**StarBus\***

**One India One Bus Portal**

**Help Document**

**Service Type**

**Version- NIC/2022/OIOB/HD/UMServiceType/01**

**National Informatics Centre**

**Government of India**

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**Definitions & Abbreviations**

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| --- | --- |
| **Abbreviation** | **Description** |
| OIOB | One India One Bus |
| STC/D’s | State Transport Corporations/Departments |
| SDD | Solution Design Document |

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# Introduction

## About StarBus

Booking a bus is a process where a traveler looks for a specific destination, date, departure and arrival time, available payment options, Route, bus service type, and bus terminus. To book a ticket, the traveler can approach the authorized physical counter at a bus terminus, inquire and gather information related to the journey, and pay in cash. Another way is to utilize an STC/D’s portal offering the service online, including payment and receipt of tickets.

Authorized agents such as Common Service Centers (CSC) and other independent third parties also offer the booking service through a mix of offline and online apparatus. State Transport Corporations own/hire and manage the infrastructure and human resources essential for delivering transport services to travelers.

StarBus is an intuitive online system allowing the STC/D’s to manage the where with all critical to running an efficient transport operation.

## About Service Type

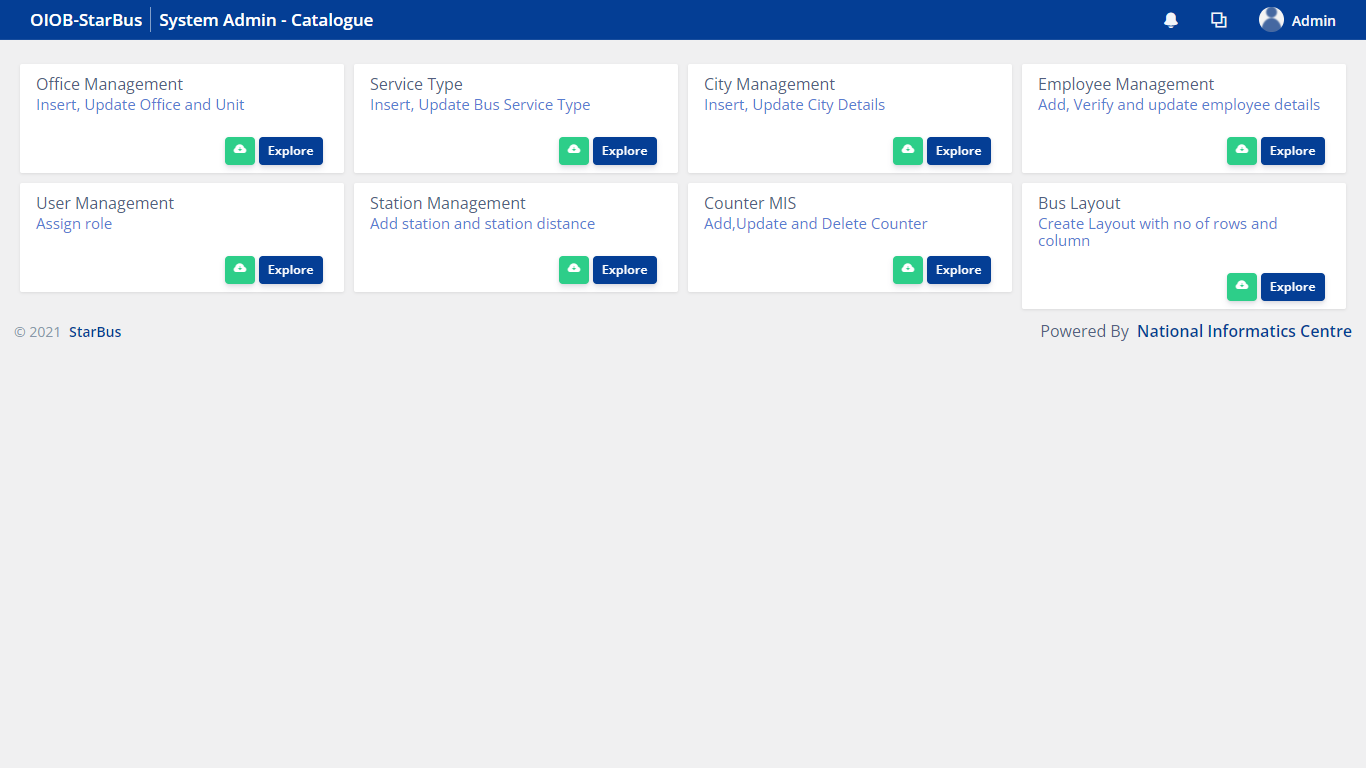
This user manual has been compiled for STC/D’s to assist users in generating and configuring backend master data entries necessary for automation of backend workflow. The help document will guide internal users to manage office master data. Service Type has been covered in this help document and aims to serve as an end-to-end guide for configuration & digitizing processes of Service Type master management.

