User Manual

for

TOUR TANGO - TOURISM MANAGEMENT SYSTEM

Version 1.0 approved

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1. Introduction

Tour Tango is a tour management system designed to simplify the tour booking experience for both travel agencies and travelers by providing a centralized digital platform for travel agencies and customers. The application allows agencies to create, manage, and promote tour packages, while customers can explore, book, and review tours. The system integrates real-time notifications, payment handling, and customer feedback mechanisms to enhance user experience and operational efficiency.

2. Reference Manual

Profile Management – A feature for users to update personal information, such as name, email, and contact details.

Authentication: Process of verifying user identity through login or sign up.

Payment Gateway: A service that processes online payments securely by connecting the app to financial institutions.

Push Notification: A system feature that sends real-time alerts and messages to users regarding their bookings and updates.

Tour Package – A predefined travel itinerary offered by tour agencies, including pricing, destinations, accommodations, and activities.

Tour Package Filter – A feature that allows users to adjust a sliding scale to filter tour packages by price range.

Tour Provider Home Page – An interface for travel agencies to manage their tour listings, bookings, and customer interactions.

Customer Dashboard – The main screen where users can browse packages, view bookings, and manage their profile.

Itinerary Management – A feature allowing tour providers to add, update, and organize daily schedules for tour packages.

Favorites (Wishlist) – A feature that lets customers save preferred tour packages for later booking.

User Experience (UX) – The overall ease and satisfaction users feel when interacting with the application.

3. Features & Functions

User Authentication: Customers and Tour providers enter credentials (username, email and password) to secure login and sign-up for customers and tour providers.

Book Tour Package: From the available tour packages, customers can book a tour package by providing name, phone number and number of participants.

Cancel Booking: Customers can cancel their bookings.

Reviews & Ratings: Customers rate the tour package out of 5 and leave a feedback comment.

Wishlist & Favorites: Customers bookmark tour packages for later by tapping a “heart” icon.

Browse & Filter packages: Customers can scroll through packages displayed on their dashboard or use the filter feature to filter packages according to their price or discount offered.

Manage Profile: Customers can edit their account information and change details like name, email, and phone number.

Tour Package Creation (Adding new packages): Tour providers can create and add a new package and enter its details.

Tour Package Updating (Modifying details): Tour providers can update the details of the tour packages.

Tour Package Deletion (Removing packages): Tour providers can permanently delete tour packages that they no longer wish to continue.

Add Guides: Tour providers can add a new guide to a tour package and enter its details.

Update Guides: Tour providers can update the details of the tour guide.

Delete Guides: Tour providers can permanently delete tour guides and related information.

Transport Creation: Tour providers can add a new transport to a tour package and enter its details.

Transport Updation: Tour providers can update the details of the tour transport.

Transport Deletion: Tour providers can permanently delete transport associated with a tour package.

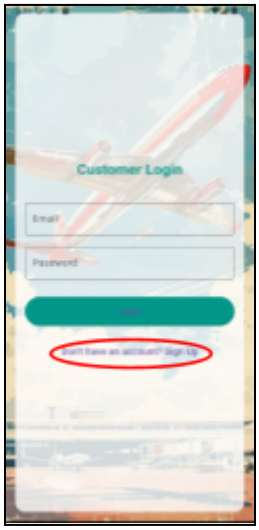
4. Step-by-Step Instructions

4.1. User Authentication

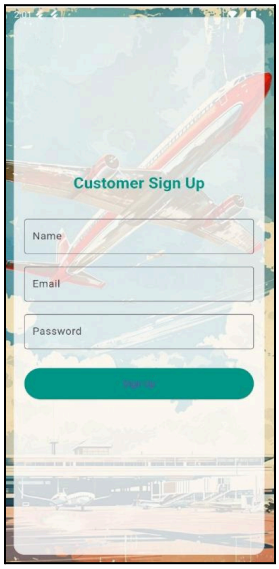
4.1.1. Signing Up

1. Open the *Tour Tango* app.
2. Choose either **Customer** or **Tour Provider** as your user type. This will redirect to the login page.

