**1.4 Scope and Limitations**

**1.4.1 Scopes**

**1.4.1.1 Customer Module**

This module will hold customer’s information, and history of every transaction.

**1.4.1.2 Administrator/Staff Module**

This module will give the administrator the ability to update to promos/special offers.

**1.4.1.3 Room Module**

This module will provide room information and keep track of the room availability, how many rooms that are already in used and rooms that are available.

**1.4.1.4 Reservation Module**

This module will hold the customer reserve information and provides confirmation number for the customer to claim.

**1.4.1.5 Payment Module**

This module will hold and process every transaction the customer makes.

**1.4.1.6 Report Module**

This module provides the company reports of all of the customer’s transactions, company’s income, and statistics of rooms reserve count.

**1.4.2 Limitations**

**1.4.2.1 Edit/Update Customer Reservation**

The proposed system cannot update the customer’s reservation; they need to go to the company to update it.

**1.4.2.2 Refunds**

The proposed system cannot give any refund when they cancel or they have changed their mind.

**1.4.2.3 Customer’s Comments**

The proposed system doesn’t give the customer the ability to comments, give feedbacks or any complains.