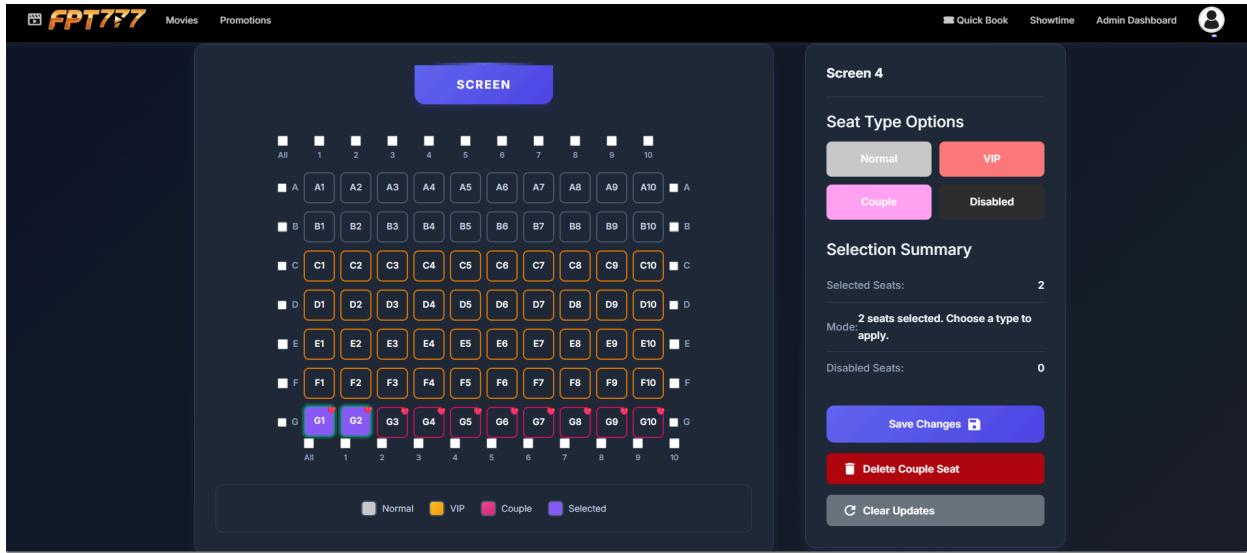
4.3.6. CRUD Cinema Room Seating

- **Description:** After a cinema room is created, an employee can configure its seating layout and define different seat types within the system. This process allows for the creation of paths and the assignment of various seat types, such as **Normal**, **VIP**, **Couple**, and **Disabled**.
- **Workflow**
 - **Create/Edit:** The employee first navigates to "**Showroom Management**" and selects an existing room. They then click "**Edit Seat**" to access the seating layout grid.
 - **Assign Seat Types:** The employee is presented with a grid representing the cinema room's layout. To assign a seat type, they can:
 - **Normal, VIP, or Disabled:** Click a single "box" on the grid and select the desired type from a menu.
 - **Couple:** To create a couple seat, the employee must select two adjacent seats. This can be done in three ways:
 - Click two continuous seats and then select the "**Couple**" type.
 - Click an entire row and select "**Couple**". The system will automatically convert all continuous pairs in that row.
 - Click an even number of continuous seats and select "**Couple**".
 - **Note:** Couple seats are two continuous seats that are sold as a single unit. After assigning the couple type, the employee must click "**Save**".

Changes" to save the configuration. Changes to couple seats should be saved immediately to prevent errors.

- **Create Paths:** The "**Disabled**" seat type can be used to designate paths or empty spaces within the seating layout.
- **Delete/Modify:** To change a couple seat into another type, the employee must first delete the couple seat by clicking on one of the two seats and selecting "**Delete Couple Seats**". This action is performed one by one. The seats can then be reassigned to a different type. All other seat types can be modified by simply selecting a different type for the individual seat.
- **Screenshot Description (Conceptual)**
 - **Edit Seat Layout:** A visual grid displaying the cinema room's seating. Each square represents a seat and can be color-coded based on its type (e.g., Normal, VIP, Couple, Disabled). The grid should have a sidebar or menu with options to select seat types and a "**Save Changes**" button. A "**Delete Couple Seats**" button would be visible when a couple seat is selected.





