

2018

# Manual

LOST BAGAGE SYSTEM

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# Introduction

This is a comprehensive guide written for the employees of Corendon. This includes all the functionalities of the Lost Baggage System explained and elaborated.

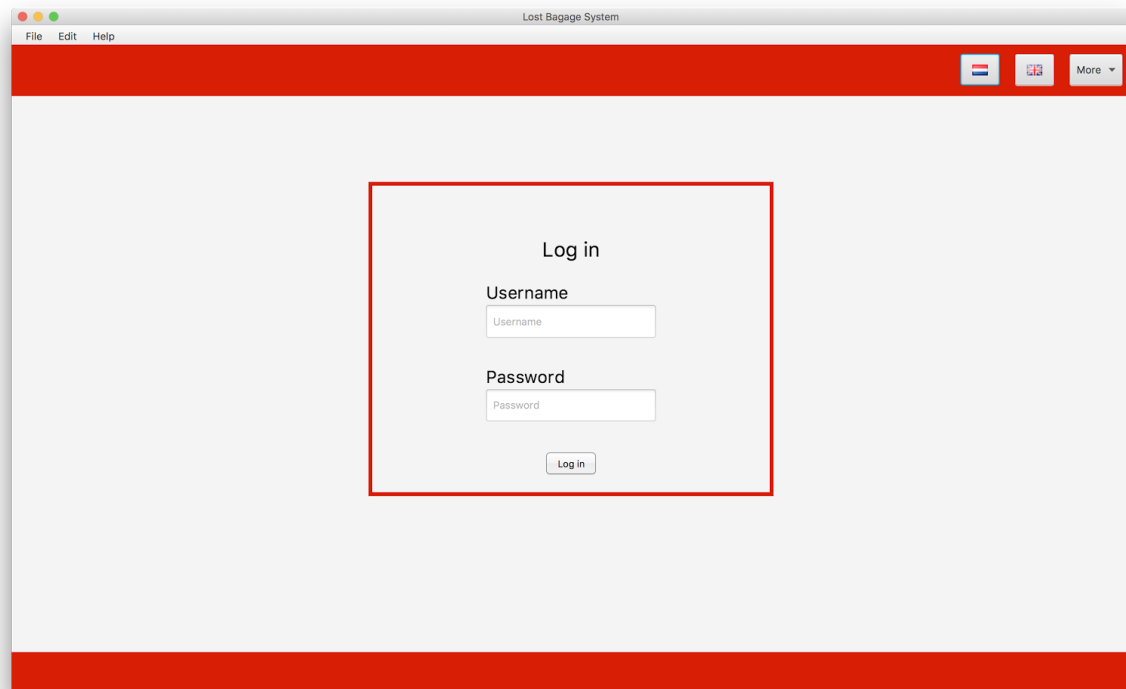
# Inhoudsopgave

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# Login

On the login screen there are four buttons that can be pressed. These buttons will be explained in this chapter.

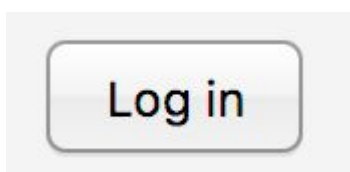


At the top right we have three buttons that offer the user different languages.



When pressed, the buttons will translate the Lost Baggage System to the selected language.

The login button logs the user in, after the username and password are entered.



