



An-Najah National University
Faculty of Engineering & Information Technology
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Software Graduation Project

EVENTRY

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Dedication

With this work, we would like to express our deepest love and gratitude to our families, who have always been our safe place and our greatest source of support throughout this journey. Your love, care, and constant presence gave us the strength to continue, even during the most difficult times.

To our parents, words are not enough to thank you for believing in us when we doubted ourselves. Thank you for your patience, your late-night encouragement, and for standing by us unconditionally, no matter the circumstances.

To our friends and everyone who stayed by our side, your kindness, motivation, and positive energy eased the challenges of this journey and made it truly meaningful. Your support will always be remembered with appreciation and respect.

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Disclaimer

This report has been prepared by Tamara Abu Aisheh and Abd Alhameed Haj Hamad, students of the Computer Engineering Department, Faculty of Engineering, An-Najah National University. Except for editorial modifications introduced as part of the assessment process, the content has not been altered and may still contain minor language or content inaccuracies.

The views, findings, conclusions, and recommendations expressed in this report are solely those of the authors. The use of this report for purposes other than that for which it was prepared shall not imply any responsibility or liability on the part of An-Najah National University.

Abstract

EVENTRY is a web and mobile-based platform designed to provide a comprehensive solution for event planning by bringing all essential event services together in one centralized system. The platform targets various types of events, with a particular focus on weddings, and covers twelve distinct service categories, including venues, photographers, catering, decor, entertainment, and other related services.

The primary objective of **EVENTRY** is to bridge the gap between customers and service vendors by offering a reliable, organized, and user-friendly digital marketplace. Vendors are able to showcase and manage their services through dedicated profiles; however, to ensure trust, quality, and credibility, all vendors must undergo a verification process. Vendors are only permitted to add and publish their services after approval by the system administrator, which represents a key strength of the platform and enhances user confidence.

From the customer perspective, **EVENTRY** provides a unified interface where users can browse, compare, and select services offered by verified vendors. In addition, the platform integrates an AI-powered recommendation system that allows users to input their budget and required services. Based on this information, the system intelligently suggests the most suitable service packages available, optimizing both cost and quality according to the user's needs.

By consolidating all event-related services into a single platform, **EVENTRY** addresses common challenges faced by customers, such as time consumption, lack of transparency, and difficulty in finding trusted vendors. The system significantly reduces effort, improves decision-making, and helps users access high-quality services at competitive prices, making event planning more efficient, reliable, and personalized.

Table of Contents (Contents)

Acknowledgments	2
Abstract	4
Table of Contents (Contents)	5
List of Figures	7
Introduction	10
1.1 General Background.....	10
1.2 Objectives.....	11
1.3 Significance and Importance of the Work.....	12
1.4 Organization of the Report.....	12
Literature Review	13
2.1 Theoretical Background of the Project.....	13
2.3 Previous Similar Works.....	14
Methodology	14
3.1 Restrictions and Previous Coursework.....	15
3.1.1 Economic Constraints.....	15
3.1.2 Environmental Constraints.....	15
3.1.3 Social Constraints.....	15
3.1.4 Political Constraints.....	16
3.1.5 Ethical Constraints.....	16
3.1.6 Health and Safety Constraints.....	17
3.1.7 Manufacturability (Implementation Feasibility).....	17
3.1.8 Sustainability Constraints.....	17
3.2 Used Technologies.....	18
Flutter.....	18
Firebase.....	19
NestJS.....	19
MongoDB.....	20
Visual Studio Code.....	21
Postman.....	22
3.3 Eventry as a Mobile Application.....	23

3.3.1 Onboarding Screens.....	23
3.3.2 User Role Selection Interface.....	27
3.3.3 Authentication and Validation.....	30
3.3.4 Sign-Up.....	31
Customer Sign-up.....	31
Provider Sign-up.....	31
3.3.5 Sign-Up Validation and Input Verification.....	33
3.3.6 Email Verification.....	34
3.3.7 Provider Business Information Registration.....	36
3.3.8 Provider Account Verification Process.....	37
Manual Review for Unclear Official Stamps.....	39
3.3.9 Login.....	40
3.3.10 Login Verification and Error Handling.....	41
3.3.11 Forget Password.....	43
3.3.12 Reset Password.....	45
3.4 Provider Portal.....	46
3.4.1 Provider Profile.....	46
3.4.1 Provider Notifications Center.....	47
3.4.2 Profile Management and Company Informations.....	48
3.4.3 Home Screen (Provider Dashboard).....	50
3.4.4 Service Management.....	51
3.4.5 Service Category.....	52
3.4.6 Booking Type.....	53
3.4.7 Service Details.....	66
3.4.8 Customer Reviews & Direct Replies.....	69
3.4.9 Edit Service Details.....	71
3.4.10 Delete Service.....	72
3.4.11 Reviews Hub.....	73
3.4.12 Provider Booking.....	76
3.4.13 Cancel Booking.....	81
3.4.14 Messages & Conversations Management.....	82
3.4.15 Finance Overview.....	86

3.4.16 Packages.....	89
3.4.17 Offers & Discounts.....	92
3.5 Customer Portal.....	94
3.5.1 Customer Dashboard.....	94
3.5.2 Favorites.....	96
3.5.3 Notifications.....	97
3.5.4 Search & Advanced Filtering.....	98
3.5.5 Service Details Overview.....	100
Service Information.....	100
Provider & Company Information.....	100
Customer Reviews.....	100
Reviews Filtering.....	100
3.5.6 Chat with Vendor.....	103
3.5.7 Add to Cart.....	104
3.5.8 Payment.....	108
Result and Discussion.....	110
3.5.9 Profile & Account Management.....	111
3.5.10 Packages.....	114
3.5.11 Offers.....	117
3.5.12 Invitation Templates.....	119
3.5.13 Messages.....	121
3.5.14 AI Assistant.....	122
3.6 Admin Portal.....	130
Results and Analysis.....	140
Discussion.....	141
Conclusion and Recommendation.....	142
6.1 Summary.....	142
6.2 Recommendations.....	142
6.3 What we have learned.....	142
6.4 Future work.....	143

List of Figures

Figure 1: Application Welcome Screen.....	25	
Figure 2: Plan Together Screen.....	26	
Figure 3: Find Vendors Screen.....	27	
Figure 4: Stay On Track Screen.....	28	
Figure 5: Choose Role.....	29	
Figure 6: Choose Role (Customer Selected).....	30	
Figure 7: Choose Role (Provider Selected).....	31	
Figure 8: Provider Registration	Figure 9: Customer Registration.....	34
Figure 10: Sign-up Validation for Email Format and Password Strength.....	35	
Figure 11: Verify the Email.....	36	
Figure 12: Verification Code.....	37	
Figure 13: Provider Business Information Form.....	38	
Figure 14: Select Provider Type (Individual or Organization).....	40	
Figure 15: Under Admin Review.....	41	
Figure 16: Login Page.....	42	
Figure 17: Login Verification.....	43	
Figure 18: Login Failure Alert Message.....	44	
Figure 19: Forgot Password Screen.....	45	
Figure 20: Successful send code.....	46	
Figure 21: Reset Password Page.....	47	
Figure 22: Provider Dashboard with Side Menu Options.....	48	
Figure 23: Provider Notifications List.....	49	
Figure 24: Edit Provider Profile.....	50	
Figure 25: Edit Provider Profile.....	51	
Figure 26: Provider Dashboard.....	52	
Figure 27: Provider Services Overview.....	53	
Figure 28: Service Categories Selection.....	54	
Figure 29: Hourly Booking (1).....	57	
Figure 30: Hourly Booking (2).....	58	
Figure 31: Hourly Booking (3).....	59	
Figure 32: Full-Day Booking (1).....	61	
Figure 33: Full-Day Booking (2).....	62	

Figure 34: Capacity Booking.....	64
Figure 35: Showcase Your Products.....	67
Figure 36: Service Details (1).....	69
Figure 37: Service Details (2).....	70
Figure 38: Customer Reviews.....	71
Figure 39: Filtering in Customer Reviews.....	72
Figure 40: Edit Service Details.....	73
Figure 41: Delete Service.....	74
Figure 42: Reviews Hub (1).....	76
Figure 43: Bookings Dashboard.....	79
Figure 44: Cancelled Booking.....	80
Figure 45: Completed Booking.....	81
Figure 46: Confirmed Booking.....	82
Figure 47: Cancel Booking.....	83
Figure 48: Conversations Management (1).....	85
Figure 49: Conversations Management (2).....	86
Figure 50: Conversations Management (3).....	87
Figure 51: Finance Overview (1).....	89
Figure 52: Finance Overview (2).....	90
Figure 53: Packages Dashboard.....	91
Figure 54: Edit Package.....	92
Figure 55: Add Package.....	93
Figure 56: Offers & Discounts (1).....	94
Figure 57: Offers & Discounts (2).....	95
Figure 58: Customer Dashboard.....	96
Figure 59: Side Menu Customer Portal.....	97
Figure 60: Favorites.....	98
Figure 61: Notifications at Customer Portal.....	99
Figure 62: Search.....	100
Figure 63: Filtering on Search.....	101
Figure 64: Service Details (1).....	103
Figure 65: Service Details (2).....	104
Figure 66: Chat with Vendor.....	105
Figure 67: Add to Cart (1).....	107

Figure 68: Payment (1).....	111
Figure 69: Payment (2).....	112
Figure 70: Profile (1).....	113
Figure 71: Profile (2).....	114
Figure 72: Change Password.....	115
Figure 73: Packages (1).....	116
Figure 74: Packages (2).....	117
Figure 75: Packages.....	118
Figure 76: Offers (1).....	119
Figure 77: Offers (2).....	120
Figure 78: Invitation Template (1).....	121
Figure 79: Invitation Template (2).....	122
Figure 81: AI Assistant.....	124
Figure 82: Single Service AI (1).....	125
Figure 83: Single Service AI (2).....	126
Figure 84: Single Service AI (3).....	127
Figure 85: Single Service AI (4).....	128
Figure 86: Full Package AI (1).....	129
Figure 87: Full Package AI (2).....	130
Figure 88: Full Package AI (3).....	131
Figure 89: Admin Dashboard.....	132
Figure 91: Accept Verification from Admin Portal.....	133
Figure 93: Manage Users.....	134
Figure 95: Manage Providers.....	135
Figure 97: Reviews.....	136
Figure 99: Reply to Review.....	137
Figure 101: Messages (2).....	138
Figure 103: Services.....	139
Figure 105: Packages.....	140
Figure 107: Verification (2).....	141

Chapter 1

Introduction

1.1 General Background

In recent years, the demand for digital platforms that organize and manage event-related services has increased significantly. Planning events such as weddings, engagements, graduations, and corporate gatherings often requires dealing with multiple service providers, including venues, decoration, music, photography, transportation, and catering. This process is usually time-consuming, unstructured, and lacks transparency, especially when handled through traditional methods such as personal recommendations or scattered social media pages.

In Palestine, the event services market is largely fragmented, with limited centralized platforms that offer verified providers, secure booking, and integrated payment solutions. Users often face challenges in comparing services, verifying provider credibility, and managing bookings efficiently. These challenges highlight the need for a unified digital solution that simplifies the event planning process and enhances trust between customers and service providers.

This project addresses these issues by developing a comprehensive event services platform that connects customers with verified providers through a modern, organized, and user-friendly system.

1.2 Objectives

The main objective of this project is to design and implement a digital platform that facilitates the discovery, booking, and management of event services in a secure and efficient manner.

The specific objectives of the project include:

- Providing customers with an easy-to-use platform to browse and book event services.
- Enabling service providers to present and manage their services through a dedicated dashboard.
- Implementing a verification system to ensure that all providers are legitimate individuals or registered organizations.
- Supporting real-time notifications, alerts, and messaging to improve communication between users and providers.
- Integrating online payment functionality to simplify booking and transaction processes.
- Offering service categorization, filtering, and location-based features to enhance user experience.

1.3 Significance and Importance of the Work

The importance of this project lies in its ability to address real-world challenges in the event services sector. By centralizing event-related services into a single platform, the system reduces time, effort, and uncertainty for users while increasing visibility and business opportunities for service providers.

The platform enhances trust through its verification mechanisms, which distinguish it from informal and unregulated marketplaces. Additionally, the inclusion of real-time communication, automated booking management, and secure payment processing increases efficiency and reliability for both customers and providers.

From a market perspective, the growing reliance on digital solutions and mobile applications for service booking indicates strong potential demand for such platforms. This project provides a scalable foundation that can be expanded to support additional services, regions, and advanced features, making it suitable for future commercial deployment.

1.4 Organization of the Report

This report is organized into several chapters that describe the design, development, and evaluation of the proposed system. Chapter One presents an introduction to the project, including background information, objectives, and significance. Chapter Two reviews related work and existing solutions. Chapter Three discusses system requirements and design architecture. Chapter Four explains the implementation details and technologies used. Chapter Five presents system testing and evaluation, and finally, Chapter Six concludes the report and outlines possible future enhancements.

Chapter 2

Literature Review

2.1 Theoretical Background of the Project

Digital service platforms have become an essential part of modern society, enabling users to discover, compare, and book services through web and mobile applications. Event service platforms, in particular, play a crucial role in organizing services such as venues, decoration, music, photography, catering, transportation, and gift services under a unified system.

Such platforms typically rely on several core concepts, including user role separation, service categorization, booking workflows, verification mechanisms, real-time communication, and online payment integration. These components work together to provide a seamless experience for both customers and service providers.

From a system design perspective, event platforms are considered **two-sided marketplaces**, where one side represents customers seeking services, and the other represents providers offering those services. Ensuring trust between both sides is critical; therefore, verification systems and secure payment processes are essential theoretical foundations for such platforms.

In addition, real-time notification systems and interactive dashboards are key elements that enhance user engagement and operational efficiency. These features allow users to receive instant updates regarding bookings, messages, and system alerts without manual page refresh.

2.3 Previous Similar Works

In 2022, a graduation project titled “**Our Wedding**” was developed under the supervision of **Dr. Sufyan Samara**. The project focused on building a digital platform dedicated exclusively to **wedding halls**, with the aim of simplifying the process of browsing halls and managing wedding-related reservations.

The scope of the “Our Wedding” project was limited to wedding venues only and did not extend to other types of events or additional service categories. While the system provided a structured solution for wedding hall discovery, it did not support comprehensive event planning or integration with other essential services such as decoration, music, photography, transportation, gifts, or event coordination.

In contrast, the proposed system in this project expands upon the idea presented in the 2022 work by supporting **all types of events**, including weddings, engagements, graduations, birthdays, and corporate events. Additionally, it integrates multiple event-related services within a single unified platform, offering a more flexible, scalable, and complete event planning solution.

Chapter 3

Methodology

This chapter describes the methodology followed in the design and development of the proposed event services platform. It explains the constraints, technical considerations, and non-technical factors that influenced system design, implementation, and deployment decisions. The methodology focuses on practicality, scalability, and user trust while considering economic, social, ethical, and technical aspects.

3.1 Restrictions and Previous Coursework

3.1.1 Economic Constraints

Budget Limitations:

This project is a non-profit, student-based graduation project. As a result, development was carried out using open-source tools and free-tier services where possible. Paid services were avoided or used only in testing modes, such as Stripe for payment processing.

Maintenance Costs:

The system was designed to minimize maintenance costs by adopting a modular architecture. This approach allows future updates and bug fixes without major system redesign.

3.1.2 Environmental Constraints

Power Consumption:

The platform is designed to be lightweight and optimized for performance, reducing unnecessary server load and client-side processing.

Environmentally Friendly Hosting:

Although deployment was not finalized, hosting on cloud providers that support energy-efficient data centers is recommended to reduce environmental impact.

3.1.3 Social Constraints

Information Security:

Ensuring the security of user data is a core design constraint. The system applies secure authentication, encrypted communication, and controlled access to sensitive information.

Privacy:

User privacy is strictly maintained. Bookings, messages, and verification documents are visible only to authorized users and administrators. Public exposure of sensitive data is prevented.

Social Communication:

The platform facilitates structured communication between customers and providers through controlled messaging, reducing misuse and miscommunication.

3.1.4 Political Constraints**Inclusivity:**

The platform is designed to be inclusive and accessible to all users regardless of gender, background, or organizational type.

Regulatory Compliance:

The system respects local digital regulations and general data protection laws by requiring valid documentation for providers and enforcing transparent data handling practices.

3.1.5 Ethical Constraints**Honesty and Transparency:**

Ethical principles are enforced by requiring providers to submit valid identification or commercial registration documents. Misleading or false service listings are not allowed.

Intellectual Property:

The system respects intellectual property rights by not reproducing copyrighted content and by encouraging original service descriptions and reviews.

3.1.6 Health and Safety Constraints

User Safety:

The platform minimizes risks by restricting interactions to in-app communication and avoiding the exposure of personal contact details.

Digital Wellbeing:

Notification systems are designed to avoid excessive alerts, helping reduce digital stress and notification overload.

3.1.7 Manufacturability (Implementation Feasibility)

The system is designed using widely adopted and commercially available technologies, making it feasible to deploy and operate using current software infrastructure. No specialized hardware is required, allowing easy implementation and adoption.

3.1.8 Sustainability Constraints

Scalability:

The modular system design allows easy expansion, such as adding new service categories, payment methods, or advanced analytics.

Future Upgradability:

The platform supports future enhancements including AI-based recommendations, mobile application expansion, and advanced reporting features, ensuring long-term sustainability.

3.2 Used Technologies

Flutter

Flutter is an open-source UI software development kit developed by Google, used to build natively compiled applications for mobile and web platforms from a single codebase. It utilizes the Dart programming language and provides a rich collection of customizable widgets that enable fast and consistent user interface development.

In this project, Flutter is used to develop the frontend of the event services platform, allowing users to browse services, manage bookings, receive notifications, and interact with providers efficiently across multiple platforms.

Why Flutter?

- **Cross-Platform Development:** Enables building Android, iOS, and web applications using a single codebase, reducing development time and effort.
- **High Performance:** Uses the Skia rendering engine to deliver smooth and responsive user interfaces.
- **Hot Reload:** Allows real-time updates during development, improving productivity and speeding up testing.
- **Customizable UI:** Provides flexibility to design modern and dynamic interfaces suitable for event browsing, booking, and package presentation.

Firestore

Firestore is a comprehensive platform developed by Google for building web and mobile applications. It offers a wide range of services including authentication, real-time databases, cloud messaging, and storage solutions.

In this project, Firestore is utilized to support authentication services, real-time notifications, and synchronization of certain dynamic data across the platform.

Why Firestore?

- **Real-Time Updates:** Enables instant updates for notifications and alerts without requiring manual refresh.
- **Authentication:** Simplifies secure user authentication and email verification processes.
- **Scalability:** Supports growing user activity and real-time data requirements.
- **Flutter Integration:** Seamlessly integrates with Flutter, enabling efficient handling of user sessions and notifications.

NestJS

NestJS is a progressive Node.js framework for building efficient, reliable, and scalable server-side applications. It is built with TypeScript and follows a modular architecture inspired by Angular, making it well-suited for large and structured backend systems.

In this project, NestJS is used to implement the backend API, manage business logic, handle bookings, verification workflows, notifications, and communication between customers and providers.

Why NestJS?

- **Modular Architecture:** Encourages clean separation of concerns, making the system easier to maintain and scale.
- **TypeScript Support:** Enhances code reliability and reduces runtime errors through strong typing.
- **Scalability:** Designed for building scalable applications, suitable for handling increasing user and booking activity.
- **Built-in Features:** Provides integrated support for validation, dependency injection, guards, and middleware, which are essential for authentication and authorization.
- **Event-Driven Design:** Supports real-time features such as notifications and alerts through WebSocket integration.

MongoDB

MongoDB is a NoSQL database that stores data in a flexible, document-oriented format known as BSON. It is used in this project to persistently store user data, service information, bookings, notifications, and verification records.

Why MongoDB?

- **Flexible Schema:** Supports dynamic and evolving data structures, such as different service types and booking statuses.

- **Scalability:** Enables horizontal scaling to handle increased data volume and system growth.
- **NestJS Integration:** Works efficiently with ODM libraries such as Mongoose for structured data modeling.
- **Performance:** Optimized for fast read and write operations, making it suitable for real-time and booking-based applications.

Visual Studio Code

Visual Studio Code (VS Code) is a lightweight yet powerful source-code editor developed by Microsoft. It provides extensive support for debugging, intelligent code completion (IntelliSense), and built-in Git version control. In this project, Visual Studio Code was used for both frontend development using Flutter and backend development using NestJS.

Why Visual Studio Code?

- **Cross-Platform Support:** Runs on Windows, macOS, and Linux, making it suitable for multi-environment development.
- **Extension Support:** Provides rich extensions for Flutter, Dart, TypeScript, and NestJS, which enhances development speed and productivity.
- **Debugging Capabilities:** Offers advanced debugging tools for both frontend and backend components.

- **Git Integration:** Simplifies version control, collaboration, and code management within the development team.

Postman

Postman is a widely used API development and testing tool that allows developers to create, test, and document RESTful APIs efficiently. In this project, Postman was used to test backend APIs developed using NestJS, including authentication, booking management, notifications, verification workflows, and file upload endpoints.

Why Postman?

- **API Testing:** Enables quick and effective testing of backend endpoints such as booking creation, notification delivery, and verification requests.
- **Ease of Debugging:** Provides a clear and user-friendly interface for inspecting API requests and responses.
- **Collaboration:** Allows sharing API collections and documentation among team members.
- **Automation Support:** Facilitates automated testing of API responses to ensure reliability and consistency.

3.3 Eventry as a Mobile Application

3.3.1 Onboarding Screens

The onboarding screens introduce users to the core functionalities of the Eventry application before proceeding to the authorization process. These screens provide a brief and clear overview of how the platform helps customers discover vendors, plan events, and manage bookings efficiently. The onboarding process is designed to enhance user understanding and improve the first-time user experience.



Eventry

YOUR PERFECT DAY AWAITS!

Start



Figure 1: Application Welcome Screen

This screen highlights the planning aspect of the platform, emphasizing collaboration and organization. It explains how users can plan their events efficiently by managing details and coordinating services through a single application.

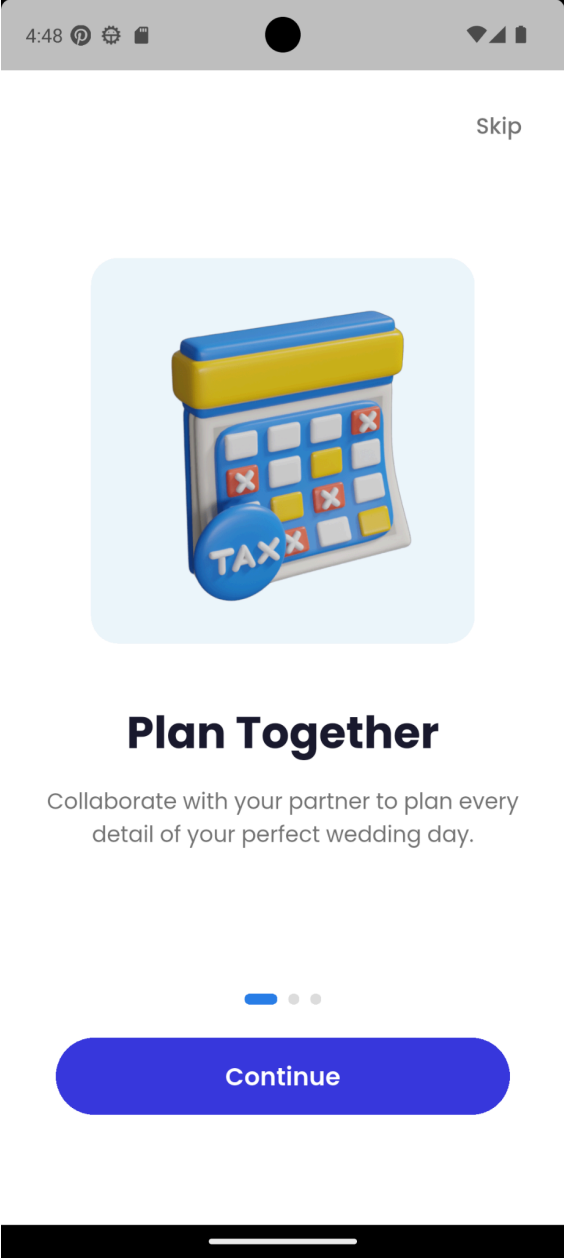


Figure 2: Plan Together Screen

This screen introduces the vendor discovery feature. It explains how users can search for trusted local vendors, explore available services, and access exclusive service packages offered through the platform.

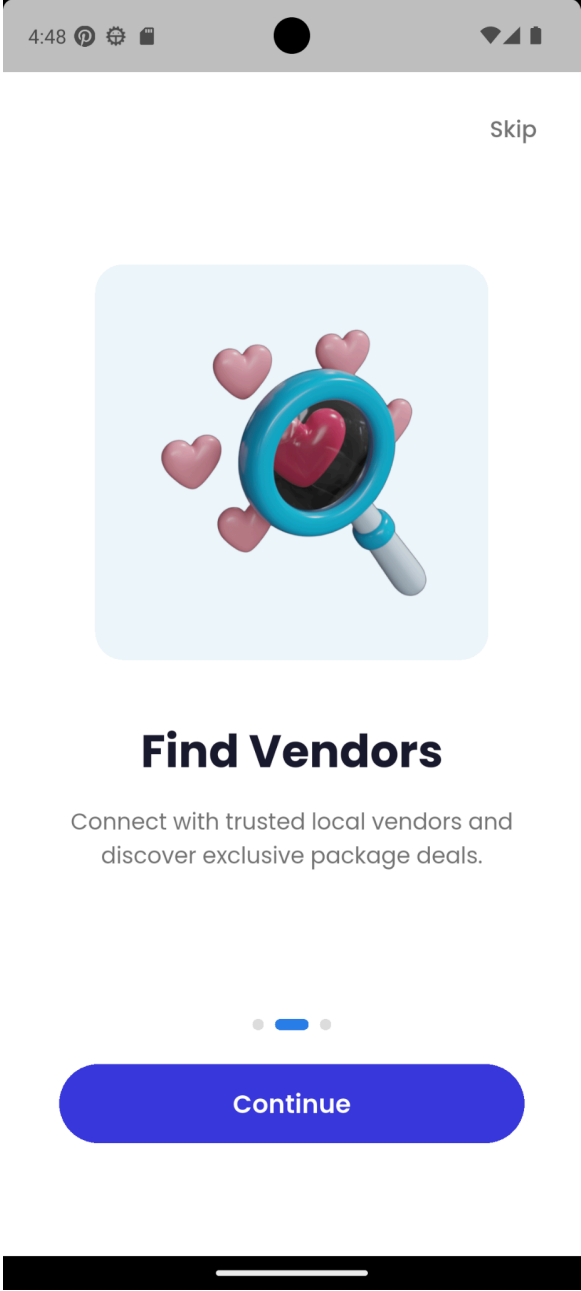


Figure 3: Find Vendors Screen

This screen focuses on helping users stay organized. It presents features such as reminders, checklists, and structured planning tools that assist users in managing their event timeline in a stress-free manner.

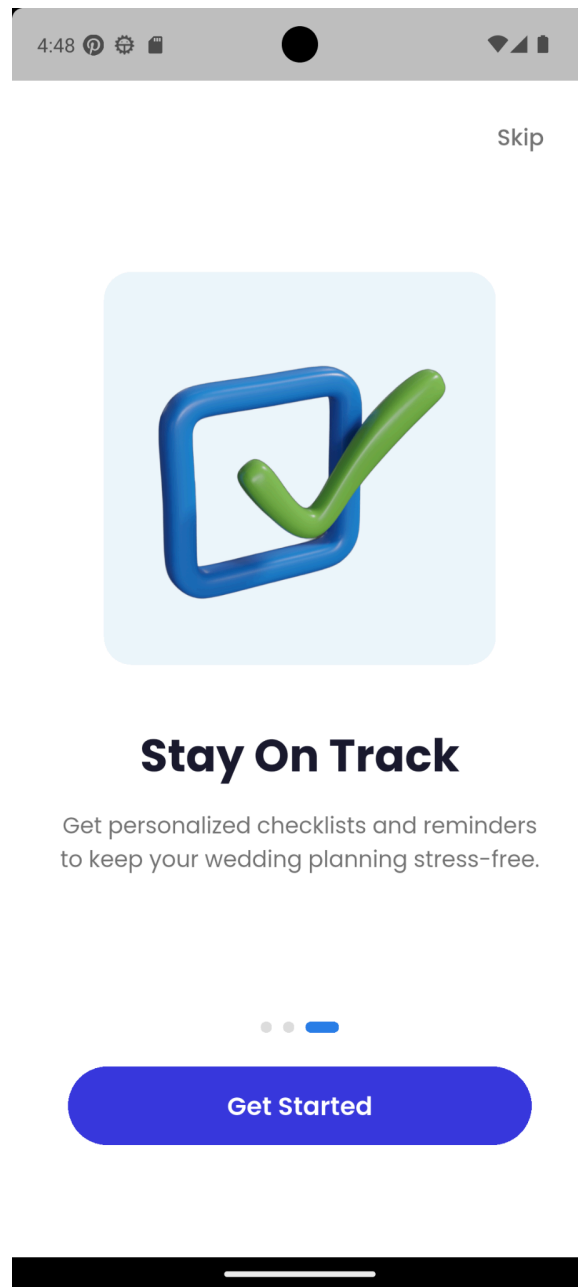


Figure 4: Stay On Track Screen

3.3.2 User Role Selection Interface

Before proceeding to the authentication and registration process, the application presents the Choose Role interface.

This step is essential because Eventry is designed to serve two different types of users, each with distinct functionalities and system flows: Customers and Providers.

Through this interface, users select how they intend to use the platform, which allows the system to customize the registration process, permissions, and available features accordingly.

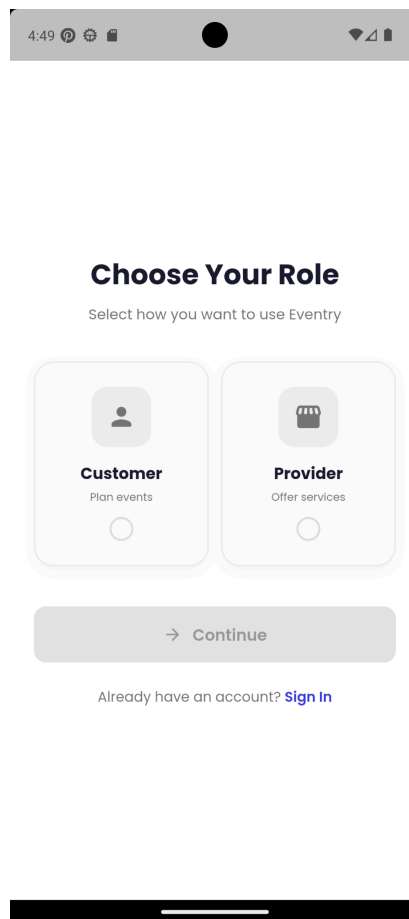


Figure 5: Choose Role

This figure illustrates the interface after selecting the **Customer** role. Customers use Eventry to:

- Browse and discover event service providers.
- Compare packages and offers.
- Plan and manage their events efficiently.

Once the role is selected, the **Continue** button becomes active, allowing the user to proceed to account creation.

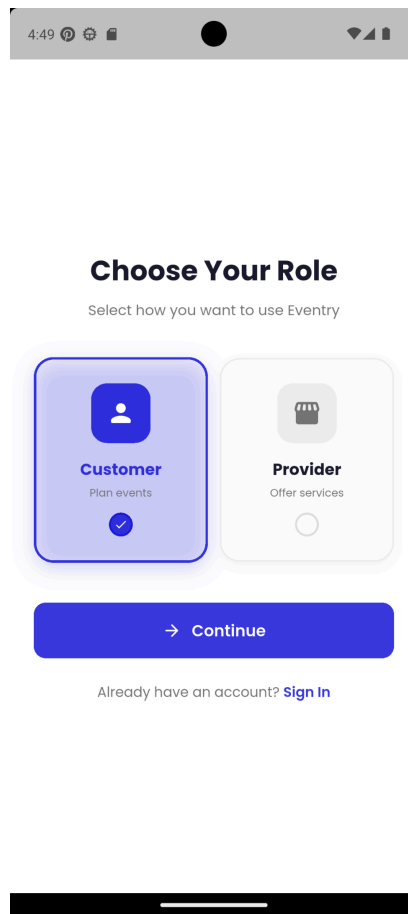


Figure 6: Choose Role (Customer Selected)

This figure shows the Provider role selection state.

Providers represent vendors who:

- Register their businesses.
- Add and manage service listings.
- Communicate with customers and receive bookings.

Selecting this role ensures that the system redirects the user to the appropriate provider registration workflow.

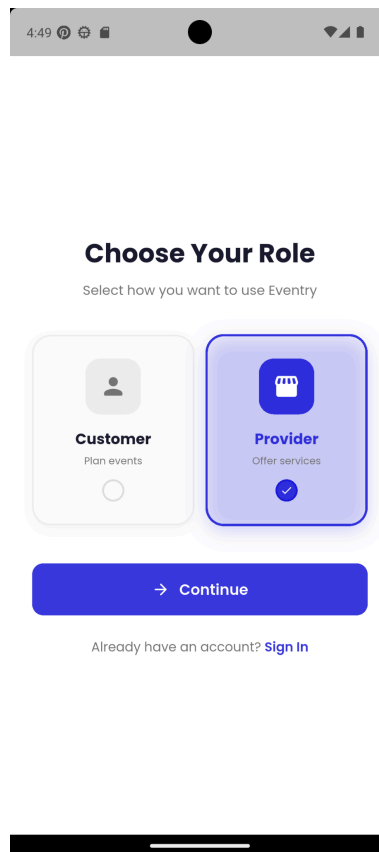


Figure 7: Choose Role (Provider Selected)

3.3.3 Authentication and Validation

When users access the application, the authentication and validation interface is displayed. Since the proposed platform acts as an intermediary between service providers (vendors) and customers, each user is required to register in order to access the system functionalities.

During the registration process, users select their account type:

- Customer: a user who browses, books, and reviews event services.
- Vendor: a service provider who offers event-related services through the platform.

All users are required to register using their name, email address, and password. Email verification is mandatory to ensure account authenticity and prevent misuse of the system.

For vendor accounts, additional validation steps are applied after registration. Vendors must complete a verification process to confirm that they represent a real individual or a registered organization. This verification process ensures trust, transparency, and reliability within the platform.

Customers who successfully complete registration and email verification are granted immediate access to the main application interface, where they can browse services, view packages, and make bookings. Vendors, on the other hand, are redirected to complete their profile and verification requirements before being allowed to add or publish services.

This authentication and validation mechanism ensures secure access, protects user data, and maintains a trusted environment for both customers and service providers.

3.3.4 Sign-Up

To access the Eventry platform, users are required to create an account based on their selected role (Customer or Provider).

The signup process is designed to collect essential information while ensuring data accuracy and role-based functionality.

Customer Sign-up

Customers are required to enter the following information:

- Full Name, Email Address, Phone Number, City, and Password.

Customers use their accounts to search for vendors, compare services, manage event planning, and communicate with service providers.

Provider Sign-up

Providers (vendors) must register with additional details to ensure service credibility and accurate listings:

- Full Name, Email Address, Phone Number, City, and Password.

After registration, providers can list their services, manage offers and packages, and interact with customers through the platform.

4:52

Create Account

Signing up as **Provider**

Full Name

Tamara

Email

wazanitamara@gmail.com

Phone Number

0597587856

City

Nablus

Password

.....

⚡ Password strength: Medium

Confirm Password

.....

Figure 8: Provider Registration

4:50

Create Account

Signing up as **Customer**

Full Name

Enter your full name

Email

you@example.com

Phone Number

Enter your phone number

City

Nablus

Password

.....

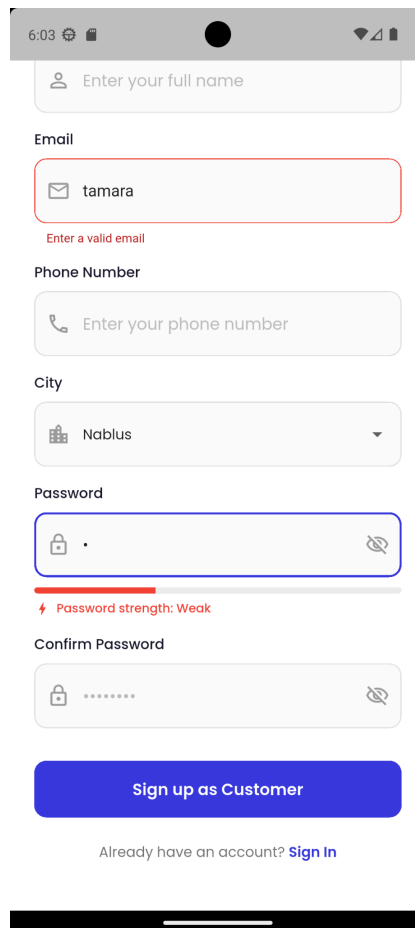
Confirm Password

.....

Figure 9: Customer Registration

3.3.5 Sign-Up Validation and Input Verification

During the sign-up process, the Eventry application applies real-time validation to ensure data accuracy and improve the user experience. The system verifies that all required fields are filled correctly before allowing account creation. If the user enters an invalid email format, the application immediately displays an error message prompting the user to enter a valid email address. In addition, the password field is dynamically evaluated, and a password strength indicator is shown to inform the user whether the entered password is weak, medium, or strong.



The screenshot shows a mobile sign-up form with the following fields and validation messages:

- Full Name:** "Enter your full name" (placeholder text)
- Email:** "tamara" (input text) with a red border and the error message "Enter a valid email" below it.
- Phone Number:** "Enter your phone number" (placeholder text)
- City:** "Nablus" (selected in a dropdown menu)
- Password:** A masked password field with a red strength indicator bar below it. The message "Password strength: Weak" is displayed in red.
- Confirm Password:** A masked password field.

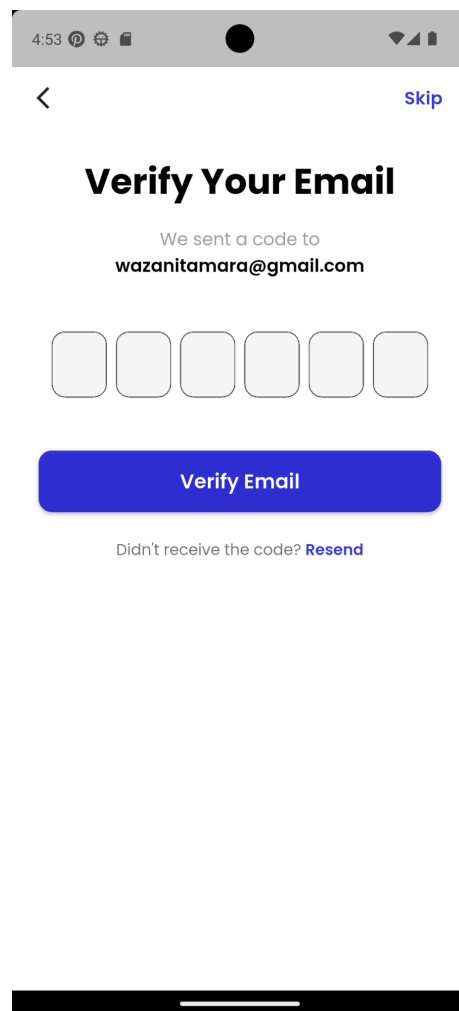
At the bottom of the form is a blue button labeled "Sign up as Customer" and a link that says "Already have an account? Sign In".

Figure 10: Sign-up Validation for Email Format and Password Strength

3.3.6 Email Verification

After completing the sign-up process, the system requires the user to verify their email address. A verification code is automatically sent to the registered email. The user must enter this code in the application to confirm ownership of the email and activate the account. This step enhances security and ensures valid user registration.

Figure 11: Verify the Email



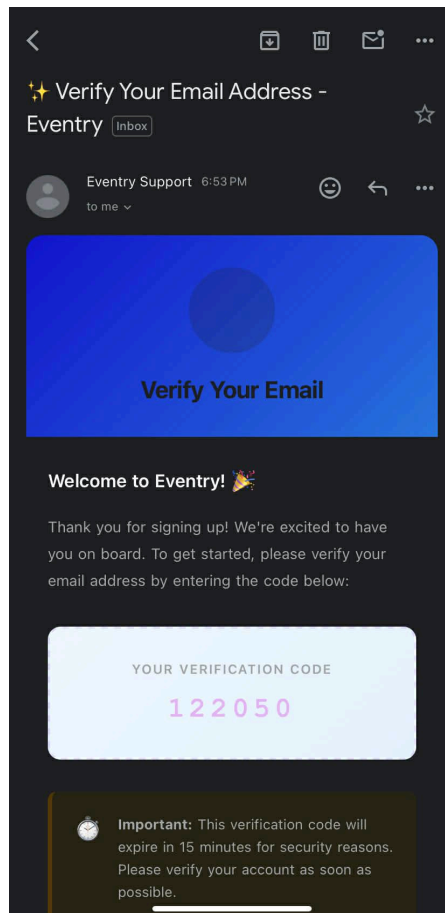
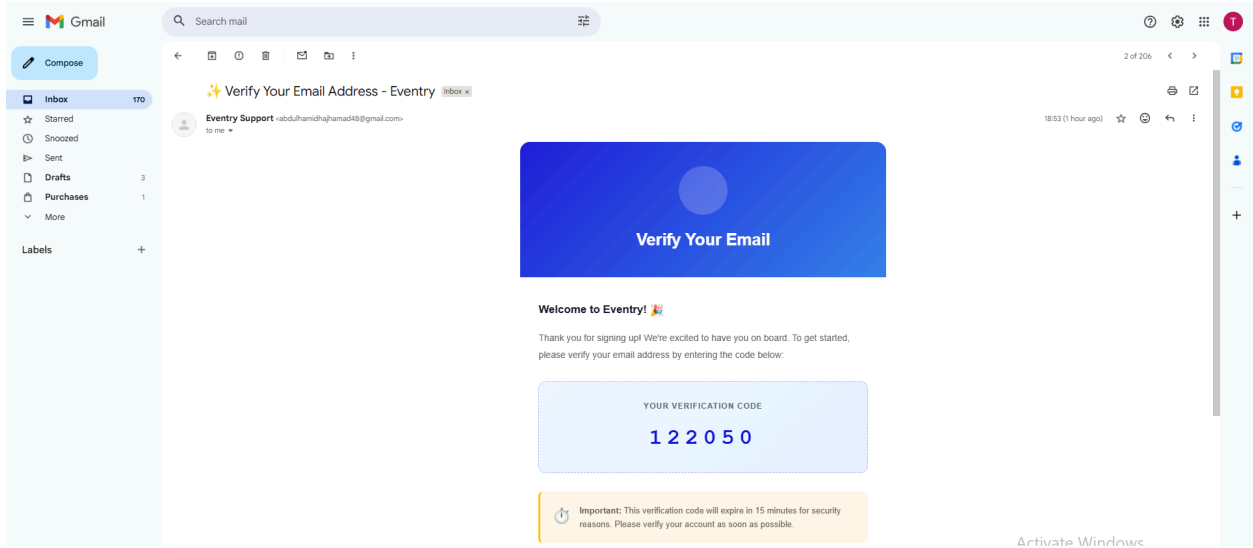


Figure 12: Verification Code

3.3.7 Provider Business Information Registration

After verifying the email address, users who choose the **Provider** role are required to complete their business profile. This step ensures that services displayed on the platform belong to real and identifiable providers. The provider is asked to enter basic company information before accessing the dashboard and adding services.

The required details include the company logo (optional), brand name, business email, phone number, a short business description (bio), and the city. Completing this information helps improve service credibility and visibility to customers on the platform.

Figure 13: Provider Business Information Form

The figure displays two sequential screenshots of a mobile application's registration form for providers. The left screenshot shows the initial form with the following fields: 'Company Logo' (Optional) with an 'Upload Logo' button and a note 'Add your company logo for better visibility'; 'Brand Name' with a text input field containing 'Enter your brand name'; 'Email' with a text input field containing 'you@business.com'; 'Phone Number' with a text input field containing 'Enter your phone number'; and 'Bio' with a text area containing 'Provide a brief description of your services' and a character count '0/2000'. The right screenshot shows the form filled out with the following data: 'Brand Name' is 'Tamara Company'; 'Email' is 'company25@gmail.com'; 'Phone Number' is '0597854123'; 'Bio' is 'Since 2012!' with a character count '11/2000'; and 'City' is 'Nablus' selected from a dropdown menu. A blue 'Complete Registration' button is visible at the bottom, along with a link 'Already have an account? Sign In'.

3.3.8 Provider Account Verification Process

When a provider enters the **ID number** in the ID number field, the system compares it with the uploaded document image using **OCR (Optical Character Recognition)**, which performs a text-to-text comparison between the entered number and the number extracted from the image.

However, relying on OCR alone is not sufficient, as a user could write the ID number on a piece of paper, take a photo of it, and potentially pass the verification. In this case, the system would not be able to confirm whether the user is a real and legitimate person.

To solve this issue, an additional verification layer was added based on official security patches (stamps) that exist on Palestinian ID cards and commercial documents. If the uploaded document does not contain the required patches, the system automatically rejects the verification request.

Verification is approved only if both conditions are met:

- The ID number matches the uploaded document
- The required patches are detected in the image

If the ID number matches but the patches are unclear or partially visible, the verification request is not rejected immediately. Instead, it is marked as “Under Admin Review”, which typically takes one to two days. If the uploaded document is valid and approved by the admin, the verification is completed successfully and the provider is redirected directly to the dashboard.

As long as a vendor account is not verified, the provider cannot add any services, and a message stating “Verification Required” is displayed. For the second provider type, Organization (Company), additional information is required. Each organization must upload a valid commercial registration certificate. The system verifies the authenticity of

the document by checking the official stamps (patches) and the issue date. Since commercial registrations are renewed annually, the issue date is stored in the database. If one year passes without renewal, the provider receives system notifications, and all services are temporarily disabled and hidden from users until a valid, renewed certificate is uploaded and verified.

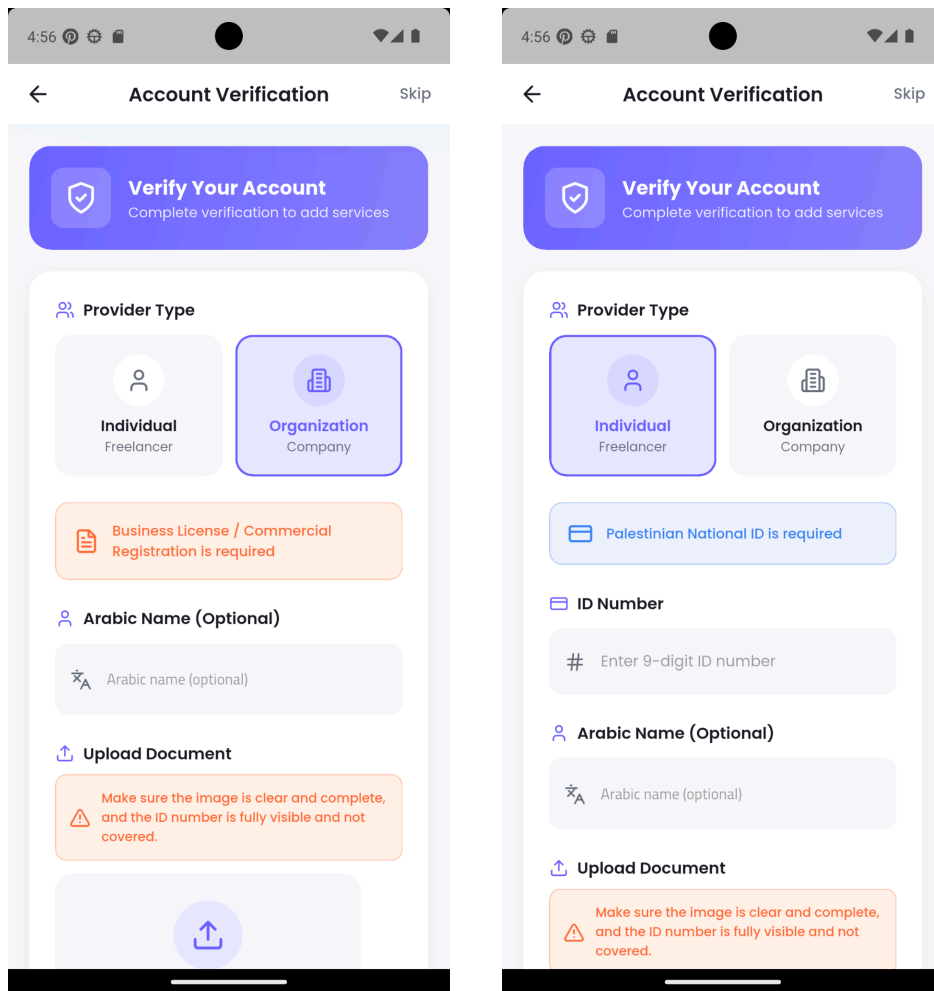


Figure 14: Select Provider Type (Individual or Organization)

Manual Review for Unclear Official Stamps

If the uploaded document contains unclear or partially visible official stamps (patches), the system does not reject the verification immediately. Instead, an “Under Admin Review” message is displayed to the provider. In this case, the verification request is forwarded to the Admin Portal, where an administrator manually reviews the document and decides whether to approve or reject the verification. This approach prevents false rejections and ensures fair verification for legitimate providers.

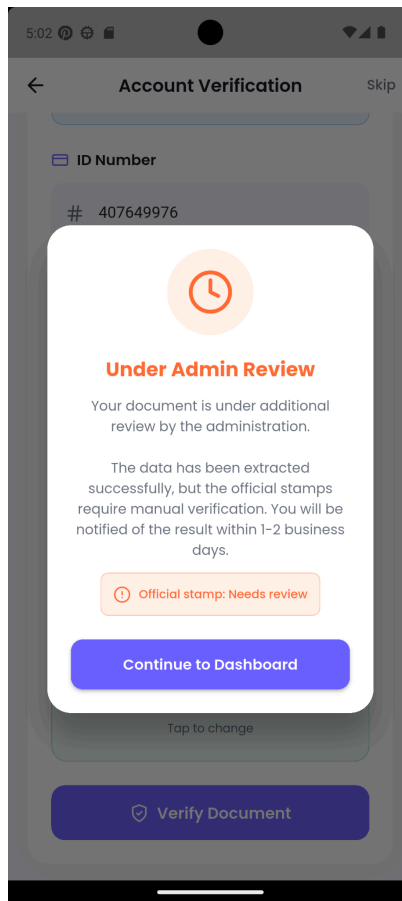


Figure 15: Under Admin Review

3.3.9 Login

In order to log in to the website, you must enter certain details such as your password and email, which you have already registered with them.

6:10

Welcome Back!

Sign in to access your account

Email

tamara@gmail.com

Password

Remember me [Forgot Password?](#)

Sign In

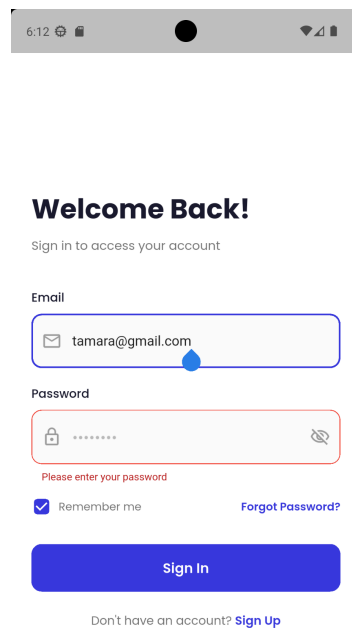
Don't have an account? [Sign Up](#)

Figure 16: Login Page

3.3.10 Login Verification and Error Handling

The Eventry system includes a secure login verification mechanism to ensure correct user authentication and improve overall user experience. During the login process, users are required to enter a valid email address and password. The system verifies the entered credentials against the stored records in the database.

If the user enters an incorrect password or attempts to log in using an email address that does not exist in the system, an appropriate error message is displayed. This immediate feedback informs the user that the login attempt has failed and encourages them to retry with correct credentials. Additionally, the interface provides options such as **“Remember me”** and **“Forgot Password”** to enhance usability and account recovery.



The screenshot shows a mobile login interface. At the top, the status bar displays the time 6:12 and various icons. Below the status bar, the heading "Welcome Back!" is followed by the instruction "Sign in to access your account". There are two input fields: "Email" with the value "tamara@gmail.com" and "Password" with masked characters "*****". A red error message "Please enter your password" is visible below the password field. Below the input fields, there is a checked "Remember me" checkbox and a "Forgot Password?" link. A blue "Sign In" button is positioned below these options. At the bottom, there is a link "Don't have an account? Sign Up".