3. Click on the link at the bottom to sign up



4. Enter all account details.

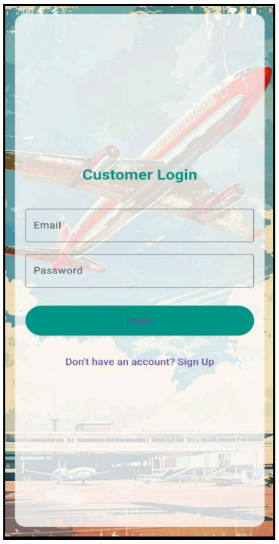


5. Click **Sign up**.
6. Log in with the new account credentials.

4.1.2. Logging in

1. Open the *Tour Tango app.*
2. Choose either **Customer** or **Tour Provider** as user type. This will redirect to the login page.

3. Enter email and password.

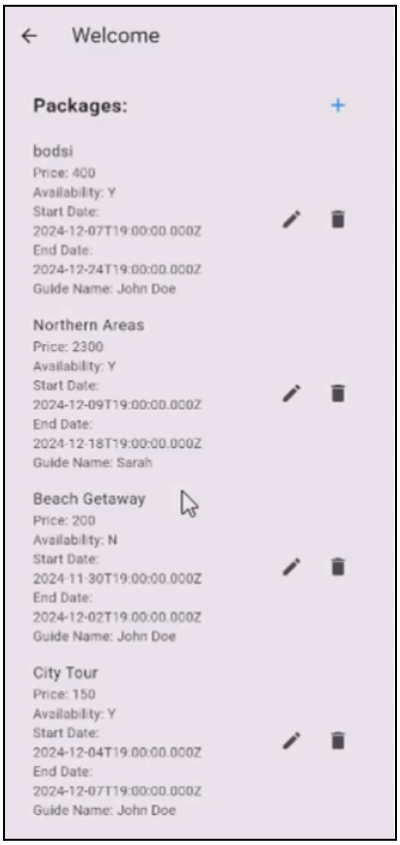


4. Click on **Login**.

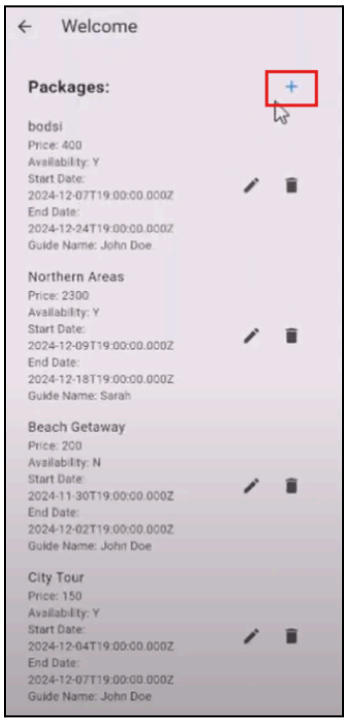
4.2 Tour Provider Management

4.2.1. Creating a Tour Package

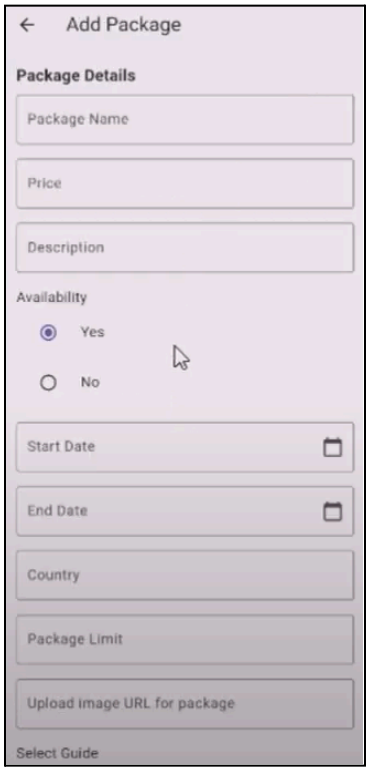
1. Log in as a Tour Provider (Refer to section **Logging in**).
2. Navigate to the home page.