- **Example (Conceptual)**

- **User Action (Create Couple Seat):** An employee is editing the seats for "Screen 3". They select seats C4 and C5, then click the "**Couple**" button.
- **System Response:** The two selected seats are visually merged and labeled as "Couple." A confirmation message appears: **"Couple seat created for C4-C5. Remember to save changes."** The employee then clicks "**Save Changes**", and the new seating arrangement is saved.

4.3.7. CRUD Rank

- **Description:** Employees can manage the tiered loyalty program ranks (e.g., Bronze, Gold, Diamond, and Elite). This includes creating new ranks, defining their requirements and benefits, and updating or deleting them.
- **Workflow**
 - **Create:** The employee navigates to "Manage Ranks" and clicks "Add New Rank." They enter a **rank name**, the **points required** to achieve it, and specify a **discount percentage**. They also upload an **icon**, choose a display **color**, and set the **point earning rate**. They then click "**Save.**"
 - **Read:** The employee views a list of all available ranks, which shows the rank name, required points, and benefits. Clicking on a rank displays its full details.
 - **Update:** The employee selects a rank from the list, clicks "**Edit,**" and modifies any of the fields, such as the required points or discount. They then click "**Save.**"
 - **Delete:** The employee selects a rank, clicks "**Delete,**" and a confirmation dialog appears. After confirming, the rank is removed from the system.
- **Screenshot Description (Conceptual)**
 - **Rank List:** A table showing the **Rank Name**, **Required Points**, **Discount Percentage**, and "**Edit**" / "**Delete**" buttons. An "**Add New Rank**" button is at the top.

Name	Required Points	Discount (%)	Point Earning (%)	Color	Icon	Actions
Bronze	0	0.00	5.00		A	Edit Delete
Gold	30,000	5.00	7.00		G	Edit Delete
Diamond	50,000	10.00	10.00		D	Edit Delete
Elite	80,000	15.00	12.00		E	Edit Delete

- **Add/Edit Rank Form:** A form with a text field for the **rank name**, numeric inputs for **required points**, **discount**, and **point earning rate**. It also includes an image upload for the **icon** and a color picker for the display **color**.

The screenshot shows a dark-themed web application interface. At the top, there's a navigation bar with the logo 'FPT777' and links for 'Movies', 'Promotions', 'Quick Book', 'Showtime' (which is underlined), and 'Admin Dashboard'. On the far right is a user profile icon. A central modal window titled 'Create New Rank' is open. It contains several input fields: 'Rank Name' (empty), 'Required Points' (set to 0), 'Color' (set to gold), 'Icon' (empty), 'Discount (%)' (empty), and 'Point Earning (%)' (empty). At the bottom of the modal are two buttons: a blue 'Add Rank' button and a gray 'Cancel' button.

- **Example (Conceptual)**

- **User Action (Create):** An employee creates a "Gold" rank, setting the required points to 500, a 15% discount, and a point earning rate of 1.25x. They upload an icon and select a gold color. They then click "**Save.**"
- **System Response:** "Rank 'Gold' added successfully." The new rank now appears in the list and can be earned by members.

4.3.8. CRUD Employee

- **Description:** Employees with proper permissions can manage user accounts for other employees. This involves creating new employee profiles, viewing their details, updating their information, and deactivating accounts.
- **Workflow**
 - **Create:** The employee navigates to "**Employee Management**" and clicks "**Add New Employee.**" They fill in the employee's **full name, username, password, date of birth, gender, address, email, and phone number.** They then click "**Save.**"
 - **Read:** The employee views a list of all employees. Clicking on an employee's name displays their full profile details.
 - **Update:** The employee selects an employee from the list, clicks "**Edit,**" and modifies relevant fields like their address, email, or phone number. They can also reset the password if needed. They then click "**Save.**"
 - **Delete:** The employee selects an employee, clicks "**Deactivate Account,**" and a confirmation dialog appears. After confirming, the employee's account is marked as inactive.
- **Screenshot Description (Conceptual)**
 - **Employee List:** A table showing the **Full Name, Username, Email, Phone, and "Edit" / "Deactivate"** buttons. An "**Add New Employee**" button is at the top.

