

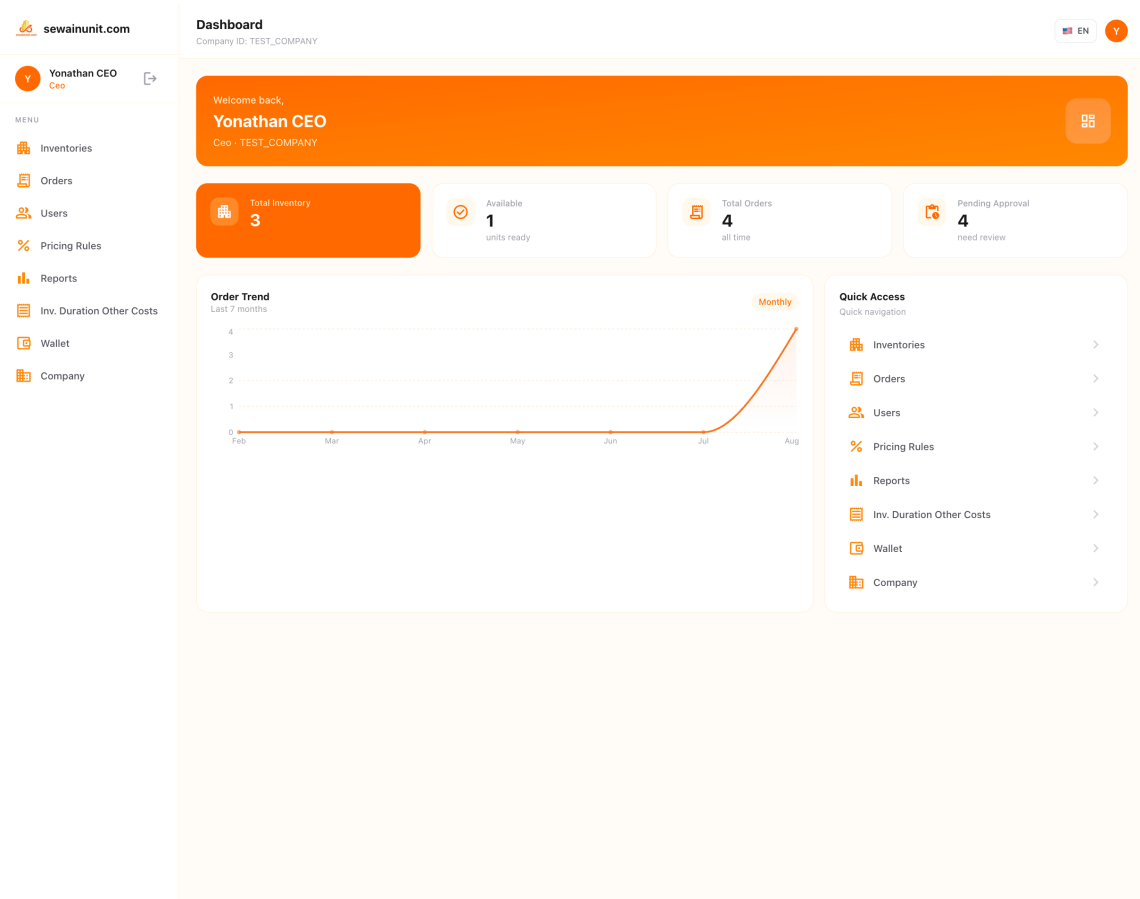
Sewainunit.com — Alur Panel Agent (2026)

Panel Agent (`panel.sewainunit.com` , aplikasi yang sama dengan Master-Admin tapi dibatasi ke satu company lewat role/ `Company ID`) adalah tempat agent (pemilik/operator properti) mengelola inventory miliknya sendiri, approve atau reject booking yang masuk, dan memantau pendapatan. Dokumen ini menjelaskan tiap layar seperti yang dilihat oleh user agent dengan role **CEO**.

Untuk alur booking/pembayaran sisi customer, lihat [user-facing-flows.id.md](#). Untuk pengelolaan master data platform, lihat [master-admin-flows.id.md](#).