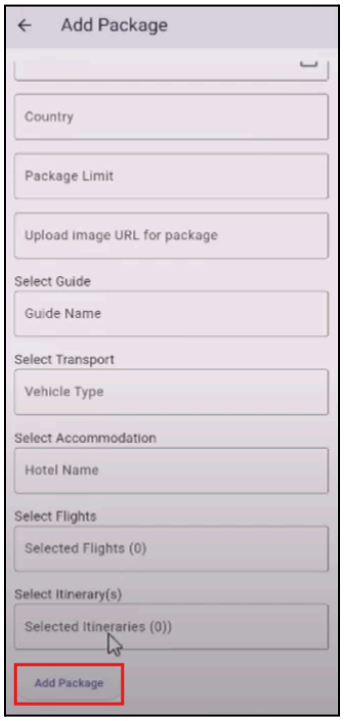
3. Click on the **+** icon next to the heading **Packages** at the top right of your screen.



4. Enter package details: Package name, Price, Description, Itinerary, Dates, Image URL, Country, and Availability. Select Guide, Transport and Accommodation.

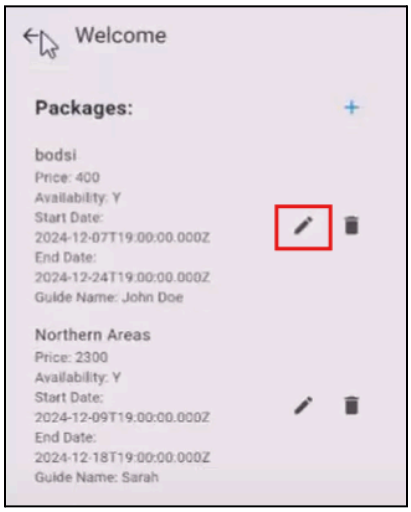


5. Click on **Add Package** to save the package.

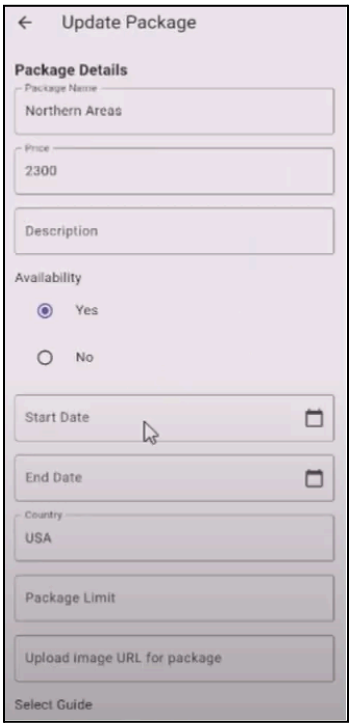


4.2.2. Updating a Tour Package

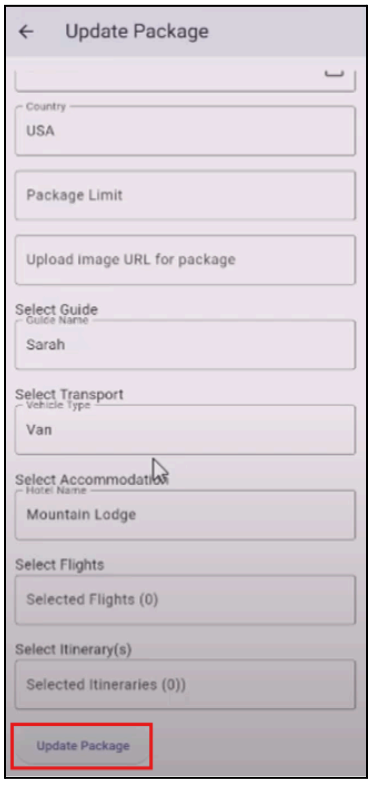
1. Log in as a Tour Provider (Refer to section **Logging in**).
2. Go to the home page.
3. Navigate to an existing package in the **Packages** list. Click the **edit** icon.



