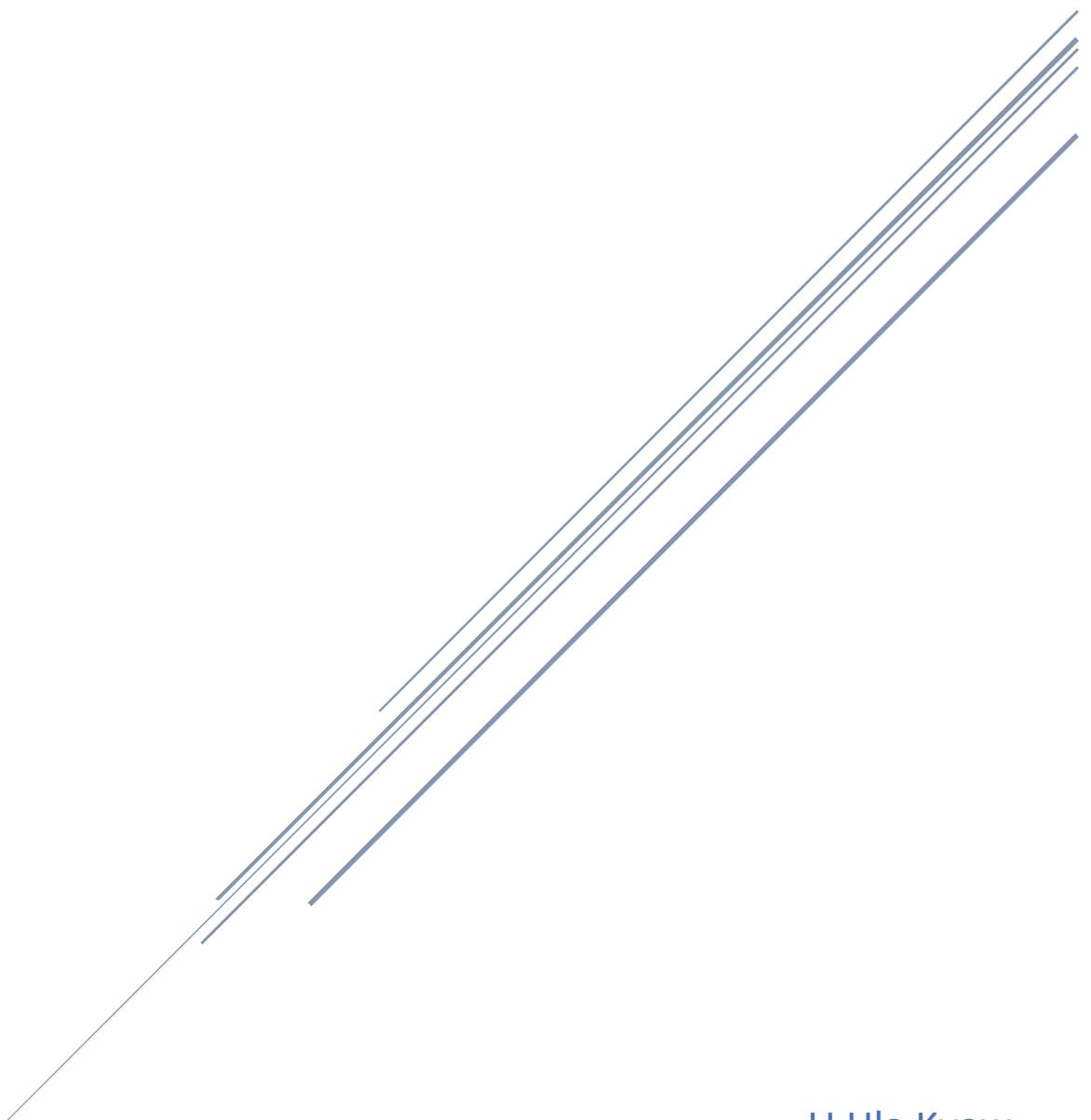


COMP - 1181

Travel and Tour Management of AT&T



U Hla Kyaw  
Word Count - 9805

## **ABSTRACT**

This project is to develop Travel services website for Local Travels and Tours Company to minimize manual and paper works. Moreover, by creating this website, Company aims to be more accessible to their product by the customers anytime and anywhere in the world and will not be restricted to 9am to 6pm working hours if customer want to learn more details about each of every service they are providing. This system will create as a Travel services website not only to display product information but also customers can book through the website and even make the payment at their convenient. By using this system, Company will reach to more international customers as well and will not just to local hence, revenue to be raised.

## **ACKNOWLEDGEMENT**

The project will not happen without the help of many people. I would like to thank Ms.Nandar Aung, Managing Director of Avon Travel and Tours Company who helps me to understand everything process of Tour Company. She supports me till the project is complete. I am really thankful to her for letting me to do interview while she had busy timetables for her work.

And then, I really give respect and thankful to U Hla Kyaw who gives guidance me and advice to complete this project without having difficulties. I am always thankful to him who shows me a way and knowledge such as nice guidance to happen this project.

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## **1. CHAPTER 1 - INTRODUCTION**

### **1.1. Introduction**

As tourism is booming in Myanmar, many travels and tours company emerges rapidly in past few years. Every travels and tours companies have different strategies and approaches to their goal. Some of them will focus more on on-ground services while some of them will focus on on-line services. However, there is one thing everyone have to agree to is online travel services is a must have system if the company aim to expand their target customers and reduce un necessary manpower and manual works.

This system will serve above purpose very well. By using this system, not only company will be beneficial, but also the customers who wish to learn about their upcoming holiday destination anytime and anywhere without needing to wait for someone to answer their inquiry. Moreover, customer can as well make payment if they found the package/service of their liking by using secured payment gateway and receive confirmation instantly hence customer does need to worry about late booking and fully booked problems. Furthermore, system will issue out “E-ticket” with all travel information such as Customer Name, Travel date, time, pick up points, Terms and conditions so on and so forth to customer’s email so that customer does not need to carry physical tickets around and they can check the detailed information conveniently.

By using this system, employees can create products online, upload attractive photos, flash out current promotions and give must know information of the destination, as well for customers to search about their dream holiday destination, what to do in and what not to do in specific location, insider tips for tourists and more important the cost of travel to plan out their trip easily through portal.

## **1.2. Business Background**

### **History**

Founded in March 2018, A T&T co., Ltd is a licensed in-bound and domestic tours company headquartered in Yangon, Myanmar. A T&T is a member of Myanmar Tourism Federation and partners with many local and international travel services companies. A T&T mainly focus on tailored tour for each and different customers to plan all aspects of tour – from destinations, transport, Accommodation (hostel to 5 star), sightseeing, activities and more.

### **Services**

Company is offering the following services.

- Custom Guided Day Tour Services
- Leisure All in One Travel Packages Services
- Guide Services
- Trekking Adventures
- Cycling Adventures
- Private Car Rental Services
- Airport Transfer Services
- Express Bus Ticketing Services
- Air Ticketing Services
- Hotels & accommodations Reservations
- Incentive Programs in every destination across Myanmar.

### **Operation**

Currently, the company does not have neither online booking portal nor website to display their product information. If customers want to book tour packages, customers need to walk in or call the company to inquire about their service. And the services bought such as bus ticket, air-ticket, hotel booking information and so on was delivered to reach to customers when bookings are confirmed. And the payment of the services works only on paper. And

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then customers can inquiry only during office hours. Booking is confirmed after making payment in office or via bank transfer.

Therefore, this system will serve as the first and only online service for the company to reach out to more customers with 24/7 accessibility to their services.

### **1.3. Current Problems**

As AT&T co., Ltd aim to provide customers with longer service hours and easier to access their products, online service portal is necessary for both of employee of the company and customers. As there are many Travel and Tours companies with online services, it is challenging to build a system which will stand out from competitors' systems. To build such as a website, market research needs to be done thoroughly and find out what are customer demands. And the website needs to have the functionalities to fulfil those demands. Furthermore, website interface needs to be user friendly and easy enough for all users to be able to utilize the functionalities without any barrier. Complicated interface and too many steps to purchase may lead to lose the customer along the way or some might not even come back again.

Another challenge which the system is facing is payment system. As banking APIs and banking systems are not too mature in Myanmar, securities and complexity could be another barrier. System need to build reliable payment gateway and more payment options for the customer to choose from.

To develop such a mature system in short amount of time will also be the biggest challenges for both of Company and developer as some might delay due to budget approval processes and testing processes might not be able to take as much as system needed.

## **1.4. Aim and Objectives**

The aim and objects of this website are to develop a system with user friendly interface and functionalities to migrate from paper-based process to data-based process.

Moreover, the system aims to be one stop travel services portal and 24/7 virtual assistance service by using latest technologies at the same time to reduce repetitive manual works and limitations to local customers only. Easier functions and user's friendly interface to be built not just for customers but as well for employees so that company will benefit from lesser human errors, lesser time consuming for each and every task to be performed, reducing man power usage and tracking of all customers' actives on website, accessible from anywhere to work.

Below is the list of the tasks to be performed within the timeline in order to achieve the main objectives of the system.

### **1. Planning**

The very first stage of the project is to plan out all the different phases of the project and draw the timeline accordingly. Throughout the project, each and every functionalities and stages to be followed the timeline to ensure there is enough time for testing before the final delivery of the system.

### **2. Researching**

One of the most important stages is researching. It is important that proper and enough researching is being done before analyzing the whole system. The information gathered from this stage is to be used to strategize the project propositions and to conduct product feasibility study in the economical, operational and technical areas. In this stage, research will be done on similar systems in the same industry and also need to research current process of the company in order to build a system to fill up the loopholes.

### **3. Analysis**

After researching and comparing the similar systems in the industry, SWOT analysis is to be made from researched data and data collected by communicating with the users.

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By knowing the system's strength, weakness, opportunity and threads, the project then collects all the requirements and analyze the problems, weakness and threads. After that, project can design better and more user-friendly system to ease the difficulties of the user.

### **4. Designing**

The requirements are being analyzed properly, the different types of UML diagrams and prototyping the system to draw the full picture of what system will be going to be after the full development.

### **5. Developing**

In this stage, the project will implement the database tables, webpages and functions by following the diagrams and prototype of the system.

### **6. Testing**

The unit testing will be completed by developer at implementation stage and followed by integrated testing. After that, complete system testing to be made thoroughly before handing the system over to users for acceptance testing. The project will deliver the users for acceptance testing phase by phase. There will be some changes to be made during acceptance testing according to user's feedbacks.

## **1.5. Scope of project**

The system will deliver to user as databased driven Travels and Tours related services website called “ATT Tourism Management System “. The system will mainly focus on search tour packages, display tour packages and booking the services functions. There will be two main user groups of the system which are admin and registered customers. Guest users can search and view the tour services information. However, guest need to register or login to book the services. Below are the detailed explanations of the main functions of the system by user groups:

### **1. Search packages**

Both Guest user and registered user will be able to search the tour packages by destination, by type of trip and travel date.

### **2. View most popular tour packages**

Most booked/searched tour packages will be displayed on home page and both guest and registered users will be able to view them.

### **3. User profile**

There will be user profile module for registered users. In this module, user information will be displayed and user can update any time after login. Moreover, registered user can view their purchased/booking history by clicking “View trip history” tab under user profile module.