1. Dashboard

Layout KPI sama seperti dashboard Master-Admin, tapi dibatasi ke company milik agent (`Company ID`: `TEST_COMPANY` di contoh ini) — Total Inventory, Available units, Total Orders, Pending Approval, chart Order Trend, dan Quick Access ke tiap section di sidebar.



Sidebar agent lebih ramping dibanding Master-Admin — tidak ada Regions/Locations/Products/Facilities (itu master data platform-wide yang dikelola terpusat): **Inventories, Orders, Users, Pricing Rules, Reports, Inv. Duration Other Costs, Wallet, Company.**

2. Inventories

2.1 Daftar Inventory

Unit bookable milik agent sendiri, masing-masing terikat ke satu Product (tipe kamar + lokasi). Menampilkan Unit number, Floor, Status, Available count, dan actions: **Review**, **Details Booked** (kalender booking), **Edit**, **Activate/Deactivate**.

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Yonathan CEO
CEO

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Inventories

Company ID: TEST_COMPANY

EN

Y

+ Add Inventory

Search...

Name	Unit	Floor	Status	Available	Actions
Studio xgbhw qwerty	200	2	Active	1	Review Details Booked Edit Deactivate
Studio Kamala Lagoon	100	2	Inactive	1	Review Details Booked Edit Activate
Studio Kamala Lagoon - Unit 333	333	10	Inactive	1	Review Details Booked Edit Activate

3 items

< Page 1 of 1 >

2.2 Tambah Inventory

Images, tabel harga per duration (3 Hours sampai 5 Years, sesuai Rental Durations platform), Product, Name, Title dwibahasa, Unit Number, Floor, Unit Condition, toggle Active, dan Notes bebas teks.

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Add Inventory

Images0 / 15

Click or drag images here

Max 15 images, first image is cover

Prices (IDR)

3 Jam	0
6 Jam	0
12 Jam	0
1 Hari	0
1 Minggu	0
1 Bulan	0
3 Bulan	0
6 Bulan	0
1 Tahun	0
3 Tahun	0
5 Tahun	0

PRODUCT & LOCATION

Product *

— Select product —

DETAIL

Name *

Title (ID)

Title (EN)

Unit Number

0

Floor

0

Unit Condition *

— Select unit condition —

Active

Notes

Cancel

Create

3. Orders

3.1 Daftar Order

Setiap booking terhadap inventory agent ini: Transaction #, Tenant, State, Total, dan action **Details**. Status yang muncul di sini mencakup seluruh lifecycle — Refunded, Expired, Confirmed, Cancelled by Customer, Checked In.

Y

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Orders

Company ID: TEST_COMPANY

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Cari transaction ID...

