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MODERN COAST BUS TICKET BOOKING SYSTEM

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Online bus ticket reservation system project documentation submitted to the faculty of information technology in partial fulfillment of the requirements for the award of bachelor degree in information technology.

# Declaration

I declare that this project documentation is my own work and has not been submitted to Meru University of science and technology or any other institution for higher learning for academic award unless otherwise cited.

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# Project supervisor declaration

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# Abstract

The Online Bus Ticket Reservation System is a web-based application that allows visitors check bus ticket availability, buy bus ticket and pay the bus ticket online. This system is established for all the home/office users after gaining access from the administrator. Chapter **I** is Introduction. It describes the project background, problem statement, objectives, scopes, project significance and expected output of the proposed system. Chapter **II** is Literature Review and Project Methodology. It describes facts and finding for electronic ticketing, describe methodology that are used to develop the system, state out project requirements, explain action plan prior to the end of the project and attach Gantt chart. Chapter **III** is Analysis. It is concerned with first studying the existing system, then using the information gathered to define the requirements for a new system. Besides that, analysis follows the problem recognition and feasibility phases and must be completed before the design phase can begin. Chapter **IV** is Design. It defines the results of the analysis of the preliminary design and the system architecture, DFD, Data Dictionary, Data Normalization, Entity Relationship Diagram are established. Besides that, it describes a plan to implement the requirements. Furthermore, details on computer programming languages and environments, machines, packages, application architecture, distributed architecture layering; memory size, platform, interfaces, and many other engineering details are established in Chapter **V**. Chapter **IV** is Implementation. It describes software development environment set-up, software configuration management and implementation status for Bus Ticket Reservation System. Chapter VI is Testing. It concerns test plan, test strategy, test design, test results and analysis used to test Bus Ticket Reservation System. Conclusion is chapter used to conclude and summary all the

Chapters

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# CHAPTER 1: INTRODUCTION

## 

## 1.1 PROJECT BACKGROUND

This chapter aims to describe the project background, problem statement, objectives, scopes, project significance and expected output of the system. The system is Bus Ticket Booking System. This is the project on the online ticketing system of **modern coast bus company**, which in most cases; the company has problems with their ticketing and scheduling process. This project intends to computerize its semi computerized ticketing system to provide better customer service. Because of that, the company can provide the easier way of travelling to the customer or passenger. Electronic tickets, or e-tickets, give evidence that their holders have permission to enter a place of entertainment, use a means of transportation, or have access to some Internet services. Bus Ticket Reservation System enables the bus company's customer to buy bus ticket online-ticket is the easiest and quickest way to take bus. The online system is a new system because it’s just getting roots in bus company globally and even in Kenya. Currently, staff at the bus ticket counter is using an internal system to sell ticket at the counter. Customer is unable to buy bus ticket online at this moment and has to go to the counter to buy bus ticket. Sometimes, customer needs to queue up a long queue to buy bus ticket and ask for information. Besides that, customer also not allows buying bus ticket through telephone and Transnational’s telephone line is always busy. This brings a lot of inconvenience to the customers.

Online Bus Ticket Reservation System enables the customer to buy bus ticket, make payment, cancel reservation and ask for information online easily. Furthermore, staff can sell bus ticket using Bus Ticket Reservation System after check bus ticket availability for the customer and print the bus ticket to the customer that queue up in the counter.

## 1.2 PROBLEM STATEMENT:

The System that is being used by the staff at the counter currently is an internal system and just used to sell the bus ticket at the counter. Customer has to go to the counter to buy bus ticket or ask for bus schedule. Furthermore, customers need to pay cash when they buy the bus ticket and sometimes needs to queue up long time to get the bus ticket. Besides that, customer also not allowed to buy bus ticket through telephone and the bus company's telephone has been always-busy line.

## 1.3PROPOSED SOLUTION:

The solution to this problem is to create an online portal for buying bus ticket system.

Customer **can** buy the bus ticket over the Internet, 24 hours a day, 7 **days** a week and the bus ticket can't be lost, stolen or left behind.

In addition, the online system lets the customers check the availability of the bus ticket before they buy bus ticket.

## 1.4OBJECTIVES:

The main objectives of the online system include:

* To provide a web-based bus ticket buying functions. Customer can buy bus ticket through the online system and no need to queue up to buy bus ticket at the counter.
* To enable customer to check the availability of the bus ticket online. Customer can check the time departure and arrival for every Transnational’s bus through the system.
* To ease the bus ticket payment by online. Customer has to pay the bus ticket by m-pesa money services
* To reduce the number of staff at the point of sale. The number of staff at the counter can be reduced after the online buying bus ticket system launch.

## 1.5PROJECT JUSTIFICATION:

As mentioned in the previous section, the online system is just getting its roots in the country’s transport system. It is very important to company's customer, Bus Company and all. It is important to customer because customer can check availability of the bus ticket, buy bus ticket, cancel bus ticket and pay the bus ticket online. E-ticket is different with traditional paper ticket because e-ticket is safer, faster, reliable and cheaper. Besides that, this concept can be used by others bus company so that their customers will be satisfied. The profit for the bus company will be increased because the online system will attract more customers and no need to hire many staffs at the counter to sell bus ticket because ticket can be sold efficiency online. Furthermore, the owner can schedule bus roots based on the margin returns. This is done through bus performance comparison. The factors of comparison in this module include but not limited to: the route, operational costs in a particular route and the number of breakdowns per bus

## 1.6PROJECT SCOPE:

The system is web based application. The users will gain access to the available buses per certain route and available seats by logging in through the customer’s portal.

The staff will access the system by logging in via the staff portal where they can compare bus performance and monitor other related business performance issues.

## 1.7PROJECT LIMITATIONS:

* User acceptance: some members of the staff may not be of the opinion that the counter system be made online for the fear that this may lead to loss of job.
* Computer literacy level: the intended customers may not possess the relevant ICT skills. to benefit from the proposed system. This may cause the company to some costs by offering to train their customers.
* Limited system testing: improper unit and system testing may pose some usability issues such as delays in some modules.

## 1.8 BUDGET AND RESOURCES

The budget and the resources for this project have been summarized and tabled (see table 1.0) as shown below.

Table 1: Budget and resources

|  |  |
| --- | --- |
| **Resource** | **Cost (Ksh.)** |
| Laptop | 35,000 |
| Flash Disk (8GB) | 1,500 |
| Web browser software | 2,500 |
| Text editor software | 2,000 |
| Travelling | 1,000 |
| Printing | 1,500 |
| Binding | 500 |
| **Total amount** | **44,000** |

## 1.9PROJECT SCHEDULE

This project will comprise all the activities involved in SDLC (see Fig 1). All these activities have been summarized in a Gantt chart below.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Weeks activity | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| Problem  Definition |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Requirement  Identification |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Analysis |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Design |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Implementation testing documenting |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

# CHAPTER 2: LITERATURE REVIEW

## 2.1 INTRODUCTION

Tourism has demonstrated as one of the most successful sector in optimizing the mobile application. According to Buell, Campbell, & Frei, (2010) about 50% of existing tourism recommender systems is designed for mobile devices. The Mobile application grouping accessible in the tourism industry as mentioned, there are four main mobile travel application categories “Online Booking”, Information Resource”, “Location Based Services”, and “Trip Journals”. The “Online Bookings” category (Smirnov, Kashevnik, Shilov, Teslya, & Shabaev, 2014). These applications allow a tourist to make online reservations for different services (e.g., Bus travel, car rental, hotel, airplane ticket booking). Usually the tourists demand applications from this category before the trip. According to (Gunduz & Pathan, 2013), online purchases of flight tickets represented 32 percent of overall online purchase business, Hotel and Tours represent 26 percent and event management tickets sold represent 20 percent of global online purchases. Approximately 79 percent of United State mobile phone uses the device for online shopping convinces and needs. Consumers depend on their applications for more commercial dealings, social corresponding and community interaction. Results derived from these surveys show that airline, bus liners and travel agents, being the goods and service provider, should expand the ticketing services through mobile shopping. In addition, when the customer delivers the service independently through the use of technology will simplify and increase efficiency of service delivery, this technology called self-service technology (SST). Self-service technology replacing the traditional service encounter which in the process, there is a communication between customer and employee become the customer deliver the service by themselves (Wang, Harris, & Patterson, 2012). Moreover, the customer unnecessary to visit a firm office to ask about banking transaction, tickets information and bill payment, through this service firms give simplicity for the customer to fulfill their needs, and customer can reduce money, time, and effort to fulfill their needs. Second purpose of providing self-service technologies is transacted, this technology enables the customer to make a transaction buy, pay, or order stuff from the internet without direct interaction with an employee. The third purpose of self-service technologies is to self-help. Through these SSTs, enable the customer to learn, receive information, train them, and provide their own service. Furthermore, Self-service technologies indeed have a benefit for both companies and consumer. SSTs are cost effective to escalation the benefit of accessibility, pervasive obtainability, and time and money savings and reduce anxiety. Nowadays electronic ticketing systems (e-ticket system) are particularly famous for the traveler in the whole of the world. Electronic ticketing system is shift traditional ticketing system because a lot of advantages which customer can get from e-ticketing system for example avoid queuing in ticket box. Electronic ticketing system begins in accordance with the development of the internet, before electronic ticketing system begins there is several ticketing systems which use paper based or smart card based. All kinds of ticketing system have the advantage and disadvantage, and already classify the advantage and disadvantage of several kinds of ticketing system in the Table 1. (Jakubauskas, 2010):