### **4. Forgot password**

Registered users can reset their password by clicking forgot password button on log in screen. Auto reply email will be delivered to user’s registered email with instructions on how to reset password.

### **5. Booking**

Registered users can book the tour service of their choice. Guest users need to register first before proceeding to booking.

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### 6. Payment function

Once the order has been confirmed, confirmation email will be sent to user's registered email. User need to complete the payment within 24 hours to secure the booking else booking will be cancelled automatically. Admin can overwrite 24 hours' time limit in case of any exception needs to be given.

### 7. Contact us

There will be separate contact us module for both registered users and guest users to contact the admin/company by filling up contact us form. Name, email address and question to be fill up upon submitting the form.

### 8. Complain management

Both registered users and guest users can submit complain/feedback form thorough complain management panel. Once a complaint has been submitted, email will send to admin as High Importance email and admin need to resolve as soon as possible.

### 9. Review

Customers can write reviews on each of different products. Registered users can immediately write the review after log in or if it is a guest user, name and email address are required to submit the review.

### 10. Link to social media

Company's social media will be displayed at the bottom of the webpage.

### 11. Admin panel

Admin panel is one of the most important modules of the project. As the main purpose of the project is to reduce manual paper works, most of the functions in the process need to be included in admin panel. Through admin panel, admin user of the system need be able to control both user interface and backend processes.

User interface control includes product loading with images related to the product, what information are to be displayed, what products to be promoted and what to display at the website banner so on and so forth.

Moreover, booking and product management process also need to be part of the main features of admin panel.

## 2. CHAPTER 2 – FEASIBILITY STUDY

### 2.1. Feasibility study

This project is to develop an ecommerce database driven website with the purpose of eliminating current manual paper-based process and make the products and booking process accessible 24/7 from any parts of the world. For this kind of website to be successful, it is important to have fast and secured payment system and instant confirmation. Most likely the website will lose the customer if booking steps are too many and complicated. A good travel services system needs to be able to provide almost one click instant confirmation and reduce waiting time as much as possible. It is also important to measure the estimated cost and benefits to find the Return on Investment (ROI). To measure the estimated ROI, 4 steps of feasibility studies are to be carried out.

### 2.2. Business feasibility study

#### Strength

As the company is newly setup, there are not yet many complicated and backdated manual papers to migrate to.

#### Weakness

Being a newly set up company can also be the weakness of the system. As there is no current system, user will not know their difficulties of online system and it is challenging to find out only after the system has been built by hearing user feedbacks. Only then, the system can update what is missing.

#### Opportunity

As there are many already build similar systems in the same industry, research team can take this as a good opportunity to carefully find out what functionality is missing and what to do to build a better system.

#### Threads

Social media especially Facebook can be a big thread to the system as Facebook offers multiple features such as digital marketing, messenger bot, etc.

### **2.3. Economic feasibility study**

In this session, we will study the benefits of implementing this system to the company than existing manual system. The major benefits are being able to eliminate unnecessary manual tasks and remove the limitation of working hour and working day to sell the products. Once the system is fully deployed, the company then can lower down it's manpower also. After analyzing current manual process, we found out that there are too many unnecessary manual tasks consuming a lot of manpower and possible human errors.

For example, in current manual process, at least one employee is assigned to manually generate the ticket by filling in all the necessary information of the customer and trip/product details.

By using this system, all the information is driven from the database and e-ticket will issue to the customer's email through the system hence the consumption of manpower and the chance of getting human error will be lowered. Moreover, since the products are accessible online 24/7 and customers can book the product easily without needing to call in the company, the numbers of bookings to be raised together with the revenue. And also, the target customers will expand as the website will have English version so the foreigners can also be able to book through the system without any difficulties.

### **2.4. Operational feasibility study**

Having a good and secured website is important to compete with the competitors in the industry. Nowadays, as people most likely to access almost everything through internet, database driven website is must have system for Travels and Tours company. It is very handy for the customers as the new system will issue them e-ticket hence they do not need to carry their physical ticket in order to consume what the purchased. They can either just log in to the website to find their e-tickets and trips history or they can just go to their email. Moreover, as the ticket number are system generated, there are no chances of duplicate numbers hence the employee can easily verify the ticket issued to the customers. By using this new system, the daily operations are to be easier for both employees and the customer.

## Travel and Tour Management of AT&T

And more importantly, as all the data are in the system, it is easier for the management to see the reports.

### **2.5. Technical feasibility study**

Once this new system has been deployed, there are several factors which will affect the employee of the company. The main thing is data loading stage. Before the website has been fully launched to the public, the employees of the company need to work with database administrator to load all the existing products to the system and also need products (if any). It is also important that the loaded packages are to be up-to-date accordingly. While in this transitioning period, the employee may find it tough and might even refuse to new system as they might feel unfamiliar to the new system and data loading is time consuming.

In order for the employee to feel ease to use the system, necessary trainings are to be given to avoid misunderstanding of the functionalities of the system and help them realize the usefulness of the new system. The accurate and up-to-date information need to be displayed on the website in order to progress to a good and popular one-stop travel services website which is the aim of the company and the project. Despite all the difficulties in transitioning period, both company and employee will aware of easier and quicker daily operation once the system has been fully deployed and system users are familiar with the new system.

### **3. CHAPTER 3 – LITERATURE REVIEW**

#### **3.1. System Introduction**

Database driven websites are very popular in travel industry in recent years specially to attract in bound customers and as well B2B connections from different travel agencies around the world. In this session of the project, we will discuss the methodology of software development, the type of programming languages along with some functionalities, database system and system security (API calls and Internet).

#### **3.2. Methodology**

Using the right methodology is very important for every project. There are several different software development methodologies available such as traditional waterfall methodology and Joint Application development, etc. however, the management team of the project need to decide which methodology to follow based on several different matters such as the project time, budget and current process of the company.

##### **Agile**

Agile is the process by which a team can manage a project by dividing the project into multiple stages, continuing to work with stakeholders and continual improvement and iteration at all stages. Agile methodologies begin by describing how the client uses the end product and what problems it solves. This will clarify the customer's expectations for the project team. When work begins, the team repeats the planning, execution and evaluation process. The end result is therefore only changed to meet the needs of the customer. In order to make informed decisions, continuous collaboration between team members and stakeholders of the project is important. (Wrike, 2018)

##### **SSADM**

SSADM is best suited for long-term and large project team sizes. This is the traditional way of software development. It is gradually functioning rather than an iterative approach. The new phase begins after the completion of the previous phase. The user cannot change

## Travel and Tour Management of AT&T

the requirements. This is flexible and the requirements are stable after the project is started. They need users when they have a contract. Your participation is no longer required. (Techopedia, 2019)

### **Comparison between Agile and SSADM**

No	Criteria	Agile	SSADM
1	User participation	Requires consideration for users who are very involved.	Lack of user involvements.
2	Final Product	The product of the user's intention.	User can see the product after development is completed. So, most of user are unwilling to use the product.
3	Demonstration	Using progressively developed prototypes	Technical design are mostly used.
4	Iterative	There is an iterative process of applying changes. But there is no delay in delivery for Moscow's priorities.	There is no SSADM flexibility
5	Development Period	Development period is too short.	SSADM needs time and money to complete all the steps before moving on to the next step, which increases the development time.

(Wrike, 2018)\_(Techopedia, 2019)

### **Suggested Methodology**

In this project, the best methodology to be used is Agile methodology due to short development time and limited manpower. Agile Development is a development model prioritizes rapid prototyping and quick feedback over long drawn out development and testing cycles. With agile development, developers can make multiple iterations and updates to a software rapidly without needing to start a development schedule from scratch each time.

### 3.3. Database

#### MySQL

MySQL is an open source relational database management system running on many platforms. It provides multi-user access with support for many storage engines and is supported by Oracle. As a result, can purchase a commercially licensed version of Oracle to access premium support services. Does not support cloud storage Some programming languages may be supported rather than Oracle. This is not available for large projects. (TechTarget, 2018)

#### Oracle

Oracle is all used in commercial RDBMS. As for the licensed version, it is commercial. Cloud storage is not supported. Several programming languages are supported. MySQL does not support it, so it supports distributed databases. This provides higher security than MySQL. This emphasizes large organizations and high costs. (Center, 2019)

#### Comparison between MySQL and Oracle

No	Criteria	MySQL	Oracle
1	Cost	Free of charges.	Cost of license is large
2	Suitable Project	Mainly used by small and medium enterprises.	The entry level organization is not suitable for using Oracle database.
3	DBA skill	Includes simple commands to perform specific tasks such as create, read, update, delete, and so on.	Need skillful knowledge to design database and to solve complex architecture.

## Travel and Tour Management of AT&T

4	Functionality	Administrators can grant full access to applications that access stored procedures in the database	Oracle continues to maintain the functionality of previous releases, while new releases contain new features.
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(TechTarget, 2018) (Center, 2019)

### **Suggested Database**

In this project, the best database to be used is MySQL due to free cost and project size.

### **3.4. Programming Language**

#### **PHP**

PHP is a server site scripting language that must be used in conjunction with HTML, CSS, and JavaScript. A scripting language is a language that interprets scripts at runtime. Scripts are typically integrated with other software environments. Mainly used for developing websites and web applications. Developers need to configure some tools to use PHP, such as web server installation, programming environment and configuration between these tools. A web browser is required to use the interaction. (Guru99, 2019)

#### **ASP.Net**

ASP also used to develop web application. That support most of .Net language such as C#. This is not open source and commercially develop by Microsoft. It cannot directly install on the server and need environment like .Net framework. Fairly complex to integrate with HTML CSS and not easy to learn language. (Guru99, 2019)

#### **Comparison between PHP and PL 2**

No	Criteria	PHP	ASP.Net
1	Installation	Installation in this environment is very simple.	Environment is based on the .Net framework.

## Travel and Tour Management of AT&T

2	Language type	Due to the language of the server site, HTML is the output language.	Need to learn more than PHP and that is properly complex to integrate with HTML.
3	Source	All resources are open source and can be easily learned on the Internet	Commercial.
4	DB connection	The connection to the database is very simple and integrated into the language.	Doesn't connect directly with database and required 3 <sup>rd</sup> party software.
5	Suitable Project	It is difficult to use for large applications	Large application and wide organization project.

(Guru99, 2019)\_(Guru99, 2019)

### **Suggested Programming Language**

As per above comparison and definition, this project should be used PHP. This project size is not large and that is just academic project. So it cannot be used commercial language.

## 4. CHAPTER 4 – USER EXPERIENCE ANALYSIS

### 4.1. User Profile

The following users are extract from the ATT travel agency.

