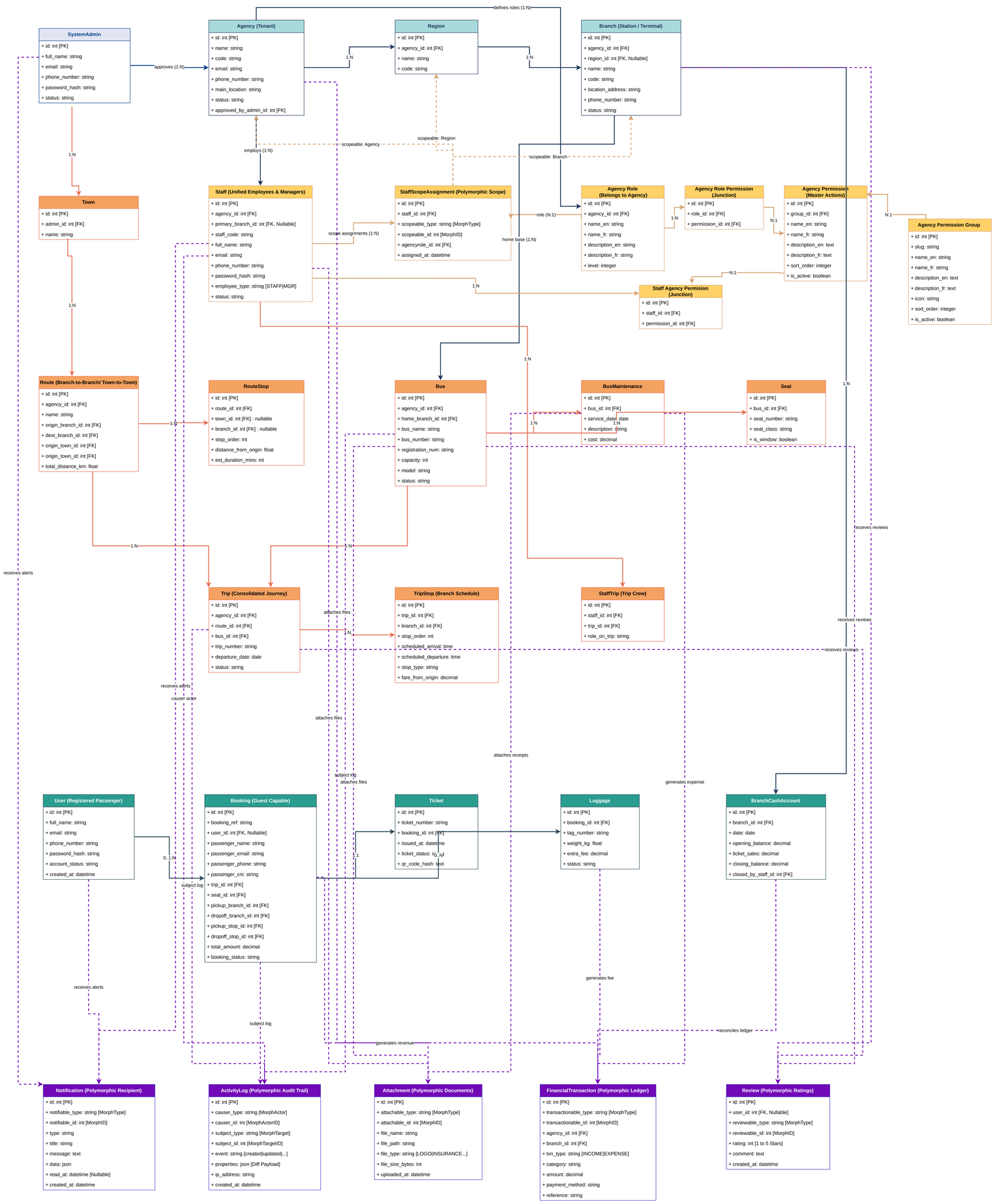

defines roles (1:N)
SystemAdmin
+ id: int [PK]
+ full_name: string
+ email: string
+ phone_number: string
+ password_hash: string
+ status: string
approves (1:N)
Agency (Tenant)
+ id: int [PK]
+ name: string
+ code: string
+ email: string
+ phone_number: string
+ main_location: string
+ status: string
+ approved_by_admin_id: int [FK]
1:N
Region
+ id: int [PK]
+ agency_id: int [FK]
+ name: string
+ code: string
1:N
Branch (Station / Terminal)
+ id: int [PK]
+ agency_id: int [FK]
+ region_id: int [FK, Nullable]
+ name: string
+ code: string
+ location_address: string
+ phone_number: string
+ status: string
employs (1:N)
scopeable: Agency
scopeable: Region
scopeable: Branch
1:N
Town
+ id: int [PK]
+ admin_id: int [FK]
+ name: string
1:N
Staff (Unified Employees & Managers)
+ id: int [PK]
+ agency_id: int [FK]
+ primary_branch_id: int [FK, Nullable]
+ staff_code: string
+ full_name: string
+ email: string
+ phone_number: string
+ password_hash: string
+ employee_type: string [STAFF|MGR]
+ status: string
scope assignments (1:N)
StaffScopeAssignment (Polymorphic Scope)
+ id: int [PK]
+ staff_id: int [FK]
+ scopeable_type: string [MorphType]
+ scopeable_id: int [MorphID]
+ agencyrole_id: int [FK]
+ assigned_at: datetime
role (N:1)
home base (1:N)
Agency Role
(Belongs to Agency)
+ id: int [PK]
+ agency_id: int [FK]
+ name_en: string
+ name_fr: string
+ description_en: string
+ description_fr: string
+ level: integer
1:N
Agency Role Permission
(Junction)
+ id: int [PK]
+ role_id: int [FK]
+ permission_id: int [FK]
N:1
Agency Permission
(Master Actions)
+ id: int [PK]
+ group_id: int [FK]
+ name_en: string
+ name_fr: string
+ description_en: text
+ description_fr: text
+ sort_order: integer
+ is_active: boolean
N:1
Agency Permission Group
+ id: int [PK]
+ slug: string
+ name_en: string
+ name_fr: string
+ description_en: text
+ description_fr: text
+ icon: string
+ sort_order: integer
+ is_active: boolean
N:1
Staff Agency Permision
(Junction)
+ id: int [PK]
+ staff_id: int [FK]
+ permission_id: int [FK]
1:N
Route (Branch-to-Branch/ Town-to-Town)
+ id: int [PK]
+ agency_id: int [FK]
+ name: string
+ origin_branch_id: int [FK]
+ dest_branch_id: int [FK]
+ origin_town_id: int [FK]
+ origin_town_id: int [FK]
+ total_distance_km: float
1:N
RouteStop
+ id: int [PK]
+ route_id: int [FK]
+ town_id: int [FK] : nullable
+ branch_id: int [FK] : nullable
+ stop_order: int
+ distance_from_origin: float
+ est_duration_mins: int
Bus
+ id: int [PK]
+ agency_id: int [FK]
+ home_branch_id: int [FK]
+ bus_name: string
+ bus_number: string
+ registration_num: string
+ capacity: int
+ model: string
+ status: string
1:N
BusMaintenance
+ id: int [PK]
+ bus_id: int [FK]
+ service_date: date
+ description: string
+ cost: decimal
1:N
Seat
+ id: int [PK]
+ bus_id: int [FK]
+ seat_number: string
+ seat_class: string
+ is_window: boolean
1:N
receives reviews
receives alerts
1:N
Trip (Consolidated Journey)
+ id: int [PK]