ID	FULL NAME	IDENTITY CARD	EMAIL	PHONE	ADDRESS	STATUS	Actions
EM001	Nguyen Hoang Minh	11111111	minh.nguyen@example.com	0900000001	123 Street	Active	Edit Delete
EM002	Phan Do Gia Tue	11111112	tue.phan@example.com	0900000002	123 Street	Active	Edit Delete
EM003	Nguyen Gia Bao	11111113	bao.nguyen@example.com	0900000003	123 Street	Active	Edit Delete
EM004	Nguyen Quang Duy Quang	11111114	quang.nguyen@example.com	0900000004	123 Street	Active	Edit Delete
EM005	Nguyen Le Quoc Dat	11111115	dat.nguyen@example.com	0900000005	123 Street	Active	Edit Delete
EM006	Thai Cong Dat	11111116	dat.thai@example.com	0900000006	123 Street	Active	Edit Delete
EM007	aa	11	aa@gmail.com	22	22	Inactive	Edit Delete

- **Add/Edit Employee Form:** A comprehensive form with text fields for **full name**, **username**, **password**, **address**, **email**, and **phone**. It also includes a date picker for **date of birth** and a dropdown or radio buttons for **gender**.

The form consists of several input fields arranged in a grid:

- Image:** A file input field with a placeholder "Choose File" and a message "No file chosen".
- Username:** An input field.
- Identity Number:** An input field.
- Password:** An input field.
- Email:** An input field.
- Confirm Password:** An input field.
- Address:** An input field.
- Full Name:** An input field.
- Phone Number:** An input field.
- Date of Birth:** A date input field with a placeholder "mm/dd/yyyy".
- Gender:** A radio button group with options "Male" and "Female".
- Create Employee:** A blue button at the bottom right.

● Example (Conceptual)

- **User Action (Create):** An administrator creates a new employee account for "Jane Doe" with the username "janedoe," a temporary password, and all her details. They click "Save."
- **System Response:** "Employee 'Jane Doe' added successfully." The new employee's account is now active and appears in the employee list.

4.3.9. CRUD Voucher

- **Description:** Employees can manage vouchers in the system. This includes creating new vouchers, viewing existing details, modifying voucher information, and deleting them.
- **Workflow:**
 - **Create:** The employee navigates to "**Manage Vouchers**" and clicks "**Create New Voucher**." They fill in details like the voucher code, discount amount (e.g., a percentage or fixed value), and an expiration date. They then click "**Save.**"
 - **Read:** The employee views a list of all vouchers. Clicking on a voucher displays its full details, including its code, discount value, and expiration date.
 - **Update:** The employee selects a voucher from the list and clicks "**Edit.**" They can modify relevant fields, such as extending the expiration date or changing the discount, and then click "**Save.**"
 - **Delete:** The employee selects a voucher, clicks "**Delete,**" and a confirmation dialog appears ("**Are you sure you want to delete this voucher?**"). After confirming, the voucher is removed from the system.
- **Screenshot Description (Conceptual):**
 - **Voucher List:** A table showing the voucher code, discount amount, and "**Edit**" / "**Delete**" buttons for each entry. A "**Create New Voucher**" button is visible.

Voucher Management

Image	Voucher ID	Code	Account ID	Value	Created Date	Expiry Date	Status	Actions
	VC001	REFUND-INV005	AC002	28,800 VND	30/07/2025	29/08/2025	Active	Edit View Delete
	VC002	REFUND-INV004	AC002	28,800 VND	30/07/2025	29/08/2025	Active	Edit View Delete
	VC003	REFUND-INV007	AC002	57,600 VND	30/07/2025	29/08/2025	Active	Edit View Delete
	VC004	REFUND-INV006	AC002	57,600 VND	30/07/2025	29/08/2025	Active	Edit View Delete

- **Add/Edit Voucher Form:** A form with fields for the voucher code, discount type (e.g., dropdown for percentage or fixed amount), discount value, and a date picker for the expiration date.

The screenshot shows the 'Create New Voucher' interface. At the top, there's a green header bar with the title 'Create New Voucher'. Below it, a required field 'Select Member:' has a blue 'Select Member' button next to it. There's also a 'Voucher Code' input field with a placeholder '0'. Underneath, 'Total Value (VND)' is set to '0'. The 'Created Date' is '08/01/2025 03:57:09,321 PM' and the 'Expiry Date' is '08/31/2025 03:57:09,323 PM'. A 'Voucher Image (Optional)' section includes a 'Choose File' button and a placeholder 'No file chosen'. A checkbox 'Is Used' is present. At the bottom are two buttons: a green 'Create Voucher' button and a grey 'Back to List' button.

- **Example (Conceptual):**
 - **User Action (Create):** An employee creates a new voucher with the code "SAVE10," a 10% discount, and an expiration date of December 31, 2025. They then click "**Save**."
 - **System Response:** "Voucher 'SAVE10' created successfully." The new voucher appears in the voucher list.

