Chapter-1 Introduction

1.1 Project Definition:-

The Tourism Management System (TMS) is a comprehensive web-based platform designed to revolutionize the management of tour packages while providing a seamless user experience for both tourists and administrators. This system offers robust features that encompass every aspect of tourism, from package creation and management to customer support and communication.

Tourist Features:

- **User Registration and Authentication:** Tourists can easily create accounts and securely log in to access the system's services, ensuring a personalized experience.
- **Tour Package Selection and Booking:** Tourists can browse and select from a wide range of tour packages, view detailed itineraries, pricing, and availability, and make bookings with ease.
- **Package Confirmation and Communication:** Upon booking confirmation, tourists receive detailed confirmation emails that include itineraries, booking information, and a warm welcome to their chosen tour.
- **User Profile Management:** Tourists have the flexibility to update their profiles, including personal details and preferences, ensuring that their travel experience aligns with their expectations.
- **Feedback and Request Submission:** Users can raise requests for refunds or any other assistance they may need during their travel experience.

Admin Features:

- **Package Management:** Administrators have full control over creating, managing, and updating tour packages. They can add comprehensive package details, images, pricing, and availability, ensuring that tourists are provided with accurate and up-to-date information.
- **Customer Support:** Administrators can respond to tourist inquiries and requests for assistance, ensuring that tourists receive prompt and helpful responses.
- **Package Confirmation:** When administrators confirm bookings, an automated email notification is sent to tourists, providing transparency and trust in the booking process.
- **Content Management:** Administrators can manage various content pages, such as "About Us" and "Contact Us," ensuring that the website remains informative and up-to-date.

- **Communication:** The system facilitates communication between administrators and tourists by allowing tourists to submit refund requests or any other inquiries, which administrators can promptly address.
- **Notification Management:** The system sends automated emails to tourists at different stages of their journey, including booking confirmation, package creation, and refund requests, ensuring clear and timely communication.

By integrating these features, the Tourism Management System optimizes the entire tourism operation. Tourists are provided with an intuitive platform to explore and book tours, while administrators can efficiently manage every aspect of the business, from package creation to customer support. This system ultimately contributes to an enhanced and memorable tourism experience for all stakeholders involved.

Chapter-2 Requirement Analysis

2.1 Software Requirement Specification:-

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3.5. Feedback and Request Submission

3.6. Package Management

3.7. Customer Support

3.8. Content Management

3.9. Communication

3.10. Notification Management

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4.1. User Interfaces

4.2. Hardware Interfaces

4.3. Software Interfaces

4.4. Communication Interfaces

5. Non-Functional Requirements

5.1. Performance Requirements

5.2. Security Requirements

5.3. Reliability Requirements

5.4. Availability Requirements

1. Introduction

1.1. Purpose

The purpose of this Software Requirements Specification (SRS) document is to define the requirements and specifications for the Tourism Management System (TMS). This document serves as a blueprint for the development team, providing a clear understanding of the system's functionality, features, and constraints.

1.2. Scope

The TMS is a web-based platform designed to facilitate the management of tour packages and streamline interactions between tourists and administrators. It covers user registration, tour package booking, communication, and administrative functions, enhancing the overall tourism experience.

1.3. Document Conventions

Use of standard software engineering terminology. Diagrams to illustrate system architecture and workflows.

1.4. Project Overview

The TMS aims to provide a user-friendly platform for tourists to explore and book tour packages while enabling administrators to efficiently manage package creation, customer support, and communication. Key features include user registration, package booking, confirmation emails, user profiles, feedback submission, package management, content management, and communication tools.

2. Overall Description

2.1. Product Perspective

The TMS is a standalone web application that interacts with a database system to store user data, package details, and communication records.

2.2. Product Functions

- User registration and authentication
- Tour package selection and booking
- Package confirmation and communication
- User profile management

- Feedback and request submission
- Package management
- Customer support
- Content management
- Communication
- Notification management

2.3. User Classes and Characteristics

- Tourists: Users who explore, book, and review tour packages.
- Administrators: Users responsible for managing packages, handling customer support, and maintaining content.

2.4. Operating Environment

The TMS is a web application compatible with modern web browsers. It requires a web server and a database server(localhost php my admin).

2.5. Assumptions and Dependencies

- Availability of web hosting services.
- Availability of an SMTP server for email notifications.

3. System Features

3.1. User Registration and Authentication

- Users can register with valid email addresses and passwords.
- Authentication is required for access.

3.2. Tour Package Selection and Booking

- Users can browse and select tour packages.
- Booking forms collect user details and payment information.

3.3. Package Confirmation and Communication

- Confirmation emails are sent to users upon booking.
- Administrators can confirm bookings.

3.4. User Profile Management

- Users can update their profiles.
- Profile information is stored securely.

3.5. Feedback and Request Submission

- Users can submit feedback, refund requests, or other inquiries.
- Administrators can respond to user requests.

3.6. Package Management

- Administrators can create, update, and manage tour packages.
- Package details include descriptions, images, pricing, and availability.

3.7. Customer Support

- Administrators handle customer support inquiries.
- Communication with tourists is recorded.

3.8. Content Management

- Administrators can manage content pages (e.g., "About Us" and "Contact Us").
- Content is editable through the admin interface.

3.9. Communication

- Communication tools enable interactions between users and administrators.

3.10. Notification Management

- Automated emails are sent to users at various stages of the booking process.

4. External Interface Requirements

4.1. User Interfaces

The user interfaces will be web-based, accessible from standard web browsers.

4.2. Hardware Interfaces

The system requires web server and database php my admin.

4.3. Software Interfaces

- Integration with a database management system.
- SMTP server for email notifications.

4.4. Communication Interfaces

HTTP/HTTPS for web-based communication.

5. Non-Functional Requirements

5.1. Performance Requirements

- Response time for critical user interactions, such as searching for tour packages and initiating bookings, should be under 4 seconds. For less critical interactions, a response time of under 7 seconds is acceptable.

5.2. Security Requirements

- User data should be encrypted during transmission.
- Passwords should be securely stored using encryption.
- Secure user authentication is required.

5.3. Reliability Requirements

- The system should have a high uptime percentage.
- Data backup and recovery mechanisms should be in place.

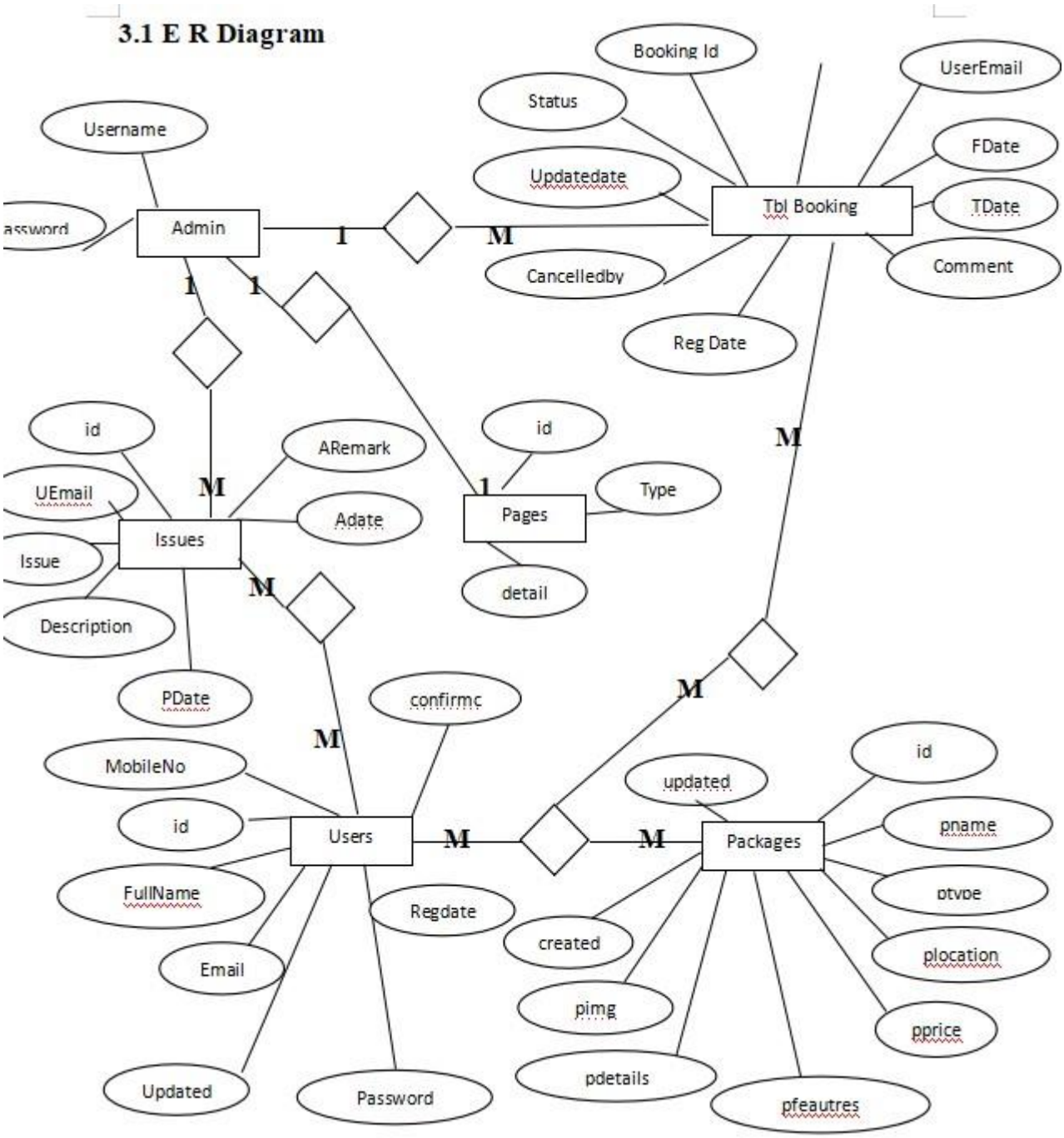
5.4. Availability Requirements

- The system should be available 24/7, with minimal downtime for maintenance.