## 2.2 EXISTING SYSTEMS**:**

### 2.2.1.Mobile Ticketing (M-Ticketing)

Mobile ticketing (m-ticketing) can be broadly defined as ordering, purchasing, delivery and usage of a product or service using mobile technology such as Wireless Application Protocol (WAP) (Skarica, Belani, & Illes, 2009). The mobile ticketing industry is a relatively recent and up-and-coming portion of the fast-growing e-commerce industry. According to some estimates, approximately 400 million mobile subscribers global networking system will use their mobile phones for ticketing by 2013, with total gross mobile ticketing transactions reaching $92 billion by 2013 (Eicher et al., 2012). The mobile ticketing predictions are being the research domain for several years. M-ticketing permits a customer to purchase a valid and legitimate ticket through mobile phone application. The value added services provided by the application allows users of the mobile ticket to store digital tickets on the phone. By doing so, the consumer is less likely to lose his ticket, eco-friendly, durable, cost effective and paperless. Generally, the mobile ticketing process can be defined in the following steps (Ceipidor et al., 2013):

* Registration: Online ticketing requires a company to register with all the business and services information.
* Provisioning: Allow mobile phone application to interact with customers, allowing the purchase to take place.
* Validation: Validating and legitimate the ticket via electronic validation system between the company and the customer.
* Ticket check: Controller to verify and accept the sales and display of the mobile ticket as a valid ticket for the passenger, according to the terms displayed on the ticket.

### 2.2.2.SUMMARY AND CONCLUSION

Indeed, mobile bus ticketing system (MBTS) is the most noteworthy prospects in the world transport system to reduce expenditures and increase traveler's accessibility. This project will reduce ticket processing flow, reduce usage of paper and allows greater convinces and flexibility to the traveler in cities and allow travel agent to make alterations to the journey. There are other important issues from the use of this technique such as the mobile ticket cannot be lost or stolen on the contrary of sending the ticket by mail also there is a probably of sending it to the wrong address. MBTS will make customers' lives easier, and can get the service by himself in anytime, anywhere and any devices.

# CHAPTER 3: METHODOLOGY:

## 3.1 INTRODUCTION

It is important to fulfill the planning of the implementation phase. This can only be done if proper methodology is selected. Methodology is important to make sure all project life cycle activities are being carried out without any shortcuts. Methodology helps the system developers to take one step at a time towards accomplishing the full system. The following section discusses on the choice of methodology towards the implementation of Online Bus Ticketing System for Modern Coast Bus Company.

### 3.1.1 SYSTEM DEVELOPMENT METHODOLOGY

This system underwent all the stages of system development lifecycle (SDLC). According to the nature of this system and the data collected, a waterfall methodology was used to develop this system. This methodology included the following stages: feasibility study, requirement analysis and specification design, coding, testing, integration then maintenance.Each phase required a different amount of effort and every phase had a well-defined starting and point. Every phase had to be completed before beginning the next stage

Feasibility study

Requirement analysis and specification

Design

Coding

Testing

Integration

Maintenance

### 3.1.2 JUSTIFICATION FOR THE METHODOLOGY

The waterfall methodology was worthwhile because this approach produced a complete quality system and error-free system due to the fact that every phase had to be completed before the next one began thus leaving no phase unattended.

However, according to the data collected on the user requirements, there was a clear understanding of the user requirement hence no doubt on what was to be developed. Similarly, the approach was also less costly since there was no repeating of a process once completed and thus minimized wastage of resources as compared to other approaches such as the rapid prototyping methods.

### 3.1.3 DATA COLLECTION APPROACHES

So as to collect data from Modern coast bus ticket booking system as well as its clients, appropriate methods of collecting data were needed. These techniques included the following:

#### 3.1.3.1 Observation

This involved the researcher going to the field of study, making direct watch on the way the organization under study operates, identifying the possible drawbacks of the operating system analyzing the problems and developing a solution based on the observations made. This technique was employed since it provides a first-hand information which is quite reliable and accurate since the method provided a quick overview of the system. It is the most effective technique.

#### 3.1.3.2 Interviews

This is a direct face to face conversation between the system analyst(interviewer) and the users of the system. This was used where the respondents were few in order clarifying and verifying gathered facts. This technique was important to use since some data could not be collected by direct observation unless interviewed, hence it helped in enriching the data for quality processing.

#### 3.1.3.3 Questionnaires

A questionnaire refers to a set of questions prepared by the person collecting data in a paper which is issued to specific people who in turn respond to the questions privately without the presence of the interviewer. Once the respondent is through, he/she will issue the answers back to the person collecting the data. This technique was also important because some interviewees were not confident enough to respond to the question at the interview panel during the interview, and therefore a questionnaire best suited such people.

## 3.4 DATA ANALYSIS TOOLS TECHNIQUES

Data analysis is the process of evaluating data using analytical and logical reasoning to examine each component of data provided. Data from various sources was analyzed after being gathered and reviewed so as to come up with conclusion. The current system was evaluated using the gathered facts or information. These tools included be the following: Use of tables and charts

## 3.5 FEASILBILITY STUDY

The feasibility study was intended to examine the current system and determine whether there was need for a new system to replace it or not. It tended to check whether the current system was viable. Basically, this was meant to analyze the feasibility of a new system through cost-benefit analysis. It included: Legal feasibility, operational feasibility, economic feasibility, technical feasibility and schedule feasibility.

### 3.5.1 Social operational feasibility

This is a measure of how well a proposed system solves the problems, and takes advantage of the opportunities identified during scope definition and how it satisfies the requirements identified in the requirements analysis phase of system development. It dealt with the effect of the system on the current society within the company.

The operational feasibility assessment focused on the degree to which the proposed development projects fitted in with the existing business environment and objectives with regard to development schedule, delivery date, corporate culture, and existing business processes.

To ensure success, desired operational outcomes were imparted during design and development. These included such design-dependent parameters such as reliability, maintainability, supportability, usability, predictability, disposability, sustainability, affordability and others. These parameters were considered at the early stages of design where desired operational behaviors ere to be realized. A system design and development required appropriate and timely application of engineering and management efforts to meet the previously mentioned parameters. A system may serve its intended purpose most effectively when its technical and operating characteristics are engineered into the design. Therefore, operational feasibility is a critical aspect of systems engineering that needed to be an integral part of the early design phase. The Modern coast bus ticket booking system solutions was found reliable and adaptable therefore making it operationally feasible.

### 3.5.2 Legal feasibility

This study was conducted to determine whether the proposed system conflicted with legal requirements. These were data processing system must comply with the Local Data Protection Acts. Any legal aspects associated with the new system were assessed and then adequate measures taken to protect the interest of clients at Modern coast bus ticket booking system. The Modern coast bus ticket booking system Solutions went through this stage successfully and the system was found feasible.

### 3.5.3 Economic feasibility

The purpose of the economic feasibility assessment was to determine the positive economic benefits to the organization that the proposed system had to provide. It included quantification and identification of all the benefits expected. This assessment typically involved a Cost-Benefits Analysis (CBA). Undoubtedly the Modern coastonline bus company booking system was found economically feasible and no possibility of it outliving its usefulness in the near future.