Figure 17: Login Verification

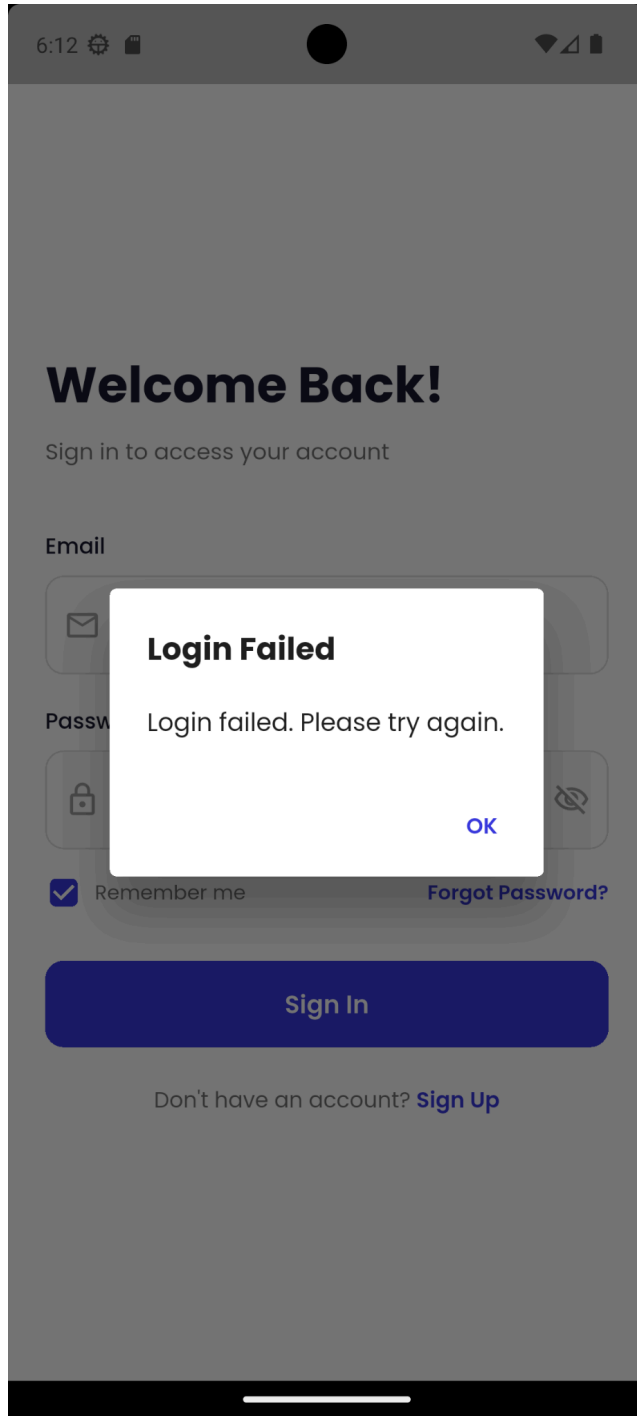
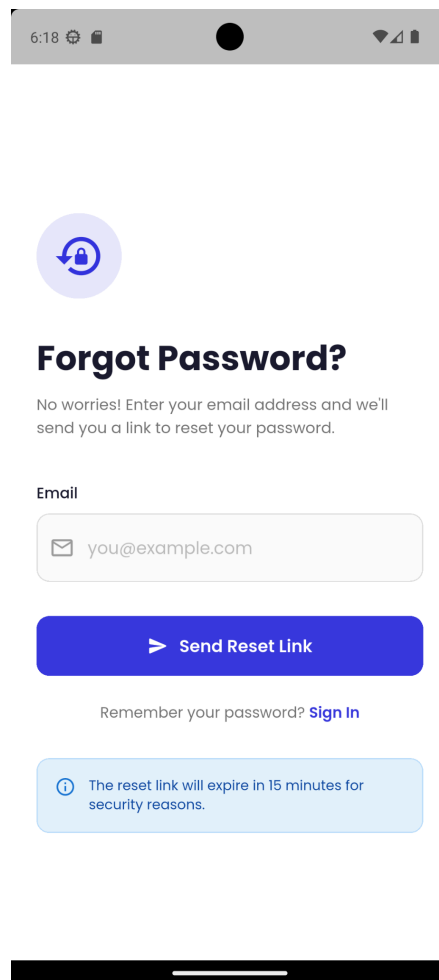


Figure 18: Login Failure Alert Message

3.3.11 Forget Password

The Eventry system provides a secure and user-friendly password recovery mechanism. When a user forgets their password, they can select the **Forgot Password** option from the login screen. The system then prompts the user to enter the email address associated with their account. After clicking the **Send Reset Link** button, the system displays a confirmation message indicating that a password reset link has been successfully sent. For security purposes, the reset link is time-limited and expires after a short period. The user can then access their email and follow the provided instructions to reset their password and regain access to the system.

Figure 19: Forgot Password Screen



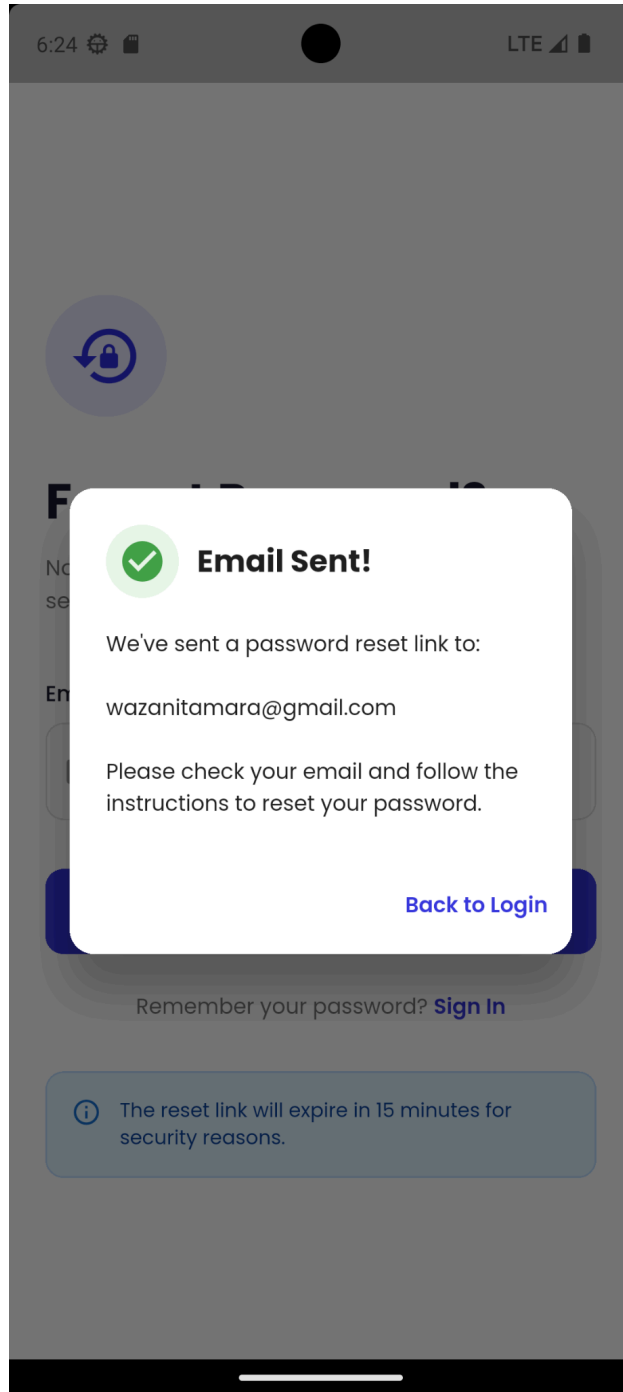
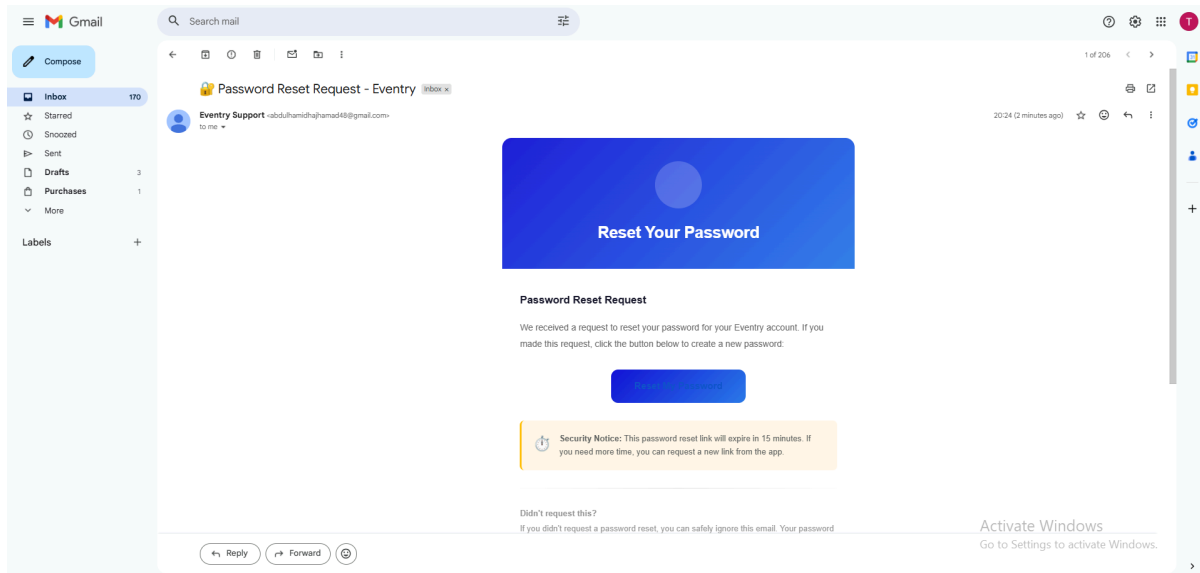


Figure 20: Successful send code

3.3.12 Reset Password

When the user wants to reset the password, they must enter the code sent via email and choose a new password.

Figure 21: Reset Password Page



Reset Password

Enter your new password below.

New Password

Confirm Password

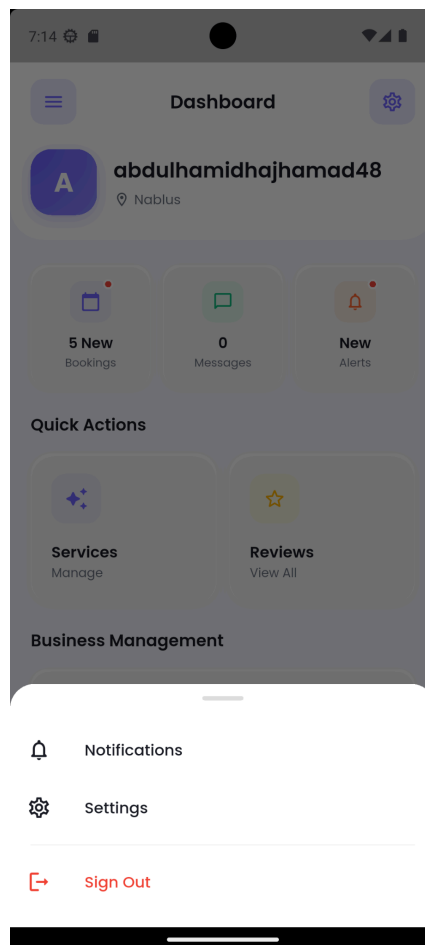
Your password should be at least 6 characters long and contain a mix of letters and numbers for better security.

3.4 Provider Portal

3.4.1 Provider Profile

On the Dashboard screen, a menu button (three horizontal lines) is available at the top of the screen. When tapped, it opens a side menu that provides quick access to account-related options such as Notifications, Settings, and Sign Out, allowing the provider to easily manage their account and preferences.

Figure 22: Provider Dashboard with Side Menu Options



3.4.1 Provider Notifications Center

This screen shows the Notifications Center for the provider. It displays all important updates related to the provider’s account and services. The provider receives different types of notifications, such as new booking confirmations, booking dates and customer details, and new reviews received from customers.

The provider can delete notifications, filter them by read or unread status, and easily manage them. Using the action icons at the top of the screen, the provider can mark all notifications as read at once, helping keep the notification list organized and up to date.

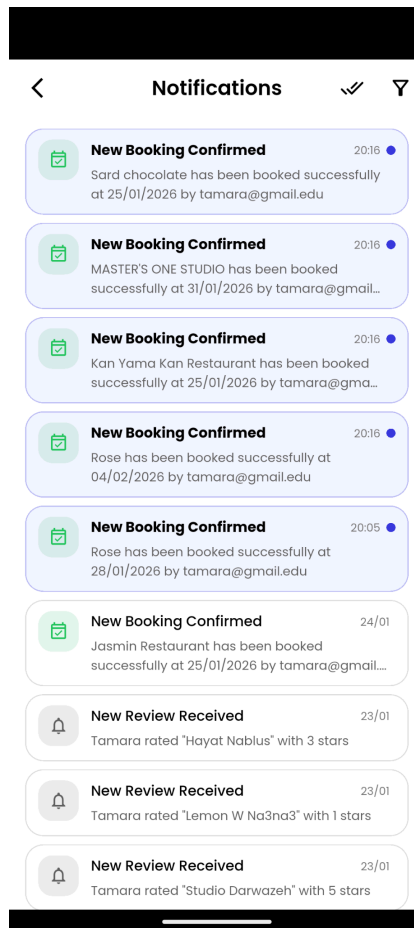


Figure 23: Provider Notifications List

3.4.2 Profile Management and Company Informations

These screens allow the provider to manage personal profile details, update security settings, and control verification status. The user can review and edit basic information such as username, phone number, email, and city. From the same section, the provider can change their password and clearly see their verification status, which determines whether they are allowed to add services. A dedicated option is also available to update verification documents when needed.

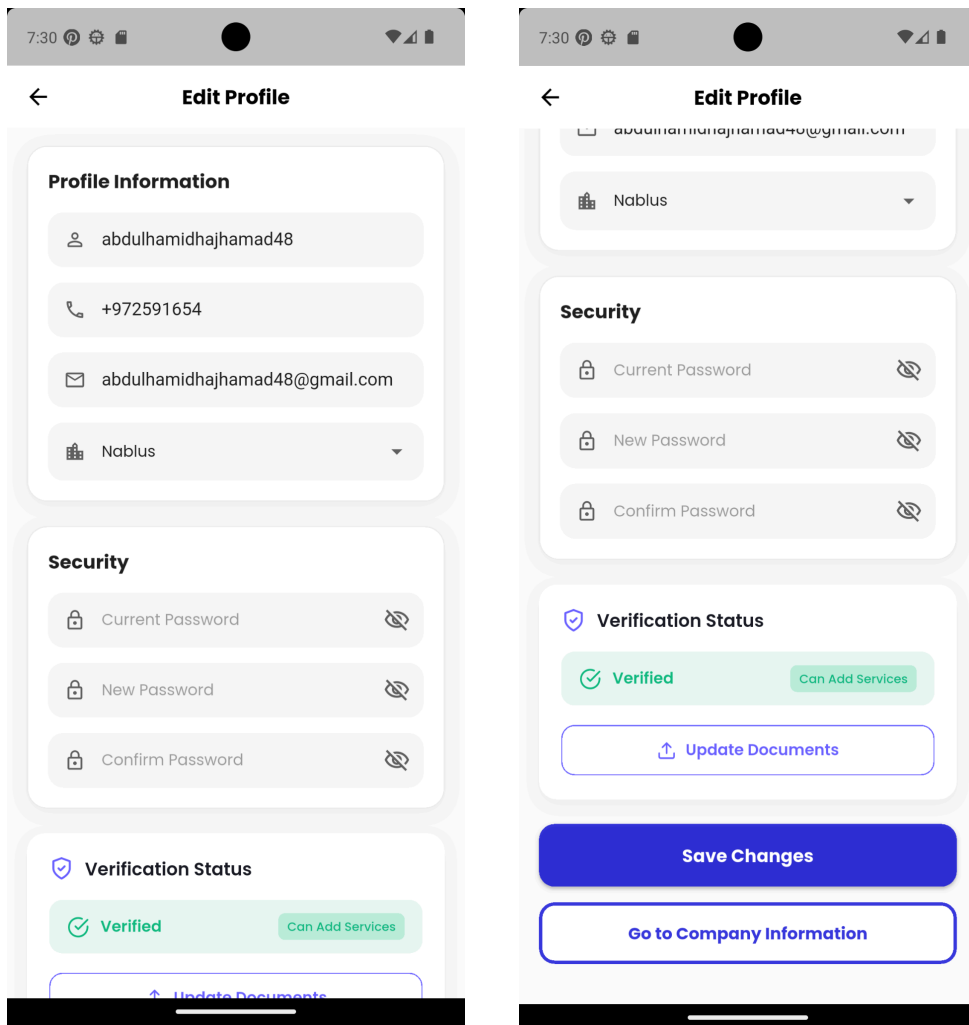
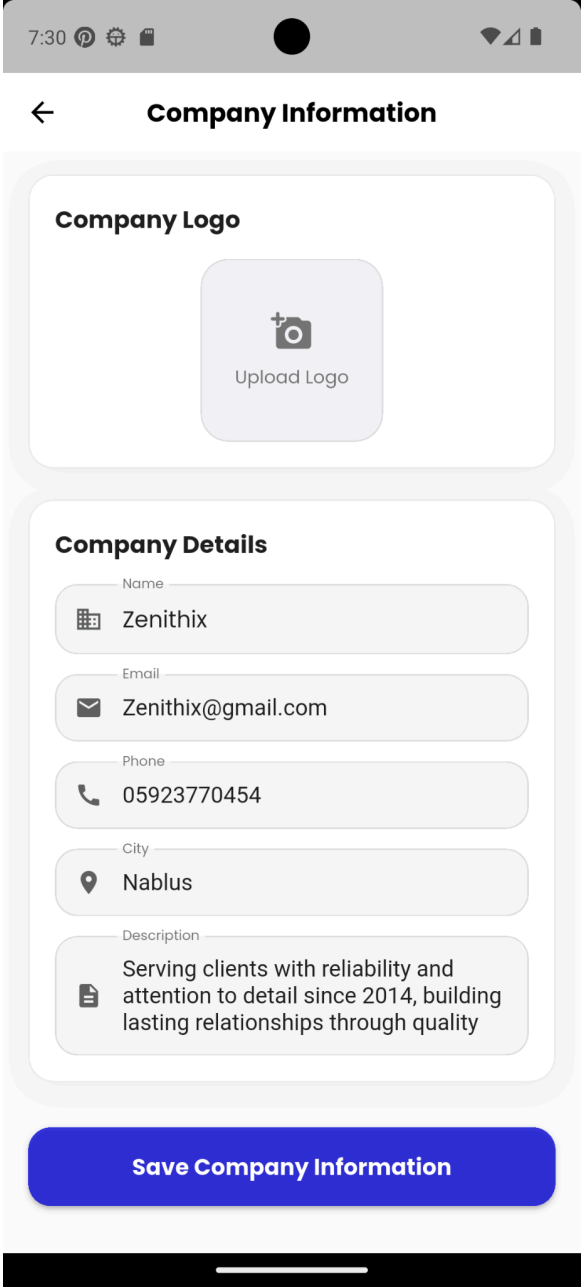


Figure 24: Edit Provider Profile

The Company Information screen is used to manage business details. This includes uploading or updating the company logo and editing company name, contact email, phone number, city, and a short description. Any changes can be saved to keep the company profile accurate and up to date for customers

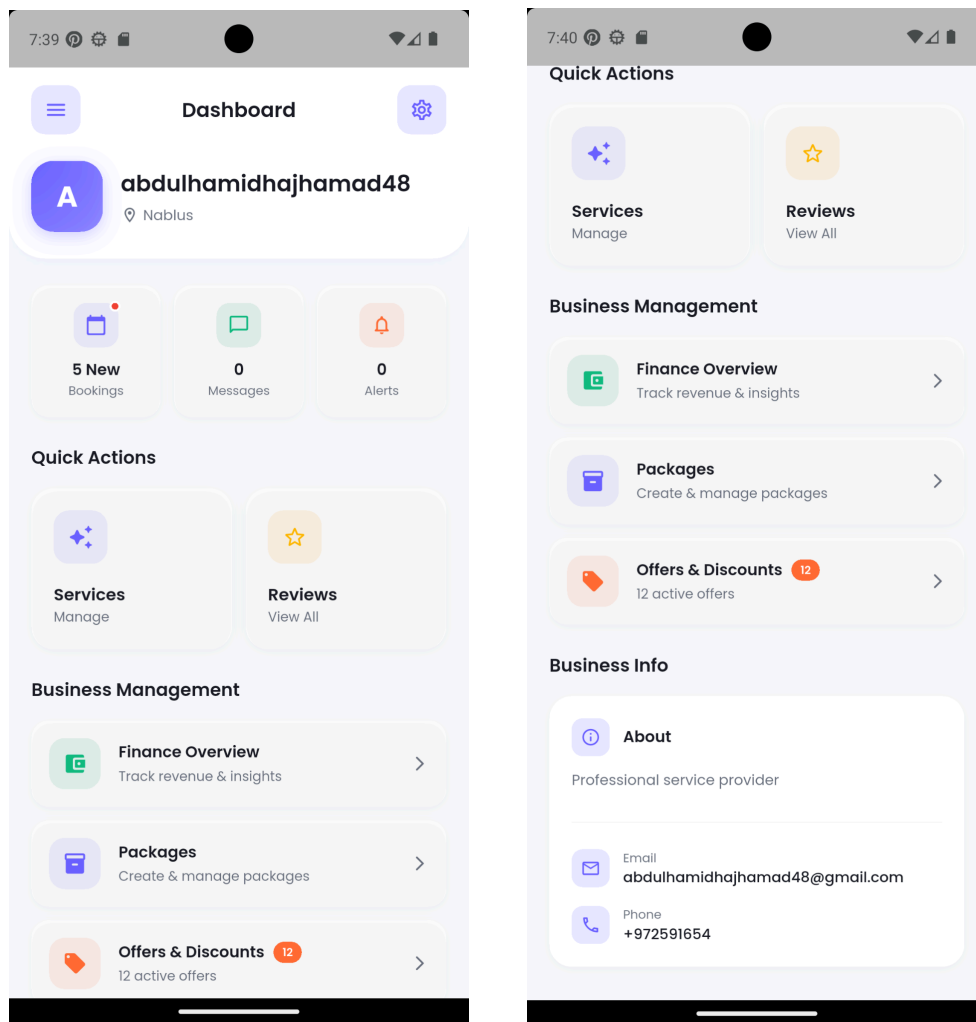
Figure 25: Edit Provider Profile



3.4.3 Home Screen (Provider Dashboard)

The Home Screen serves as the main dashboard for the service provider. It displays the provider's profile information at the top, followed by a summary of key activities such as bookings, messages, and alerts. Quick Actions allow fast access to managing services and viewing reviews. The Business Management section provides tools for finance tracking, package management, and offers or discounts. At the bottom, the Business Info section shows essential company details, including the description and contact information.

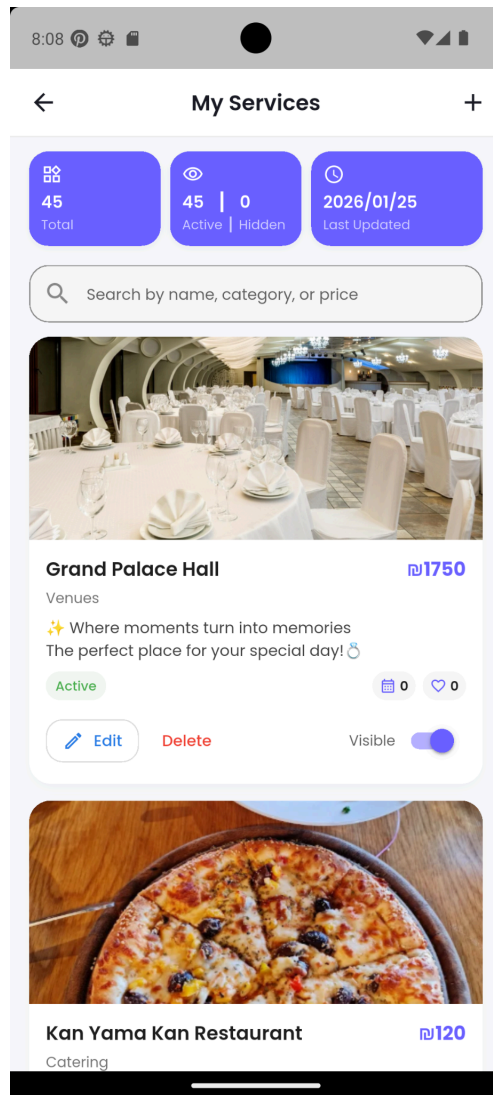
Figure 26: Provider Dashboard



3.4.4 Service Management

This page displays all services added by the provider. At the top, it shows a summary of the total number of services, the number of active and hidden services, and the date of the last update. The provider can add a new service using the plus (+) icon. Services can be created and kept hidden (not visible to users) until the provider decides to make them visible. Each service card allows the provider to edit, delete, or toggle visibility, giving full control over service management.

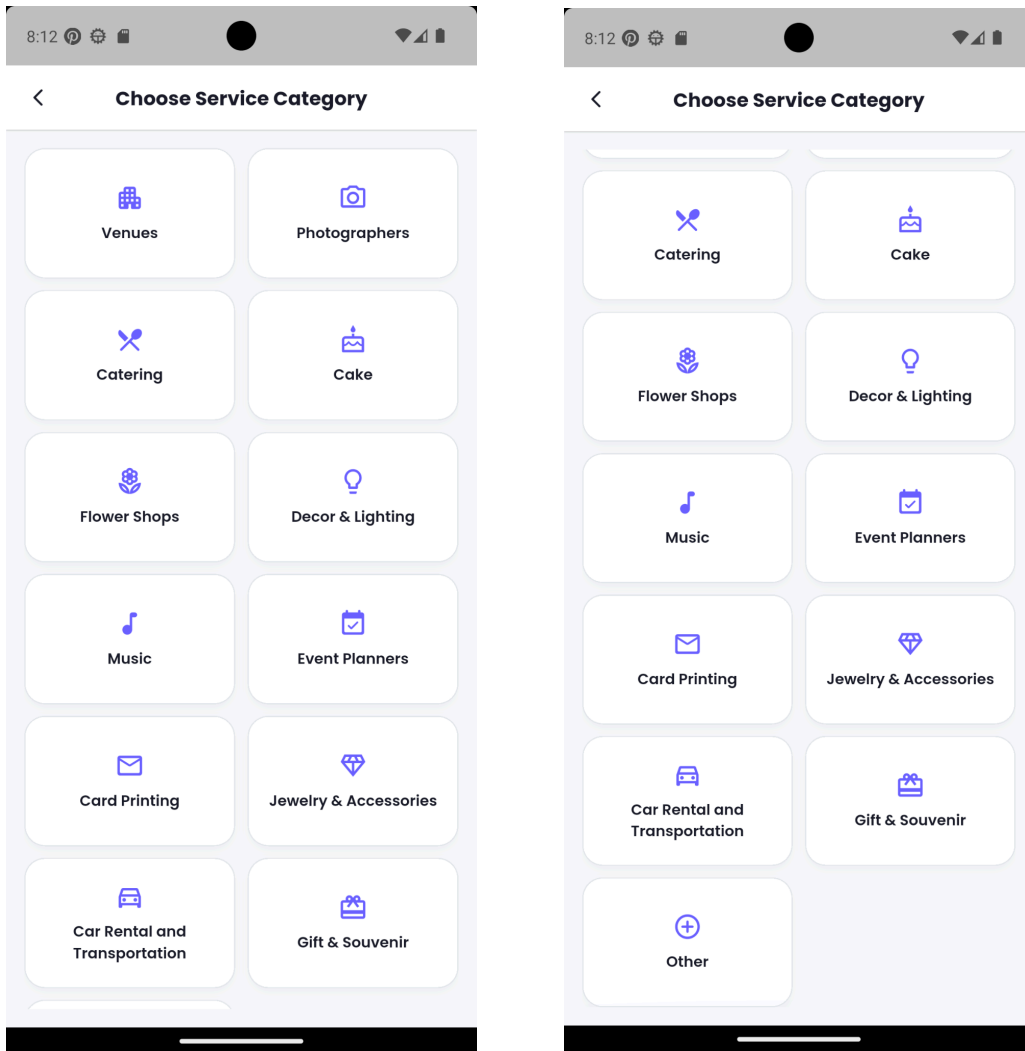
Figure 27: Provider Services Overview



3.4.5 Service Category

When adding a new service, the provider must select one category from the predefined 12 service categories displayed on this screen. These categories were carefully designed to cover the most common and essential wedding-related services, ensuring clear organization and easier discovery for customers. If a service does not fit into any of the available categories, an “Other” option is provided. This allows the provider to still add the service without restriction, ensuring flexibility while maintaining a structured and organized system.

Figure 28: Service Categories Selection



3.4.6 Booking Type

In addition to dividing services into 12 main categories, the system further classifies them based on booking types. Each booking type has its own reservation flow, required information, and user interface, ensuring that every service is handled in a way that matches how it is offered in real life.

1. Hourly Booking

This type is used for time-based services such as Venues, Photographers, Music, and Event Planners. The provider sets an hourly price and available time slots, and customers book the service based on the required number of hours.

2. Full-Day Booking

This type applies to services booked for an entire day, such as Decor & Lighting and Car Rental. The booking is made for a specific date, with a fixed daily price and simplified availability selection.

3. Capacity Booking

This type is designed for services priced according to quantity or number of guests, such as Catering and Cake services. The customer selects the required capacity (e.g., number of people or items), and the total price is calculated accordingly.

4. Showcase Your Products

This type is used for product-based services such as Flower Shops, Jewelry & Accessories, Card Printing, and Gift & Souvenir. Providers showcase their products in a catalog-style view, allowing customers to browse items and request or order them without time-based booking.

Hourly Booking

The Hourly Booking type is designed for services that are booked based on time, such as venues, photographers, music providers, and event planners.

In this type, the provider is required to define several key details to ensure accurate scheduling and pricing.

First, the provider enters the service name and a clear description explaining what the service offers. For venue-related services, the provider selects the venue type (indoor or outdoor) and specifies the maximum capacity, helping customers choose based on guest count.

Next, the provider sets availability, including working days and working hours. This determines when the service can be booked. The provider also defines the service duration, specifying the minimum and maximum number of hours a customer can book. Optional break times between bookings can be added to manage daily capacity and avoid overlaps.

The service location is then configured, where the provider chooses whether the service has a fixed location or whether they go to the client. If fixed, the address, city, and optional map coordinates can be added.

For pricing, the provider sets the price per hour, with an optional discount. The system automatically calculates the final price.

The provider can also upload a gallery (photos or videos) to showcase the service, add additional information such as equipment or setup details or links, and control whether the service is visible in search or temporarily hidden.

Once all required fields are completed, the service can be saved and becomes available for customers to book by the hour based on the defined rules.

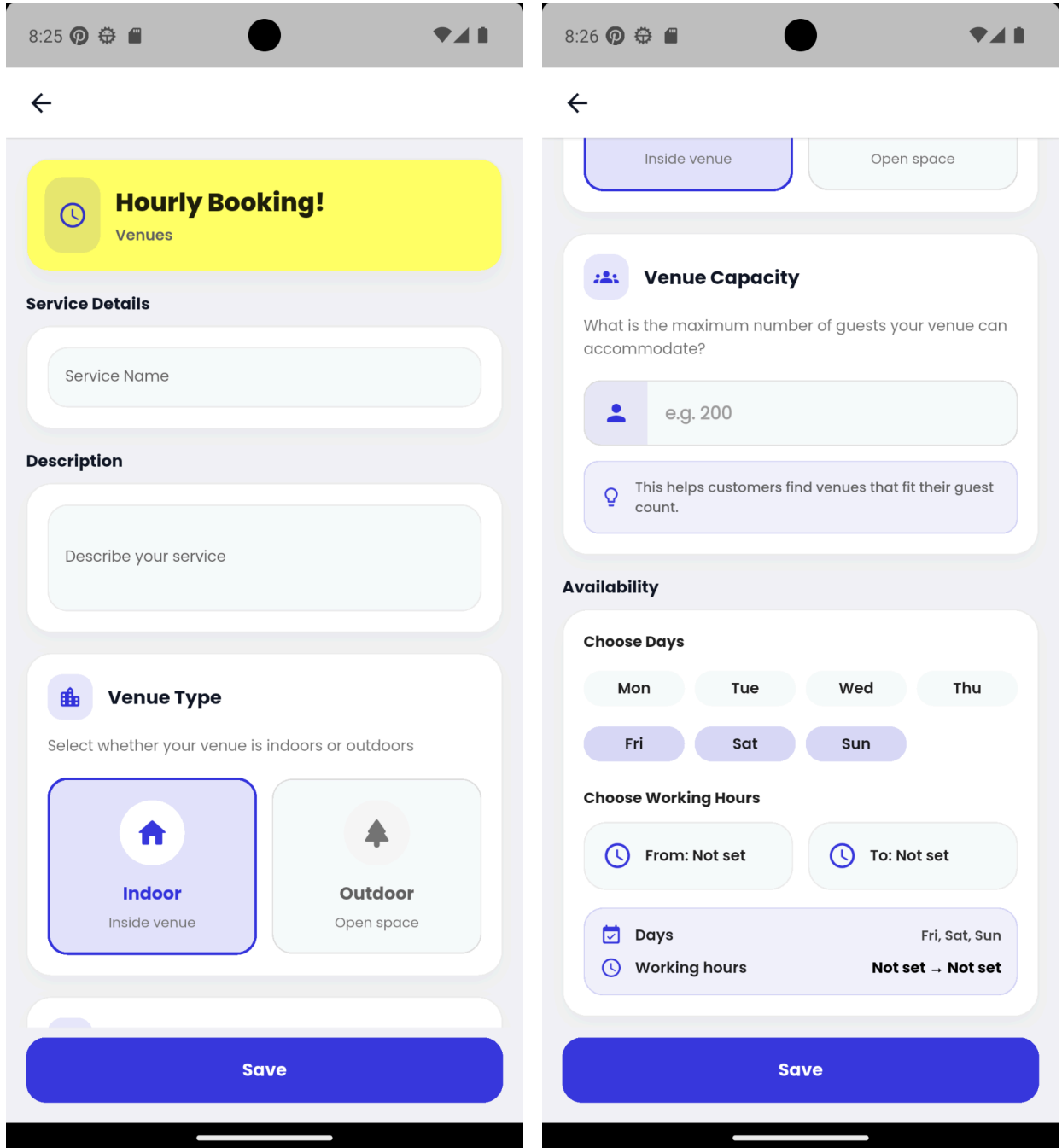


Figure 29: Hourly Booking (1)

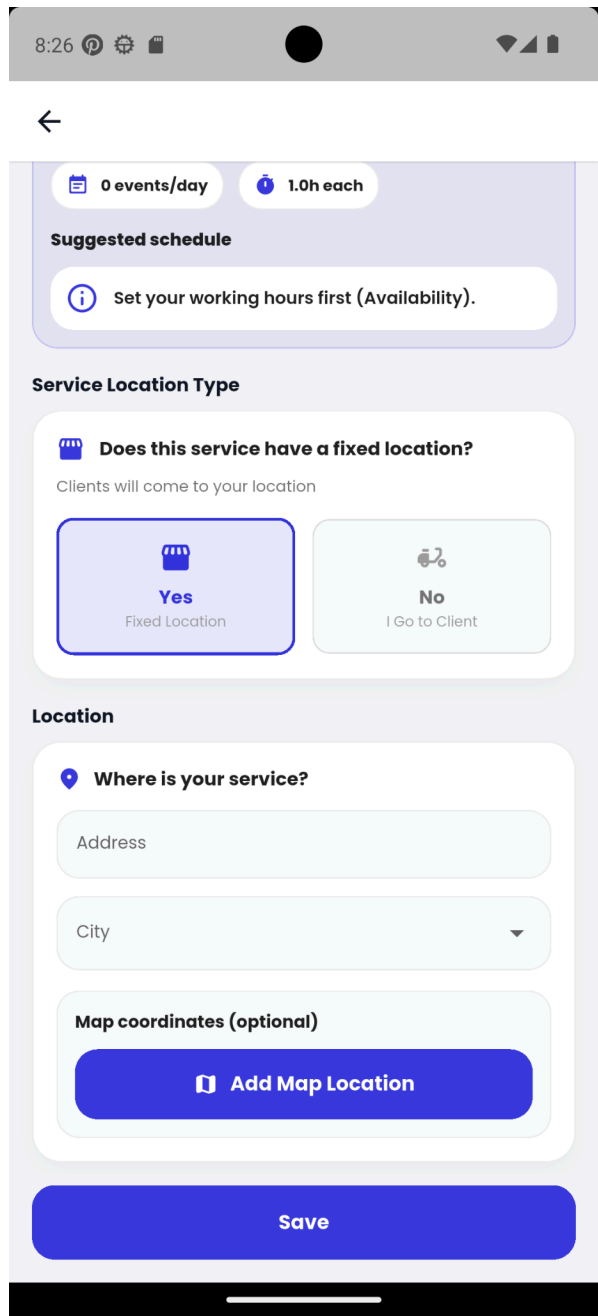
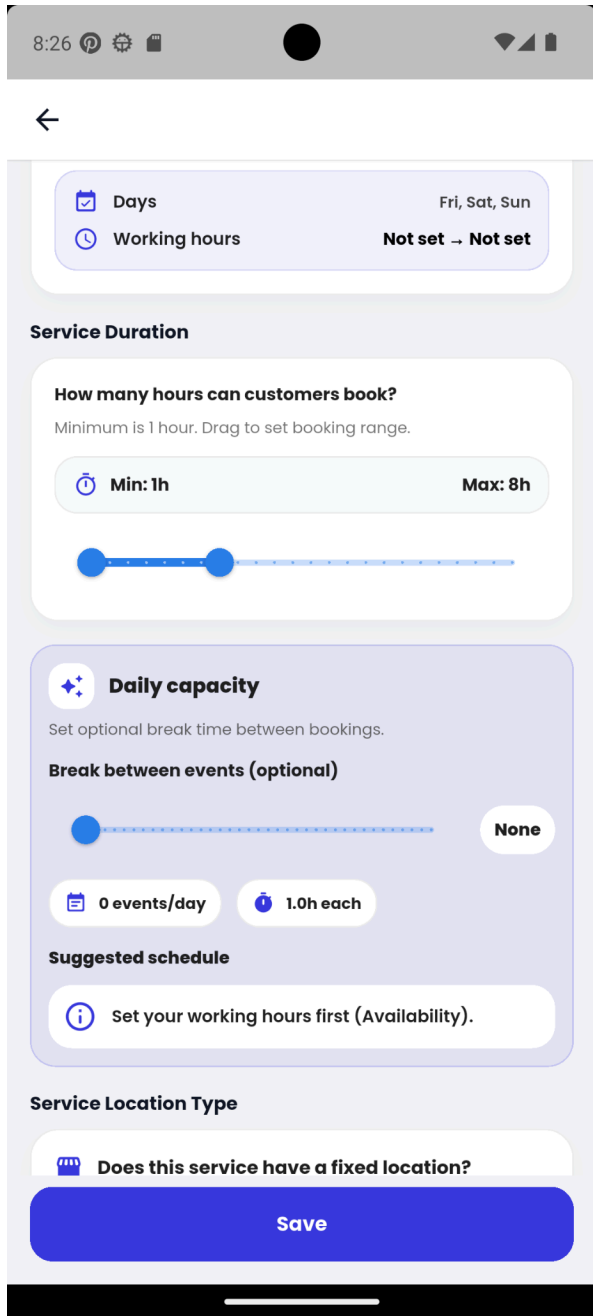


Figure 30: Hourly Booking (2)

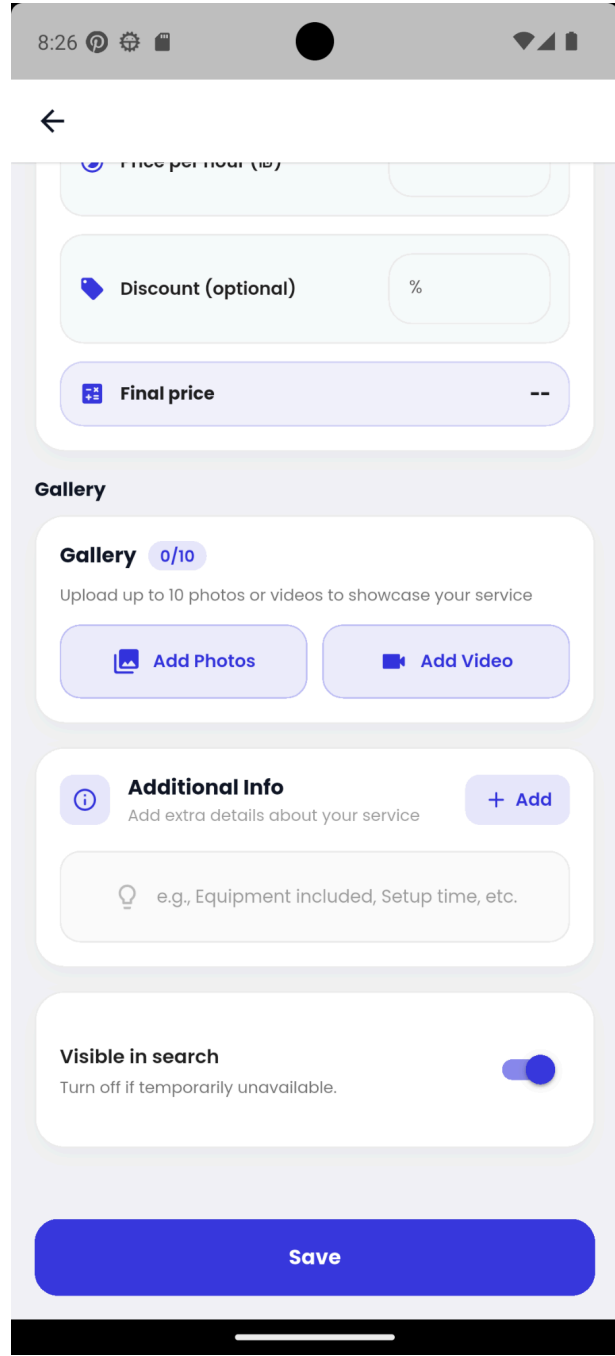
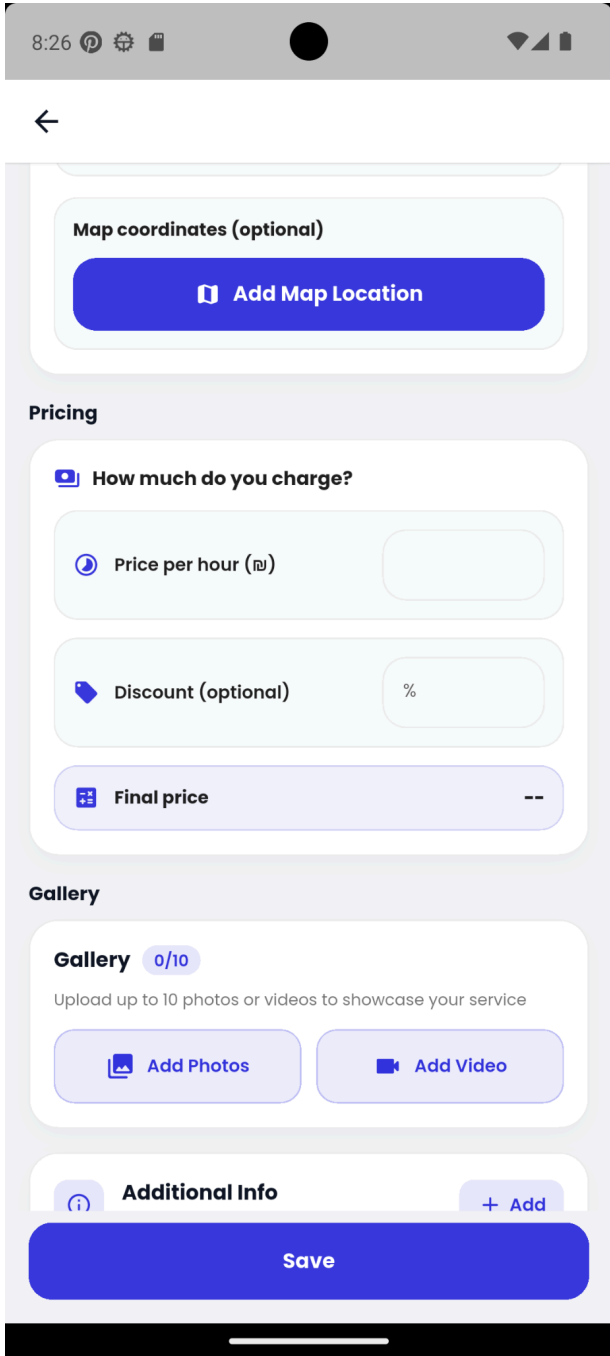


Figure 31: Hourly Booking (3)

Full-Day Booking

The Full-Day Booking type is designed for services that are booked for an entire day rather than by the hour, such as Car Rental & Transportation and Decor & Lighting.

In this booking model, the provider first enters the service name and a clear description explaining what is included in the full-day service.

The provider then sets availability by selecting the working days. Unlike hourly booking, the time is automatically considered all day, which simplifies the booking process for both sides.

Next, the service location type is defined, where the provider chooses whether the service has a fixed location (clients come to the provider) or if the provider goes to the client, along with optional map coordinates for accuracy.

In the pricing section, the provider sets a price per day, with an optional discount. The system automatically calculates and displays the final price after discount.

Additional rules specific to full-day services are also included, such as setting the maximum number of events per day, ensuring the provider is not overbooked.

Finally, the provider can upload a gallery (photos or videos), add additional information (such as conditions or included equipment), and control whether the service is visible in search. Once saved, the service becomes available for customers to book as a full-day experience.

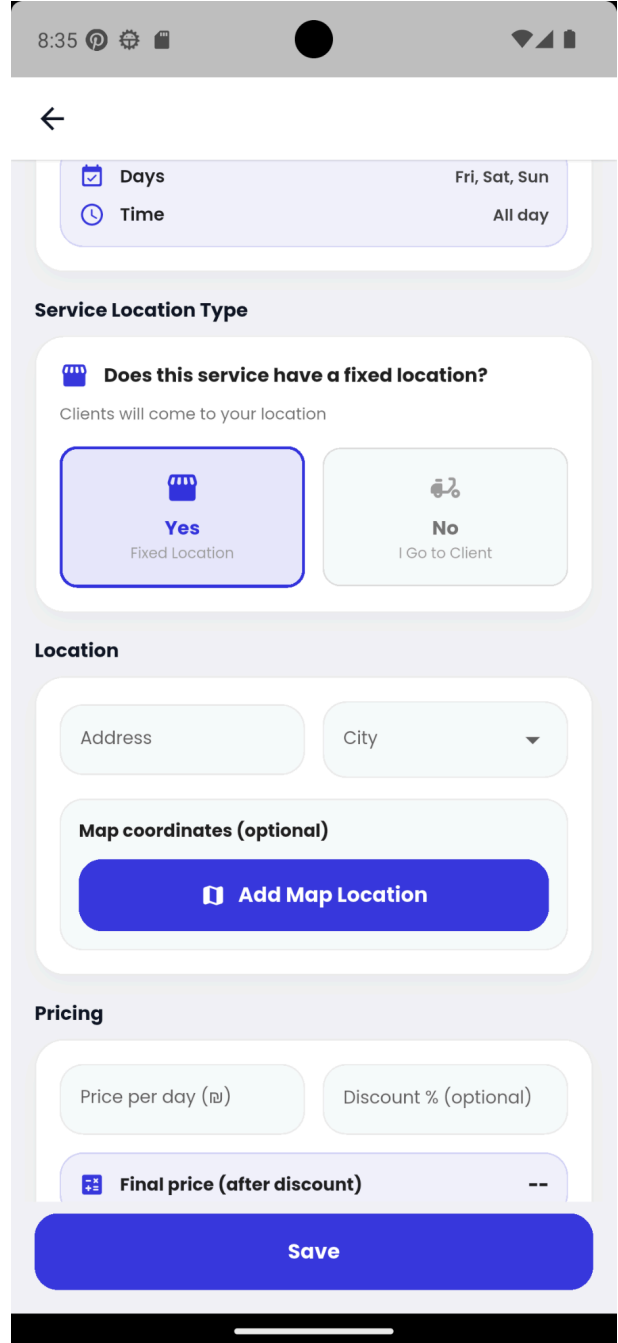
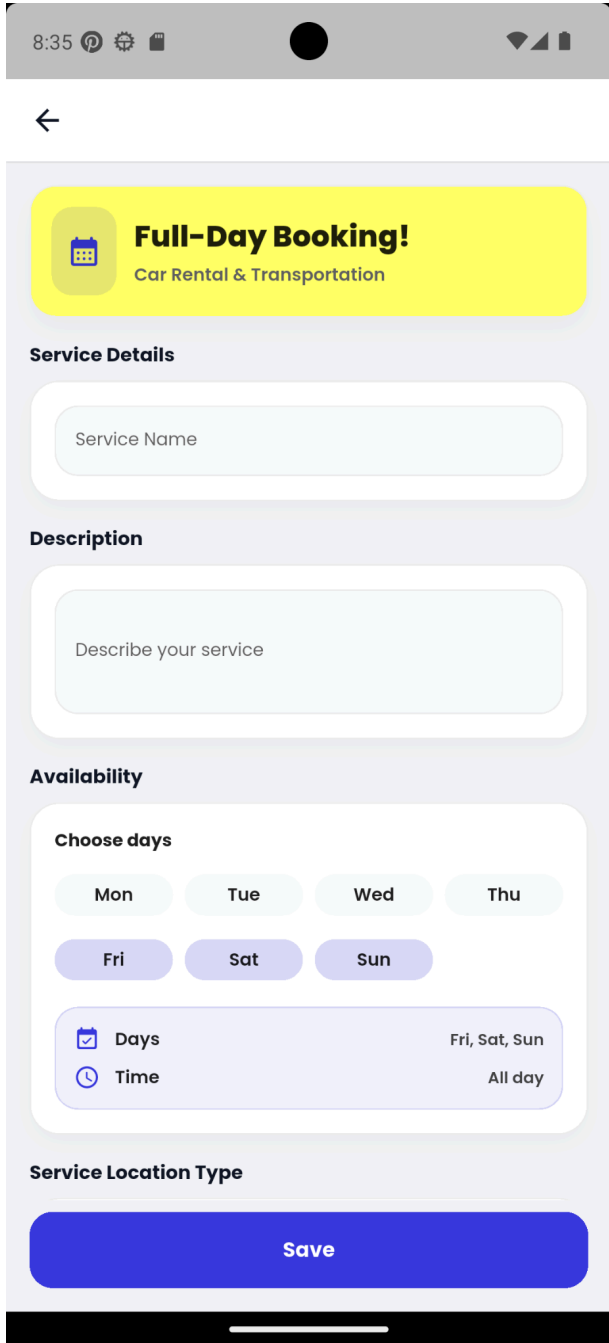


Figure 32: Full-Day Booking (1)

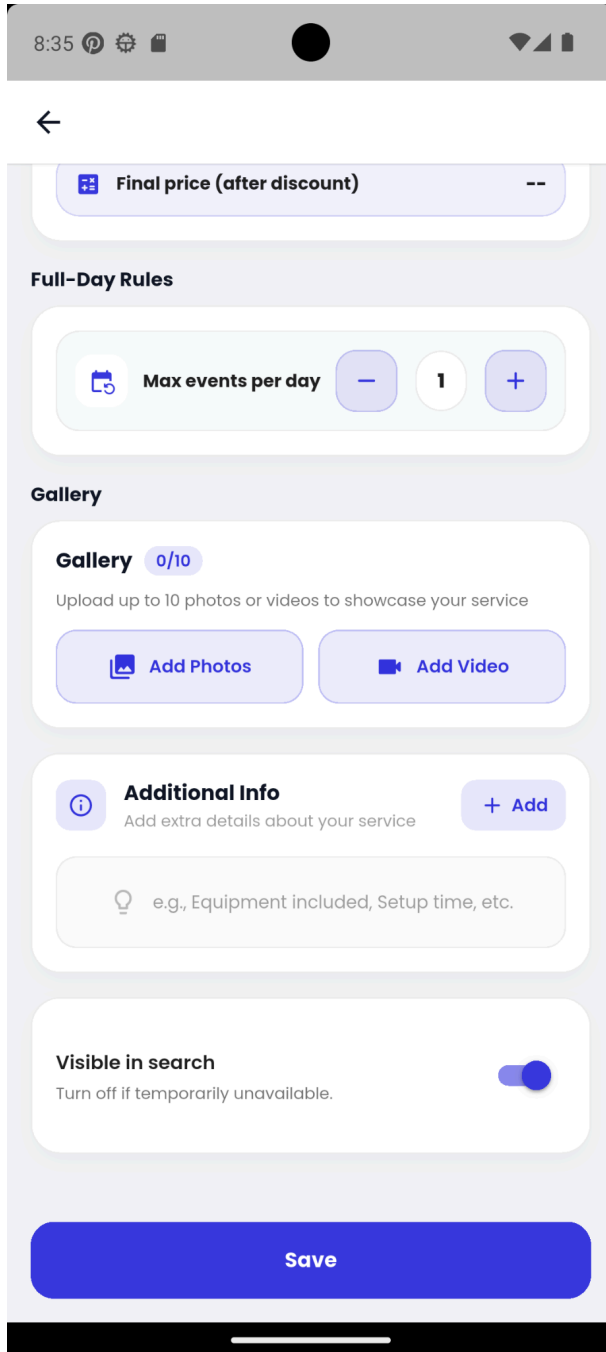


Figure 33: Full-Day Booking (2)

Capacity Booking

Capacity Booking is designed for services that depend on quantity rather than time, such as catering and cake services. In this booking type, the price is calculated based on the number of people or the number of pieces, not by hours or days.

The provider starts by entering the service name and a short description to explain what the service includes. After that, the provider selects the available days on which the service can be booked, allowing customers to know when the service is offered.

Next, the provider chooses the service location type. This can be either a fixed location, where clients come to the provider, or a mobile service where the provider goes to the client. If the service has a fixed location, the provider adds the address and can optionally set the map location.

The most important part in Capacity Booking is setting the capacity and price. The provider chooses whether the service is charged per person, which is commonly used for catering, or per piece, which is usually used for cakes. The provider then defines the maximum number of people or items that can be handled, enters the price, and can optionally add a discount. The system automatically calculates the final price based on these values.

To showcase the service, the provider can upload up to 10 photos or videos in the gallery. Additional information such as included items or special notes can also be added. Finally, the provider controls whether the service is visible in search or temporarily hidden. This gives full flexibility to manage availability and visibility.

