

RS-Express Bus Booking System - User Guide

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Introduction

Welcome to the RS-Express Bus Booking System! This comprehensive guide will walk you through all the features and functionality available in the application. Whether you're a passenger looking to book tickets, an administrator managing the system, or an agent booking on behalf of customers, this guide has you covered.

Getting Started

System Requirements

- Modern web browser (Chrome, Firefox, Safari, Edge)
- Internet connection
- Device (desktop, laptop, tablet, or smartphone)

Accessing the System

1. Open your web browser
2. Navigate to the RS-Express website
3. The home page displays the search form for finding available buses

Account Types

- **Guest User:** Can search for buses and make bookings without registration
- **Registered User:** Can create an account to manage bookings and earn loyalty points
- **Agent:** Can book tickets on behalf of customers
- **Staff:** Can manage bookings and basic operations
- **Manager:** Can manage buses, routes, and view reports
- **Administrator:** Has full access to all system features

Public User Features

Searching for Buses

1. On the homepage, locate the search form
2. Select your **departure location** from the dropdown menu
3. Select your **destination** from the dropdown menu
4. Choose your **travel date** using the date picker
5. Click the **Search** button
6. The system will display available buses matching your criteria

Viewing Bus Details

1. From the search results, click on any bus to view details:
 - Departure and arrival times
 - Price
 - Bus type
 - Available seats
 - Amenities

Booking as a Guest

1. After selecting a bus, click **Continue to Book**
2. On the seat selection page:
 - Choose your preferred seat(s) by clicking on the seat map
 - Selected seats will change color to indicate your selection
3. Click **Continue** to proceed
4. Fill in passenger details:
 - Full name
 - Email address
 - Phone number
 - Emergency contact (optional)
5. Review booking details
6. Click **Confirm Booking**
7. Complete payment process
8. Receive booking confirmation via email with e-ticket

Registering a New Account

1. Click the **Sign Up** button in the navigation bar
2. Fill in the registration form:
 - Name
 - Email address
 - Password (min. 8 characters)
 - Confirm password
3. Click **Register**
4. Verify your email address by clicking the link sent to your email
5. Log in with your new credentials

Registered User Features

Logging In

1. Click **Login** in the navigation bar
2. Enter your email and password
3. Click **Login**
4. You will be redirected to your passenger dashboard

Passenger Dashboard

1. After login, access your dashboard by clicking **My Account** in the navigation bar
2. The dashboard displays:
 - Upcoming trips
 - Recent bookings
 - Loyalty points (if enrolled)
 - Account settings

Managing Profile

1. From the dashboard, click **Profile Settings**
2. Update your personal information:
 - Name
 - Email
 - Phone number
 - Address (optional)
 - Profile picture (optional)
3. Click **Save Changes**

Viewing Booking History

1. From the dashboard, click **Booking History**
2. View a list of all your past and upcoming bookings
3. Click on any booking to see detailed information
4. Download or print e-tickets as needed

Managing Bookings

1. From the booking history page, find the booking you wish to manage
2. Options available:
 - **View Details:** See full booking information
 - **Cancel Booking:** Cancel the reservation (subject to cancellation policy)
 - **Change Seats:** Modify seat selection (if available)
 - **Print Ticket:** Download a PDF ticket for printing

Loyalty Program

1. Access the loyalty program by clicking **Loyalty Program** in the dashboard
2. View your current:
 - Points balance
 - Membership tier
 - Available rewards
 - Point history
3. Redeem points for:
 - Ticket discounts
 - Free tickets (with sufficient points)
 - Seat upgrades

Admin Panel Guide

Accessing Admin Panel

1. Log in with administrator credentials
2. You will automatically be directed to the admin dashboard
3. Alternatively, click **Admin** in the navigation menu after logging in

Dashboard Overview

The admin dashboard provides at-a-glance information:

- Revenue statistics
- Recent bookings
- Upcoming trips
- System notifications
- Quick access links to main management sections

Bus Management

1. From the admin panel, click **Buses**
2. View a list of all buses in the system
3. To add a new bus:
 - Click **Add New Bus**
 - Fill in the bus details:
 - Bus number
 - Bus type (e.g., Luxury, Standard)
 - Seat capacity
 - Amenities
 - Click **Save**
4. To edit an existing bus:
 - Click the **Edit** button next to the bus
 - Update the necessary information
 - Click **Save Changes**

5. To delete a bus:

- Click the **Delete** button
- Confirm the deletion

Route Management

1. From the admin panel, click **Routes**

2. View a list of all routes

3. To add a new route:

- Click **Add New Route**
- Enter route details:
 - Route name
 - Starting point
 - Destination
 - Distance
 - Estimated travel time
- Click **Save**