### 3.5.4 Technical feasibility

The assessment focused on gaining an understanding of the present technical resources of ticket booking sector and their applicability in the proposed system. This was aimed at evaluating both hardware and software required for the new system. It also determined whether the current facilities were adequate for the new system implementation.

### 3.5.5 Schedule feasibility

Schedule feasibility is a measure of how reasonable the project timetable is. The project would fail if it took too long to be completed before it is useful. However, this means estimating how long the system would take to develop, and if it can be completed in a given time period using some methods like payback period. According to the time schedule of this system, it was clear that the project would be scheduled feasible since it would take approximately 3 months which was a relatively short period for such a system.

## 3.6 DEVELOPMENT TOOLS

### 3.6.1 Programming tools

PHP and HTML were used for coding purposes as they served best during web based applications. JAVA SCRIPT was also employed for scripting purposes while CSS was used to format the web pages and creating appealing and user friendly interfaces of the system. NOTEPAD++ editor was used to edit the code.

### 3.6.2 Database tools

For database creation and connection purposes XAMPP was used which also has PHP MYADMIN for database management and hosting.

### 3.6.3 System modeling tools

Data flow diagrams, sequence diagrams and use case diagrams were some of the system modeling tools that would be used to draw in the development process.

## 3.7 SUMMARY

From the discussed methodology, it is evident that every system must undergo through a series of steps in a system development lifecycle. The methodology stated above was used throughout the system development and this helped in coming up with a booking system that would address the needs of Modern coastorganization and also its clients.

# CHAPTER 4: SYSTEM ANALYSIS AND REQUIREMENT MODELLING.

## 4.1 INTRODUCTION

In this chapter, the current system used in Modern coast bus ticket booking system is to be examined and the relevant analysis done on it. The core aim of this is to determine whether there is need for a new system or not. The chapter also explains how the current system works by providing system requirements through various models that enables one to comprehend the system better. Modelling tools such as DFDs, flowcharts, use case diagrams and others are used in the chapter.

## 4.2 DESCRIPTION OF THE CURRENT SYSTEM

### 4.2.1 Overview of the current system

Currently, Modern coast bus ticket booking system does not have a particular developed system for enhancing the online booking of bus company. This implies that there is lack of any kind of interaction between the bus company and the customers. In most of time, anyone wishing to do ticket bookinghas to choose from any of the following three options in order to secure a space for service:

1. Visiting the premises of the bus company to make the necessary inquiries upon which booking is done.
2. Contacting the manager in the bus company through a communication channel in order to inquire about the bus company and how booking can be done.
3. Performing consultation from anyone who has ever produced with Modern coast bus ticket booking system or has the knowledge or any relevant information about the bus company.

### 4.2.2 Problems associated with the current system

The main challenge associated with the current system is that potential customers have travel all the way to where the Modern coast bus ticket booking system is located. As a result, there is consumption of time which would be avoided by having an automated system. Booking through a call can limit the provision of enough information which might cause inconveniences of service delivery. All these are both tedious and time consuming activities.

There is also problem of customers being unable to assess the progress of their projects not unless they directly contact the manager which in turn consumes time in both parties.

In some cases, the interested customers may not know exactly where the bus company is located, other than visiting it. This problem is clearly solved by the new system which provides all relevant information about the bus company such as its geographical location, contacts and others.

## 4.3 SYSTEM REQUIREMENTS

So as to be in a position to automate the manual system at Modern coast bus ticket booking system, an automated system was required. This system allows users to perform their booking while in remote environments. Due to this, several requirements were thus required in order to come up with a system that will allow this. Such requirements will be classified into three; functional, non- functional and domain requirements.

### 4.3.1 Functional requirements

These requirements are those that enable the system to operate. These requirements focus mainly on what the system should do. They include:

* Users have to register themselves by creating accounts to gain access to the system’s services.
* User authentication by use of password.
* The system has two database views; the super administrator has more privileges than the other users. The system shall validate users accessing data in the system through use of password and username validation and verification. A login dialog box will be used for these purposes.
* The categories of users allowed to access data in the system are:

i) Administrator,

ii) Customers (clients)

The super Admin will be responsible for making changes to the database while the members will only be allowed to view the contents of the database.

### 4.3.2 Non-functional requirements

These requirements focus on how the system works or how the system should behave by providing its quality attributes. These requirements include:

* The system should be able to handle an unlimited number of users at a time.
* Documentation: the system will be documented and PDF manuals will be available for users when the system goes live.
* Recover-ability: the system will be regularly backed up so that it can be recovered in case data is lost for some reason.
* Design constraints: The software will be developed with MySQL database back end.
* The system will not work in the absence of internet
* The system will only require the registered users to log in to the system.
* The system will only allow the super admin to change data on the database and not any other user.

### 4.3.3 Domain requirements

* This system will not be in a position to operate in environments which are not accessible to internet
* The system will also require the user to have access to a computer/a laptop, a smart phone or any other device that has internet access.
* The system will be by those people basic computer skills.
* People with visual impairments will not use the system unless there is assistance from people without visual challenges.

### 4.3.4 Database requirements

* A common repository of data will be needed. This implies that the new system will require a database for data storage and retrieval for the purposes of processing and feedback information.
* The database will require a number of tables to record various entries that the uses will enter into the system.

## 4.4 SYSTEM MODELLING

In this section, diagramming tools are used to help users understand the flow of data for the existing system of operation at Modern coast bus ticket booking system. Since the system is a manual one, below (see Fig 3) is a Data Flow Diagram on how data flows.

**Issue form**

Manager verifies the form

Customer consultation

Customer fills the form

Figure 1:data flow diagram for current system

**Customer arrival Attendant’s**

**At attendant’s desk information**

**Customer details**

**Verified details**

Form file

Figure 4 below illustrates the activities that take place with the current system at modern coast bus ticket booking when a client is booking.

****

# 

# CHAPTER 5: SYSTEM DESIGN

## 5.1 INTRODUCTION

The aim of this chapter is to examine the system which was proposed for Modern coast bus ticket booking system by describing it in details. It also focuses on the process design of the system which in turn explains how the system operates with the aid of various modeling tools.

Moreover, the chapter further covers the system’s database design by focusing on both physical, conceptual and logical models. Finally, the chapter will focus on the interface design of the newly proposed system to examine its usability by the users.

## 5.2 DESCRIPTION OF THE SYSTEM

The proposed system will have a structure like the one discussed below.

### 5.2.1 Home page

The system home page is a page where any user lands after typing the address of the site on a web browser. The home page contains general information such as the heading, welcome messages, core values of the bus company, the mission of the bus company and a few images of the bus company. Moreover, there are links to other pages such as log in, register, admin login, services offered, about us and contacts.

### 5.2.2 About us page

This is a page that gives a detailed information about Modern coast bus ticket booking system, what it specializes in and the terms and conditions of producing with them. The page in addition provides the log in and register links to the user for quick navigation purposes.

### 5.2.3 Contacts us and addresses

The contacts page provides all the relevant contact information regarding the location of the bus company, the telephone numbers and the postal addresses of its location. Again, this page provides the register and log in link to direct the user to the appropriate page.

### 5.2.4 Customer registration

In this page, the user is required to create an account with Modern coast bus ticket booking system by filling in a form that is provided. This form contains the following input fields:

* First name

The user is required to enter the first name of his/her choice

* Last name

The user enters another name different from the first name as the last name

* Username

The user provides a name that he/she would be using when logging in into the account.

* Email Address

The user is required to provide a valid email address which can be used to communicate

* Contact

This is the phone number of the user which might be used to contact the bus company.

* Password

This is a secret set of values which can be a mixture of integers, alphabets and other special characters that the user must provide for authentication purposes.

* Confirm password.

The user is required to re-type the password to check whether the user is aware of what he/she just typed as the password and also confirm whether there was an error in typing the password.

* Register

This is a submit type of input that allows the users to submit their registration details to the server database.

The page again contains the link to log in for quick navigation

### 5.2.5 User log in

This page is an authentication page for those users who claim to have an account with Modern coast bus ticket booking system. It offers a form with only two input fields which include the following:

* Username

The user is required to enter the username he/she entered during the account creation form exactly the way it was in that form. Any variation will result to an error.

* Password

The user is expected to enter the password that was typed and confirmed during registration/account creation. If the user uses a different password, he/she is told that the password is incorrect.

* Login

This is a submit button where the user must click to submit the log in details to the database server. Any variation with the database will result to a log in error.