# Administrator

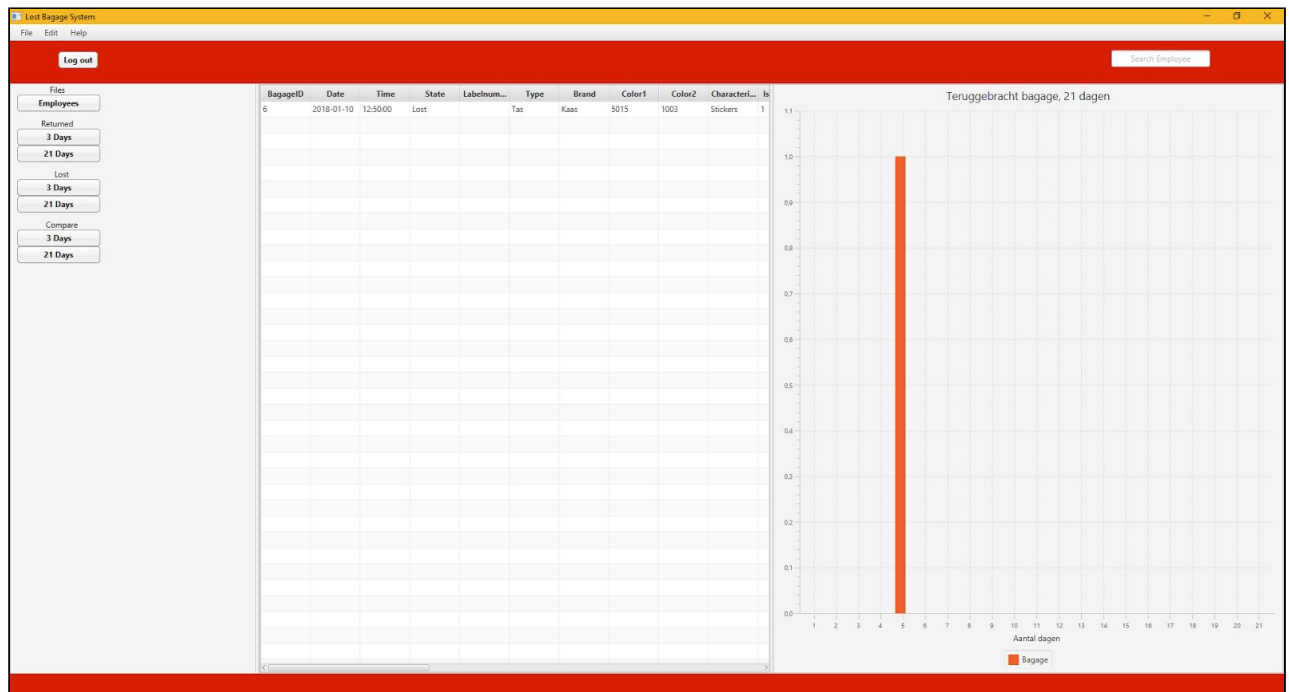
**Medewerker aanmaken**

Returned  
3 Days  
21 Days

When these buttons are pressed they will bring the user to a statistics screen. On screen there will be presented a table filled with the details of information about the baggage that was found and returned to the owner.

Next to the table there will be shown a graphic that shows the the amount of baggage that was found and returned to the owner.

The amount of data that will be show to the user is represented by the number shown on the button.



The “3 Days” button will show information from the past 3 days. And the “21 Days” button will show information about the past 21 days.

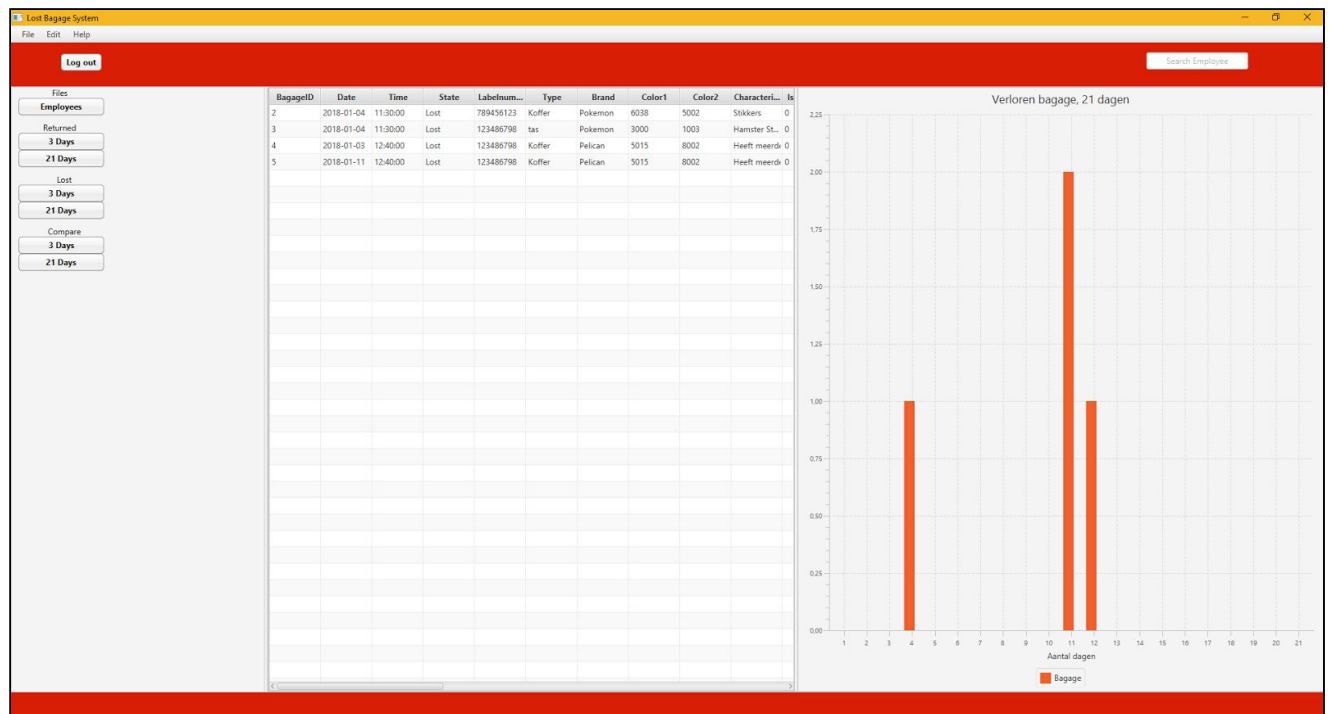
## Lost

Below the “Returned” buttons you can find the “Lost” buttons. The buttons are also called “3 Days” and “21 Days”.