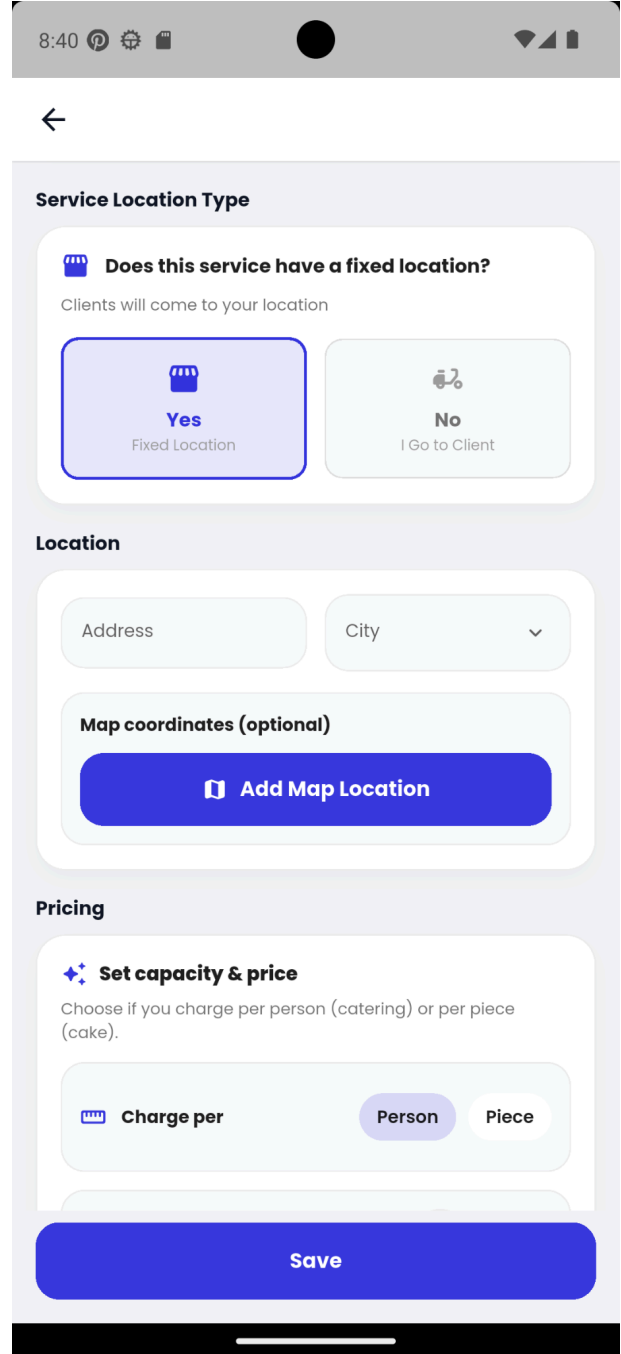
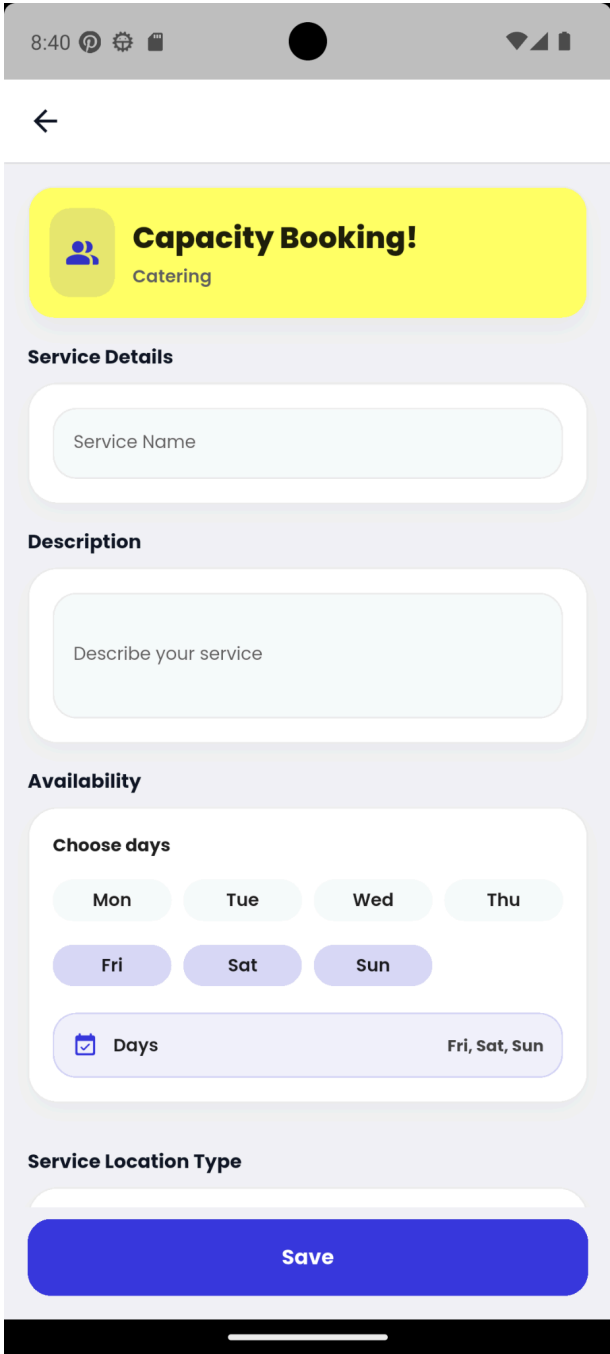
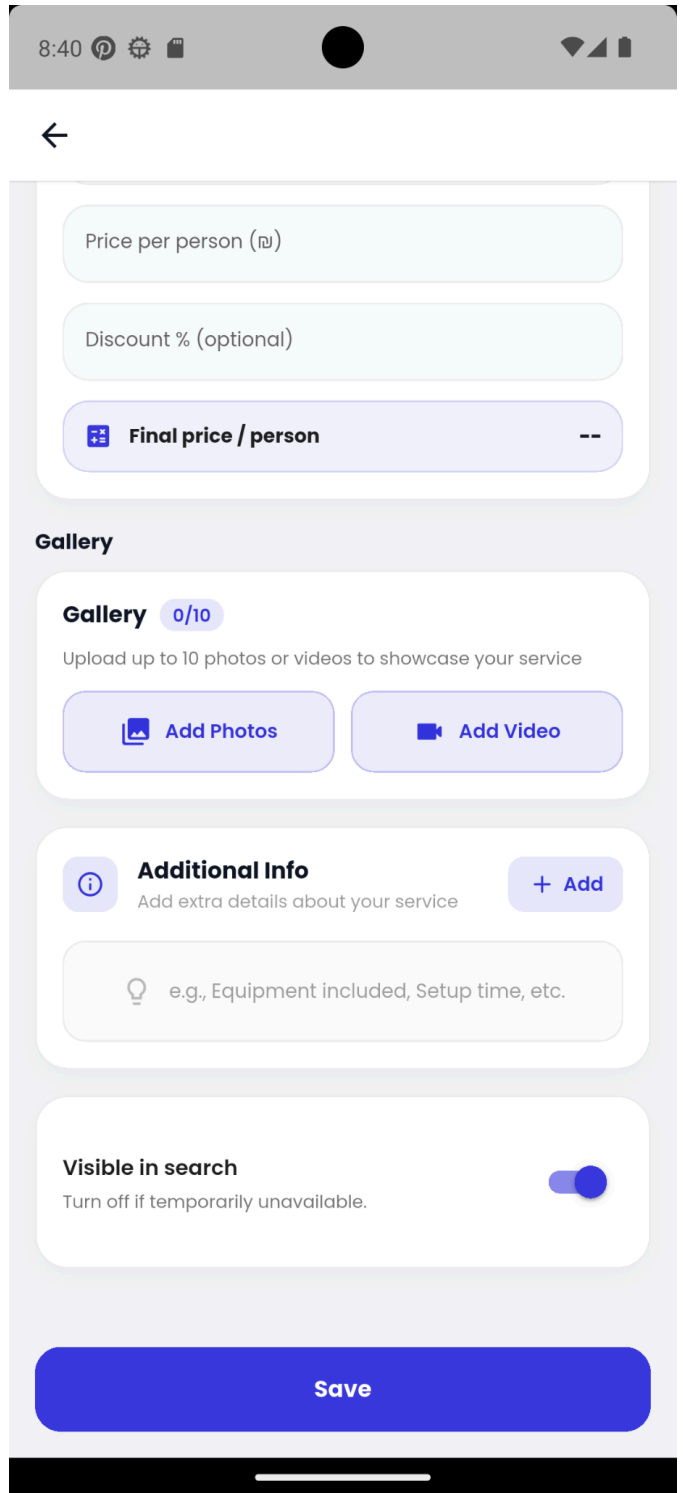
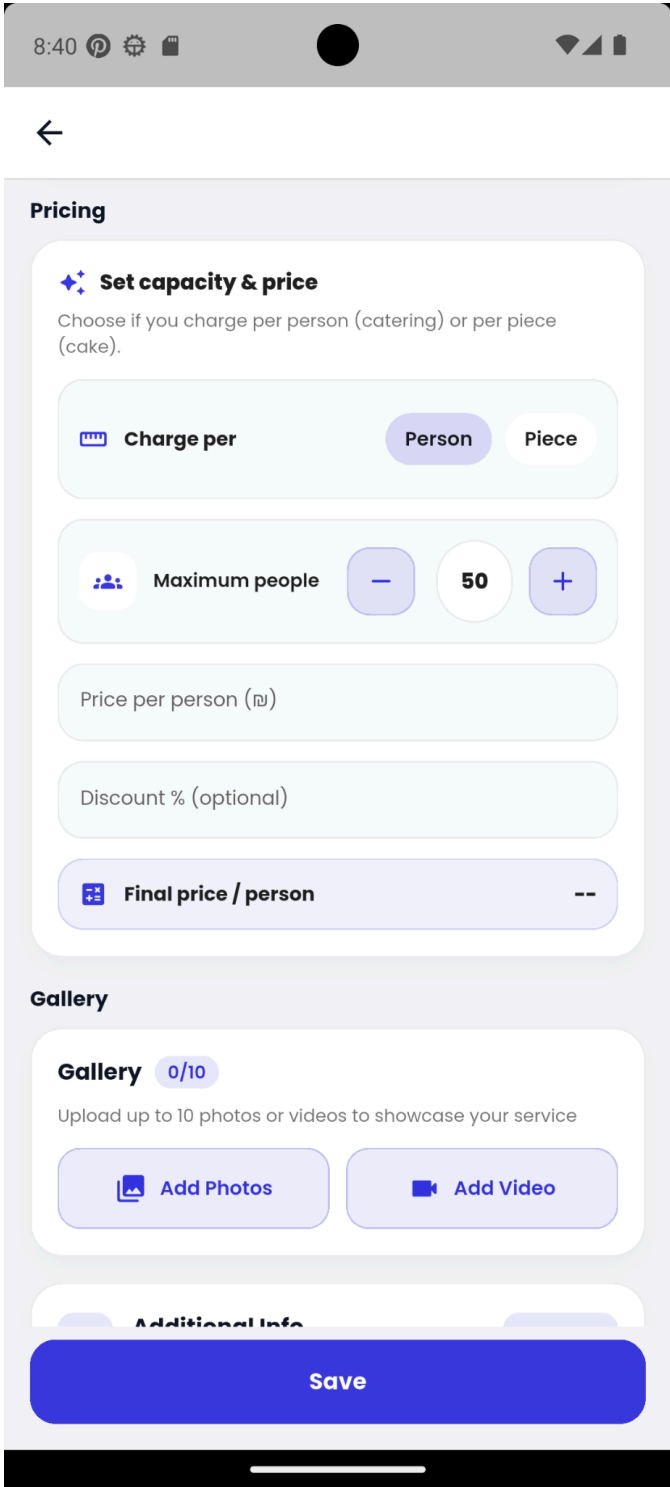


Figure 34: Capacity Booking



Showcase Your Products

Showcase Your Products is designed for vendors who want to display their products without direct online booking. This type of listing is mainly for visibility, allowing customers to browse products such as flowers, gifts, jewelry, or printed items, and then contact the vendor directly for pricing and orders. The notice at the top clearly explains that this listing is for display only, so there is no in-app checkout or automatic pricing calculation.

In this section, the provider starts by entering basic service details, including the shop or service name and a short description that explains what they offer. This helps customers quickly understand the type of products available and the style or specialty of the shop. A gallery is also included, where the provider can upload photos or videos to visually showcase their products, which is especially important since customers rely on visuals to make decisions.

Availability settings allow the provider to select open days, so customers know when the shop is operating. This gives clear expectations about when the vendor can be contacted or visited. The provider also chooses the location type by specifying whether they have a physical store that customers can visit, or if the service is delivery-only. If a physical store is selected, the full address and map location can be added to make it easy for customers to find the shop.

Additional information can be added to include extra details such as special notes, customization options, or any important instructions customers should know. Finally, the visibility option controls whether the service appears in search results, allowing the provider to temporarily hide the listing if needed while keeping all the information saved.

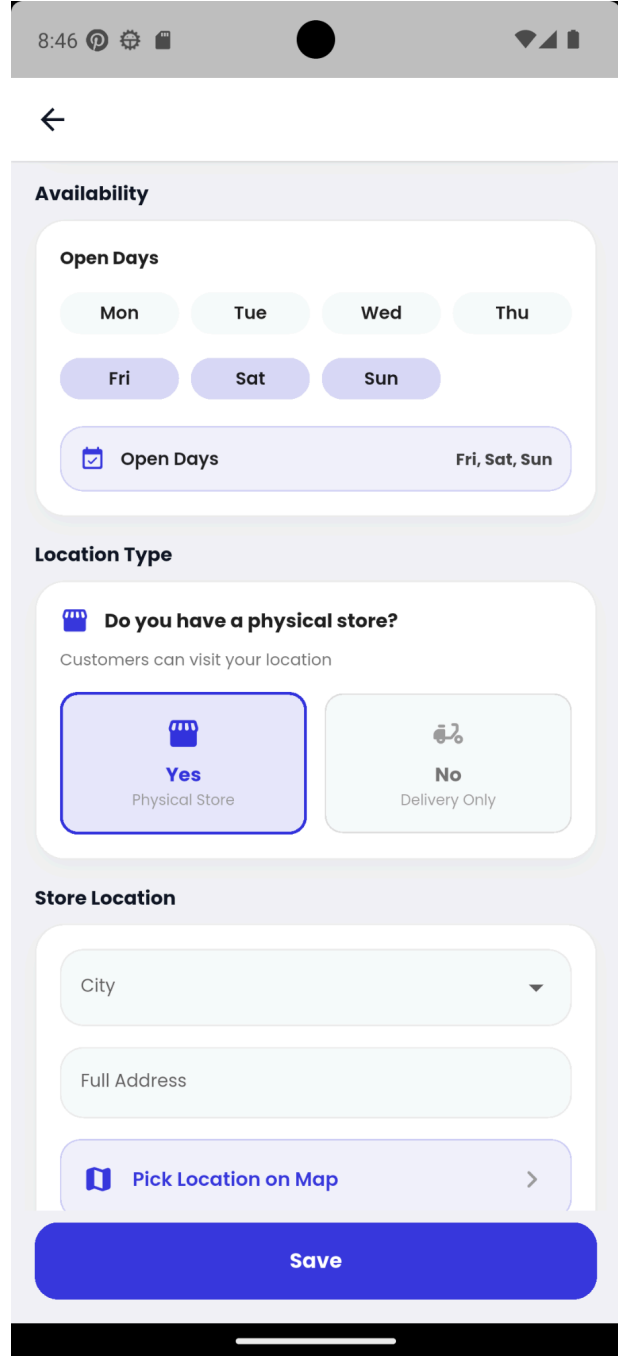
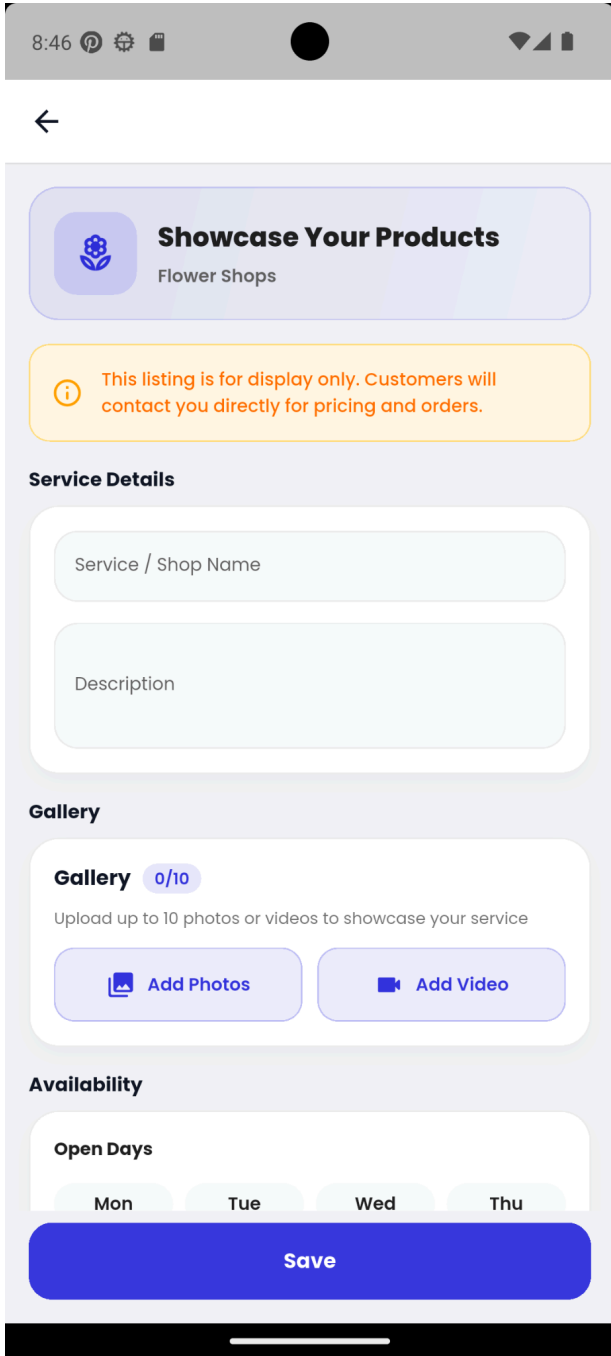


Figure 35: Showcase Your Products

3.4.7 Service Details

This screen presents the service in a clear and user-friendly way, starting with a visual gallery that showcases the venue through images and videos. It helps users quickly understand the look and atmosphere of the service before making any decision.

Below the gallery, the main service information is displayed, including the service name, category, rating, and location. The pricing section clearly shows the cost (for example, per hour), making it easy for users to understand how the service is charged.

The description section gives a short summary that reflects the service's style and purpose, followed by a detailed Service Information area. Here, users can see important booking details such as booking type, payment method, venue type (indoor or outdoor), capacity, and minimum and maximum booking duration.

Finally, the screen includes the service location shown on a map and a customer reviews section. Reviews and ratings help build trust and give users confidence before booking, while the Edit This Service button allows the provider to update the service details at any time.

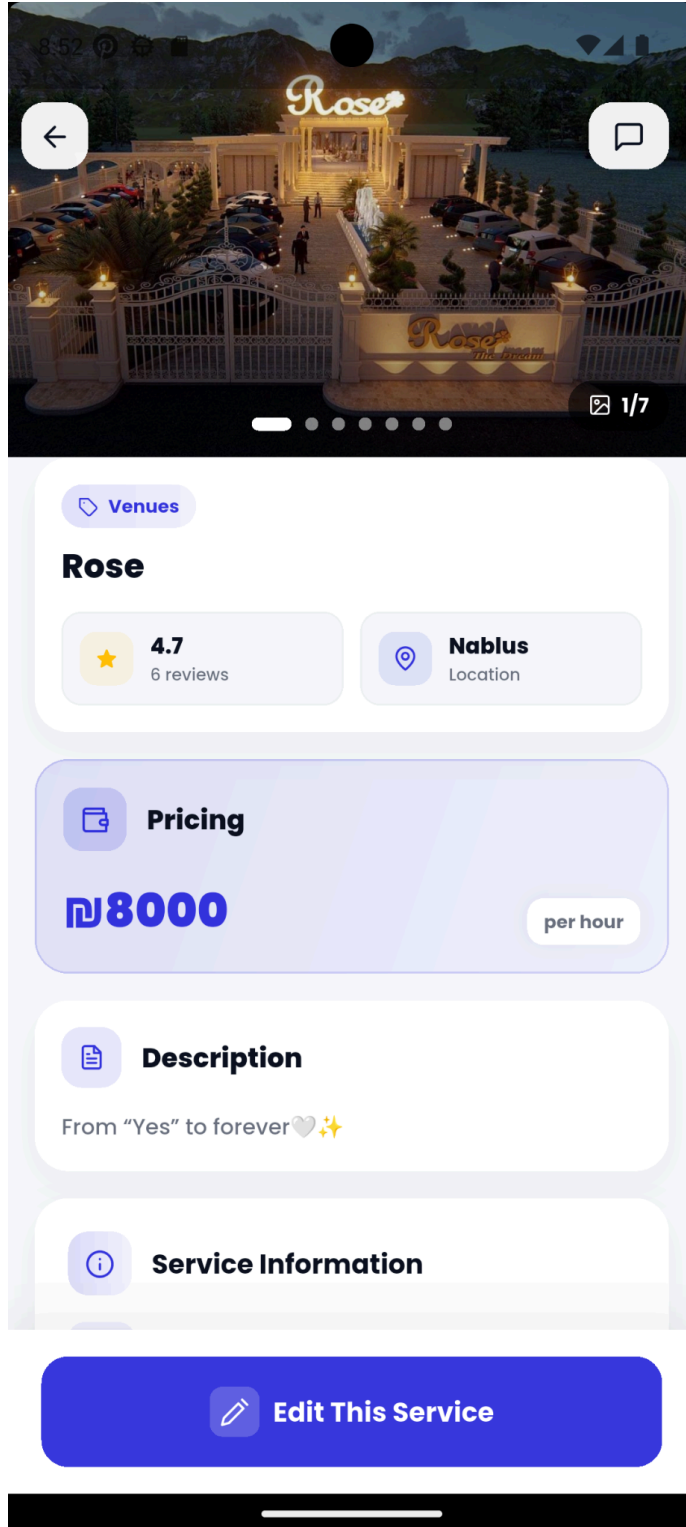


Figure 36: Service Details (1)

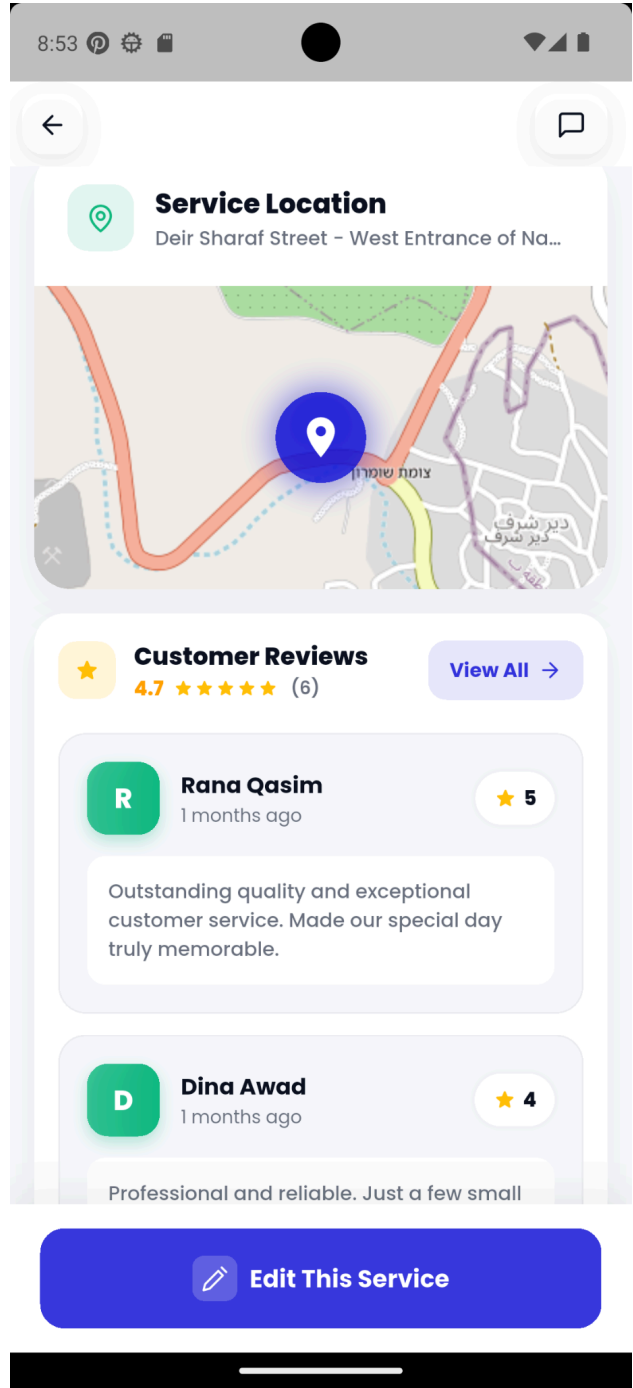
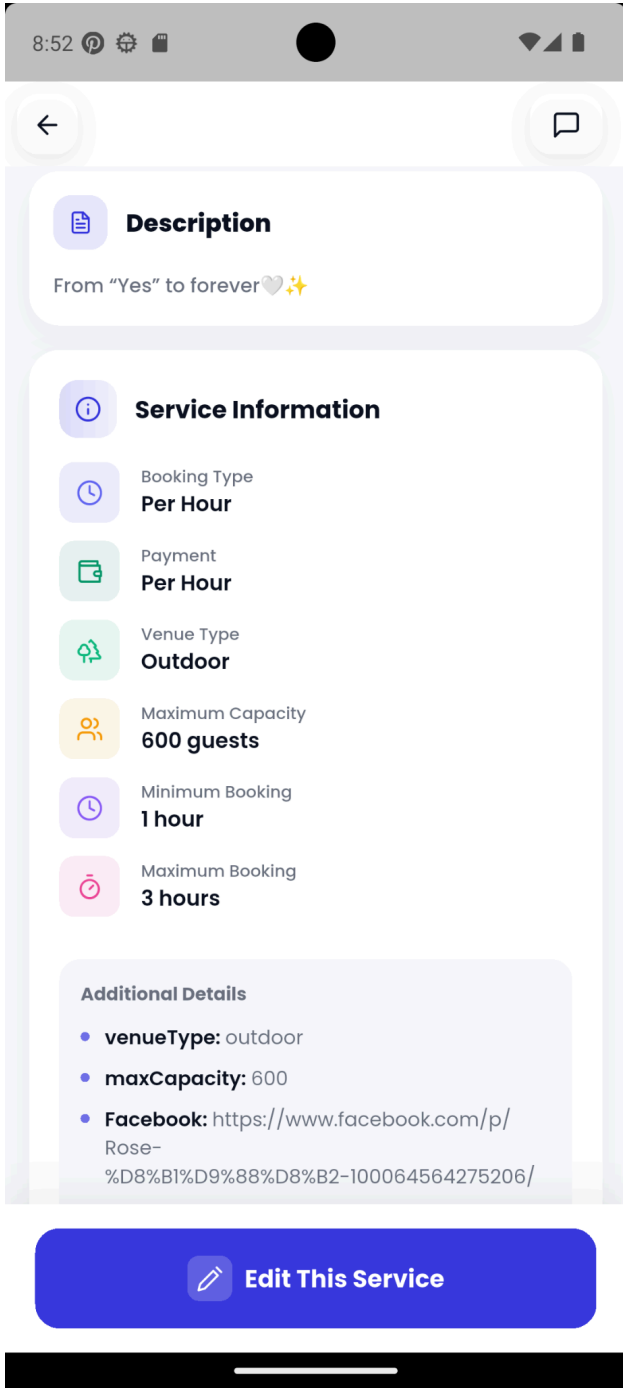


Figure 37: Service Details (2)

3.4.8 Customer Reviews & Direct Replies

Within each service, the provider can view all customer reviews along with detailed ratings and feedback. Reviews can be filtered (for example, by rating or date) to easily find specific feedback. The provider can also reply directly to each review, enabling clear and direct communication with customers, whether to thank them or address any concerns.

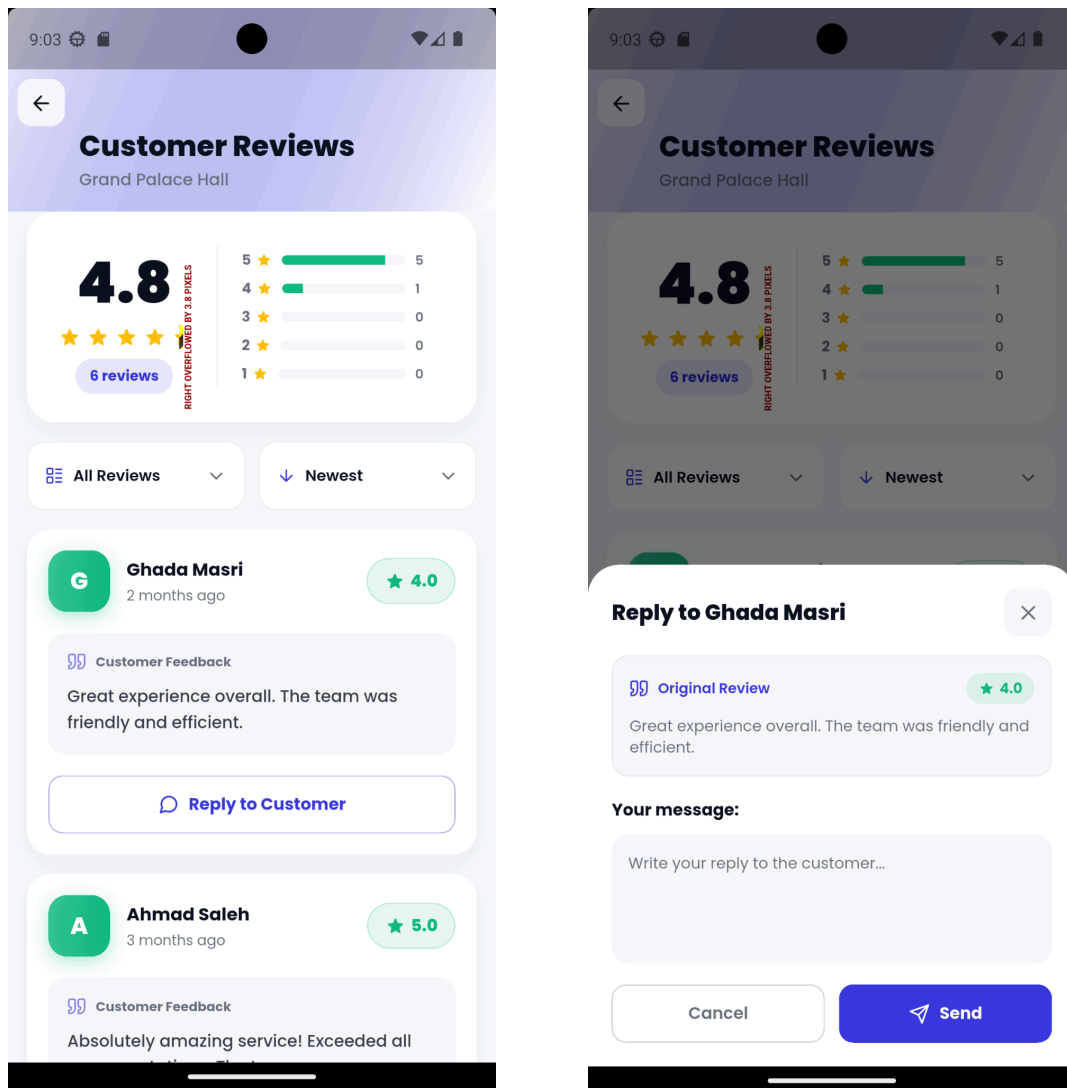


Figure 38: Customer Reviews

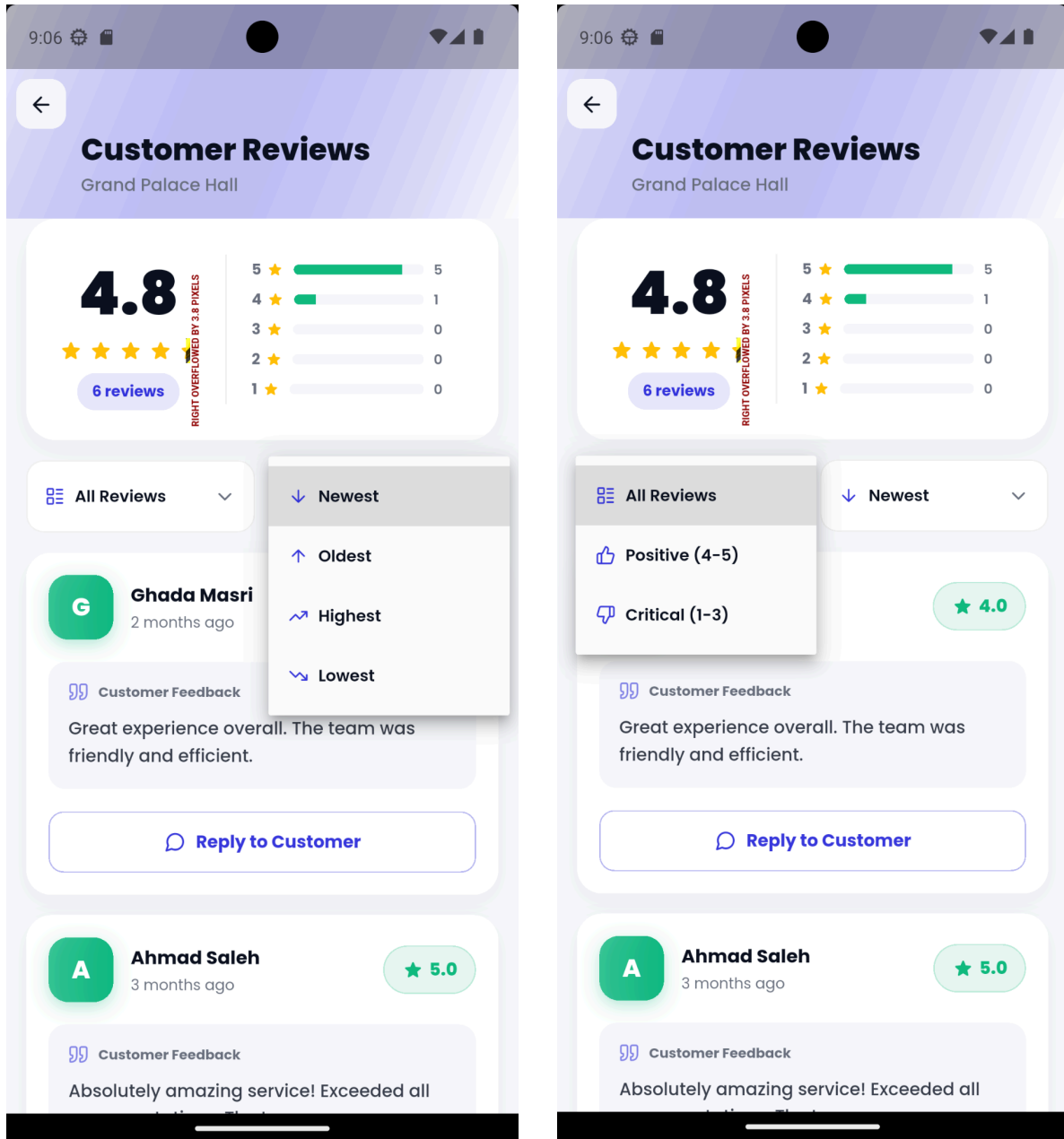
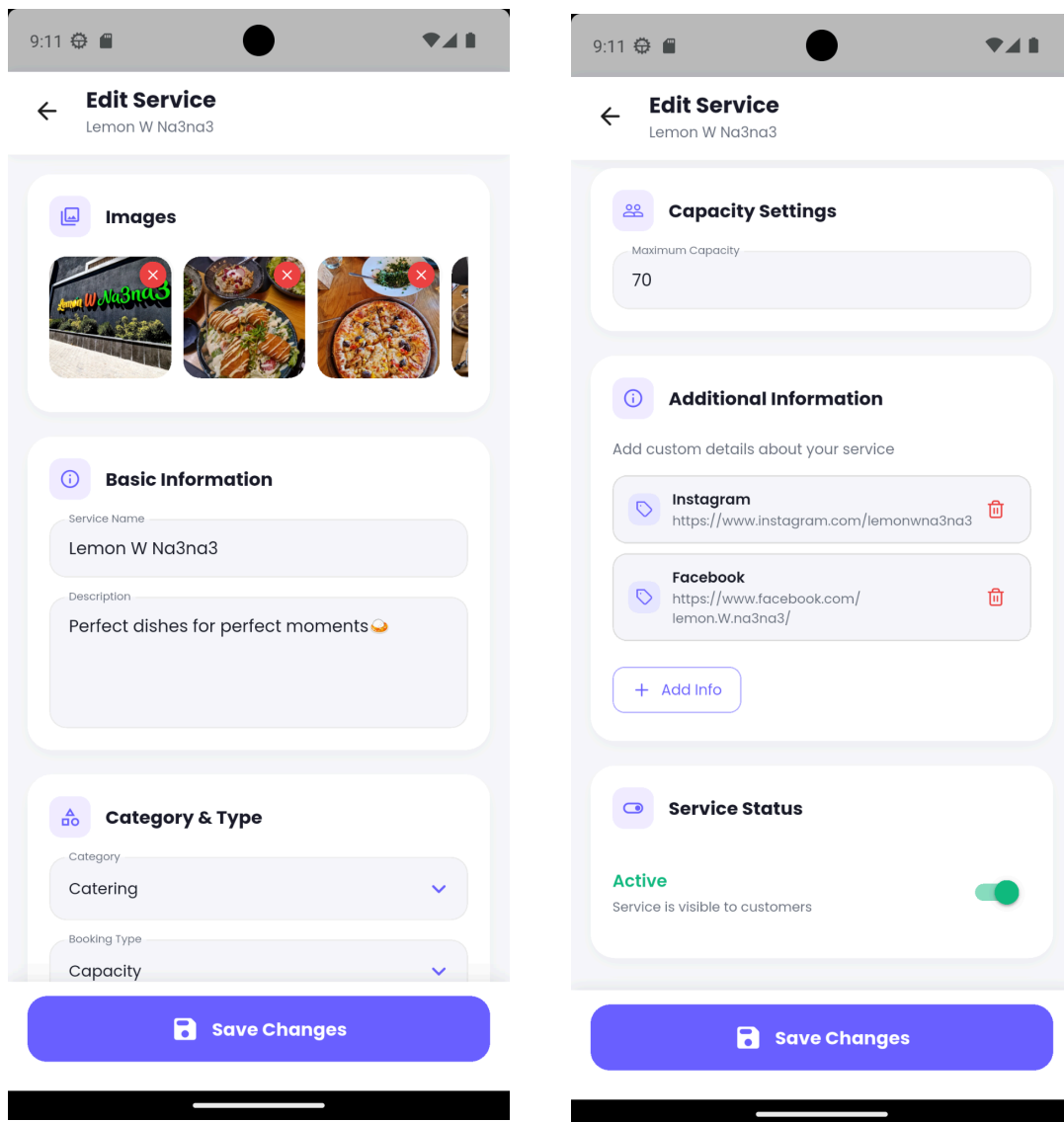


Figure 39: Filtering in Customer Reviews

3.4.9 Edit Service Details

This screen allows the provider to edit any service they have already added. From here, the provider can update service images, name, description, category, booking type, capacity settings, and additional information such as social media links. The service status can also be toggled between active and inactive, giving full control over how and when the service appears to customers.

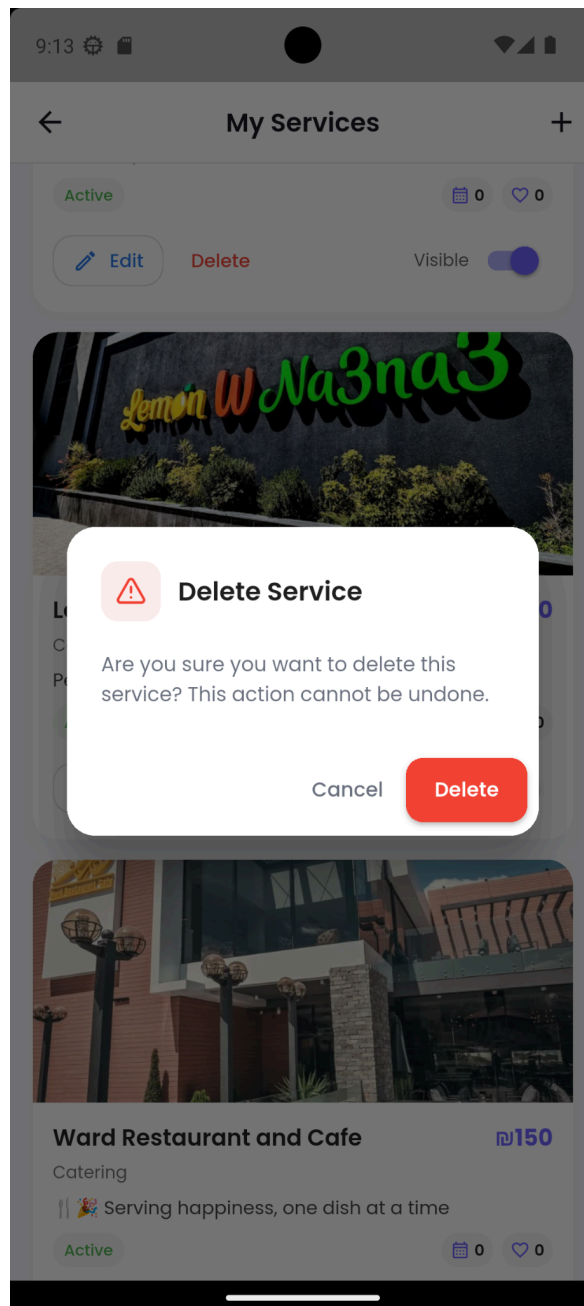
Figure 40: Edit Service Details



3.4.10 Delete Service

This confirmation screen allows the provider to permanently delete a service they have added. Before deletion, a warning message is shown to ensure the action is intentional, since deleting a service cannot be undone.

Figure 41: Delete Service



3.4.11 Reviews Hub

The Reviews Hub is a centralized section where you can view all customer reviews across all the services you've added in *Eventry*. It gives you a clear overview of your overall rating, total number of reviews, and how each individual service is performing, all in one place.

Inside the Reviews Hub, you can easily browse reviews by service and quickly understand customer satisfaction through ratings and feedback. Each service has its own review summary, making it simple to compare performance and spot strengths or areas that need improvement.

You can also interact directly with customers from this section. For every review, you have the ability to reply instantly, allowing you to thank customers, address concerns, and build stronger trust and engagement.

To make things even easier, the Reviews Hub supports filtering options. You can filter reviews by all, positive, or negative, and sort them by newest, so you can focus on the feedback that matters most at any moment.

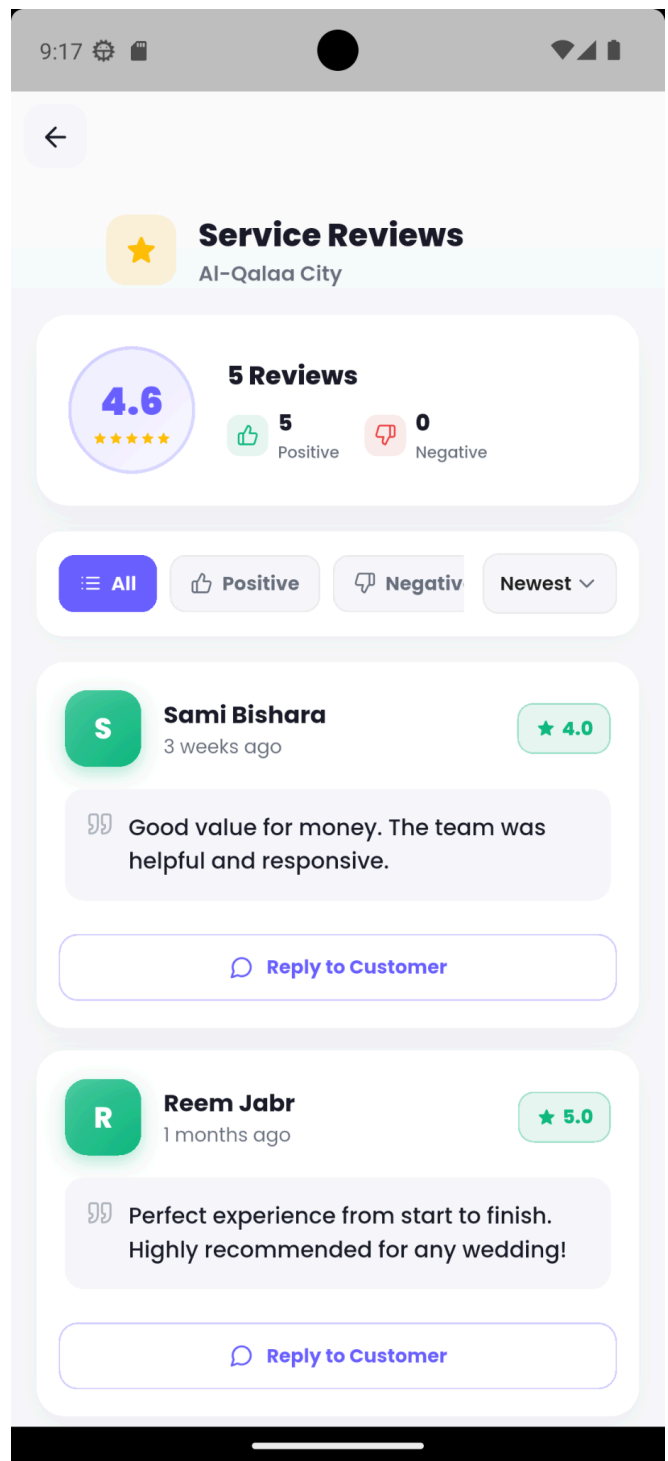
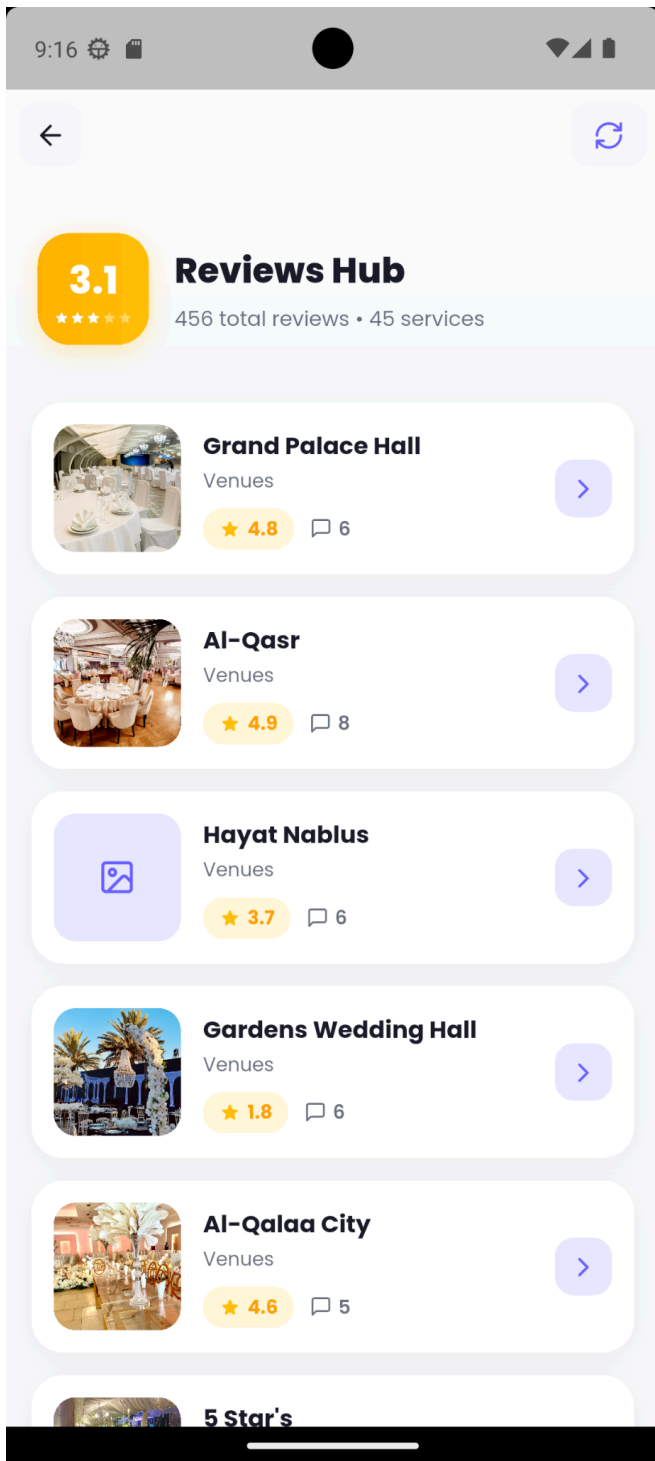
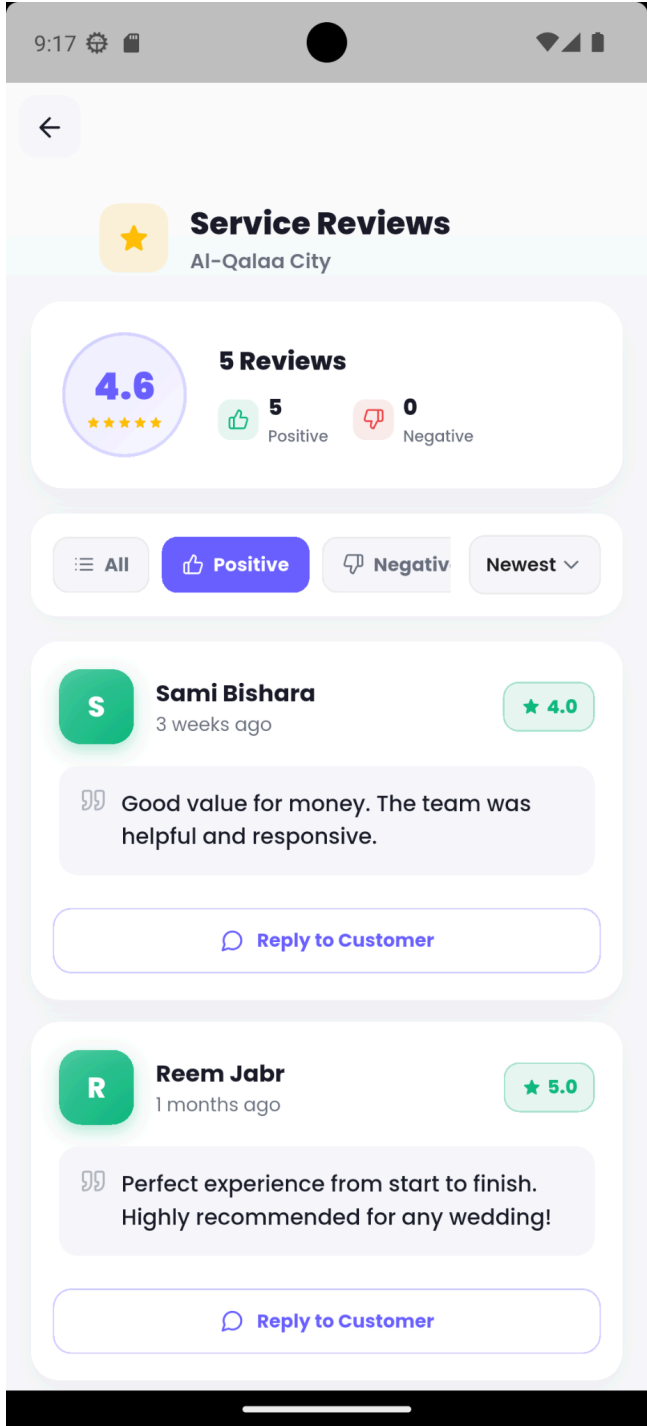
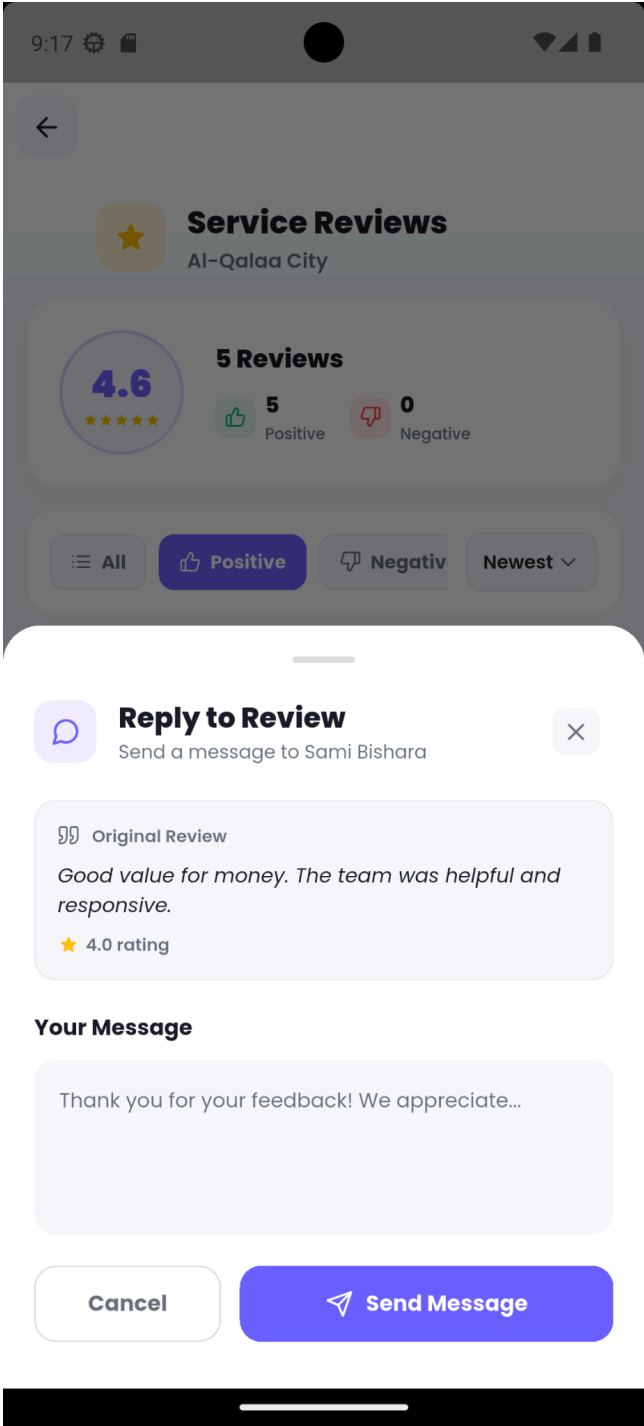


Figure 42: Reviews Hub (1)



3.4.12 Provider Booking

This page is your main dashboard for managing all bookings related to your services. It gives you a clear, organized view of every reservation, including the client name, service, date, price, and current booking status, so you can track everything easily from one place.