4. Modify the necessary details (e.g., price, description, itinerary).

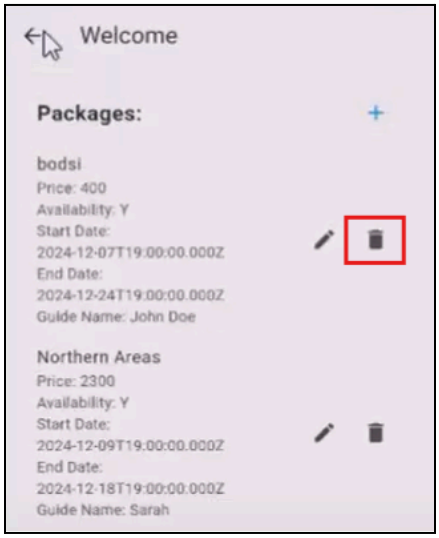


5. Click on **Update Package** to save changes.



4.2.3. Deleting a Tour Package

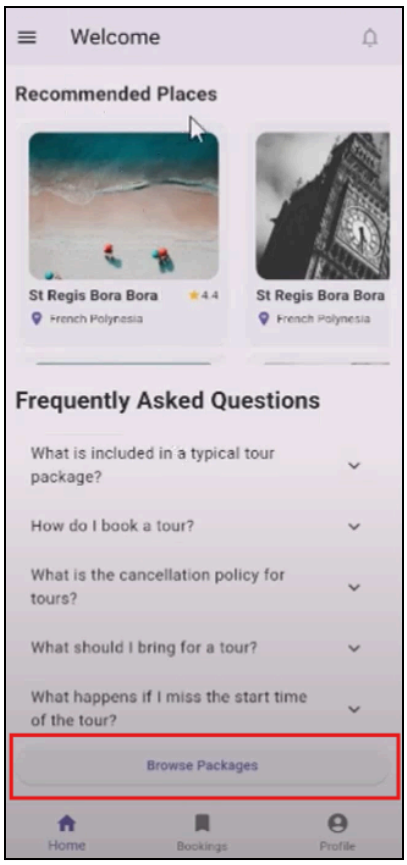
1. Log in as a Tour Provider (Refer to section **Logging in**).
2. Go to the home page.
3. Navigate to the tour package you want to remove.
4. Click the **Delete** icon.