The infrastructure required by an STC/D is vast and broadly consists of Crew, Inventory, and Fleet. Service Type is a component needed for operations and can be defined as per the requirement of an STC/D.

**Details about Service Type Processes**

Let us take time and study the processes related to Service Type activities. The Service Type option is available under the System Admin role of the system, and the login process for accessing it is given in Annexure-1 of SDD.

Upon successful login as System Admin, the user will be presented with the service catalog and can click on explore button of the Service Type option.



Service Type module has following 3 sections:-

i. Summary & Report

This section shows the number of each Service Type, status of Service Type , option to generate list of Service Type, important instructions under <Instructions> section, option  to download this user manual and  to view instructions in details

ii. Service Type List

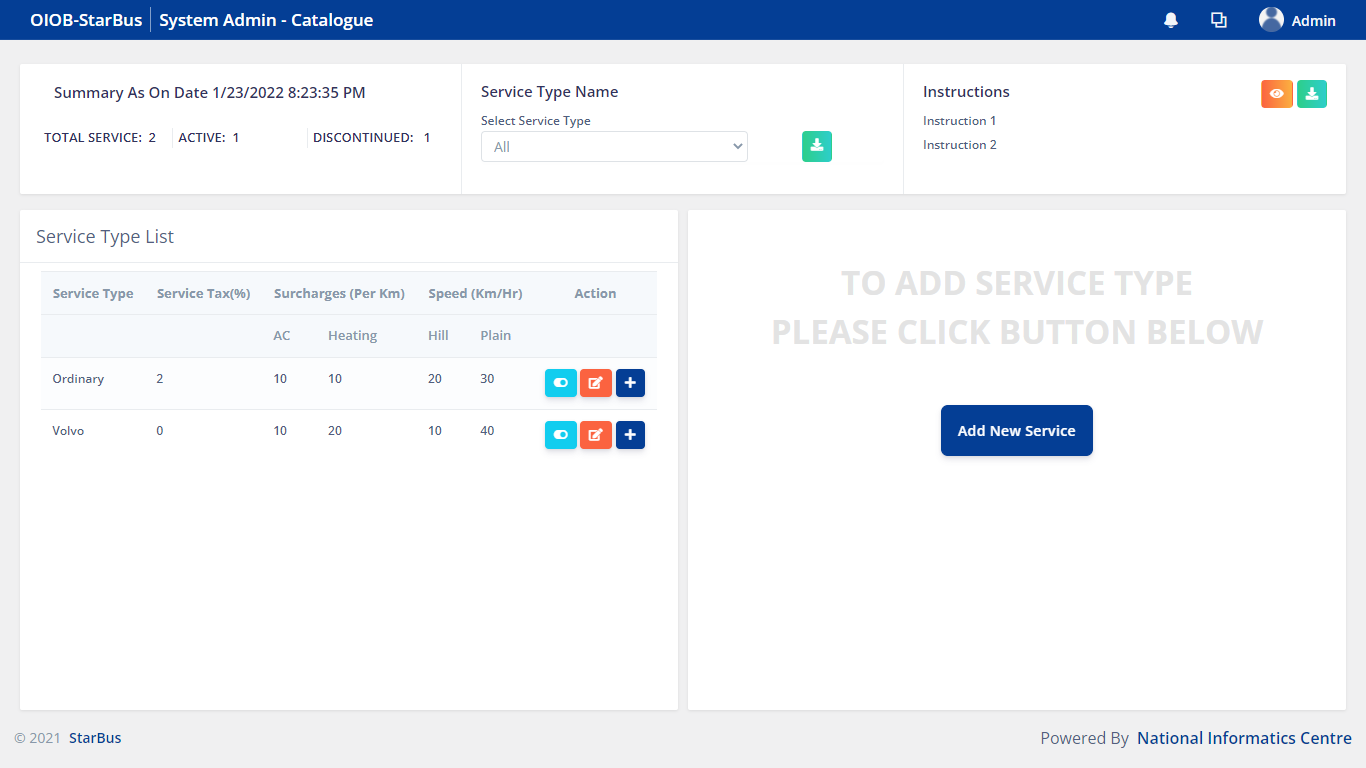
This section present the list of Service Type , so far created in the system. Along with viewing information about Service Type, you can Activate/Deactivate Service Type, Update details by clicking on the update option and Add Surcharge by clicking of Add<  >option.

