

📖 OFFICIAL SYSTEM & USER MANUAL

Comprehensive User Guide & Data Flows

End-to-end operational guide, interactive workflows, real-time push notification architecture, biometric passkey security, offline walk-ins, and financial reporting.

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🔧 1. System Architecture & Technology Stack

The **Luxe Glow Salon & Spa Management System** is engineered on a resilient, high-concurrency client-server architecture combining enterprise ASP.NET Web Forms, MySQL relational storage, real-time Server-Sent Events (SSE) and long-polling push notifications, and modern WebAuthn biometrics.

Component	Technology	Role in Application
Server Backend	ASP.NET Web Forms (.NET 4.7.2) / C#	Transactional business logic, request routing, security, session management.
Database Engine	MySQL 5.7+ / MariaDB (InnoDB, UTF-8)	ACID transactions, appointments, catalog, audit logs, notifications.

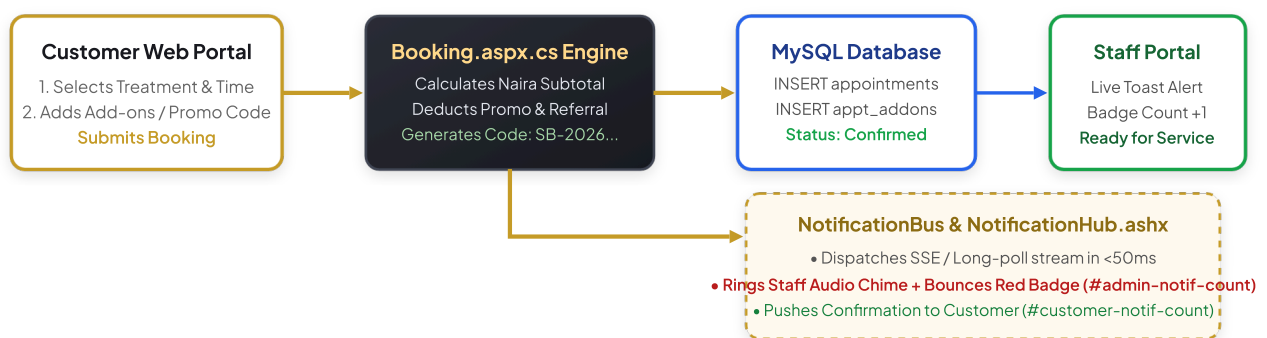
Component	Technology	Role in Application
Real-Time Push	NotificationHub.ashx & NotificationBus	Sub-50ms instant bi-directional alerts between Customer & Staff portals.
Device Biometrics	W3C WebAuthn / Passkeys API	Passwordless Face ID, Touch ID, Fingerprint, and device PIN authentication.
Mobile / Desktop App	PWA (Web App Manifest + Service Worker)	1-tap installable native app on Android (AOS), iOS, Windows, and macOS.
Currency & Billing	Nigerian Naira (₦ / NGN Active)	Multi-tier services, in-chair add-ons, promo discounts, referral balances.

🔗 2. Core Data Flows (Visual Flowcharts)

📅 Data Flow 1: Online Customer Booking & Instant Push Trigger

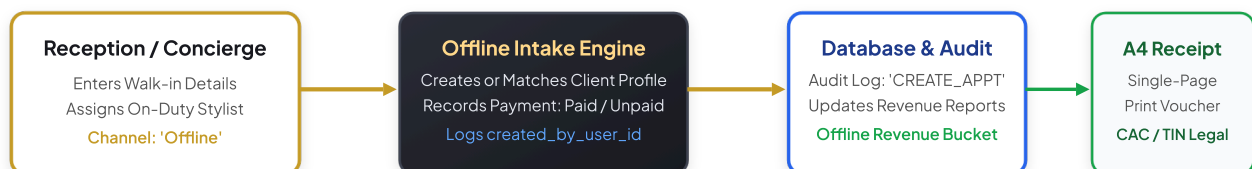
END-TO-END TRANSACTION

Illustrates how an online customer reservation flows through discount validation, database persistence, and real-time push dispatch to Management.



🚶 Data Flow 2: Receptionist Walk-in / Phone Booking Intake IN-SALON OPERATIONS

Illustrates how reception desk logs physical walk-in clients, attaches in-chair specialist add-ons, and records immediate cash/POS payments.



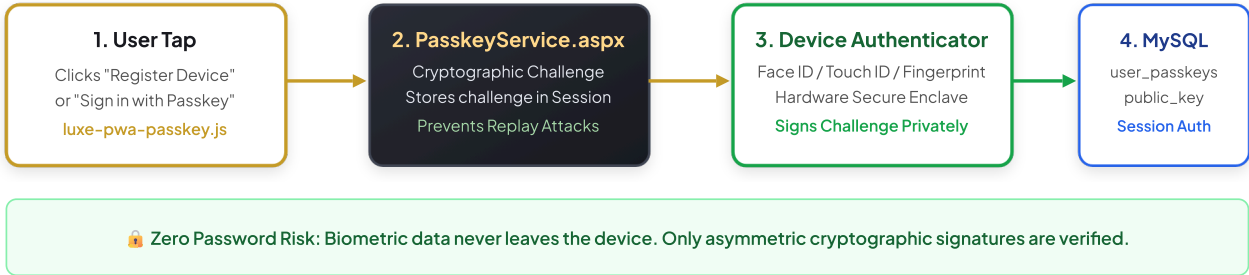
⚡ Real-Time Push Trigger: NotificationHelper.SendToCustomer() & SendToStaff() notify salon manager & guest screens instantly.