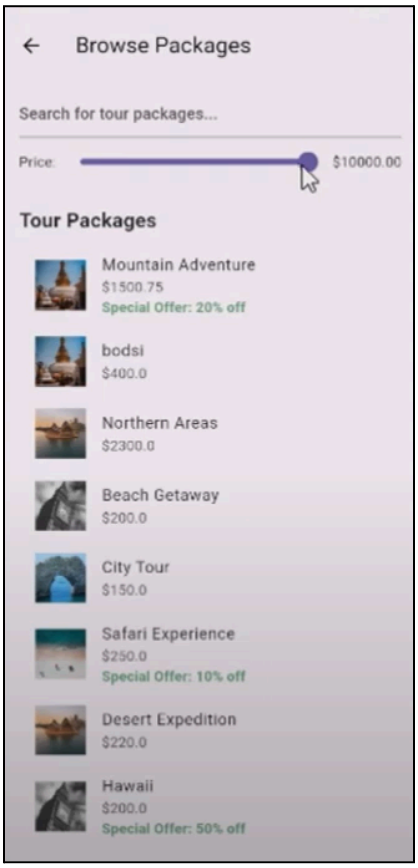


4.3. Customer Features

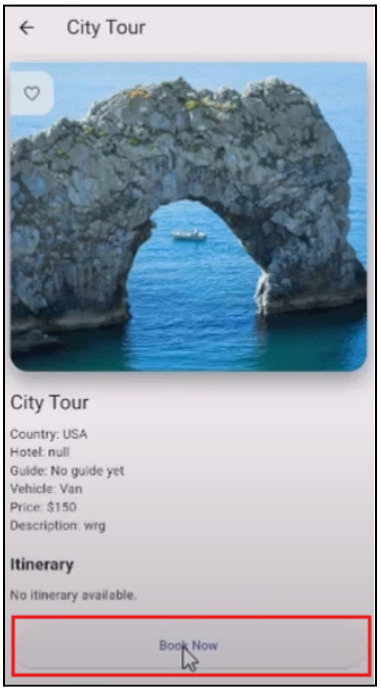
4.3.1. Booking a Tour Package

1. Log in to your customer account (Refer to section **Logging in**).
2. Click on **Browse Packages** and search for a tour package.

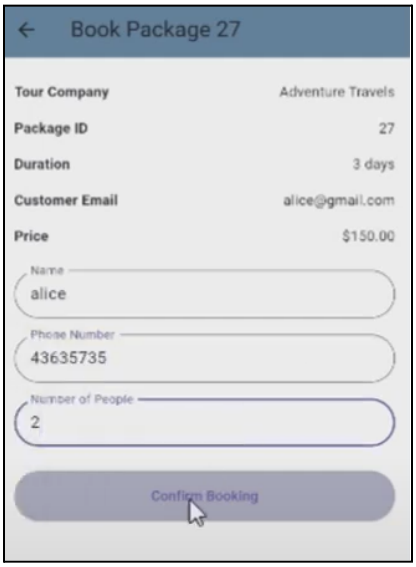




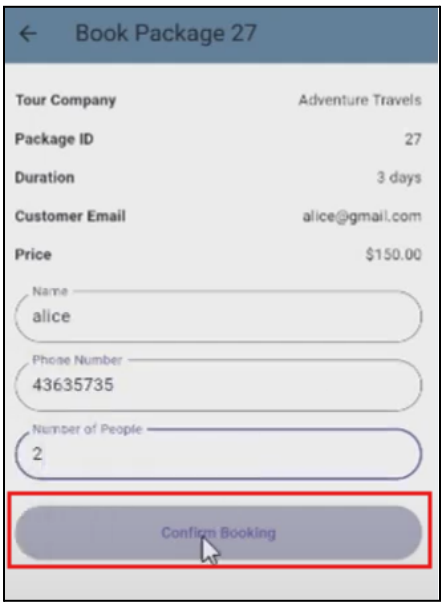
3. Select a package to view details.
4. Click **Book Now**.



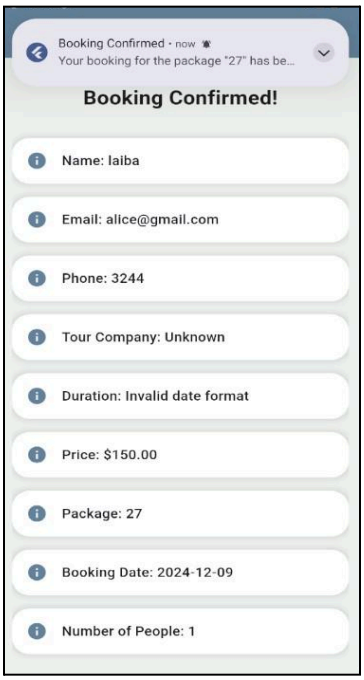
5. Enter your details including name, phone number, and number of people.



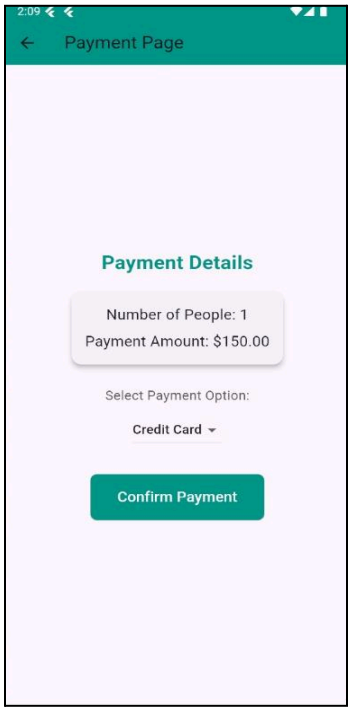
6. Click on **Confirm Booking** to book this package.