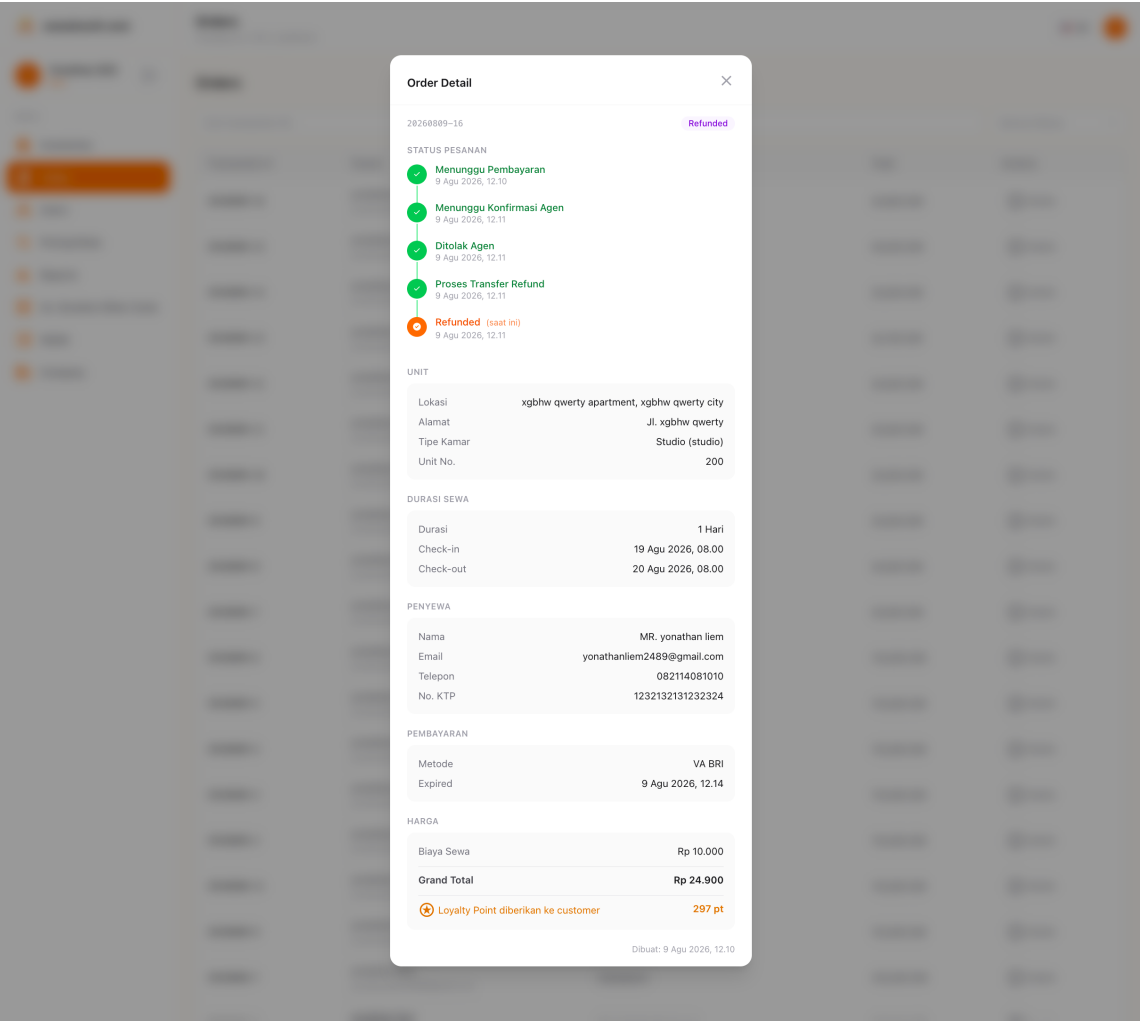
Semua Status

Transaction #	Tenant	State	Total	Actions
20260809-16	yonathan liem yonathanliem2489@gmail.com	Refunded	24,900 IDR	Details
20260809-15	yonathan liem yonathanliem2489@gmail.com	Refunded	45,000 IDR	Details
20260809-14	yonathan liem yonathanliem2489@gmail.com	Expired	25,000 IDR	Details
20260809-13	yonathan liem yonathanliem2489@gmail.com	Confirmed	24,700 IDR	Details
20260809-12	yonathan liem yonathanliem2489@gmail.com	Refunded	25,000 IDR	Details
20260809-11	yonathan liem yonathanliem2489@gmail.com	Refunded	25,000 IDR	Details
20260809-10	yonathan liem yonathanliem2489@gmail.com	Expired	25,000 IDR	Details
20260809-9	yonathan liem yonathanliem2489@gmail.com	Refunded	25,000 IDR	Details
20260809-8	yonathan liem yonathanliem2489@gmail.com	Refunded	25,000 IDR	Details
20260809-7	yonathan liem yonathanliem2489@gmail.com	Expired	25,000 IDR	Details
20260809-6	yonathan liem yonathanliem2489@gmail.com	Refunded	115,000 IDR	Details
20260809-5	yonathan liem yonathanliem2489@gmail.com	Refunded	115,000 IDR	Details
20260809-4	yonathan liem yonathanliem2489@gmail.com	Cancelled by Customer	115,000 IDR	Details
20260809-3	yonathan liem yonathanliem2489@gmail.com	Cancelled by Customer	115,000 IDR	Details
20260809-2	yonathan liem yonathanliem2489@gmail.com	Cancelled by Customer	115,000 IDR	Details
20260808-11	yonathan liem yonathanliem2489@gmail.com	status.cancellation_in_progress	115,000 IDR	Details
20260808-9	yonathan liem yonathanliem2489@gmail.com	Checked in	115,000 IDR	Details
20260808-7	yonathan liem yonathanliem2489@gmail.com	Checked in	315,000 IDR	Details
-----	vonathan liem			