Data Flow 3: Passwordless WebAuthn Biometrics Handshake

SECURITY & DEVICE
IDENTITY

Illustrates how users enroll Face ID / Fingerprints on Android (AOS), iPhone, or Windows PC without sending plain passwords over the wire.



3. Customer Portal & Booking Lifecycle

Customers can access the Luxe Glow sanctuary via mobile, tablet, or desktop browser, install the PWA app, and manage their reservations seamlessly.

- 1 Account Registration & Device Passkey Enrollment**
Register at `/Register.aspx` with name, email, and phone. Once registered, clients receive a welcome bonus alert and can pair their device Face ID / Fingerprint in **My Dashboard** for instant 1–tap sign-in without passwords.
- 2 Browsing Signature Services & Add-ons**
Navigate to `/Services.aspx` to view primary treatments categorized by Hair Styling & Color, Skincare & Facials, Nails & Spa, Grooming & Bridal. Clients can review prices in Nigerian Naira (₦) and select specialized add-ons.
- 3 Online Reservation & Specialist Selection**
On `/Booking.aspx`, choose an appointment date, preferred time slot, and specific stylist (or "First Available Specialist"). Optional in-service add-ons can be selected with live dynamic subtotal calculations.
- 4 Applying Promo Codes & Referral Credits**
Enter promo codes (e.g. `WELCOME20` for 20% discount) or enter a friend's referral code to instantly deduct **₦3,000** from the bill. Available customer referral wallet balances can also be redeemed.
- 5 Booking Confirmation & Single-Page Printable Voucher**
Upon submission, `/BookingConfirmation.aspx?code=SB-2026...` opens with booking reference code, date/time, selected stylist, and full breakdown. Clients can click "**Print Confirmation / Save PDF**" for a single-page clean A4 receipt with CAC registration and TIN tax credentials.
- 6 Real-Time Notification Alerts & Concierge Messaging**
Clients receive real-time push alerts with audio chime when their appointment is confirmed, rescheduled, or assigned. From their dashboard, clients can click "**Message Salon Concierge**" to send direct real-time inquiries to on-duty staff.

4. Management & Receptionist Manual

The Staff and Admin Portal at `/Admin/Dashboard.aspx` gives salon managers, concierges, and accountants centralized command over all operations.

Key Management Modules

Page & Module	Path	Core Functionality
Admin KPI Dashboard	/Admin/Dashboard.aspx	Live metrics: Total Revenue (₦), Active Appointments, Walk-in vs Online channel breakdown, Today's schedule.
Walk-in / Offline Booking	/Admin/OfflineBooking.aspx	Intake in-person or phone clients, assign stylists, record instant payment, and print appointment voucher.
Appointments Dispatcher	/Admin/Appointments.aspx	Filter bookings, update status (Confirmed, In-Progress, Completed, Cancelled), toggle payment, attach in-chair add-ons.
Catalog Management	/Admin/Services.aspx & Addons.aspx	Create, price, edit, and toggle active status for salon treatments and service add-ons.
Home & Showcase Control	/Admin/HomeControl.aspx	Configure homepage hero banner, showcase images, headline text, and promotional banners.
Instant Push Dispatcher	Modal on Topbar	Send direct push notifications to individual customer screens or broadcast announcements to all users.
Revenue & Analytics Reports	/Admin/Reports.aspx	Top-performing treatments, add-on unit sales, channel comparisons, and instant Excel / PDF export.
RBAC & Roles Matrix	/Admin/Roles.aspx	Configure granular module permissions per role (Admin, Receptionist, Stylist, Manager).

5. Referral Economy & Loyalty Engine

Luxe Glow features an automated viral referral system designed to drive organic customer acquisition and reward existing clients.

Dual-Sided Incentive Rules

- **Referred Friend Perk:** Receives an instant **₦3,000 discount** applied automatically when they enter their friend's unique referral code on /Booking.aspx.
- **Referrer Reward:** The referring client receives **₦5,000 beauty credits** credited directly into their salon wallet upon completion of their friend's first appointment.
- **Wallet Redemption:** Credits accumulate in customers.referral_credits and can be deducted during subsequent online or offline bookings.

6. Role-Based Access Control (RBAC) Matrix

Privilege / Module	Admin	Receptionist	Stylist	Customer
View Public Catalog & Book Online	✓	✓	✓	✓
Access Customer Dashboard & Passkeys	Optional	Optional	Optional	✓
Process Offline / Walk-in Intake	✓	✓	✗	✗
Update Appointment Status & Add-ons	✓	✓	✓ (Assigned Only)	✗
Manage Services, Add-ons & Pricing	✓	✗	✗	✗
Send Real-time Direct & Broadcast Push	✓	✓	✗	✗
View Financial Reports & Excel/PDF Export	✓	✗	✗	✗
System Settings & Security Audit Logs	✓	✗	✗	✗

7. Financial Reporting & A4 Printing

Luxe Glow enforces precise single-page printable layouts adhering to Nigerian accounting and corporate registration norms:

- **Official Legal Header:** All vouchers and reports print with the CAC registration (RC-7492018-NG) and TIN tax ID (28491028-001).
 - **Zero-Spillover A4 Print Style:** Using `@media print`, topbars, sidebars, interactive buttons, and preloader animations are stripped away, fitting the complete receipt cleanly onto exactly 1 physical sheet of A4 paper.
 - **Export Formats:** Reports at `/Admin/Reports.aspx` support one-click export to **Microsoft Excel (.xlsx/.csv)** and formatted **Executive PDF**.
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Technical Documentation • ASP.NET Web Forms .NET 4.7.2 • MySQL Relational Engine • W3C WebAuthn Biometrics • SSE Push Hub