Bookings are divided into three clear statuses to help you understand their progress at a glance. **Confirmed bookings** mean the reservation is approved and officially scheduled with the customer. These are upcoming bookings that you should prepare for.

Completed bookings indicate that the event or service has already taken place and is finished. This section helps you review past work and keep a record of successfully delivered services.

Cancelled bookings appear when you, as the provider, cancel a reservation due to a specific reason or unexpected circumstance. This ensures transparency and keeps your booking history accurate and well-documented.

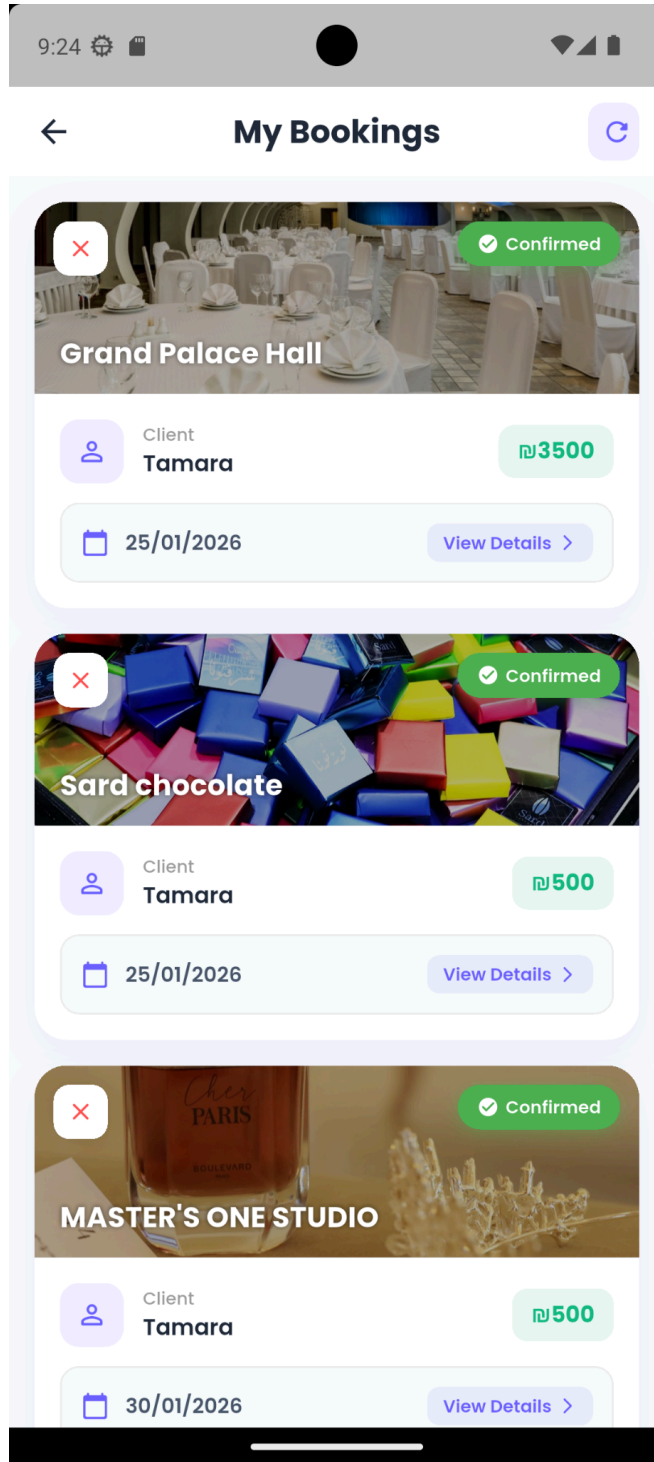


Figure 43: Bookings Dashboard

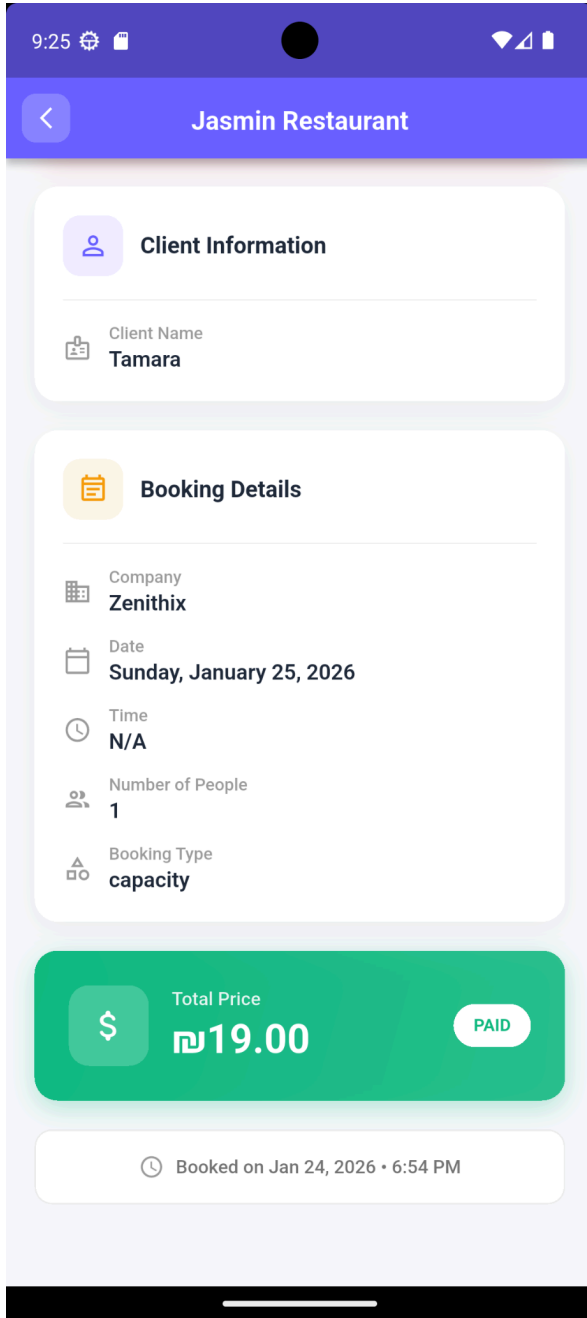
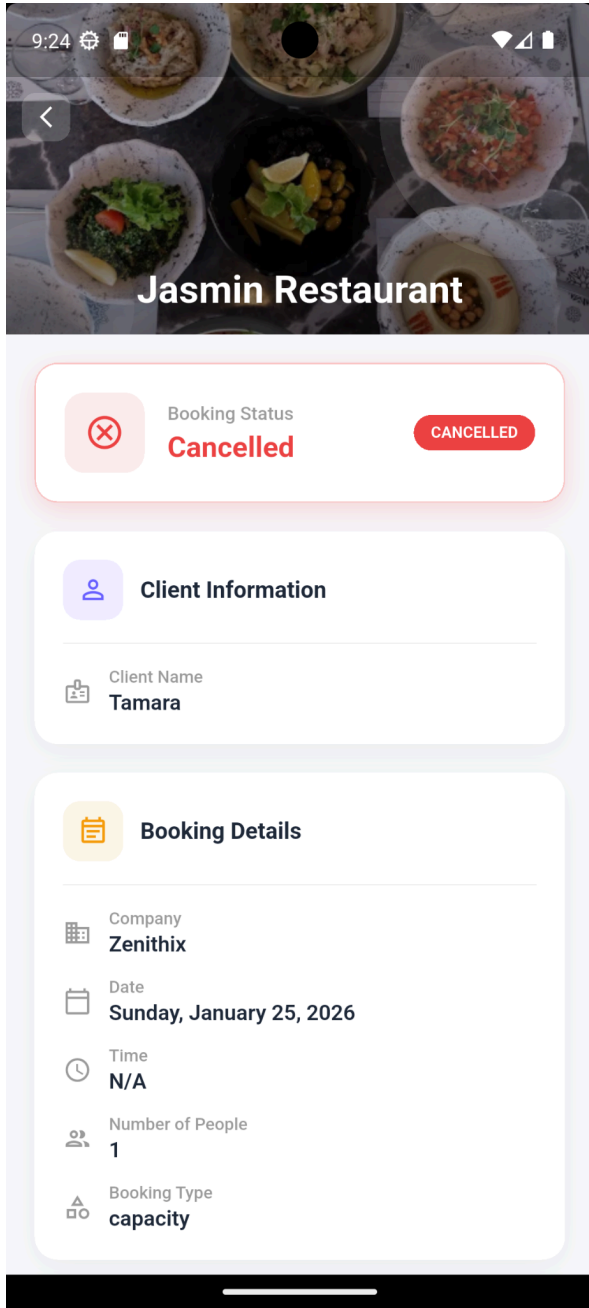


Figure 44: Cancelled Booking

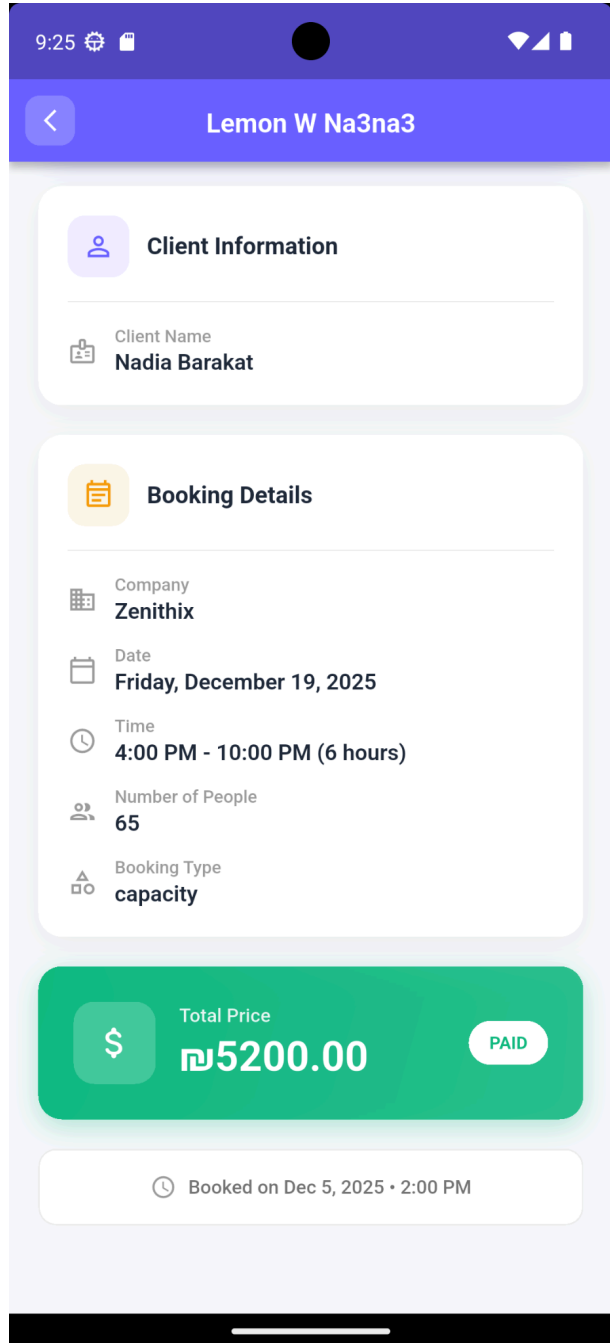
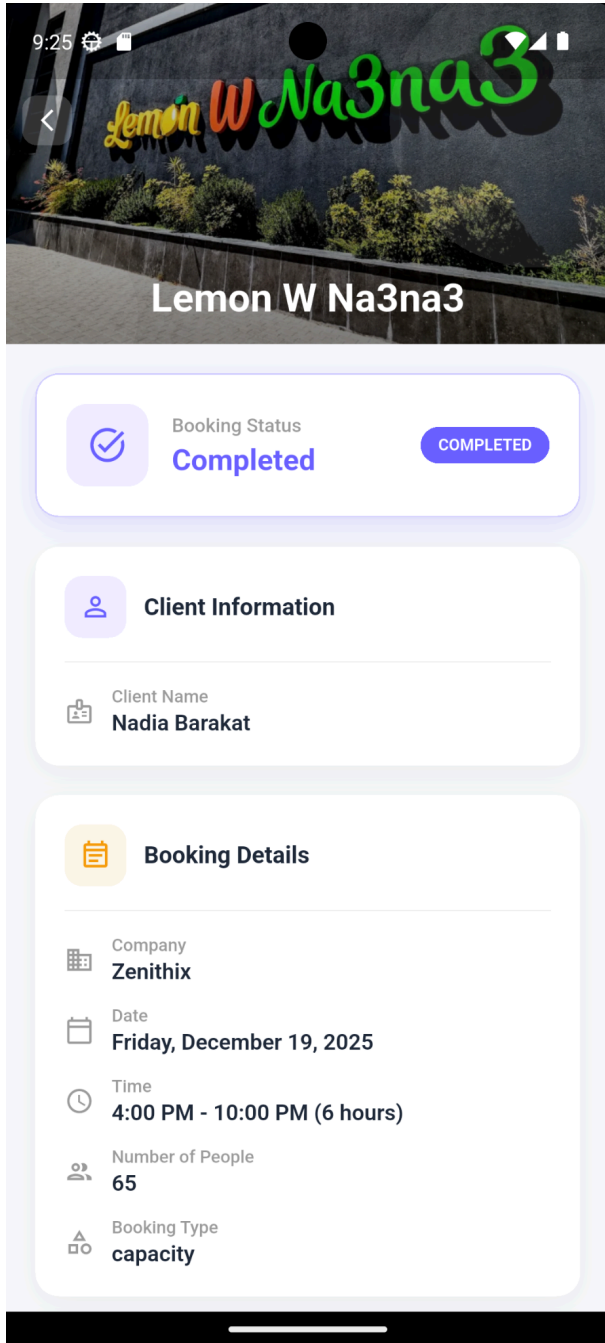


Figure 45: Completed Booking

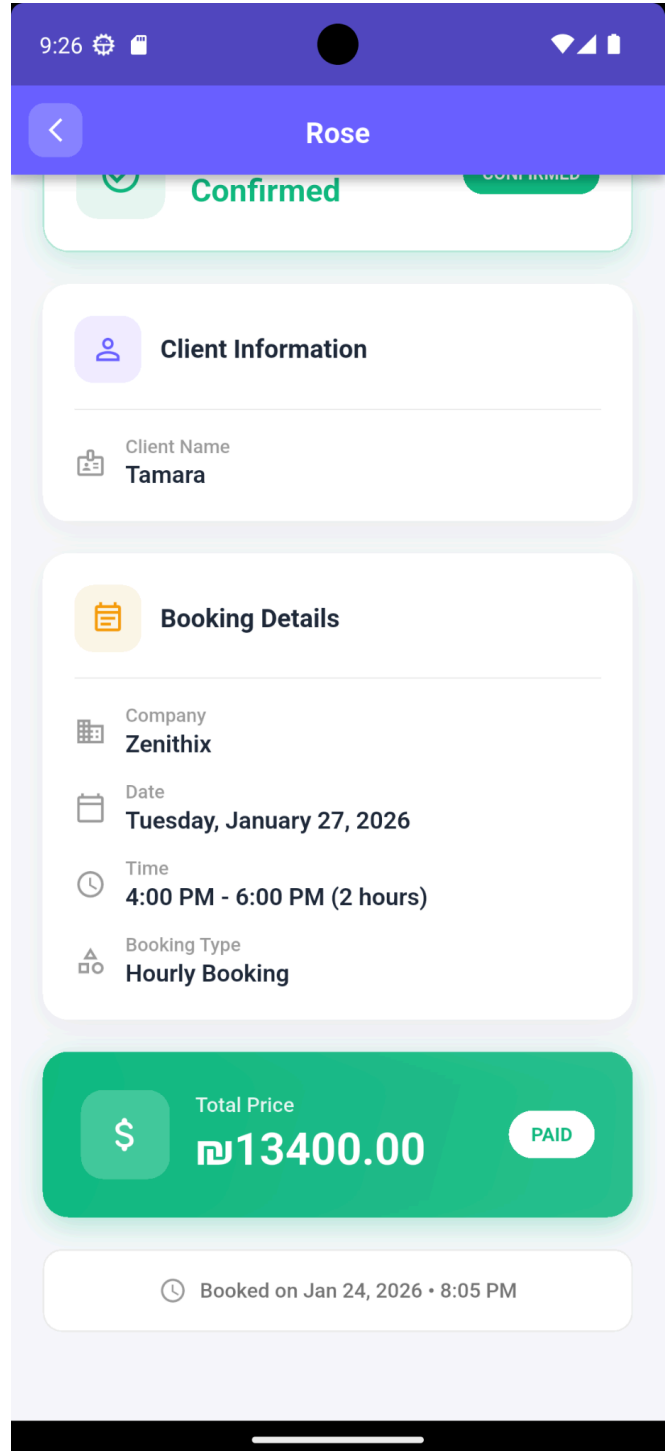
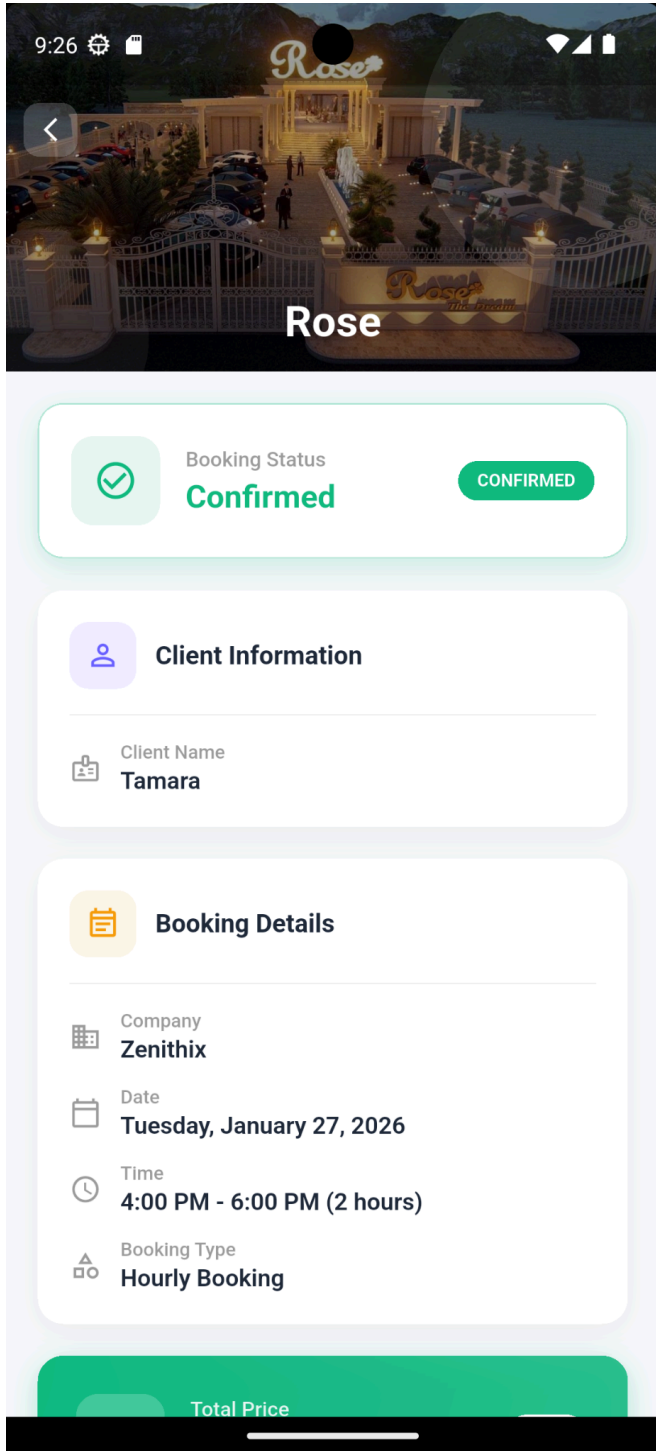


Figure 46: Confirmed Booking

3.4.13 Cancel Booking

This section allows you, as a service provider, to cancel any **confirmed booking** if unexpected situations or special circumstances occur. You can optionally add a reason for the cancellation to clearly explain the situation to the customer. Once the booking is cancelled, the system automatically processes a **refund** for the amount paid, and the customer receives a notification informing them that the booking has been cancelled and the refund has been successfully issued.

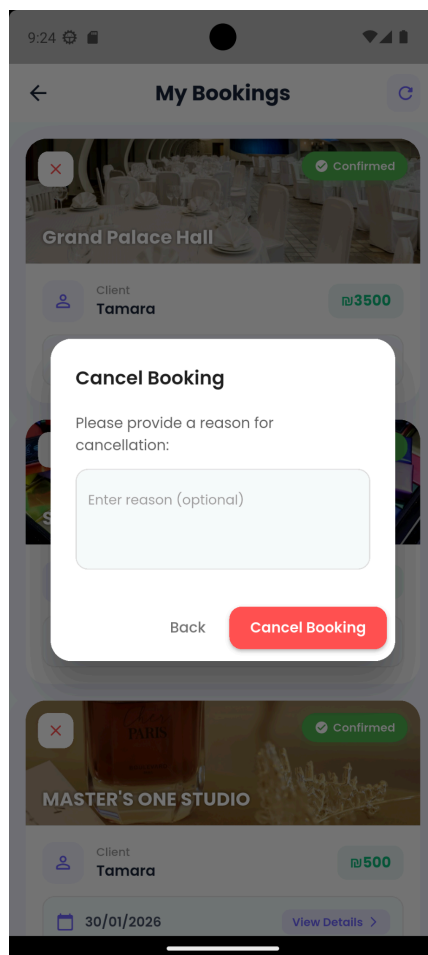


Figure 47: Cancel Booking

3.4.14 Messages & Conversations Management

The Messages section allows service providers to communicate directly with customers in an organized and efficient way. From this screen, providers can view all conversations, see the latest messages, and track communication history with each customer in one place.

The system includes powerful message management features such as searching conversations by name or message content, filtering messages (for example, showing unread conversations only), and pinning important chats to the top for quick access. Providers can also mark conversations as read or unread, delete individual conversations, or delete all conversations when needed.

These tools help keep communication clean, structured, and easy to manage, ensuring smooth interaction with customers throughout the booking process.

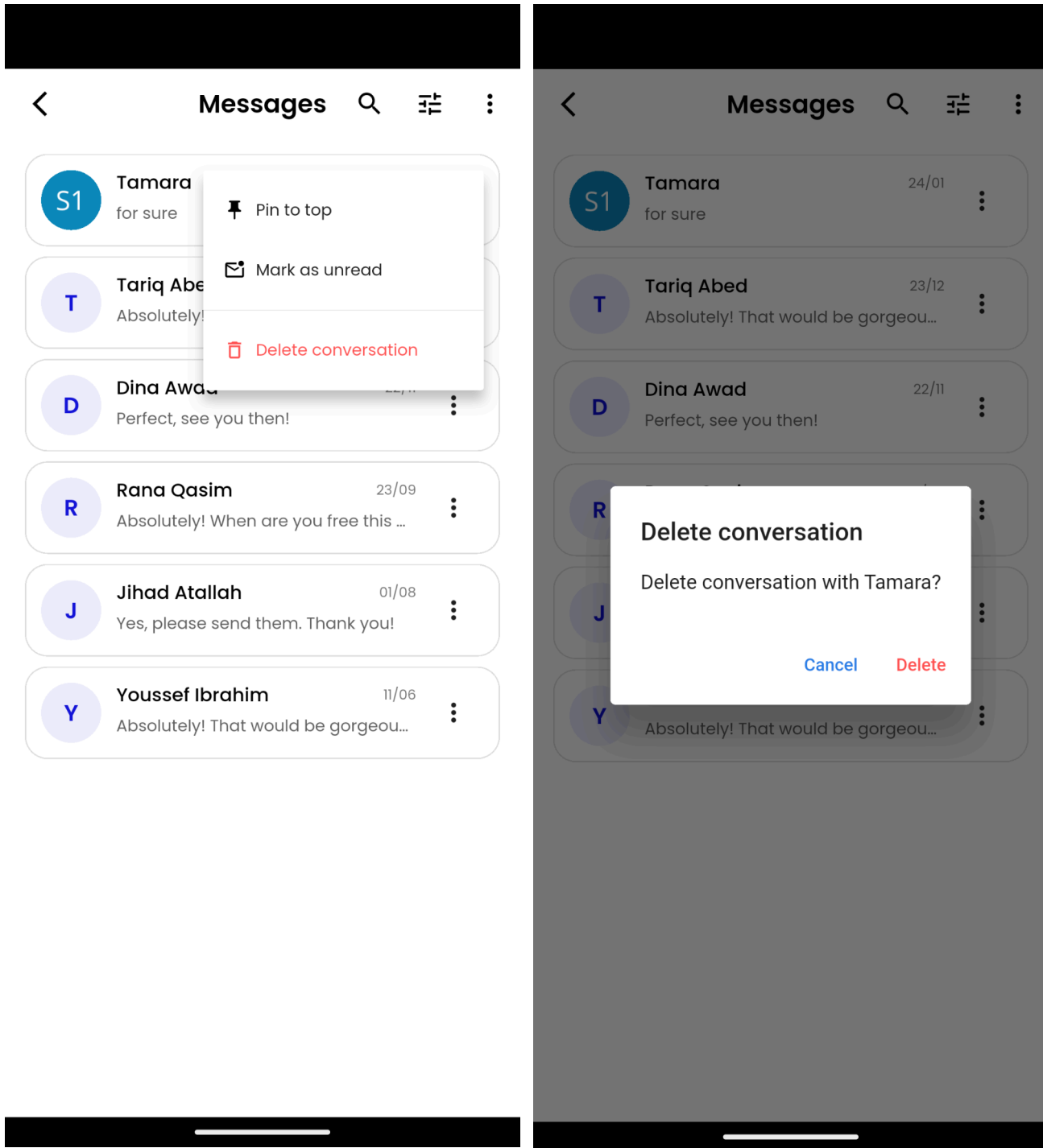


Figure 48: Conversations Management (1)

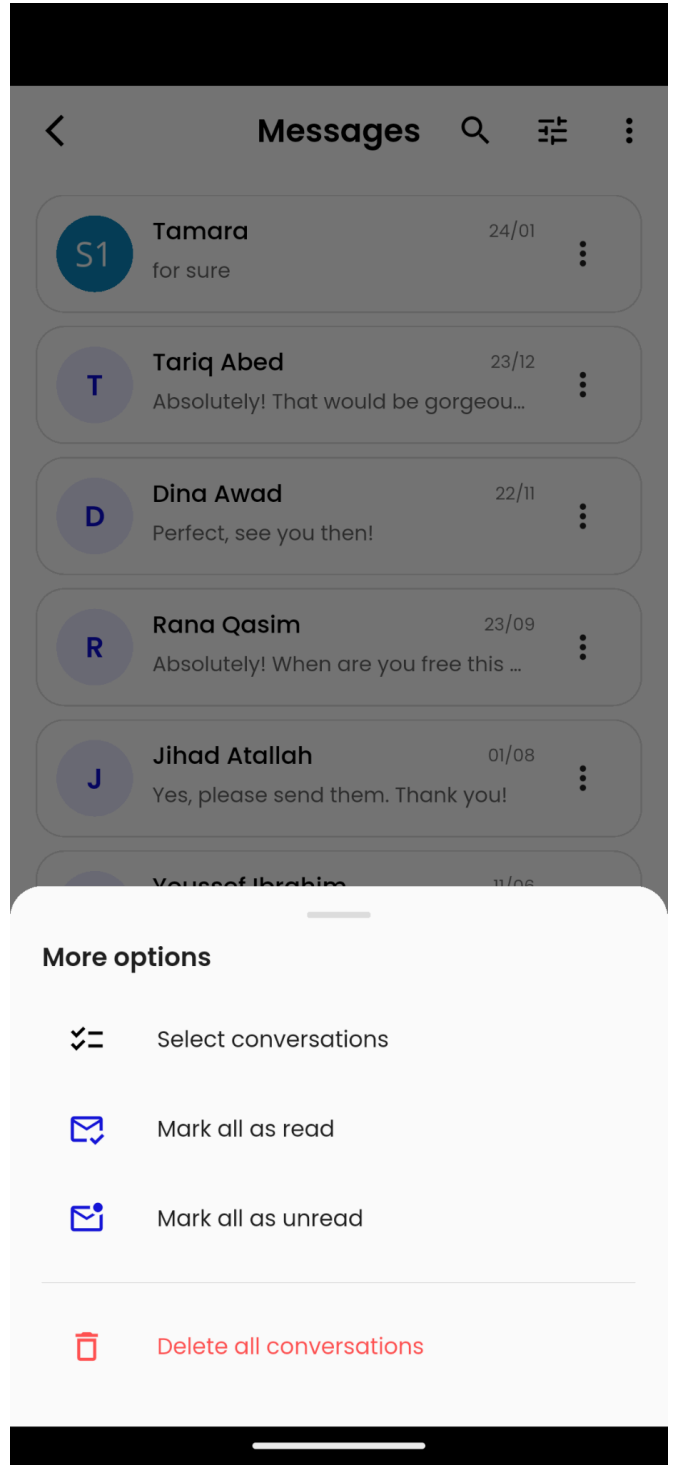
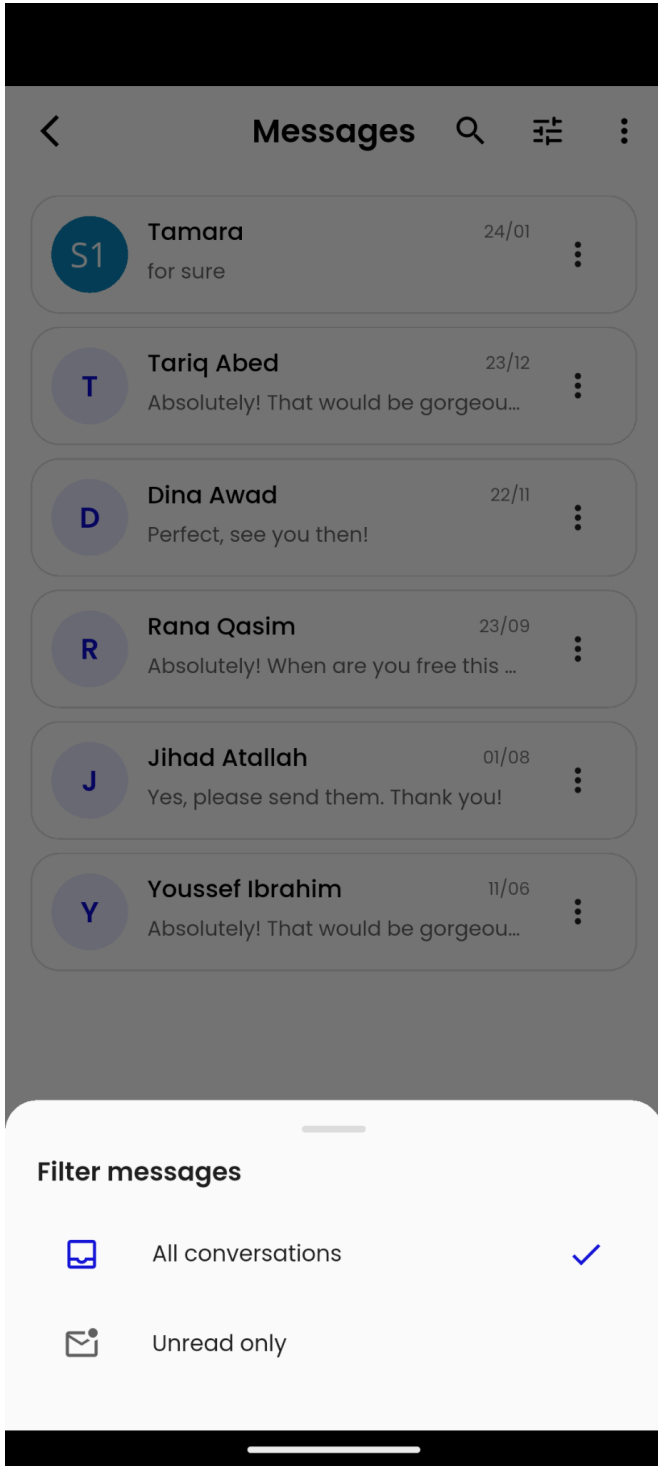


Figure 49: Conversations Management (2)

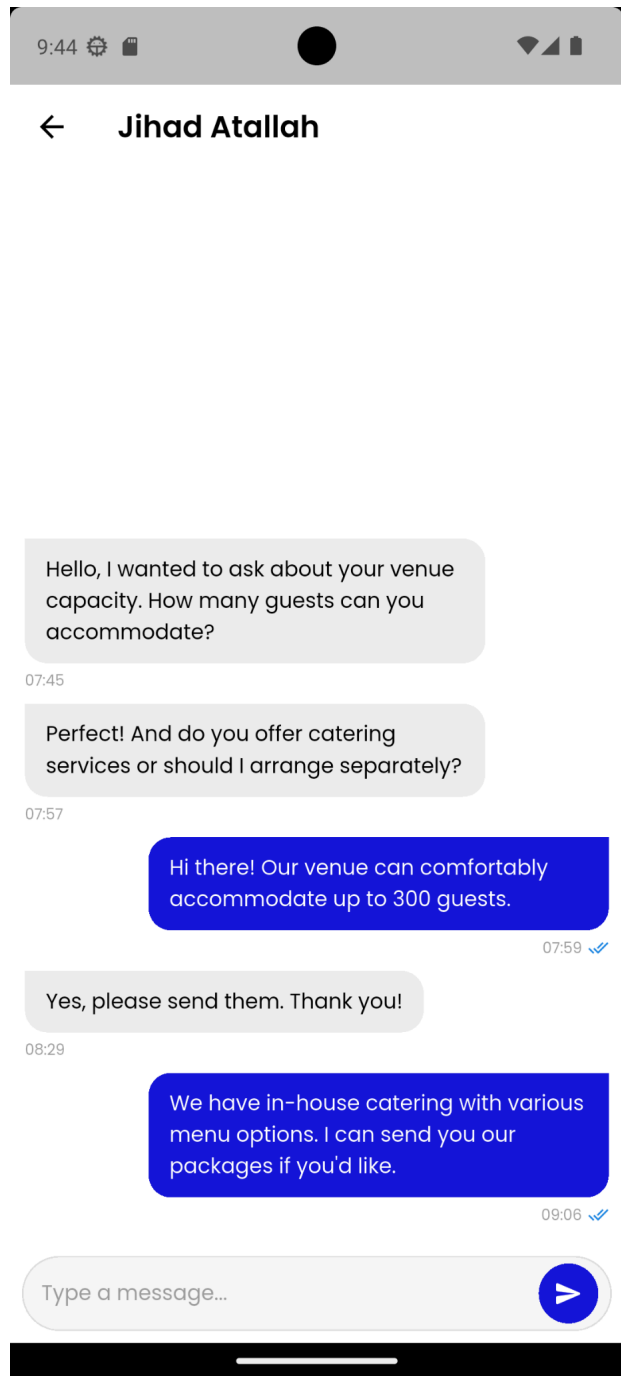
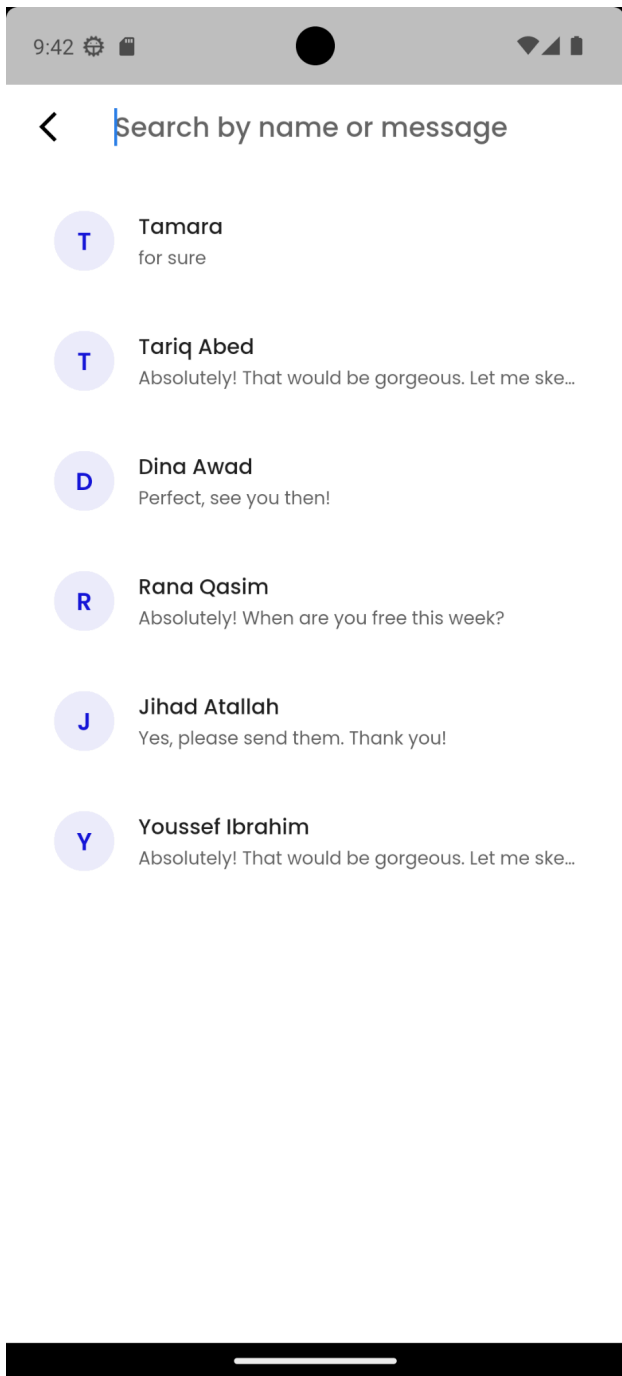


Figure 50: Conversations Management (3)

3.4.15 Finance Overview

The Finance Overview section gives the service provider a clear and comprehensive view of their business performance in one place. It displays the total revenue earned over time, the number of completed bookings, monthly income, and the value of cancelled bookings. This helps the provider quickly understand how the business is performing financially.

In addition, this section includes visual analytics such as revenue trends over different periods (monthly, six months, or yearly), sales distribution by service, and booking status summaries. Recent bookings are also listed to give real-time insight into the latest confirmed activities.

Overall, the Finance Overview helps providers track income, monitor growth, and make informed business decisions based on clear financial data.

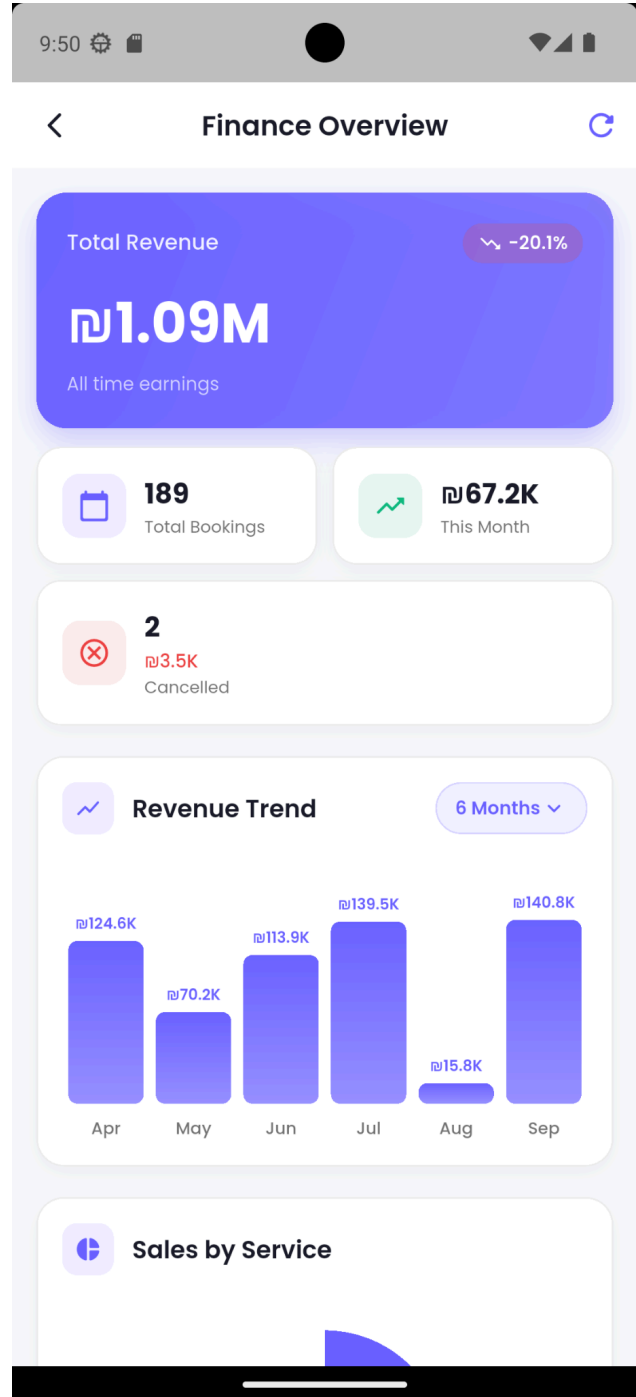
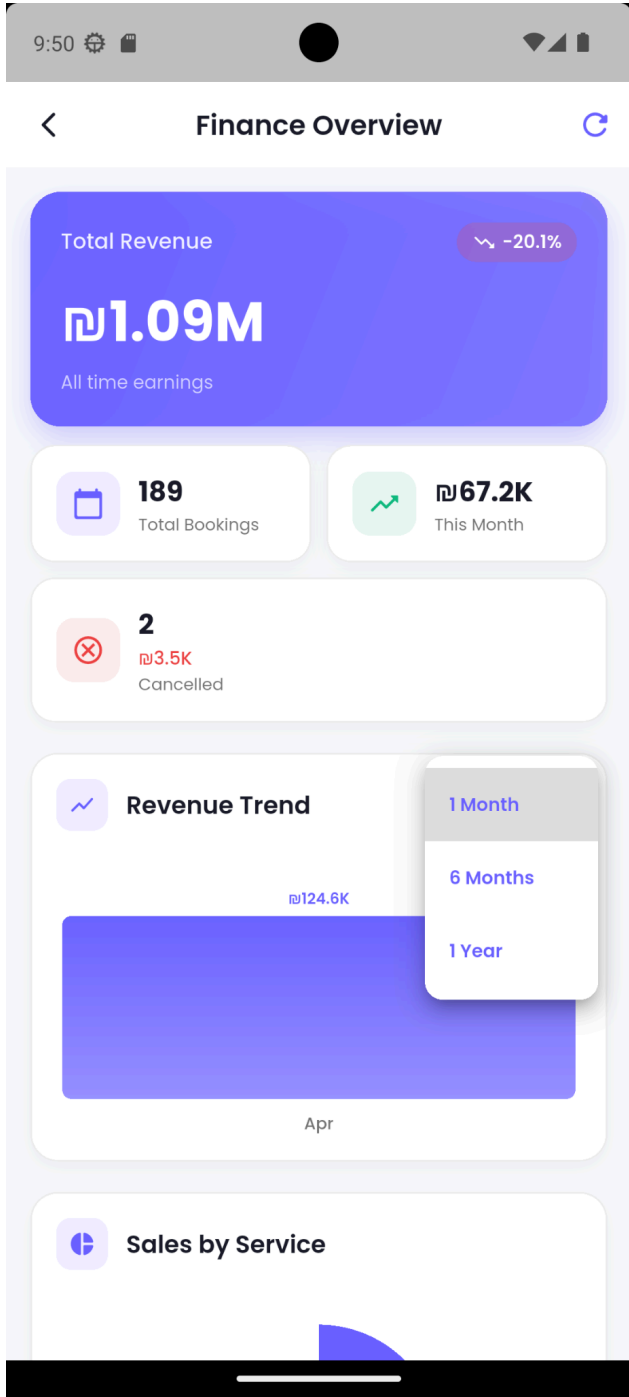


Figure 51: Finance Overview (1)

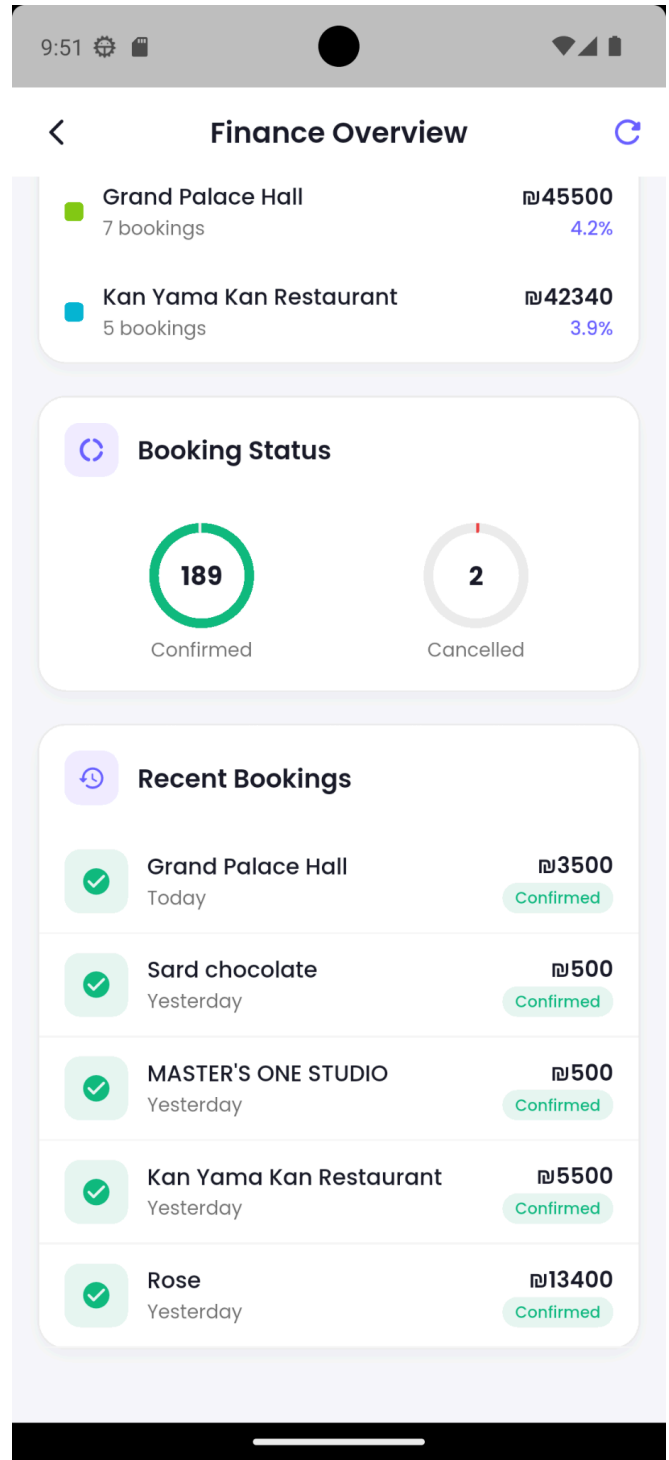
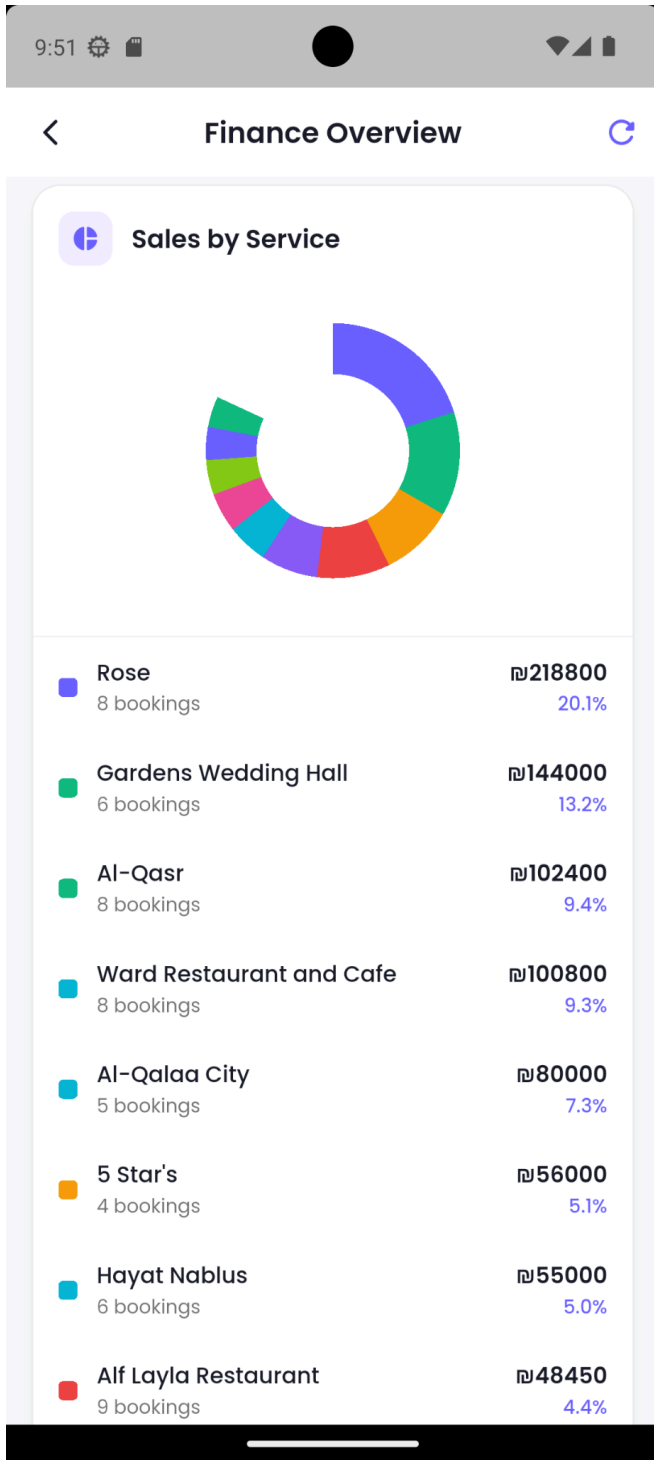


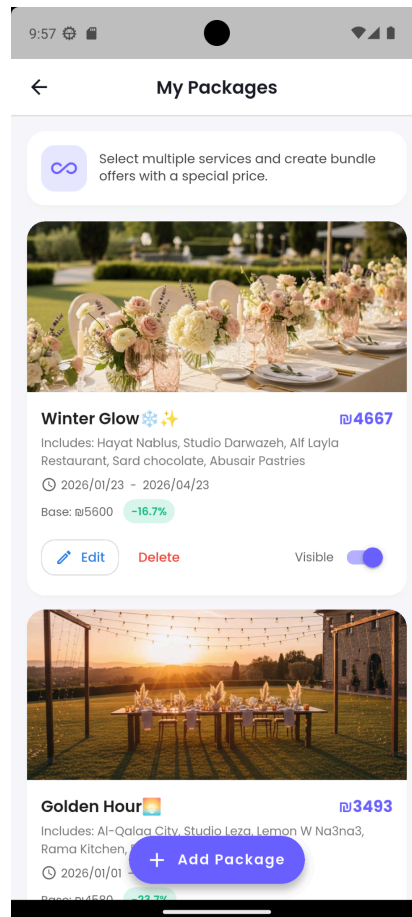
Figure 52: Finance Overview (2)

3.4.16 Packages

The Service Packages section allows the provider to bundle multiple services together into a single package and offer them at a special price. Instead of booking each service separately, customers can choose a ready-made package that includes several related services, making the booking process easier and more attractive.

Each service within the package keeps its own customized price, and the provider can define the overall package price, duration, and availability period. Packages can be edited, deleted, or made visible or hidden at any time. This feature helps providers increase sales, promote seasonal offers, and give customers better value through bundled services.

Figure 53: Packages Dashboard



Edit Package & Service Customization

This section allows the provider to quickly edit existing packages. You can change the package details, update service prices, and adjust the package duration. Each service can have a custom price, and the system automatically updates the total price and discount based on your changes.