4.3.10. Manage Member List (Admin)

- **Description:** This function allows administrators to manage existing member accounts. This includes viewing member details, updating their personal information, and changing the status of their account (e.g., deactivating them). Administrators cannot create new member accounts.
- **Workflow**
 - **View:** The administrator navigates to "**Manage Members**" to see a list of all registered members. Clicking on a member displays their full profile details.
 - **Edit:** The administrator selects a member from the list and clicks "**Edit**." They can then modify personal information like the member's email address or phone number. They click "**Save**" to apply the changes.
 - **Change Status:** The administrator selects a member and clicks a button to change their account status (e.g., "**Deactivate**" or "**Active**"). A confirmation prompt appears, and after confirmation, the member's account is updated to the new status.
- **Screenshot Description (Conceptual)**
 - **Member List:** A table showing the **Member Name**, **Email**, and **Phone Number**. Each row includes "**Edit**" and "**Change Status**" buttons (e.g., "Deactivate," "Active"). There is **no** "**Add New Member**" button.

Member Management						
ID	Full Name	Email	Phone Number	Status	Actions	
MB001	Member	member@gmail.com	0111222333	Active	<button>Edit</button>	
MB002	Member	member2@gmail.com	0111222333	Active	<button>Edit</button>	
MB003	Tue do	phandogiatue@gmail.com	98	Inactive	<button>Edit</button>	
MB004	Tue DO	phan@gmail.com	00	Active	<button>Edit</button>	

- **Edit Member Form:** A form with text fields for the **member's name**, **email**, and **phone**, pre-filled with the member's existing information.

Profile Image

Choose File | No file chosen

Edit Member

Username	member
Full Name	Member
Date of Birth	11/10/2002
Gender	<input checked="" type="radio"/> Male <input type="radio"/> Female
Identity Card	192837465
Email	member@gmail.com
Address	789 Oak St
Phone Number	0111222333

Save Changes

- **Example (Conceptual)**

- **User Action:** An administrator finds a member named "John Doe" on the list and clicks "**Deactivate.**" A confirmation dialog asks, "Are you sure you want to deactivate this account?" They click "**Confirm.**"
- **System Response:** "**Member 'John Doe's account status updated to inactive.**" The member's entry in the list is visually updated (e.g., with a red tag or a "Deactivated" status).

5. Troubleshooting

5. 1. Homepage is empty (no movies showing)

- **Issue:** The homepage shows no available movies.
- **Cause:** No movie shows are scheduled for today or later.
- **Solution:**
 - Go to **Movie Management**.
 - Select “**Edit Show**” to add a movie show for the future.
 - Refresh the homepage.

5.2. User booked but didn't receive confirmation

- **Issue:** The user claims they booked tickets but got no confirmation.
- **Cause:** Payment may have failed, or the booking wasn't finalized.
- **Solution:**
 - Check **Booking Management** → search by user email or phone.
 - If there's no invoice, the booking wasn't completed.
 - Ask the user to check payment history (VNPay/Bank).
 - If money was charged but no invoice, check **Failed Transactions** or report for a refund.

5.3. Cannot apply promotion code

- **Issue:** The promo code is shown as invalid or expired.
- **Cause:** The promo may have expired, over quota, or not applicable to this order.
- **Solution:**
 - Go to **Promotion Management** → check **valid date**, **max usage**, and **min conditions**.
 - Make sure the order meets the **minimum total** and **correct target (food, ticket, both)**.
 - Try applying again after confirming these.

5.4. Seat layout is broken / all seats disabled

- **Issue:** When selecting seats, the layout shows blank or all grey (unavailable).
- **Cause:** No layout set for that showroom, or all seats marked as unavailable.
- **Solution:**
 - In **Showroom Management**, open the room → click **Edit Seat**.
 - Make sure the layout is set, saved, and active (Normal Seat type).
 - Check that the current show is assigned to this room.

5.5. VNPay payment failed, but the seat is booked

- **Issue:** The User didn't finish payment, but the seat shows as taken.
- **Cause:** Temporary booking created but never finalized due to non-payment.
- **Solution:**
 - Go to **Booking Management** → filter by status: **Not Paid**.

- If the booking is not paid within X minutes, the system should automatically release the seat.
- If not, manually cancel the pending invoice to free the seat.

6. FAQs

6.1. How do I search for a movie?

You can easily search for movies using the **search bar** located at the top of our homepage. You can search by **movie title** and **genre**. Our system will display relevant movies based on your input.