7. Once directed to the Booking details page, a “Booking Confirmed” notification will affirm your booking.

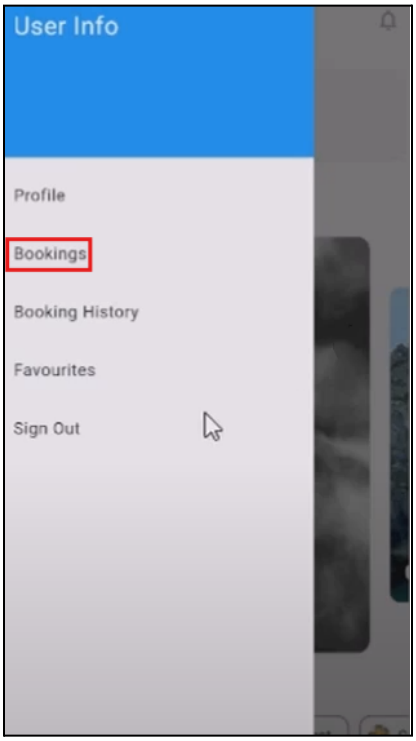


8. Confirm payment details after being redirected to the Payments page.

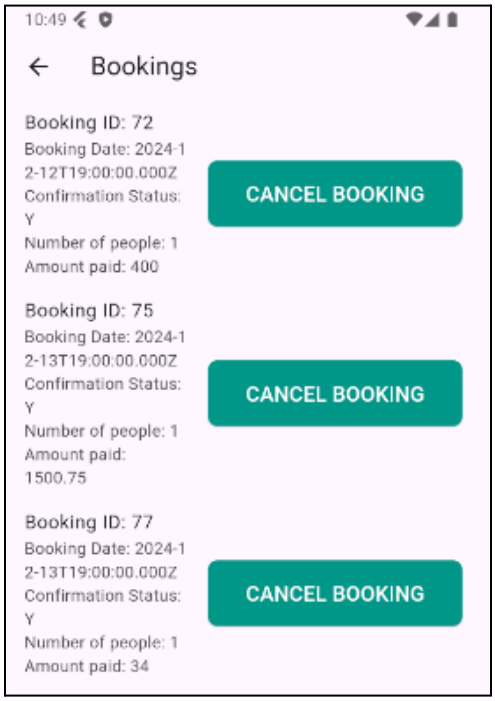


4.3.2. Cancelling a Booking

1. Log in to your customer account (Refer to section **Logging in**).
2. Navigate to **Bookings** by clicking on the hamburger menu icon in the top left.