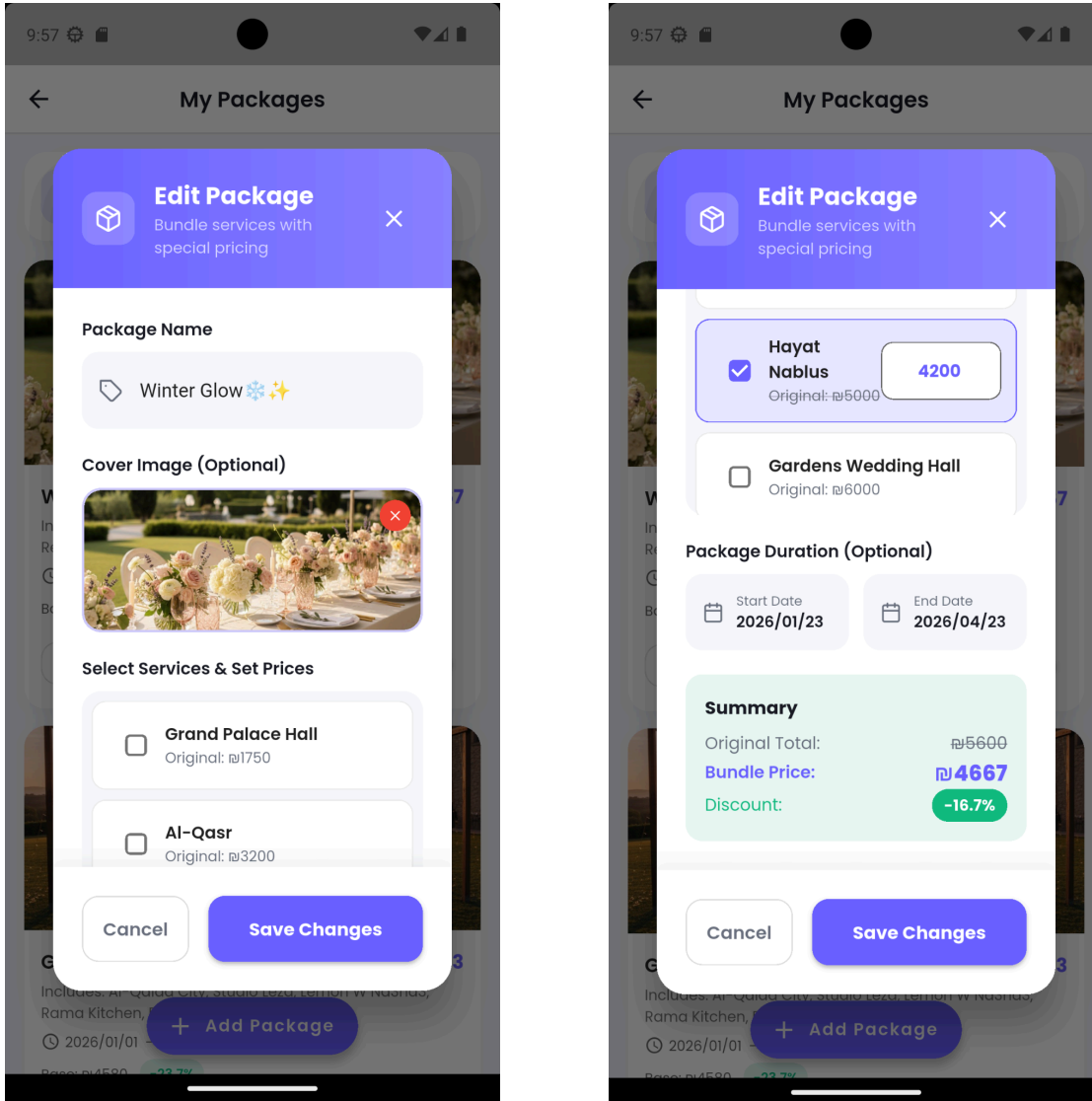


Figure 54: Edit Package

Create New Package

This section allows the provider to create a new package by giving it a name and optionally uploading a cover image. The provider can select multiple services to include in the package, set special prices for each service, and define an optional start and end date to control when the package is available.

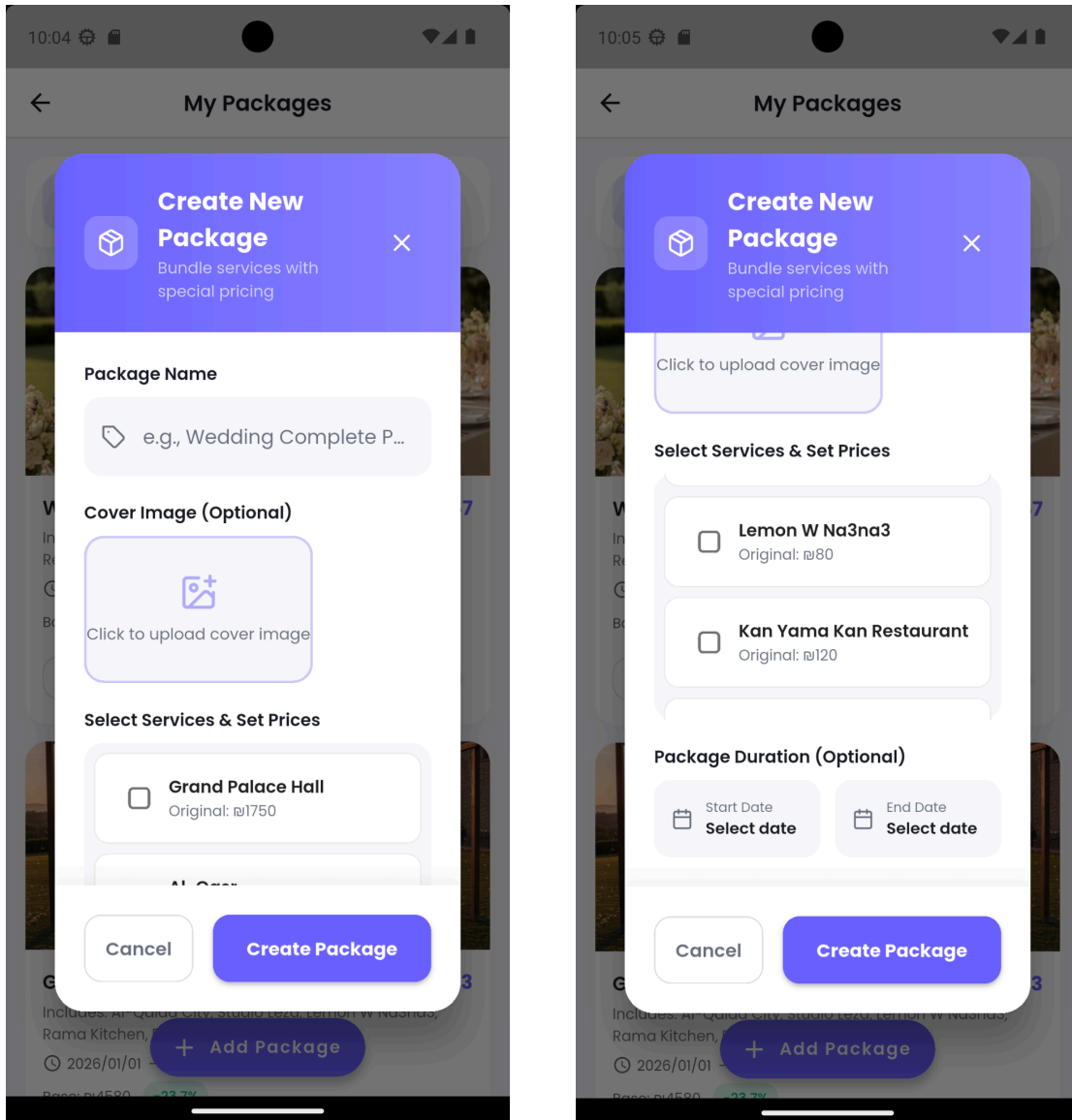


Figure 55: Add Package

3.4.17 Offers & Discounts

This section allows the provider to manage special offers and discounts for their services. The provider can create time-limited discounts by setting a reduced price and defining the offer start and end dates. All active offers are displayed clearly with the discount percentage, remaining time, and updated price. The system also allows full control over offers: the provider can edit an existing offer to change the price, discount rate, or duration, or remove the offer entirely when it is no longer needed. This feature helps attract customers, increase bookings, and manage promotions in a flexible and organized way.

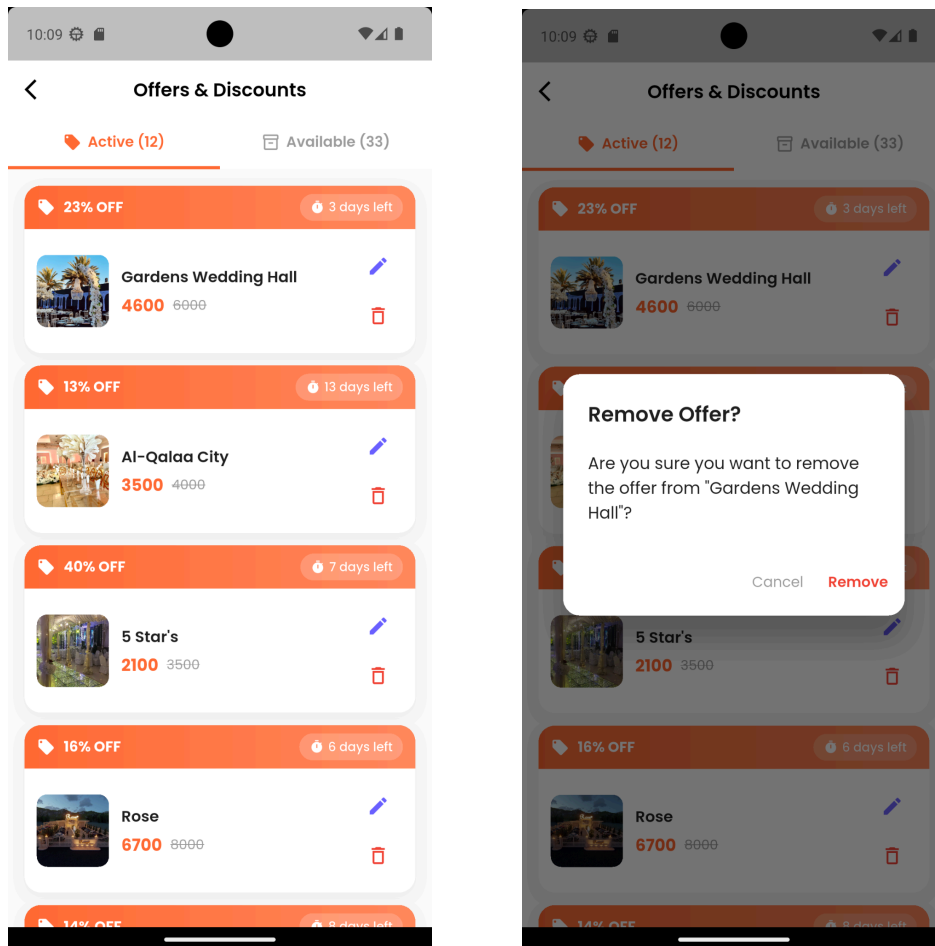


Figure 56: Offers & Discounts (1)

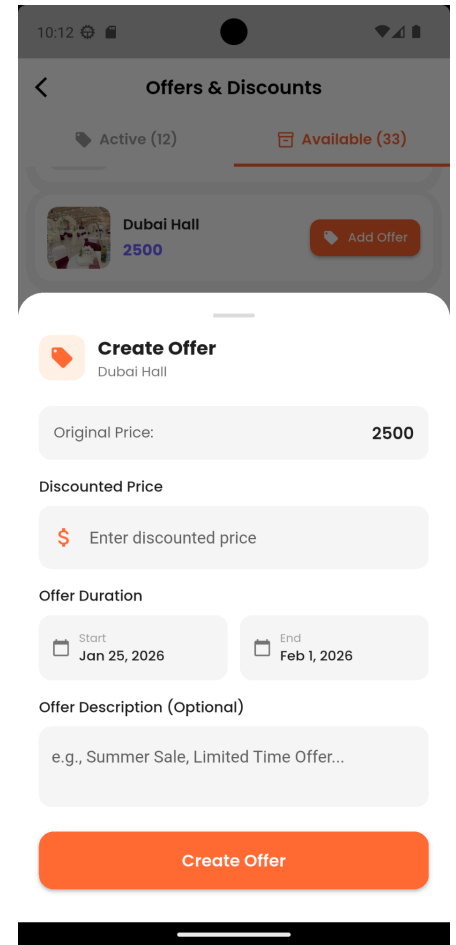
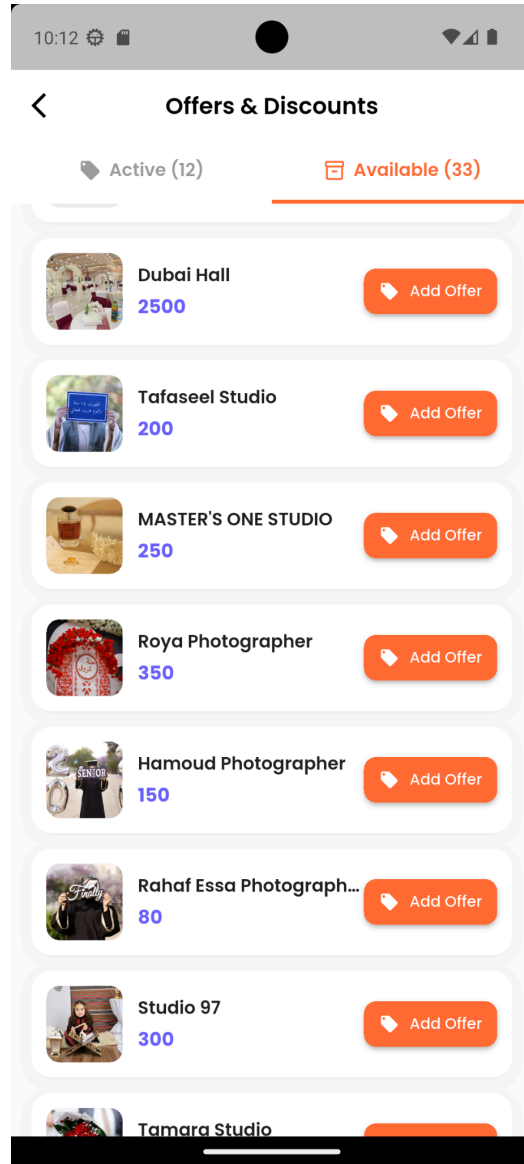
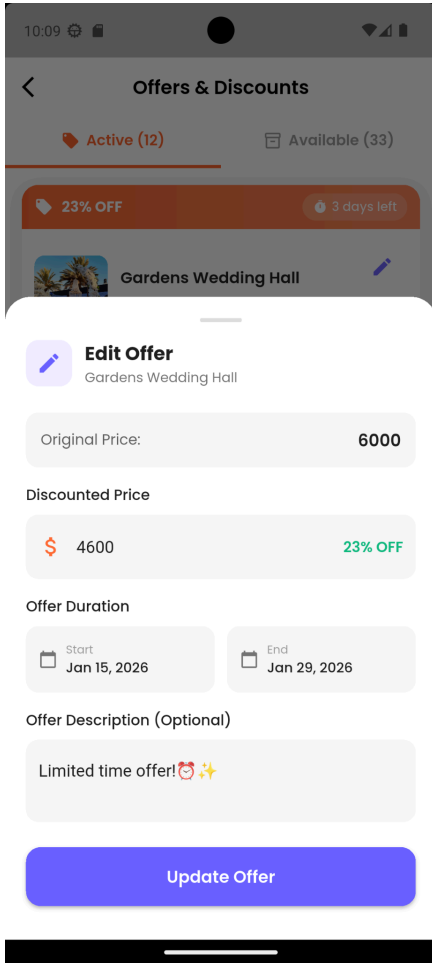


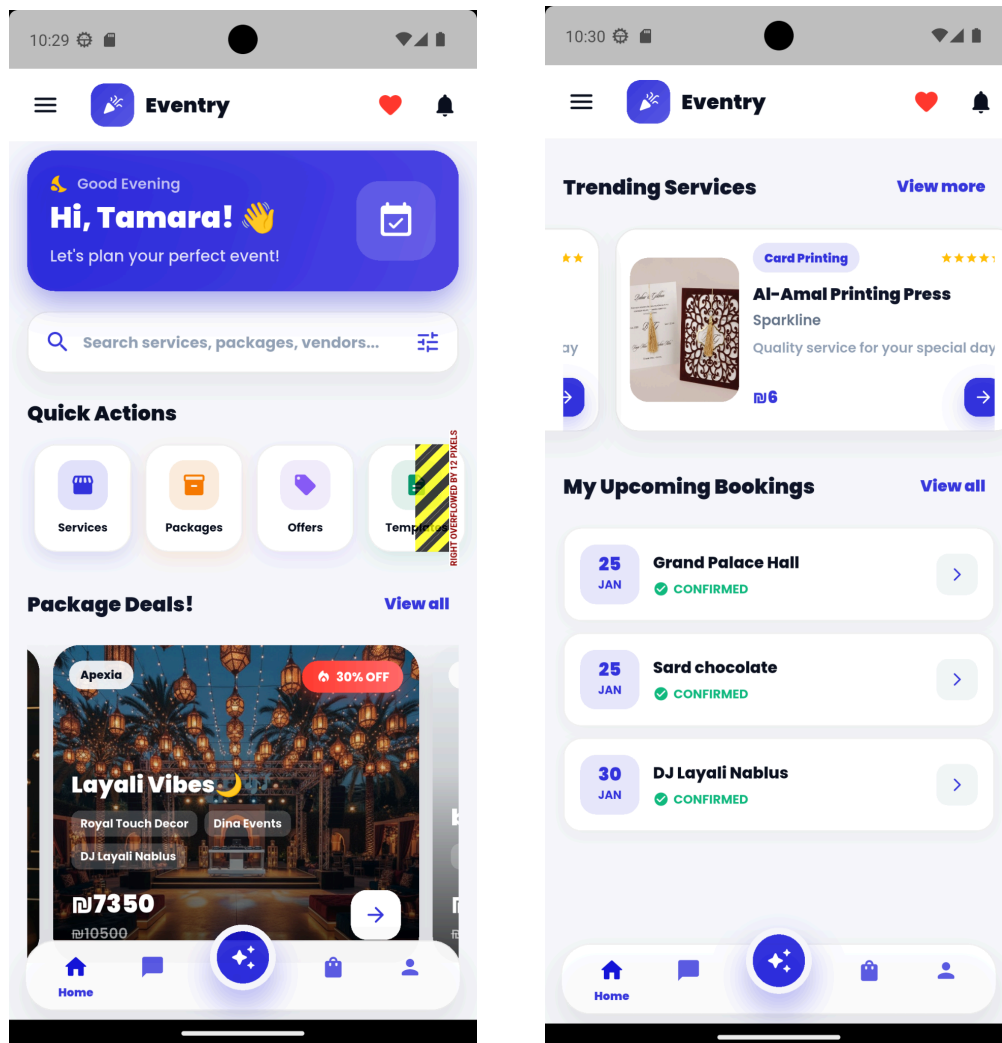
Figure 57: Offers & Discounts (2)

3.5 Customer Portal

3.5.1 Customer Dashboard

This is the main dashboard for the customer. From here, the user can quickly search for services, packages, and vendors, view trending services and current offers, and check all upcoming bookings in one place. It gives a clear overview of everything related to their event planning, making it easy to manage bookings and discover new deals from a single screen.

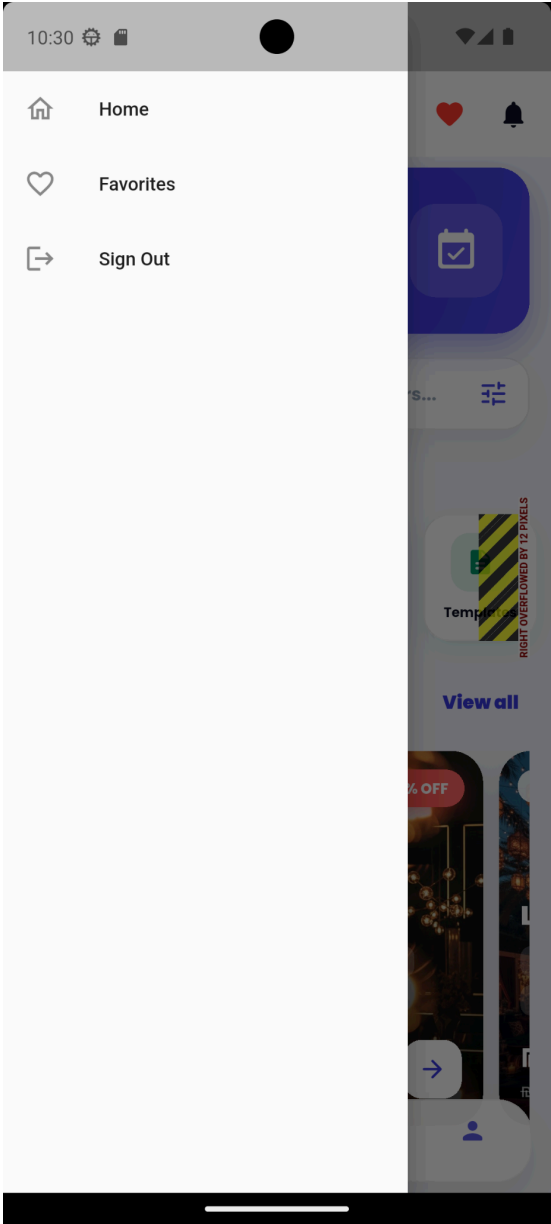
Figure 58: Customer Dashboard



Side Menu

This side menu allows the customer to quickly navigate through the app. From here, the user can return to the Home screen, view their favorite services and vendors, or sign out of the application easily. It provides simple and fast access to the most important actions.

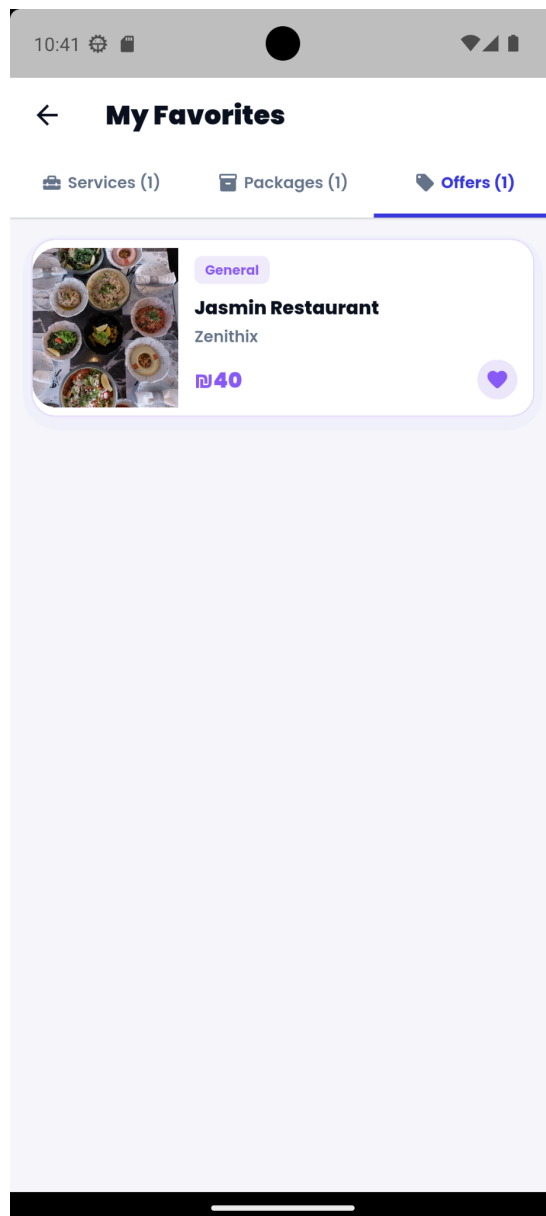
Figure 59: Side Menu Customer Portal



3.5.2 Favorites

This section allows the customer to save and manage their favorite items for quick access later. The user can add services, packages, or offers to favorites, making it easier to compare options, revisit preferred vendors, and plan their event without searching again.

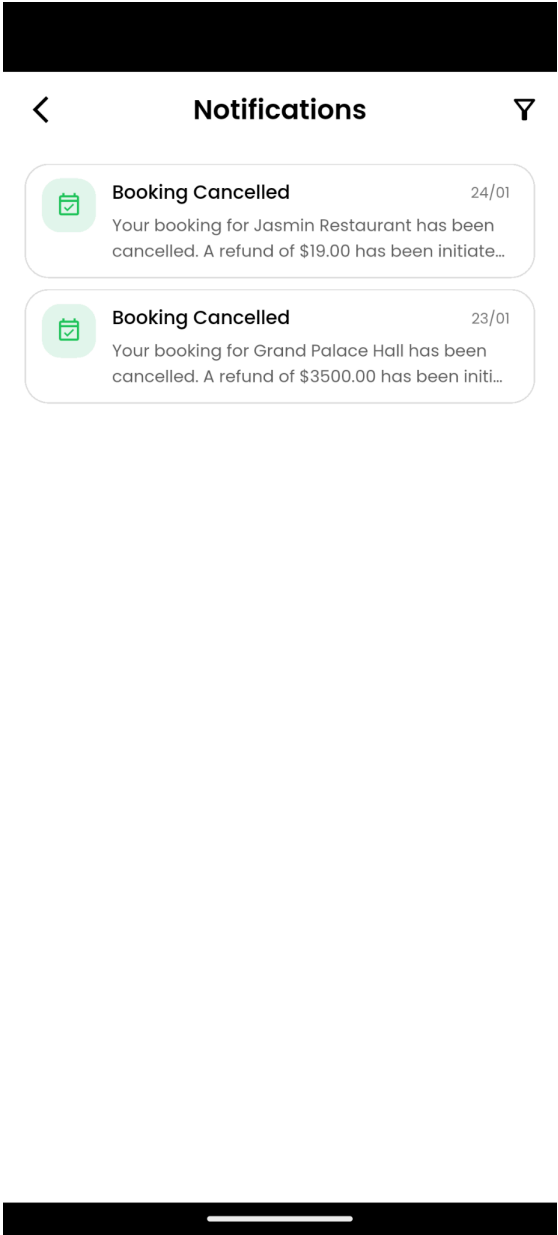
Figure 60: Favorites



3.5.3 Notifications

This section keeps the customer updated with all important activities in the app. It shows real-time notifications such as **booking confirmations, cancellations, refund updates,** and other status changes, ensuring the customer is always informed about their bookings and payments.

Figure 61: Notifications at Customer Portal



3.5.4 Search & Advanced Filtering

This screen allows customers to easily search for services across the platform using keywords such as service name, category, or city. All available results are displayed instantly to help users explore options quickly.

Customers can also use advanced filtering to refine their search results. Multiple filters can be applied at the same time, such as price (high to low or low to high), city, and category. This makes it easier to find the most relevant services based on budget, location, and type of service in one simple search flow.

Figure 62: Search

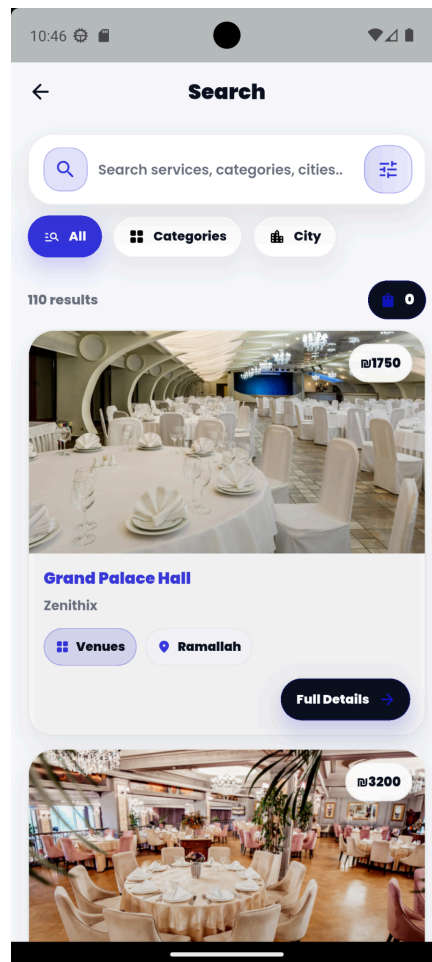
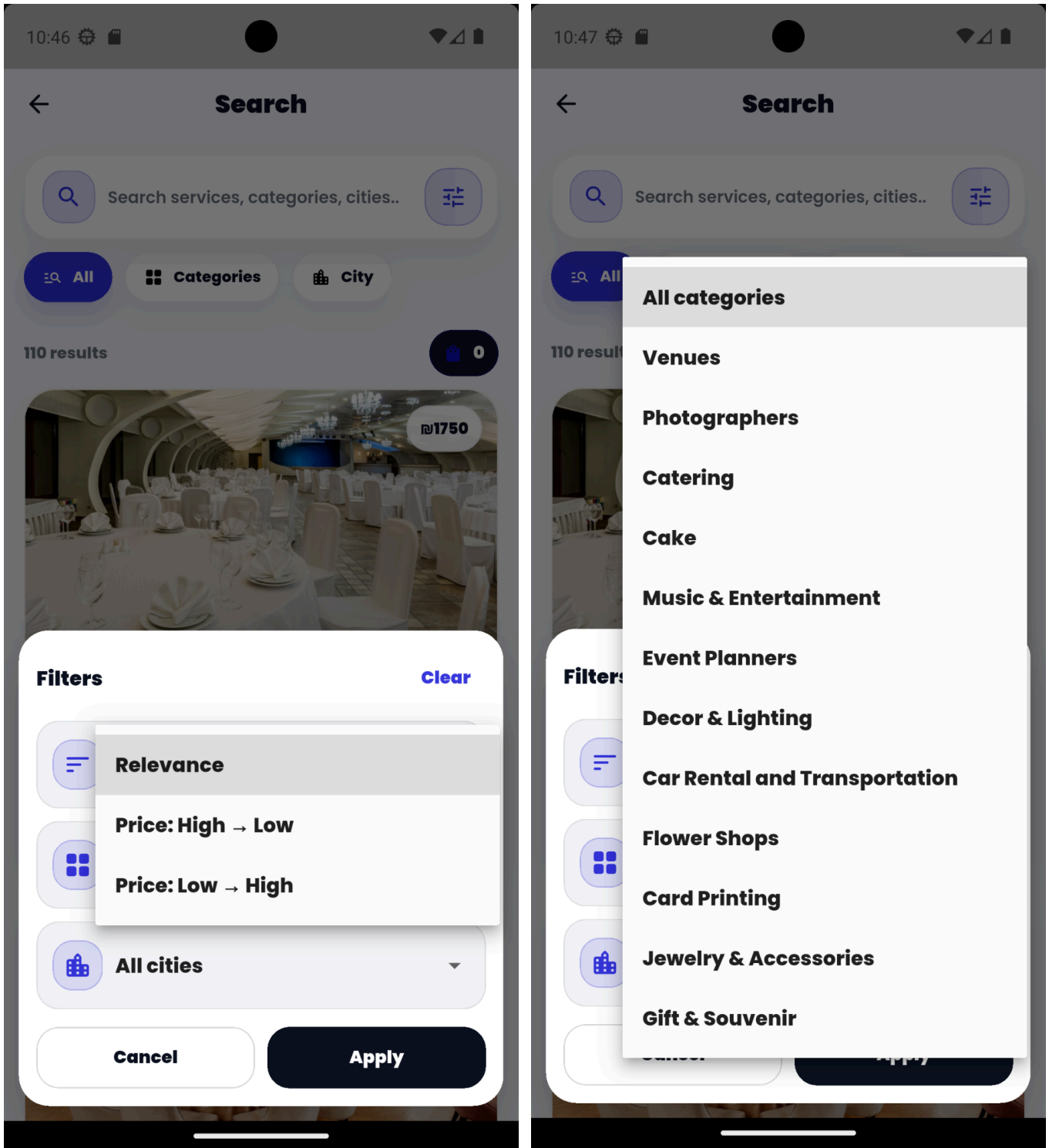


Figure 63: Filtering on Search



3.5.5 Service Details Overview

In the Service Details screen, the customer can see a full overview of the selected service. This includes clear images, the service name, provider name, rating, and price per hour. All essential information is presented in one place to help the customer make a quick and confident decision.

Service Information

This section shows important booking details such as maximum number of guests, booking type (hourly), minimum and maximum booking duration, and service availability. These details help the customer understand the service limits before proceeding with the booking.

Provider & Company Information

Here, the customer can view the service provider's company details, including location, email, and phone number. There is also an option to start a direct chat with the provider, which allows easy communication before booking.

Customer Reviews

Each service includes a dedicated reviews section where customers can see ratings and feedback from previous users. The overall rating is displayed clearly, along with individual reviews and star scores.

Reviews Filtering

Customers can filter reviews by newest, positive, or negative feedback. This helps them quickly understand the quality of the service and make decisions based on real customer experiences.

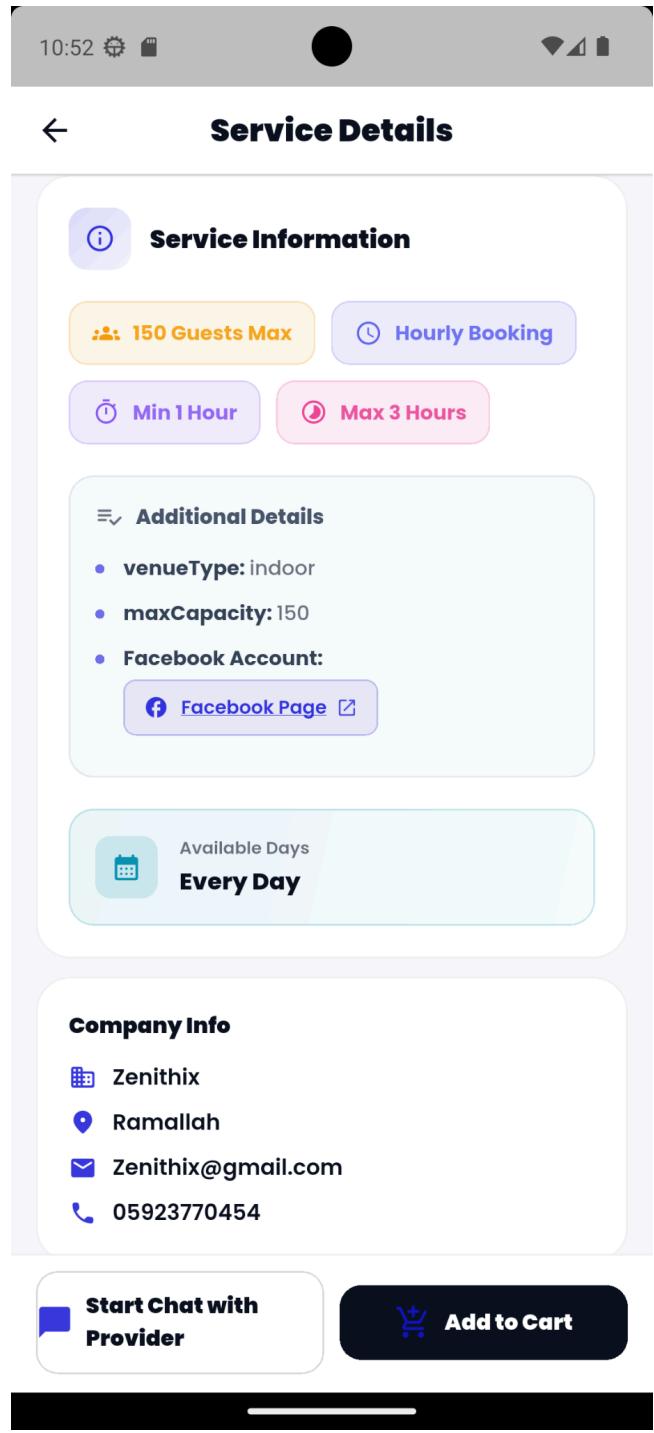
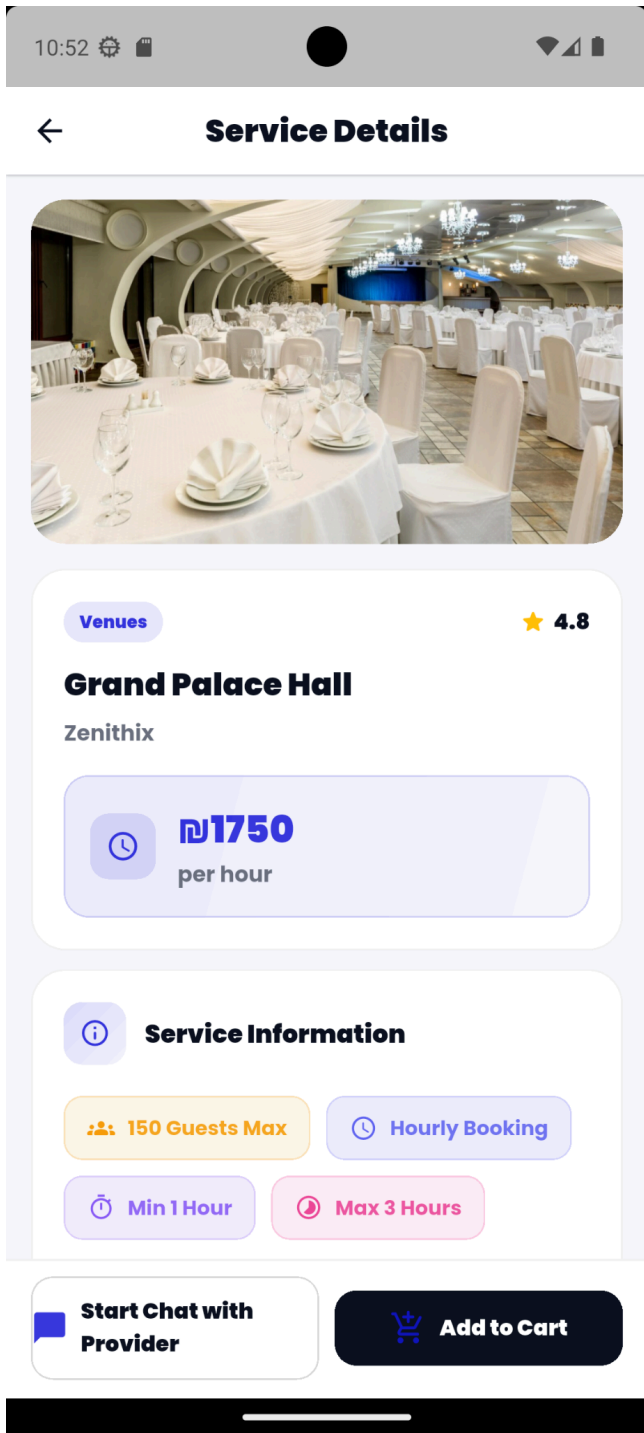


Figure 64: Service Details (1)

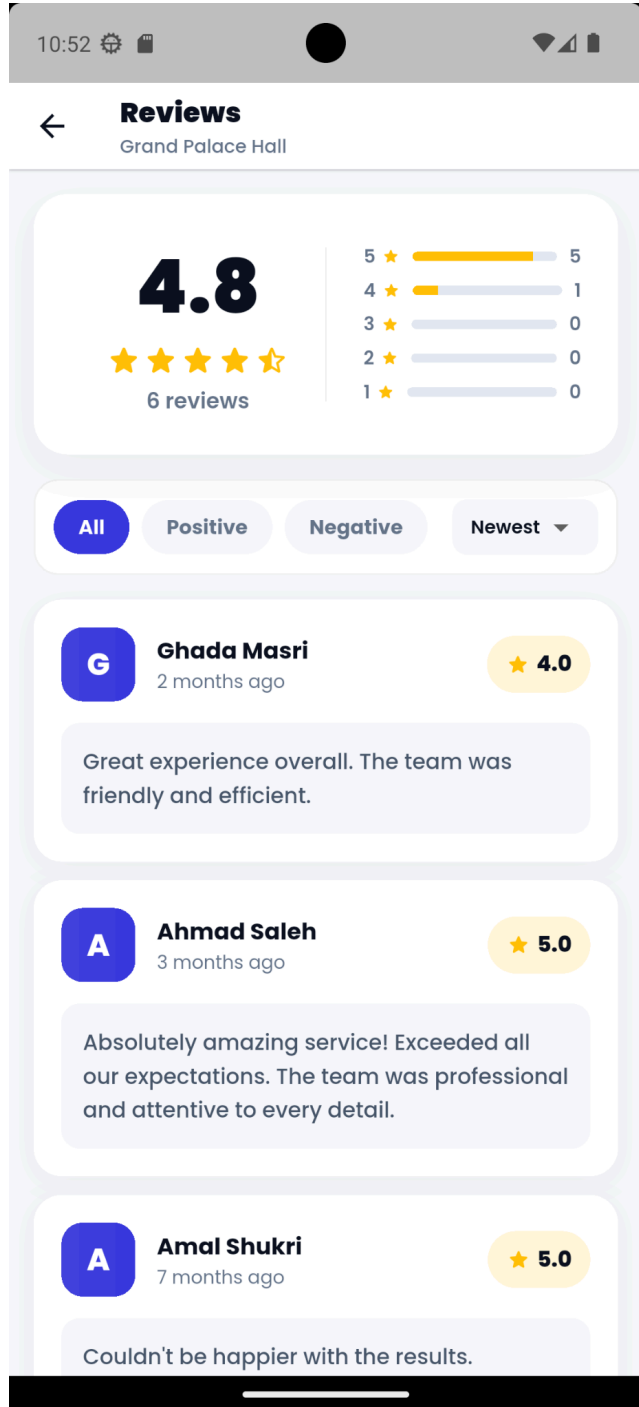
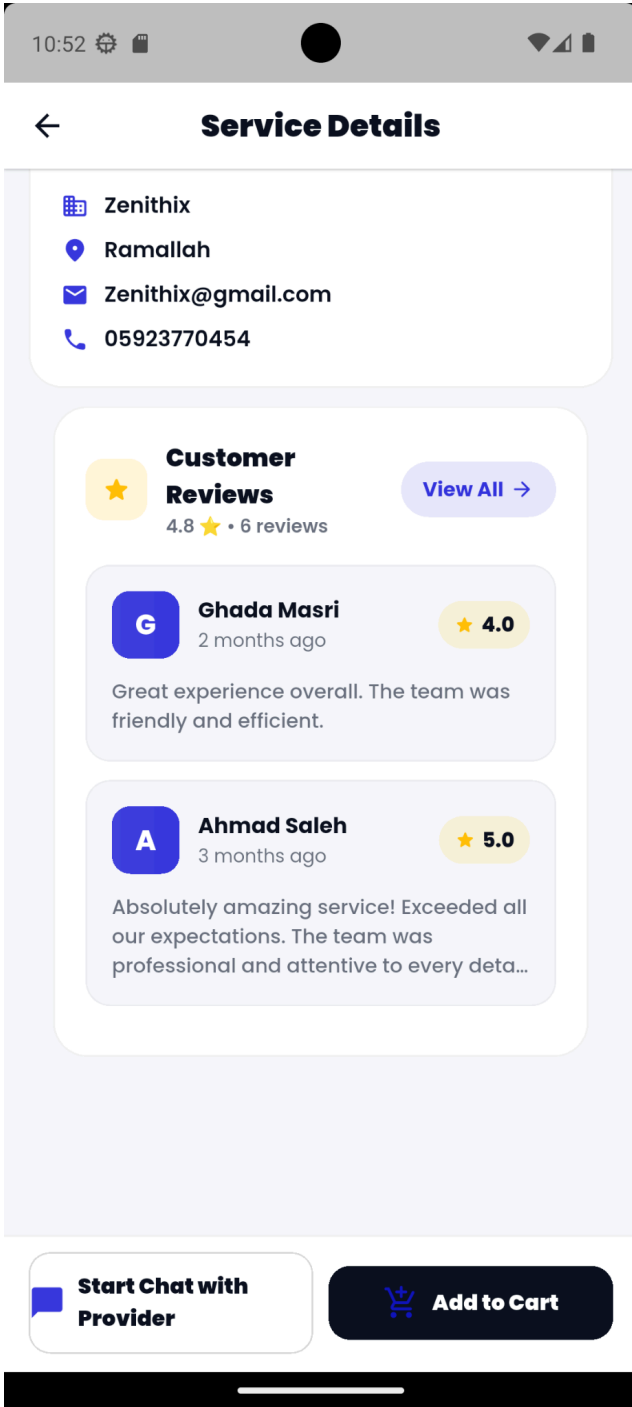
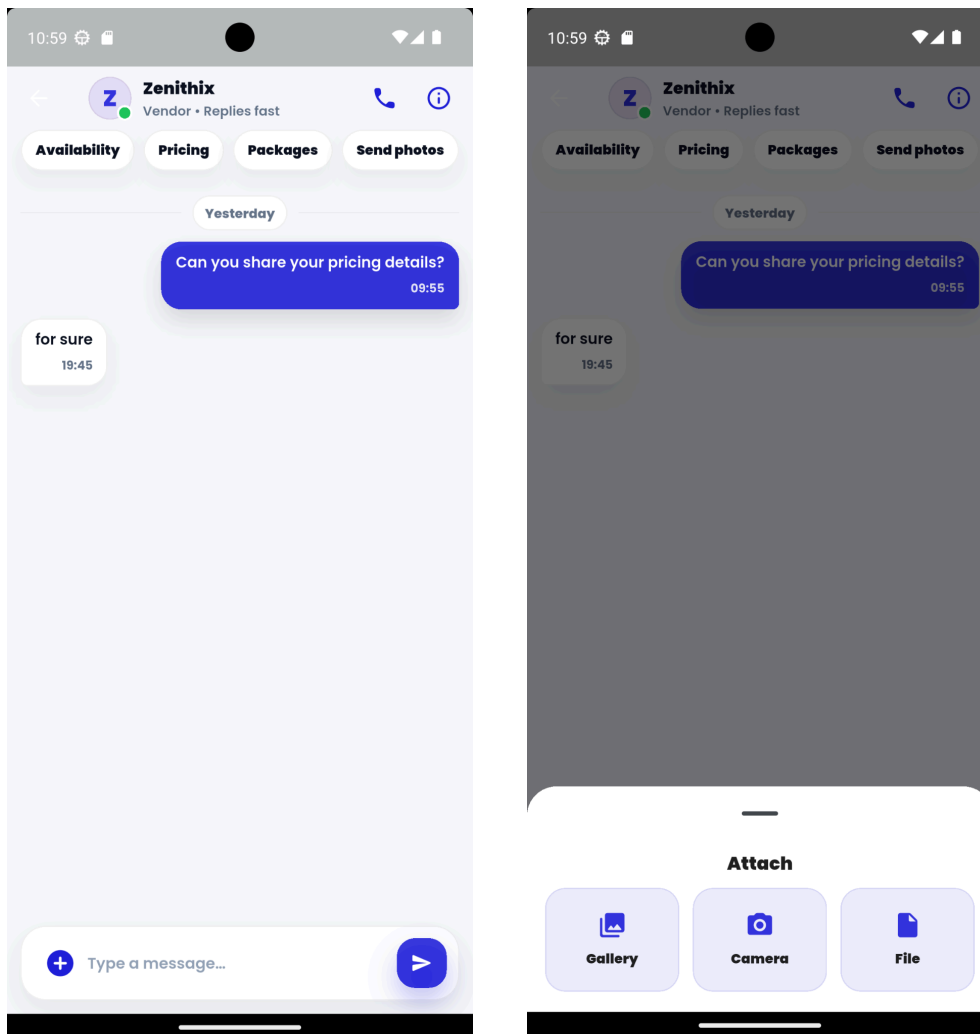


Figure 65: Service Details (2)

3.5.6 Chat with Vendor

This screen shows the in-app chat between the customer and the vendor. The customer can directly message the vendor to ask about availability, pricing, packages, or any service details. Quick action buttons at the top make it easy to request specific information, such as pricing or packages. The chat also supports attachments, so the customer can send photos or files, making communication fast, clear, and convenient without leaving the app.

Figure 66: Chat with Vendor



3.5.7 Add to Cart

In the Service Details screen, the customer can see all the important information about the service in one place, such as images, price per hour, rating, service type, capacity, working days, and booking rules.

Customer reviews are also shown inside each service, allowing users to read real feedback before making a decision. This helps the customer understand the service clearly and build trust before booking.

When the customer clicks “**Add to Cart**”, a booking bottom sheet opens. Here, the customer selects the date, start time, and end time, and can also add optional special requests for the provider. The system automatically calculates the total duration and price based on the hourly rate.

The booking process includes smart validation rules. For example, if the service allows a maximum of 3 hours and the customer selects a longer duration, an error message appears explaining that the maximum booking time has been exceeded. This ensures that all bookings follow the provider’s rules and prevents invalid reservations before checkout.