User Name	Role	Age	Gender
Su Ye Thant	Managing Director	38	Female
Nandar Aung	IT Manager	30	Female
Wai Yan Maw	Tourism Officer	30	Male
Su Hnin Myat	Tour Operator	25	Female

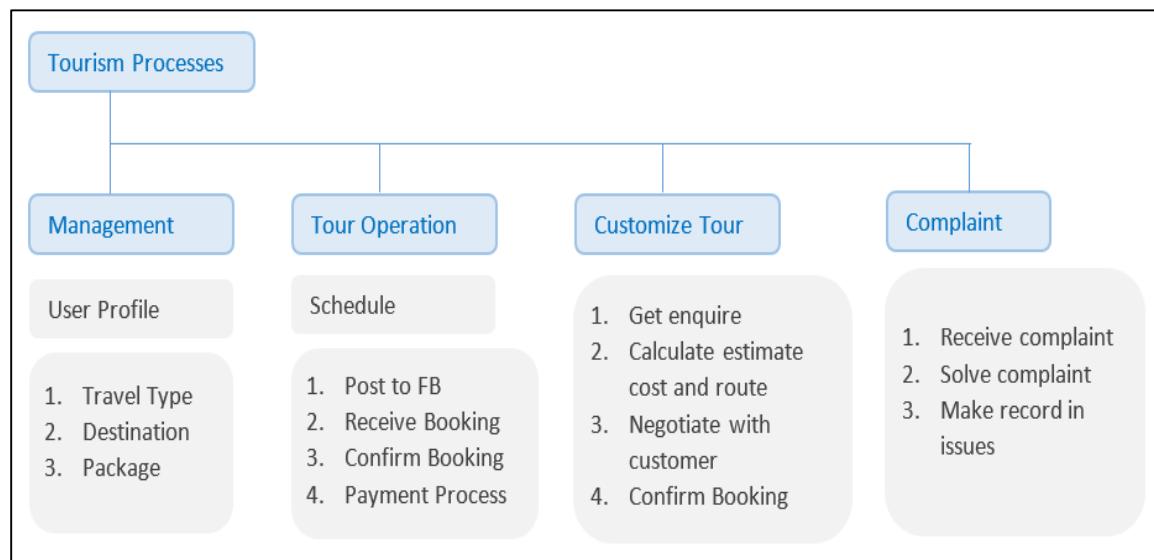
#### For the user experience interview:

The interview session contains above key staffs of the ATT. The detail fact of the interview with ATT can be found in **Appendix**.

### 4.2. Target Device

Once this new system has been deployed, there are several devices can use the system. The system is responsive and flexible UI for user. So, the main target device for this system is a desktop and mobile devices.

### 4.3. User Work Flow



## 5. CHAPTER 5 – SIMILAR SYSTEM ANALYSIS

### 5.1. User Interface Design

#### 5.1.1. Treasure Su Travel and Tour (<https://www.treasuresutravel.com/>)

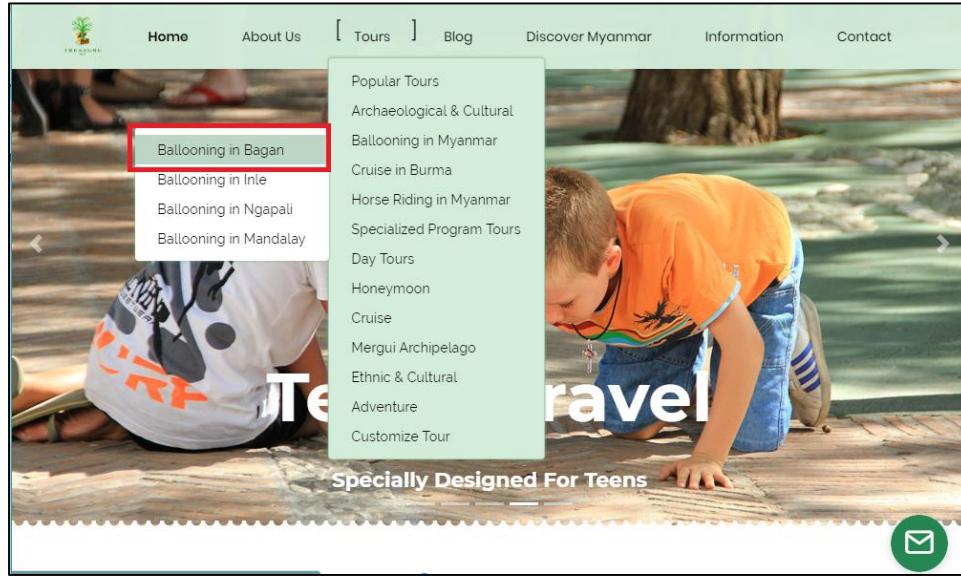


Figure 5:1  
(visibility of the system status)

This principle shows that the application must display the current state of the system to the user. Users therefore need to know which system they are currently using. In home page, customer can search available tour packages which are currently running.

## Travel and Tour Management of AT&T



Figure 5:2

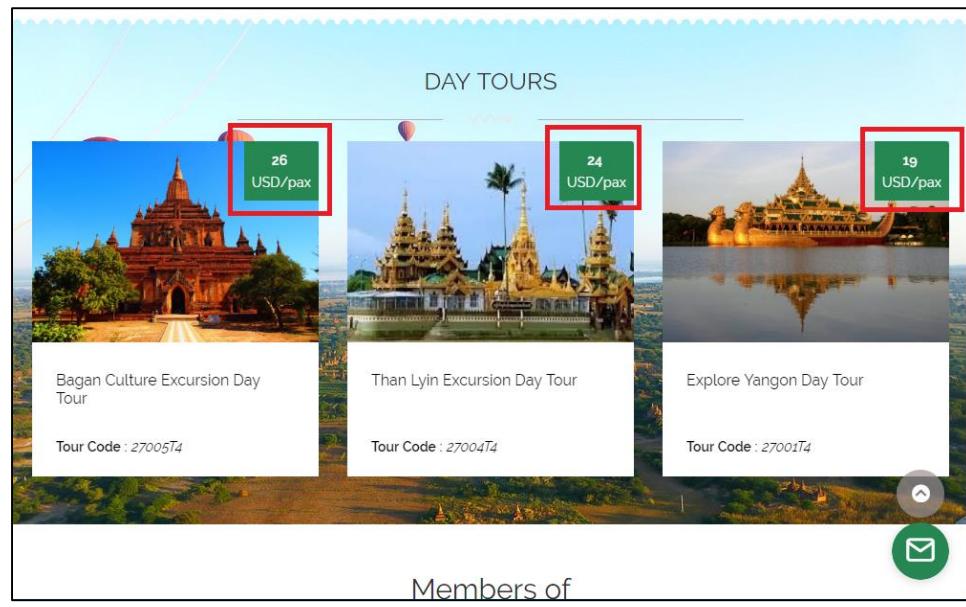


Figure 5:3  
(consistency and standard)

Applications and websites must be consistent across all uses of the logo, the location of logos and the use of design elements. This allows the user to see a simple website and a user-friendly design. Price of the packages are shown in the home page to adjust the budget without going inside detail page.



Figure 5:4  
(error prevention)

All systems must avoid errors before the user makes a mistake. The confirmation message is useful, but after an error. Preventing mistakes means preventing errors before they occur and the user should know that they could be wrong.

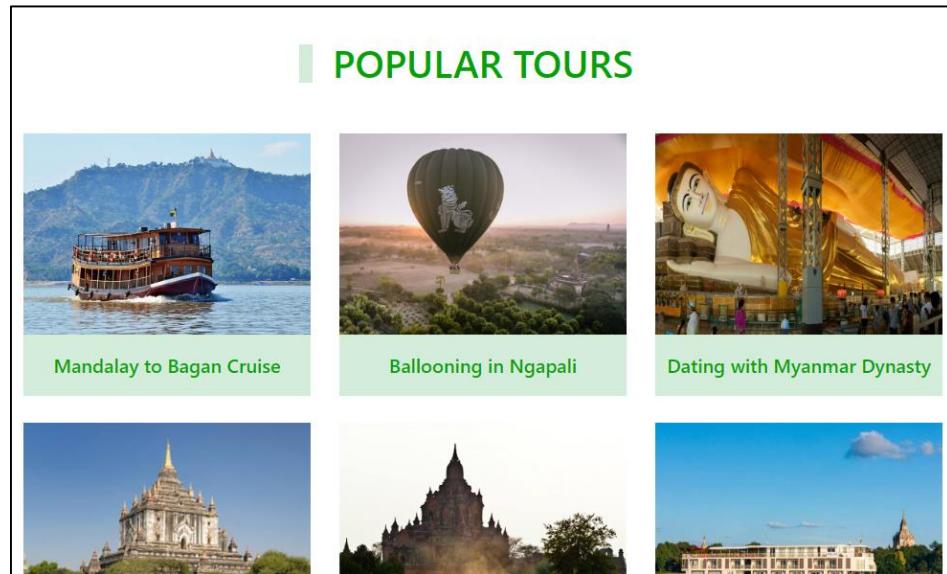


Figure 5:5  
(Aesthetic and minimalist design)

This system is used white background color and simple layout design. (Su, 2018)

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### 5.1.2. KLOOK Travel and Tour (<https://www.klook.com/>)

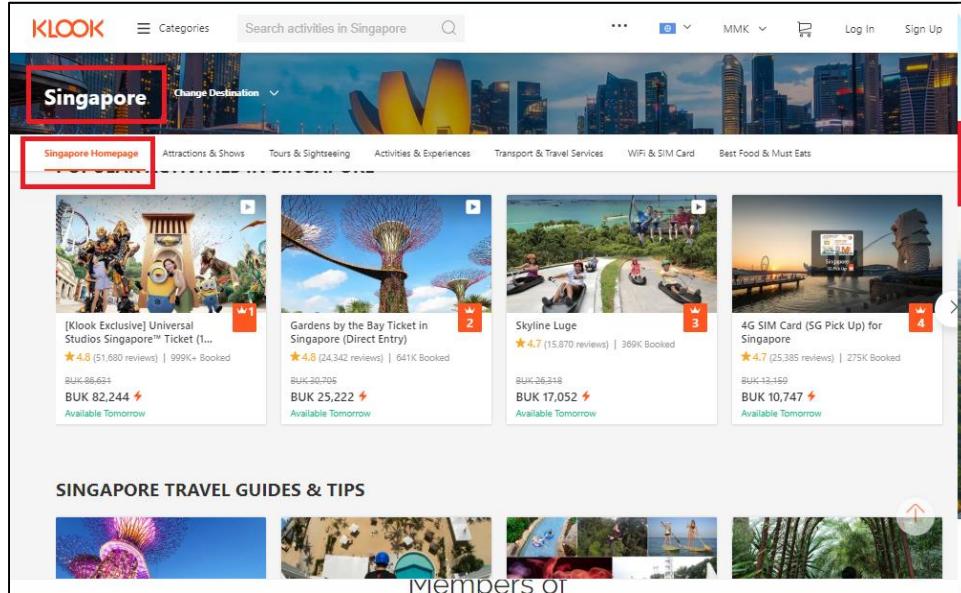


Figure 5:6  
(visibility of the system status)

When the destination country is changed, the country logo of page will be changed. There are different packages depend on the country selected.