Chapter-3 System Design 3.1

E-R Diagram:

3.1 E R Diagram



3.2 Data Flow Diagram:

3.2.1 DFD Level-0 (Package)

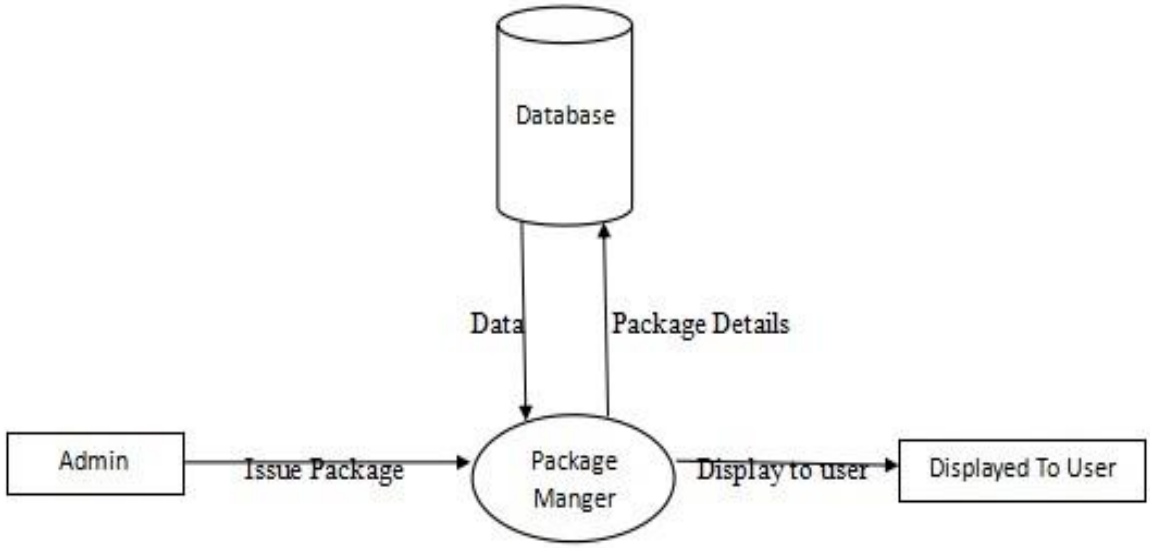
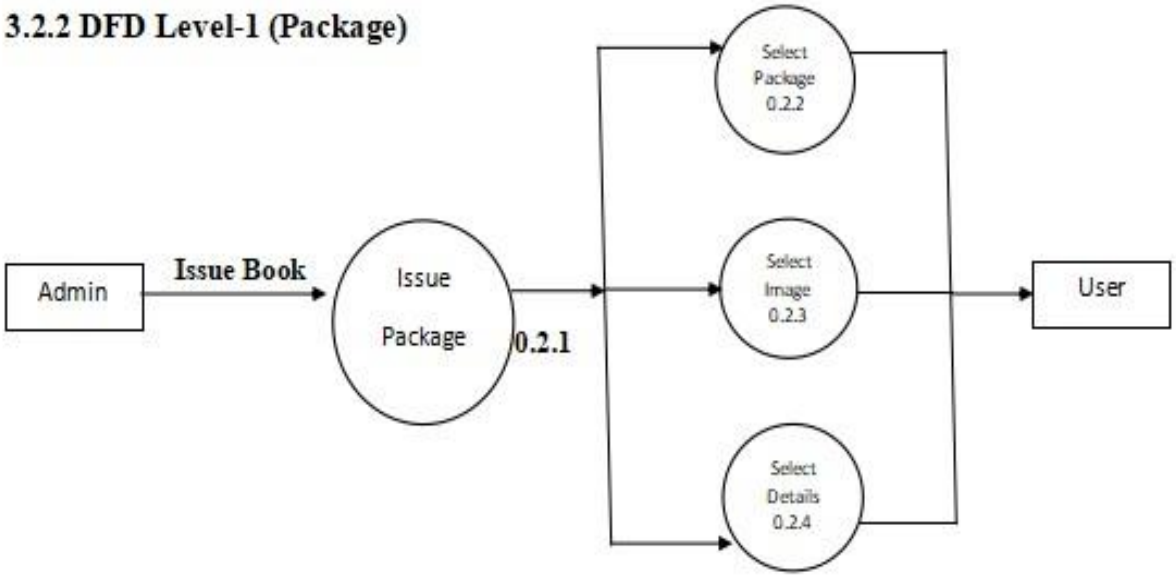


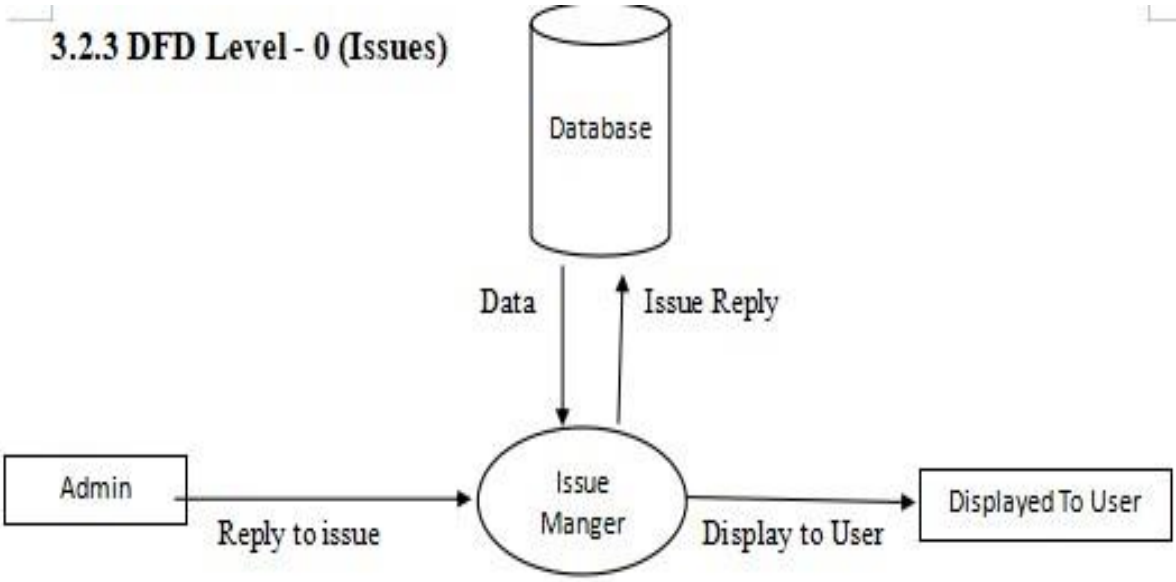
Fig 3.2 DFD level-0)

3.2.2 DFD Level-1 (Package)

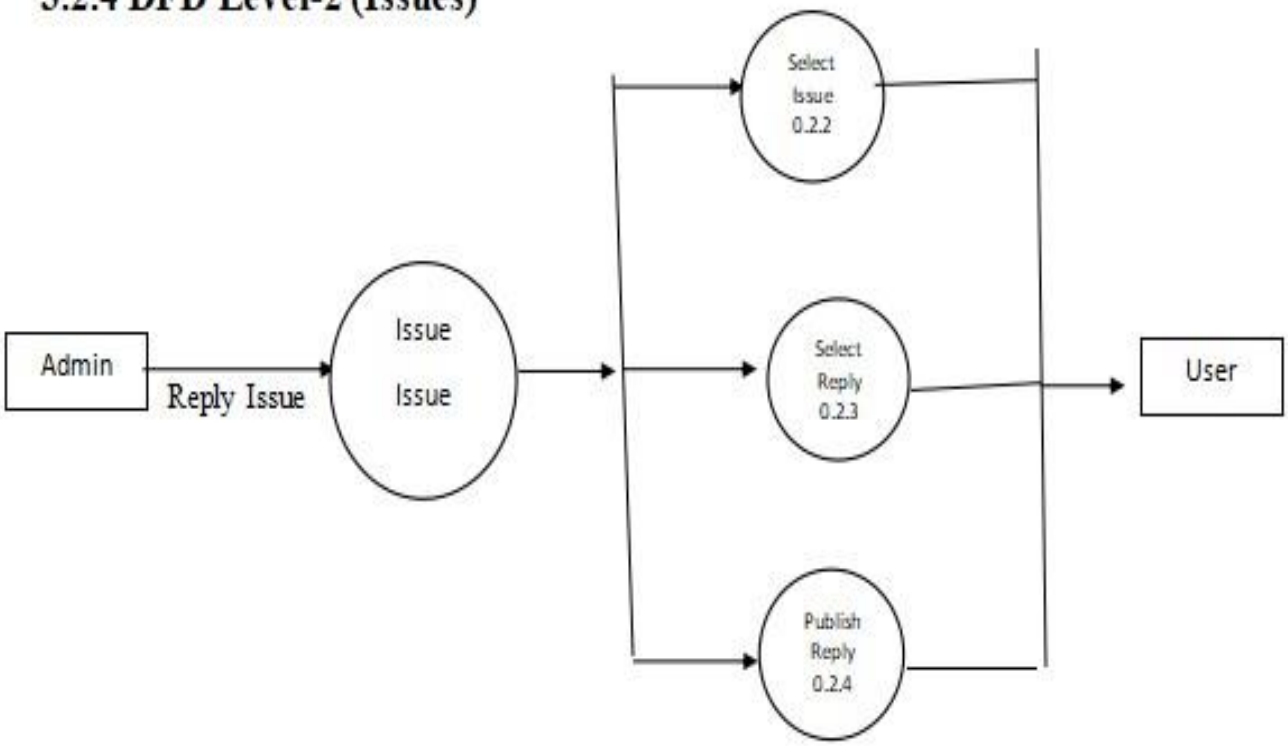


(Fig 3.3 DFD level-1)

3.2.3 DFD Level - 0 (Issues)



3.2.4 DFD Level-2 (Issues)



3.3 Data Dictionary:

- **Admin Table:**
  - · **Username (Field):**
    - Data Type: String
    - Maximum Length: 50 characters
    - Description: Stores the username of the admin.
  - **Password (Field):**
    - Data Type: Encrypted String
    - Description: Stores the securely hashed password of the admin.
- · **tblBooking Table:**
  - · **BookingId (Field):**
    - Data Type: Integer
    - Description: A unique identifier for each booking.
  - **PackageId (Field):**
    - Data Type: Integer
    - Description: Identifies the tour package associated with the booking.
  - **UserEmail (Field):**
    - Data Type: String (Email Format)
    - Maximum Length: 100 characters
    - Description: Stores the email address of the user who made the booking.
  - **FromDate (Field):**
    - Data Type: Date
    - Description: Indicates the start date of the booking.
  - **ToDate (Field):**
    - Data Type: Date
    - Description: Indicates the end date of the booking.
  - **Comment (Field):**
    - Data Type: Text
    - Description: Allows users to leave comments or additional information about the booking.
  - **RegDate (Field):**

- **PackageFeatures (Field):**
  - Data Type: Text
  - Description: Lists the features or highlights of the tour package.
- **PackageDetails (Field):**
  - Data Type: Text
  - Description: Provides detailed information about the tour package.
- **PackageImage (Field):**
  - Data Type: String
  - Maximum Length: 255 characters
  - Description: Stores the filename or URL of the package image.
- **CreationDate (Field):**
  - Data Type: Date and Time
  - Description: Records the date and time when the package was created.
- **UpdationDate (Field):**
  - Data Type: Date and Time
  - Description: Records the date and time of the last update to the package.