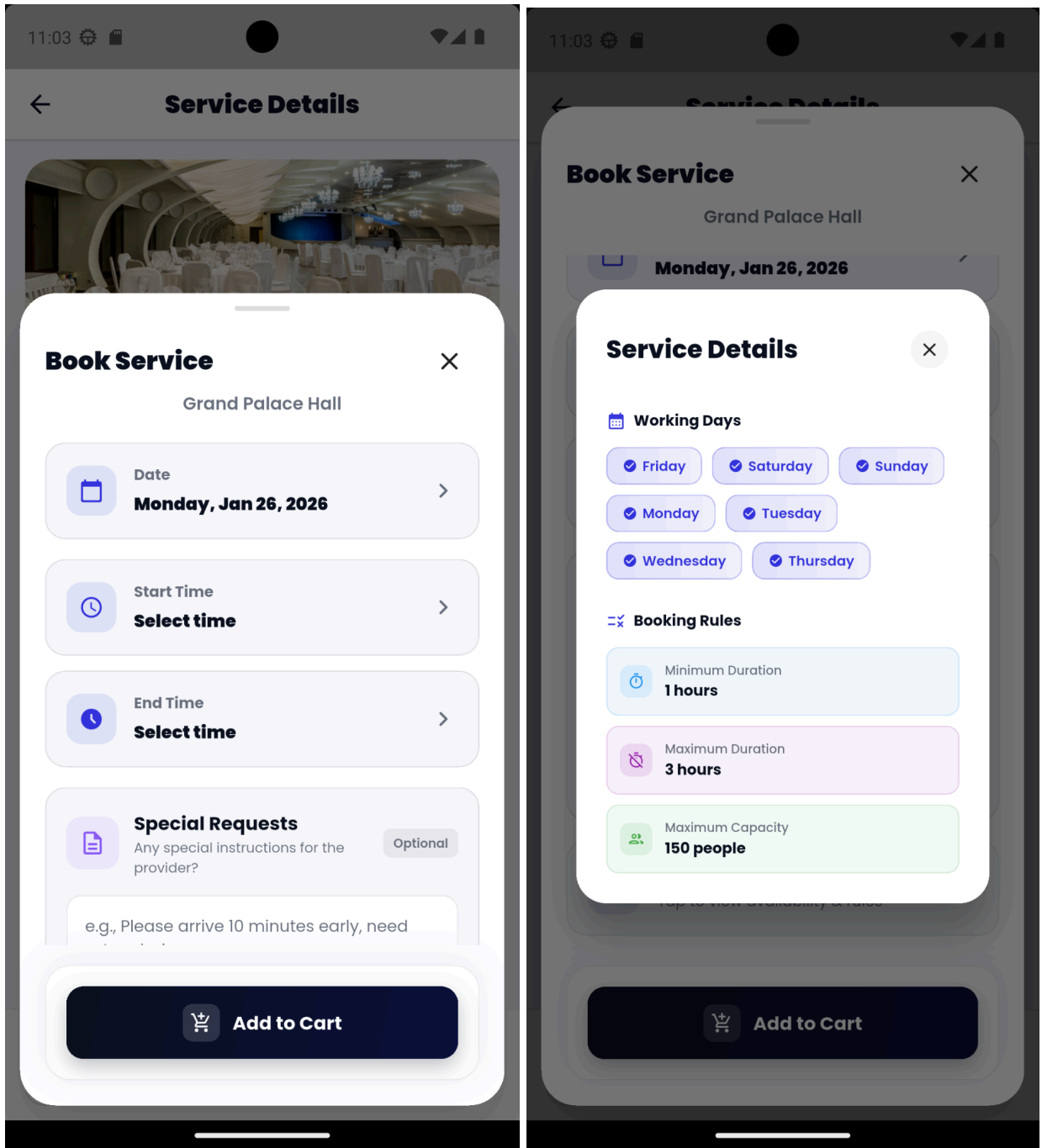
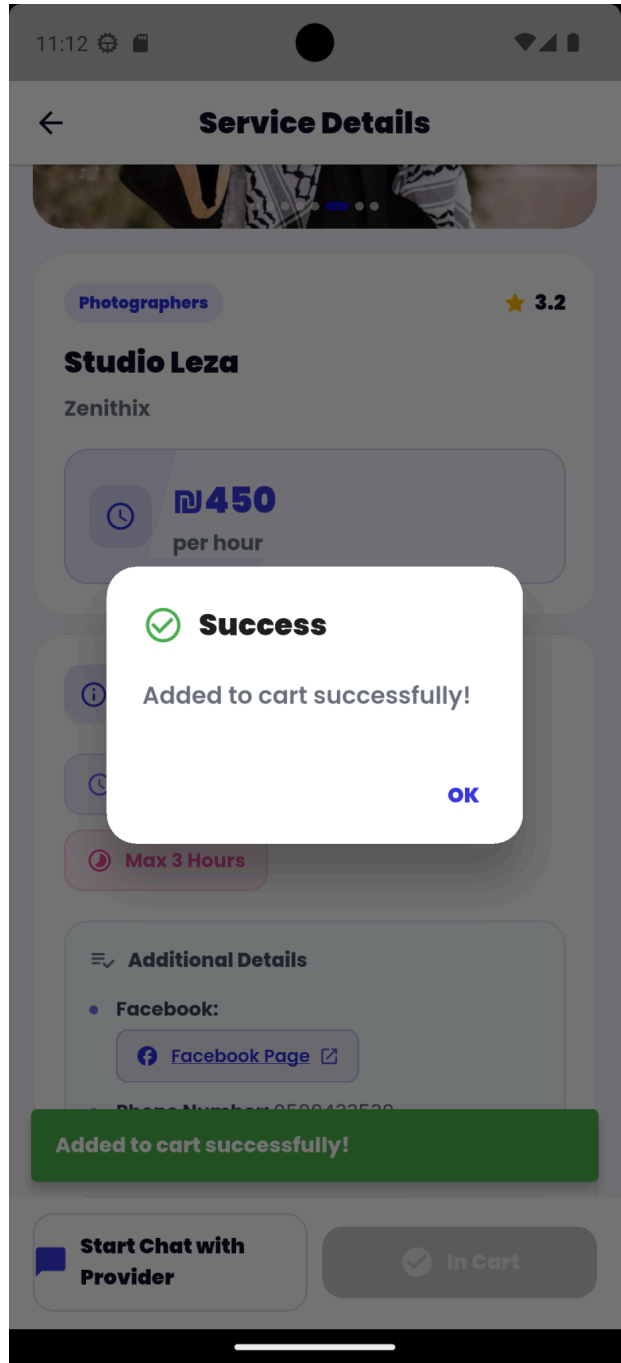
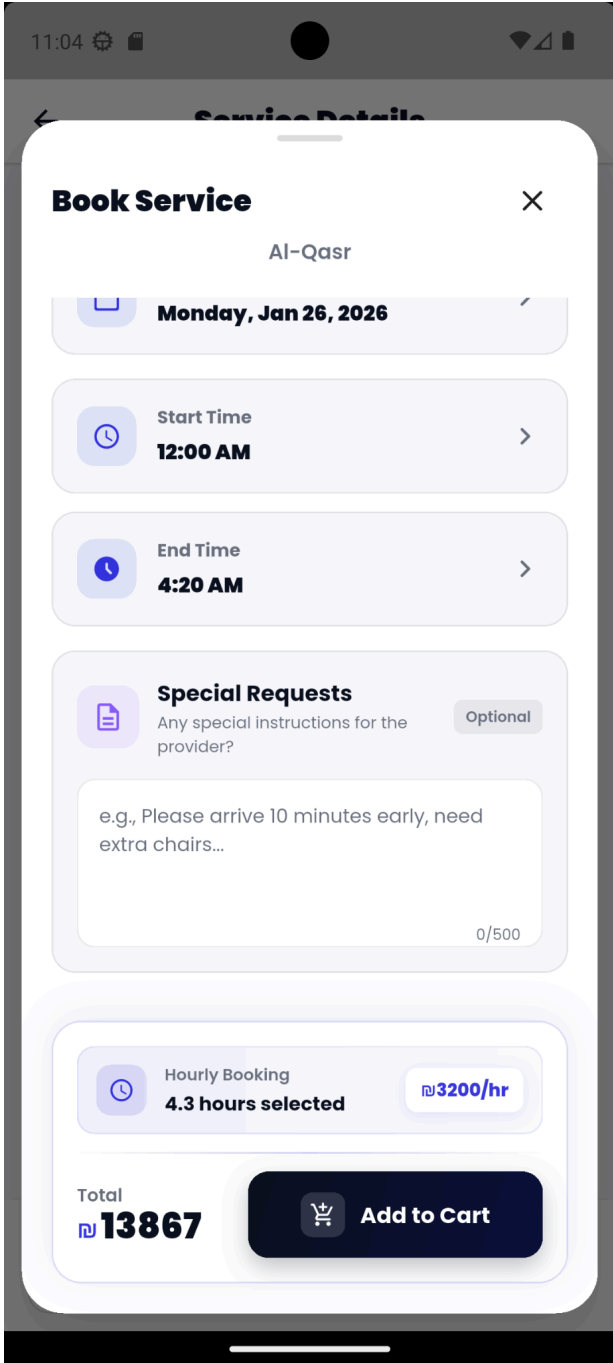
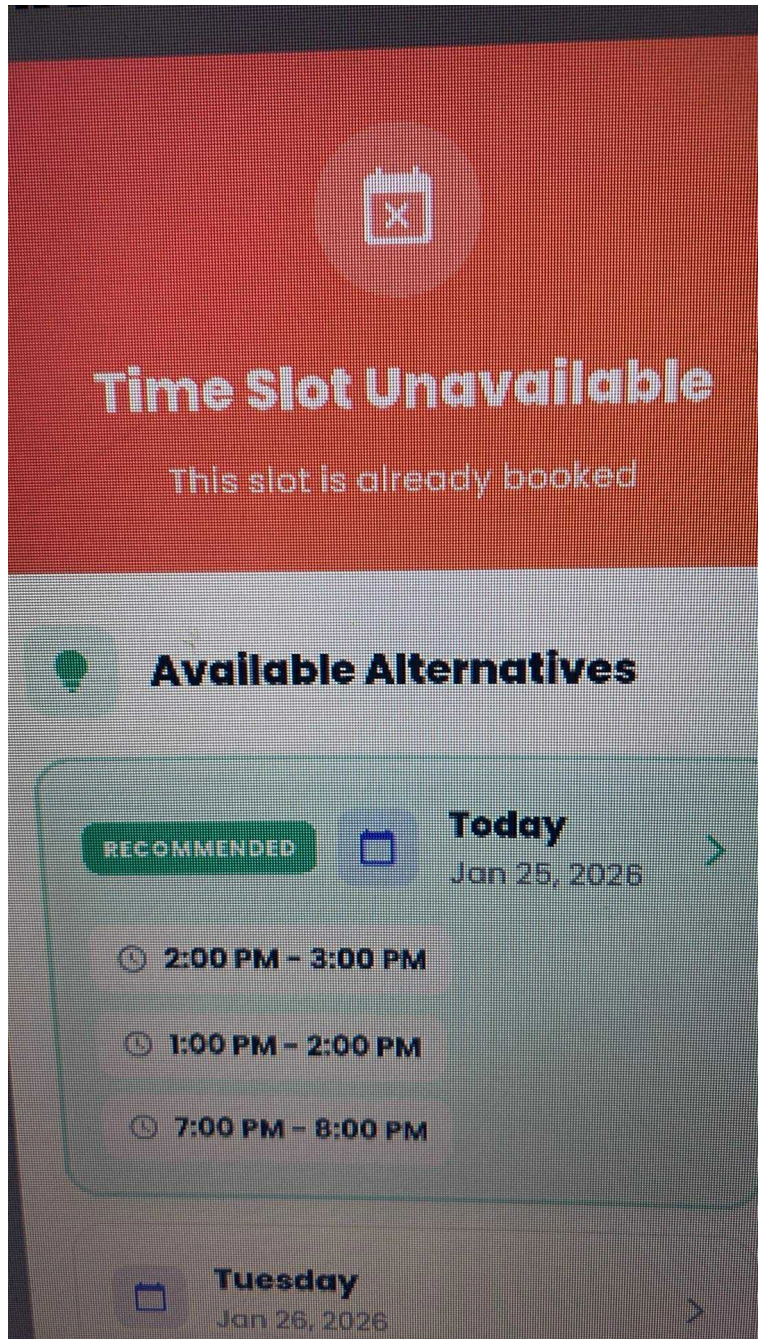
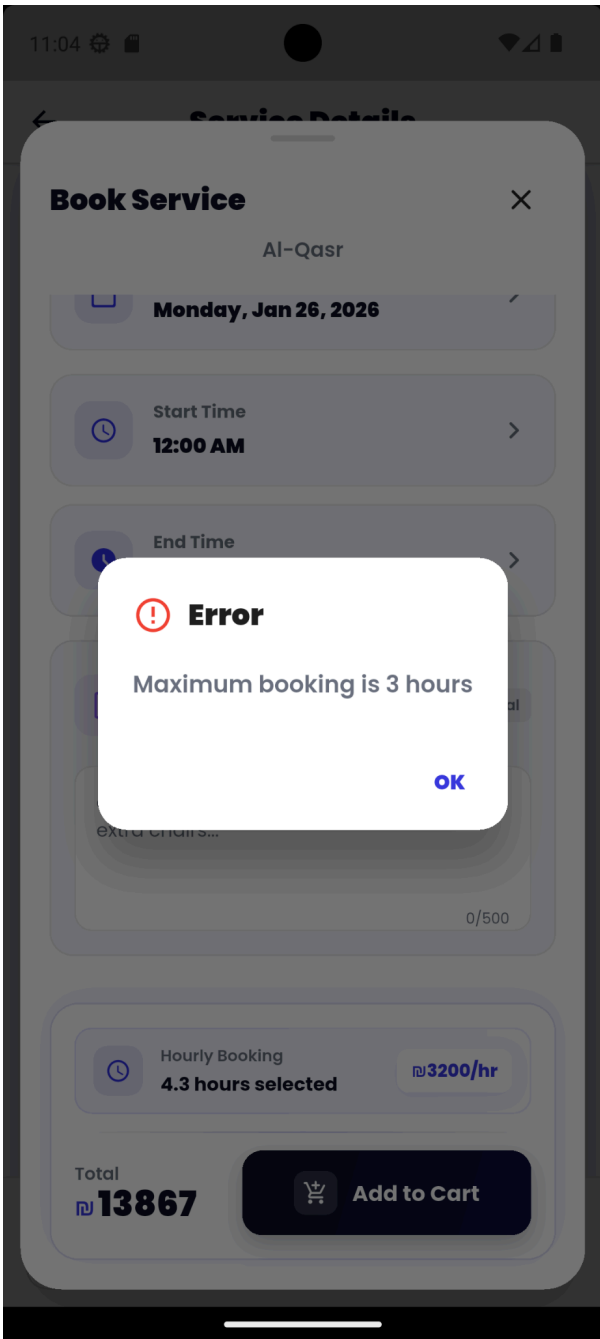


Figure 67: Add to Cart (1)





3.5.8 Payment

The application provides a complete and user-friendly booking workflow that allows customers to browse services, communicate directly with vendors, and complete reservations seamlessly. Users can view detailed service information, including availability, pricing, and booking rules such as minimum and maximum duration.

After selecting the desired date and time, the system automatically validates the booking based on the vendor's constraints and calculates the total cost accordingly. Selected services can be added to the cart, where users can review their order before proceeding to checkout. The payment process is securely handled using card-based transactions (Visa/MasterCard).

Upon successful payment, the system confirms the transaction, creates the booking automatically, and sends a confirmation email to the user, ensuring a reliable and transparent booking experience.

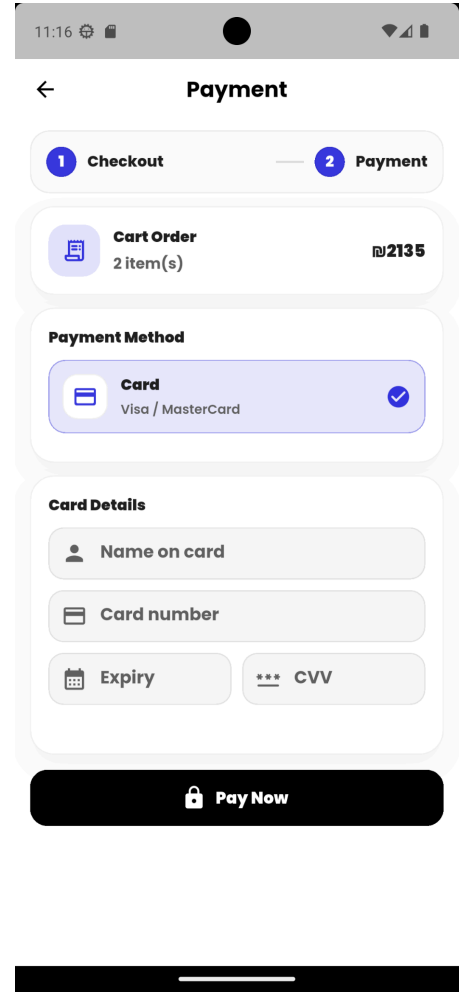
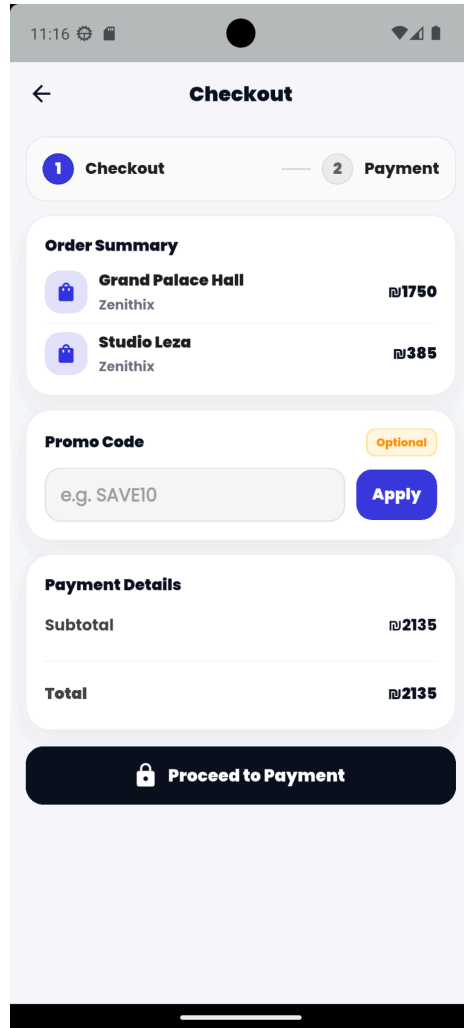
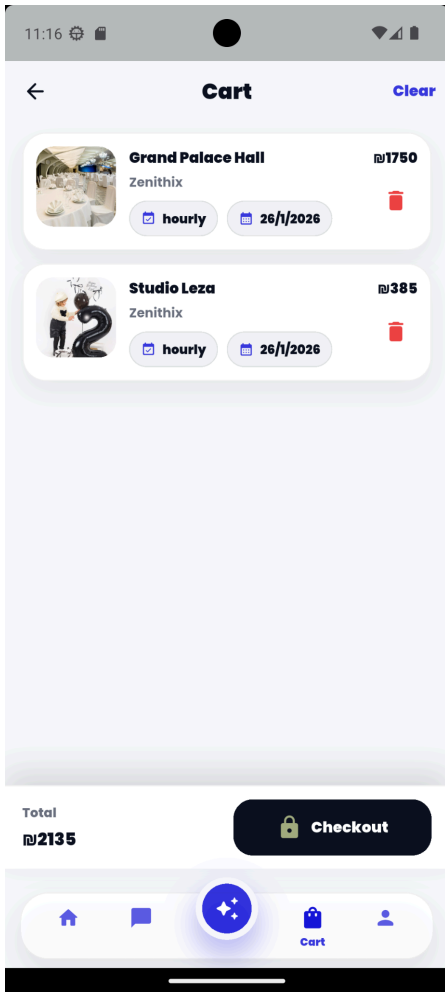


Figure 68: Payment (1)

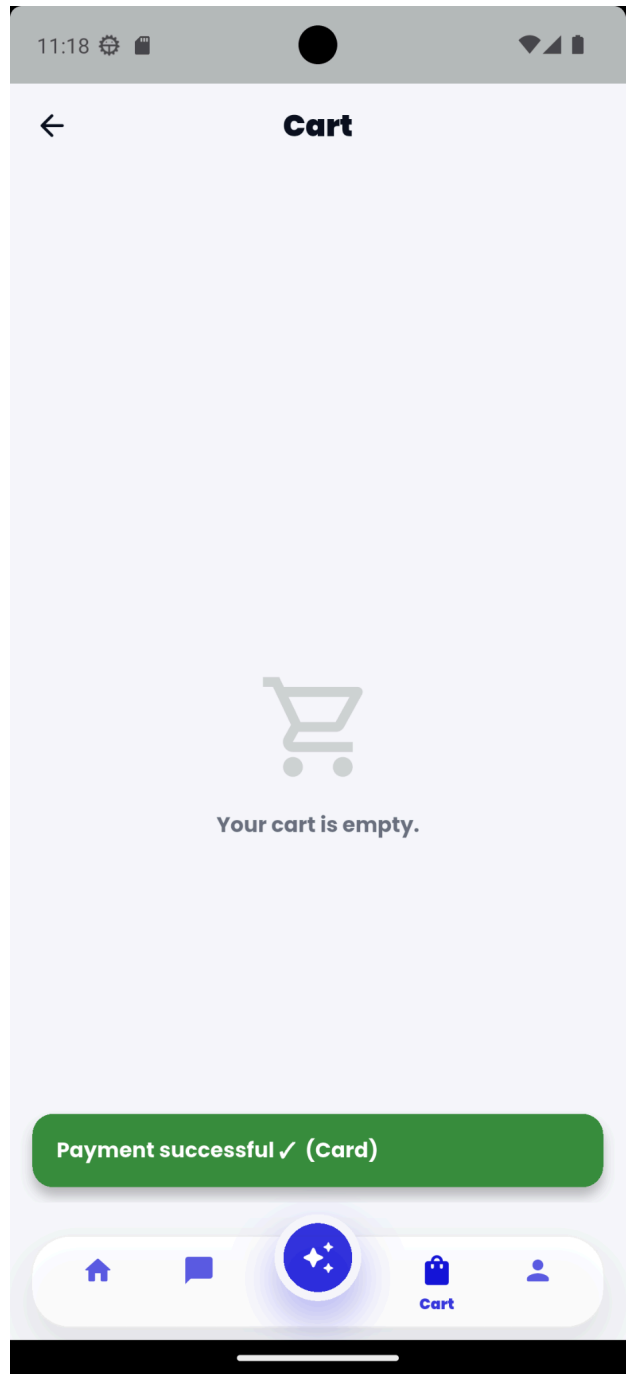
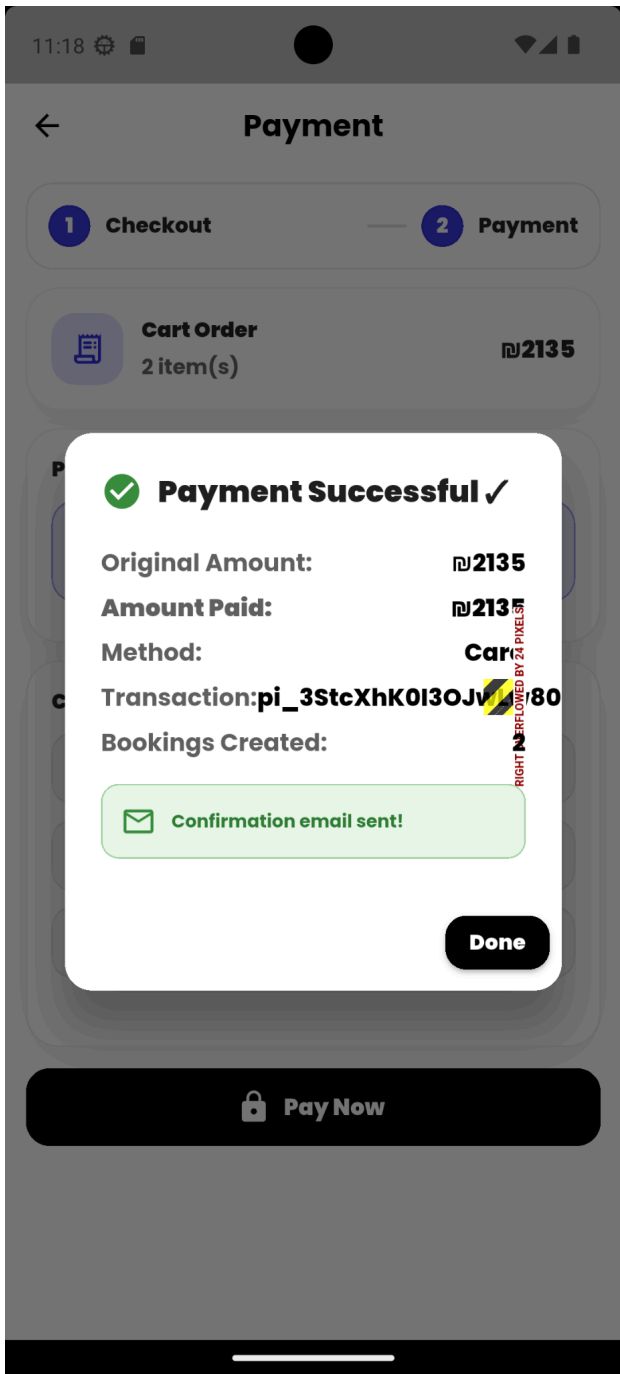
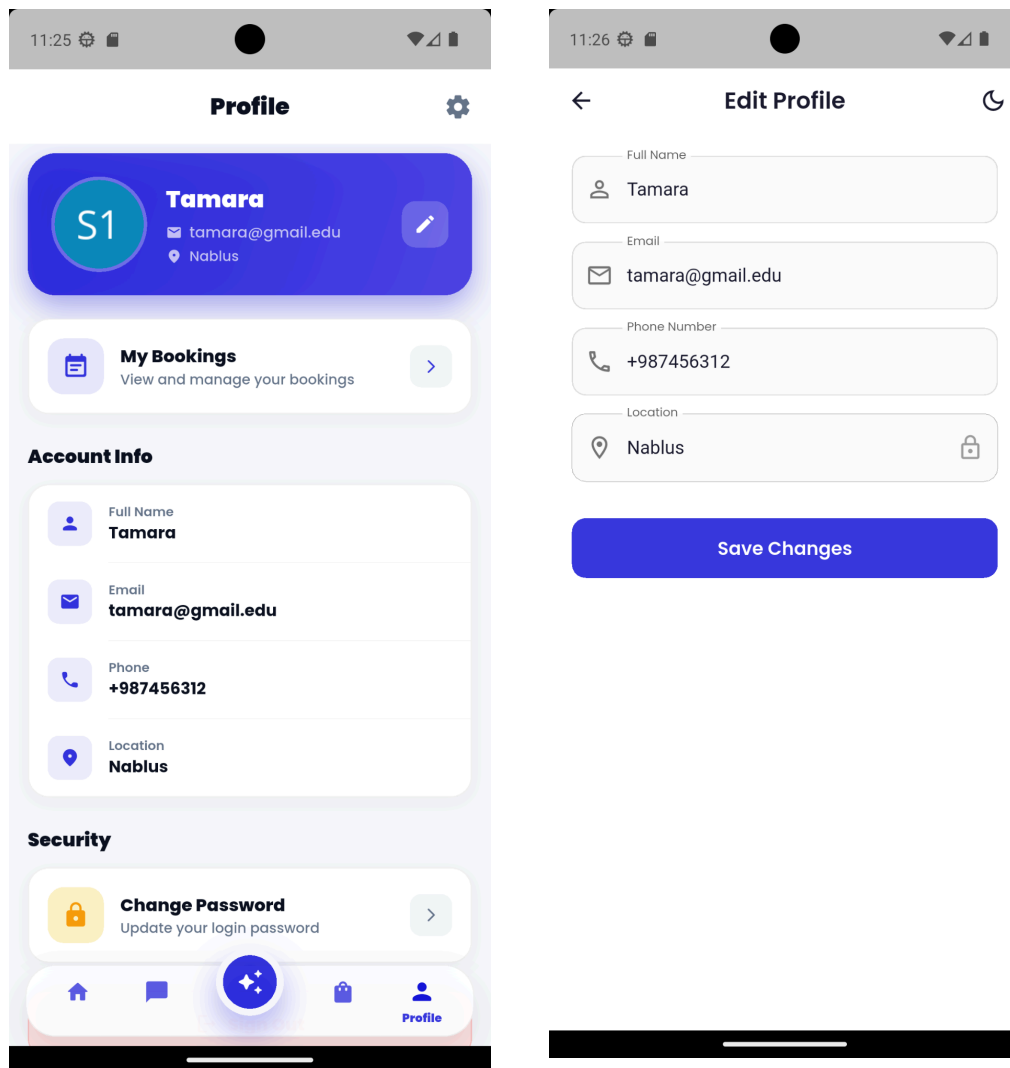


Figure 69: Payment (2)

3.5.9 Profile & Account Management

This section allows users to view and manage their personal account information in a simple and secure way. Users can see their basic details such as full name, email address, phone number, and location, and update this information through the Edit Profile screen. The profile page also provides quick access to bookings and account settings, making it easy for users to manage their activity in one place.

Figure 70: Profile (1)



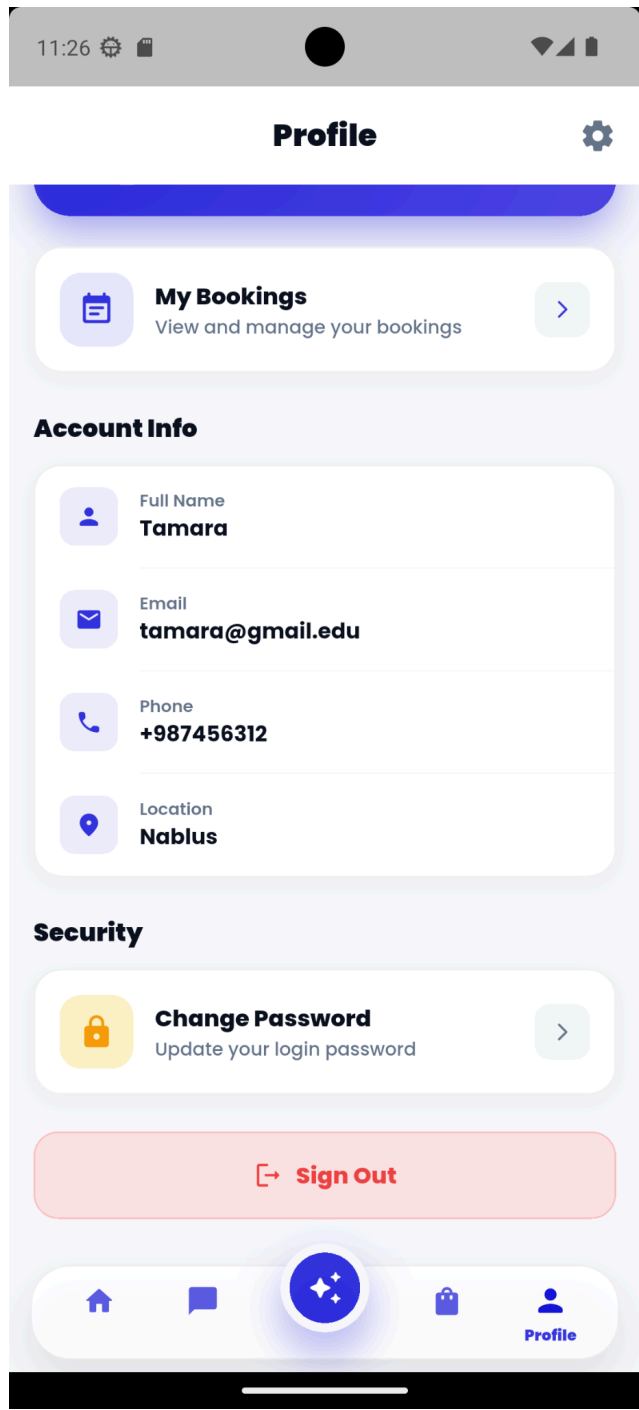
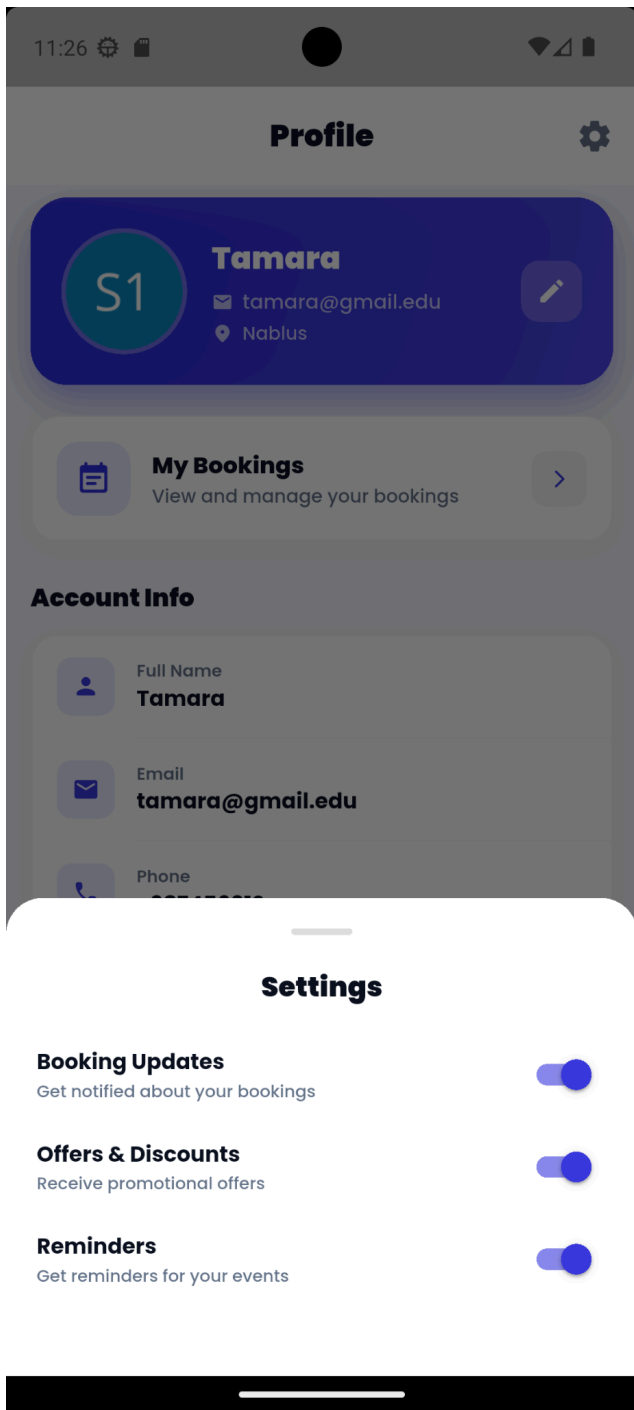
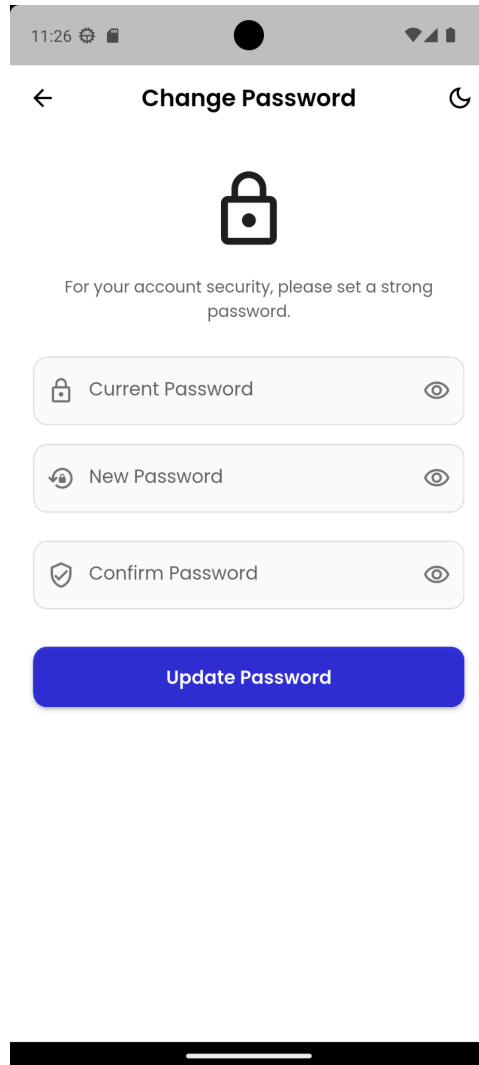


Figure 71: Profile (2)

Security – Change Password

The Change Password feature is designed to protect user accounts and enhance security. Users can update their password by entering their current password and setting a new one. The interface encourages choosing a strong password to keep the account safe, and the process is straightforward to ensure a smooth and secure update experience.



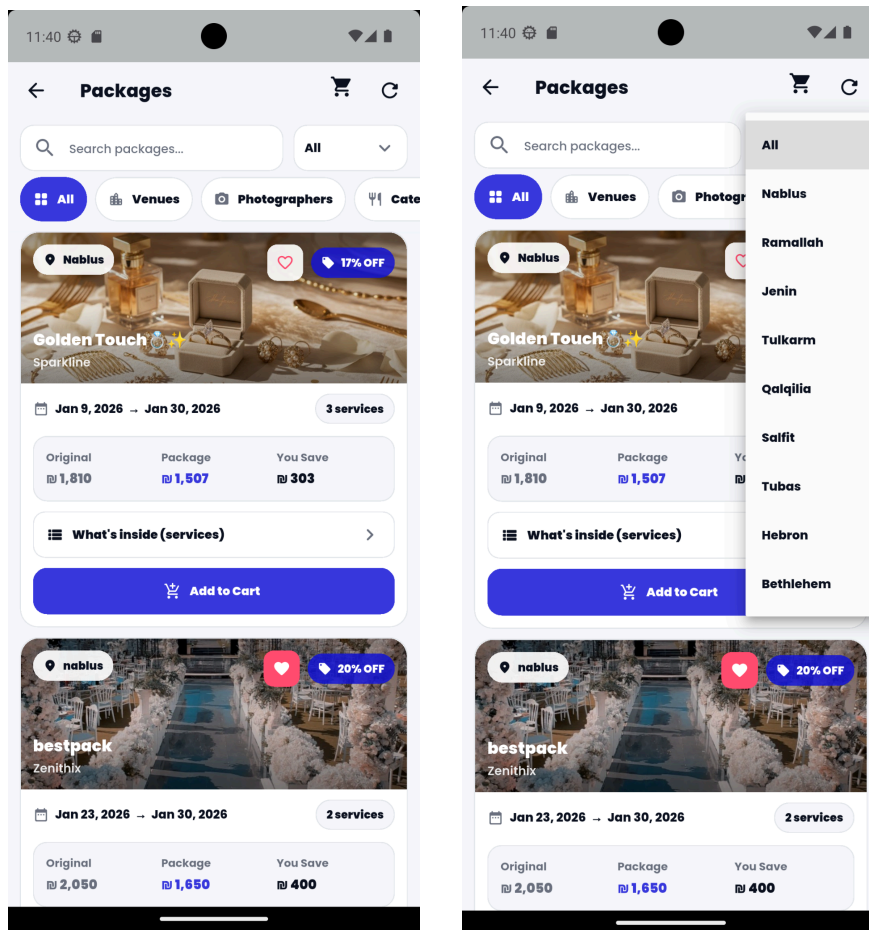
The screenshot shows a mobile application interface for changing a password. At the top, there is a status bar with the time 11:26 and various system icons. Below the status bar is a navigation bar with a back arrow on the left, the title "Change Password" in the center, and a refresh icon on the right. The main content area features a large padlock icon, followed by the text "For your account security, please set a strong password." Below this text are three input fields: "Current Password" with a lock icon and an eye icon, "New Password" with a refresh icon and an eye icon, and "Confirm Password" with a checkmark icon and an eye icon. At the bottom of the form is a prominent blue button labeled "Update Password". The entire interface is set against a light gray background.

Figure 72: Change Password

3.5.10 Packages

The Packages feature allows users to browse and book bundled services offered by vendors in one place. Each package combines multiple services into a single offer with a discounted price, helping customers save money and time. Users can search and filter packages by category and location, view detailed package information, check what services are included, compare original prices with package prices, and see how much they save. Once a suitable package is selected, the user can add it to the cart, choose booking dates for each service, add optional notes, and complete the booking. This feature simplifies event planning by providing organized, cost-effective service bundles with clear pricing and availability.

Figure 73: Packages (1)



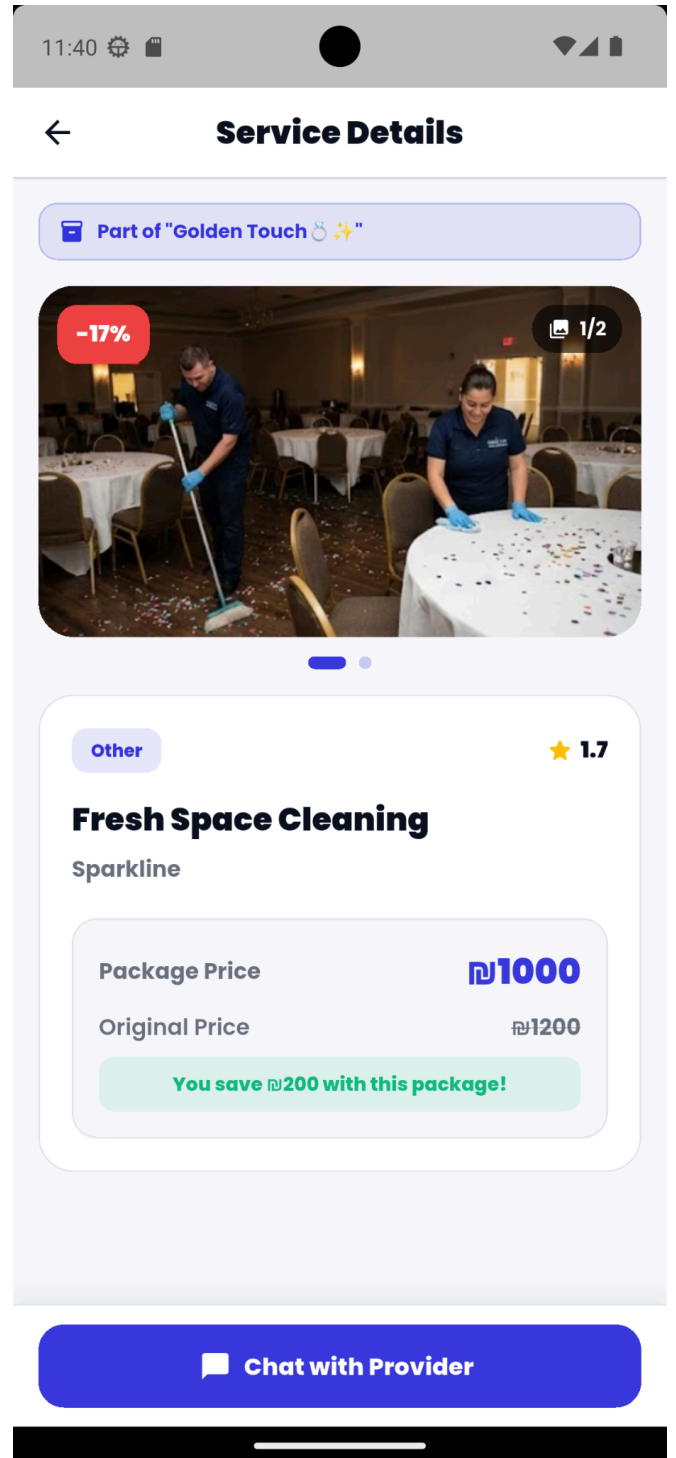
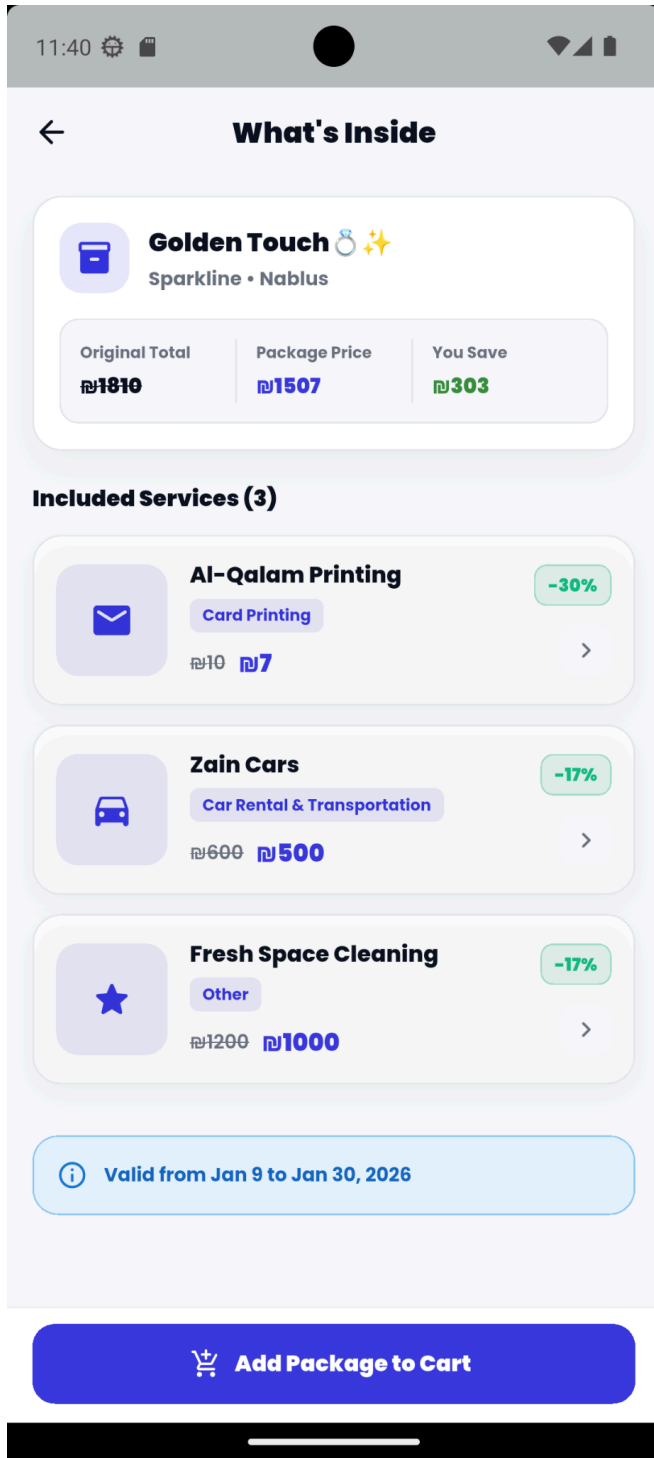


Figure 74: Packages (2)

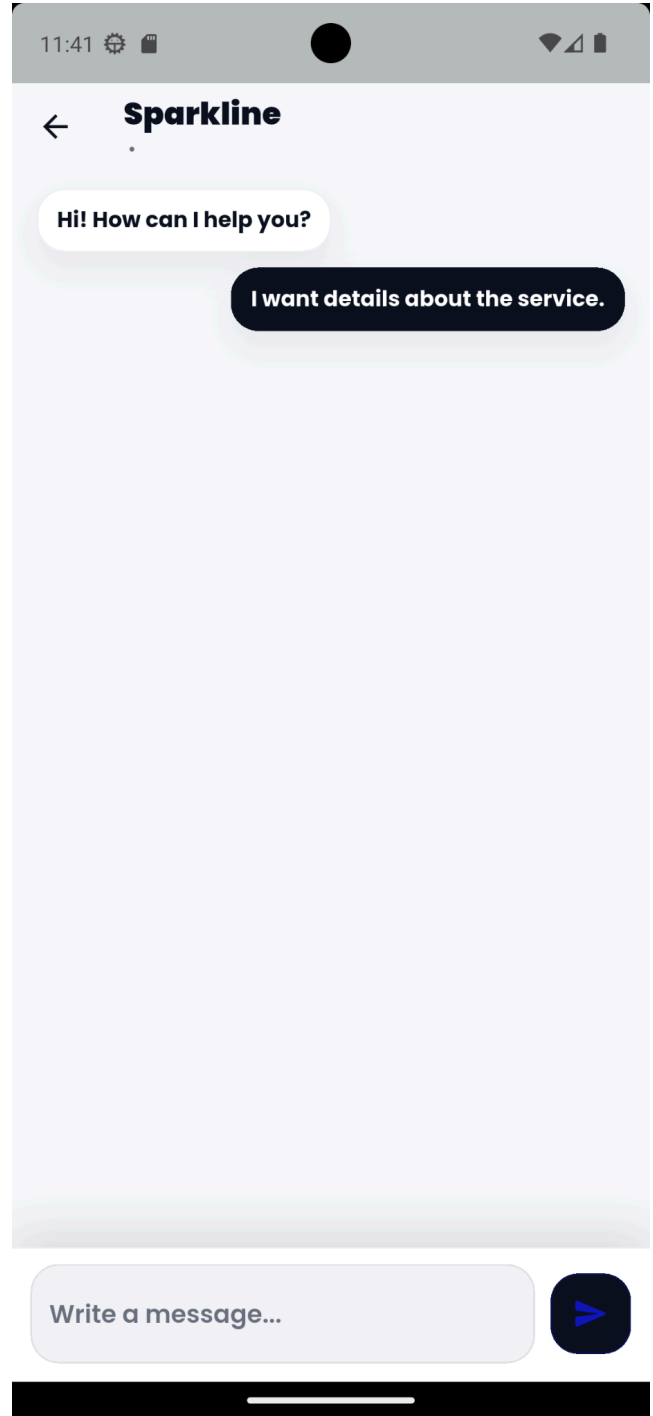
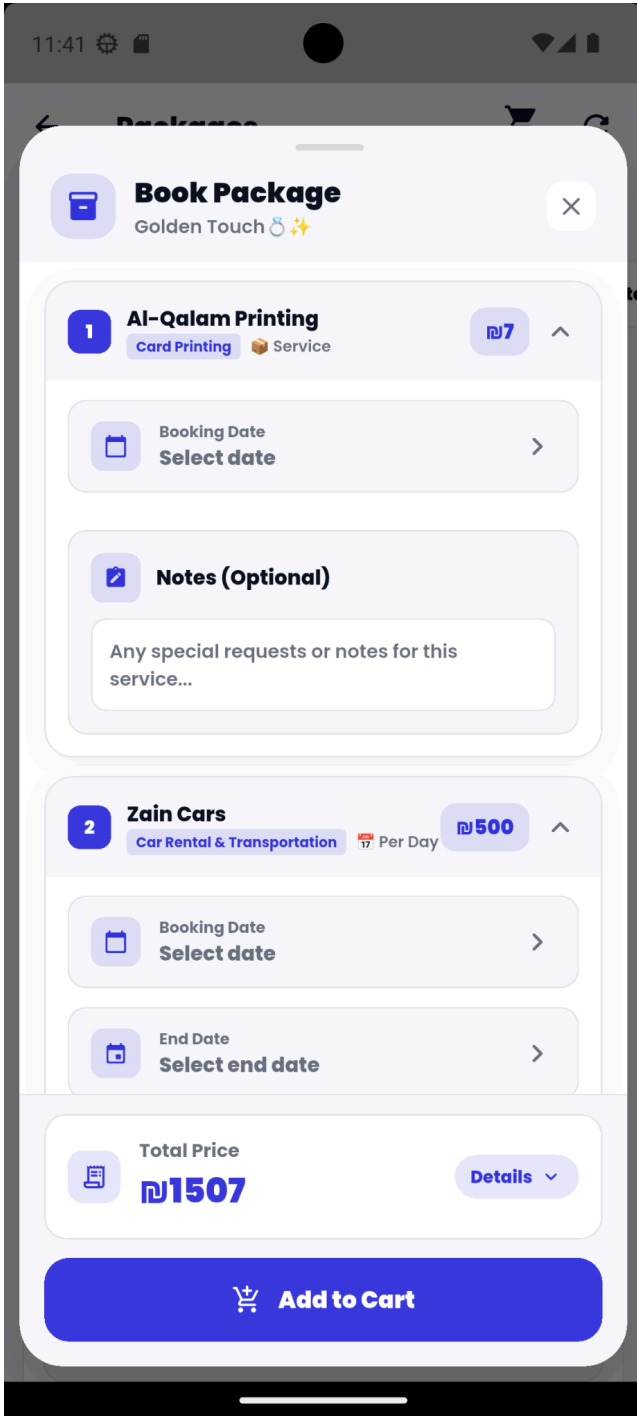


Figure 75: Packages

3.5.11 Offers

The Special Offers feature allows users to discover discounted services provided by vendors for a limited time. Users can browse offers, search by service name, and filter results by category or city. Each offer clearly displays the discount percentage, remaining time, original price, discounted price, and the amount saved. This feature helps users find high-value deals quickly and encourages timely bookings by highlighting limited-time promotions.

Figure 76: Offers (1)

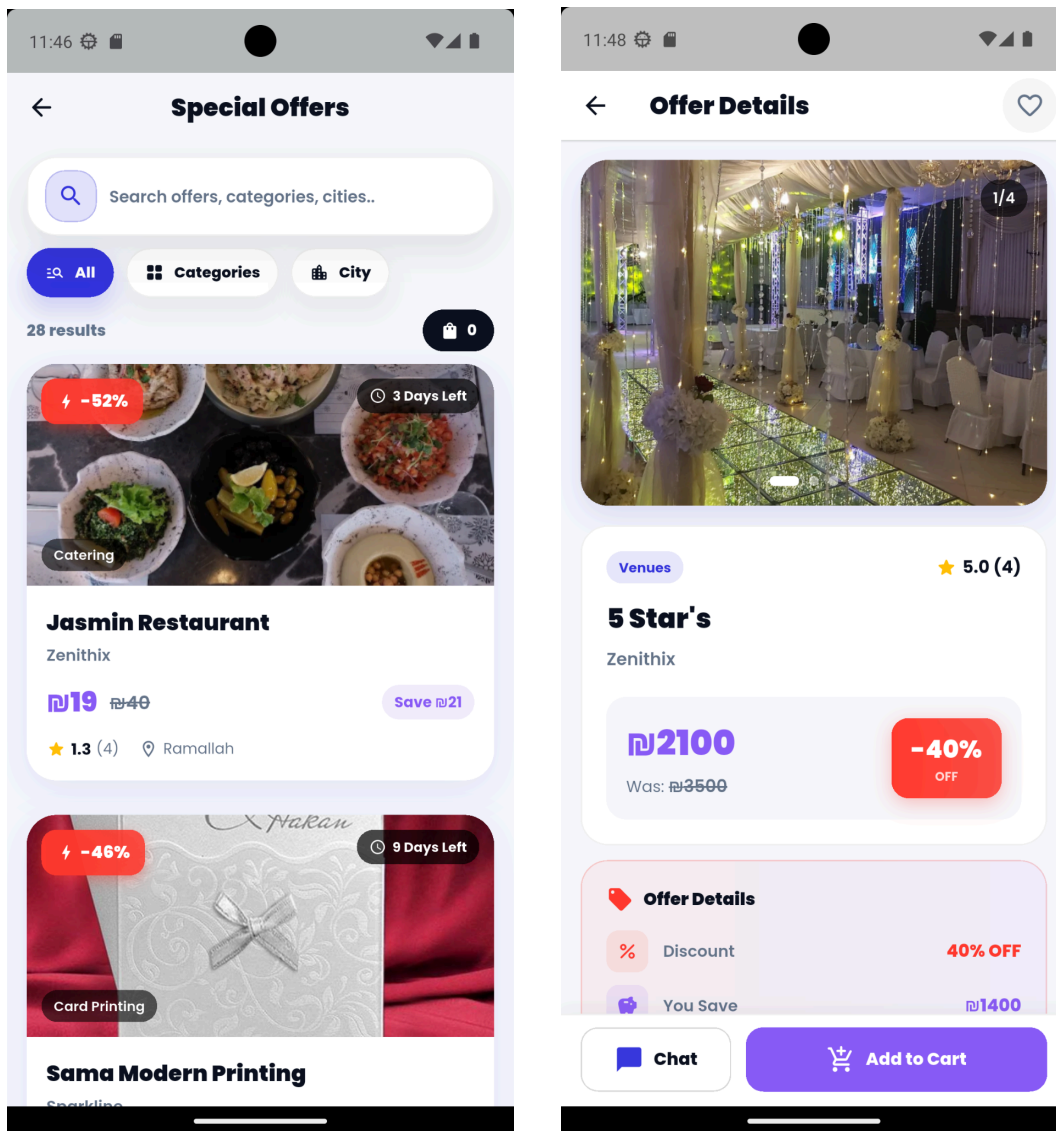
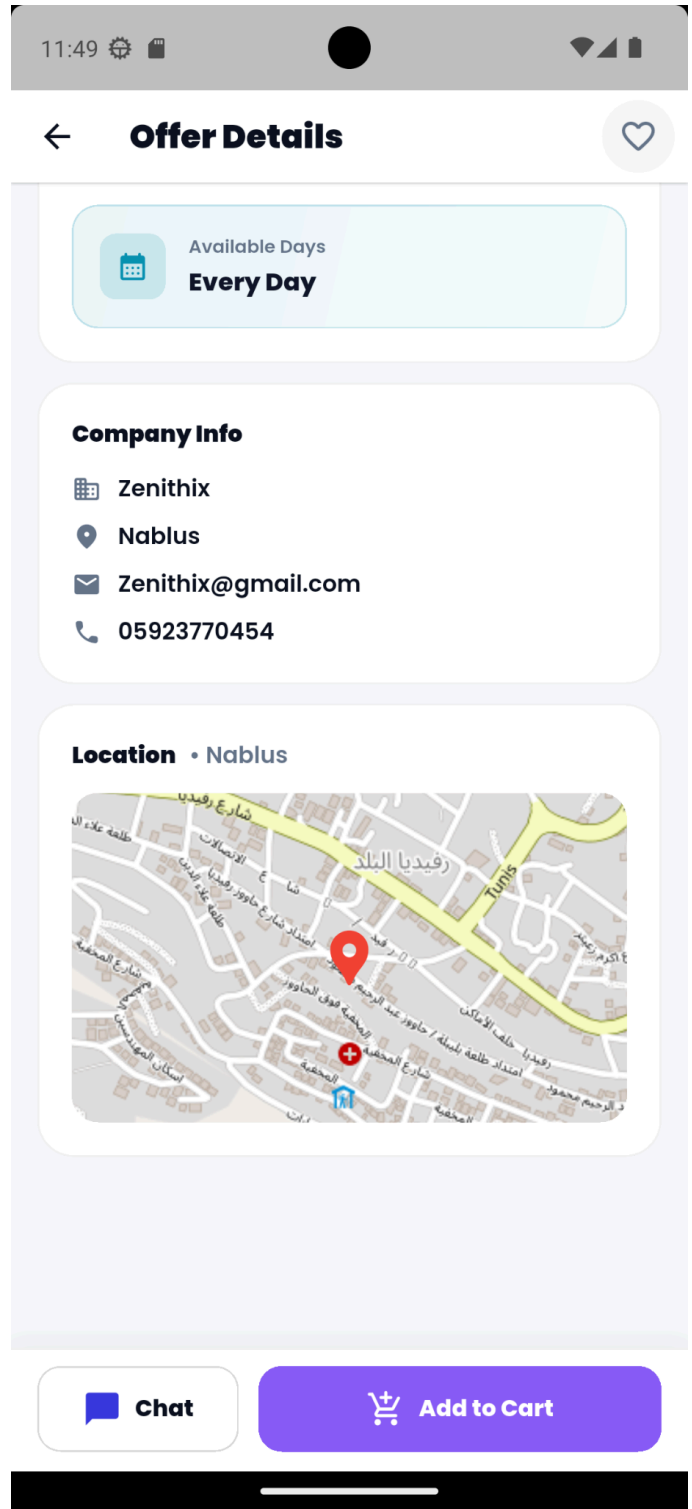
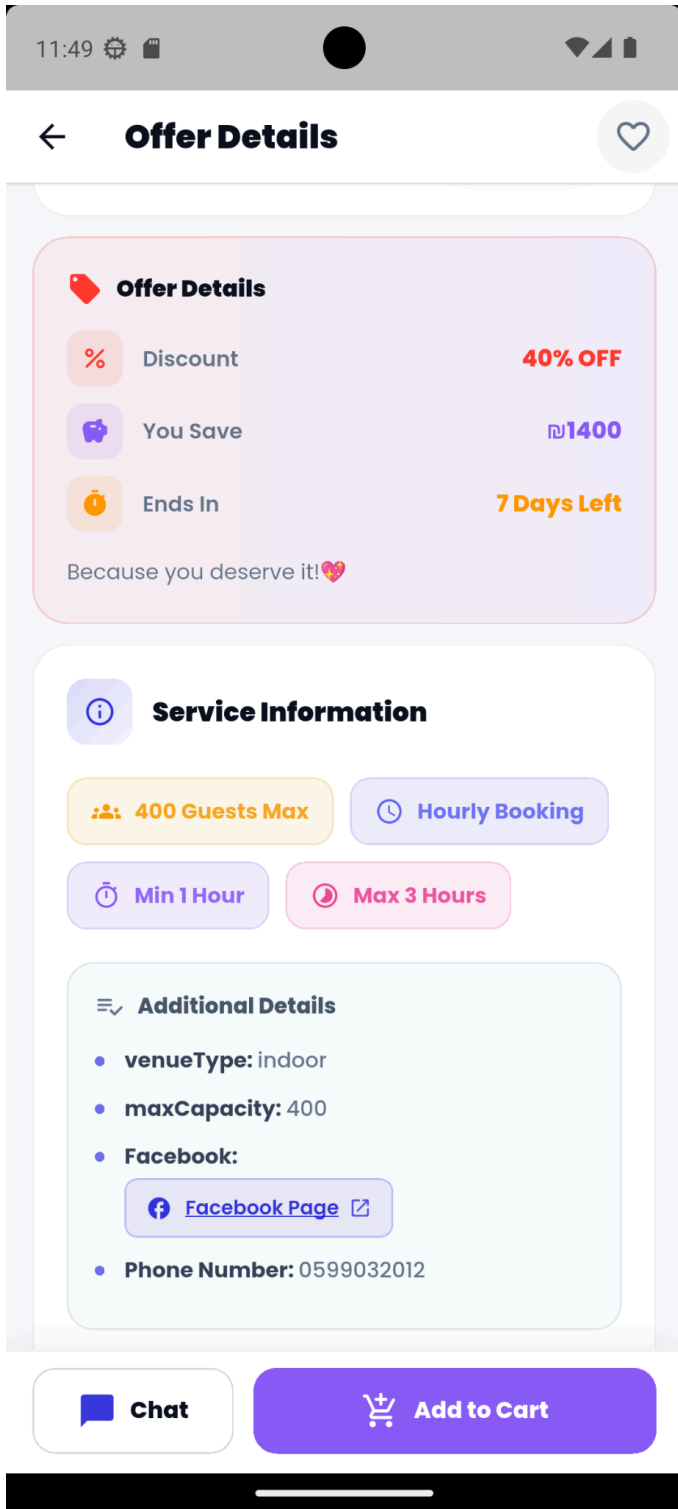


Figure 77: Offers (2)



3.5.12 Invitation Templates

The Invitation Templates feature allows users to choose from a variety of professionally designed invitation styles, such as Classic, Minimal, Botanical, and Romantic. Each template can be fully customized to match the event details, including the bride and groom names, date, time, location, and a personalized caption. Users can preview their invitation in real time while editing, ensuring the final design reflects their preferences. Once completed, the invitation can be saved or exported as a high-quality PNG or PDF, making it easy to share digitally or print for formal use.