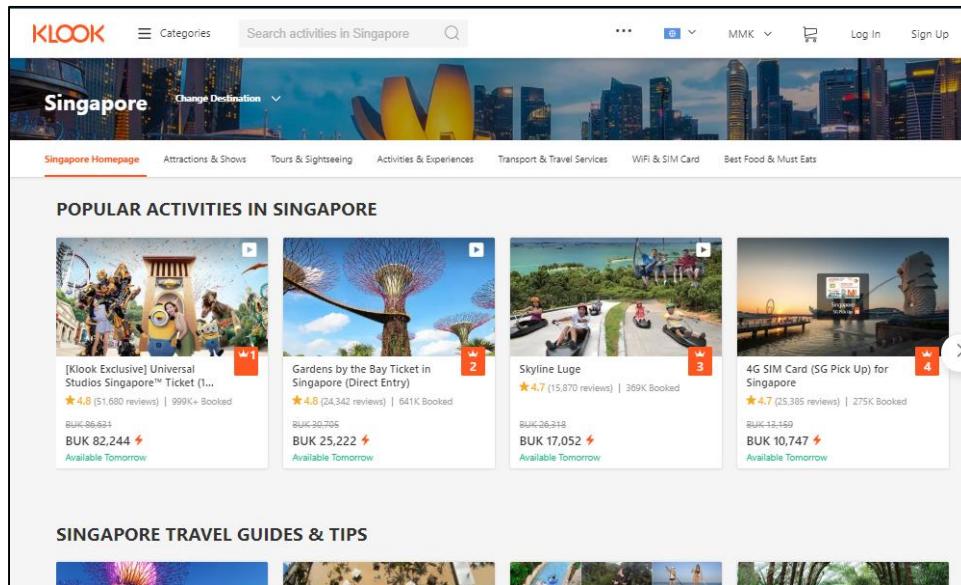


Figure 5:7

## Travel and Tour Management of AT&T

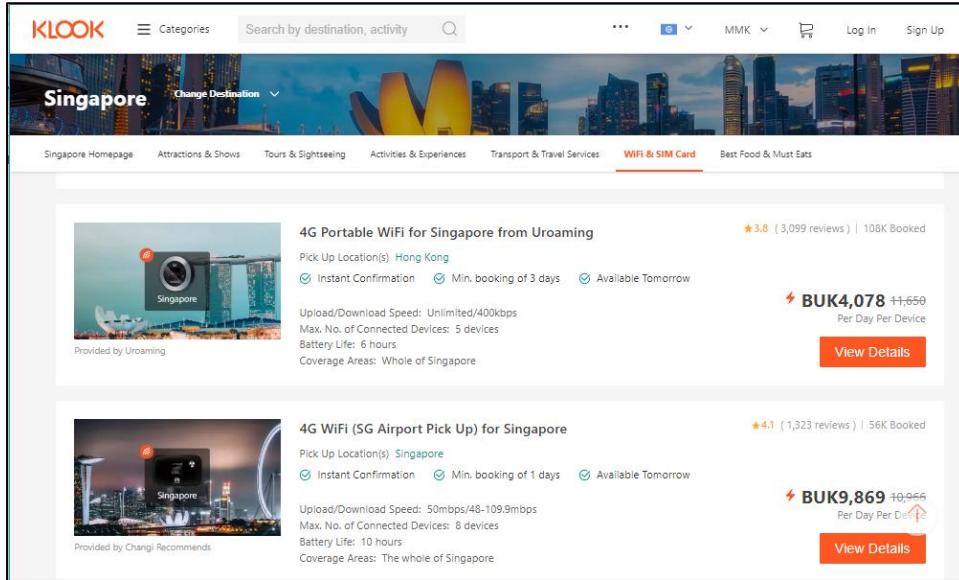


Figure 5:8  
(consistency and standard)

Showing the information of packages is a consistency of every tour system. If users click the packages they liked, the detail information and booking section will be shown.

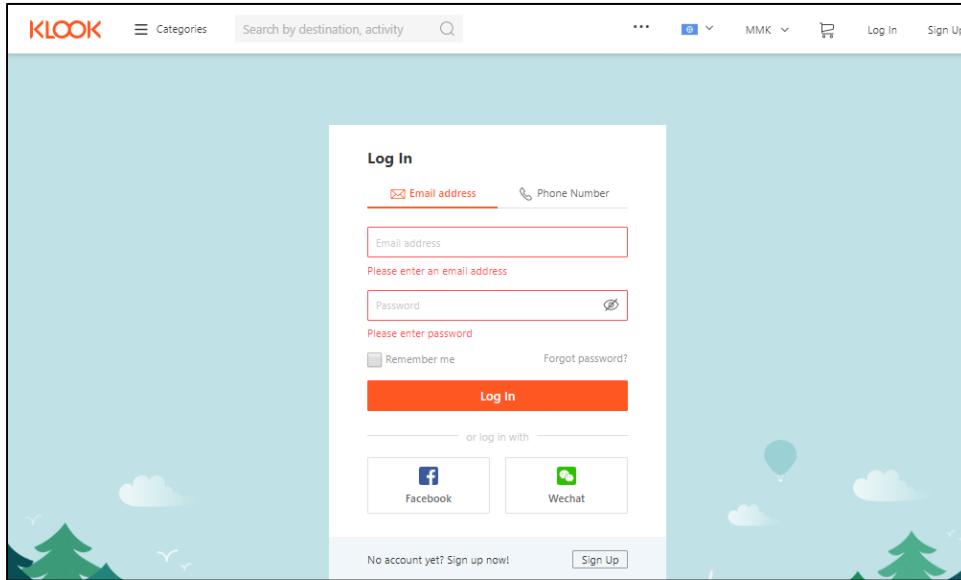


Figure 5:9  
(error prevention)

When login button is clicked without filling email and password data, the required message will show to understand easily users what they wrong.

## Travel and Tour Management of AT&T

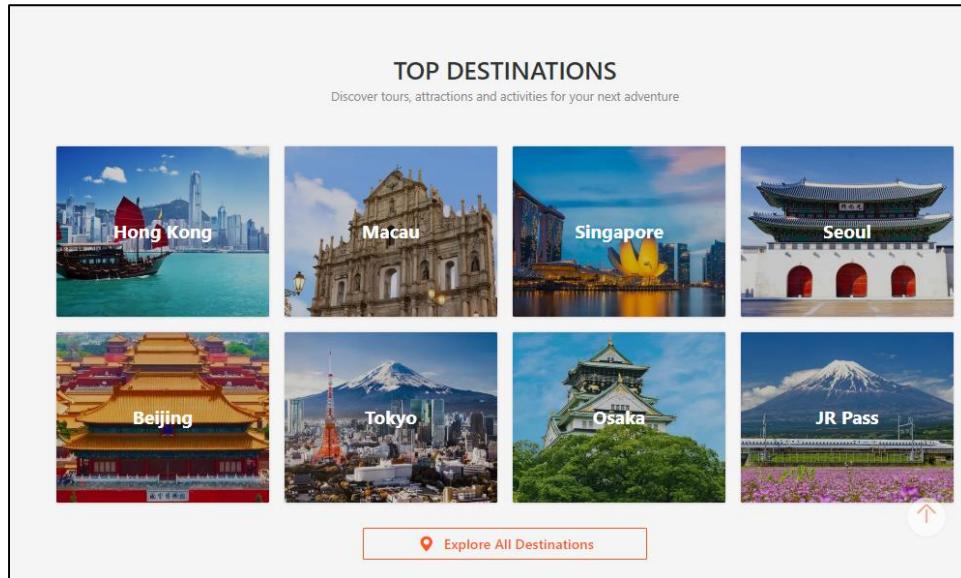


Figure 5:10  
(Aesthetic and minimalist design)

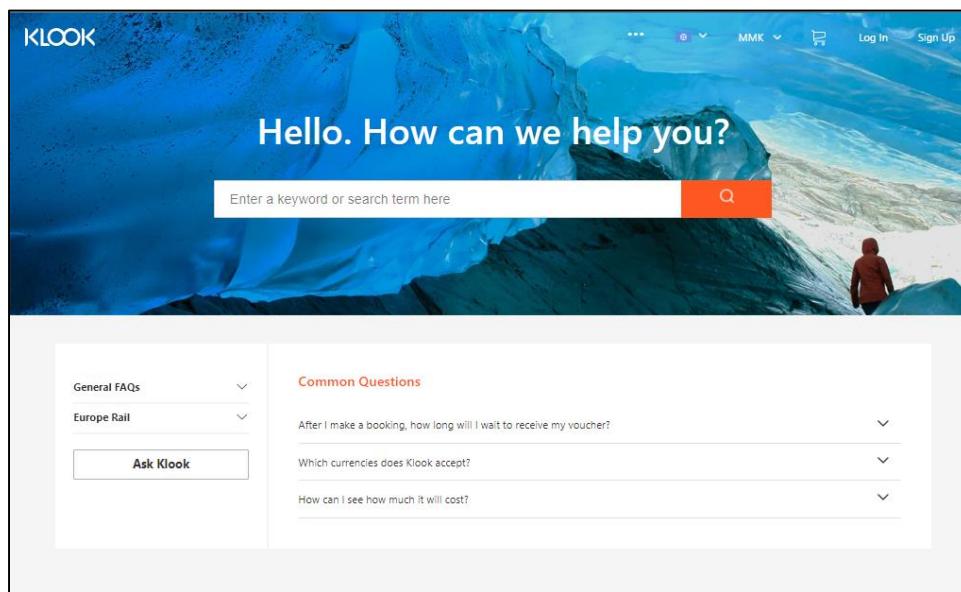


Figure 5:11  
(Help and Documentation)

This system will help the users who don't know to use this system by giving email or searching what they wanted.

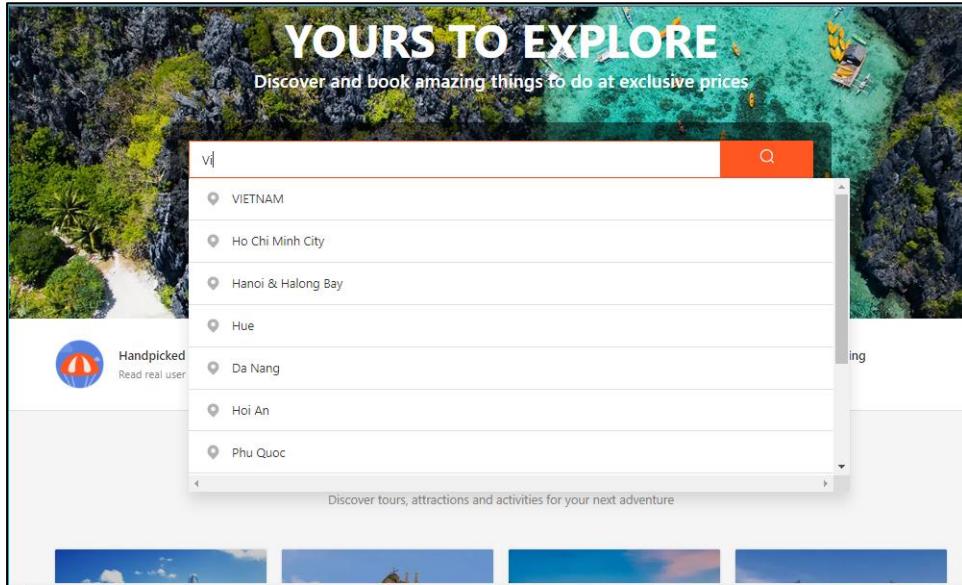


Figure 5:12  
(Recognition rather than recall)  
(Look, 2018)