### 5.2.6 Customer booking

This page is only accessible to users who have registered with Modern coast bus ticket booking system and therefore lets users to book for booking ‘space’ period. It offers a booking form which the user must fill in the details. The input fields therefore include:

* Category

The user chooses the category of the music presentation which is artist, choir or band.

* Presenter

In this, the person booking has to give the music name of the category. For example, Yatta boys

* Location

The location field requires that the user enters the place of residence.

* Type of booking

The user must select from the list whether booking is audio, video or audio-visual

* Dates of booking

The user should select the dates of actual booking

* Time-From-To

This is the time period the booking will take place in the booked date. It provides the time slot.eg 10.00Am-11.00Am

* Nature of bus company

Since Modern coast bus ticket booking system can be fixed or mobile, the user is required to check the nature from the two options.

* Book

Upon filling in of booking details, the user must click book button which submits the details to the database server.

### 5.2.7 Administrator log in

This page will be used by the system administrator only. He/she will fill in a form with the following input fields:

* Username

The admin required to enter the admin username as it is in the admins table. Any variation will result to an error.

* Password

The admin is expected to enter the password as it is in the admin’s table in the database. Any variation in password will result to admins log in error during submission.

* Login

This is a submit button where the admin must click to submit the log in details to the server database table. Any variation with the database will result to a log in error.

### 5.2.8 Administrator update of the booking

When the admin logs in, he/she has the privileges to access the customers’ booking and registration details. The administrator activates all valid bus company bookings and will in turn post the progress of booking to users’ progress view page. In addition, the admin deletes invalid details.

### 5.2.9 Administrator update of payment

In this, the admin verifies the payments by either confirming payments or rejecting. Any invalid payments are deleted.

## 5.3 PHYSICAL PROCESS DEIGN

In this section, all the processes that take place within the system when a user is using the system are described.

The various processes that take place include: User registration, user log in, user booking, user post payments, user check progress and payments, user log out, admin log in, admin update progress and payments, admin print available bookings, admin post and change bus company prices, admin database manipulation and admin log out.

There are also various storage requirements such as:

* User details of registration,
* User booking details and
* Admins authentication details.

The various processes for proposed system in Modern coastsystem have been summarized in a Data Flow Diagram (see figure 5&6). The figure below is therefore a data flow diagram describing the design of these processes:

**Customer**

User log out

User booking

User registration

User log in

User check progress and payments

Registration details

Figure 2: data flow diagram for customer

Customer Post payments

Booking details

Payment details

**Administrator**

Admin log in

Admin update bookings & payments

Post & change bus company charges and change

Admin log out

Admin database

Figure 3: data flow diagram for system administrator

Login details

The various activities that will be taking place for new system have been summarized using a use case diagram (see figure7). Below therefore shows the use case activity diagram for the new system.

Figure 4: Use case diagram for the proposed system

****

## 5.4 DATABASE DESIGN

The database called customer is designed using the structured query language (SQL) and has following tables:

* customers
* ticket
* bus
* destination
* route
* timetable

### 5.4.1 Conceptual design

Conceptual design is used to model information gathered from business requirements. Entities and relationships are modeled using ERD and are defined around the business's need. The need of satisfying the database design is not considered yet. Among the design models, conceptual design is the simplest.

This section therefore examines the conceptual database design for the new system at Modern coast bus ticket booking system. The relationship among entities is in figure 8 below;

**customers ticket route**

firstname ticket-d routeid

lastname ticketamount departstation

idno datebooked arrivalstation

contact viastation

email distance

password timeSlot

amount

**destination bus timetable**

**departstation bus name routenumber**

**arrrival busnumber departstation**

**amount buscapacity arrivalstatio**

**route distamce**

**busregnbr**

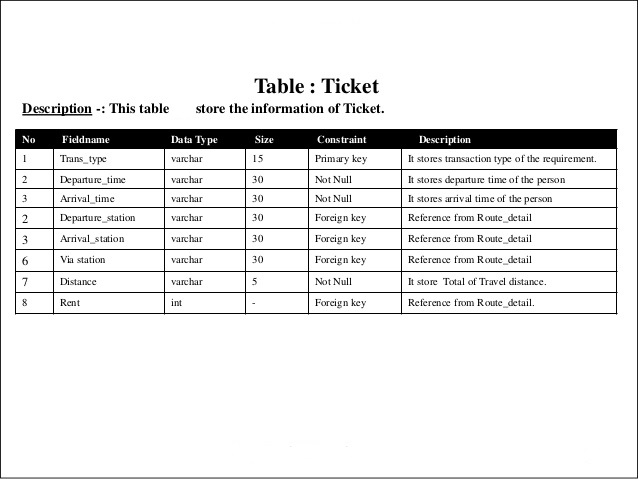
Figure 5: Entity relationship diagram.

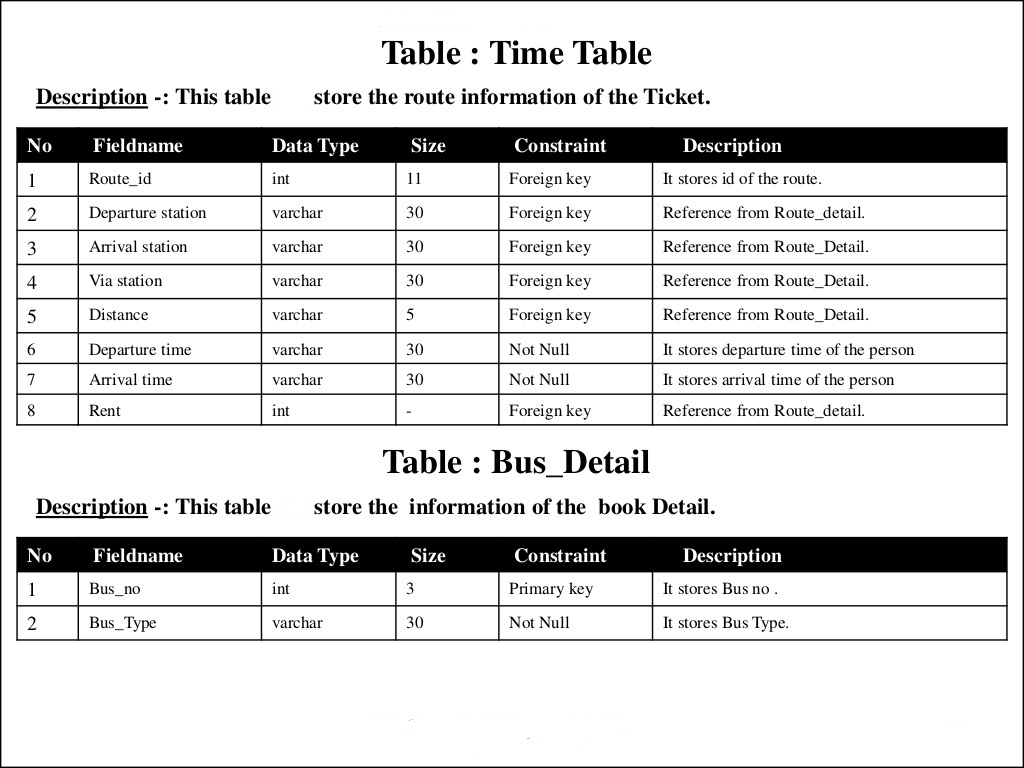
### 

### 5.4.2 Logical Design

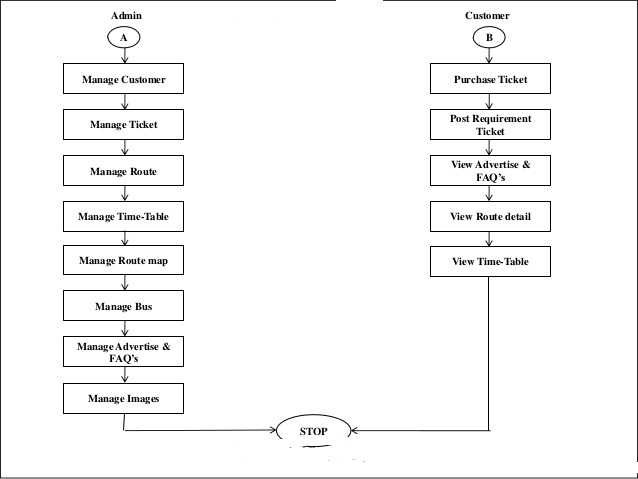
Logical design shows how data appear in the tables including the data types (see table 2.0,3.0 & 4.0).

