



● CUSTOM ERP · UNITED ARAB EMIRATES

New Bay ERP

One system for every booking, unit, payment and team.

A bilingual rental and reservations management platform, designed and developed by MagnAct for New Bay.

The screenshot displays the New Bay ERP interface, which is a bilingual rental and reservations management platform. The interface is divided into several sections:

- Reports & Statistics:** This section provides a summary of key metrics. It includes a search bar, a sidebar with navigation options (Reports & Statistics, Chat, Financial Accounts, Journal Documents, Revenue Invoices, Reservation Guarantees, Revenue Payments, Expenses, Salaries And Wages (Payroll)), and a main content area with filters for Section (Clients), Period (Select an option), From Date, and To Date. The main content area displays four key metrics: Expected Clients (Leads) at 70, Actual Clients at 418, Most Client-Attracting Source (Website), and Most Common Nationality (Indian).
- View Reservation:** This section shows a detailed view of a reservation, including fields for Client, City, Region, Service, Start Date, End Date, Check-In Date, Check-Out Date, Rental Cost, Security Deposit, Company Commission, and Notes. It also includes a sidebar with navigation options (View Reservation, Add New Reservation, Edit Reservation, Cancel Reservation, Reschedule Reservation, View Reservation History, View Reservation Details, View Reservation Status, View Reservation Comments, View Reservation Reviews, View Reservation Ratings, View Reservation Feedback, View Reservation Analytics, View Reservation Reports, View Reservation Settings, View Reservation Help).
- Clients Count by Source:** This section displays a table of clients categorized by source. The table has columns for ID, Name, and Clients count. The data shows 133 clients from the Website, 89 from Mobile app, and 89 from Social media.
- Clients Count by Nationality:** This section displays a table of clients categorized by nationality. The table has columns for ID, Name, and Clients count. The data shows 141 clients from Indian, 98 from Pakistani, and 57 from Other.

The interface is designed to be user-friendly and efficient, with a clean layout and clear navigation. The bottom of the interface features a navigation bar with buttons for Reservations, Clients, Finance, Operations, HR, and Insight.

Designed & developed by
MagnAct
magnact.com

THE PROJECT

From separate tasks to one operating system

New Bay rents rooms and cars in the UAE on short and long terms. MagnAct designed and built the ERP that runs the business: reservations, units, clients, invoices, accounting, maintenance and staff, in Arabic and English, in one place.

PROJECT AT A GLANCE

CLIENT	LOCATION	INDUSTRY	DELIVERED	LANGUAGES
New Bay	United Arab Emirates	Room & car rental	Web ERP + client & staff apps	Arabic & English

01

Business context

New Bay leases rooms across towers and regions, as well as cars, to individuals and families. Some stays last a few weeks, others run open-ended for months, and every one involves a client, a unit, a deposit, recurring invoices and the people who look after it.

02

Operational needs

A rental business at this scale has to know which units are free, take bookings from the office, the field and the client, bill every month without missing a cycle, record each payment against the right account, and answer maintenance calls and complaints during a stay. Managers also need to see all of this by region.

03

The ERP solution

MagnAct built a modular platform with the reservation at its centre. Accepting a booking schedules its invoices, opens the check-in task, retains the deposit and posts the accounting entry. Maintenance, extra services, complaints and payments then attach to the same record until checkout, and clients and field representatives work on it from their own mobile apps.

04

Business value

New Bay works from one source of truth. Front desk, field representatives, accountants and managers share the same records, each through their own permissions, with reports that read live operational data instead of figures gathered by hand.

SYSTEM SCOPE

8

integrated business modules

45

management screens

22

automated accounting
entry types

470

granular permissions

SYSTEM OVERVIEW

Six areas of the business, connected

Eight modules, grouped the way New Bay's teams actually work.



Reservations & units

The heart of the system: rooms and cars, organised by city, region and tower.

- ✓ Short- and long-term bookings
- ✓ Live room and car availability
- ✓ Reservation calendar
- ✓ Overlap checks and deposits
- ✓ Check-in, checkout and cancellation



Clients & relationships

Every lead and tenant on one profile, from first contact to the last stay.

- ✓ Leads and active clients
- ✓ Lead sources and nationalities
- ✓ Assigned relationship owner
- ✓ Ratings of stays and services
- ✓ Complaints with priority and status



Finance & accounting

Double-entry accounting that operations feed automatically.