Order baru dibayar → butuh tindakan. Begitu pembayaran customer berhasil, order pindah ke status **Waiting for Agent Confirmation** — ini satu-satunya status di mana kolom Actions pada row menampilkan tombol **Approve** dan **Reject**, bukan cuma Details — itu tandanya agent harus mengambil keputusan atas booking tersebut. Approve memindahkan order ke **Confirmed**; reject memindahkan ke **Rejected by Agent** dan otomatis memicu alur refund customer (lihat §3.2 di bawah dan [user-facing-flows.id.md §9](#)). Kalau agent tidak bertindak, ada auto-reject scheduler yang akan me-reject order tersebut atas nama agent setelah 12 jam, supaya customer tidak menunggu tanpa kepastian.

3.2 Detail Order — timeline status

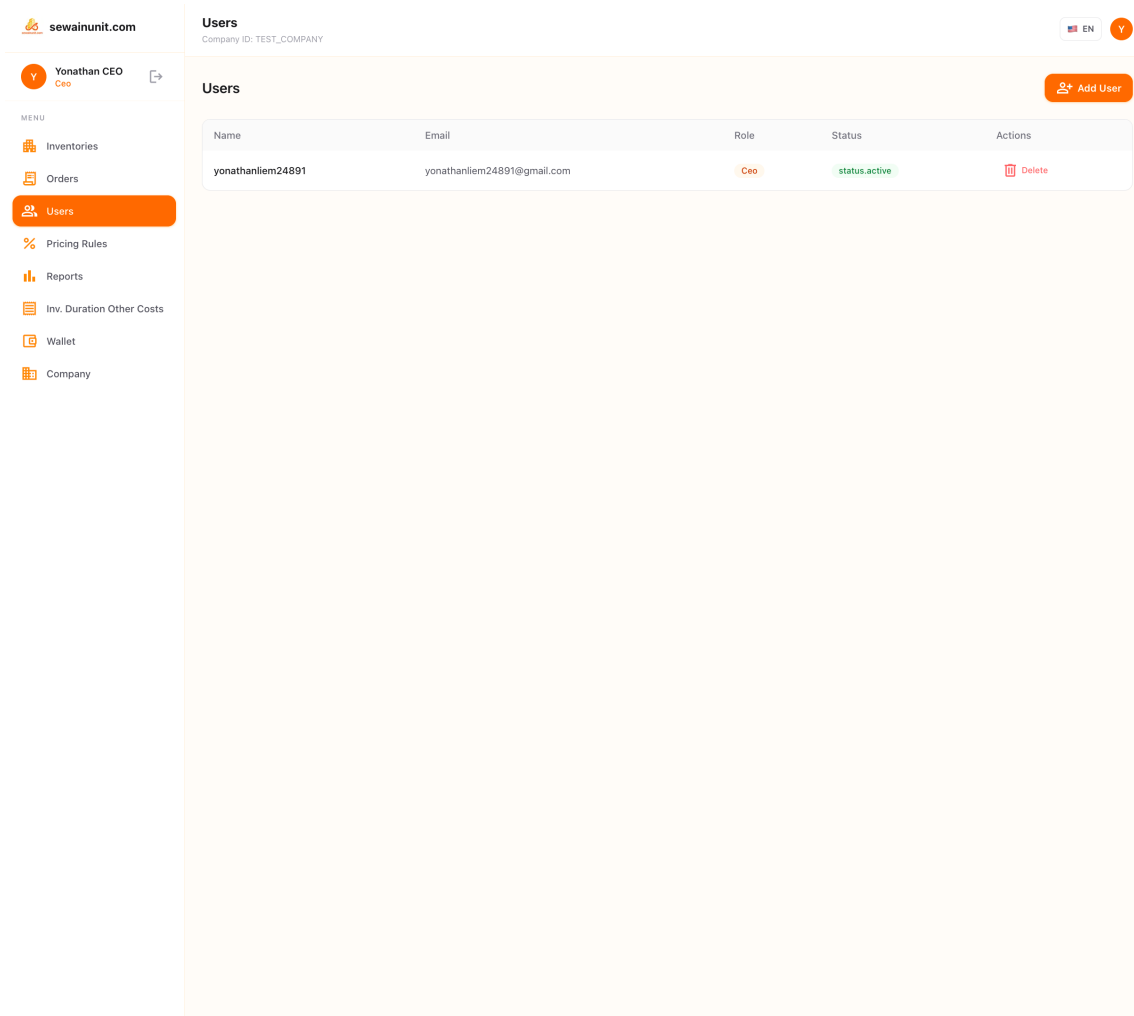
Klik **Details** membuka modal detail order yang sama seperti dijelaskan di [user-facing-flows.id.md §9.3](#): timeline status langkah demi langkah (Menunggu Pembayaran → Menunggu Konfirmasi Agen → Ditolak Agen → Proses Transfer Refund → Refunded), detail unit/tenant/pembayaran, dan rincian harga — termasuk baris **Loyalty Point diberikan ke customer** kalau kompensasi order yang di-reject sudah dicairkan.



