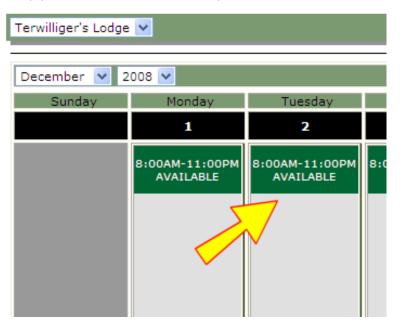**New Feature – Enhanced Protection from Duplicate Reservations**

Enhanced protection now available to disallow 2 citizens submitting reservations for the same facility and time-period and each getting their reservation approved and paid. The system now tries to catch this scenario from happening as soon as possible during the reservation process. This is so that the user will know immediately if the facility (s)he is attempting to reserve has been reserved before them and is no longer available. Everything is based off of the "userid", the "status" of the reservation, and where in the reservation process the user has made it to. Here is the process:

NOTE: We will use "December 2nd, 2008" for our example.
Also, we will use "Peter" and "Bill" as the users attempting to reserve this facility.

1. In our example Peter wants to reserve this facility. No other user has attempted, or is in the process of attempting to, reserve this date and time period for this facility. As you can see it is available to be reserved. Since it is open Peter can simply click on it and follow the steps to reserve it.
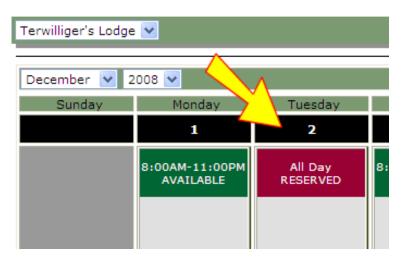

2. Behind-the-scenes: The reservation process unofficially "locks" the facility record when Peter gets to the following screen:

- At this point a record is inserted into the database without a status on it, but simply the user and facility information. The record is now "locked" to everyone else. (If something happens though and the user is "kicked out" of the website before submitting his/her payment (s)he can log back in and access the facility again, within 2 hours. It MUST be the same user, same facility, and same time period in order to do so. After 2 hours the record will be "unlocked" and available again. Once the payment has been processed the facility reservation record will be updated with the "APPROVED" status and the record is officially locked, unless an admin cancels the reservation.

3. So let us say that Peter is sitting on the "Facility Reservation – Payment Information" screen (step 2 screen print) entering his credit card information. He has unofficially "locked" this facility for this date/time-period. Therefore, when any other user (Bill) decides that he is going to attempt to reserve the facility for the same date he would see the following:

4. This check is done not only on the "availability" screen, but on the following screens during the process that help notify the user as soon as possible that the facility has been reserved.

Time Confirmation Screen:

Reservation Summary – Pre-Verisign (Payment Information) Screen

*** This facility is no longer available to reserve ***

Reservation Details

Facility Name:
Check In Time:
Check In Date:
Check Out Time:
Check Out Date:

Terms/Conditions and Waiver Downloads

Important! You must read and agree to each of the terms/conditions below.

*** NOTE: If/When this error message is raised the "Continue…" buttons on these screens are changed to "Return…" buttons that will return the user back to the calendar availability screen.

As you can see Bill is unable to reserve this facility, for this time period, because Peter has already unofficially/officially reserved it. Therefore, even though Bill may be upset because he may have started the reservation process the system stops and notifies him that the same facility and time period has already been reserved and instead of having to confirmed payments accepted, one citizen gets the reservation and the other does not.