- ✓ Chart of accounts and journals
- ✓ Scheduled rent and deposit invoices
- ✓ Payment review and refunds
- ✓ Treasuries, bank accounts and cards
- ✓ Cost centres, periods and currencies



Operations & field service

The work that happens during a stay, assigned and tracked.

- ✓ Maintenance requests with entry permits
- ✓ Extra service orders
- ✓ Check-in and checkout tasks
- ✓ Representatives on a live map
- ✓ Late-payment follow-up



People & HR

Staff records alongside the work they do.

- ✓ Employees, departments and representatives
- ✓ Vacations with a team calendar
- ✓ Bonuses, insurance and documents
- ✓ Warnings and penalties
- ✓ Payroll approval and salary payment



Insight & control

Visibility for managers and guard rails for everyone else.

- ✓ Reports and statistics dashboard
- ✓ Excel export across lists and reports
- ✓ Role- and region-based access
- ✓ Activity log of changes
- ✓ In-app and push notifications

BUILT WITH

Laravel 11 · PHP 8.2+

Filament 3 · Livewire 3 · Tailwind CSS

8 independent business modules

MySQL

Client app · staff app · REST API

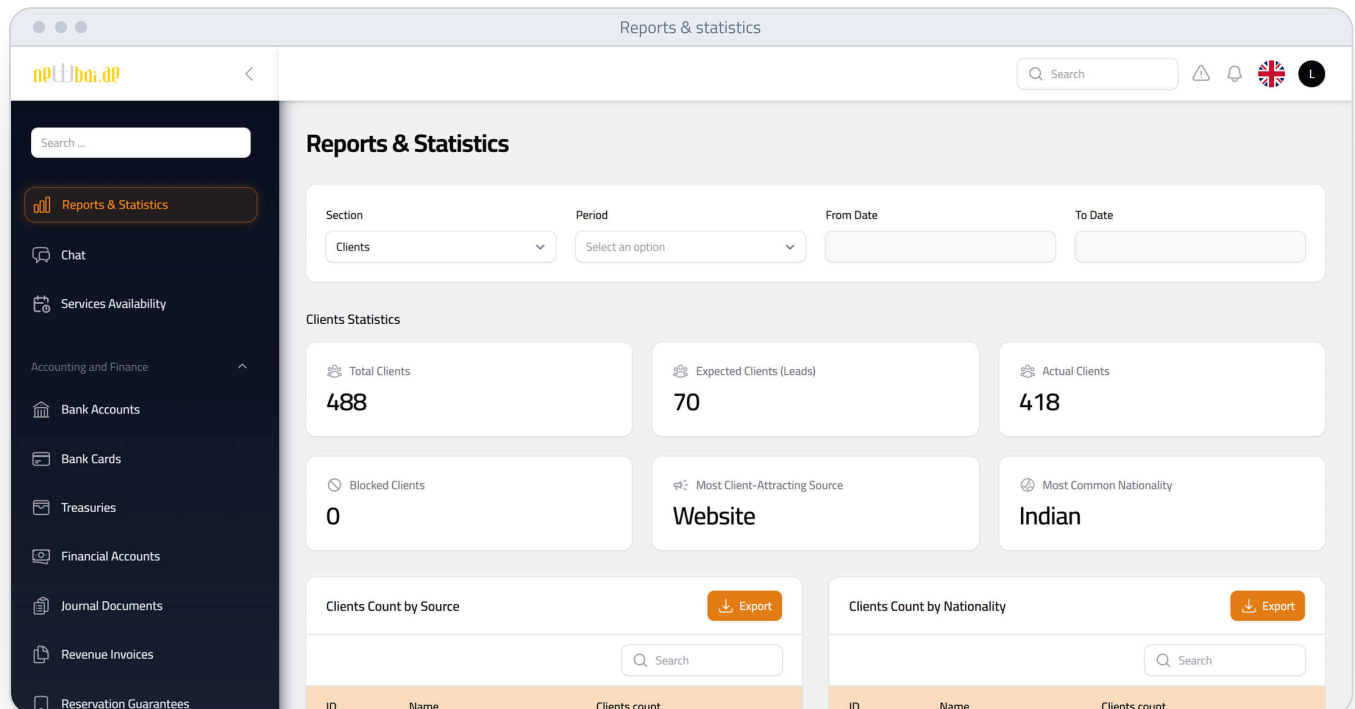
Push notifications · WhatsApp OTP

Excel exports · reservation PDF

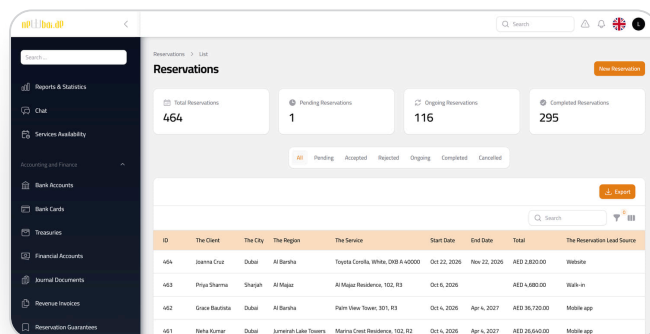
INSIDE THE PRODUCT

Inside the product

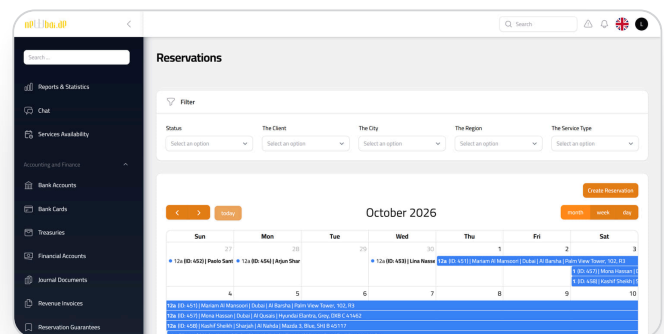
Real interfaces from the New Bay ERP. All screens show fictional sample data.



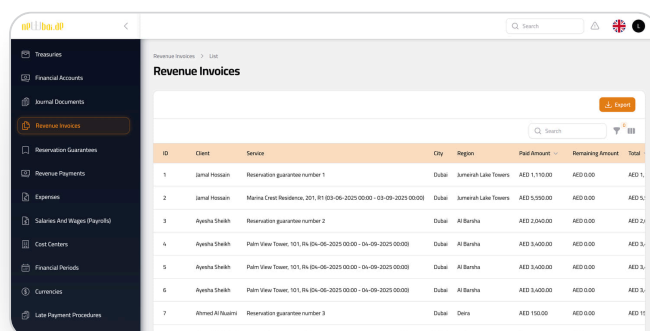
Reports & statistics Ten report sections behind one filter: clients, reservations, units, staff, cash, maintenance, overdue invoices and charts.



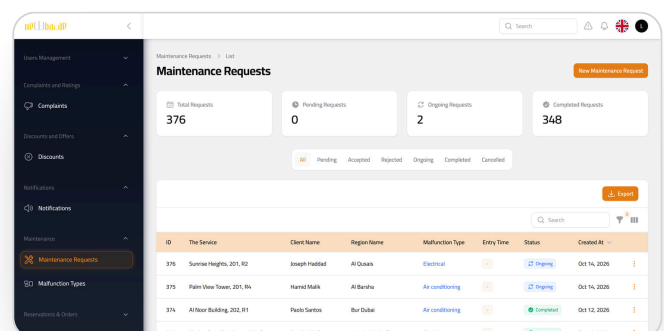
Reservations Every booking with its client, unit, region, term and total, filtered by status and exportable to Excel.



Reservation calendar Bookings across the month at a glance, with filters by status, client, city, region and unit type.



Revenue invoices Rent, deposit and service invoices with billing period, due date, paid and remaining amounts.