4. Users

4.1 Daftar User

Sub-akun di bawah company ini (misalnya role Supervisor) yang bisa akses panel bersama CEO.



4.2 Tambah User

Full Name, Username, Email, Password (min. 8 karakter, harus ada huruf kapital dan angka) dengan toggle show/hide, field **Konfirmasi Password** yang harus cocok dengan toggle show/hide sendiri, dan Role.

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Add User

Full Name *

Username *

Email *

Password *

Min. 8 karakter, harus ada huruf besar dan angka

Konfirmasi Password *

Role *

Supervisor

▼

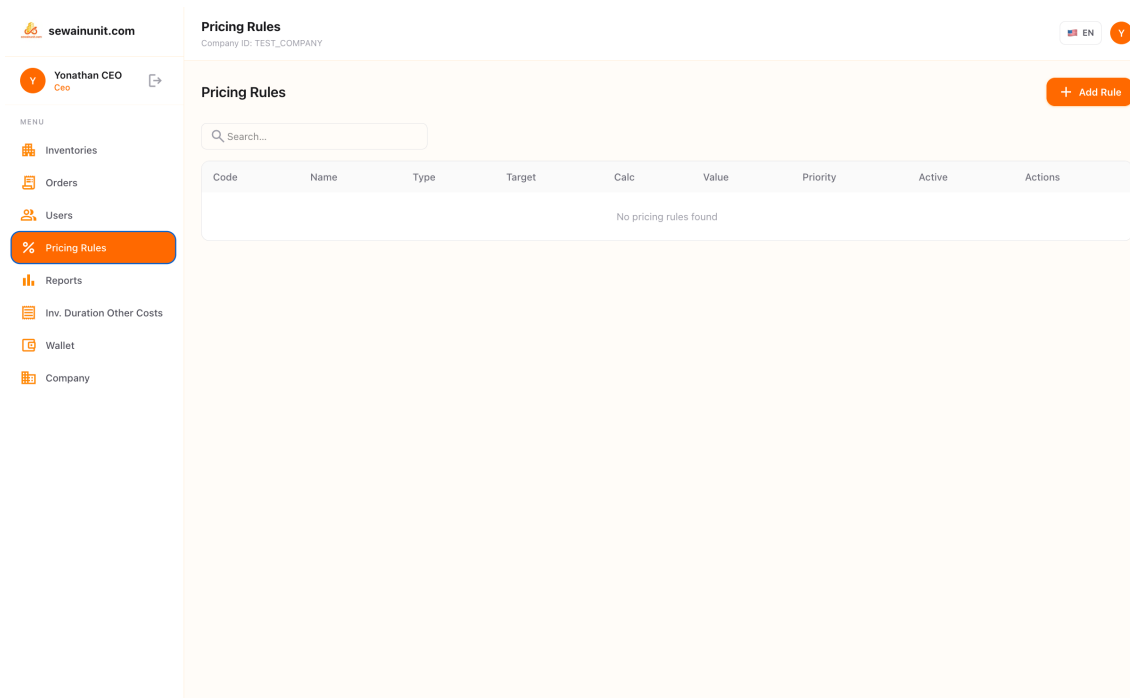
Cancel

Create User

5. Pricing Rules

5.1 Daftar Pricing Rule

Aturan diskon/markup khusus company yang diterapkan di atas base pricing (kosong di contoh company ini).



