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| Subsystem | Implemented Functionality | Detail |
| Reservation Subsystem | Create a flight schedule | Allow admin & flight manager to create a flight schedule |
| Modify flight schedule | Allow admin & flight manager to modify a flight schedule |
| Search for flights | Allow a system user to search for flights |
| Book a flight | Allow a registered customer or a unregistered customer (need personal details) to book a flight |
| Book flight for customer | Allow agency or staff to book a flight for a customer |
| View owned flight bookings | Allow registered customers to view his/her owned flight bookings |
| Change seats | Allow registered customers to change the seat of an existing booking. |
| Search for member flight booking | Allow an agency to search for member flight bookings |
| Change seats for a member customer | Allow an agency to change seats for a member customer |
| Search for customer bookings | Allow staff to search for customer bookings |
| Change seats for a customer | Allow staff to change seats for a member customer |
| Switch seats | Allow staff to switch seats for two existing customers |

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| Subsystem | Implemented Functionality | Detail |
| Profile  Functionalities | Login | Provide a way to only allow authorized user to use the system [Incorrect password would lead to an error page] |
| Logout | End the session of the user |
| Change password | Allow a user to change his/her password |
| Create staff user | Allow admin to create a staff user |
| Search for staff user | Allow admin to search for an existing staff user |
| Modify staff user | Allow admin to modify staff user |
| Search for customer | Allow admin to search for an existing customer (by Email address) |
| Modify customer details | Allow staff user to modify personal details of an existing customer |
| Modify business information | Allow an agency to modify their business information |
| Add member customer | Allow an agency to add an existing customer to members |
| Delete member customer | Allow an agency to delete an existing customer from members |
| Modify personal details | Allow registered customers to modify their personal details |
| Modify credit card details | Allow registered customers to modify their personal details |
| Register | Allow an unregistered user to register (personal information needed) |

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| Subsystem | Implemented Functionality | Detail |
| Service  Subsystem | Add in-flight service | Allow a service manager to add a new in-flight service |
| View in-flight services | Allow a service manager to view all in-flight services |
| Edit in-flight services | Allow a service manager to edit existing in-flight services |
| Delete in-flight services | Allow a service manager to delete existing in-flight services |
| Add in-flight service for a customer | Allow staff to add in-flight services to an existing customer with valid flight booking |
| Delete in-flight service for a customer | Allow staff to delete in-flight services from an existing customer with valid flight booking |
| Add in-flight service for a customer | Allow an agency to add in-flight services to an existing member customer with valid flight booking |
| Delete in-flight service for a customer | Allow an agency to delete in-flight services from an existing member customer with valid flight booking |
| Add in-flight service | Allow a registered customer to add in-flight services to his/her existing flight booking |
| Delete in-flight service | Allow a registered customer to delete in-flight services to his/her existing flight booking |

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| Subsystem | Implemented Functionality | Detail |
| Reporting Subsystem |  |  |
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