> Regarding the Mass offerings app, there are some quite basic functionalities that could be provided via off the shelf technologies (at the back end for parishes and dioceses, it provides a simple CRM akin to Salesforce):  
>   
Explain what CRM-like functionalities you need.

> 1. A basic administrative facility to create accounts for each parish (I think this is called an SQL insert?)

* What details are required to create a parish account? (e.g., name, address, email, phone, diocese, contact person)
* Who is responsible for creating parish accounts — admin only or self-sign-up by parishes?
* Should there be user roles (e.g., parish admin, staff)?
* Will accounts require approval before they are active?
* Do we need to associate each parish with a specific diocese during account creation?

> 2. Initially we could simply upload the Mass availability for each parish (later we can add facility for them to manage this themselves)

* What data fields are included in Mass availability? (e.g., date, time, Mass type, language, availability status)
* Who is responsible for initial upload — parishes or central admin?
* What format will be used for upload? (CSV, Excel, JSON)
* Will there be validation for duplicate or overlapping entries?
* How often will this data be updated initially (daily, weekly)?
* Is there a plan to integrate a UI for parishes to manage this later?
* Should we allow uploads per parish or a bulk upload for multiple parishes?

> 3. A basic search/booking engine would then sit on top of this and find Mass availability based on date/location/type of Mass offering available etc.

* What filters will users have in the search engine? (e.g., date range, location, Mass type, time of day)
* Should users be able to select a specific parish or let the system auto-match?
* Can users choose to see Masses from nearby parishes or a specific diocese?
* What details are shown in search results?
* Can users book multiple Masses at once?
* Will there be availability limits per Mass? (e.g., only 1 intention per slot)
* Will users require login for booking?

> 4. This booking engine would be integrated with just Stripe or PayPal for payments to a single account (a separate business account for massofferings.ie - I bought the domain last year)

* Which payment provider do we prioritize to start: Stripe or PayPal?
* What is the payment model — fixed cost per Mass or donation-based?
* Are payments collected before confirming a booking?
* Should the system issue receipts automatically?
* What information is captured with payment (e.g., payer details, booking ID)?
* Do we need refund or cancellation policies integrated?
* How do we handle failed payments?

> 5. To start, we can have a manual process to forward payments to the relevant parish

* How will payments be tracked per parish in the system?
* Should there be a report/download showing payments and booking details for finance team?
* Will parishes be notified when a payment is forwarded?
* Is there a preferred method for forwarding payments (e.g., bank transfer, monthly batch)?
* Will we build a manual workflow into the admin panel for marking payments as "forwarded"?

> 6. When a booking is made, an email is sent to the relevant parish office and we are copied - the diocese would also be informed

* What details should be included in the booking confirmation email?
* Should different templates be used for parish, admin, and diocese?
* How are email addresses for parishes and dioceses managed?
* Do we need to send email for cancellations and reminders too?
* Should these emails be tracked (for delivery/open status)?
* Will there be any SMS or WhatsApp support in future?

> 7. We could create a basic login area for parishes to see bookings and to block Masses (if they get a booking by phone etc.)

* What actions can a parish perform in their portal? (e.g., view, confirm, block, cancel Masses)
* Can multiple users in a parish access the portal?
* Should parishes be able to edit uploaded Mass availability?
* What happens when a parish blocks a Mass that was already booked?
* Is there a need to track manual bookings (e.g., received via phone)?
* Do we need to log activity per parish user(Monitoring and audit purpose )?

> 8. The facility for dioceses with excess Mass offerings to forward them through our search engine

* How will dioceses forward excess Masses — through upload, manual entry, or reallocation?
* Do dioceses see all parish-level data or only summaries?
* Can dioceses forward Masses directly to another parish?
* Is there a queueing system for Mass requests if local availability is full?
* Do forwarded Masses need to be approved?

> 9. At the front end, users simply ask for when they want a Mass said and with approved Bishops and priests, we'll be able to source the Mass instantly - both through our dedicated website and as a subscription and percentage fee-based service

* What details should users provide when requesting a Mass? (e.g., name, intention, preferred time/date)
* Do users need an account to make a request?
* Will there be different Mass types (e.g., healing, anniversary, thanksgiving)?
* Can users opt for recurring Masses (e.g., monthly for a year)?
* What’s the expected turnaround for sourcing a Mass if not immediately available?
* Will users be able to see a history of their bookings?
* How does the subscription model work — what’s included and how is pricing structured?

> 10. Essentially, At the front-end, the software acts like Google and Bookings.com etc except for Mass availability. At the back end, the software acts like a CRM/accounting tool/website plug in

* What CRM features are required? (e.g., contact profiles, Mass booking history, communication logs)
* What accounting features are expected? (e.g., invoicing, revenue tracking, audit logs)
* Will admins need dashboards for booking and financial summaries?
* Do we need export capabilities (CSV, Excel) for CRM and financial data?
* Will there be role-based access for CRM functionalities?
* Do we need integration with external CRMs or accounting tools in the future?