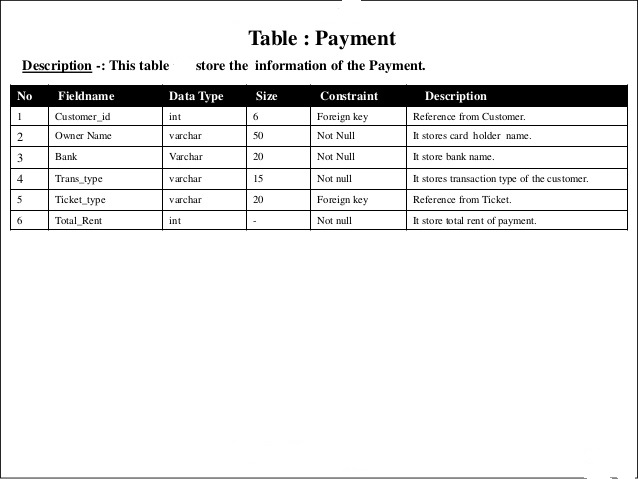
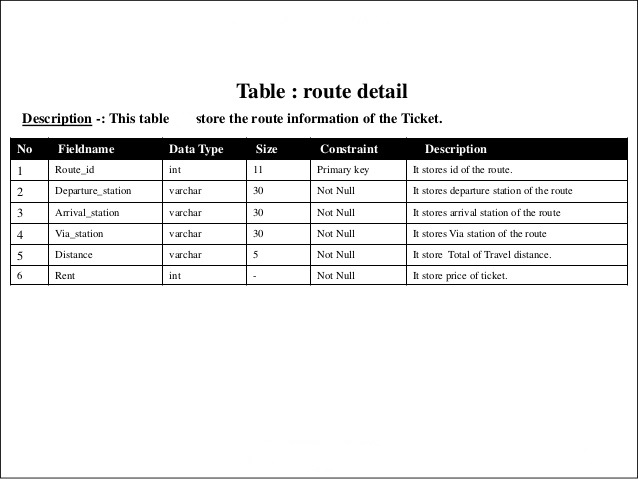
Below is the logical view of the database tables:

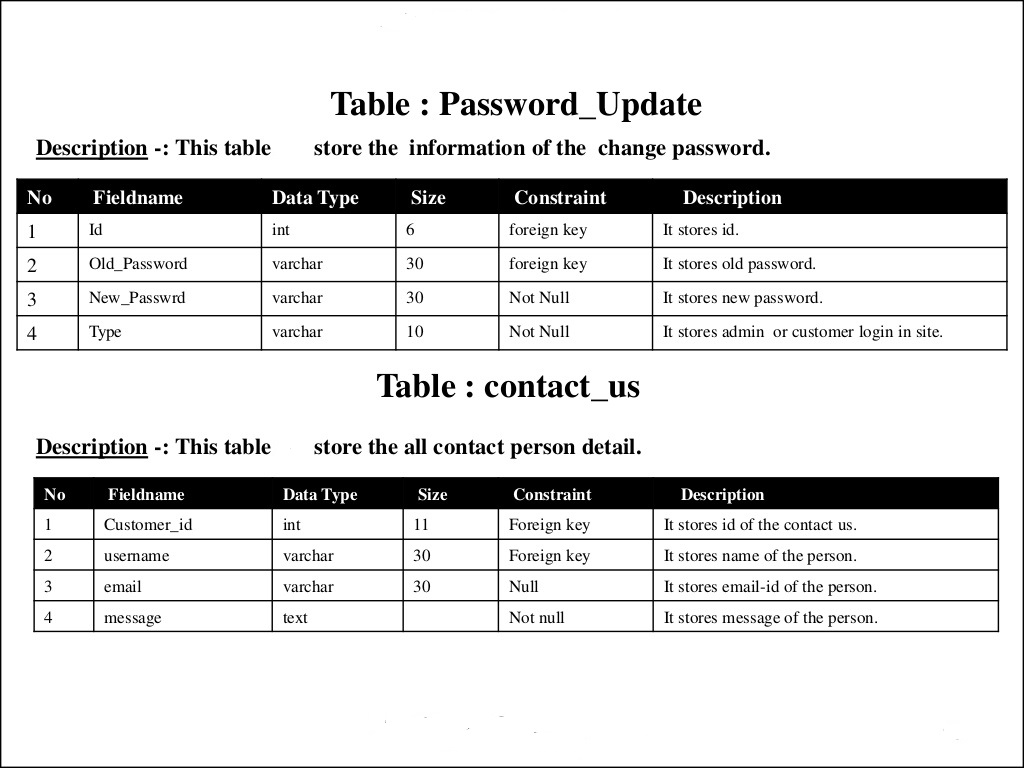




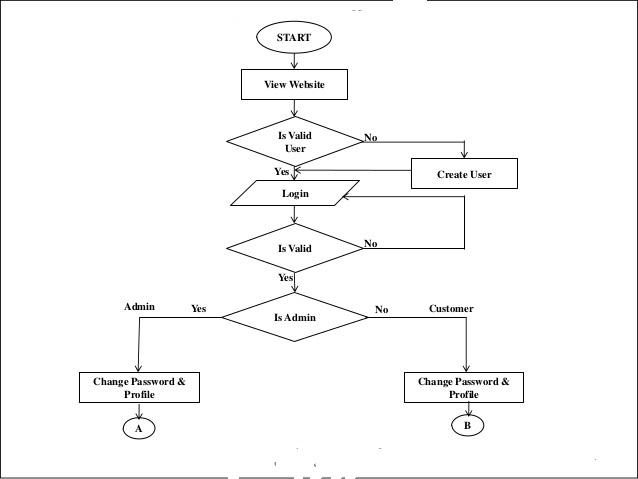
Description:This table show the activities both a customer and admin can perform once logged in

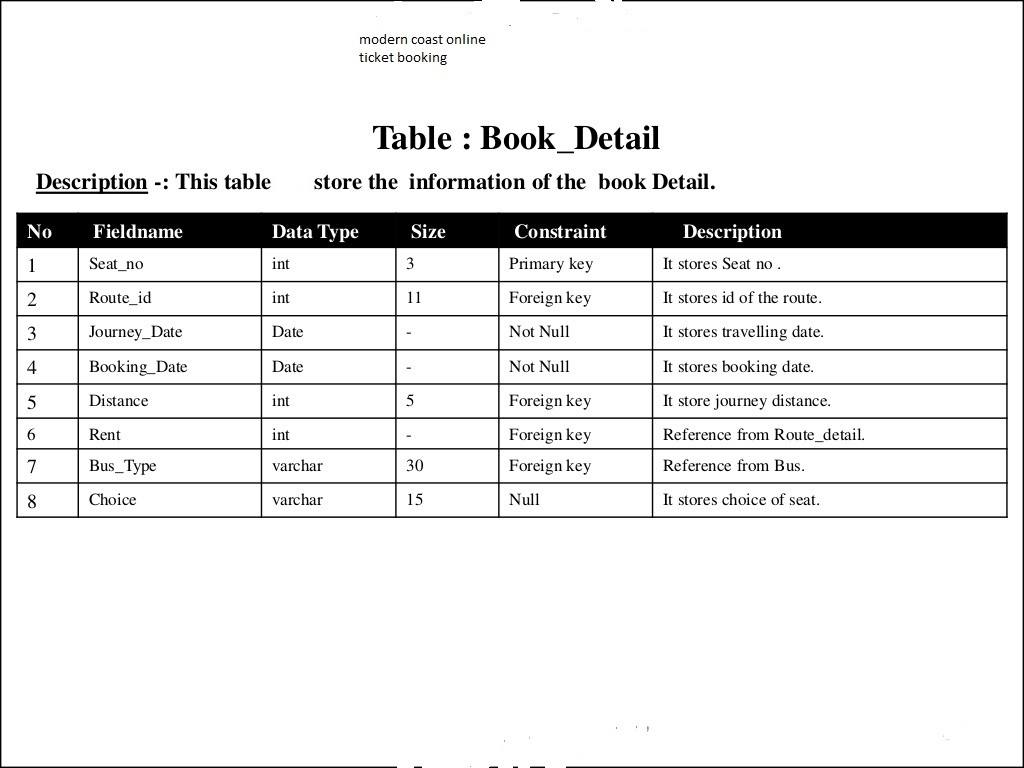
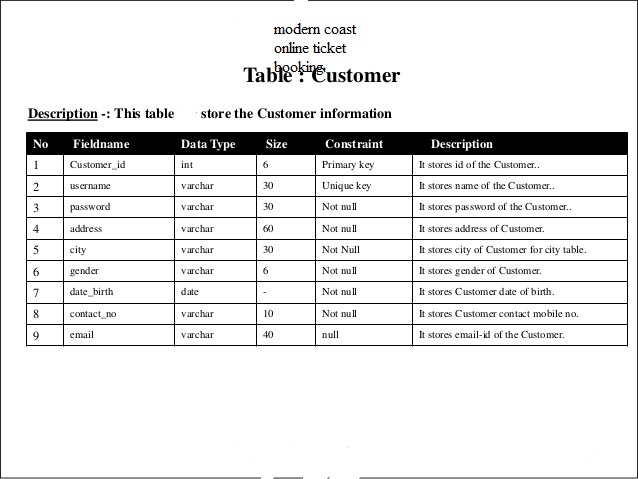