Just as when the “Returned” buttons are pressed, these buttons will bring the user to a statistics screen.

On screen there will be presented a table filled with the details of information about the baggage that was found and returned to the owner.



Next to the table there will be shown a graphic that shows the the amount of baggage that was found and returned to the owner.

The amount of data that will be show to the user is represented by the number shown on the button.

The “3 Days” button will show information from the past 3 days. And the “21 Days” button will show information about the past 21 days.



## Compare

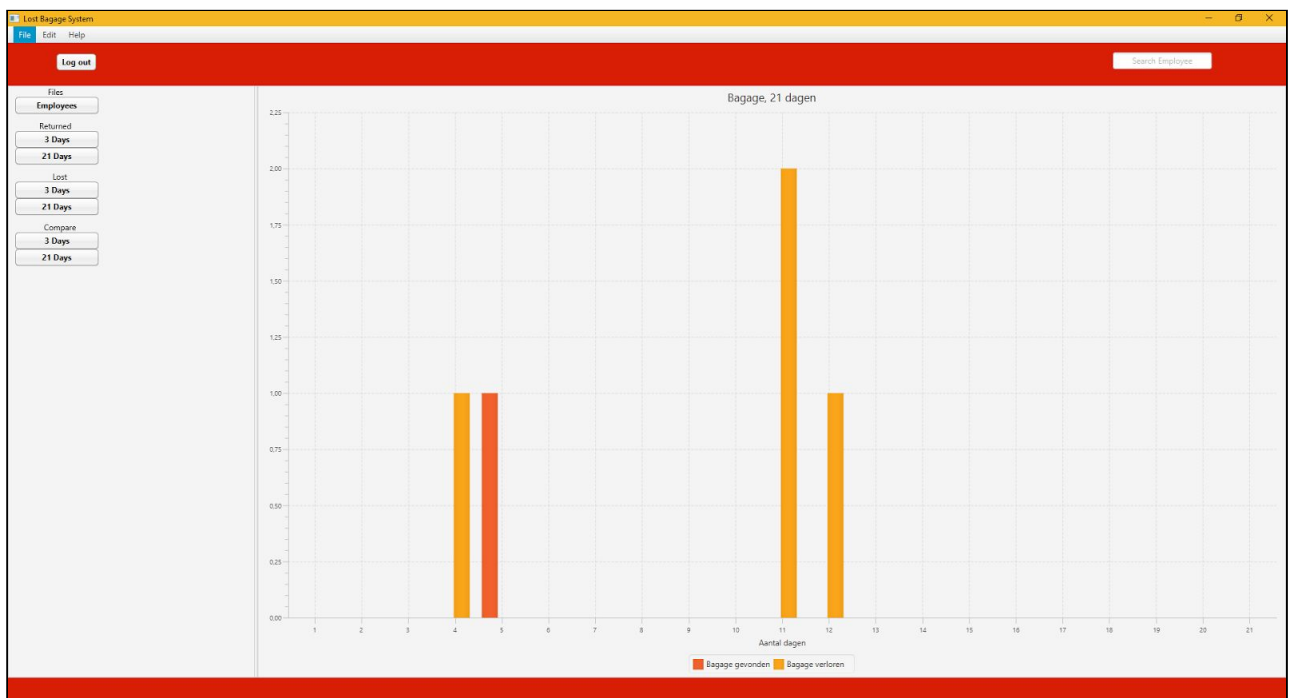
Below the “Lost” buttons are the last two buttons of the manager screen. These buttons are called the “Compare” buttons. Just as with the “Returned” and the “Lost” buttons, these buttons are called: “3 Days” and “21 days”.



Just as when the “Returned” and the “Lost” buttons are pressed, these buttons will bring the user to a statistics screen.

On the screen there will be presented a graphic that shows the amount of lost and returned baggage on a certain day.

Just as with the “Lost” and “Returned” buttons the days on the buttons represent the days the graphic will show to the user.