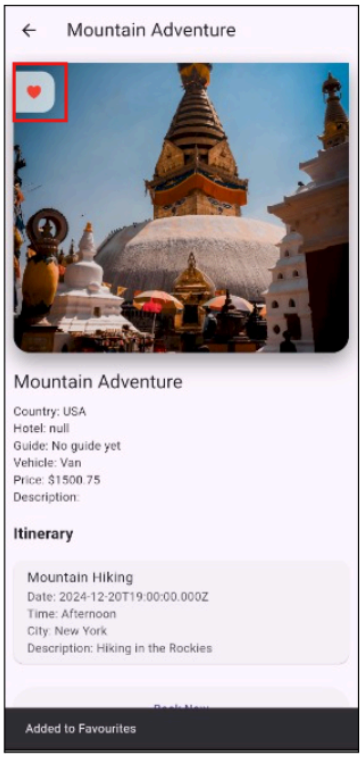


3. Select the booking you want to cancel.
4. Click **Cancel Booking**.

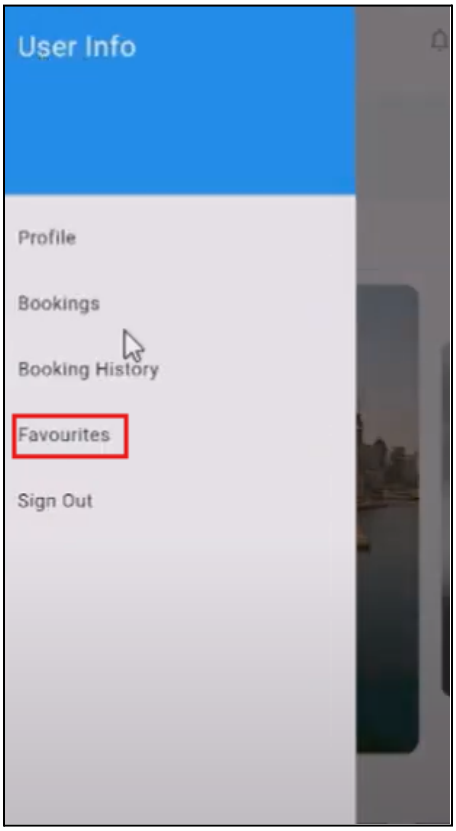


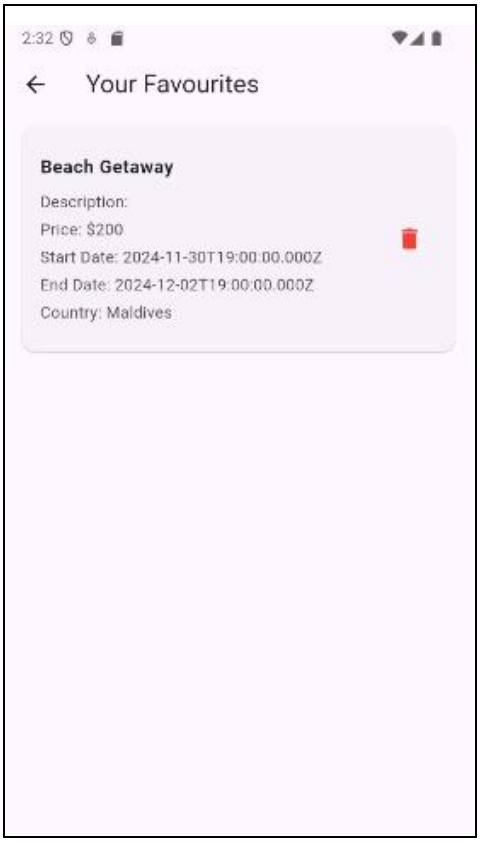
4.3.3. Adding a Package to Wishlist

1. Log in to your customer account (Refer to section **Logging in**).
2. Click on **Browse Packages** and select a package you like.
3. Click the **Heart** icon on the top left to add this package to your wishlist.



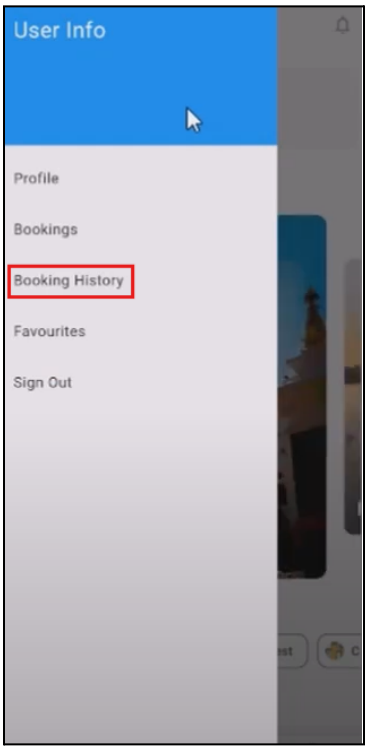
4. View saved packages under the **Favourites** by clicking on the hamburger menu icon at the top left.