## 5.2. System Functionality

### 5.2.1. Treasure Su Travel and Tour (<https://www.treasuresutravel.com/>)

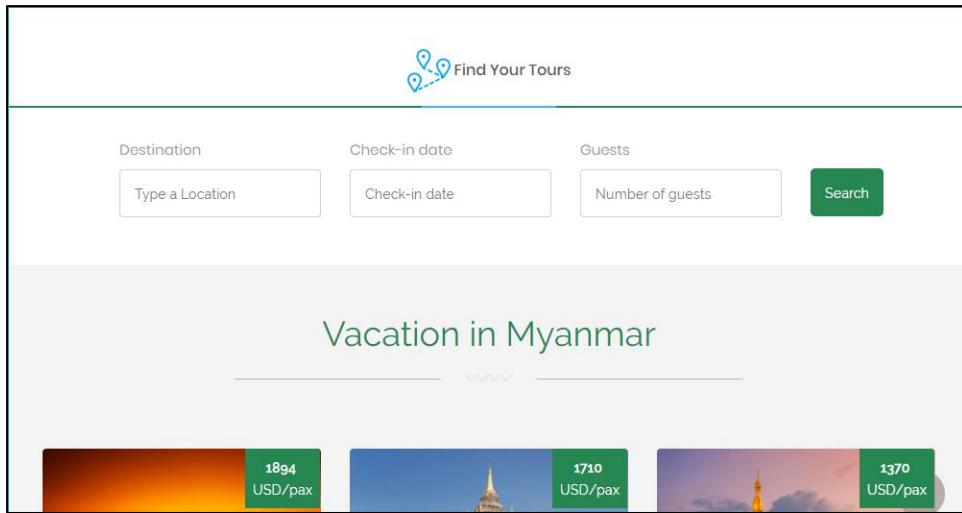
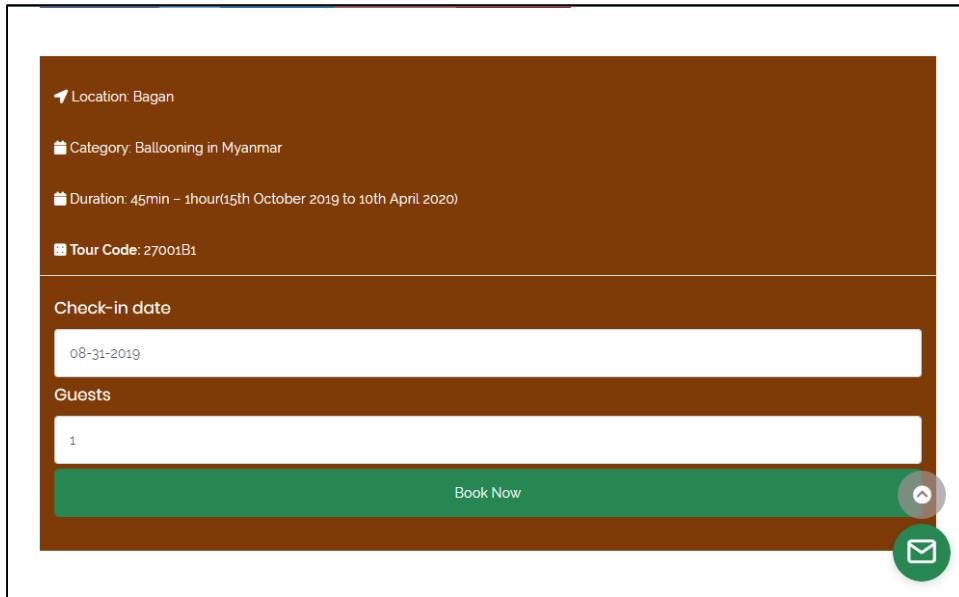


Figure 5:13  
(Search Tours)

Fill the destination, check in date and number of guests to search the right packages

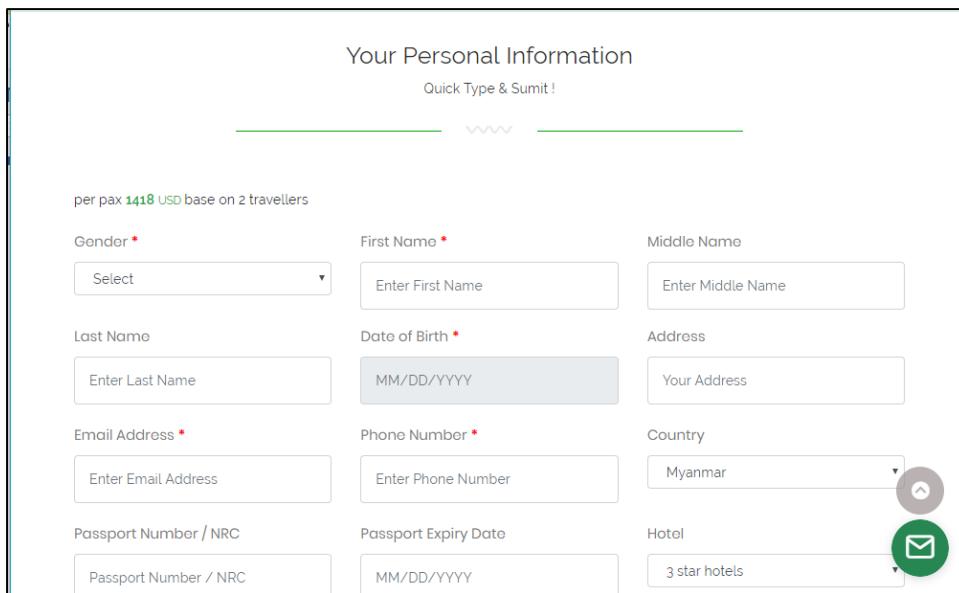
## Travel and Tour Management of AT&T



This screenshot shows a booking interface for a tour package. At the top, there are several descriptive labels with their corresponding values: 'Location: Bagan', 'Category: Ballooning in Myanmar', 'Duration: 45min – 1hour(15th October 2019 to 10th April 2020)', and 'Tour Code: 27001B1'. Below these, there are input fields for 'Check-in date' (containing '08-31-2019') and 'Guests' (containing '1'). A large green button labeled 'Book Now' is positioned below these fields. To the right of the 'Book Now' button are two circular icons: one with an upward arrow and another with an envelope.

Figure 5:14  
(Booking Tour Package)

When finishing selecting package, there must need to book firstly by clicking “Book Now” button.



This screenshot shows a registration form titled 'Your Personal Information' with a sub-instruction 'Quick Type & Submit!'. The form is divided into several sections: 'per pax 1418 USD base on 2 travellers', 'Gender \*' (dropdown menu 'Select'), 'First Name \*' (text input 'Enter First Name'), 'Middle Name' (text input 'Enter Middle Name'), 'Last Name' (text input 'Enter Last Name'), 'Date of Birth \*' (text input 'MM/DD/YYYY'), 'Address' (text input 'Your Address'), 'Email Address \*' (text input 'Enter Email Address'), 'Phone Number \*' (text input 'Enter Phone Number'), 'Country' (dropdown menu 'Myanmar'), 'Passport Number / NRC' (text input 'Passport Number / NRC'), 'Passport Expiry Date' (text input 'MM/DD/YYYY'), and 'Hotel' (dropdown menu '3 star hotels'). To the right of the 'Country' and 'Hotel' fields are two circular icons: one with an upward arrow and another with an envelope.

Figure 5:15  
(Customer Registration)

## Travel and Tour Management of AT&T

To book the packages, customer needs to have an account of this system. So fill up the information in “Your personal information” form to sign up.

The screenshot shows a "Tour Information" form with the following details:

Tour Name:	Myanmar Culture & Adventure
Tour Code:	27004T1
Destination:	Yangon, Bagan, Mount Victoria.
Duration:	8 nights/ 9 days
Tour Date:	09-03-2019
Guests:	2
Price:	\$ 1418

At the bottom right of the form are two circular icons: a grey one with a white arrow pointing up-right and a green one with a white envelope icon.

Figure 5:16

(Selected tour information confirm and calculate price)

The selected tour information and the price will be shown

The screenshot shows a travel agency website with the following sections:

- Day 0:** Innwa, Srikestra, Mawlamyine, Set Set Yo Village.
- Popular Tours:** Ballooning in Myanmar, Horse Riding in Myanmar, Honeymoon, Mergui Archipelago.
- Contact:**
  - Phone: (+95) 43201869, (+95) 899668380, (+95) 899668381
  - Email: info@treasurestravel.com, sales@treasurestravel.com, treasuresuu@gmail.com
  - Address: No.18, Kan Street, 6 miles, Hlaing Township, Yangon, Myanmar
- Social Link:** Icons for Facebook, Instagram, Pinterest, Twitter, and LinkedIn.
- FEATURED ON:** TripAdvisor logo with a "Write a review of Treasure Su" button.
- Secure Payments by:** PayPal logo.
- Copyright:** Copyright © 2018-2019. All rights reserved by [Treasure Su travel and tour in Yangon](#), [Web Development](#) and [SEO Myanmar](#) by MWD.

At the bottom right of the page are two circular icons: a grey one with a white arrow pointing up-right and a green one with a white envelope icon.

Figure 5:17

(Online secure payment)

## Travel and Tour Management of AT&T

For online payment, the secure online payment system “PayPal” is used in this system.

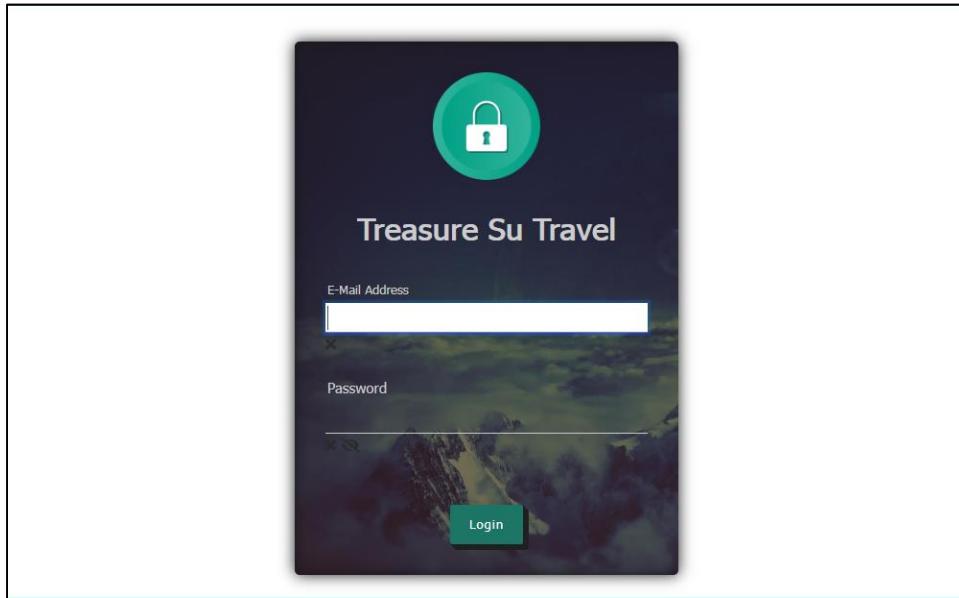


Figure 5:18

(Login)

To confirm the process of this system, need to login as a member. (Su, 2018)

### 5.2.2. KLOOK Travel and Tour (<https://www.klook.com/>)

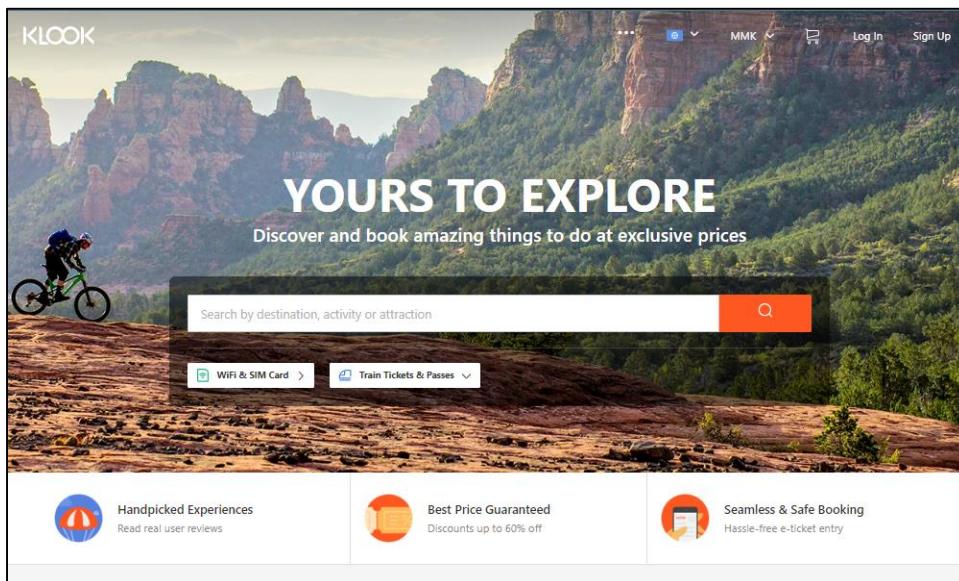


Figure 5:19

(search tour by destination, activity or attraction)

## Travel and Tour Management of AT&T

Firstly, reaching this system, will see home page like this. Customers can search tour packages or activities whatever they want.