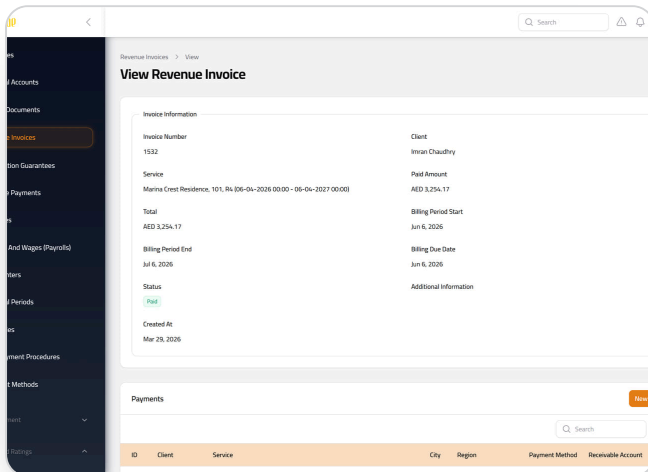
Maintenance requests Requests by unit and fault type, with the assigned officer, entry permit and status.

FINANCE IN DEPTH

Billing and collections, built into every stay

Finance is the largest part of the system. Every invoice and every dirham received is tied to a reservation, a client and an account, and posts its own journal entry.

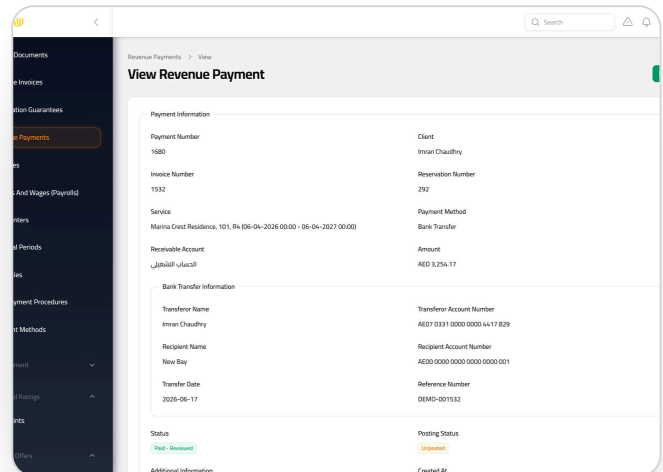
- 1 Booking accepted
- 2 Invoices issued and scheduled
- 3 Invoice falls due
- 4 Payment recorded
- 5 Payment reviewed
- 6 Entry posted



Revenue invoices

The system writes the invoices, so staff do not have to.

- ✓ A security-deposit invoice and a first-month invoice the moment a booking is accepted
- ✓ The remaining months scheduled in advance, each turning due automatically on its date
- ✓ Open-ended stays billed month after month by the daily billing job
- ✓ Extra services and changes of billing date invoiced on their own
- ✓ Billing period, due date, total, paid and remaining amount on every invoice, with its payments listed beneath it
- ✓ Six statuses: draft, scheduled, postpaid, partially paid, paid and cancelled
- ✓ Filters by client, unit, city, region, status and due-date range, with Excel export
- ✓ When an invoice falls due, the client is notified and the journal entry is posted



Revenue payments

Money comes in from three places, and is checked before it counts.

- ✓ Recorded by the office, submitted by the client in the app, or collected by a representative
- ✓ Bank transfer or cash, in any currency, with the exchange rate recorded
- ✓ Transferor and recipient details, reference number, transfer date and receipt attachments
- ✓ Each payment lands in a chosen account: a bank account, a treasury or a representative's custody
- ✓ Accepted, rejected, reviewed or refunded by authorised staff, every step recorded
- ✓ Invoices move to partially paid or paid on their own
- ✓ The payment's journal entry posted or unposted from the payment screen

Security deposits

Held as a liability for each reservation, then retained, retrieved or detained, each with its own entry.

Cash, banks and cards

Treasuries with transfers between them, company bank accounts and bank cards, each with a balance enquiry.

Collections follow-up

Outstanding and overdue invoice reports with days late, plus late-payment procedures with actions and deadlines.

Payroll and expenses

Payroll prepared, approved and paid with its entries; expenses charged to their accounts and cost centres.

Ledger and cost centres

Sub-accounts opened automatically for every client, employee, bank and treasury, and cost centres per city, region and unit.

Periods and currencies

Financial periods that close and carry balances forward, and amounts in more than one currency.

OPERATIONAL VALUE

What the platform brings to daily operations

The value of the system comes from how its parts work together, not from any single screen.

01

Centralisation

Reservations, clients, units, finance, maintenance and staff live in one system and share the same records.