+ agency_id: int [FK]
+ route_id: int [FK]
+ bus_id: int [FK]
+ trip_number: string
+ departure_date: date
+ status: string
attaches files
1:N
TripStop (Branch Schedule)
+ id: int [PK]
+ trip_id: int [FK]
+ branch_id: int [FK]
+ stop_order: int
+ scheduled_arrival: time
+ scheduled_departure: time
+ stop_type: string
+ fare_from_origin: decimal
StaffTrip (Trip Crew)
+ id: int [PK]
+ staff_id: int [FK]
+ trip_id: int [FK]
+ role_on_trip: string
receives reviews
receives alerts
causer actor
attaches files
subject log
attaches receipts
generates expense
User (Registered Passenger)
+ id: int [PK]
+ full_name: string
+ email: string
+ phone_number: string
+ password_hash: string
+ account_status: string
+ created_at: datetime
0..1:N
Booking (Guest Capable)
+ id: int [PK]
+ booking_ref: string
+ user_id: int [FK, Nullable]
+ passenger_name: string
+ passenger_email: string
+ passenger_phone: string
+ passenger_cni: string
+ trip_id: int [FK]
+ seat_id: int [FK]
+ pickup_branch_id: int [FK]
+ dropoff_branch_id: int [FK]
+ pickup_stop_id: int [FK]
+ dropoff_stop_id: int [FK]
+ total_amount: decimal
+ booking_status: string
subject log
1:1
Ticket
+ id: int [PK]
+ ticket_number: string
+ booking_id: int [FK]
+ issued_at: datetime
+ ticket_status: string
+ qr_code_hash: text
0..N
Luggage
+ id: int [PK]
+ booking_id: int [FK]
+ tag_number: string
+ weight_kg: float
+ extra_fee: decimal
+ status: string
BranchCashAccount
+ id: int [PK]
+ branch_id: int [FK]
+ date: date
+ opening_balance: decimal
+ ticket_sales: decimal
+ closing_balance: decimal
+ closed_by_staff_id: int [FK]
receives alerts
subject log
generates fee
reconciles ledger
generates revenue
Notification (Polymorphic Recipient)
+ id: int [PK]
+ notifiable_type: string [MorphType]
+ notifiable_id: int [MorphID]
+ type: string
+ title: string
+ message: text
+ data: json
+ read_at: datetime [Nullable]
+ created_at: datetime
ActivityLog (Polymorphic Audit Trail)
+ id: int [PK]
+ causer_type: string [MorphActor]
+ causer_id: int [MorphActorID]
+ subject_type: string [MorphTarget]
+ subject_id: int [MorphTargetID]
+ event: string [created|updated|...]
+ properties: json [Diff Payload]
+ ip_address: string
+ created_at: datetime
Attachment (Polymorphic Documents)
+ id: int [PK]
+ attachable_type: string [MorphType]
+ attachable_id: int [MorphID]
+ file_name: string
+ file_path: string
+ file_type: string [LOGO|INSURANCE...]
+ file_size_bytes: int
+ uploaded_at: datetime
FinancialTransaction (Polymorphic Ledger)
+ id: int [PK]
+ transactionable_type: string [MorphType]
+ transactionable_id: int [MorphID]
+ agency_id: int [FK]
+ branch_id: int [FK]
+ txn_type: string [INCOME|EXPENSE]
+ category: string
+ amount: decimal
+ payment_method: string
+ reference: string
Review (Polymorphic Ratings)
+ id: int [PK]
+ user_id: int [FK, Nullable]
+ reviewable_type: string [MorphType]
+ reviewable_id: int [MorphID]
+ rating: int [1 to 5 Stars]
+ comment: text
+ created_at: datetime