· **tblUsers Table:**

- · **ID (Field):**
  - Data Type: Integer
  - Description: A unique identifier for each user.
- **FullName (Field):**
  - Data Type: String
  - Maximum Length: 100 characters
  - Description: Stores the full name of the user.
- **MobileNumber (Field):**
  - Data Type: String
  - Maximum Length: 20 characters
  - Description: Stores the mobile phone number of the user.
- **EmailId (Field):**
  - Data Type: String (Email Format)
  - Maximum Length: 100 characters
  - Description: Stores the email address of the user.
- **Password (Field):**

- Data Type: Date and Time
- Description: Records the date and time when the booking was registered.

- **Status (Field):**
  - Data Type: String (Status Codes)
  - Description: Represents the current status of the booking (e.g., confirmed, pending, canceled).
- **CancelledBy (Field):**
  - Data Type: String
  - Maximum Length: 50 characters
  - Description: Stores the username of the admin who canceled the booking (if applicable).
- **UpdationDate (Field):**
  - Data Type: Date and Time
  - Description: Records the date and time of the last update to the booking.

· **tblIssues Table:**

- · **ID (Field):**
  - Data Type: Integer
  - Description: A unique identifier for each issue.
- **UserEmail (Field):**
  - Data Type: String (Email Format)
  - Maximum Length: 100 characters
  - Description: Stores the email address of the user who reported the issue.
- **Issue (Field):**
  - Data Type: String
  - Maximum Length: 50 characters
  - Description: Represents the type or category of the issue.
- **Description (Field):**
  - Data Type: Text
  - Description: Provides a detailed description of the issue.
- **PostingDate (Field):**
  - Data Type: Date and Time
  - Description: Records the date and time when the issue was reported.
- **AdminRemark (Field):**
  - Data Type: Text
  - Description: Allows admins to add remarks or notes about the issue.

- **AdminRemarkDate (Field):**
  - Data Type: Date and Time
  - Description: Records the date and time when admin remarks were added.

· **tblPages Table:**

- · **ID (Field):**
  - Data Type: Integer
  - Description: A unique identifier for each page.
- **Type (Field):**
  - Data Type: String
  - Maximum Length: 50 characters
  - Description: Indicates the type or category of the page (e.g., About Us, Contact Us).
- **Detail (Field):**
  - Data Type: Text
  - Description: Stores the content or details of the page.

· **tblPackages Table:**

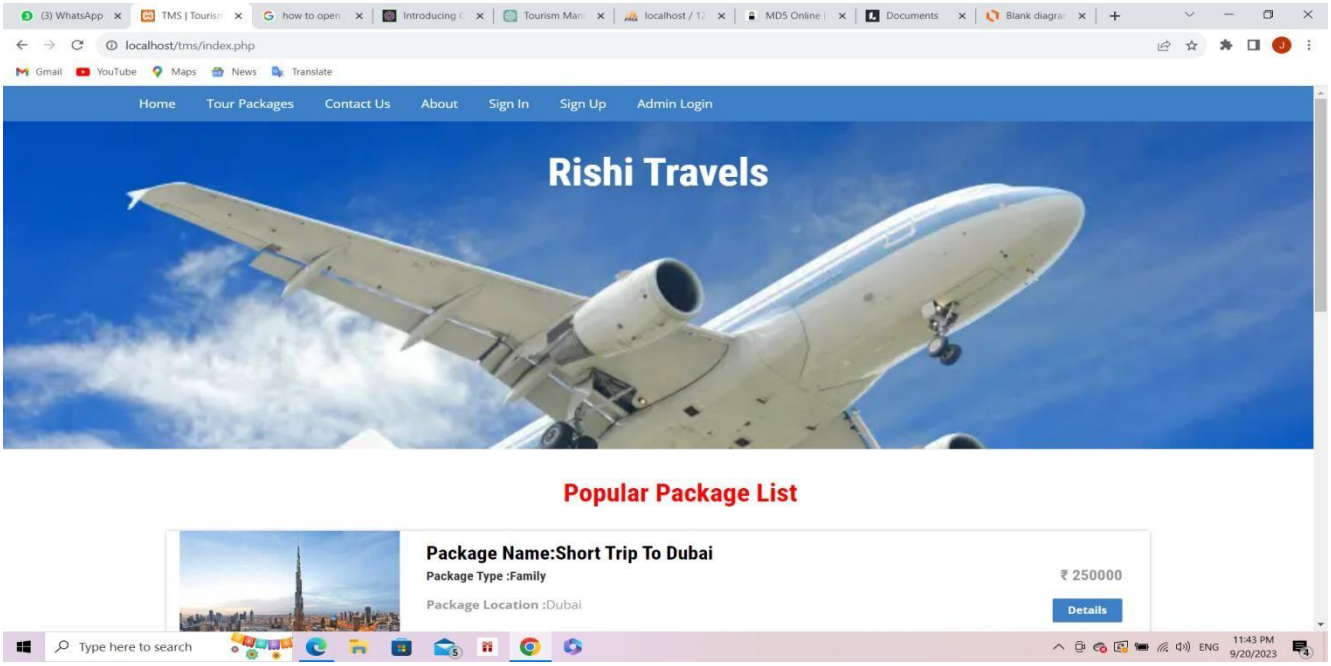
- · **PackageId (Field):**
  - Data Type: Integer
  - Description: A unique identifier for each tour package.
- **PackageName (Field):**
  - Data Type: String
  - Maximum Length: 100 characters
  - Description: Stores the name of the tour package.
- **PackageType (Field):**
  - Data Type: String
  - Maximum Length: 50 characters
  - Description: Represents the type or category of the tour package (e.g., adventure, luxury).
- **PackageLocation (Field):**
  - Data Type: String
  - Maximum Length: 100 characters
  - Description: Indicates the location or destination of the tour package.
- **PackagePrice (Field):**
  - Data Type: Decimal
  - Description: Stores the price of the tour package.

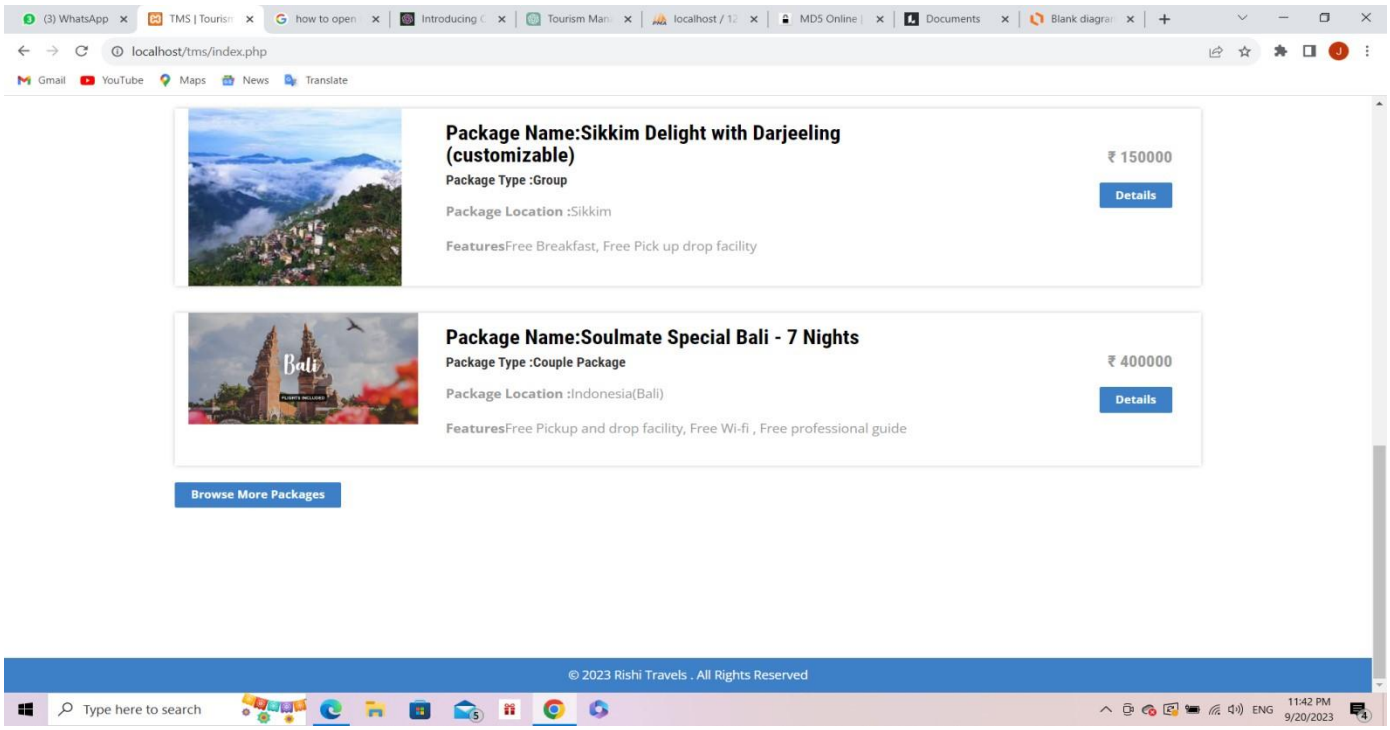
- Data Type: Encrypted String
- Description: Stores the securely hashed password of the user.