02

Coordination

Accepting a booking schedules invoices, retains the deposit, opens the check-in task and posts the accounting entry.

03

Visibility

Ten report sections, availability views and overdue-invoice reports read live operational data, with Excel export.

04

Control

470 granular permissions, region-scoped access, an activity log and posting controls on accounting entries.

THE RESERVATION LIFECYCLE

1

Request

Booked from the dashboard, the calendar, or the client and staff apps. Price and deposit are calculated from the unit's rates.

2

Review

Pending bookings are checked against overlapping reservations, then accepted or rejected with a recorded reason.

3

Confirm

Acceptance schedules monthly invoices, retains the deposit, opens a check-in task and posts the confirmation entry.

4

Collect

Payments by bank transfer or cash are recorded, reviewed by accounts and posted against the invoice.

5

Serve

Maintenance, extra services and complaints are raised and resolved against the same reservation.

6

Close

Checkout cancels unused invoices; cancellations apply refund rules with their own accounting entry.

TWO APPS ON THE SAME SYSTEM



Client app

For tenants and renters

- ✓ Sign in with a one-time code sent by WhatsApp
- ✓ Browse rooms and cars by city and region, check prices and book
- ✓ Follow reservations, invoices and payments, and submit a payment
- ✓ Request maintenance and extra services, and raise complaints
- ✓ Rate stays, services and repairs, and chat with a representative
- ✓ Push notifications for bookings, invoices and requests



Staff app

For sales representatives, with restricted permissions

- ✓ Live room and car availability, tower by tower
- ✓ Register new clients and create bookings for office approval
- ✓ Handle the check-in, checkout, service and maintenance tasks assigned to them
- ✓ Record collected payments and log expenses
- ✓ Their own vacations, bonuses, insurance and warnings, with leave requests

Restricted by design: Representatives see only the tasks assigned to them. Bookings made in the app arrive as pending requests for the office to review. Cash they collect is recorded against their own custody account.