Description:This is a data flow diagram tha captures what a user does when searching for a ticket from the website





## 5.5 INTERFACE DESIGN

The new system has been designed with an interface that is simple for use by the users of the system. The interface itself will be a graphical user interface which is menu driven (see Figures 9,10,11,12 & 13). The users will be required to either select or enter details as required. Below is a representation of account creation interface:

This is the signup window for new customers and admin.

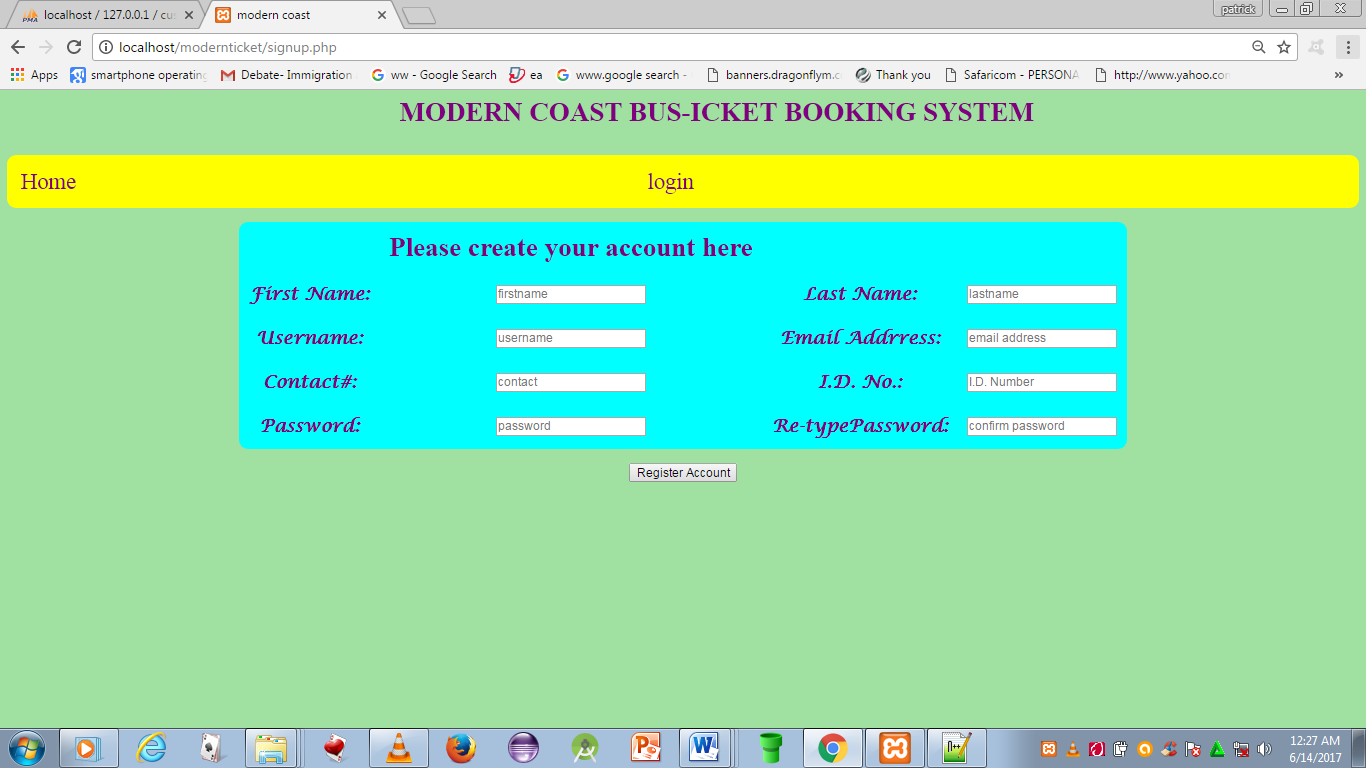


Figure 6: User registration interface

**Log in interface:**

Below is how the log in interface is expected to appear.

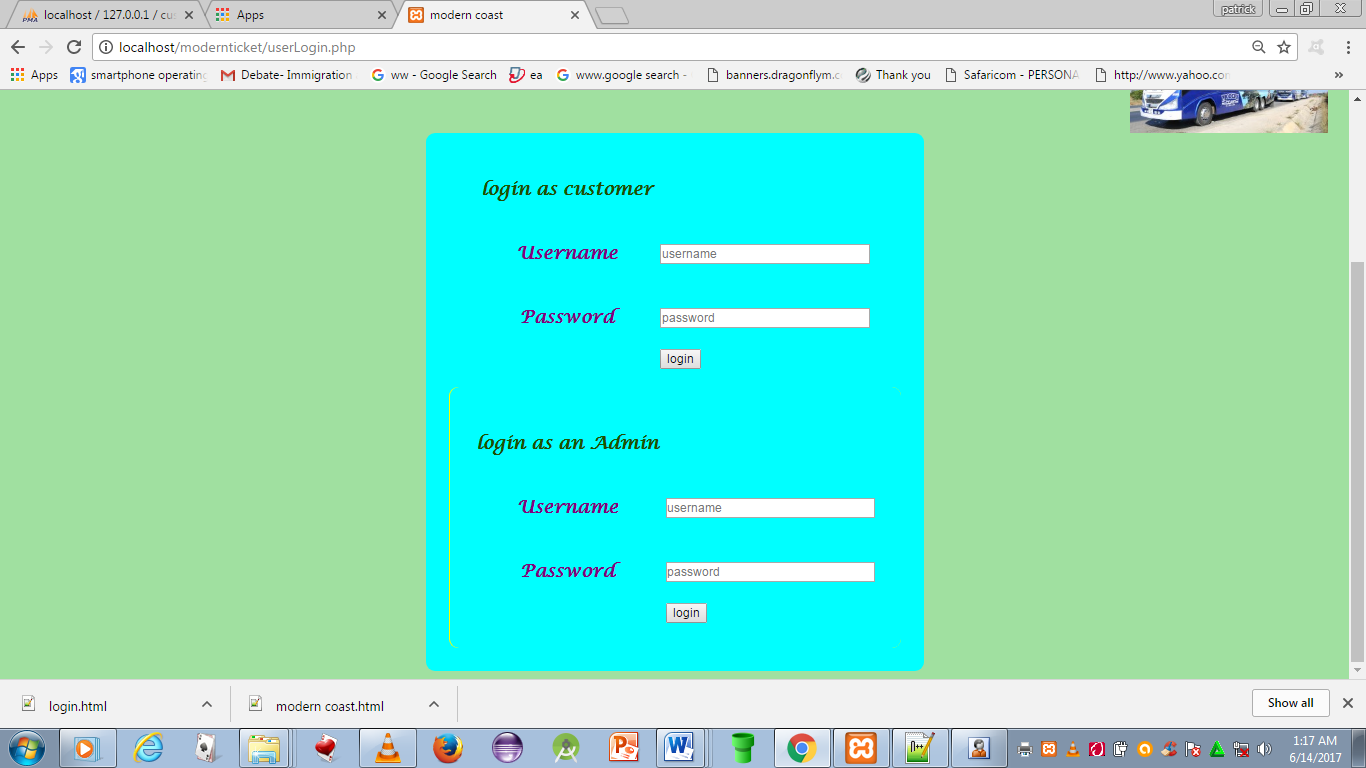


Figure 7: Log in interface

# CHAPTER 6: SYSTEM IMPLEMENTATION

## 6.1 INTRODUCTION

In this chapter, the newly developed system is addressed before it is deployed into the operations of the business. As a result, I am therefore going to examine the tools used for coding the system as well as testing, the system test plan, actual testing and finally propose a suitable change over method that the business should employ in order to bring the system into operation.