- **RegDate (Field):**
  - Data Type: Date and Time
  - Description: Records the date and time of user registration.
- **UpdationDate (Field):**
  - Data Type: Date and Time
  - Description: Records the date and time of the last update to the user profile.
- **ConfirmationCode (Field):**
  - Data Type: String
  - Maximum Length: 50 characters
  - Description: Stores a code used for user confirmation or verification.

Chapter-4 GUI/Application Interface

4.1 User Without Login Side:

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Package Type :Group
Package Location :Sikkim
FeaturesFree Breakfast, Free Pick up drop facility
₹ 150000
Details
Package Name:Soulmate Special Bali - 7 Nights
Package Type :Couple Package
Package Location :Indonesia(Bali)
FeaturesFree Pickup and drop facility, Free Wi-fi , Free professional guide
₹ 400000
Details
Browse More Packages
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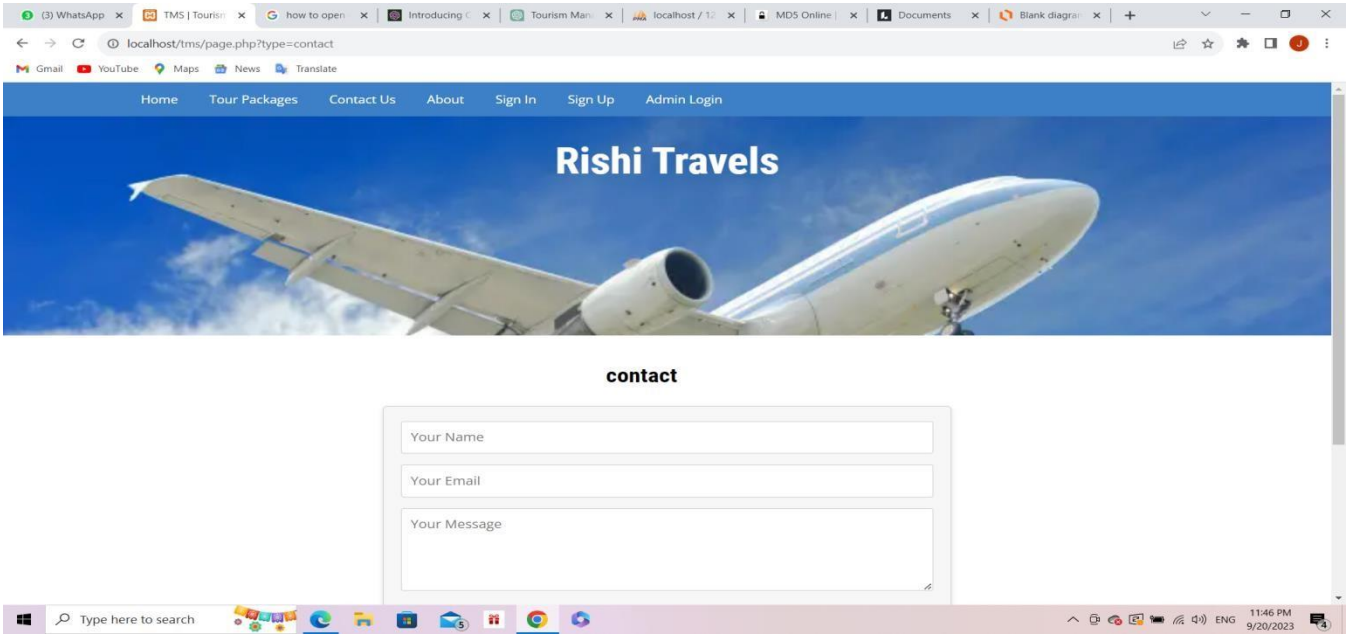
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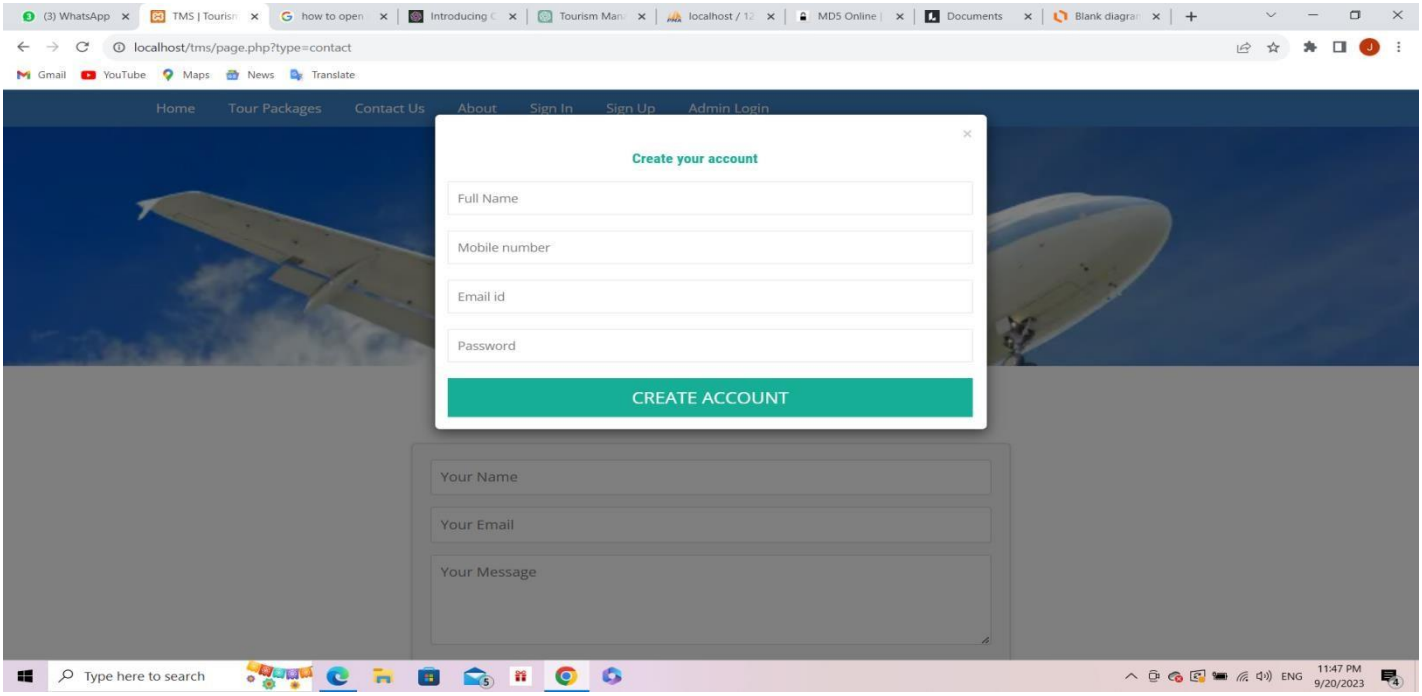
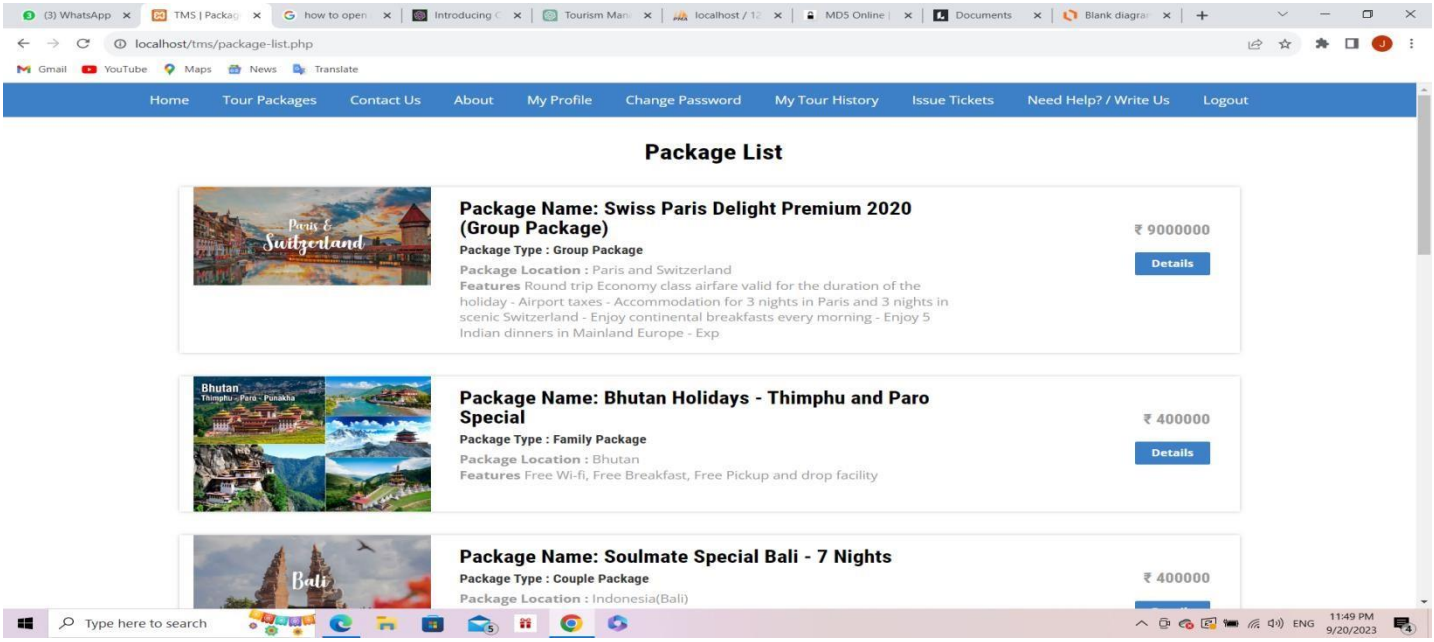
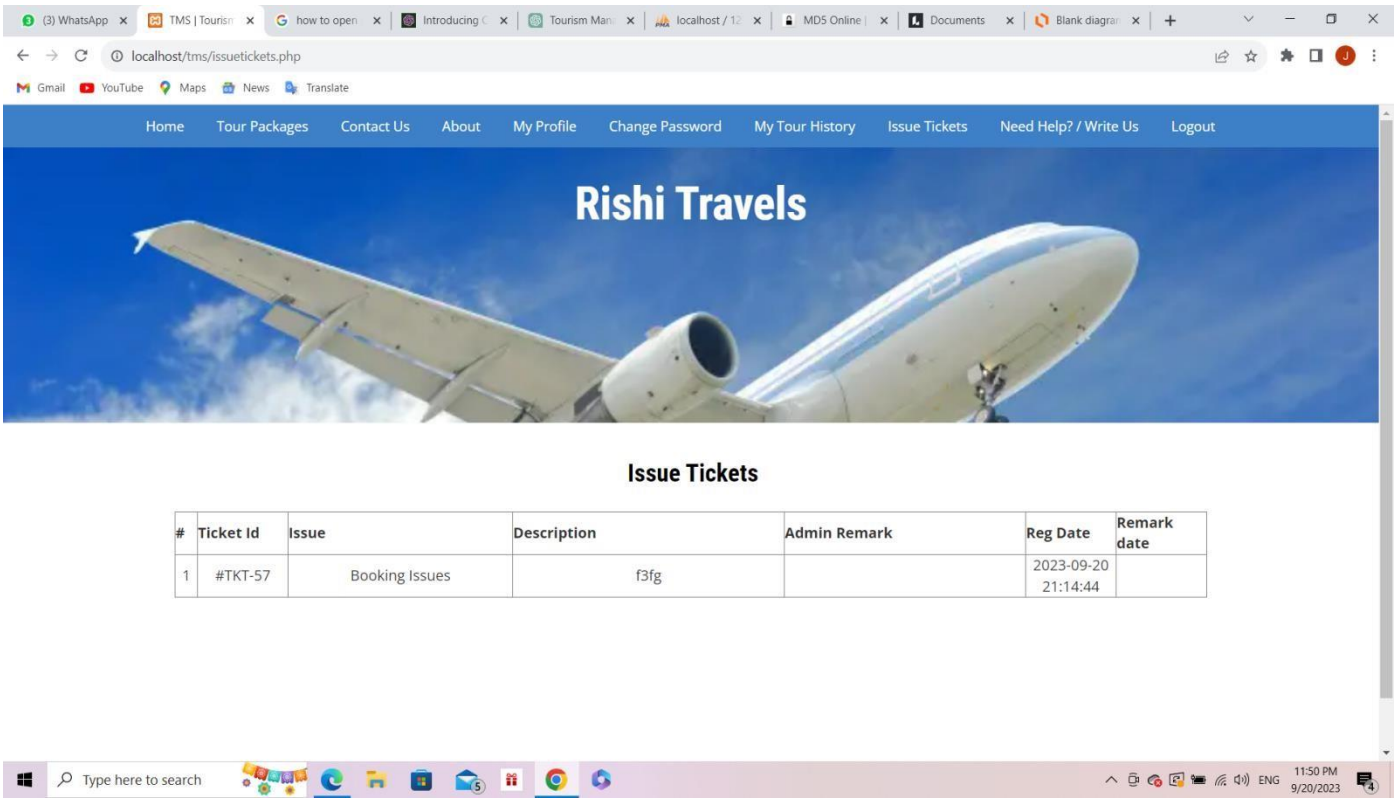
Tour Packages
Contact Us
About
Sign In
Sign Up
Admin Login
Rishi Travels
contact
Your Name
Your Email
Your Message



