* 1. **Statement of the Problem**

**1.1.1 General Problem**

**1.1.1.1 How to develop an Online Reservation with Payment System for Unicorn Water Ways?**

Manual reservation takes time and effort for the customers when they are reserving.

**1.1.2 Specific Problem**

**1.1.2.1 How to develop a module that will organize the customer’s reservation?**

Keeping the customer’s reservation unorganized will lead to unsatisfied customers, because they will wait for their reservation to be read and clarified.

**1.1.2.2 How to develop a module that will consistently update room availability?**

Unsynchronized and outdated room availability can cause conflict schedule when multiple customers are reserving at the same time.

**1.1.2.3** **How to develop a module that will provide detailed information about the reservation?**

Unclear information might confuse customers when they are going to reserve.

**1.1.2.4 How to develop a module that will compute transactions fast and accurately?**

Since the company uses manual calculation to compute customer’s transaction, it will be slow and might cause error that will make customers unsatisfied.

**1.1.2.5 How to develop a module that will generate reports automatically?**

Manual record for each and every reports takes time for the company and there will be some instances that the company is too busy to monitor all of it and it will consumes time.