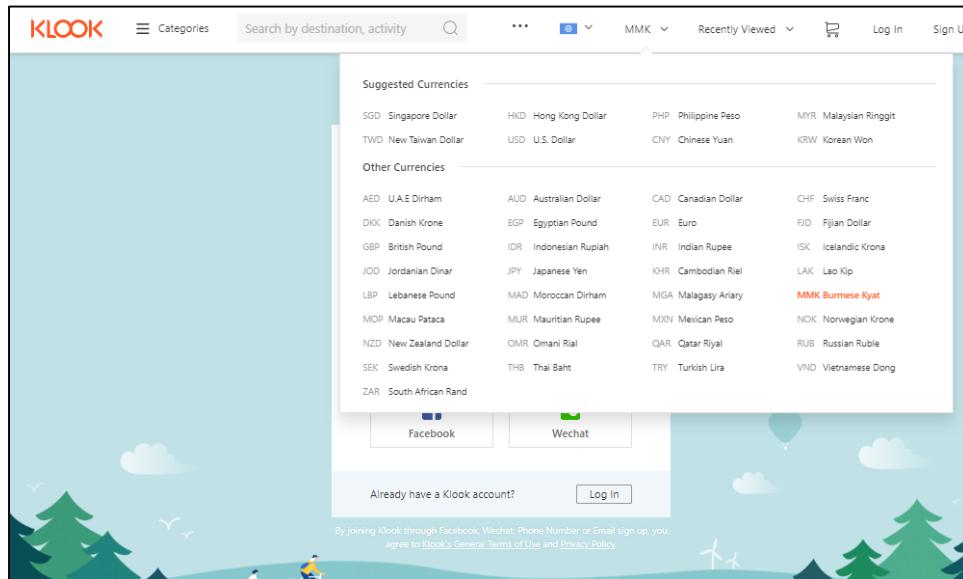


Figure 5:20  
(change customize currency)

This system allows to change the currency to check the price of packages.

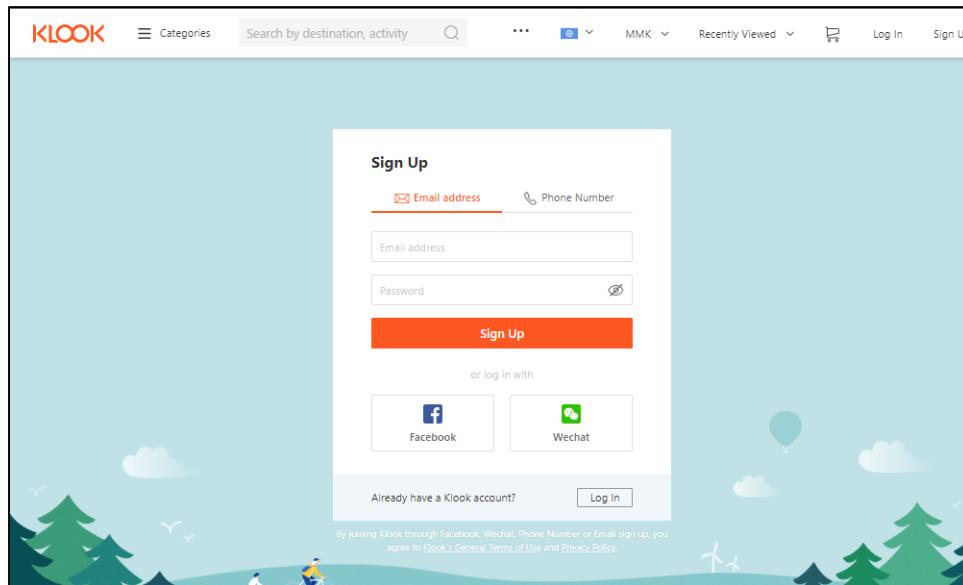


Figure 5:21  
(Register)

To buy the services, customers need to register if they don't have accounts of this system.

## Travel and Tour Management of AT&T

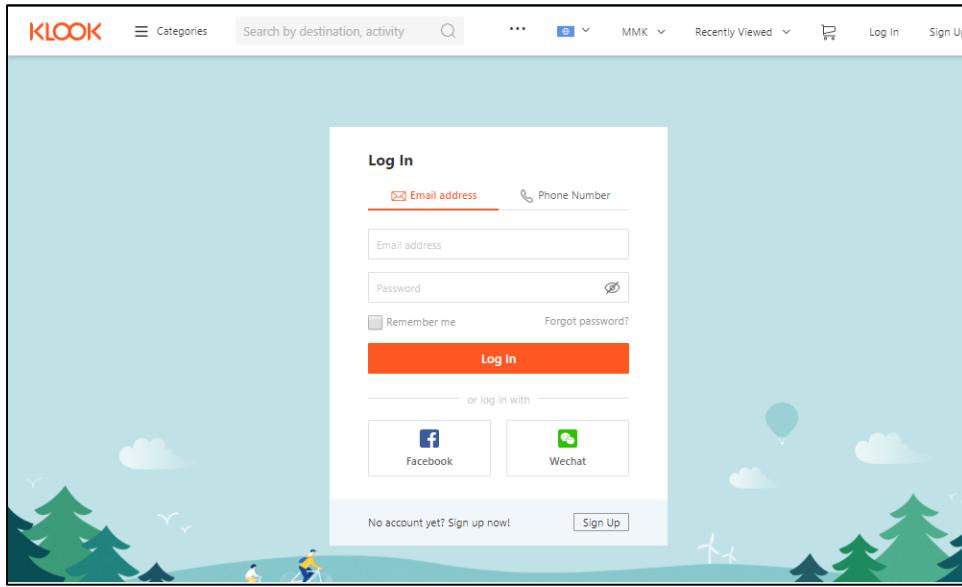


Figure 5:22  
(Login)

After making registration, need to login again to this system.

A screenshot of the Klook multi package booking page. The top navigation bar shows 'Categories', 'Search activities in Palawan', and other user options. The main content area is titled 'Select date and package options'. It features a date picker set to '09/02/2019', a 'Package Type' section with three options ('Join In Tour A (with Big Lagoon)', 'Join In Tour A (with Small Lagoon)', and 'Join In Tour A (without Big or Small Lagoon)') where the first two are highlighted in orange, and a quantity selector for 'Adult' (set to 2) and 'Child(3-4)' (set to 0). On the right side, a 'Selected Package Details' panel lists 'Instant Confirmation', 'Free Cancellation - 7 Days Notice', and 'Show Mobile or Printed Voucher'. Below this is a 'package\_description' section with a bulleted list: 'A join in tour with a local English speaking guide, inclusive of BBQ lunch, water, and hotel pick up.' Under 'Inclusive Of:', there's a list: 'Join in tour', 'Local English speaking guide', 'BBQ lunch', and 'Water'. At the bottom, there are buttons for 'BUK 52,594 Amount Details', 'ADD TO CART', 'BOOK NOW', and 'Edit Selected Options'.

Figure 5:23  
(Multi package booking)

This system allows customers to make multi package bookings.

## Travel and Tour Management of AT&T

The screenshot shows the Klook website's shopping cart interface. At the top, there are navigation links for 'Categories' and 'Search by destination, activity'. On the right, there are options for 'MMK', 'Recently Viewed', and a user profile. The main title 'Shopping Cart' is centered above a table.

All	Activity Description	Date	Units	Subtotal
<input checked="" type="checkbox"/>	<b>El Nido Tour A</b> Package Type: Join In Tour A (with Small Lagoon)	2 Sep 2019 (Local Time)	Adult	<input type="button" value="-"/> <input type="text" value="2"/> <input type="button" value="+"/>
<input checked="" type="checkbox"/>	<b>[Klook Exclusive: Skip-the-Line] SEA LIFE Bangkok Ocean World</b> Package Type: Aquarium + Glass Bottom Boat	14 Sep 2019 (Local Time)	Adult	<input type="button" value="-"/> <input type="text" value="2"/> <input type="button" value="+"/>

Below the table are 'Delete' and 'Edit' buttons for each item. The total activity total is listed as 'BUK 147,012'. A red 'Pay Now' button is prominently displayed at the bottom right.

Figure 5:24

(shopping cart for booking)

This system used the shopping cart style for booking of packages.

The screenshot shows the payment page. At the top, it says 'Payment Type' with a 'Use Promo Code' button. Below that, a note states 'All card information is fully encrypted, secure, and protected.' There are two payment methods listed:

- Credit/Debit Card. It shows logos for VISA, MasterCard, and American Express. Fields for 'Card Number', 'Expiry Date' (Month and Year dropdowns), 'Security Code' (input field), and a 'Save card details' checkbox are present. A 'PayPal' button is also shown.
- PayPal

To the right, a summary box displays the items and their costs:

El Nido Tour A	BUK 52,594
[Klook Exclusive: Skip-the-Line] SEA LIFE Bangkok Ocean World	BUK 94,418
Total	BUK 147,012
Payment Amount	<b>BUK 147,012</b>

Below the summary, it says 'Your transaction will be made in SGD' and 'Get 270 credits for this booking'. At the bottom, there are links for 'Data Security', 'COMMON QUESTIONS', and 'Contact Us', along with a red 'Pay Now' button.

Figure 5:25

(Online payment)

This system allows to make payment via visa, master or PayPal like these services.