4.2 User With Login Side

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Home
Tour Packages
Contact Us
About
My Profile
Change Password
My Tour History
Issue Tickets
Need Help? / Write Us
Logout
Rishi Travels
Issue Tickets
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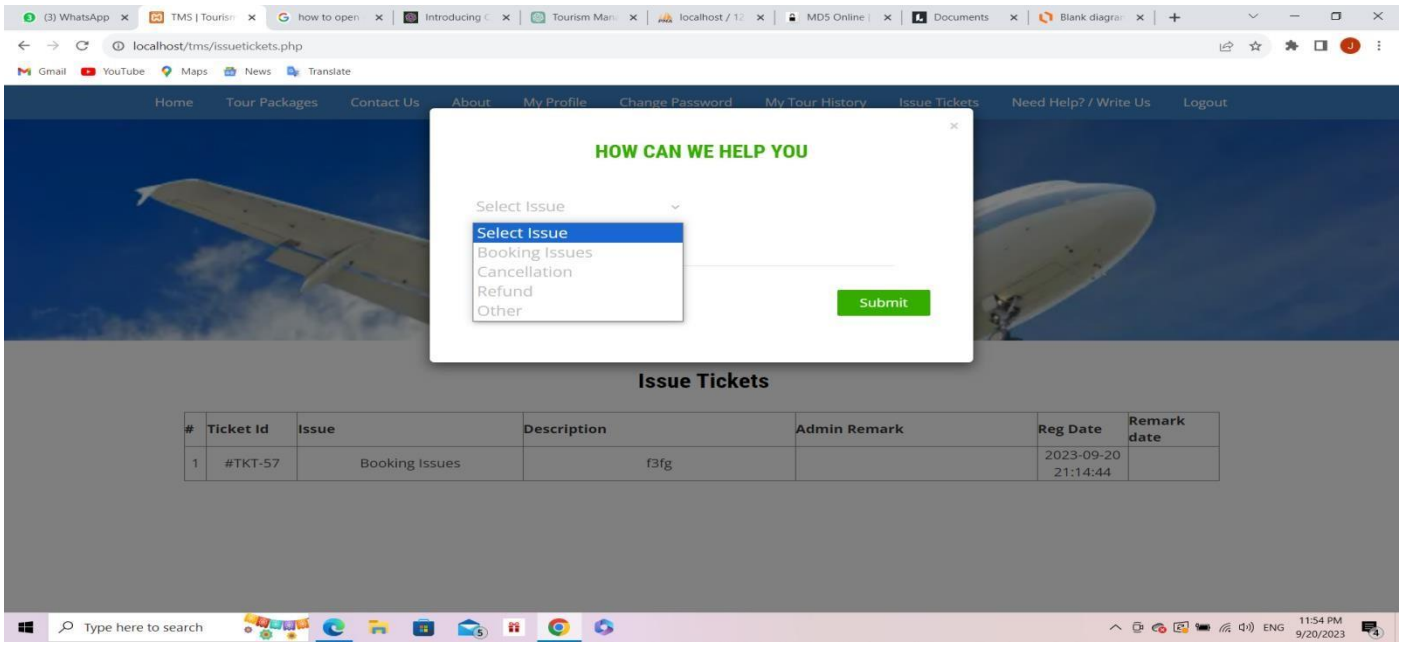
11:50 PM 9/20/2023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HOW CAN WE HELP YOU
Select Issue
Select Issue
Booking Issues
Cancellation
Refund
Other
Submit
Issue Tickets
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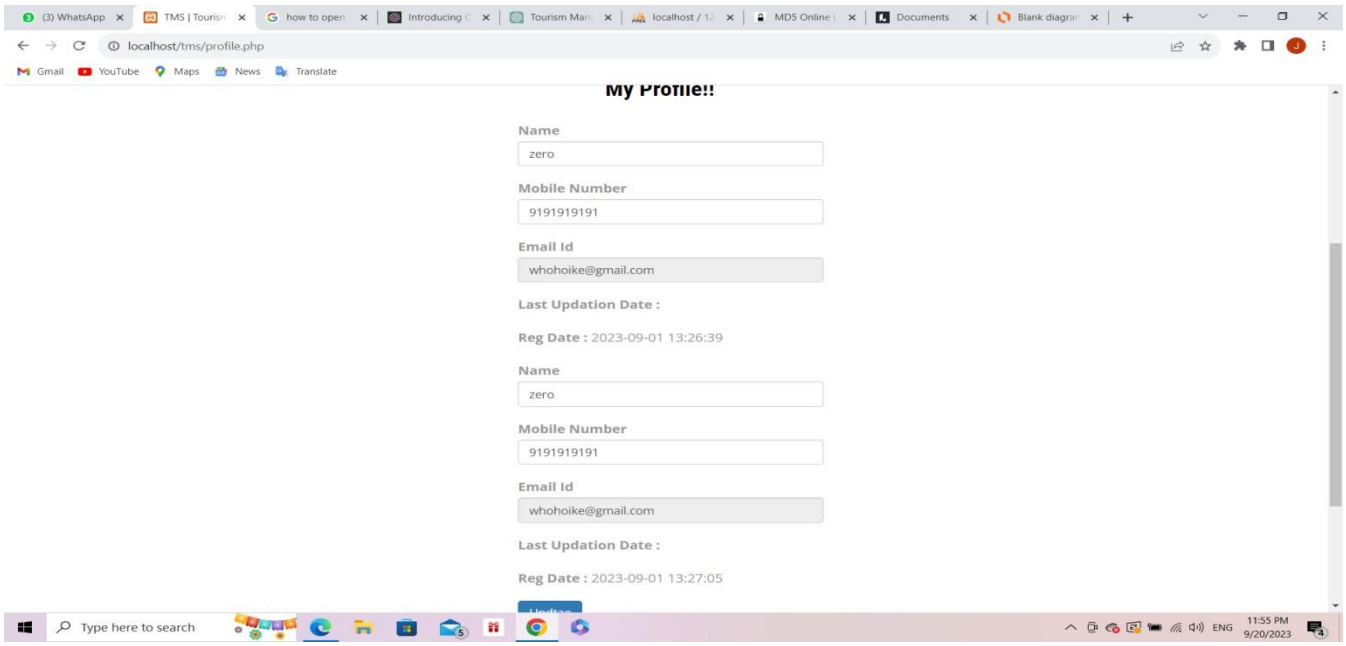