# Medewerker

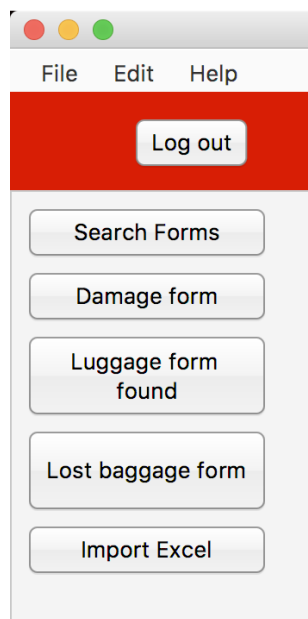
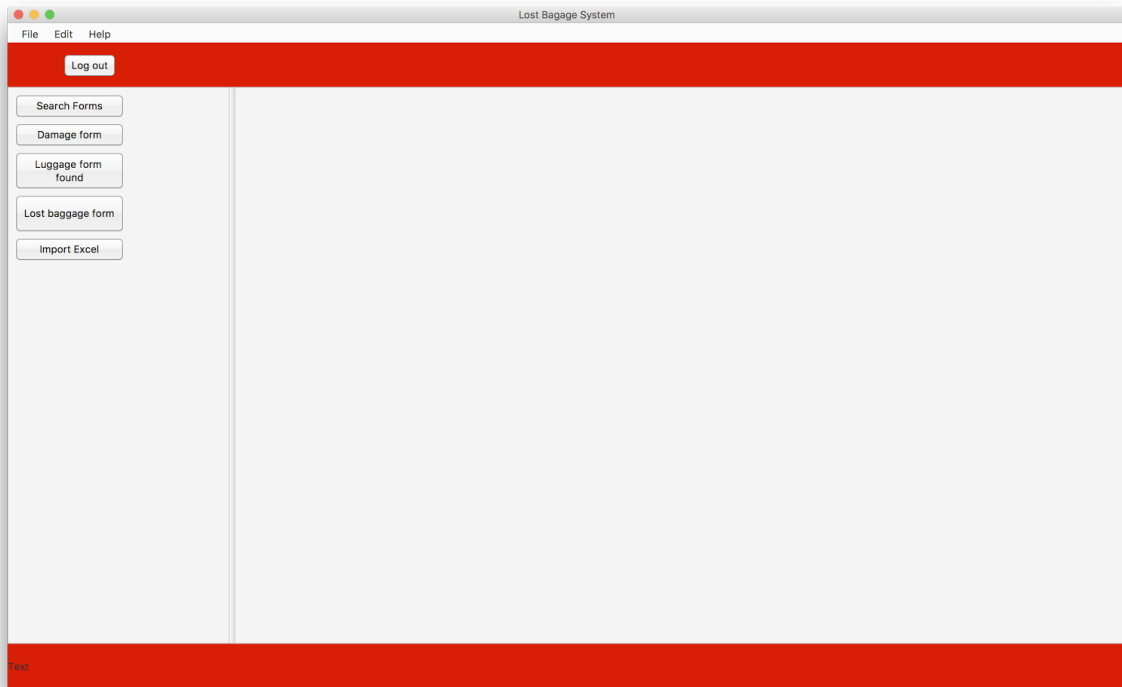
In this chapter the employee screen will be explained and elaborated. This is the screen that the user will see if the user logs on with a employee account. We will cover every button and screen.

Starting with:

- Menu buttons
- Search form
- Damaged form
- Found form
- Lost form
- Excel import

## Menu buttons

On the employee screen there are 6 buttons that can be pressed. These buttons will grant access to the various screens that are available to view on a employee account.



The image on the left is a view of the buttons when the user logs on with an employee account into the Lost Luggage System.

## Description of the buttons:



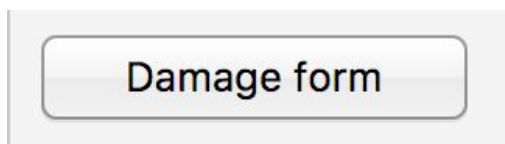
The button on the left is the logout button. This button is used to logout of the employee account. When pressed the user will be redirected to the login screen to log on with their account.

(See page x for further instructions)



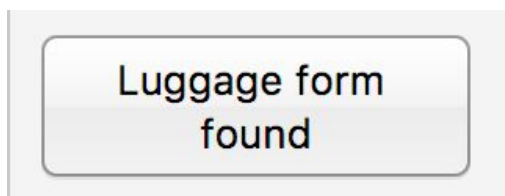
When pressing this button, the user will be redirected to the "Search Forms" screen. The employee is able to search the system for all the lost, found or damaged baggage.

(See page x for further instructions)



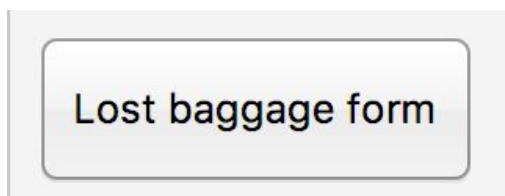
This button will redirect the employee to the "Damage form" screen. This form is used when a client reports their damaged baggage.

(See page x for further instructions)



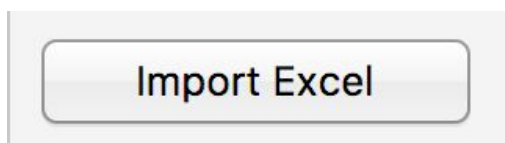
This button refers the user to the "Luggage form found". This form is used to enter luggage, that is found, into the Lost Luggage System.