5.2 Tambah Pricing Rule

Code, Name, Type (Discount/Markup), Target (Base Price), Calculation (Percentage/Fixed), Value, Priority, toggle Active, dan blok kriteria (**minimal 1 wajib diisi**): Company (terkunci ke company milik agent), Locations, Regions, Products, Inventories, Rental Durations, Room Types, plus scoping rentang tanggal (Rule validity, Check-in window, Cart-created window).

Add Pricing Rule

INFO DASAR

Code *

CONTOH_KODE_123

Name *

Type

Discount

Target

Base Price

Calculation

Percentage (%)

Value *

0

Priority

0

Active

ON

CRITERIA * (minimal 1)

Company

TEST_COMPANY

otomatis

Locations

Pilih lokasi —

Regions

Pilih region —

Products

Pilih produk —

Inventories

Pilih inventory —

Rental Durations

Pilih durasi —

Room Types

Pilih tipe kamar —

Rule Berlaku Dari

dd/mm/yyyy

Rule Berlaku Sampai

dd/mm/yyyy

Check-in Dari

dd/mm/yyyy

Check-in Sampai

dd/mm/yyyy

Cart Dibuat Dari

dd/mm/yyyy

Cart Dibuat Sampai

dd/mm/yyyy

Cancel

Create

6.1 Daftar

Biaya tambahan fixed/variable yang terikat ke kombinasi inventory + rental duration tertentu (misalnya biaya IPL/service bulanan pada satu unit), terpisah dari harga sewa dasar.

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Inventory Duration Other Costs

+ Add

Other Cost	Inventory	Rental Duration	Amount	Type	Active	Actions
IPL — IPL (Iuran Pengelolaan Lingkungan)	Unit 333 — Studio Kamala Lagoon - Unit 333	1 Bulan	100.000	Fixed	Active	View Edit Delete

6.2 Tambah

Tipe Other Cost, Inventory (bisa dicari), Rental Duration, Amount Type (Fixed Value atau berbasis persentase), Amount, Title dwibahasa, toggle **Multiply by Quantity** (dimatikan untuk biaya flat satu kali seperti deposit), dan toggle Active.

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Add Inventory Duration Other Cost

Other Cost *

— Select —

Inventory *

— Type to search —

Rental Duration *

— Select —

Amount Type *

Fixed Value

Amount *

0

Title (Indonesian)

Title (English)

Multiply by Quantity

Jika aktif, biaya dikalikan jumlah unit/durasi. Nonaktifkan untuk biaya flat (misal: Deposit).