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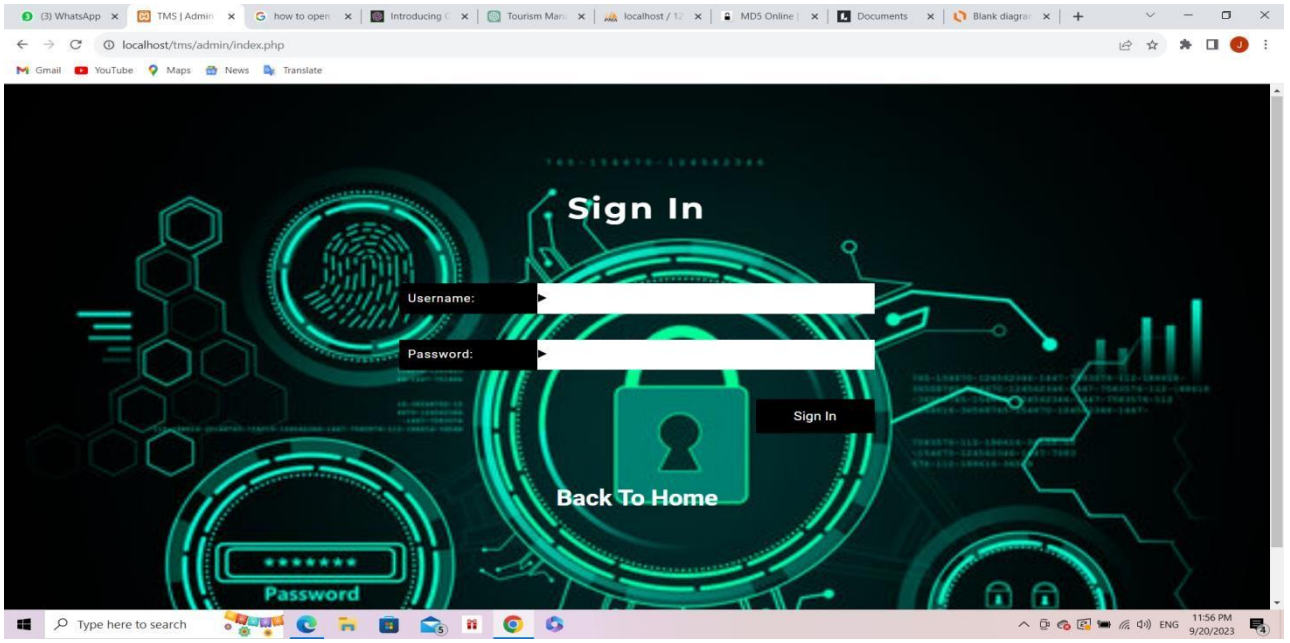