(See page x for further instructions)



This button refers the user to the "Lost baggage form". Over here the employee can enter reports of lost baggage in the system.

(See page x for further instructions)



This button will refer the user to the "Excel Import" screen. The employee is able to export excel sheets in the Lost Baggage System on this screen.

(See page x for further instructions)

## Search form

The picture below represents the “Search Forms” screen. On this screen the employee is able to search for all the registered baggage in the system.

BagageID	State	Labelnumber	Type	Brand	Color1	Color2	Characteris...	Location	Airport	From	To	Surname
1	Lost		Suitcase		789465		Stickers	Band1	AMS			
2	Lost	789456123	Suitcase	Poke...	6038	5002	Stickers		AMS	Amsterd...	Hoorn	
3	Lost	123486798	Bag	Poke...	3000	1003	Hamster St...		AMS	Amsterd...	Barcelona	
4	Lost	123486798	Suitcase	Pelican	5015	8002	Heeft meerde		ZTH	Amsterd...	Jumai in...	
5	Found	123486798	Suitcase	Pelican	5015	8002	Heeft meerde		ZTH	Amsterd...	Jumai in...	
7	Lost				6022				AMS	AYT	BJV	
8	Found	1297047756	Suitcase	Perry ...	6004	6004	hollywood s...					R. Hauer...
9	Found	1321391290	Busines...	East...	3017	3017	red-bull sti...					M. Verst...
10	Found	1557534916	Sports ...	Bagg...	1024	1024						S. Appel...
11	Found	1688722916	Bag	Bagg...	9005	9005	Orange stri...					A. van B...
12	Found	1957629307	Suitcase	Ivy	2004	2004						D. Kuyt, ...
13	Found	1963627893	Suitcase	Nautica	1003	1003	many scrat...					C. van H...
14	Found	2147483647	Busines...	Ivy	5002	5002						M. Mess...
15	Found	2147483647	Box		4010	4010	chain lock					N. Bona...
16	Found	2147483647	Suitcase	Trave...	8023	8023	ajax stickers					M. van B...
17	Found	2147483647	Bagpack	Hedg...	3000	3000	football sti...					F. van d...
18	Found	2147483647	Sports ...	Fjalir...	8023	8023						
19	Found	2147483647	Suitcase	Glove It	4010	4010						R. van P...
20	Found	2147483647	Busines...	Glove It	4005	4005						M. Rutte...
21	Found	2147483647	Bag	Fjalir...	7015	7015	Orange stri...					W.A. va...
22	Found	2147483647	Bagpack	Trave...	9001	9001						
23	Found	2147483647	Bag	Sams...	8002	8002	Bicycle stic...					
24	Found	2147483647	Busines...	Bagg...	5022	5022	red-bull sti...					J. Verst...
25	Found	2147483647	Box		6038	6038						

At the top of the table there are some functionalities that the employee can use for a search:

On the left we have the search bar. The employee can type baggage information and it will show all the matches in the table below. Next to the search bar there is a “Filter” button. This button can be used to filter the table with the chosen option.  
Example:

The employee can filter on:

- Label Number
- From a specified airport
- To a specified airport
- Surname of the client

Next to this button we have the “Lost”, “Found” and “All” options. With these options the table will be filtered with only the “Lost” or “Found”. The “All” option shows both the baggage that’s lost and found.

The “Search Match” button only works when the employee selects a specified baggage from the table below the search bar.

Example:

4	Lost	123486798	Suitcase	Pelican	5015	8002	Heeft meerde	ZTH	Amsterd...	Jumai In...
5	Found	123486798	Suitcase	Pelican	5015	8002	Heeft meerde	ZTH	Amsterd...	Jumai In...
7	Lost				6022			AMS	AYT	BJV

The specified baggage will be highlighted when it’s selected from the table.

When a baggage is selected and the “Search Match” button is pressed, the button will open a new window for the employee:

The screenshot shows a 'Matching window' application with three main sections:

- Left Panel (Data Entry):** Contains fields for flight data (Date: 03/01/2018, Time: 12:40:00, Location: ZTH), customer data (Passengername City), address (Klaproos, 37, 1211LL, Hilversum), holiday address (Maysonbay, 1169, 1212TT, Jumai, Rising Sun), and contact information (Robin\_Visser@gmail.com, 0687812188, Mobile (06)).
- Middle Panel (Compare):** Contains fields for flight data (Date: 04/01/2018, Time: 11:30:00, Location: AMS), customer data (Naam), address (Klaproos, 37, 1211LL, Hilversum), holiday address (Street name, House number, Postal code, Location, Name Hotel), and contact information (Wilgenburg.Marcel@gmail.com, 0683171158, Mobile (06)).
- Right Panel (Matching Found Searches for Lost):** Contains a list of matching found searches for lost baggage. The list includes:
  - State : Lost , Labelnumber : null , Type : Suitcase , Characteristics : Stickers
  - State : Lost , Labelnumber : 789456123 , Type : Suitcase , Characteristics : 5
  - State : Lost , Labelnumber : 123486798 , Type : Bag , Characteristics : Hame
  - State : Lost , Labelnumber : 123486798 , Type : Suitcase , Characteristics : 4
  - State : Lost , Labelnumber : null , Passnameandcity : null
  - State : Lost , Labelnumber : 123654789 , Type : Suitcase , Characteristics :
  - State : Lost , Labelnumber : , Type : , Characteristics : , Passnameandcity :
  - State : Lost , Labelnumber : , Type : , Characteristics : , Passnameandcity :
  - State : Lost , Labelnumber : 13246876 , Type : , Characteristics : , Passnam

