**USAGE SCENERIO**

**PothChola-Travel Agency System** allows travelers to browse and compare tour packages, check reviews, and select their preferred option. It ensures secure bookings, updates partner availability, and provides instant confirmations. Overall, the system streamlines the entire booking process, providing a smooth, reliable, and user-friendly experience.

**Account Management**

***User’s Perspective :*** Travelers (Users) can browse through Basic, Standard, and Premium packages, view detailed itineraries, inclusions, pricing, and compare multiple packages. Verified travelers’ reviews help them make informed decisions, while a secure booking form allows them to enter personal details, travel dates, and special requirements.

**Sign Up**: A user must create an account to enter into the system. He/she needs to provide following information while signing up :

* Full name
* Email
* Mobile number
* Nationality
* Password

After providing the information, admin will verify and send a confirmation code to the provided mobile number. By entering the code, user account will be created.

**Update profile:** Users can also update his/her profile. He/she can change the following information-

• Email

• Mobile number

• Password

**Password recovery:** A user can recover his/her password if forgotten, by using his/her email or mobile phone number. User can click on "Forget Password" Button and choose from two options-

1.Recover Through Email

2.Recover Through Mobile Number

**Through Email:** A recovery link will be sent to user's email, if user clicks on "Recover Through Email" button. User will then input a new password and his/her password will be updated in Database.

**Through Mobile:** An OTP will also be sent to the user's mobile number, if a user clicks on "Recover Through Mobile" button. User will have to input the OTP within 1 minute and then he/she will have to input a new password. His/her password will be updated in Database.

**Log in:** When a user has his/her account already, he/she can log into the system by using his/her registered email-id or phone number and password.

***Admin’s Perspective:*** Admins can update package details, adjust pricing, apply promotional discounts, and manage availability based on partner input. They monitor system performance, handle booking reports, and manage customer inquiries and cancellations. The platform also facilitates direct coordination with external partners—confirming reservations, updating inventory, and generating partner reports—ensuring that services run seamlessly from the back end.

An account for the administrator will be given to the agency management with a predefined username and password.

An administrator can login with the predefined username and password given by the system authorities.

**View Package Details**

When a traveler enters the web-based travel agency system, the first step of their journey is exploring the package details. The system presents three distinct options -Basic, Standard, and Premium, each carefully designed to meet different traveler needs, from budget-friendly options to luxury experiences. Upon selecting a package, the traveler is directed to a dedicated details page where they can view a complete description of the trip, including the destination highlights, day-to-day itinerary, accommodation type, transportation arrangements, and additional services such as guided tours or activities. Clear and transparent pricing information is displayed, covering base costs, possible add-ons, and any seasonal promotions. To help users gain confidence, the page also showcases authentic traveler reviews and ratings, ensuring the information is based on real customer experiences.

**Browsing Partner Services**

The system allows travelers to explore the partner services that are integrated into each tour package, giving them a clear idea of what to expect during their trip. When viewing a package, users can access detailed information about the partner hotels, transportation providers, and activity organizers included in that package. For example, they may see the name and description of the hotel where they will stay, the type of transport arranged for local travel, or the details of guided tours and recreational activities provided by trusted partners. Each partner listing includes essential details such as service quality, amenities, and availability, along with ratings or feedback from past travelers when available.

**Booking Preferred Package**

Once the traveler has reviewed the available options and decided on a suitable travel package, the next step is to proceed with booking. At this stage, the system prompts the traveler to either log in with an existing account or create a new account to ensure that their booking information is stored securely. After authentication, the traveler is guided to a booking form where they provide all necessary personal details, such as full name, contact information, preferred travel dates, and any special requirements they may have. The system carefully validates the entered information and then calculates the final cost of the trip, automatically applying any discounts, seasonal promotions, or additional charges based on the traveler’s selections. A clear summary of the booking is then displayed, allowing the traveler to review their package details, pricing breakdown, and chosen dates before confirming. Finally, by clicking the confirm button, the traveler completes the booking process, and the system records the reservation, ensuring that all arrangements are ready for their upcoming journey.

**Billing and Payment**

After the traveler selects a package and fills in their personal and travel details, the system automatically generates a detailed bill. This bill clearly shows the package cost, any applied discounts or promotions, additional charges (if any), and the final payable amount. The user can carefully review this breakdown to ensure full transparency before making the payment. Once satisfied, the traveler proceeds to the payment section, where the system provides multiple secure options such as credit or debit cards, online banking, or mobile payment gateways. The system ensures that all transactions are encrypted and handled safely to protect user information.

**Booking Confirmation**

Once the payment is successfully completed, the system immediately generates a booking confirmation for the traveler. This confirmation includes all the important details of the trip, such as the selected package, travel dates, accommodation and transport information, total cost, and any special notes or requests made during booking. The confirmation is displayed on the screen right after payment, allowing the traveler to review their booking instantly. At the same time, a digital copy is sent to the traveler’s email, which acts as both a receipt and proof of booking. This document also provides customer support contact details, so the traveler can reach out easily in case of any queries or changes.

**Drop Reviews and Suggestions**

After completing their trip, travelers have the option to share their experiences by leaving ratings and reviews through the system. The review section allows users to provide a star rating for different aspects such as accommodation, transportation, and overall service quality, along with a written review describing their journey in detail. This feedback not only helps future travelers make informed decisions but also builds trust and transparency within the platform. In addition, the system provides a simple way for users to submit improvement ideas or suggestions about the application itself—such as recommending new destinations, requesting more flexible payment options, or suggesting user interface enhancements. These inputs are collected and reviewed by the admin team, who can then use them to enhance package offerings, partner services, and the overall user experience.

**Additional Features of the System**

Beyond the core booking and package management functions, the system includes several additional features designed to improve reliability, security, and user experience

* The platform is fully responsive, allowing travelers to browse and book packages seamlessly on desktops, tablets, and mobile devices.
* The system validates all user inputs during booking, including names, email addresses, phone numbers, and travel dates, to prevent errors.
* Personal and financial information is protected through encrypted processes, ensuring secure transactions.
* Only travelers who have completed a trip can post reviews, making feedback genuine and trustworthy.

**Administrative Management of the System**

1. **Travel Package Management:**  
   The admin has full control over all travel packages listed on the platform. This includes creating new tour packages, updating details such as itineraries, pricing, and availability, and removing outdated or inactive packages. This ensures that users always see accurate and up-to-date options, making the platform reliable and trustworthy.
2. **User Account and Access Control:**  
   The admin can monitor and manage all registered users, including verifying new accounts, handling forgotten credentials, and assigning different access levels if needed. By controlling user access, the admin maintains the security of the system and ensures that users interact with the platform safely.
3. **Booking and Payment Oversight:**  
   The admin can review and track all bookings and financial transactions made through the system. This includes confirming successful payments, generating detailed reports on reservations, and identifying any discrepancies. Such oversight helps in smooth financial management and keeps the booking process transparent for both the users and the organization.
4. **Feedback and Review Monitoring:**  
   The admin can access user ratings, reviews, and suggestions submitted through the platform. By analyzing this feedback, the admin can identify areas for improvement, address complaints promptly, and implement enhancements to improve overall user satisfaction and service quality.