4. To edit a route:

- Click **Edit** next to the route
- Update the information
- Click **Save Changes**

Trip Management

1. From the admin panel, click **Trips**

2. View a list of all scheduled trips

3. To add a new trip:

- Click **Add New Trip**
- Select the bus from the dropdown
- Select the route from the dropdown
- Set departure date and time
- Set arrival time
- Set ticket price
- Click **Create Trip**

4. To edit a trip:

- Click **Edit** next to the trip
- Update the necessary information
- Click **Save Changes**

5. To cancel a trip:

- Click **Cancel Trip**
- Provide reason for cancellation
- The system will automatically notify all booked passengers

Booking Management

1. From the admin panel, click **Bookings**
2. View a list of all bookings
3. Filter bookings by:
 - Date range
 - Status (Confirmed, Cancelled, Completed)
 - Bus route
4. To view a booking:
 - Click on the booking ID
 - See detailed information including passenger details
5. To modify a booking:
 - Click **Edit** on the booking details page
 - Make necessary changes
 - Click **Save Changes**
6. To cancel a booking:
 - Click **Cancel Booking**
 - Select reason for cancellation
 - Process refund if applicable
 - Click **Confirm Cancellation**

User Management

1. From the admin panel, click **Users**
2. View a list of all system users
3. To add a new user:
 - Click **Add User**
 - Fill in user details
 - Select user role (Admin, Staff, Manager, Agent, User)
 - Click **Create User**
4. To edit a user:
 - Click **Edit** next to the user
 - Update information or change role
 - Click **Save Changes**
5. To deactivate a user:
 - Click **Deactivate** next to the user
 - Confirm deactivation

Reports

1. From the admin panel, click **Reports**
2. Select report type:
 - Revenue Report
 - Booking Statistics
 - Bus Utilization
 - Route Performance
 - Cancellation Analysis

3. Set date range for the report
4. Click **Generate Report**
5. View the report or export it as CSV, PDF, or Excel

Agent Portal Guide

Accessing Agent Portal

1. Log in with agent credentials
2. You will be directed to the agent dashboard

Creating Bookings for Customers

1. From the agent dashboard, click **New Booking**
2. Search for available buses using the search form
3. Select a bus from the results
4. Choose seats on the seat map
5. Enter passenger details:
 - Passenger name
 - Contact information
 - ID number (if required)
6. If the passenger is a loyalty member, enter their loyalty ID
7. Complete the booking and collect payment
8. The system will generate an e-ticket that can be printed or emailed to the customer

Managing Customer Bookings

1. From the agent dashboard, click **Manage Bookings**
2. Search for a booking using:
 - Booking reference number
 - Passenger name
 - Travel date
3. Select the booking to view details
4. Options available:
 - Modify booking details
 - Change seats
 - Cancel booking
 - Print ticket

Agent Reports

1. From the agent dashboard, click **My Reports**
2. View reports specific to your bookings:
 - Daily sales
 - Commission earned
 - Booking statistics
3. Filter reports by date range
4. Export reports as needed

Troubleshooting

Common Issues and Solutions

Login Problems

- **Issue:** Cannot log in despite correct credentials
 - **Solution:** Reset your password using the "Forgot Password" link
- **Issue:** Account locked
 - **Solution:** Contact system administrator or wait for the automatic unlock period

Booking Issues

- **Issue:** Cannot select seats
 - **Solution:** Refresh the page or try a different browser
- **Issue:** Payment not going through
 - **Solution:** Check internet connection, verify card details, or try an alternative payment method

E-ticket Problems

- **Issue:** Did not receive e-ticket email
 - **Solution:** Check spam folder or request a resend from the booking history page
- **Issue:** Cannot print e-ticket
 - **Solution:** Download the PDF first, then print from your device's PDF reader

FAQ

General Questions

Q: How early should I book my ticket? A: We recommend booking at least 24 hours in advance to ensure seat availability, especially during peak travel seasons.

Q: Can I cancel my booking? A: Yes, bookings can be cancelled up to 4 hours before departure. Cancellation fees may apply depending on how close to departure you cancel.

Q: How do I join the loyalty program? A: The loyalty program is automatically activated when you register an account. Points are earned with every booking.

Technical Questions

Q: Which browsers are supported? A: We support the latest versions of Chrome, Firefox, Safari, and Edge.

Q: Is my payment information secure? A: Yes, we use industry-standard encryption and do not store your full card details on our servers.

Q: Can I book multiple seats under one reservation? A: Yes, you can select multiple seats during the booking process and provide passenger details for each seat.