## 6.2 TOOLS USED FOR CODING AND TESTING

During the coding process of the entire system, the following tools were of great importance for the project.

### 6.2.1 Coding tools

**Editing**: During the coding process, I used the Dreamweaver software as the tool for editing the code using the various languages as discussed below.

**Programming languages:** During the coding process, I used the following web scripting languages:

* **PHP:** PHP is an abbreviation for Hypertext Pre-Processor. It is a very powerful programming language as it can be used in in web development as well as developing mobile device applications. I used PHP as my main programming language to implement most of functional requirements of the system ranging from variable declarations to query declarations.
* **Html5:** Html stands for Hypertext Mark-up Language. I used Html mainly to display text codes as well as formatting these texts.
* **CSS:** CSS stands for Cascading Style sheets. This is a very powerful language for formatting the web pages and has been of great help in my project. I used it to format the user interface in order to make it more appealing to the users.
* **Java scripts:** Java scripts played a very crucial role in adding some functionalities to my system. These included sliding images, a feature which is much clear in the system’s homepage.
* **SQL**: This is an abbreviation which stands for Structured Query language. I used SQL as the language to connect the PHP code to the database as well as executing the various queries.

### 6.2.2 Testing tools performance test

This test evaluates the working of the system that has been developed to establish whether it is solving the intended problem. Below are the tests that will be used for this system.

**Unit testing:** This requires that testing be done on individual units constituting the entire system. This testing approach was to help identify errors since each unit was examined independently.

**Stress testing:** This is a testing method that always tests the behavior of a system when subjected to unusual conditions. I tested the system with invalid input data such as unfilled input fields and no execution could continue.

**Actual system testing:**

This is done to the entire system to test the general working of the system after it has been fully developed. This test will be done on this system to test whether the objectives stated earlier have been achieved or not.

**Functional testing:**

This involves testing the functions of the program by providing an input data and observing the output. This will be done to test the working of the various functions of the programme and any unexpected behavior will be identified and corrected accordingly.

## 6.3 SYSTEM TEST PLAN

The system was tested in all aspects of functionality whereby various types of data inputs such as integers (INT), variable characters (VARCHAR), DATETIME and others were used and the results were observed.

## 6.4 USER ACCEPTANCE TESTING

During the testing process, any invalid data input altered the expected results and the system validation functions could alert the user of these invalid inputs.

The system was also subjected to potential users for feedback and acceptance tests and I got a positive response from these users whereby they accepted the system as a solution to inefficient manual operations in Modern coast bus booking system productions. Acceptance testing was done after the completion of development process where the system was delivered to the users for their views and once they accepted the system, then the system is said to have met the user requirement. User acceptance for this system was be done at later stages of development to give potential users/clients an opportunity to give views about it.

## 6.5 PROPOSED CHANGE-OVER TECHNIQUES

Generally, there are four approaches for the implementation of the system in an organization. These are: Direct changeover, phased approach, pilot approach and the parallel approach. I greatly analyzed the four approaches to the system implementation and chose the phased operation.

**Phased changeover**

Phased operation works in different stages. It normally entails the implementation of the new system in modules. It is also a combination of the direct changeover and the parallel approach. I intend to implement it this way because the fact that the system is new and stress as to the number of the users is not clear at this moment, it would be therefore essential to take it and implement it module by module till the last module of the system proves to be effective and well operational as required. Risk of errors or failures in this system may also have prompted me to use the same as the risks will not be subjected to the entire system but to the single module or the several modules implemented so far. Similarly, for its use, the cost involved in its implementation may be relatively lower compared to other approaches such as the direct approach which entails the overall implementation of the system at once.

Phased operation works in different phases or stages. Implementation of new system in modules or stages is phased operation. This is also a combination of direct changeover and parallel similar to pilot operation. But in this approach the entire system is provided to some users instead a part of system to all users. *(E-Commerce Encyclopedia, 2002)*

In phase operation, the risk of errors or failures is limited to the implemented module only and also phased operation is less expensive than the full parallel operation. But in some cases, phased operation can cost more than a pilot approach where the system involves a large number of separate phases.

This is done on completion of development process where the system is delivered to the users for their views and once they accept the system, then the system is said to have met the user requirement. User acceptance for this system will be done at later stages of development to give potential users/clients an opportunity to give views about it.

# 

# CHAPTER 7: CONCLUSIONS AND RECOMMENDATIONS

## 7.1 RECOMMENDATIONS

In order to reverse the risks/problems involved in the project and realize improvements in succeeding developments, I would like to make the following recommendations.

### 7.1.1 Reduction in strictness of the Time deadlines

Since some of the issues in this system cover new concepts, I would recommend that the students be allowed to begin the project development at a quite early time to build up on their Ideas and to complete early and meet the set deadlines by the requirements.

### 7.1.2 Provision of project finances to the students

Due to the fact that some of the students are unable to meet the threshold required for data and requirements capture, I would recommend that some special finances be provided to act as the support for the students who face difficulties in the development and research process.

### 7.1.3 Compelling some institutions to pave way for the students to develop

Some institutions have been a major bottleneck in the development of the projects and the higher-level institutions should compel them to release and loosen the restrictions they have over their intellectual property such API (Application Programming Interface).

### 7.1.4 Future improvements

I would like to say that my system did not capture everything that would be required and would therefore recommend for future improvements on the following:

* A feature to allow the admin message the clients within the system
* Features to enable clients give their feedback and suggestions.
* Integrating the system with M-pesa for customers to make payments using the system.

## 7.2 CONCLUSION

It is clear that the existing systems of booking are limited to fixed bus company services and do not provide mobile bus company service feature. This is therefore a bit expensive to the clients as compared to when the bus company itself visits the clients who sometimes might be a singing group of 20 members or a band. Therefore, proposed system provides a module to select the nature of the bus company, i.e. either mobile or fixed and this helps the clients make order for the bus company itself to visit them. This will reduce unnecessary costs and time consumption.

The problems associated with the current system will be addressed with the new proposed system. The whole design of the proposed system is a clear automation of the current system at Modern coast bus ticket booking system and therefore the problems associated with the manual system are well addressed by this design.

Also, the new system has been developed with a graphical user interface that is simple for use and is therefore going to simplify the entire booking process. Despite a few challenges in the implementation process, the process was a successful one as I was able to come up with a system that did not only work but also got acceptance form users.

Taking this project all through has been a wonderful experience for me and for the practical knowledge that I acquired, this would not have materialized. This is a very important part of my course and has helped me understand the concepts behind a number of web scripting languages as well as familiarize with the market expectations of the course at large.

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# APPENDICES ON DATA COLLECTION TECHNIQUES

## APPENDIX I: QUESTIONNAIRE

**PLEASE ANSWER THE FOLLOWING QUESTIONS BY TICKING THE RELEVANT BLOCK OR WRITING DOWN YOUR ANSWER IN THE SPACE PROVIDED.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Example of how to complete this questionnaire:**  Tick your gender?  If you are female:   |  |  | | --- | --- | | Female |  | | Male |  | |

**SECTION A**

This section of the questionnaire refers to background or biographical information. We assure you that your response will remain anonymous. Your cooperation is appreciated.

1. What is your business name/ name of bus company?
2. Where are you exactly located (appropriately nearest town)
3. What modes do you operate in?

Fixed Mobile Both

1. What type of music do you deal with?

Gospel Secular Both

1. Other than music booking, do you deal with any other type of booking?

Yes No

**SECTION B**

1. Do you have an automated system of operation in bus company?

Yes No

1. If no, are you interested in an automated system of operation?

Yes No

1. Do you see any importance of adopting an automated system for booking bus ticket?

Yes No

1. If yes, please provide us at least 2 important aspects of adopting this system?

1. What languages would you wish the application to support?

English German Italian

Chinese Spanish French

Others

1. How frequently would you expect to update the application system? Monthly Quarterly Semi - annually

Thank you for your co-operation in completing this questionnaire.