## Travel and Tour Management of AT&T

The screenshot shows the Klook website interface for booking information. At the top, there are navigation links: Categories, Search activities in Palawan, MMK, Recently Viewed, Log In, and Sign Up. Below the search bar, there are tabs: Package Options, What To Expect, **Booking Information**, How To Use, Terms & Conditions, Reviews, and FAQs. The main content area is titled "Booking Information". It includes sections for "Confirmation", "Itinerary", "What To Wear", and "What To Bring". The "Confirmation" section lists two bullet points: "You will receive a confirmation email and voucher instantly after booking" and "In the event that you do not receive an email from us, please check your Spam folder or notify us via email". The "Itinerary" section lists several locations and times: 8:00am-8:30am hotel pick up, Big Lagoon or Small Lagoon (package dependent), Hidden Lagoon, 12:00pm lunch, Shimizu Island, 7 Commando Beach, and 3:00pm end of tour. A note states: "Please note: The itinerary is approximate and subject to change based on tidal and weather conditions of the day. Tours are also regularly checked by the Local Government Unit (LGU) of the municipality of El Nido and the coast guards before allowing each boat to sail off shore to start the tour. Hence, the starting time of each tour is beyond operator's control. This is a new rule implemented and only after permission from the LGU and the coast guards will the tour start for the customers' safety." The "What To Wear" section lists: Swimwear, Change of clothes, and Sun hat. The "What To Bring" section lists: Sunscreen. On the right side, there is a price summary: "Klook Price Guarantee ⓘ BUK 26,297 35,063", availability status ("Available Tomorrow" with a grey dot), instant confirmation ("Instant Confirmation" with a red lightning bolt), a "Select Options" button, a promotional offer for free credits, and a mobile app download link.

Figure 5:26

(Email booking confirmation and online voucher)

After making payment, booking confirmation and online voucher will be sent to the customers. (Look, 2018)

## 6. CHAPTER 6 – REQUIREMENT ANALYSIS

### 6.1. High Level Requirements

After requirement gathering and data analysis, need to define the main processes of the project. Based on the user interview output, feasibility study output and similar website analysis and research output, the following high level requirements are listed and proposed for this project.

#### 1. Tour Package

In this requirements, the following function will be developed.

- Destination
- Travel Type
- Tour Guide
- Package

#### 2. Package Schedule

For the package schedule, the following function will be developed.

- Search Package
- Schedule
- Assign Tour Guide

#### 3. Tour Booking

In tour booking management, the following function will be developed.

- View Package
- Search Package
- Make Booking
- Confirm Booking
- Make Payment

## Travel and Tour Management of AT&T

### 4. Customize Package Management

For the customize package management, the following function will be developed

- Book Customize Tour
- Request Plan and Budget
- Calculate quotation
- Confirm Tour Booking
- Make Payment

### 5. Complaint Management

In this requirement, the following function will be developed.

- Record Complaint
- Update Complaint
- Create report for complaint

## 6.2. Prioritizations of Requirements

The main technique that can help Agile project deliver on-time, is MoSCoW prioritization. Without periodization, the project can take more time and more impact on deliverable time. So, this stage will be prioritized the above High Level Requirements.

### **Must Have**

The main purpose of this project is 24/7 booking service and reduce man-power. So, the main functionality is Online Booking. For the booking successfully work, the package schedule and package have to be finished. For this point, the following HLRs are become must functions.

- Tour Package
- Package Schedule
- Make Booking

For the another function, prioritizations are as follow.

**Should Have -** Complaint Management

**Could Have -** Customize Tour

**Would Have -** Email confirmation

### 6.3. TimeBox Plan

No	TimeBox Name	Date	Deliverable of the TimeBox
1	Tour Package	2019-09-01 to 2019-09-20	Login, Destination Management Form, Travel Type Management Form, Tour Guide Management Form, Package Management Form
2	Package Schedule	2019-09-23 to 2019-10-11	Search Package Form, Schedule Management Form, Assign Tour Guide Form
3	Make Booking	2019-10-16 to 2019-11-08	Package display, Search Package Form, Booking Request Form, Admin's Booking Confirm Form, Payment form
4	Complaint Management	Future Amendment	Complaint management form, Update Complaint form, Create report for complaint
5	Customize Tour		Customize Tour Booking form, Request Plan and Budget form, Quotation calculation form, Confirm Tour Booking form, Payment

## **6.4. Non-Functional Requirements**

Non-functional requirements for this project include the following factors.

- Performance
- Security
- Maintainability

Detail specification for the functions are as follow:

**Performance:** In this system, that should be allow parallel access for the customer at least 100 customers at the same time. For the response time, that should be response within 3 seconds in normal internal line. Every changes of the website should be asynchronous (just in time).

**Security:** The system will 24/7 service support for the customer and open network. That can cause trouble problem for the network security. So, security is highest non-functional requirement for this system. Only the registered user should be book. Account password should be encrypted.

**Maintainability:** Whenever the system occurs run time error or system error, can easily to fix. When the company want to add or upgrade new function, the system can easily to upgrade and maintain. (Zhu, 2014)

## 7. CHAPTER 7 – ENGINEERING AND EXPLORATION

### 7.1. TimeBox – 1 Tour Package Management

#### 7.1.1. Detail TimeBox Plan

TimeBox Name- Tour package (Duration: 20 Days)		
Start Date: 2019-Sep-01		End Date: 2019-Sep-20
Task:	Task Name	Description of Task
1	System Design	Design Admin login form, Destination Management form, Travel type Management form, Tour Guide Management form, Package Management form
2	Database Design	Design database for login, destination, travel type, tour guide, package
3	System Development	Develop designed system with database can access or modify from system
4	Testing	Testing login form, destination form, tour guide form, package form
5	Deliverable	Can insert, update, delete, view list data of destination, travel type, tour guide, package

#### 7.1.2. Functional Requirement

- Destination
- Travel Type
- Tour Guide
- Package

### 7.1.3. Use Case Diagram

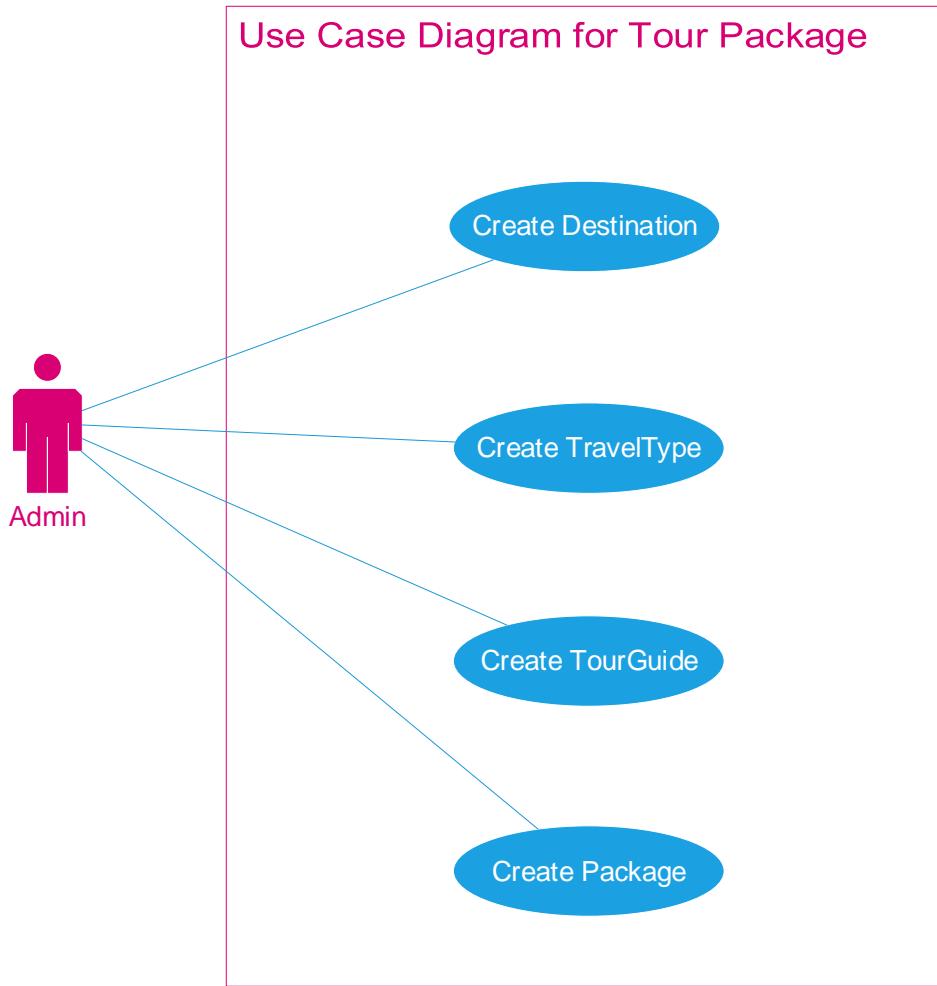


Figure 7:1 (Use Case Diagram for TimeBox – 1)

### 7.1.4. Use Case Description

Use Case Name : Create Destination

Actor : Admin

Flow of Event : Use case start when the company want to add new destination

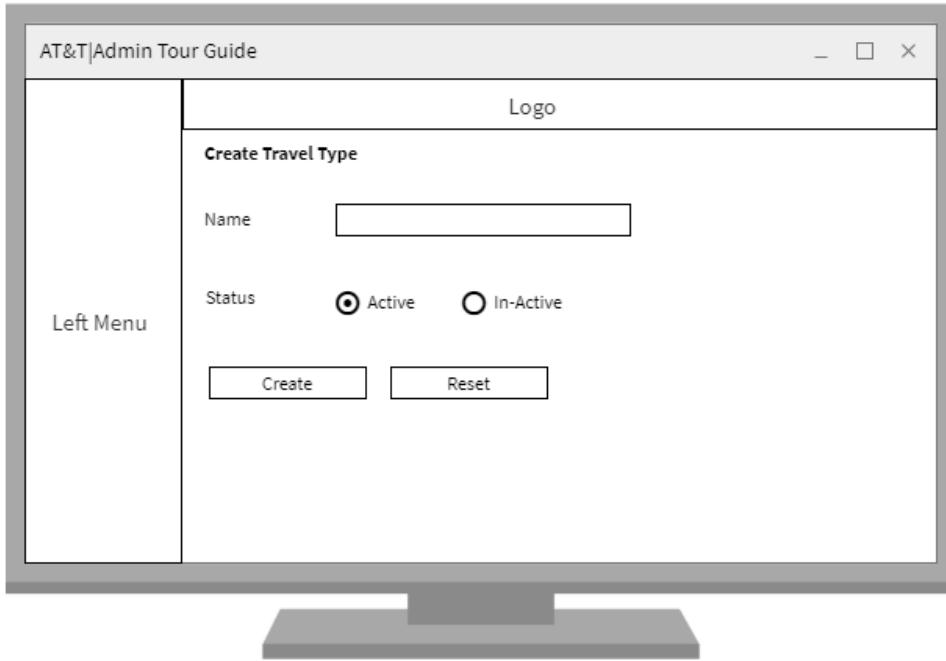
1. Admin enter the destination data into related input box.
2. Validate null information by system.
3. Validate duplicate information by system.
4. Destination record has been created.

This end the use case.

