

Sara Worldwide Demo Documentation

Disclaimer

The functions and information in this system is for demo purposes only. The functions implemented are minimum to demonstrate the agreed flow, which are:

- 1) Simple reservation process flow
- 2) Validation of completion of membership fee payment upon creating reservation
- 3) Validation of cancellation deadline
- 4) The changes in membership entitlement upon booking confirmed and cancellation

Demo System URL

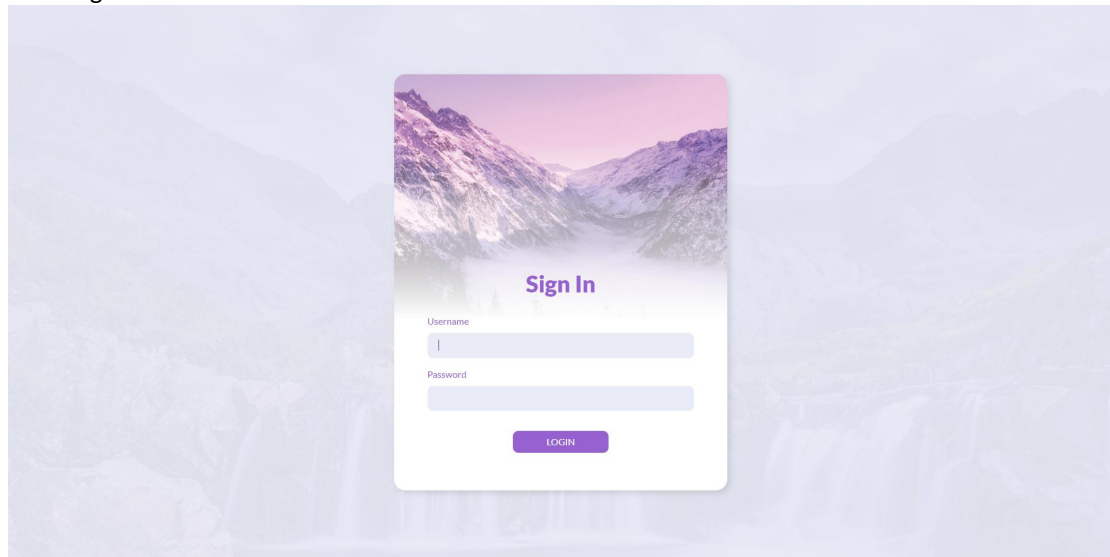
<http://sara.karunahost.com/public>

Login Credentials for Demo

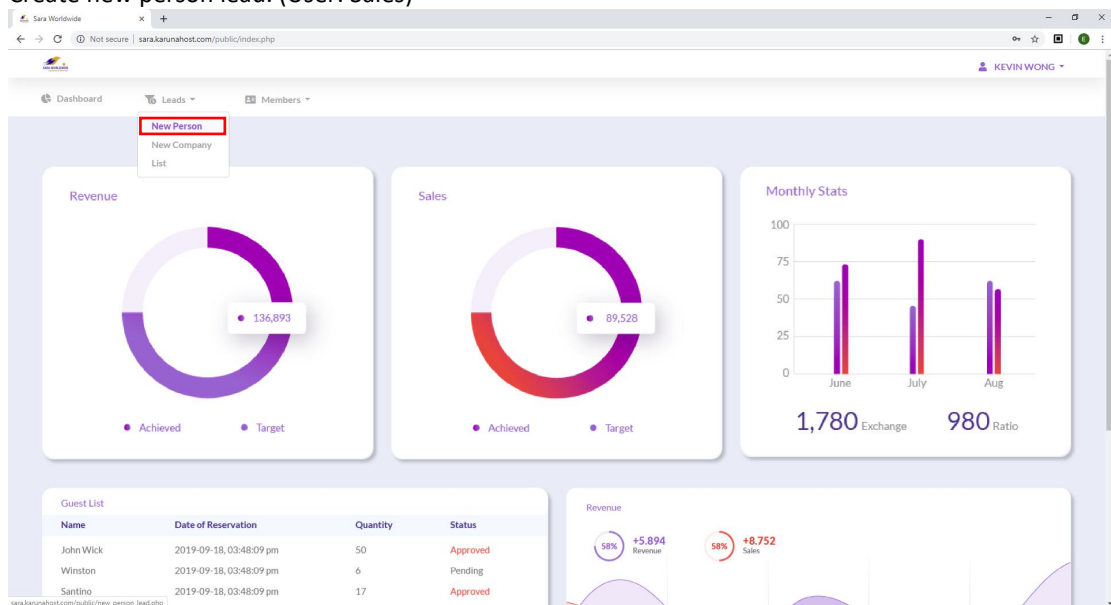
- Sales
Username: sales
Password: 123456
- Reservations
Username: reservations
Password: 123456
- Members
Username: [Member's email]
Password: [Member's IC]

Tutorial

1. Login.



2. Create new person lead. (User: Sales)



A screenshot of a dashboard interface. The top navigation bar includes "Dashboard", "Leads", and "Members". A dropdown menu under "Leads" is open, showing "New Person" (highlighted with a red box), "New Company", and "List". The dashboard features several widgets:

- Revenue:** A donut chart showing 136,893. Legend: Achieved (purple), Target (light purple).
- Sales:** A donut chart showing 89,528. Legend: Achieved (purple), Target (light purple).
- Monthly Stats:** A bar chart for June, July, and August. Values: 1,780 Exchange, 980 Ratio.
- Guest List:** A table with columns: Name, Date of Reservation, Quantity, Status.