Active

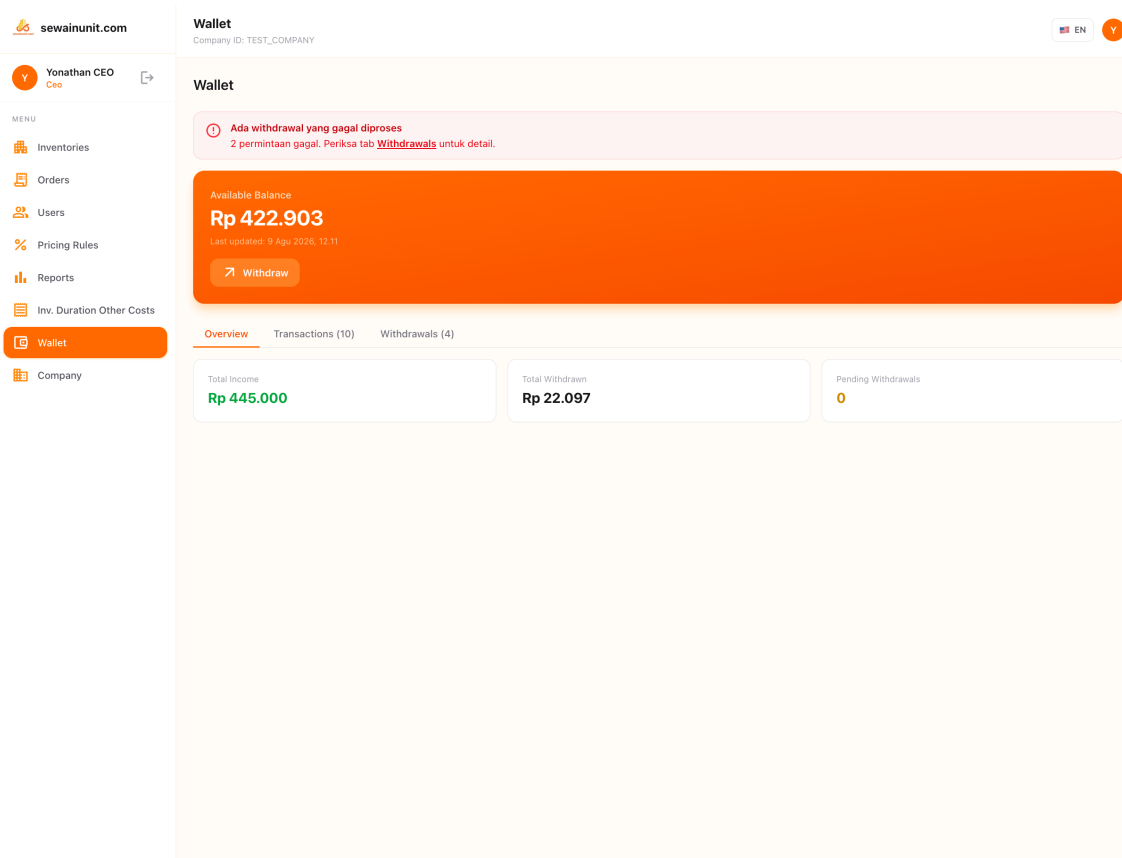
Cancel

Create

7. Wallet

7.1 Overview

Available Balance (dengan banner peringatan withdrawal gagal kalau relevan), tombol **Withdraw**, dan kartu ringkasan: Total Income, Total Withdrawn, Pending Withdrawals.



7.2 Transactions

Ledger wallet lengkap — setiap credit dan debit dengan Balance After yang berjalan, Reference, Detail, dan Date. Di sinilah logika earnings/kompensasi platform langsung terlihat oleh agent:

- **Income Order** (credit) — pendapatan sewa dikreditkan saat customer check-in
- **order_cancel_commission** (credit) — komisi yang tetap didapat agent saat customer membatalkan order berbayar sebelum agent sempat bertindak
- **loyalty_compensation** (debit) — sisi lain dari order yang di-reject: porsi kompensasi dari agent yang dibayarkan ke customer dalam bentuk loyalty point (lihat §3.2)
- **Penarikan Dana** (debit) — penarikan dana ke rekening bank agent

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Wallet

Ada withdrawal yang gagal diproses

2 permintaan gagal. Periksa tab [Withdrawals](#) untuk detail.

Available Balance

Rp 422.903

Last updated: 9 Agu 2026, 12.11

Withdraw

Overview

Transactions (10)

Withdrawals (4)

Search...