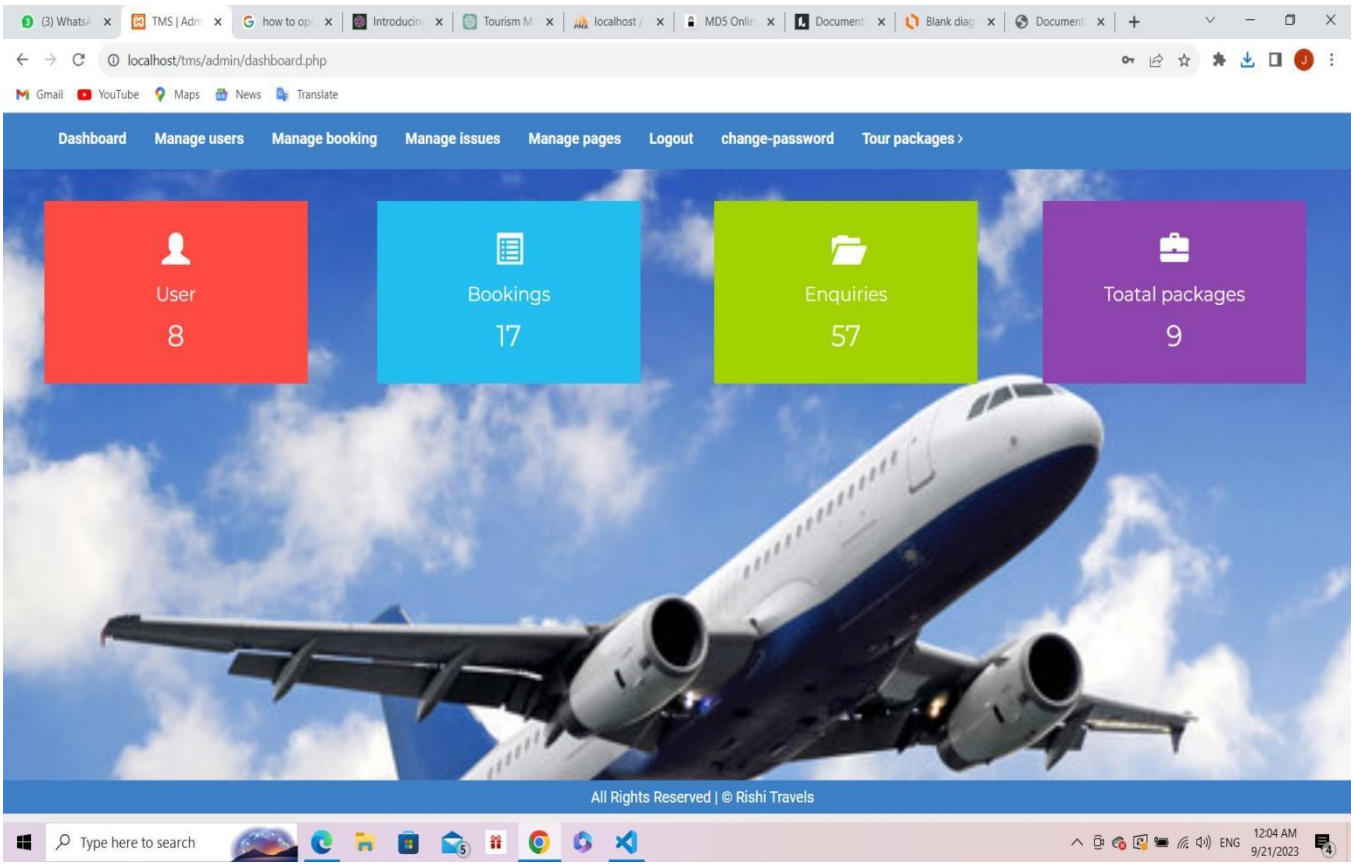
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Dashboard
Manage users
Manage booking
Manage issues
Manage pages
Logout
change-password
Tour packages
User
8
Bookings
17
Enquiries
57
Toatal packages
9
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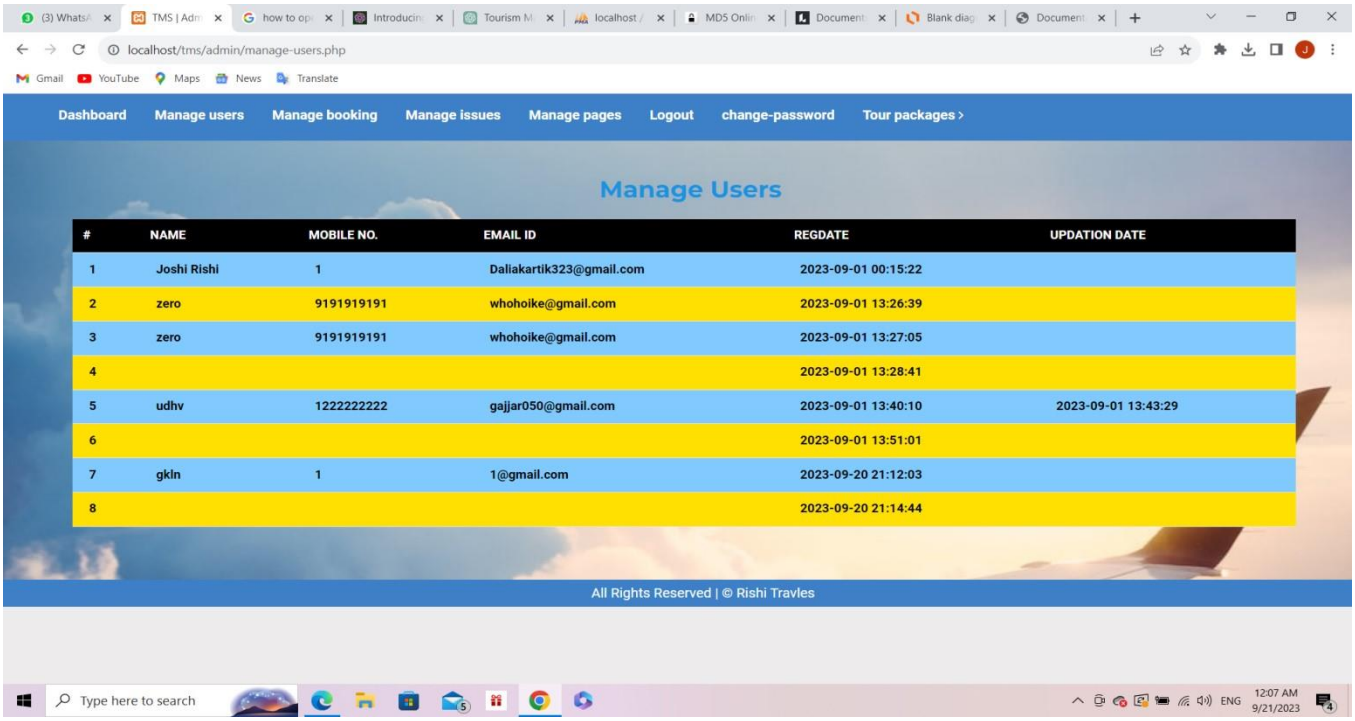
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Dashboard
Manage users
Manage booking
Manage issues
Manage pages
Logout
change-password
Tour packages
Manage Users
NAME MOBILE NO. EMAIL ID REGDATE UPDATION DATE
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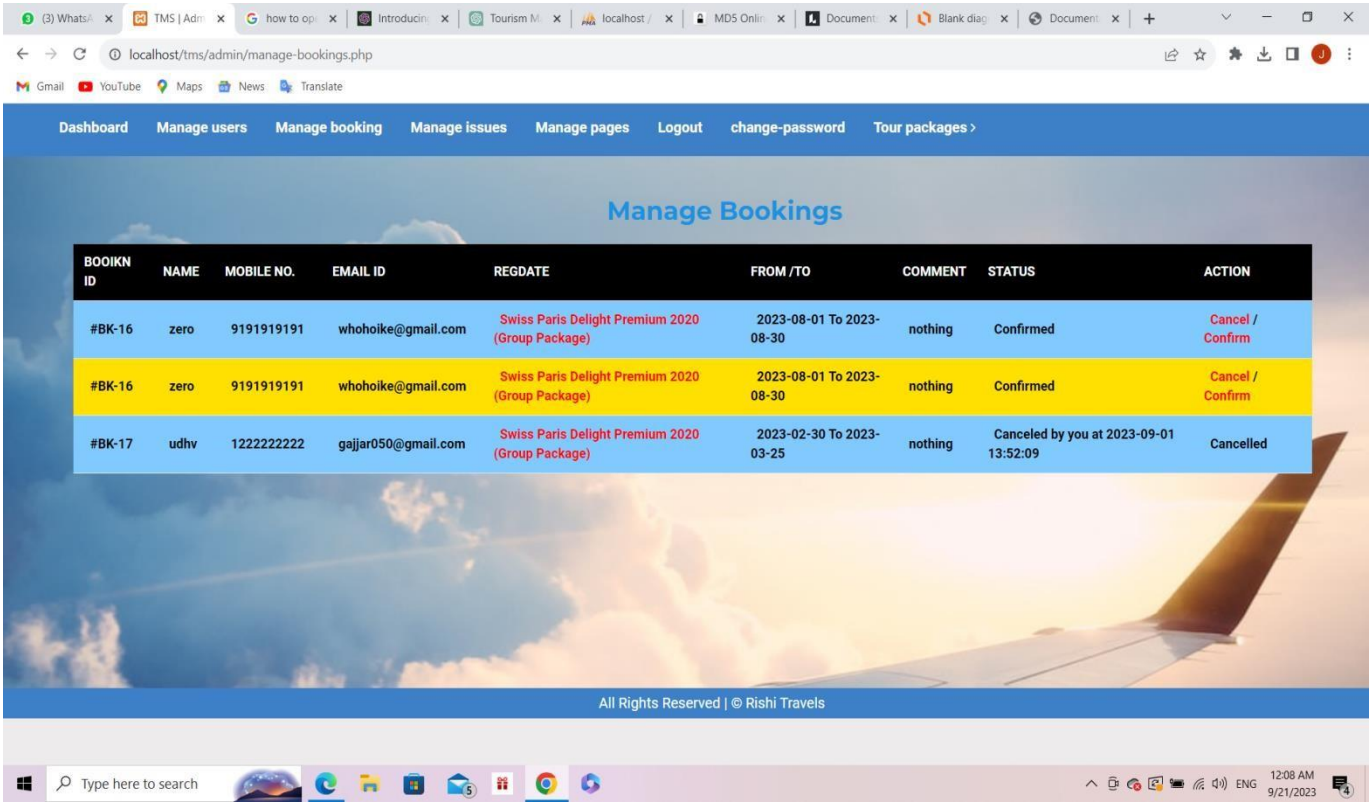
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Dashboard
Manage users
Manage booking
Manage issues
Manage pages
Logout
change-password
Tour packages
Manage Bookings
BOOIKN ID
NAME
MOBILE NO.
EMAIL ID
REGDATE
FROM /TO
COMMENT
STATUS
ACTION
#BK-16
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Swiss Paris Delight Premium 2020 (Group Package)
2023-08-01 To 2023-08-30
nothing
Confirmed
Cancel / Confirm
#BK-16
zero
9191919191
whohoike@gmail.com
Swiss Paris Delight Premium 2020 (Group Package)
2023-08-01 To 2023-08-30
nothing
Confirmed
Cancel / Confirm
#BK-17
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Swiss Paris Delight Premium 2020 (Group Package)
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Cancelled
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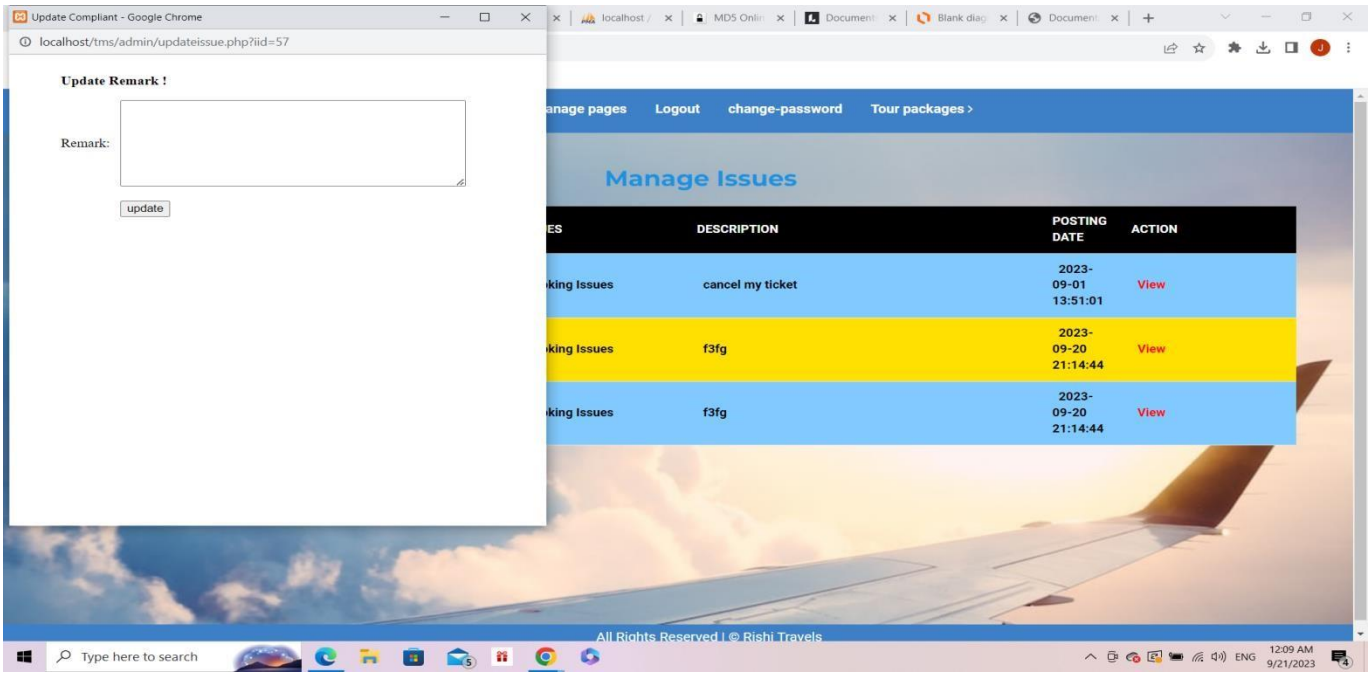
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Remark:
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Manage Issues
DESCRIPTION
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ACTION
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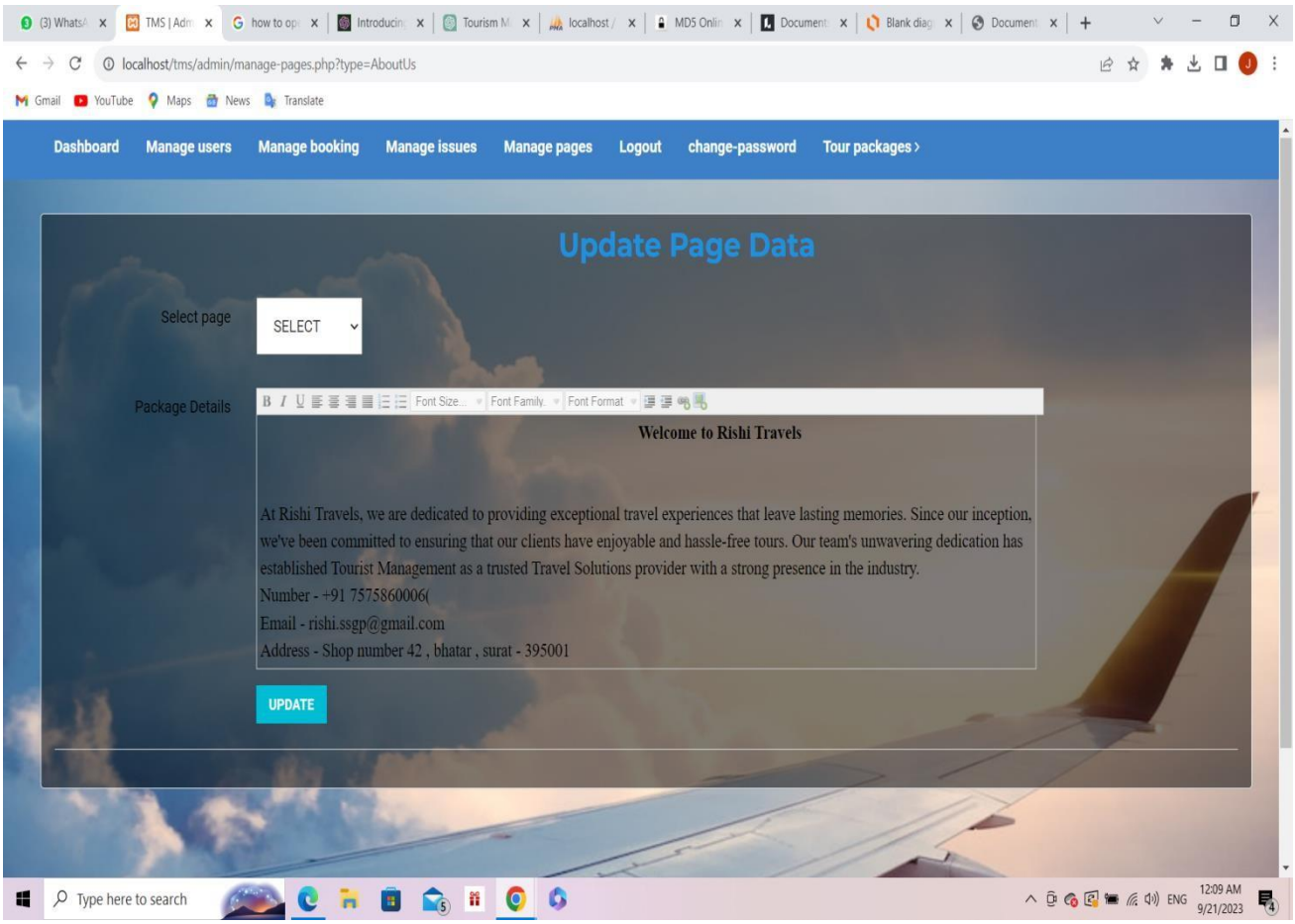
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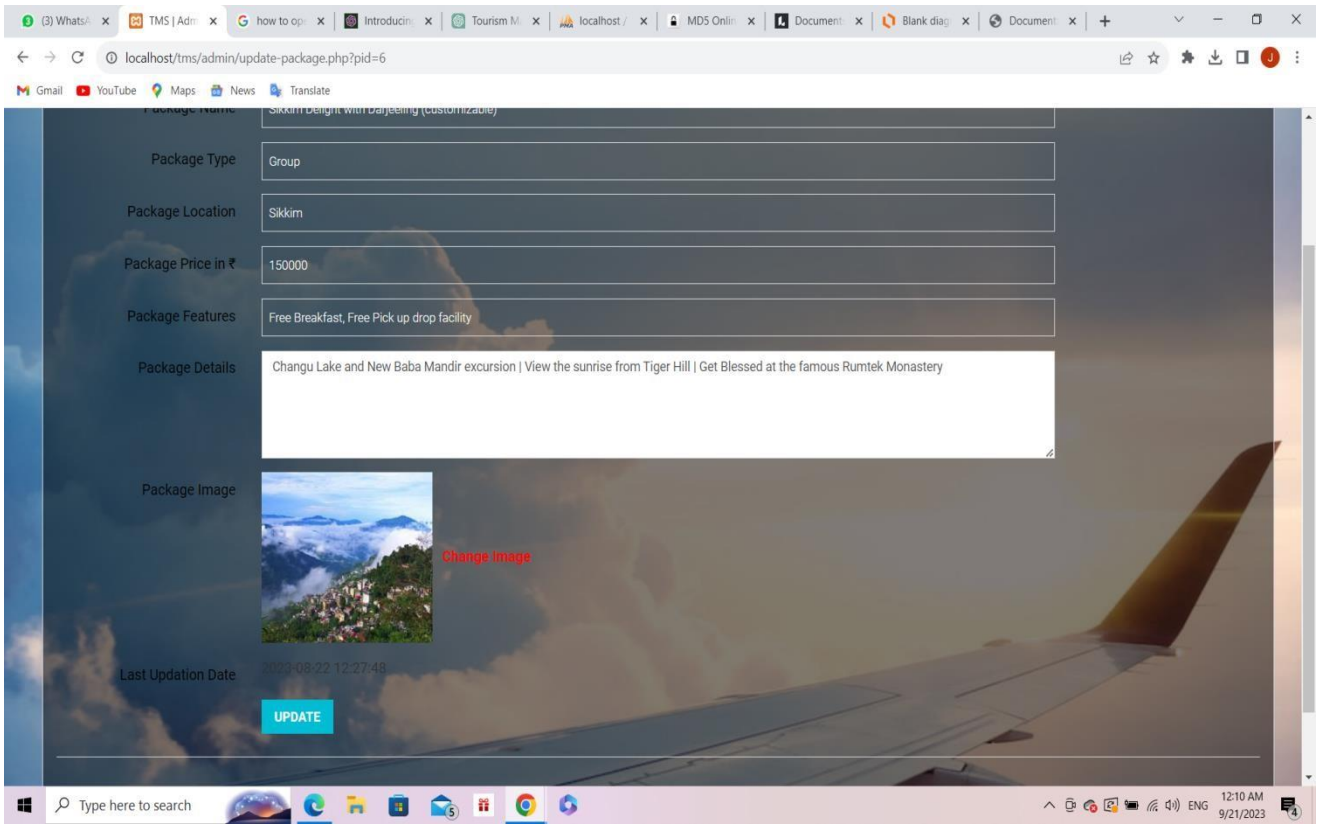
Dashboard
Manage users
Manage booking
Manage issues
Manage pages
Logout
change-password
Tour packages
Update Page Data
Select page
SELECT
Package Details
Welcome to Rishi Travels
At Rishi Travels, we are dedicated to providing exceptional travel experiences that leave lasting memories. Since our inception, we've been committed to ensuring that our clients have enjoyable and hassle-free tours. Our team's unwavering dedication has established Tourist Management as a trusted Travel Solutions provider with a strong presence in the industry.
Number - +91 7575860006(
Email - rishi.ssgp@gmail.com
Address - Shop number 42 , bhatar , surat - 395001
UPDATE