This window contains three different elements.

The left element is a form filled with all the information of the baggage that was selected by the employee.

Flight data	
Data	03/01/2018
	12:40:00
	ZTH
Customer data	Passengername City
Address	Klaproos
	37
	1211LL
	Hilversum
Holiday Address	Maysonbay
	1169
	1212TT
	Jumai
	Rising Sun
Contact	Robin_Visser@gmail.com
	0687812188
	Mobile (06)

Flight data	
Flight Number	T17877
From	Amsterdam
To	Jumai Internationale
Type of Luggage	123486798
Suitcase	Pelican
Color 1	5015
Color 2	8002
Special features	Heeft meerdere vakken aan de

The left element is a form filled with all the information of the baggage that was selected by the employee.

The middle element shows information of baggage that the employee can compare the selected baggage to.

Compare	
Data	11/11/2008
	13:50:00
	AMS
Customer data	Naam
Address	Street name
	House number
	Postal code
	Residence
Holiday Address	Street name
	House number
	Postal code
	Location
	Name Hotel
Contact	example@gmail.com
	Telephone (072)
	Mobile (06)

Flight data	
Flight Number	
From	
To	
Type of Luggage	Luggage label
Suitcase	Brand, eg Samsonite
Color 1	789465
Color 2	Second Color
Special features	Stickers

The middle element shows information of baggage that the employee can compare the selected baggage to.

The right element has some functionalities and information. We have the following buttons:

- PDF: this button gives the employee the option to export the form into a PDF for the postage service.
- Find Match: this button looks for matches in the system and shows them in the list below.
- Merge: the left form will be filled with information from the middle form for every empty field.
- Overwrite: this button overwrites the left form with the information of the middle form.
- Match: if the employee finds a match, this button will send the match into the system.
- Cancel: this button closes the window.
- Filter: the employee can choose to filter the list "smart" or show "everything".

Matching Found Searches for Lost	
PDF	Find ...
Merge	Over...
Match	Cancel
Filter	Smart
	Everything
State : Lost , Labelnumber : null , Type : Suitcase , Characteristics : Stickers	
State : Lost , Labelnumber : 789465123 , Type : Suitcase , Characteristics : S	
State : Lost , Labelnumber : 123486798 , Type : Bag , Characteristics : Ham	
State : Lost , Labelnumber : 123486798 , Type : Suitcase , Characteristics : S	
State : Lost , Labelnumber : 123654789 , Type : Suitcase , Characteristics :	
State : Lost , Labelnumber : , Type : , Characteristics : , Passnameandcity :	
State : Lost , Labelnumber : , Type : , Characteristics : , Passnameandcity :	
State : Lost , Labelnumber : 13248676 , Type : , Characteristics : , Passnam	

The right element has some functionalities and information. We have the following buttons:

- PDF: this button gives the employee the option to export the form into a PDF for the postage service.
- Find Match: this button looks for matches in the system and shows them in the list below.
- Merge: the left form will be filled with information from the middle form for every empty field.
- Overwrite: this button overwrites the left form with the information of the middle form.
- Match: if the employee finds a match, this button will send the match into the system.
- Cancel: this button closes the window.
- Filter: the employee can choose to filter the list "smart" or show "everything".

## Damage form

The picture below represents the “Damage Form” screen. On this screen the employee is able to enter a client report of damaged baggage.

Lost Baggage System

Log out

Search Forms

Damage form

Luggage form found

Lost baggage form

Import Excel

**Damage Form**

**Data insured**

Initial

Insert

Surname

Bank account / IBAN

Date

Airport ID

**Address**

Street name

House number

Postal code

Residence

**Contact**

example@gmail.com

Telephone (072)

Mobile (06)

**Damage data**

**Data**

Location

Country

**Flight data**

Flight Number

From

To

**Type of Luggage**

Luggage label

Type of baggage, eg Suitcase or bag

Brand, eg Samsonite

**Color 1**

Color

**Color 2**

Color

**Special features**

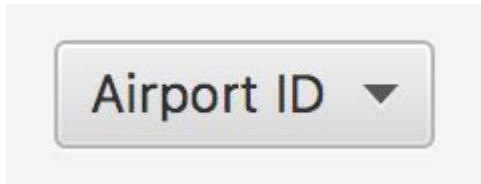
Every field is marked with a short description of the information that the employee needs to enter. This screen also includes the next buttons:

January 2018

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	1	2	3	4	5	6	7
2	8	9	10	11	12	13	14
3	15	16	17	18	19	20	21
4	22	23	24	25	26	27	28
5	29	30	31	1	2	3	4
6	5	6	7	8	9	10	11

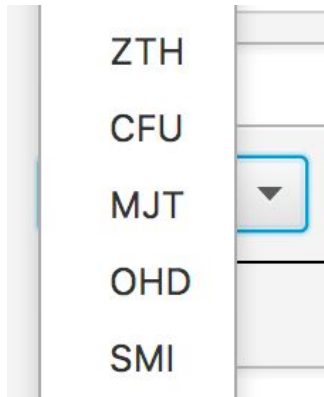
This is the button to select a date with. The employee can select the date of today or dates from the past with the given calendar.





This button gives the employee the option to choose the airport where the client report is entered.

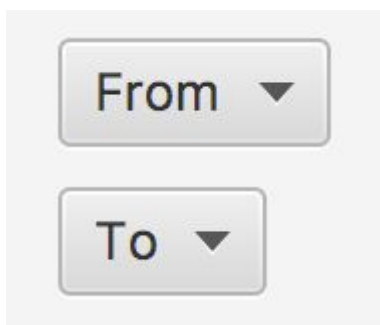
possible airport options.  
Example:



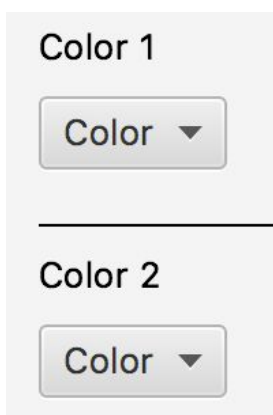
When pressed, the button will show all of the

The “From” button will give the employee the option to select the airport id of the airport where the baggage originated from.

The “To” button will give the employee the option to select the airport id of the airport where the baggage was transported to.



The two “Color” buttons give the employee the option to choose a main color and a secondary color of the baggage.





This button will send the filled form into the Lost Baggage System.

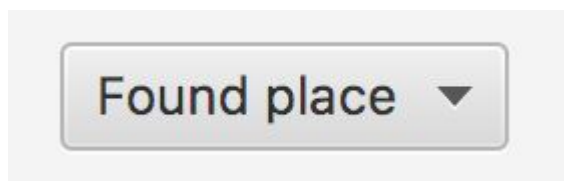
## Luggage form found

The picture below represents the “Luggage form found” screen. On this screen the employee is able to enter a report of found baggage.

The screenshot shows a web application window titled "Lost Baggage System". The interface has a red header bar with a "Log out" button. On the left, there is a sidebar with buttons: "Search Forms", "Damage form", "Luggage form found", "Lost baggage form", and "Import Excel". The main content area is divided into two columns. The left column is titled "Found Luggage Form" and contains sections for "Data" (with fields for Date, Time, Lost and Found ID, Found place, and Airport ID), "Customer data" (with fields for Initial, Insert, and Surname), and "Flight data" (with fields for Flight Number, From, and To). The right column is titled "Add Luggage" and contains sections for "Type of Luggage" (with fields for Luggage label, Type of baggage, and Brand), "Color 1" (with a Color dropdown), "Color 2" (with a Color dropdown), and "Special features" (with a large text area). At the bottom right of the "Add Luggage" section are "Cancel" and "Send" buttons.

This screen contains the same buttons as the “Damage form” screen. Only the additional “Found place” button will be explained here. To read the explanation of the other buttons, go to page 16-17.

Every field is marked with a short description of the information that the employee needs to enter. There is one additional button on this screen:



This button gives the employee the option to choose the place from where the baggage was found.

## Lost baggage form

The picture below represents the “Luggage form found” screen. On this screen the employee is able to enter a client report of lost baggage.

The screenshot displays a web application titled "Lost Baggage System". The interface features a red header bar with a "Log out" button. A left sidebar contains navigation buttons: "Search Forms", "Damage form", "Luggage form found", "Lost baggage form" (which is highlighted), and "Import Excel". The main content area is titled "Missing baggage form" and is divided into several sections:

