

**ONLINE BILLING AND RESERVATION SYSTEM
OF LEONOR BEACH RESORT**

An Undergraduate Research Proposal Presented to the

Computer Studies Department

College of Science

De La Salle University-Dasmariñas

In Partial Fulfillment of the Requirements for

the Degree of Bachelor of Science in

Information Technology

Marquez, John Karlo R.

Gonzales, John Marvin C.

July 2011

Abstract

The Leonor Beach Resort uses a manual billing and reservation system. Because of these the resort encountered such as conflicts in scheduling ,redundancy in data, miscalculations of bills are prone to human errors and as well as in storing the data and files of resort. Since the resort relies only in logbooks, there is difficulty in monitoring the customer's availed services. The personnels also find it hard to track the availability of amenities and services that would result in conflict with the customer's schedule. This would further lead to data inconsistency and data redundancy.

Furthermore, it is time consuming and tedious for the personnel in accomplishing several papers works in which data is not secured and would result in data tampering. In eliminating the problems encountered in using the customary kind of system, Leonor Beach Resort needs an efficient system that would handle the billing and reservation system also would not sacrifice user's satisfaction.

The proponents developed an online billing and reservation system through the use of visual basic and asp.net programming language with a database that will serve as a new data store and crystal reports. The system includes the reservation and cancellation of rooms, cottages, function rooms and other facilities, computation of bills and printing of reports based on the transaction, updating and maintenance of records.

Using the proposed system and leaving the manual system Leonor Beach Resort will stay longer in the business and will help them achieve excellence. Through the development of the proposed system, the resort was capable of

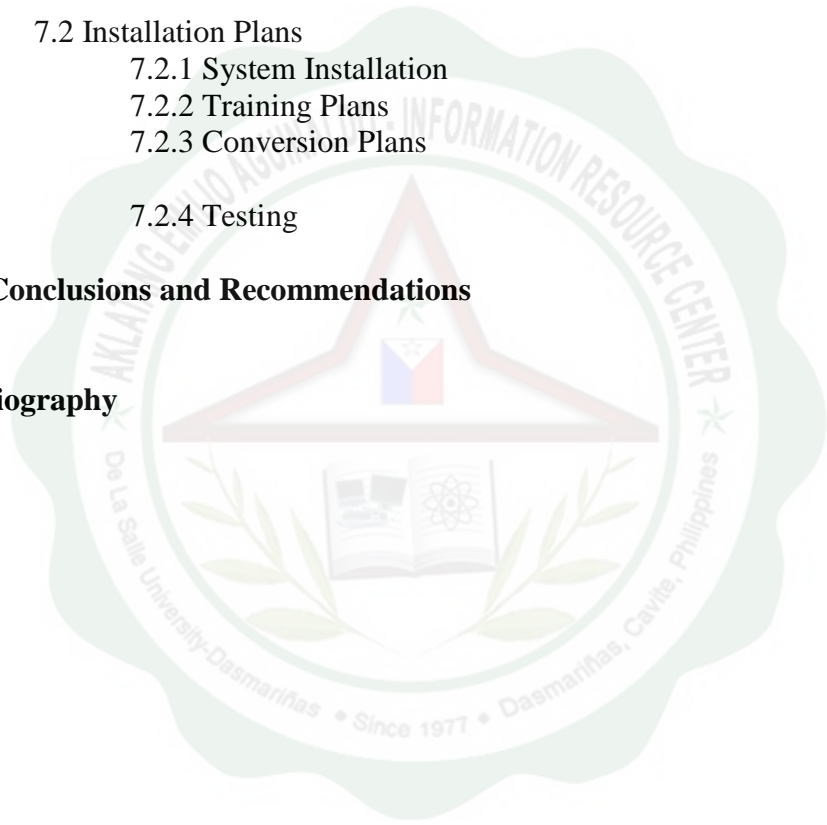
monitoring the availability of the amenities and services that eventually eliminated the redundancies and inconsistencies of data. Data updating and retrieval became easy for the personnel which resulted to fast generation of reports that would be used by the resort in strategically managing their resources.



TABLE OF CONTENTS

1.0 Introduction	
1.1 Background of the Study	1
1.2 Statement of the Research Problem	4
1.3 Statement of Objectives	
1.3.1 General Objectives	5
1.3.2 Specific Objective	5
1.4 Significance of the Study	6
1.5 Scope and Limitations of the Study	7
1.6 Methodology of the Study	8
2.0 Review of Related Literature	15
3.0 Theoretical Framework	
3.1 Statement of Assumptions	25
3.2 Operational definitions	25
3.2.1 Definition of Terms	25
3.2.2 Definition of Process	27
3.3 Theories Used in the Study	27
4.0 The Existing System	
4.1 Description of the Existing System	35
4.2 Inputs	37
4.3 Processes	38
4.4 Files	45
4.5 Outputs	46
4.6 Data Flow Diagram (EXISTING SYSTEM)	See appendices
4.7 Problem Areas	47
5.0 The Proposed System	
5.1 System Overview	48
5.2 System Objectives	50
5.3 Scope	51
5.4 System Justification	51
6.0 Design	
6.1 Inputs	54
6.2 Processes	55
6.3 Data Flow Diagram (PROPOSED SYSTEM)	See appendices

6.4 Files	63
6.5 Outputs	68
7.0 Implementation	
7.1 Resource Requirements	
7.1.1 Software Requirements	70
7.1.2 Hardware Requirements	70
7.1.3 Human Resource Requirements	71
7.2 Installation Plans	
7.2.1 System Installation	72
7.2.2 Training Plans	72
7.2.3 Conversion Plans	73
7.2.4 Testing	74
8.0 Conclusions and Recommendations	76
Bibliography	110



List of Appendices

APPENDIX A Data Flow Diagram of Existing System	79
APPENDIX B Data Flow Diagram of Proposed System	84
APPENDIX C ERD Diagram of Proposed System	90
APPENDIX D Normalization	91
APPENDIX E Screenshots (System Prototype and Reports)	101
CURRICULUM VITAE	108

