**CHAPTER 1**

**INTRODUCTION**

* 1. **Background**

E-Commerce, is the buying and selling of products or services over electronic systems such as the internet and other computer network. The types of E-commerce are Business2Business, Business2Consumer, Consumer2Business and Consumer2Comsumer [1].

Around the world, e-commerce is changing the way people shop. The application and internalization of e-commerce can open up new opportunities for doing business. All it takes is a mobile phone to connect consumers and producers to the market. E-commerce thus has the potential to connect Nepali micro, small and medium enterprises (MSMEs), rural women and youth entrepreneurs [2].

This project “E-Mart” would be an e-commerce domestic website based on the needs of Nepali community. It would be a platform where a person, retailer, wholesaler or business organization can create an account, and advertise their products. Instead of going to different places, people can easily search this website and find a suitable buyer who can sell their product of interest. “E-Mart” would act as an online venue where buyer and seller can contact with each other.

* 1. **Motivation**

*The main motivation factor is the desire to deduce the problems faced by people due to lack of systematic booking and viewing of package all over the world. Because of different problems like queue in tickets unaffordable prices as shown in the news, we are motivated to make a user-friendly website so that people could view, purchase and order tickets online.*

**1.3 Statement of Problems**

*Despite all the efforts of e-commerce companies to alleviate them, there are a few problems that customers still have to face in . Some of these problems are itinerary issues, feedback failures, additional charges and other extra packages needed.*

**1.4 Objectives**

To build a platform where people or business originations can buy and sell any kind of goods with each other.

**CHAPTER 2**

**Literature Review**

The web has revolutionized the way we shop, allowing people to search, buy and sell products at the touch of a button. It all started in 1989 when a British computer scientist Tim Berners-Lee wrote a proposal for what would eventually become the World Wide Web. In 1995, Amazon started selling Books Online and EBay has built an online person-to-person trading community on the Internet. [1]

In the context of Nepal, Munchahouse.com was started in 2000, by a department store Muncha house which was probably the first online shopping site in the History of Nepal. [3] Since then, there are a lot of e-commerce websites in Nepal like Nepbay, SastoDeal, Foodmandu. In 2005, Hamrobazar , a free online classifieds portal was opened. It enabled individuals as well as companies to list the wide variety of new or used product online. In 2009, ESewa, an online payment gateway was launched. And in 2011, Sastodeal, an e-commerce platform specializing in “deals” was launched.[4]

In recent time, a lot of such websites have been created making it easier for business to now directly sell their products via their online portal to their target market.

**CHAPTER 3**

**METHODOLOGY**

**3.1: System Block Diagram**

Bhaktapur travel and tour website

Admin

User

View message

View Information

Delete message

Give and view feedback

Update information

Join the community

Keep record of tickets

Book package

Fig 3.1: System Block Diagram for Travel agency website

For developing the application for travel agency website various phase and methods will be proceed with the help of various software, tools and languages. Our project initial step is to collect related data and perform analysis of the proposed system, and then designing and development of complete system.

In this system, admin is the manager of travel agency. Therefore, he has been given the authority to manage information about tourism sites and view feedback and customer information. This will enable him to manage record of tickets making it easier to run the business of travel and tourism. For the database security, admin should first login to the system so that only authorized personnel can have access to the data.

Any user that visits the website is customer of this system. They would be able to view the tourism packages and itinerary of various tourism sites in Nepal. Customer could join the community, book tickets and give feedback on the system through this website after they enter required information.

**3.2 Algorithm for Yatra Tours & Travel**

1. Start

2. If admin login then

View message details, update information and keep record of tickets.

Goto step 5.

3. If want to give feedback then

Enter your email address and feedback message

Click on submit button

4. If want to order ticket then

Enter your name, contact number, email address and other details

Click on submit button.

5. Stop

**3.3 Flowchart**

Yes

View and delete message,

Update information,

Keep record of tickets

Admin?

No

View information and feedback

Yes

Want to book ticket?

Enter valid user information

No

Order ticket

Want to give feedback?

Yes

Enter valid email

No

Give feedback

Fig 3.2: Flowchart for Travel agency website

**3.4 Use Case Diagram**

User Admin

Fig 3.3: Use case diagram

**3.5 ER-DIAGRAM**



Fig 3.4: ER diagram

**3.6 Tools and Platform**

**1. Front End**

* HTML
* CSS
* JavaScript

**2. Back End**

* PHP
* MYSQL Database

3. XAMPP Server

4. Sublime Text Editor

**CHAPTER 4**

**EXPECTED RESULTS**

The Travel & Tourism website is a web-based application system. This application should be able to fix the limitation and problems of paper-based processes. The main goal is to make customers for easy way to view the services provided by agency web pages design more attractive.

At the end of the project, the customer will be able to give feedback and also contact the agency office using the pages given by the website. Admin of the site could control all the activities such as addition of packages, update of existing information and viewing the feedback given by the user.

**References**

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