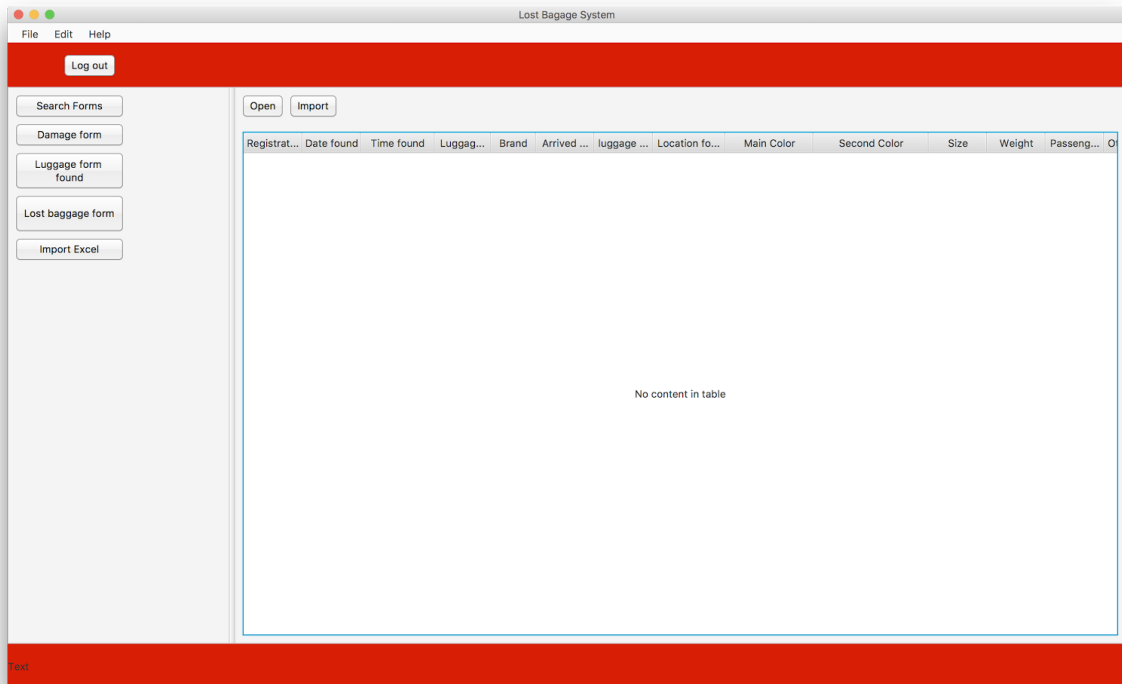
- Data**: Includes input fields for "Date" and "Time", and a dropdown menu for "Airport ID".
- Customer data**: Includes input fields for "Initial", "Insert", and "Surname".
- Address**: Includes input fields for "Street name", "House number", "Postal code", and "Residence".
- Holiday Address**: Includes input fields for "Street name", "House number", and "Postal code".
- Flight data**: Includes a "Flight Number" input field, "From" and "To" dropdown menus, and a "Type of Luggage" section with input fields for "Luggage label", "Type of baggage, eg Suitcase or bag", and "Brand, eg Samsonite".
- Color 1**: Includes a "Color" dropdown menu.
- Color 2**: Includes a "Color" dropdown menu.
- Special features**: Includes a large text area for additional information.

A "Send" button is located at the bottom right of the form. The application has a standard macOS-style window with "File", "Edit", and "Help" menus.

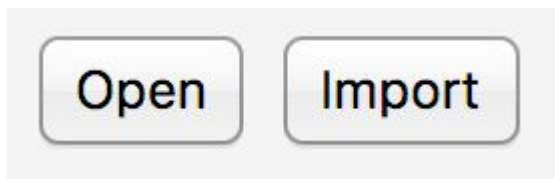
Every field is marked with a short description of the information that the employee needs to enter. To read the explanation of the buttons, go to page 16-17.

## Import Excel

The picture below represents the “Import Excel” screen. On this screen the employee is able to import the excel sheet, that is provided by the lost and found department at the airport, into the Lost Baggage System.

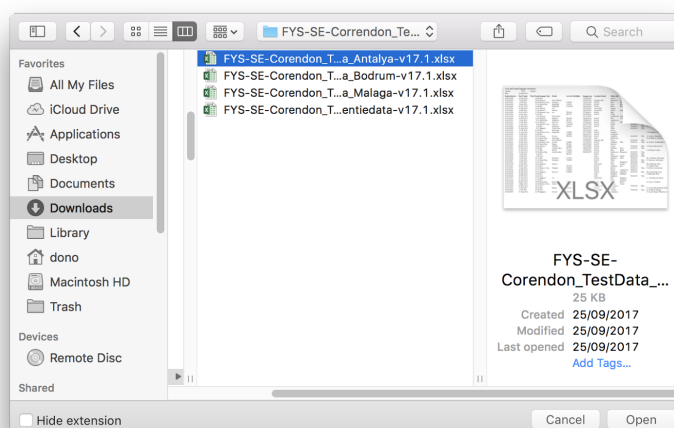


This screen contains a table and two buttons: “Open” and “Import”.



When pressed, the “Open” button will open a window which gives the employee the option to choose a excel sheet.

Example:



The employee can press “open” below and the sheet will show in the table.  
(see next page)