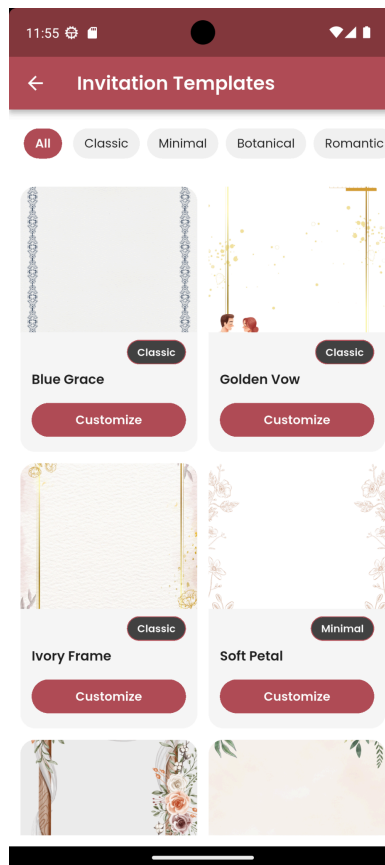


Figure 78: Invitation Template (1)

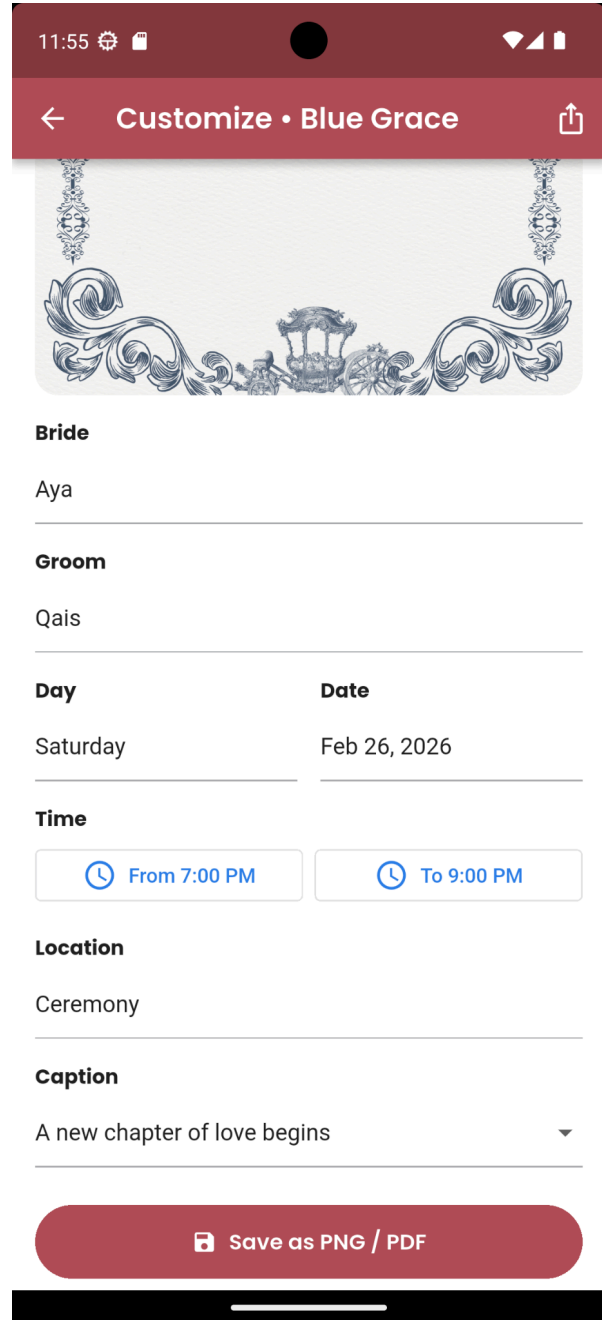
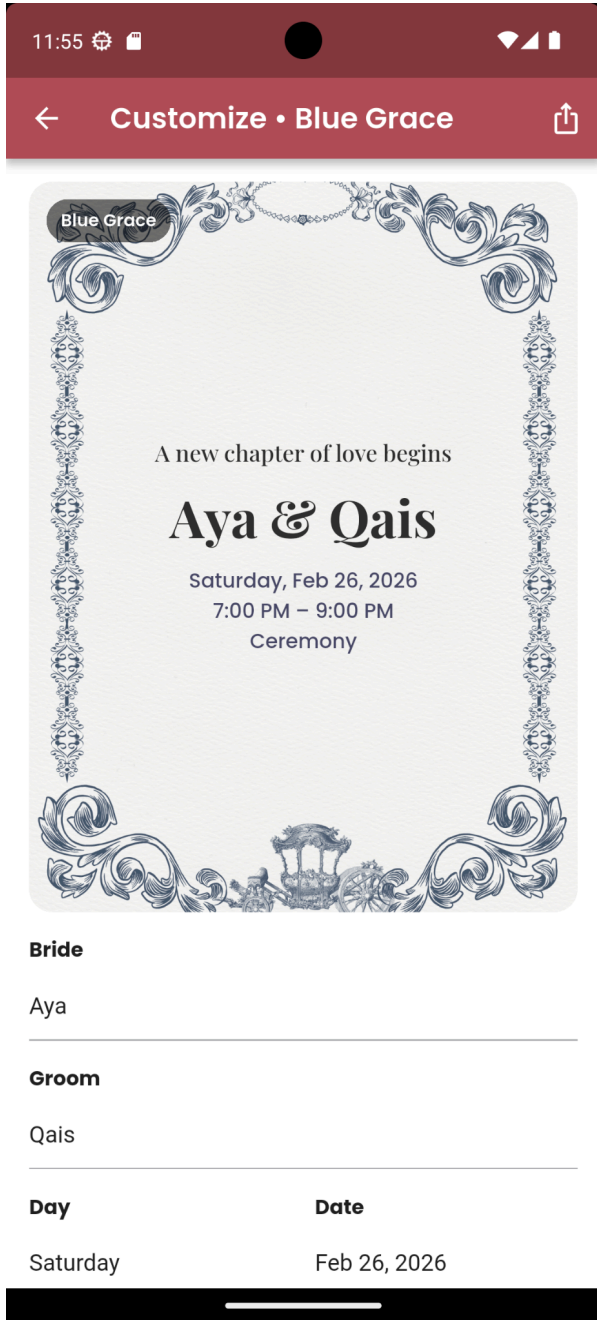
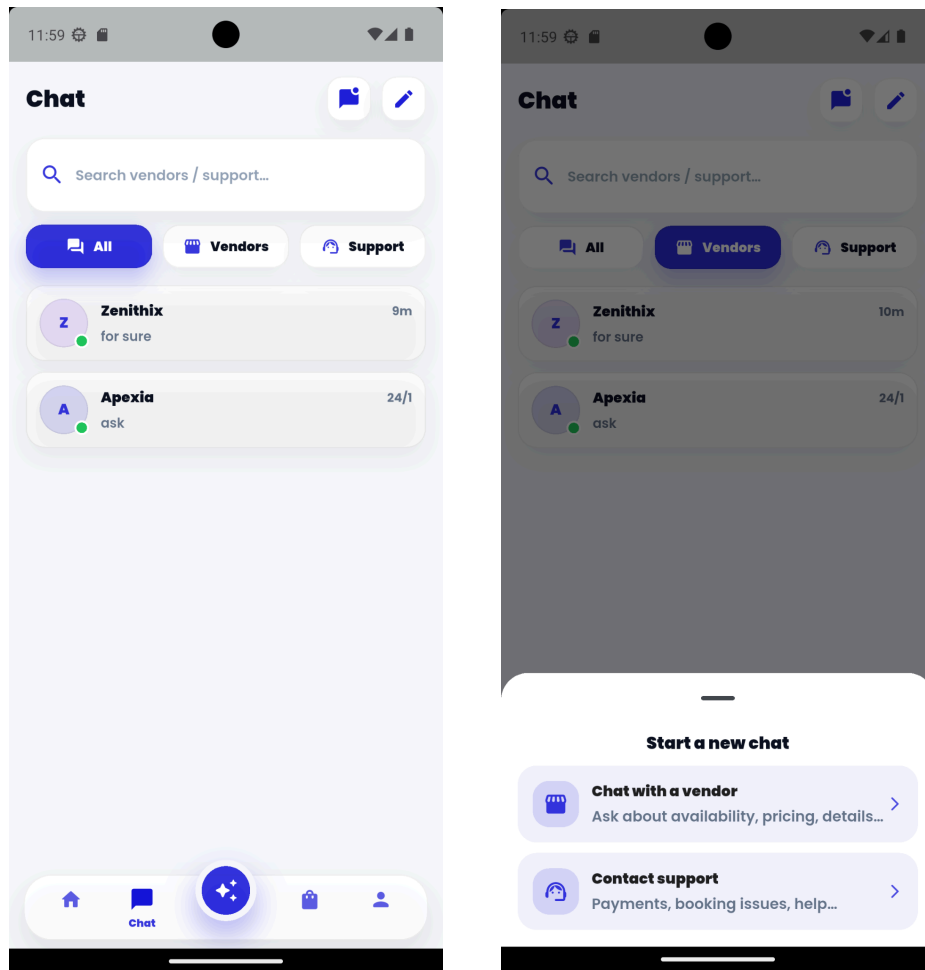


Figure 79: Invitation Template (2)

3.5.13 Messages

The Chat module enables seamless and direct communication between users, vendors, and platform support. It provides a unified interface where users can browse all conversations, filter chats by vendors or support, and quickly start new conversations. Through this feature, users can easily ask about availability, pricing, and service details, while vendors can respond in real time, improving interaction efficiency and trust. Additionally, the integrated support chat ensures that users can report issues related to payments, bookings, or technical problems, enhancing the overall user experience and reliability of the platform.

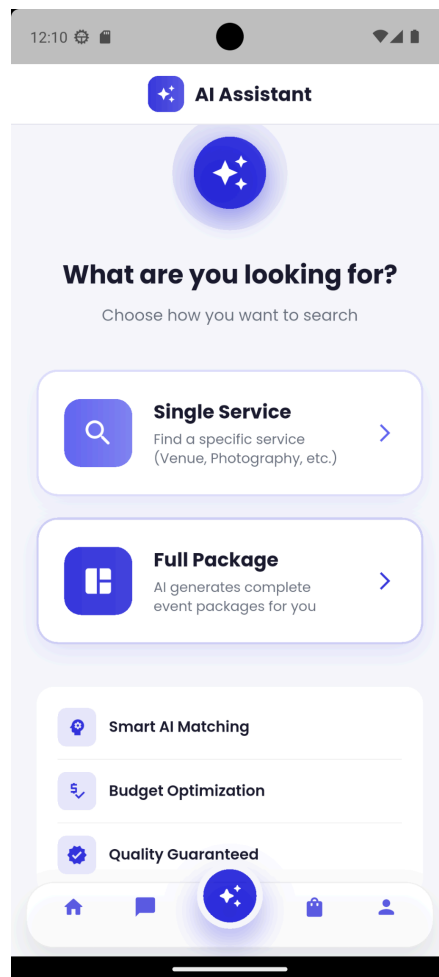
Figure 80: Messages



3.5.14 AI Assistant

The AI Assistant is an intelligent feature designed to help users easily find the most suitable services or complete event packages. By allowing users to enter their preferences, such as service type, budget, city, and event requirements, the assistant analyzes the provided information and generates personalized recommendations. It supports both single service searches (such as venues or photography) and full package generation, ensuring optimal matching between user needs and available vendors. Through smart AI matching and budget optimization, the assistant simplifies the event planning process, saves time, and helps users make well-informed decisions.

Figure 81: AI Assistant

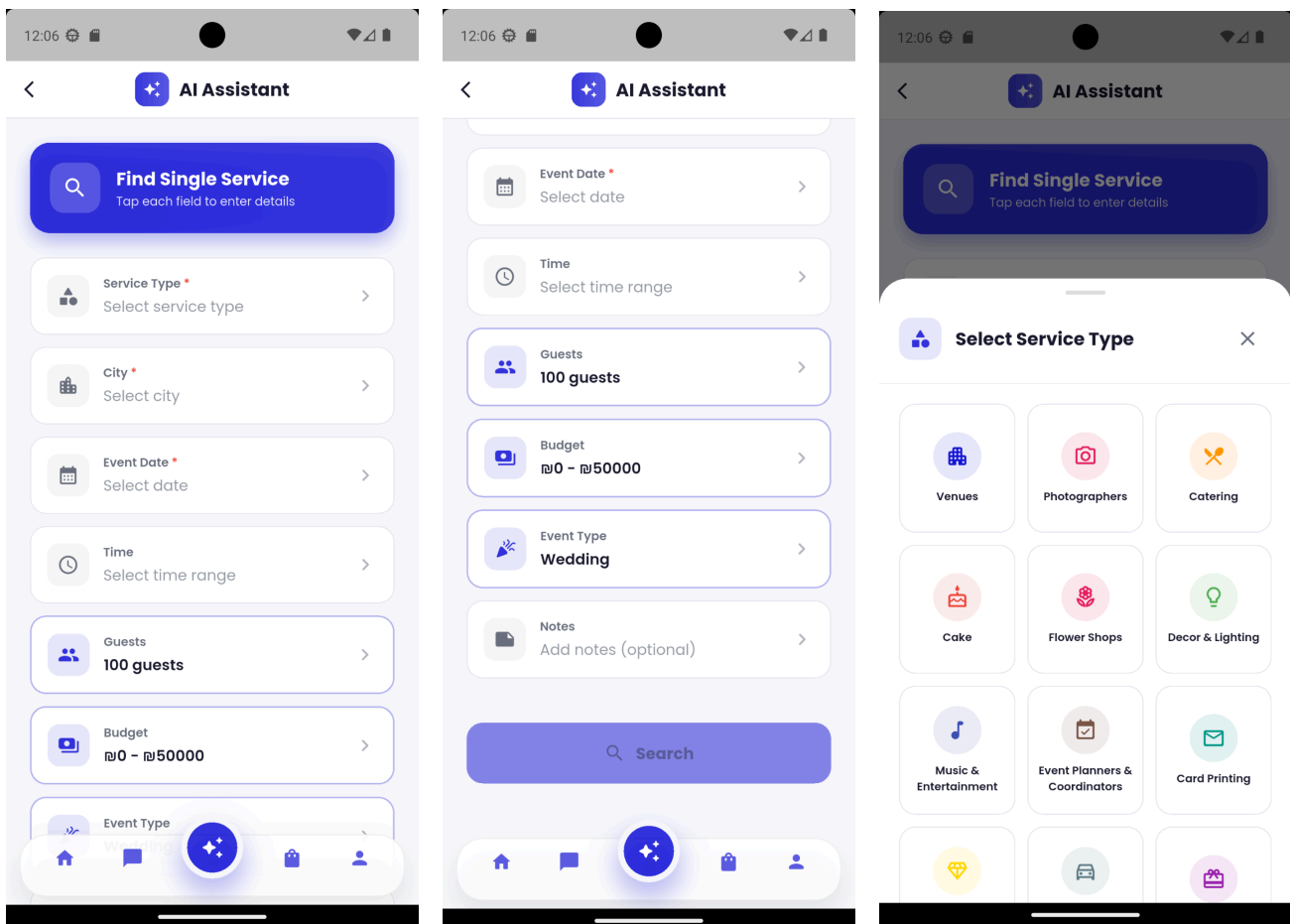


Single Service AI

The Single Service feature allows users to search for one specific event service instead of a full package. The user selects the service type (such as venue, catering, photography, or decor), then enters key details like city, event date, time, number of guests, and budget.

Based on this information, the system filters and matches the best available providers that fit the user's needs. This approach gives users full flexibility to plan their event step by step, compare options easily, and choose exactly the service they want without committing to a complete package.

Figure 82: Single Service AI (1)



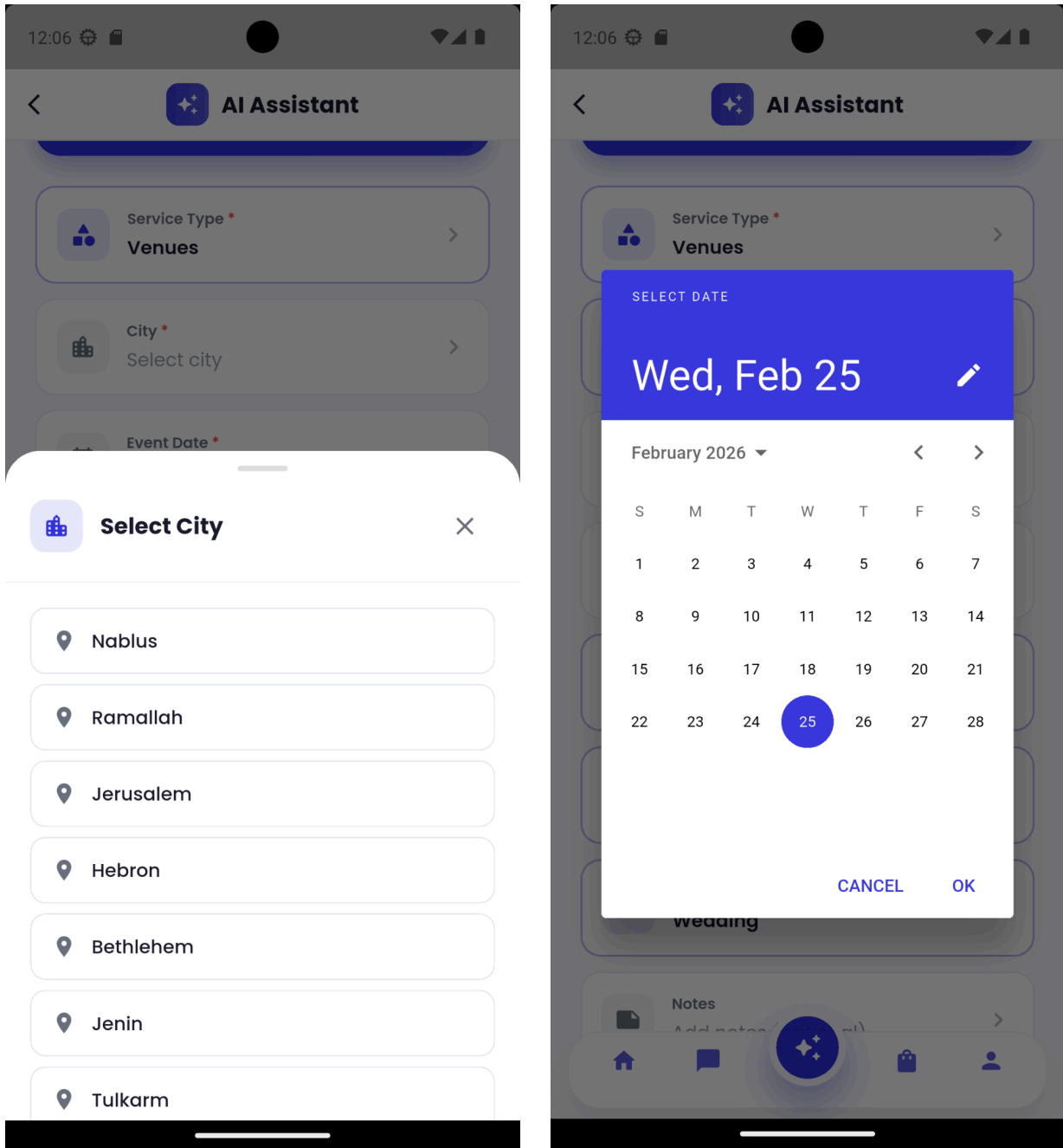


Figure 83: Single Service AI (2)

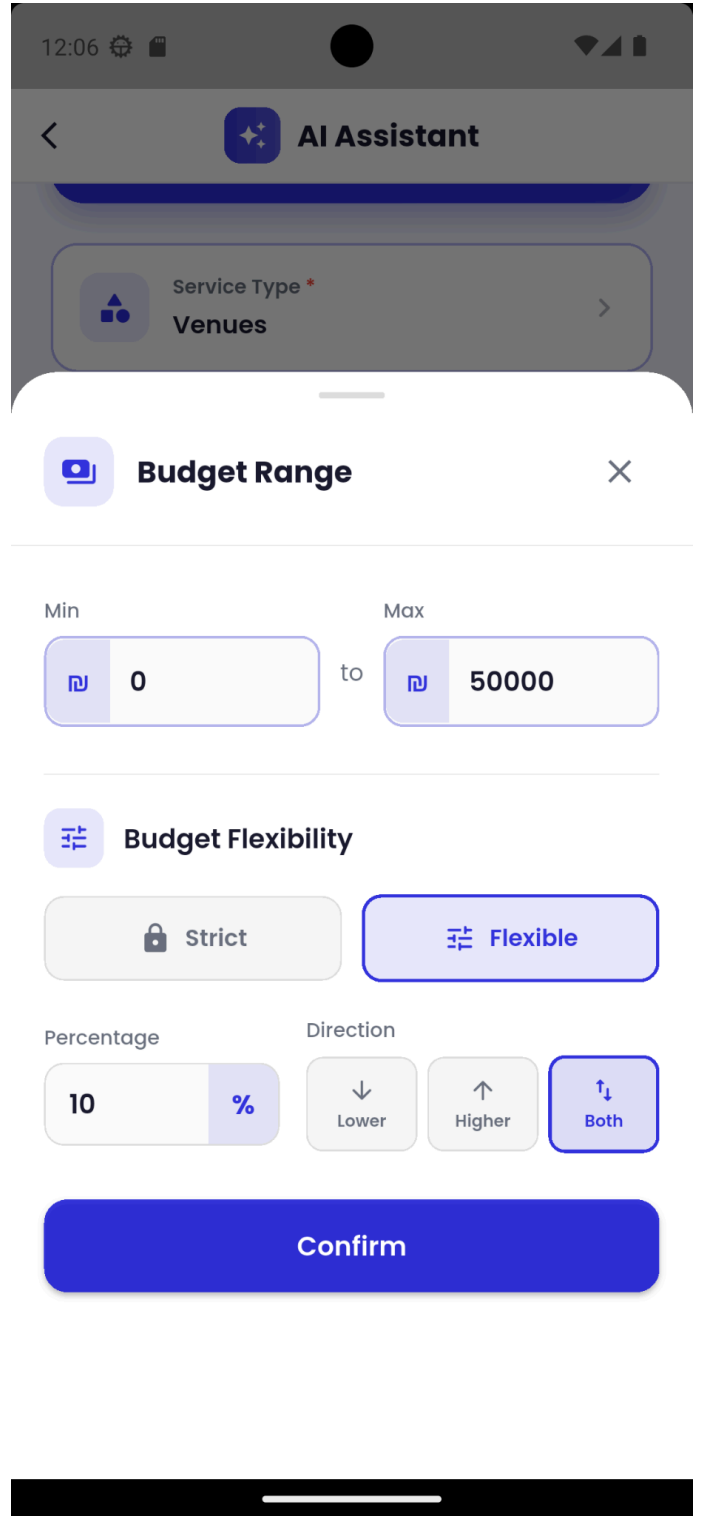
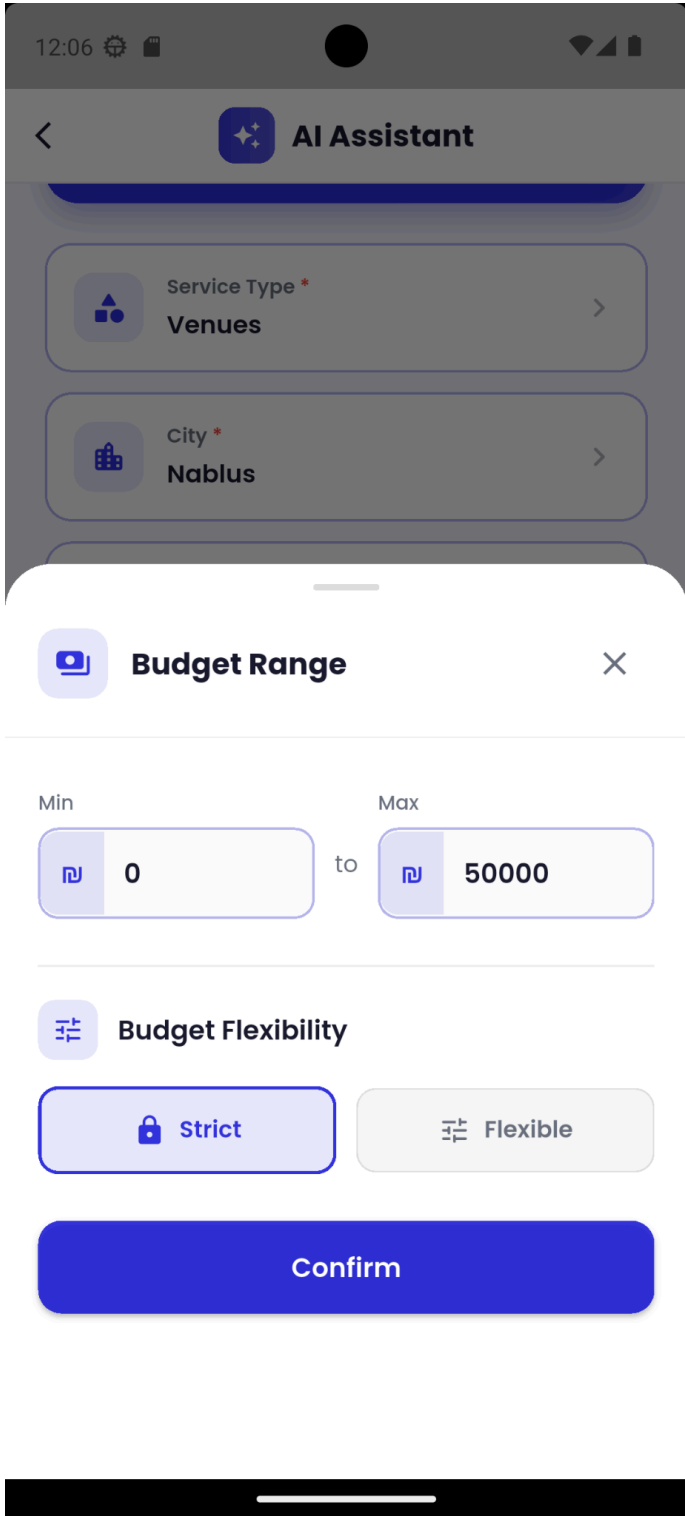


Figure 84: Single Service AI (3)

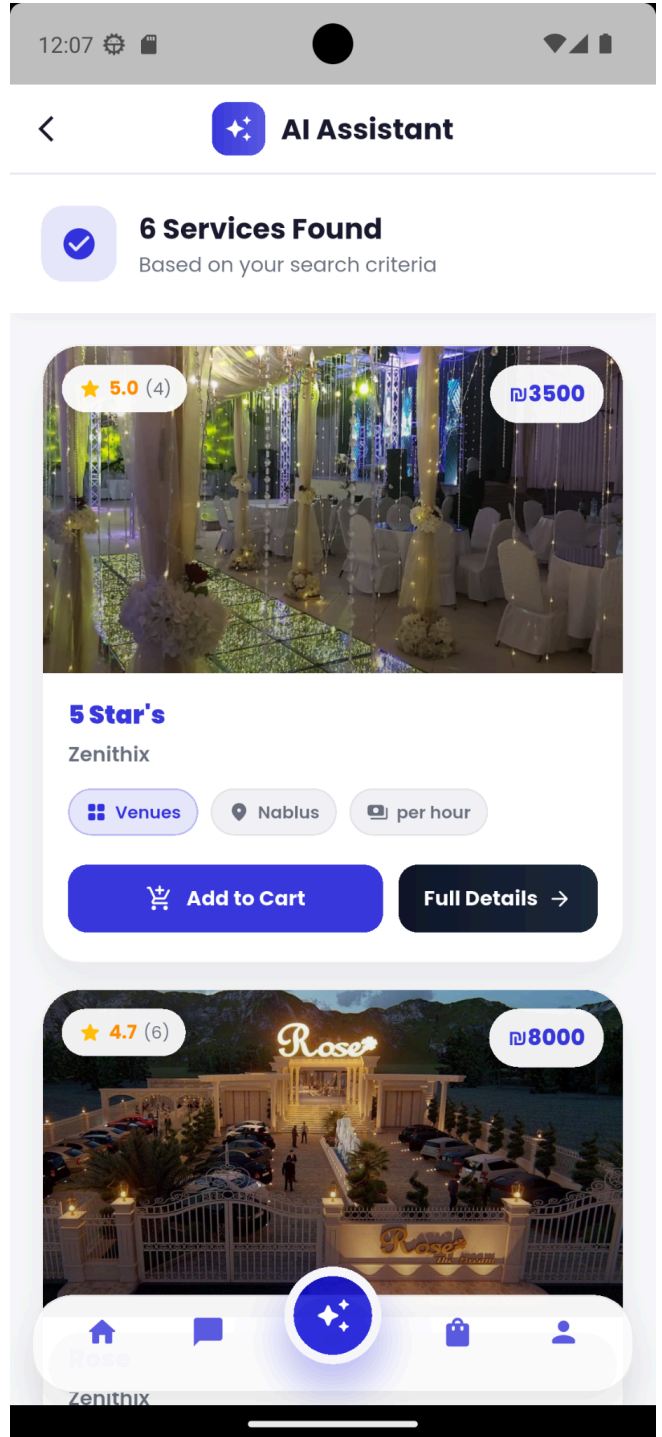
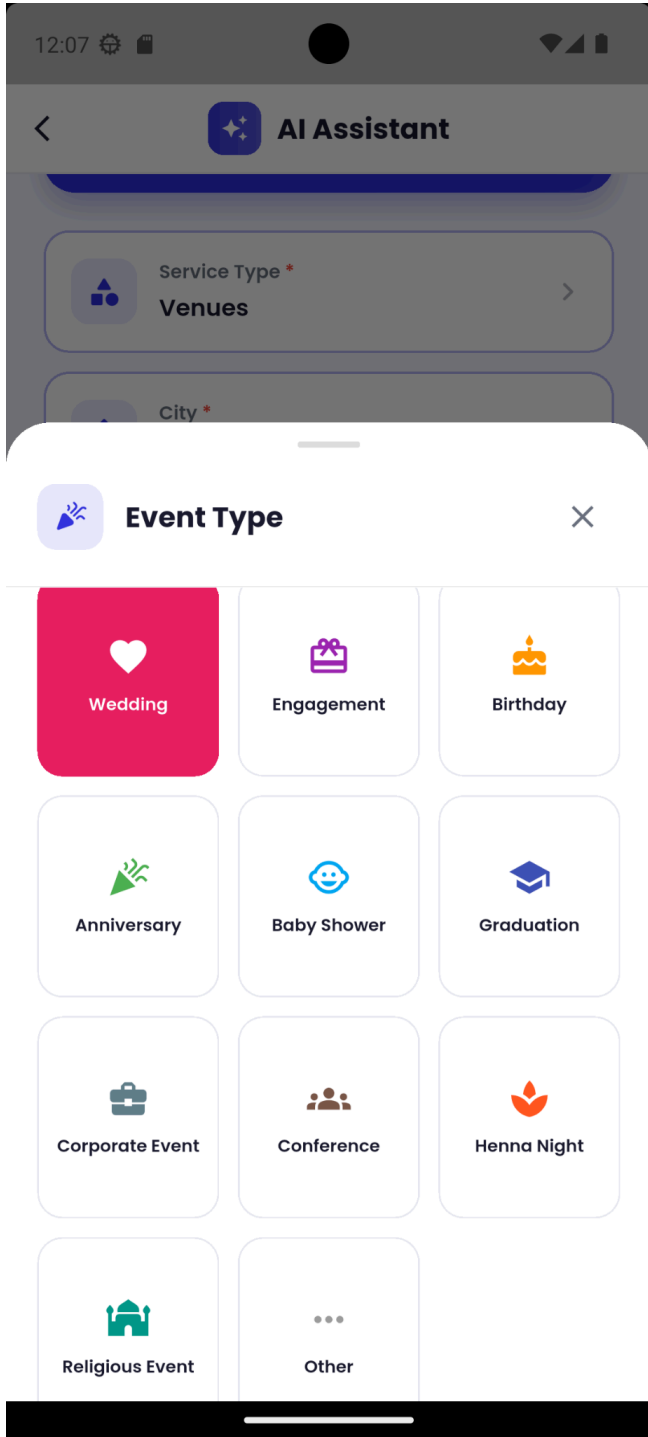


Figure 85: Single Service AI (4)

Full Package AI

The Full Package feature enables users to create a complete event package by selecting multiple services at once. Users can choose the services they need and assign a budget percentage to each service based on its priority. The system ensures that all selected services together reach 100% of the total budget. Using AI-based matching, the platform then generates optimized package suggestions that fit the user's budget, city, and event requirements, providing a balanced and well-organized event plan.

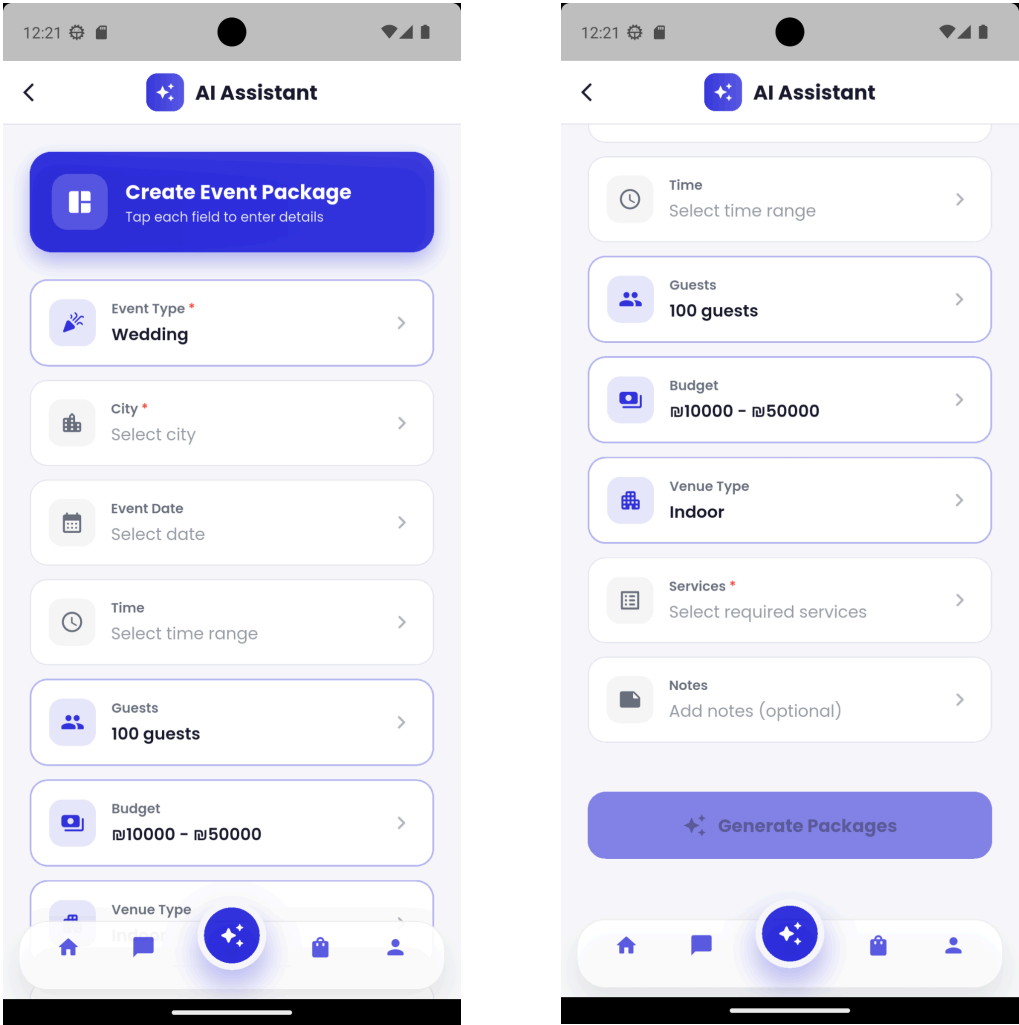


Figure 86: Full Package AI (1)

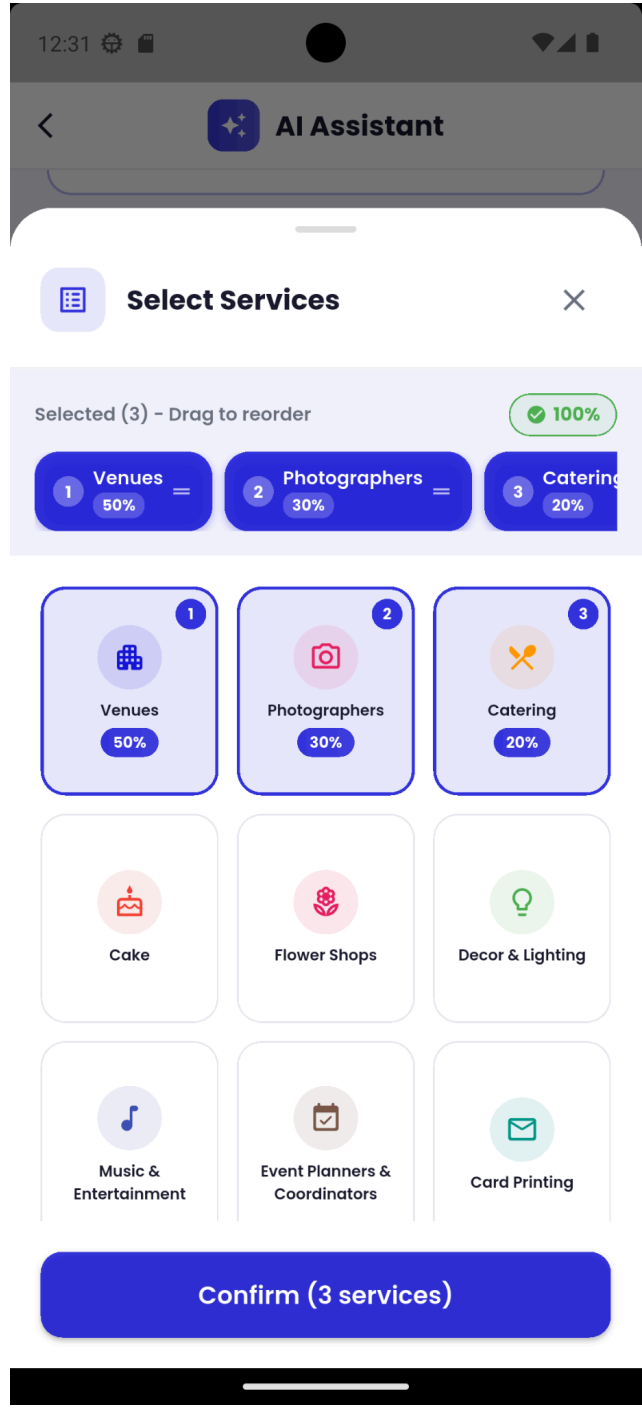
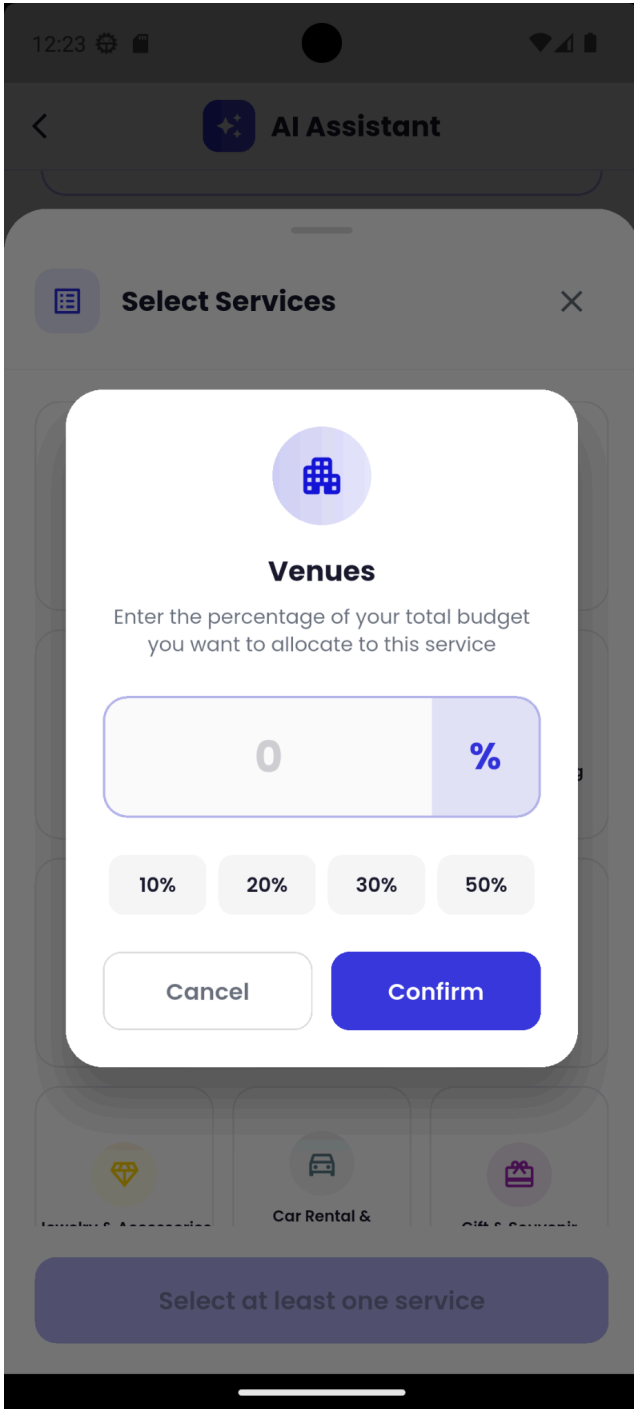


Figure 87: Full Package AI (2)

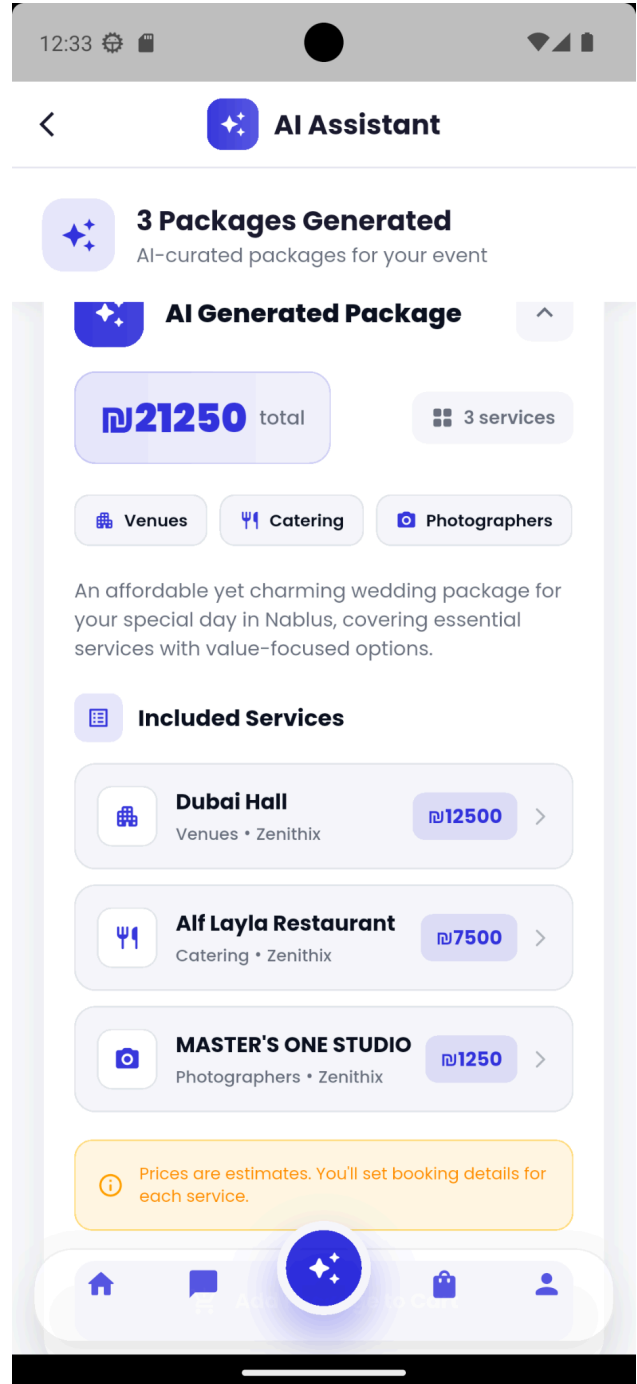
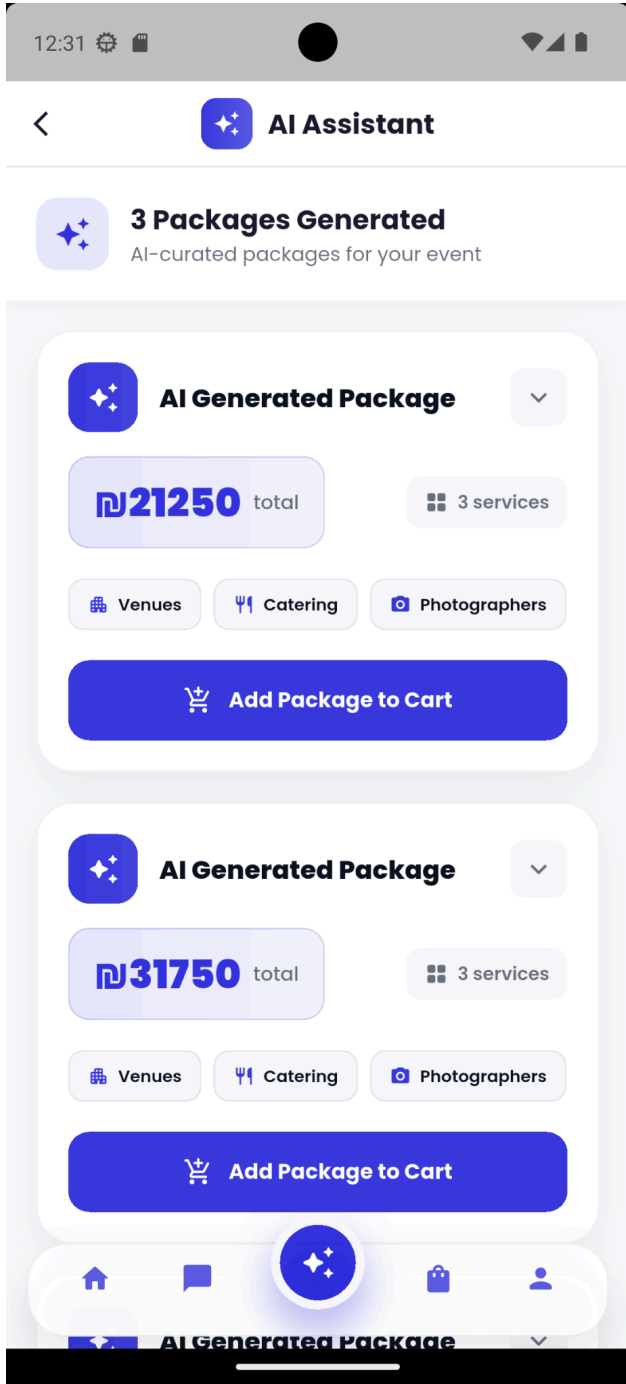


Figure 88: Full Package AI (3)