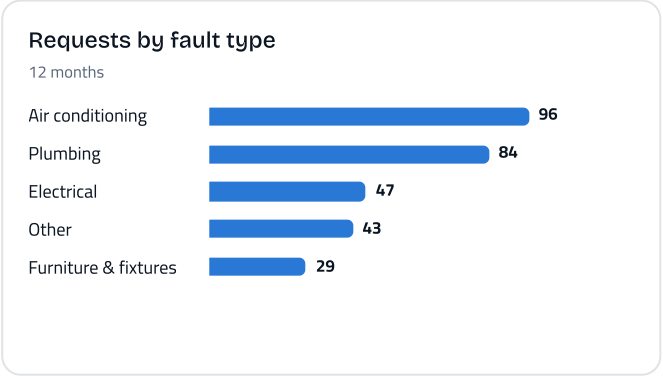
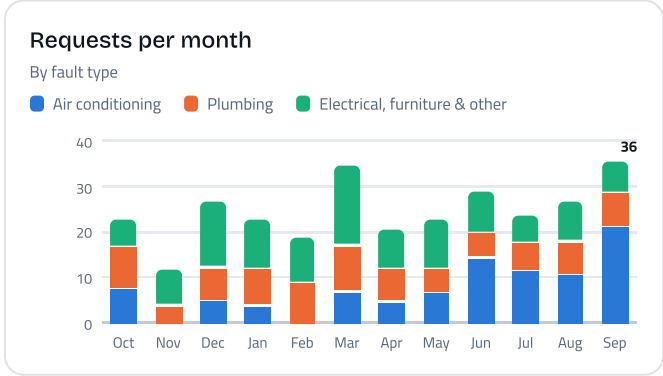
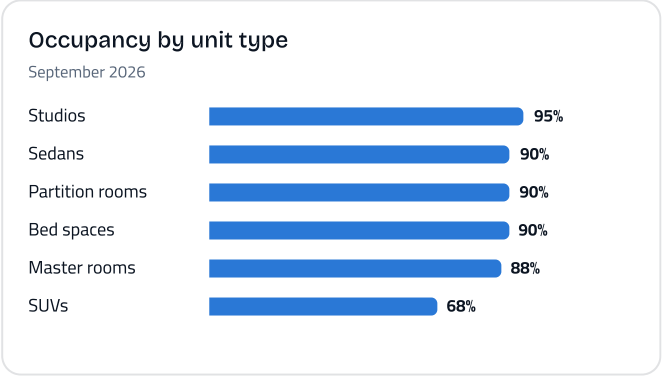
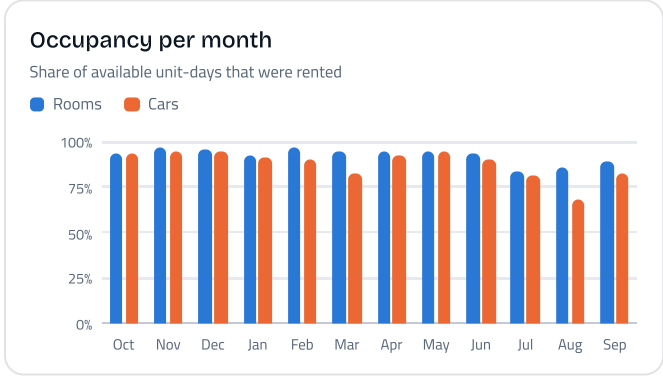
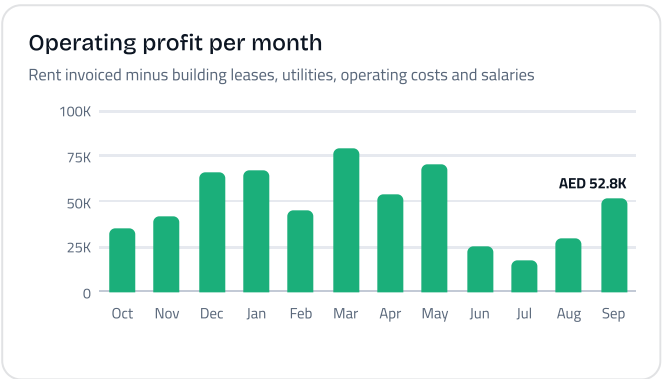
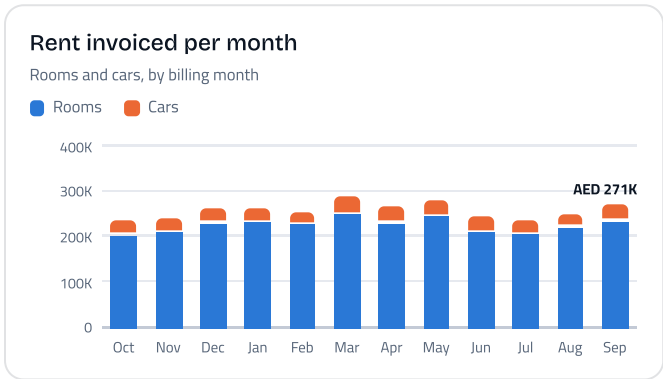
SAMPLE RESULTS

An operating year, as the system reports it

ILLUSTRATIVE EXAMPLE

These are not New Bay’s figures. They come from a fictional operation of 110 rooms and 12 cars, run day by day through the ERP’s own booking, billing, payment, expense and payroll logic, then read back from its records (October 2025 – September 2026, in UAE dirhams).

Rent invoiced	Operating profit	Operating margin	Rent paid within 7 days	Average occupancy	Requests
AED 3.1M	AED 593K	19.1%	79.1%	92.7%	299
12 months			99.5% collected overall		92% Completed



Every figure comes from records the ERP keeps: revenue invoices, expenses by account and approved payroll. Security deposits are held as liabilities, not counted as revenue. The ERP has no profit-and-loss report; operating profit here is derived from those records.



MAGNACT

Your operation deserves its own system

MagnAct designs and builds ERP and management platforms around the way your business already works, then stays with you as it grows.

“Marketing that attracts and smart solutions that act. One partner for growth and technology.”

WHAT WE DO

- ◆ Custom Software & System Integration
- ◆ Cloud, Hosting & Server Management
- ◆ E-commerce & Payment Solutions
- ◆ Graphic Design & Branding
- ◆ Web & Mobile Development
- ◆ Cybersecurity & Data Protection
- ◆ Digital Marketing & Ads Management
- ◆ Video Production & Motion Graphics

Let's map out your system

Tell us how your business runs today. We will show you what a tailored ERP could bring together.



Website

magnact.com



Email

info@magnact.com