6.2. Can I book tickets for a future date?

Absolutely! You can book tickets for **upcoming movies and showtimes** as soon as they are available on our platform. Simply select your desired movie, then choose the date and showtime from the available options.

6.3. How do I select my seats?

After choosing your movie, cinema, and showtime, you'll be presented with a **visual seat map** of the cinema room. **Green seats** indicate availability; simply click on the seats you wish to book. Your selected seats will change color, and the total price will update automatically.

6.4. What payment methods do you accept?

We accept **major credit cards** and cash. All payments are processed securely.

6.5. How will I receive my ticket?

Once your booking is confirmed and payment is successful, your **e-ticket** (with a QR code and booking ID) will be displayed on the screen. To view your ticket again, navigate to **Profile** by clicking the icon in the top right corner.

6.6. Can I change or cancel my booking?

To cancel your booking, you can cancel it right away when you receive the booking QR. If not, navigate to **Profile**, head to **Booking**, find the movie show you want to cancel, and press **Cancel**. A voucher with the same price as your booking will be sent to your account.

6.7. How can I update my profile information?

You can update your details, such as your **name**, **email**, **phone number**, or **password**, by logging into your account and navigating to the "**My Profile**" or "**Account Settings**" section in the top right corner. Remember to click **Changes** after making any edits.

6.8. How do I add a movie show?

To add, edit, or remove a movie show, log in as an **Admin** or **Employee** and go to the **Movie Management** section. Find the desired movie and click "**Edit Show**."

- **Note:** If the movie does not appear in the list, it's likely because its End Date has passed. To fix this:
 - Go to "Edit Movie"
 - Set the To Date to a future date

6.9. Why can't I delete Couple Seats/Why is my seat layout messed up?

When working with **Seats** (see Section 4.3.6), it's important to follow the correct steps, especially for assigning or removing Couple Seats.

Recommended steps when assigning seats:

- Set seats to **Disable** to create paths (Optional)
- Then assign **Normal** or **VIP** seats
- Click **Save Changes**
- Assign **Couple Seats**
- Click **Save Changes** again

If you want to clear or reset the seat layout:

1. **Delete Couple Seats** first — one pair at a time
2. Click **Save Changes**
3. Modify remaining seats (Disable / Normal / VIP)

Tip: It's best to finalize your seating layout **before assigning a movie show** to that screen

Still stuck? You can delete the entire room and start over:

- Disable the room
- Go to the "**Disabled**" tab
- Click "**Delete**"

7. Support Information

If you encounter an issue and aren't sure who to contact, just email our **shared support address** — we'll forward it to the right person.

General Inquiries (Not sure who to ask?)

- **Email:** quocdat2601@gmail.com
- **Phone Support:** If you prefer to speak with someone directly, our phone lines are open during business hours: +0901697330 (Available Monday-Friday, 9:00 AM - 5:00 PM GMT+7)

Use this if you're confused, stuck, or unsure which team handles your issue.

To speed things up, you can contact the appropriate section directly:

- Dashboard Management Issues (e.g., incorrect data)
 - Email: duyq099@gmail.com
- Employee Management Issues (e.g., employee data not updating)
 - Email: phandogiatue51@gmail.com
- Account Management Issues (e.g., login problems, cannot update profile)
 - Email: duyq099@gmail.com
- Showroom Issues (e.g., screen layout wrong, can't assign seats, room not appearing)
 - Email: phandogiatue51@gmail.com
- Versioning Issues (e.g., app not updating, version mismatch, update logs unclear)
 - Email: phandogiatue51@gmail.com
- Movie & Schedule Issues (e.g., movie not showing up, time conflicts, show not saving)
 - Email: phandogiatue51@gmail.com
- Promotion Problems (e.g., promo not applying, incorrect discounts)
 - Email: nguyengiabao21092004@gmail.com
- Voucher Problems (e.g., voucher not created, voucher used multiple times)
 - Email: quocdat2601@gmail.com
- Food Combo Issues (e.g., can't add food to cart, combo price mismatch, image not loading)
 - Email: hoangminh712004@gmail.com
- Seat Layout Issues (e.g., couple seat placement bug, layout won't save, broken layout)
 - Email: phandogiatue51@gmail.com
- Payment or VNPay Errors (e.g., payment successful but no invoice, double charges)
 - Email: thaidat011003@gmail.com
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