3.6 Admin Portal

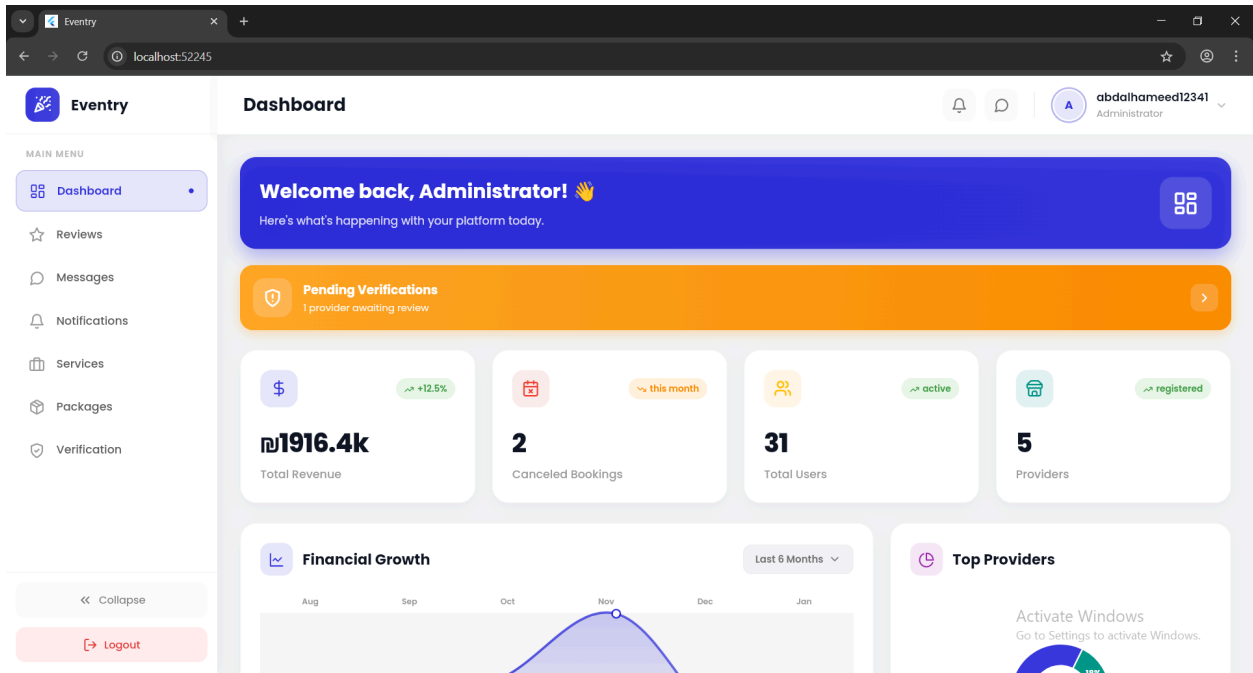


Figure 89: Admin Dashboard

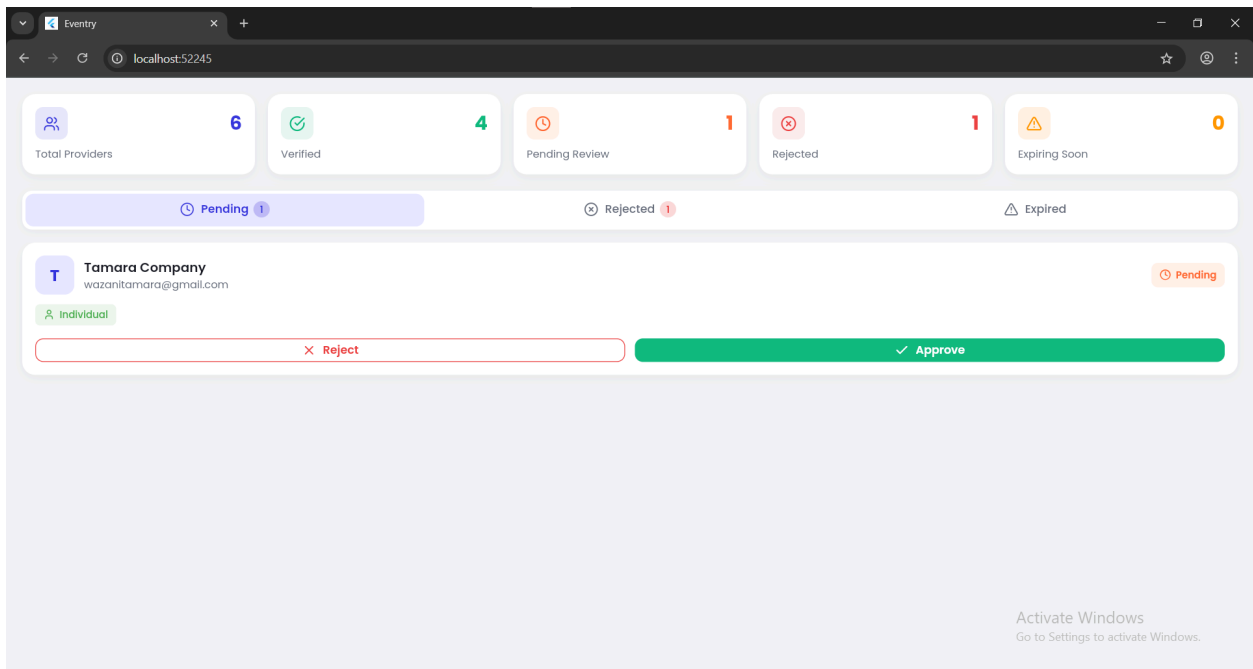


Figure 90: Verification

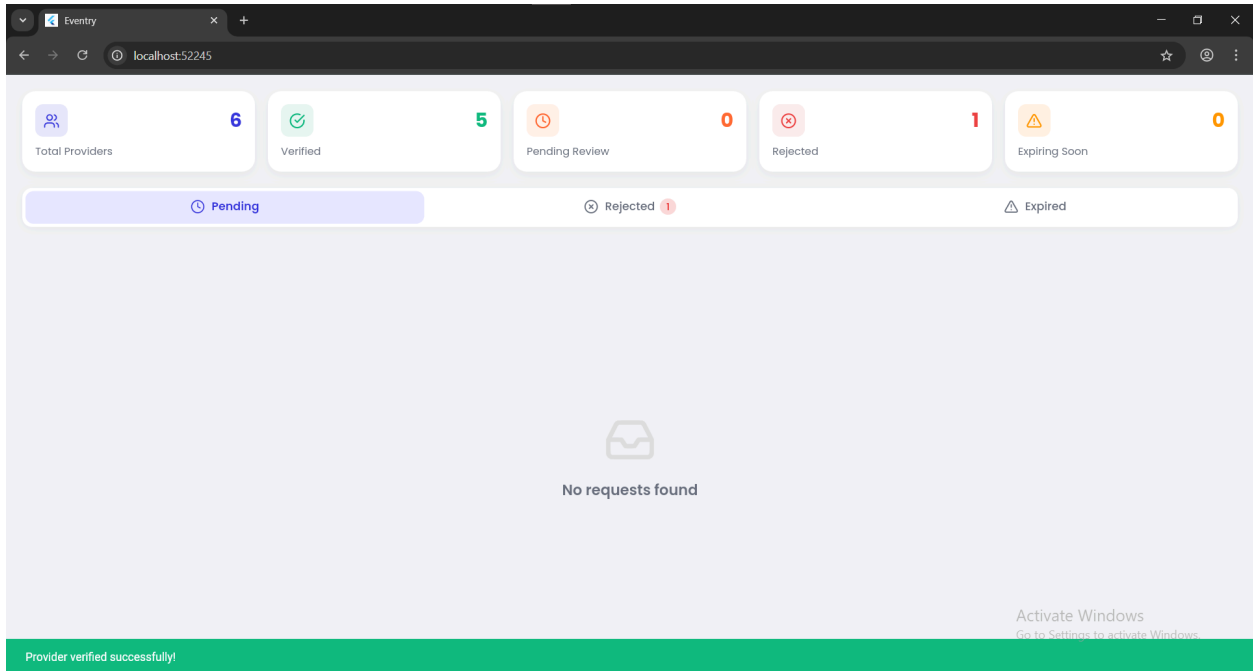


Figure 91: Accept Verification from Admin Portal

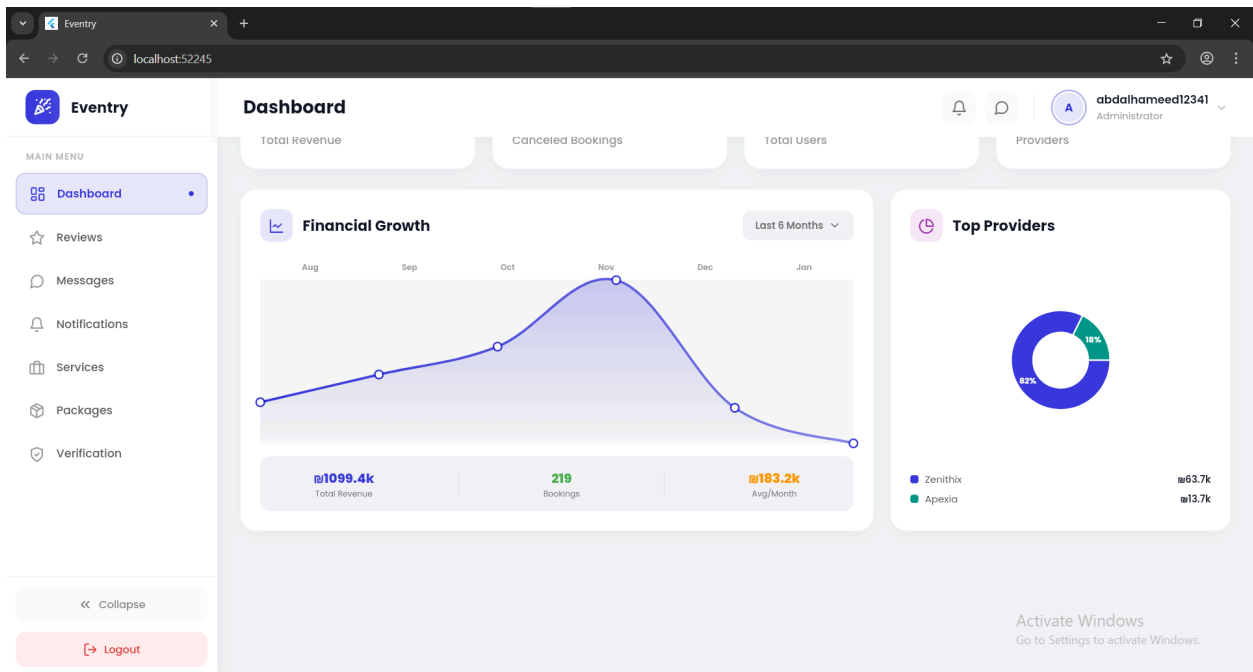


Figure 92: Financial Growth

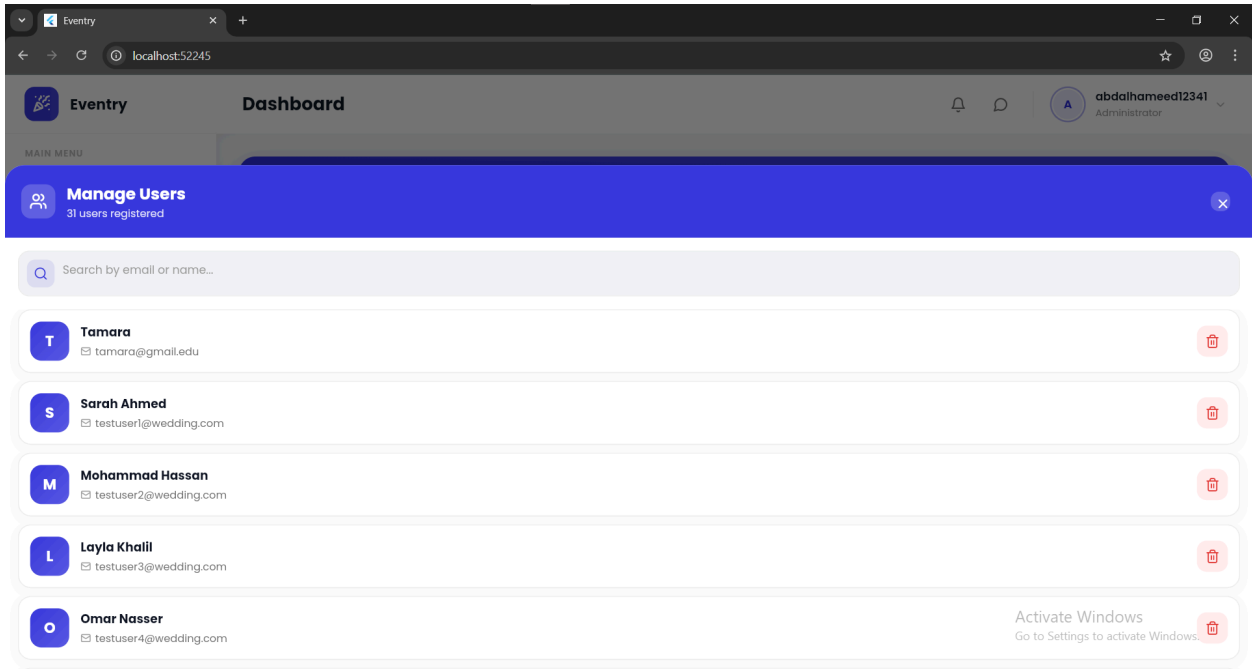


Figure 93: Manage Users

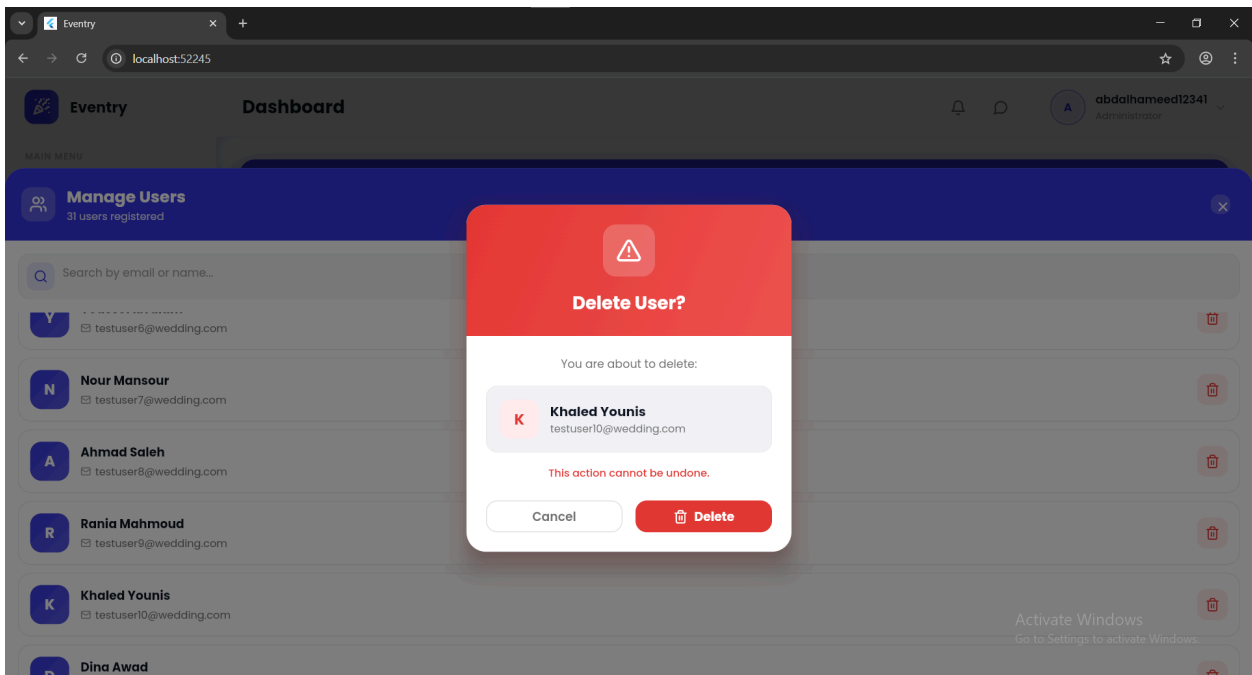


Figure 94: Delete User

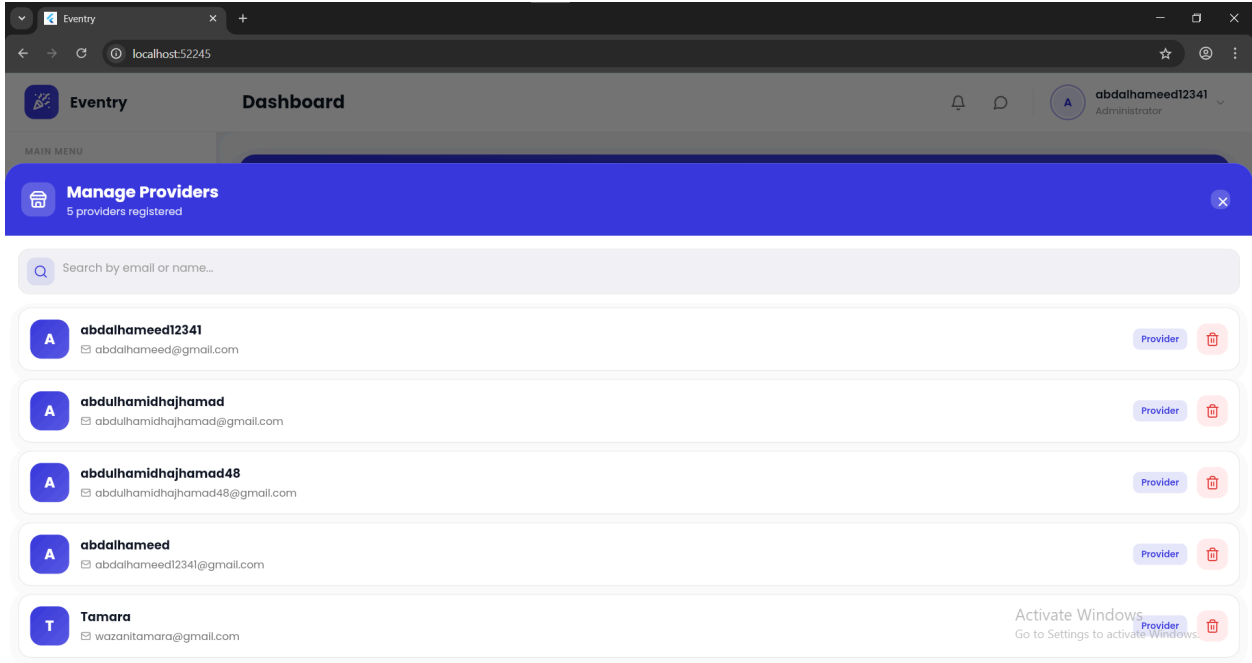


Figure 95: Manage Providers

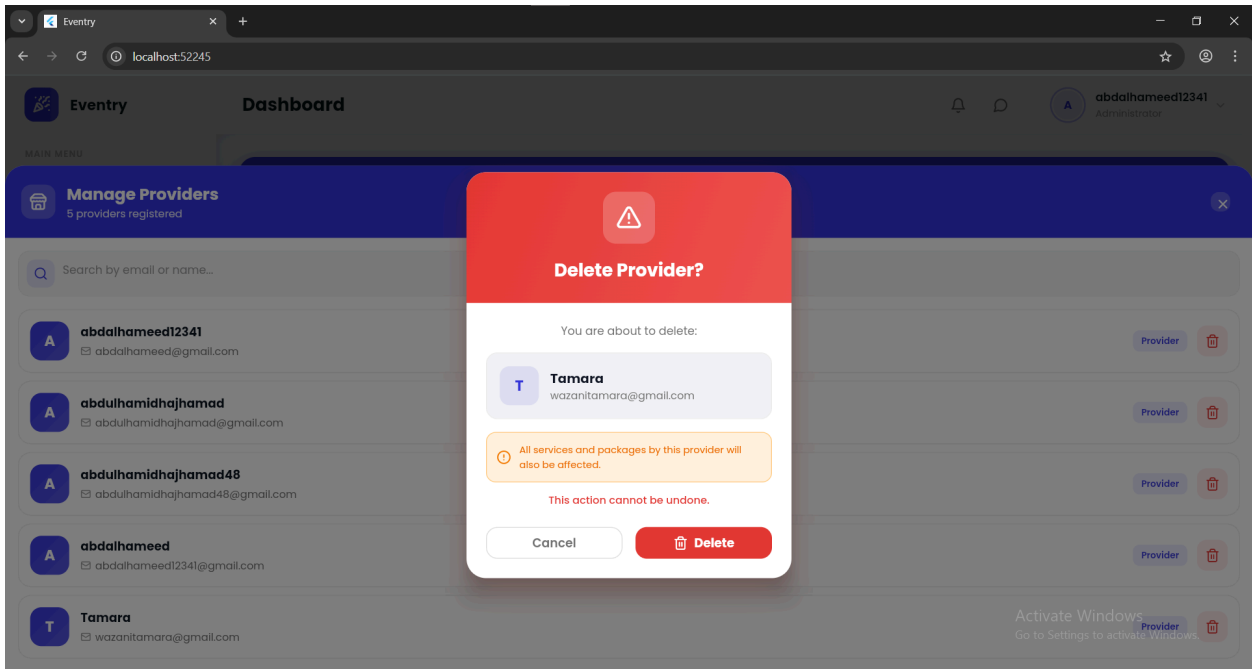


Figure 96: Delete Provider

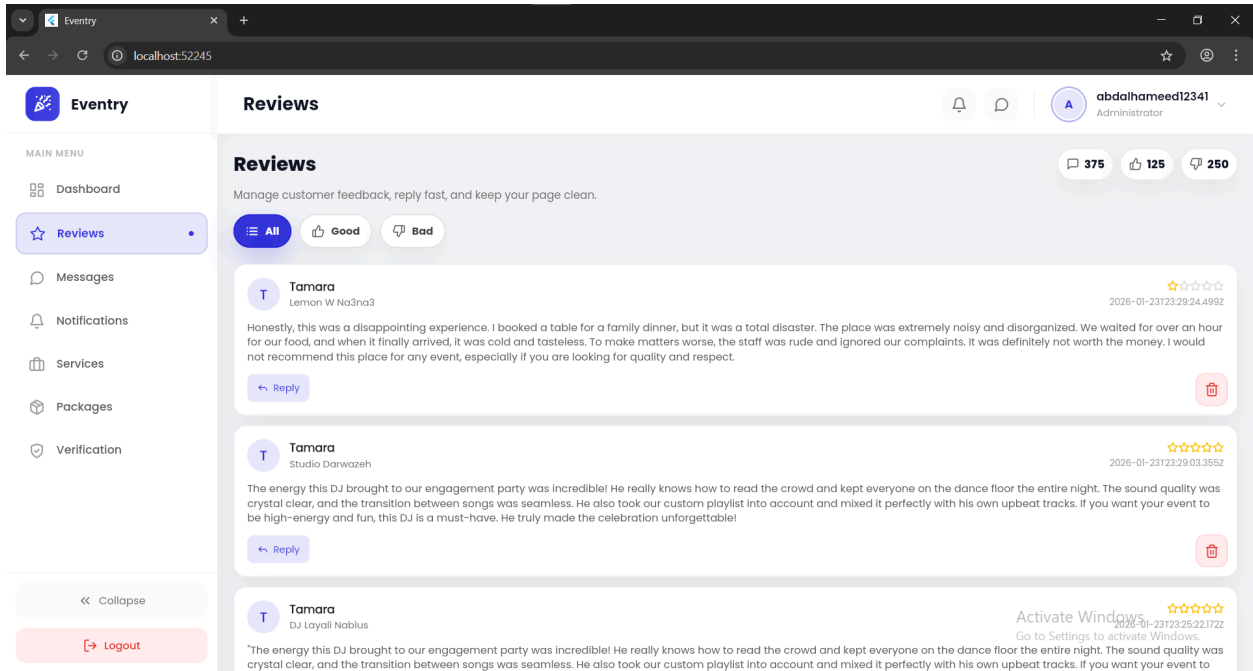


Figure 97: Reviews

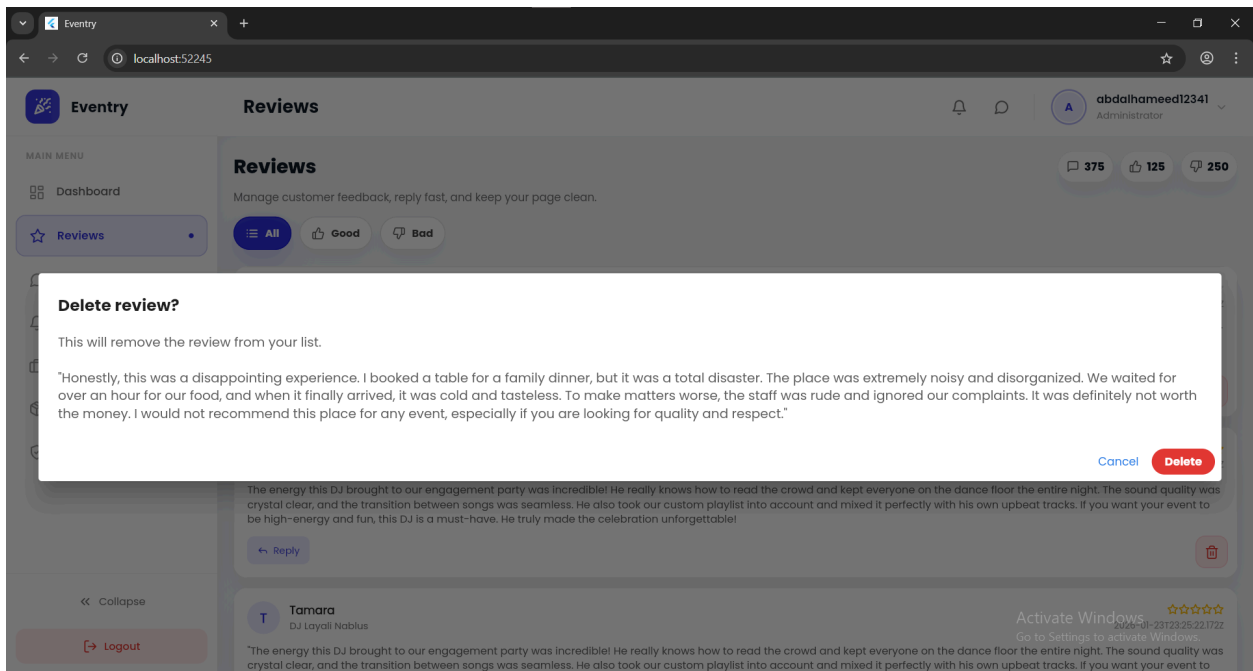


Figure 98: Delete Review

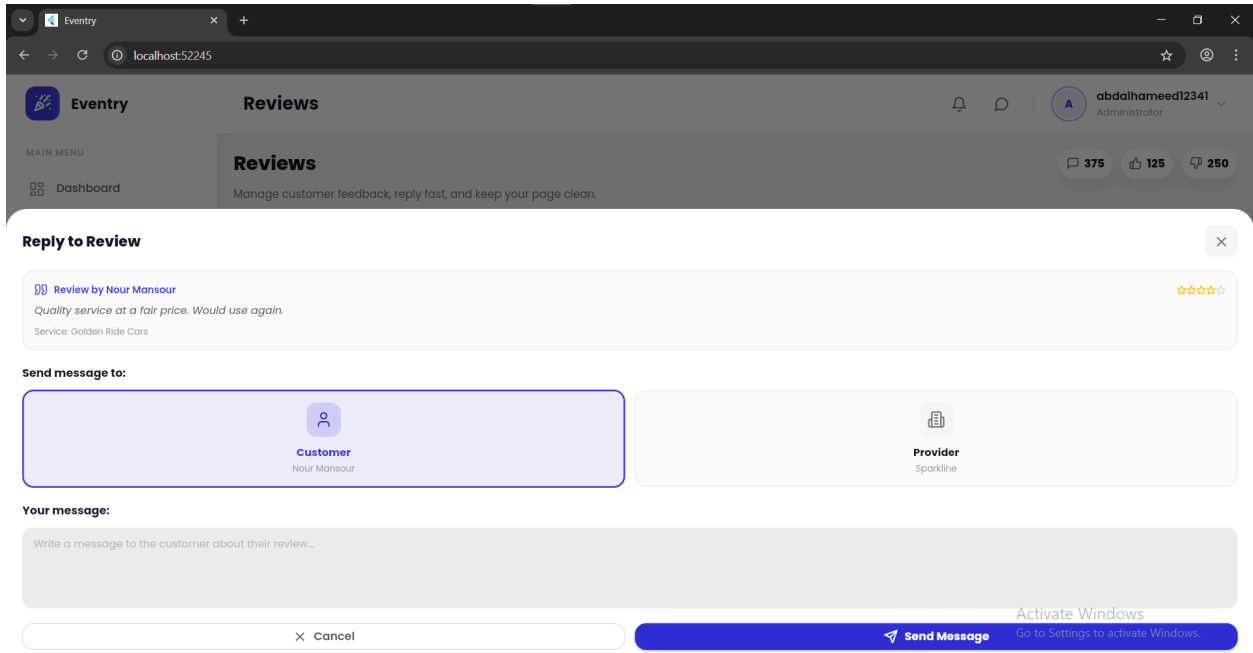


Figure 99: Reply to Review

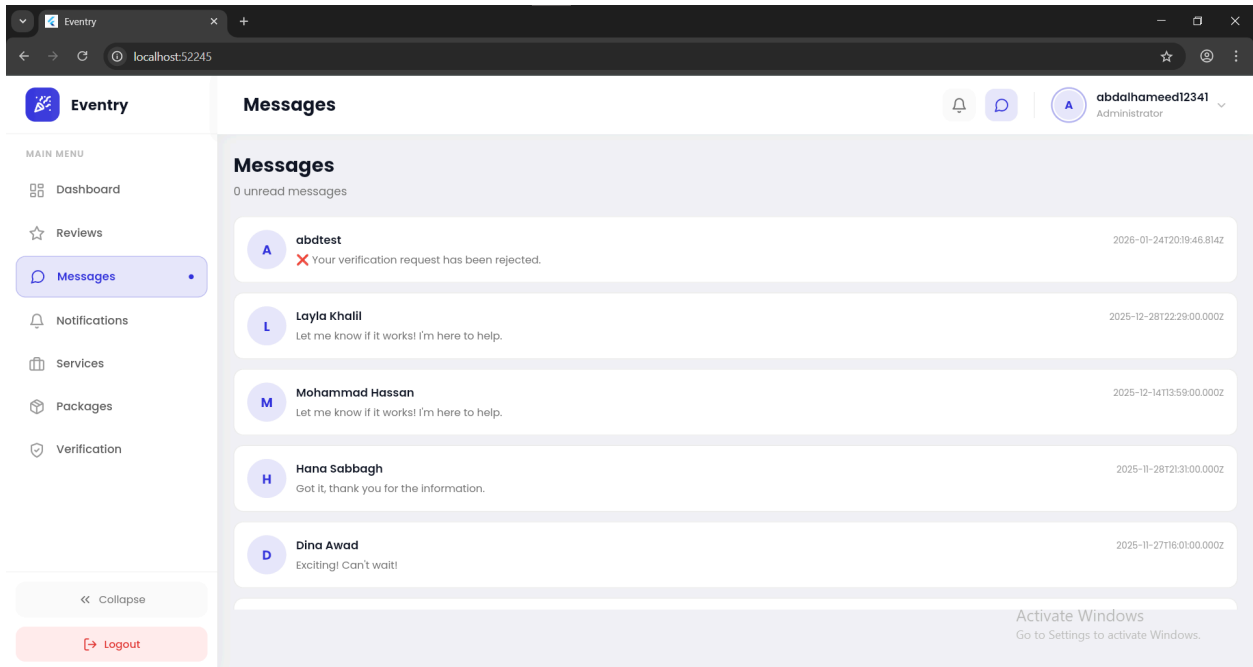


Figure 100: Messages (1)

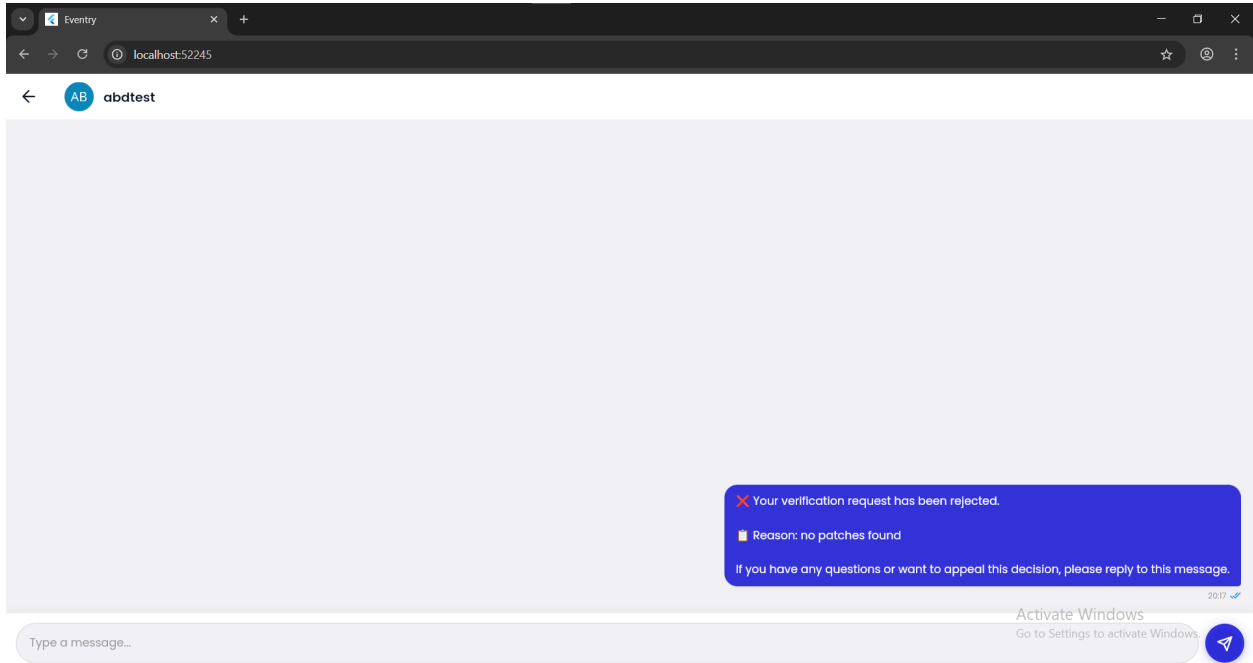


Figure 101: Messages (2)

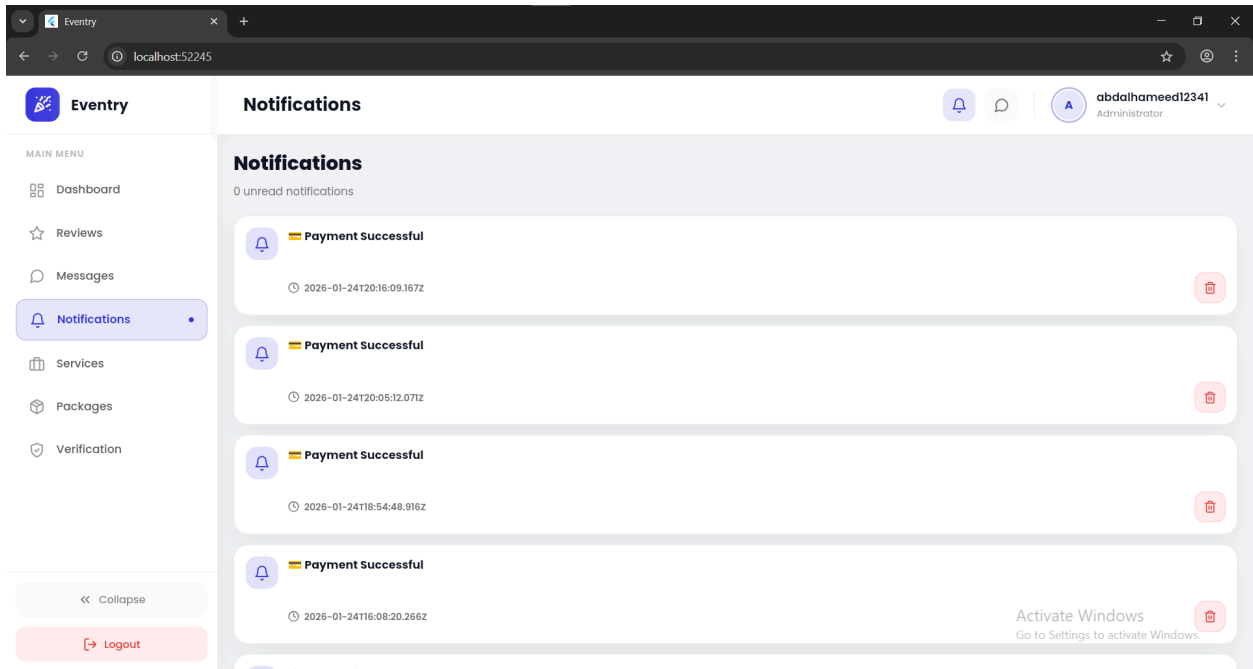


Figure 102: Notifications

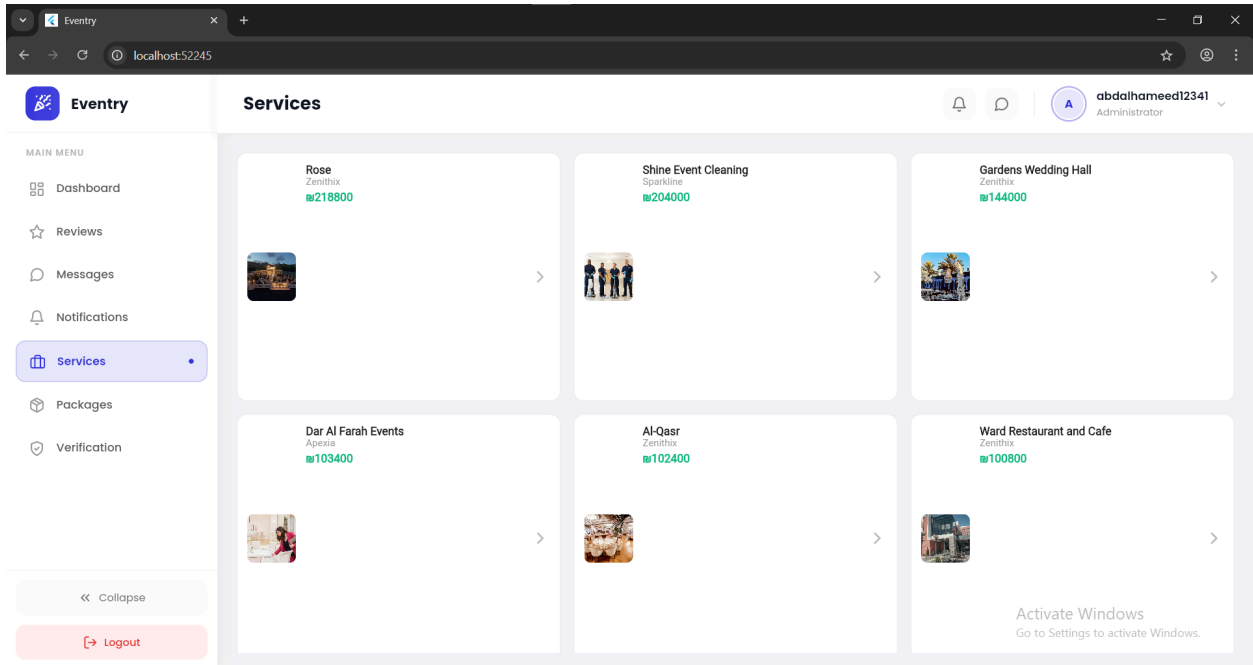


Figure 103: Services

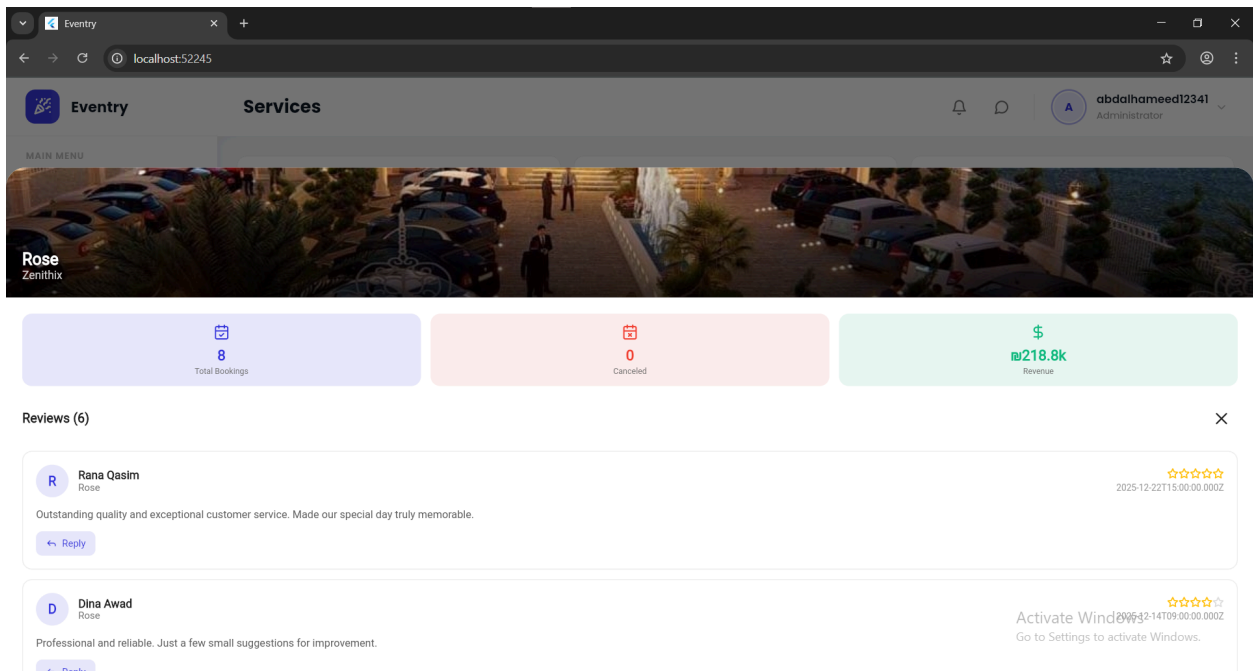


Figure 104: Service Details

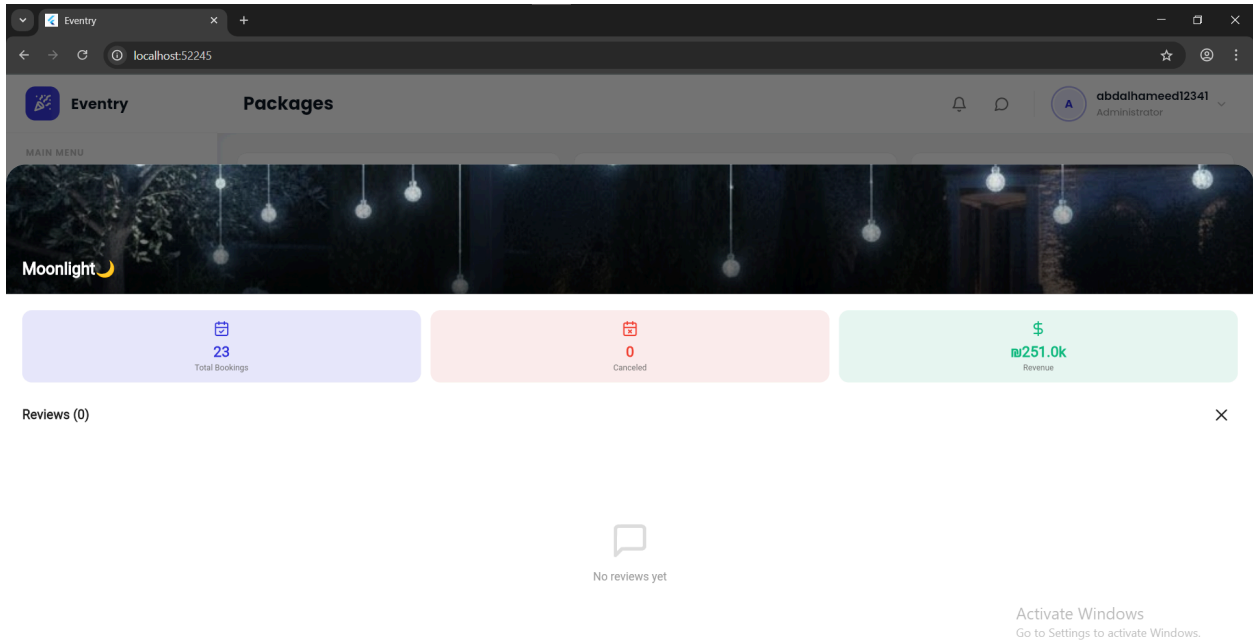


Figure 105: Packages

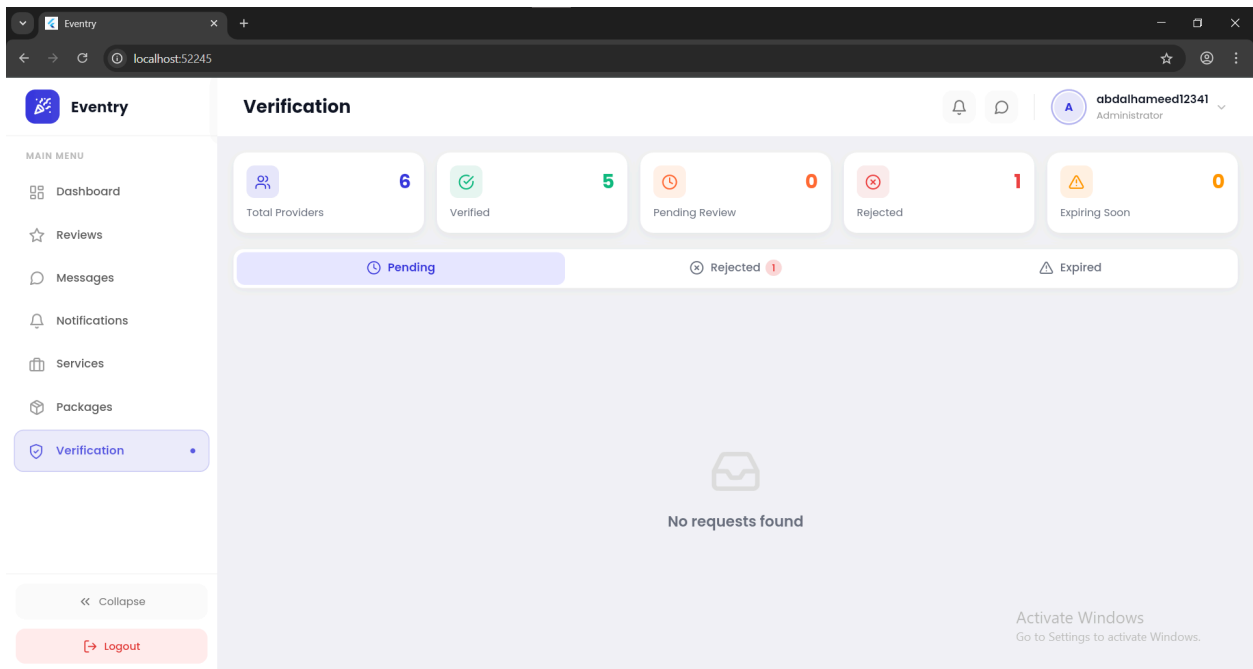


Figure 106: Verification (1)

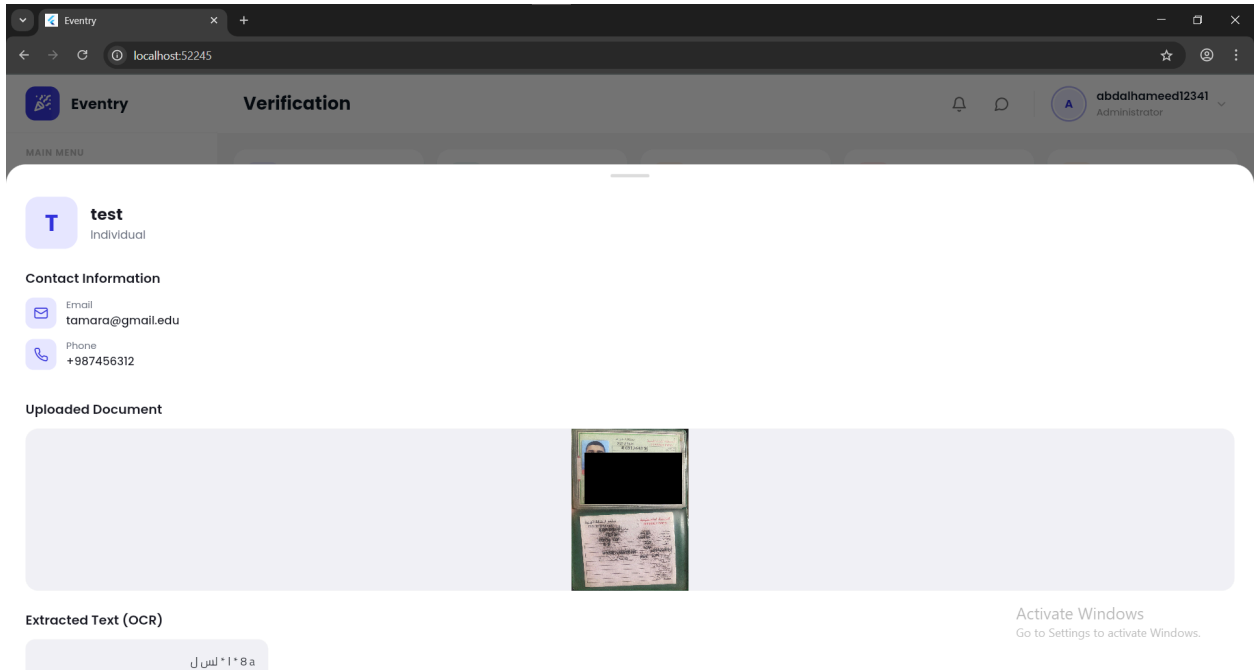


Figure 107: Verification (2)

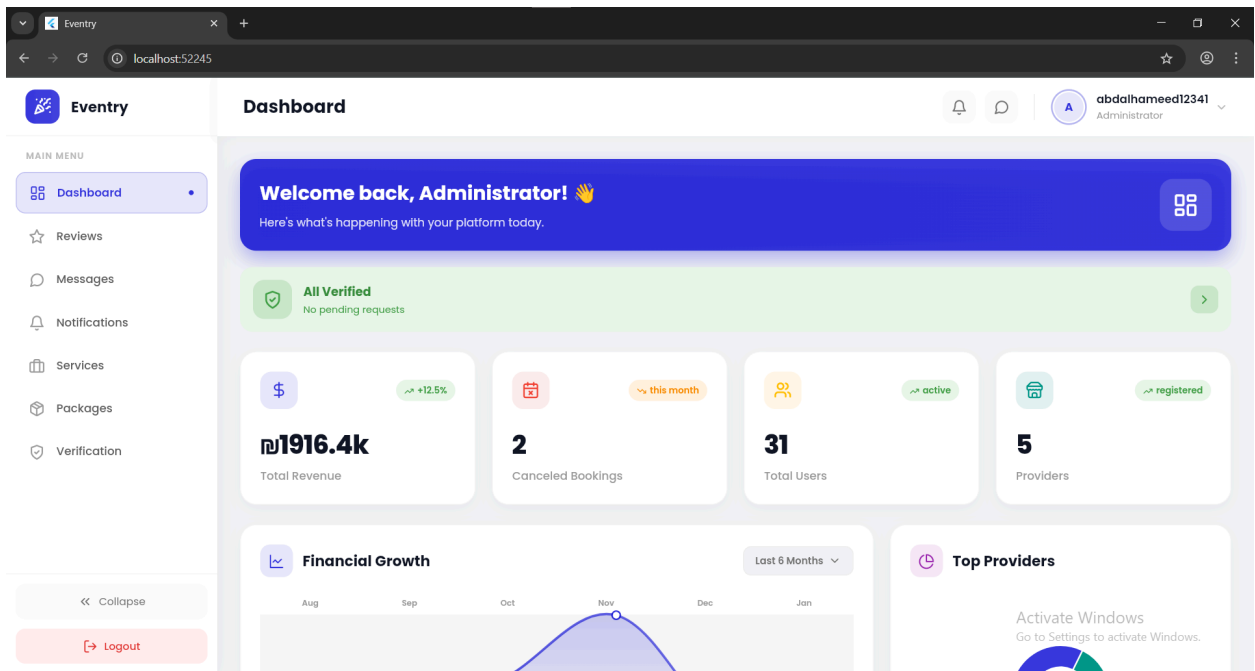


Figure 108: Verification (3)

Chapter 4

Results and Analysis

This chapter summarizes the results obtained from implementing and testing the *Eventry* event management system, with a focus on the AI Assistant, Single Service selection, and Full Package generation features. The data was collected through multiple test scenarios simulating real user interactions within the application.

The results showed that the system successfully supported users in planning events by allowing them to enter essential information such as event type, city, date, number of guests, and budget range. Based on this data, the system generated relevant service recommendations that matched user preferences and constraints.

In the Single Service mode, the AI Assistant provided accurate suggestions for individual services, such as venues or photographers, filtered according to location and budget. The generated results were consistent across test cases, indicating that the matching logic functioned correctly.

For the Full Package feature, users were able to select multiple services and assign priority percentages to each one. The system automatically balanced the budget to ensure the total allocation reached 100%. The generated packages reflected logical budget distribution, where higher-priority services received a larger share of the allocated budget. The data is well represented by proportional allocation across selected services, demonstrating effective budget optimization.

The chat module enabled smooth communication between users, vendors, and system support. Messages and attachments were exchanged successfully, enhancing coordination and reducing reliance on external communication tools.

Potential measurement error was mainly related to user input accuracy, particularly budget estimation. However, during testing, predefined values were used, minimizing this error. System response time remained within acceptable limits and did not negatively affect usability.

Overall, the results confirm that Eventry achieved its objectives by providing an integrated, user-friendly platform that simplifies event planning through intelligent service recommendation, budget optimization, and effective communication.

Chapter 4

Discussion

This project successfully addressed the problem of scattered and inefficient event planning by providing an integrated platform that connects customers with service providers in one system. The results show that the use of AI-assisted recommendations and flexible booking models helped users find suitable services or full packages based on budget, location, and preferences. The main contribution of this project is the implementation of an AI-driven assistant that simplifies decision-making and reduces planning time. A limitation of the system is its dependency on accurate vendor data, which may affect recommendation quality in real-world use. Overall, the results indicate that intelligent service matching can significantly improve user experience in event planning platforms. Future work may include enhancing AI models, expanding supported regions, and integrating production-level payment systems.

Chapter 6

Conclusion and Recommendation

6.1 Summary

This project presented Eventry, an integrated event planning platform that connects customers with service providers through intelligent service discovery, booking, and communication features. The system successfully simplified event planning by supporting single service selection, full package creation, AI-assisted recommendations, and secure online booking.

6.2 Recommendations

To improve system performance, it is recommended to enhance data validation for vendors, optimize AI recommendation accuracy, and integrate real payment gateways in production mode. These improvements can be implemented in a cost-effective manner using scalable cloud services.

6.3 What we have learned

Through this project, we learned how AI-assisted systems can reduce complexity in decision-making, improve user experience, and efficiently manage service-based platforms. We also gained practical experience in designing scalable, user-centered web and mobile applications.

6.4 Future work

Future work may include expanding the platform to support more regions and event types, integrating advanced machine learning models for personalized recommendations, and adding analytics tools for vendors to track performance and user behavior.