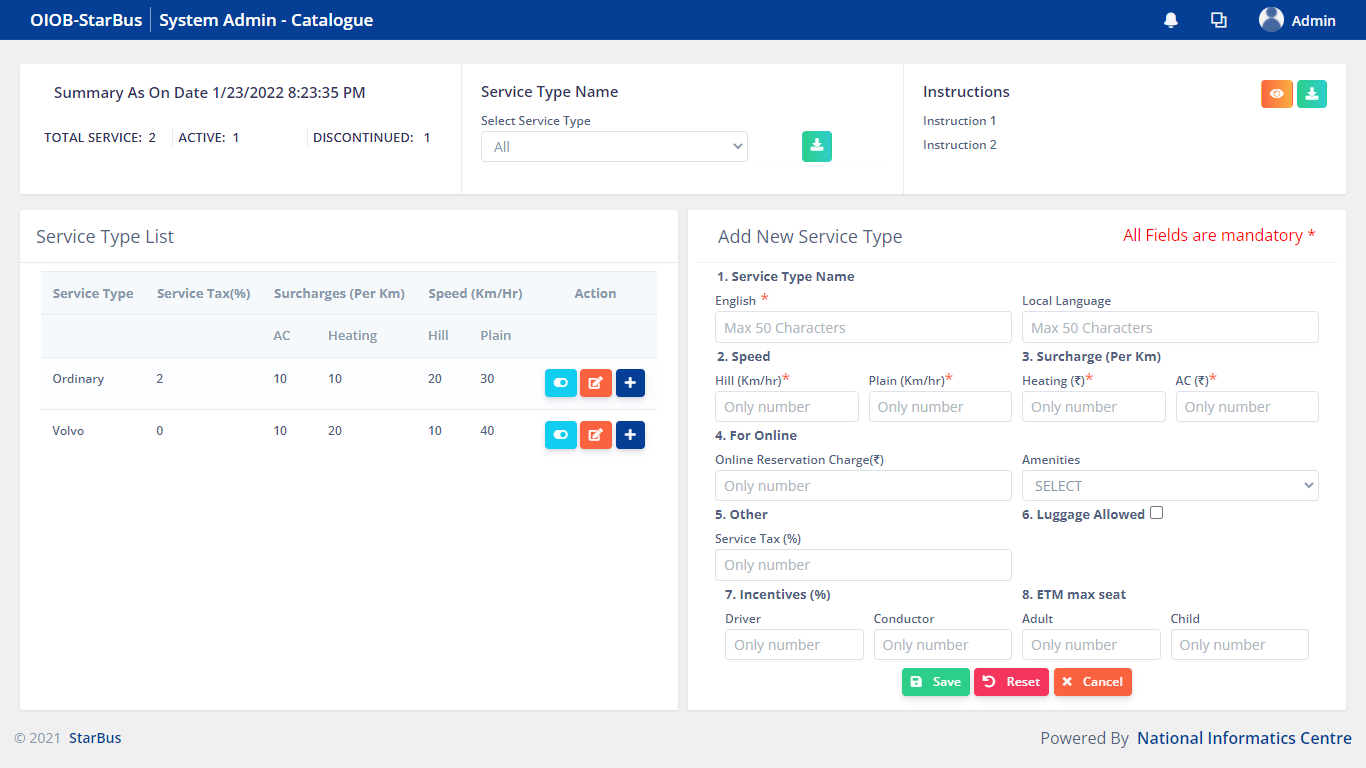
iii. Details Updation & Add New Service

This section is for adding a New Service Type or updating of an existing Service Type details.

## Create a New Service

To create a new Service, first check whether the entry of the same