Name	Date of Reservation	Quantity	Status
John Wick	2019-09-18, 03:48:09 pm	50	Approved
Winston	2019-09-18, 03:48:09 pm	6	Pending
Santino	2019-09-18, 03:48:09 pm	17	Approved

Additional widgets at the bottom show "Revenue" (+5,894) and "Sales" (+8,752) with 58% progress indicators.

3. Convert lead to a member.(User: Sales)

Leads

Lead ID	Member ID	Name	Type	Outstanding	Deposit	Created By
31	23	Jane	Person	0	0	KEVIN WONG
32	25	Susan	Person	0	0	KEVIN WONG
33	26	Audrey	Person	0	0	KEVIN WONG
34	27	Rohana	Person	0	0	KEVIN WONG
43	28	Jeanine Matthews	Person	0	0	KEVIN WONG
45	29	Kelly	Person	0	0	KEVIN WONG
46		Nathaniel	Person	0	0	KEVIN WONG

4. Book a hotel.(User: Member)

Membership Package: Pearl - Full Term Classic
Entitlement: 1 Weekends 2 Weekdays

Booking on behalf:

Select your destination: Grand Margherita Hotel

Check In: dd/mm/yyyy

Check Out: dd/mm/yyyy

Reservation Type: This feature is not available yet

BOOK

- Member can cancel without confirmation from staff if membership fee is pending.
- Member should not be able to cancel reservation if after cancellation deadline.

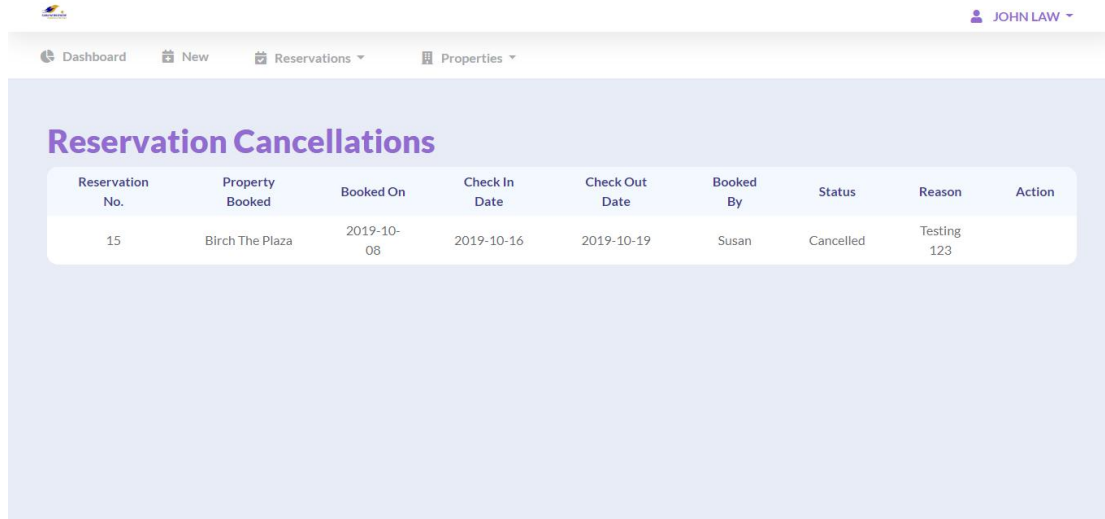
5. Responding to reservation requests. (User: Reservations)

Pending Reservations

Reservation No.	Property Booked	Booked On	Check In Date	Check Out Date	Booked By	Status	Actions
17	Grand Margherita Hotel	2019-10-08	2019-10-09	2019-10-16	member	pending from hotel	CONFIRM DECLINE
16	Birch The Plaza	2019-10-08	2019-10-17	2019-10-22	member	pending from hotel	CONFIRM DECLINE

- Reservation staff will not be able to confirm reservation if membership fee is pending.

6. Responding to reservation cancellations. (User: Reservations)



The screenshot shows a web application interface for managing reservations. At the top right, the user is identified as JOHN LAW. The navigation menu includes Dashboard, New, Reservations, and Properties. The main content area is titled "Reservation Cancellations" and displays a table with the following data:

Reservation No.	Property Booked	Booked On	Check In Date	Check Out Date	Booked By	Status	Reason	Action
15	Birch The Plaza	2019-10-08	2019-10-16	2019-10-19	Susan	Cancelled	Testing 123	