Type	Amount	Balance After	Reference	Detail	Date
↑ debit	-Rp 297	Rp 422.903	20260809-16-loyalty-debit rental	loyalty_compensation Loyalty compensation for rejected order 20260809-16	9 Agu 2026, 12.11
↑ debit	-Rp 900	Rp 423.200	20260809-15-loyalty-debit rental	loyalty_compensation Loyalty compensation for rejected order 20260809-15	9 Agu 2026, 12.07
↑ debit	-Rp 300	Rp 424.100	20260809-12-loyalty-debit rental	loyalty_compensation Loyalty compensation for rejected order 20260809-12	9 Agu 2026, 12.00
↑ debit	-Rp 300	Rp 424.400	20260809-11-loyalty-debit rental	loyalty_compensation Loyalty compensation for rejected order 20260809-11	9 Agu 2026, 11.20
↑ debit	-Rp 300	Rp 424.700	20260809-9-loyalty-debit rental	loyalty_compensation Loyalty compensation for rejected order 20260809-9	9 Agu 2026, 11.04
↓ credit	+Rp 30.000	Rp 425.000	20260809-4 APARTMENT	order_cancel_commission Cancellation commission from order 20260809-4	9 Agu 2026, 08.54
↓ credit	+Rp 315.000	Rp 395.000	20260808-7 APARTMENT	Income Order Income from order 20260808-7	9 Agu 2026, 08.00
↑ debit	-Rp 10.000	Rp 80.000	6a773383e5c16c99b9489efd withdrawal	Penarikan Dana Withdrawal 10000 ke BNI - 12323123123 (fee 0 + PPN 0)	8 Agu 2026, 20.49
↑ debit	-Rp 10.000	Rp 90.000	6a772c32e5c16c99b9489ef7 withdrawal	Penarikan Dana Withdrawal 10000 ke BNI - 12323123123 (fee 0 + PPN 0)	8 Agu 2026, 20.36
↓ credit	+Rp 100.000	Rp 100.000	20260808-9 APARTMENT	Income Order Income from order 20260808-9	8 Agu 2026, 20.16

10 items

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7.3 Withdrawals

Riwayat permintaan penarikan dengan Bank, Status (**Approved** / **Failed**, lengkap dengan catatan kegagalan), dan Date.

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Wallet

Ada withdrawal yang gagal diproses

2 permintaan gagal. Periksa tab [Withdrawals](#) untuk detail.

Available Balance

Rp 422.903

Last updated: 8 Agu 2026, 12:11

Withdraw

Overview

Transactions (10)

Withdrawals (4)

All Status

Dana Ditarik	Total Debit	Bank	Status	Date
Rp 10.000	Rp 10.000	BNI 12323123123	Failed edge case	8 Agu 2026, 20:49
Rp 10.000	Rp 10.000	BNI 12323123123	Approved	8 Agu 2026, 20:47
Rp 10.000	Rp 10.000	BNI 12323123123	Failed gagal	8 Agu 2026, 20:36
Rp 10.000	Rp 10.000	BNI 12323123123	Approved	8 Agu 2026, 20:16

4 items

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7.4 Request Withdrawal

Rekening bank tujuan (diambil dari Company settings, dengan shortcut **Kelola rekening**), Amount, dan catatan bahwa biaya transfer ditanggung agent yang melakukan penarikan.

Request Withdrawal



REKENING TUJUAN

Bank	BNI
No. Rekening	12323123123
Nama	Yonathan Liem

[Kelola rekening →](#)

Jumlah (IDR) *

100.000



Penarikan dana dikenakan biaya transaksi yang ditanggung oleh Anda (pengirim). Rincian biaya dapat dilihat di riwayat withdrawal setelah transaksi selesai.

Batal

Ajukan WD

8. Company

Company Profile: Company ID/Name/Code/Domain/Status yang read-only dengan action Edit, Bank Account(s) yang dipakai untuk withdrawal (diambil dari sini oleh §7.4), dan setup notifikasi Telegram opsional untuk alert order real-time.

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Company

My Company

Company ID: TEST_COMPANY

Company Profile

Company Info

Company ID

TEST_COMPANY

Company Name

TEST_COMPANY

Company Code

TEST_COMPANY

Domain

—

Email Domain

—

Status

Active

Edit

Bank Account (untuk Withdrawal)

Bank Account 1

BNI - 12323123123

Yonathan Liem

Edit

Hapus

Tambah

Notifikasi Telegram

Opsional — isi untuk terima notifikasi order di Telegram

Belum dikonfigurasi

Edit

Catatan penamaan file

File screenshot mempertahankan nama asli sesuai urutan pengambilan (Screenshot 2026-08-09 at HH.MM.SS.png).