Service Type is already available or not. If not, you can click on ‘Add New Service’ button given on the bottom right corner.

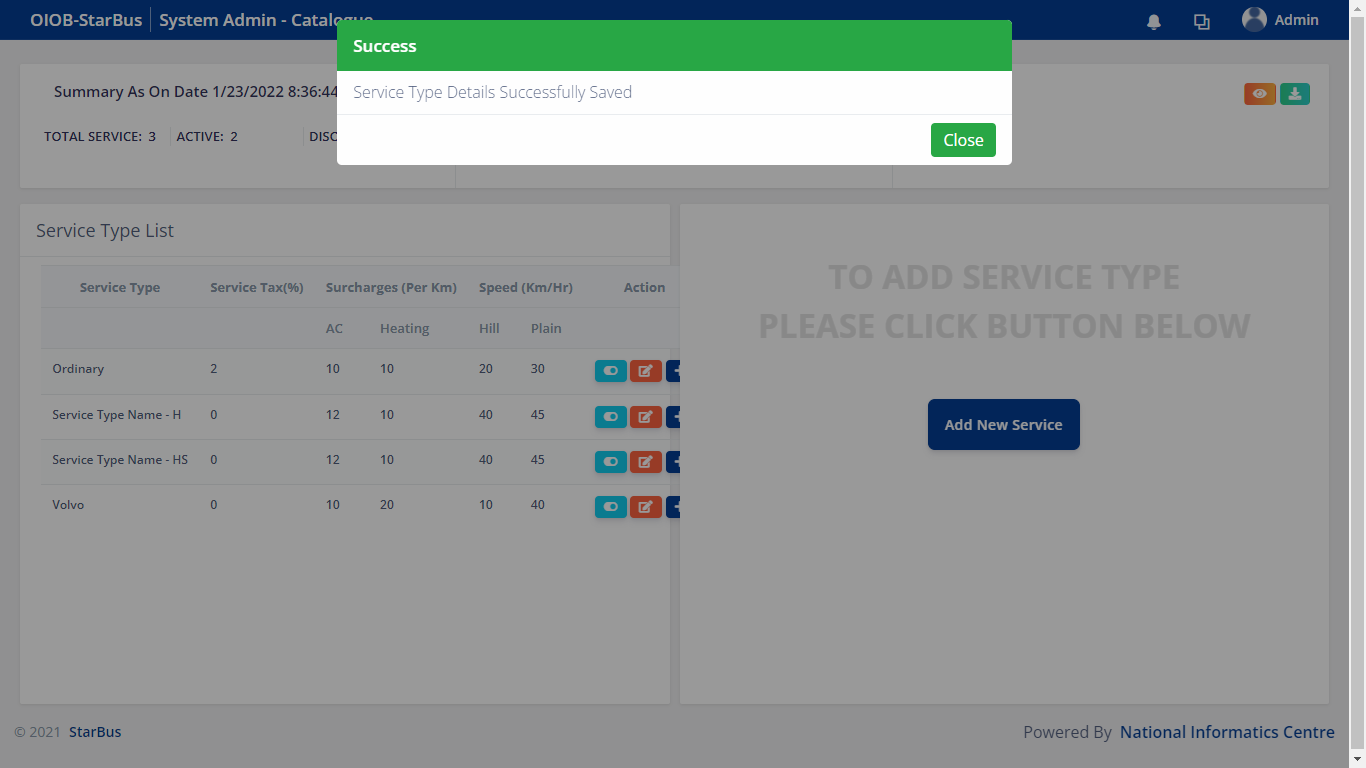




Fill in the details, mandatory fields are required to create a Service Type record, click Save button.