**SECTION C**

## APPENDIX II: SAMPLE INTERVIEW QUESTIONS PRESENTED TO THE MODERN COAST BUS TICKET BOOKING SYSTEM OWNERS

**Types of questions asked during the interviews**

1. Could you please tell us your name and probably the area that you come from in this town?
2. Have you ever used automated system in your operations previously? What were the capabilities of that system if any?
3. Directed to the respondent if the previous answer is no. Would you like the system to be introduced?
4. What features would you like incorporated in the application?

**SECTION D**

## Appendix III: Coding Standard

**Database Connection**

<?php

if(!mysql\_connect("localhost","root",""))

{

die('oops connection problem ! --> '.mysql\_error());

}

if(!mysql\_select\_db("mydatabase"))

{

die('oops database selection problem ! --> '.mysql\_error());

}

?>

**Log in module**

<?php

if(session\_status () == PHP\_SESSION\_NONE){

session\_start();

}

require('configure.php');

require('header.php');

if(isset($\_POST['submit'])){

// username and password sent from form

$uname=$\_POST['uname'];

$pass=$\_POST['pass'];

// To protect MySQL injection (more detail about MySQL injection)

$uname = stripslashes($uname);

$pass = stripslashes($pass);

$uname = mysql\_real\_escape\_string($uname);

$pass = mysql\_real\_escape\_string($pass);

$sql="SELECT \* FROM customers WHERE uname='$uname' and pass='$pass'";

$result=mysql\_query($sql);

// Mysql\_num\_row is counting table row

$rows=mysql\_num\_rows($result);

// If result matched $myusername and $mypassword, table row must be 1 row

$row=mysql\_fetch\_array($result);

if ($rows == 1) {

$\_SESSION['uname']=$uname; // Initializing Session

$\_SESSION['pass']=$pass; // Initializing Session

$\_SESSION['access']=$row['access'];

if ($row['access']==1){

header("Location: adminpage.php");

}

if ($row['access']==0){

header("Location: customerspage.php");

}

}else echo"<h2>Sorry, The username you entered does not match with password.

Please Try again.</h2>";

}?><a href="login.php"><button> <style="radius:5px;"><h2>Remembered</h2></button></a>

**Booking module**

<?php

error\_reporting(0);

if(session\_status () == PHP\_SESSION\_NONE){

session\_start();

}

?>

<?php

include\_once ('configure.php');

require\_once('header.php');

if(isset($\_POST['submit']))

{

$time=time("Y-m-d H:i:s");

$timeSlot=mysql\_real\_escape\_string($\_POST['timeSlot']);

$category = mysql\_real\_escape\_string($\_POST['category']);

$presenter = mysql\_real\_escape\_string($\_POST['presenter']);

$location = mysql\_real\_escape\_string($\_POST['location']);

$date = mysql\_real\_escape\_string($\_POST['date']);

$booking = mysql\_real\_escape\_string($\_POST['booking']);

$nature = mysql\_real\_escape\_string($\_POST['nature']);

$scenery = mysql\_real\_escape\_string($\_POST['scenery']);

$uname=$\_SESSION['uname'];

$sqli=mysql\_query("SELECT date,timeSlot FROM booking");

$fetch=mysql\_fetch\_assoc($sqli);

$tim=$fetch['timeSlot'];

$dat=$fetch['date'];

if( ($timeSlot==$tim) && ($date==$dat))

{

?>

<script>alert('Error! Timeslot on that date is already booked.Try different timeslot or date.');</script>

<?php

}

else

{

$sql="INSERT INTO booking(timeSlot,category,presenter,location,date,booking,nature,scenery,uname)

VALUES('$timeSlot','$category','$presenter','$location','$date','$booking','$nature','$scenery','$uname')";

$sql2=mysql\_query($sql);

if($sql2)

{

header("Location: payments.php");

}

else

{

?>

<script>alert('error! You already have active booking.You can ONLY BOOK ONCE');</script>

<?php

}

}

}

?>

<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Transitional//EN" "http://www.w3.org/TR/xhtml1/DTD/xhtml1-transitional.dtd">

<html xmlns="http://www.w3.org/1999/xhtml">

<title>Modern coast bus ticket booking system service book</title>

<link rel="stylesheet" href="style.css" type="text/css" >

<div id="reg">

<body>

<table>

<tr>

<td width="20%">

<h2><font color="#993300"><center>KINDLY PAY BOOKING FEE AFTER BOOKING</center><br>

<img src="photos/smpesa.png"style="height:60px;width:100px"> 0707644783 <img src="photos/airmoney.jpg"style="height:60px;width:100px">0732329818</font></h2>

</td>

<td width="50%">

<table width="50%" border="0" >

<form method="post" action="">

<th><h2><font color="#ff0000">Fill in the details to book</font></h2></th>

<tr>

<td> <b>Category:<br></b> <select name ="category" placeholder="Select type" required/>

<option selected="selected" value="">------Select------ </option>

<option value="Artist"> Artist </option>

<option value="Choir"> Choir </option>

<option value="Band"> Band </option>

</select></td>

</tr>

<tr>

<td><b>Presenter:</b> <br><input type="text" name="presenter" placeholder="Enter presenting music" required /></td>

</tr>

<tr>

<td><b>Location:</b> <br><input type="text" name="location" placeholder="Enter your location" required /></td>

</tr>

<tr>

<td> <b>Date of booking:</b><br> <input type="date" name="date" placeholder="Enter date" required/></td>

</tr>

<tr>

<td> <b>TimeFroTo:<br></b> <select name ="timeSlot" placeholder="Select type" required/>

<option selected="selected" value="">------Select------ </option>

<option value="8:00Am-10:00Am"> 8:00Am-10:00Am </option>

<option value="10:30Am-11:30Am"> 10:30Am-11:30Am </option>

<option value="11:30Am-1:00Pm "> 11:30Am-1:00Pm </option>

<option value="2:00pm-3:00Pm "> 2:00pm-3:00Pm </option>

<option value="3:10Pm-4:00Pm "> 3:10Pm-4:00Pm </option>

<option value="4:00Pm-5:00Pm"> 4:00Pm-5:00Pm </option>

</select></td>

</tr>

<tr>

<td><b>Booking type:<br></b> <select name ="booking" placeholder="Select type" required/>

<option selected="selected" value="">------Select------ </option>

<option value="Audio record"> Audio Record </option>

<option value="Video shoot"> Video shoot </option>

<option value="Audio-visual"> Audio-Visual </option>

</select></td>

</tr>

<tr>

<td><b>Nature of Bus company:</b></td>

<td>

<input type="radio" name="nature" value="Mobile"/>Mobile<br> <input type="radio" name="nature" value="Fixed">Fixed

</td>

</tr>

<tr>

<td><b>Booking Scenery:</b> <input type="text" name="scenery" placeholder="Name of scenery" required/></td>

</tr>

<tr>

<td><button type="submit" name="submit">Book</button></td>

</tr>

</form>

</table>

</td>

<td width="30%">

<center><h2>BUS FARES</h2><br>

<?php

$query = mysql\_query("SELECT \* FROM fixed");

?>

<form name="bulk\_action\_form" action="action.php" method="post" onSubmit="return delete\_confirm();"/>

<center><h2><font color="#ffffff">Charges for both Mobile and Fixed bus company per Volume</font></h2></center>

<center><h2>FIXED BUS SCHEDULE</h2>

<table border="1">

<thead>

<tr>

<th><font color="#900C3F">AUDIO RECORD<br>Ksh.</font></th>

<th><font color="#900C3F">VIDEO SHOOT<br>Ksh.</font></th>

<th><font color="#900C3F">AUDIO-VISUAL<br>Ksh.</font></th>

</tr>

</thead>

<?php

if(mysql\_num\_rows($query)>0){

while($row = mysql\_fetch\_assoc($query)){

?>

<tr>

<td><font size="10px"><?php echo $row['audio\_record']; ?></font></td>

<td><font size="10px"><?php echo $row['video\_shoot']; ?></font></td>

<td><font size="10px"><?php echo $row['audio\_visual']; ?></font></td>

</tr>

<?php } }else{ ?>

<tr><td colspan="5">No records found.</td></tr>

<?php } ?>

</table>

<?php

$query = mysql\_query("SELECT \* FROM mobile");

?>

<form name="bulk\_action\_form" action="action.php" method="post" onSubmit="return delete\_confirm();"/>

<center><h2>MOBILE BUS COMPANY</h2></center>

<table border="1" color="ff3333">

<thead>

<tr>