localhost/tms/admin/update-package.php?pid=6
Package Type
Group
Package Location
Sikkim
Package Price in ₹
150000
Package Features
Free Breakfast, Free Pick up drop facility
Package Details
Changu Lake and New Baba Mandir excursion | View the sunrise from Tiger Hill | Get Blessed at the famous Rumtek Monastery
Package Image
Change Image
Last Updation Date
UPDATE

Chapter-5 Testing

5.1 If User Not Logged In

Sr. No.	Description	Test Data	Expected Data	Actual Data
1.	Site will check all the user detail and not match in database detail entry if valid.	Password: 123 email: Whohoike@gmail.com	Sign in succesfull, and go to main page	Sign in succesfull, and go to main page
2.	Site Signup form, Verify if a user will be isn't fill up all details.	Username: BLANK Password: BLANK email: BLANK	Input validator notification displayed.	Input validator notification displayed.
3.	Site Signup form, Verify if a user will be enter email is not valid.	Email id : harshsharma123gmail.com	Alert: You have entered an invalid email address!	Alert: You have entered an invalid email address!

4.	Site Signup form.	Email id : Harshsharma123@gmail.com	Sign up successfull	Sign up Successful

5.2 If User Logged In

Sr. No.	Description	Test Data	Expected Data	Actual Data
1.	User can change their password by entering their current password and updating it .	Current password:hey New password : hey Updated password:hey	Password Changed SuccessFully	Password Changed SuccessFully
2.	My Tour History Shows all the previous tour their status booking state and cancel optin	Clicks on cancel option to cancel the tour	Tour Cancelled SuccessFully	Tour Cancelled SuccessFully

3.	Book a package using various packages	Booked a package with a note	Booked SuccessFully and wait for admin confirmation	Booked SuccessFully and wait for admin confirmation
4.	Change my personal details	Change your profile and your details update it	Updated successfully	Updated successfully
5.	Contact us	Your name , email and your message which we will get	Wait for admin reply	Wait for admin reply
6.	Logout	Logout of your current Account and go to main page	Logout SuccessFully	Logout SuccessFully

5.3 Admin Test Case

Sr. No.	**Description**	**Test Data**	**Expected Data**	**Actual Data**
1.	Mange Booking and create or confirm the booking of a user.	Confirm the Booking	Send a mail to user and confirm its Booking.	Send a mail to user and confirm its Booking.

2.	Manage Issues , view them and reply them .	Viewing a user issue and replying them .	Issues reply can be seen by user once logged in .	Issues reply can be seen by user once logged in .
3.	Manage Pages	Updating a page data	Page data updated successful and changes are visible to every places .	Page data updated successful and changes are visible to every places .
4.	Change Password with entering old password and confirming the new one .	Changing Password and giving a new one .	Password Changed Successful .	Password Changed Successful .
5.	Create a package with the available options and also giving all the appropiate things .	Creating a new package .	Package can be seen now by the user and package added successful .	Package can be seen now by the user and package added successful .
6.	Update a package with the available options and also giving all the appropiate things .	Updating a existing package .	Package can be seen now by the user and package updated successful .	Package can be seen now by the user and package updated successful .

7 . Logout	Logout	Logout of your current Account and go to dashboard page	Logout SuccessFull	Logout SuccessFull

Chapter-6 Conclusion

In conclusion, the Tourism Management System (TMS) is a comprehensive software solution designed to streamline and enhance the management of tour packages and improve the overall user experience. This project aims to provide a user-friendly platform for tourists to explore, book, and review tour packages, while also empowering administrators with efficient tools to create, manage, and update packages, handle customer support, and maintain website content.

Key components of the TMS include user registration and authentication, tour package selection and booking, package confirmation and communication, user profile management, feedback and request submission, package management, customer support, content management, communication tools, and notification management.

The project's non-functional requirements emphasize the importance of performance, security, reliability, and availability. Specific requirements include response times for user interactions, data encryption during transmission, secure password storage, uptime percentages, data backup and recovery mechanisms, and 24/7 system availability.

Additionally, various database tables and their fields have been defined to store essential data, including user information, booking details, issues and feedback, website pages, and tour package information. These tables provide a structured framework for storing and managing data within the system.

Overall, the Tourism Management System project aims to provide a robust and user-friendly platform that caters to the needs of both tourists and administrators, facilitating efficient package management, user interactions, and communication. The adherence to non-functional requirements ensures the system's performance, security, and reliability, while the defined database tables offer a structured foundation for data storage and retrieval. This project holds the potential to significantly improve the tourism experience for both users and administrators.

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