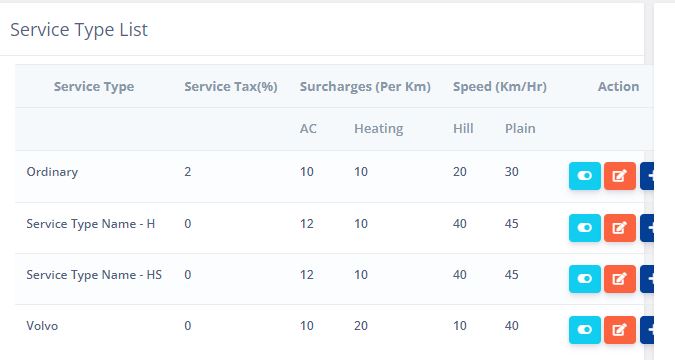
*Additionally, user can click Reset button in order to remove data entered in the input fields and Cancel to abort the Service Type creation process.*

After successfully saving of details system generates a prompt with a confirmation.



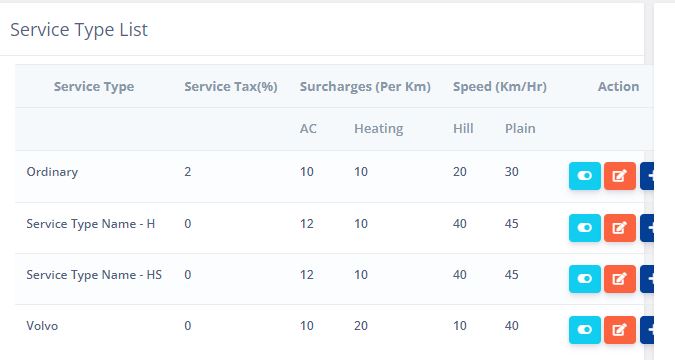
## Activate/Deactivate Service Type

To Activate/ Deactivate an existing record of Service Type, kindly click on Activate/Deactivate button given in the Service Type List .



## Update details of a Service Type

To update the details of a Service Type, please click on Update button given in the Service Type List displaying information of the Service Type.

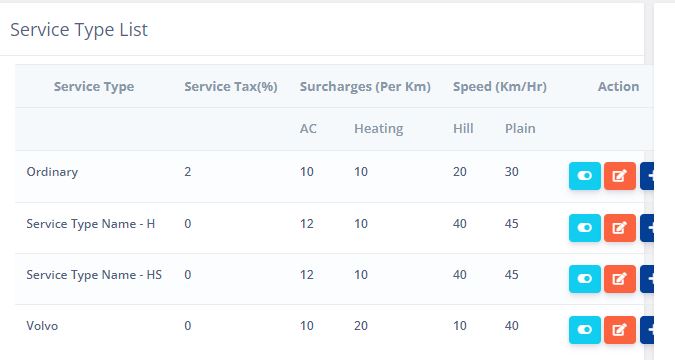


After clicking the update button, details will be loaded in the right hand section(same place on which the new Service Type entry details got opened upon clicking Add New Service button).

After entering the details, click on update button, system will generate a prompt with a confirmation message.

## Add Surcharge details a Service Type

In order to add Surcharge to an existing record of a Service Type, click on Add button given in the row giving the information of the Service Type.



System will ask your confirmation for addition. After you give confirmation record will be updated in the system.

# Annexure-1

**How to login into StarBus system ?**