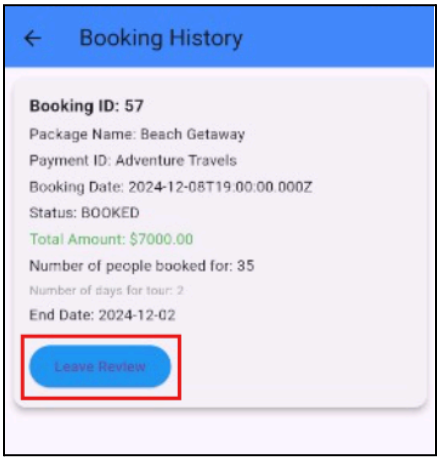


4.3.4. Rate and Review a Tour Package

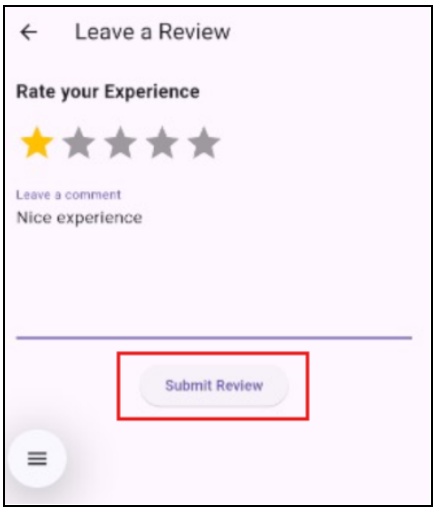
1. Log in to your customer account (Refer to section **Logging in**).
2. Navigate to **Booking History** by clicking on the hamburger menu icon in the top left.



3. Select the tour package **(Note: Reviews may only be left on completed tours)**.
4. Click on the **Leave Review** button**.**



5. Rate the package (1-5 stars) and write a feedback.
6. Click **Submit Review**.


Leave a Review
Rate your Experience
Leave a comment
Nice experience
Submit Review

5. Maintenance & Troubleshooting (FAQs)

5.1. Customer support

1. **Unable to sign in despite entering the correct login credentials.**

   Ensure your internet connection is stable. Try resetting your password if necessary. If the issue continues, clear the app cache or reinstall the app.

2. **Why are notifications not appearing for bookings or updates?**

   Ensure notifications are enabled in both the device settings and the app, as some Android versions require manual adjustments. If the issue persists, try logging out and back in.

3. **A payment was made, but the booking status has not been updated.**

   Wait a few minutes and refresh the page. If the issue remains, check the bank statement and contact support with the transaction ID.

4. **How long does it take to receive a refund after cancellation?**

   Refunds typically process within 5–10 business days. If delayed, contact customer support with your booking details.

5. **What happens if a tour provider cancels a booking?**

   A notification will be sent immediately. A full refund or a rescheduling option will be provided.

6. **What payment methods are supported?**

   The app accepts credit/debit cards and digital wallets. Available methods depend on your region.

7. **A duplicate charge was made for the same booking. How can a refund be requested?**

   Contact support with both transaction IDs for verification. Once verified, the extra charge will be refunded.

5.2. Tour Provider Support

1. **Tour packages are not visible to customers.**

   Ensure your package is **active** in the **Tour Management** section. Check if it meets all required listing criteria and has been approved.

5.3. General Issues

1. **The app is not loading properly. What troubleshooting steps should be taken?**

   Check the internet connection. Close and reopen the app. If the issue persists, clear the app cache or update/reinstall the app.

5.4. Contacting Support

1. **How can customer support be reached?**

   Reach support via the Customer Support Contact Information:

   - **Phone Support:** +1 (800) 555-1234 (Available 9 AM – 6 PM, Mon-Fri)
   - **Email Support:** support@tourtango.com
   - **Website:** www.tourtango.com
   - **Head Office:** 123 Maymar Lane, Suite 456, Karachi, PK 78901
   - **Social Media:**
   - **Facebook**: facebook.com/tourtango
   - **Twitter**: twitter.com/tourtango
- **Instagram**: instagram.com/tourtango

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