**Other use case description will show in appendix.**

### 7.1.5. Low Level Prototype (Wireframe)

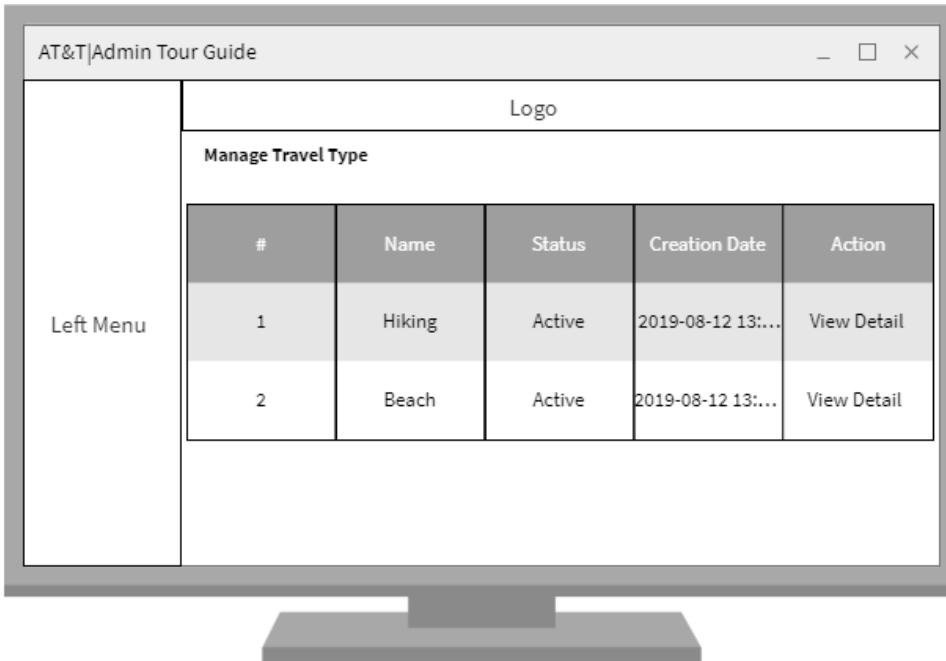
- Travel Type – Create Page



The wireframe shows a desktop application window titled "AT&T|Admin Tour Guide". On the left is a vertical "Left Menu". The main content area has a header "Create Travel Type" and a "Logo" placeholder. Below it, there is a "Name" field with an input box, a "Status" section with two radio buttons labeled "Active" and "In-Active" (the "Active" button is selected), and two buttons at the bottom labeled "Create" and "Reset".

Figure 7:2

- Travel Type – Manage Page



The wireframe shows a desktop application window titled "AT&T|Admin Tour Guide". On the left is a vertical "Left Menu". The main content area has a header "Manage Travel Type" and a "Logo" placeholder. Below it is a table with columns: #, Name, Status, Creation Date, and Action. Two rows of data are shown:

#	Name	Status	Creation Date	Action
1	Hiking	Active	2019-08-12 13:...	<a href="#">View Detail</a>
2	Beach	Active	2019-08-12 13:...	<a href="#">View Detail</a>

Figure 7:3

**Other low level prototype will show in appendix.**

### 7.1.6. Class Diagram

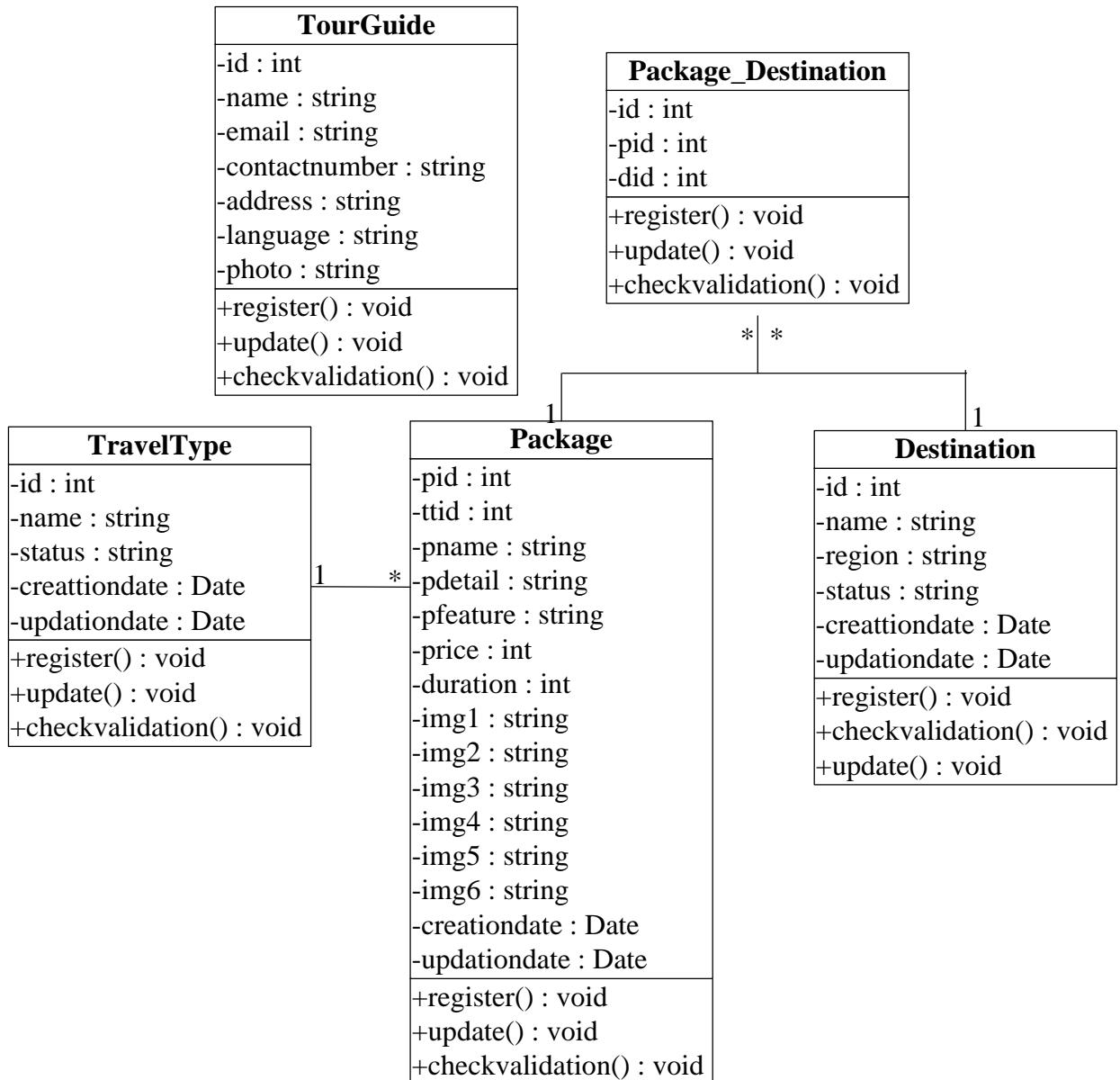
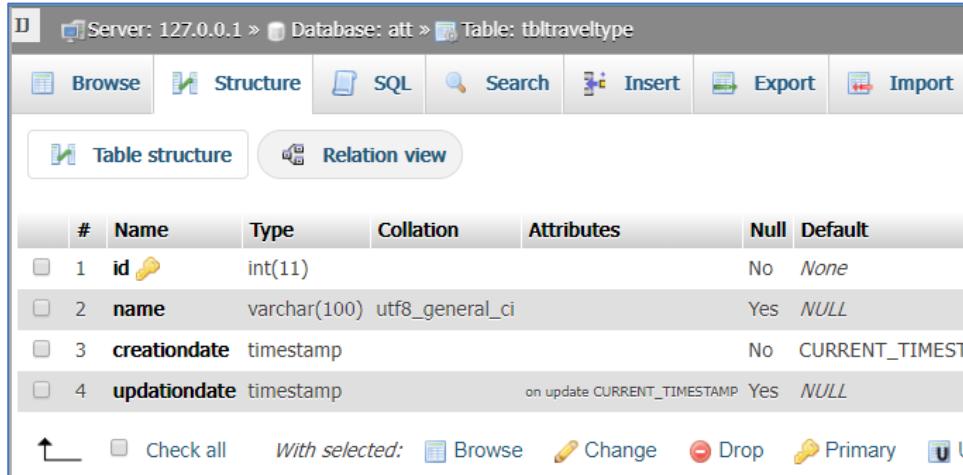


Figure 7:4 (Detail class diagram for Time Box – 1)

See detail class definition in Appendix.

## 7.1.7. Database Design

### ➤ Travel Type



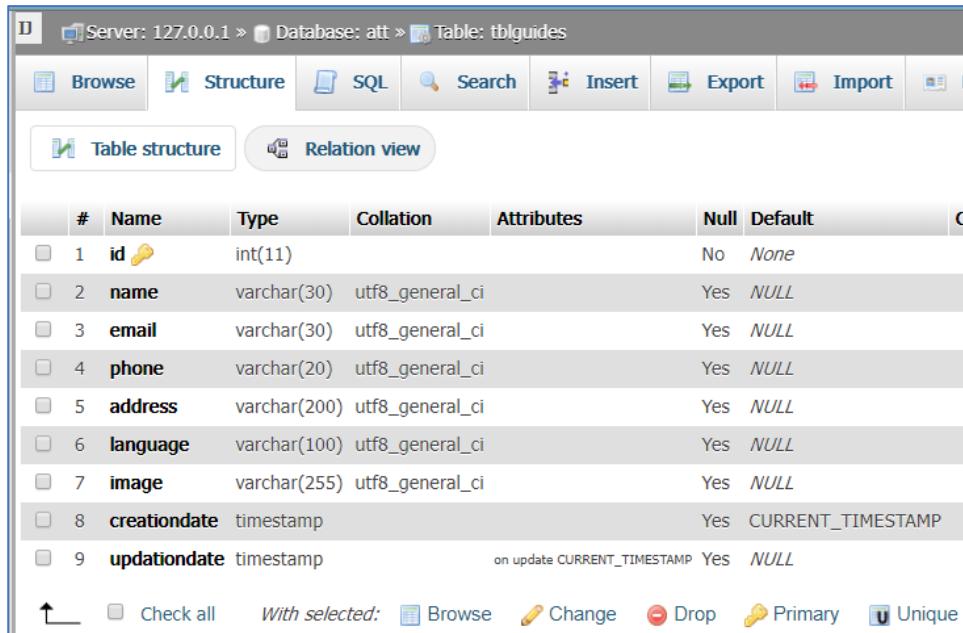
The screenshot shows the 'Table structure' view for the 'tbltraveltype' table. The table has four columns: id, name, creationdate, and updatationdate. The 'id' column is defined as int(11) and is the primary key. The 'name' column is defined as varchar(100). The 'creationdate' and 'updatationdate' columns are defined as timestamp.

#	Name	Type	Collation	Attributes	Null	Default
1	<b>id</b>	int(11)			No	<i>None</i>
2	<b>name</b>	varchar(100)	utf8_general_ci		Yes	<i>NULL</i>
3	<b>creationdate</b>	timestamp			No	CURRENT_TIMESTAMP
4	<b>updatationdate</b>	timestamp		on update CURRENT_TIMESTAMP	Yes	<i>NULL</i>

With selected:  Check all  Browse Change Drop Primary Unique

Figure 7:5

### ➤ Tour Guide



The screenshot shows the 'Table structure' view for the 'tblguides' table. The table has nine columns: id, name, email, phone, address, language, image, creationdate, and updatationdate. The 'id' column is defined as int(11) and is the primary key. The other columns are defined as varchar with various lengths and collations.

#	Name	Type	Collation	Attributes	Null	Default
1	<b>id</b>	int(11)			No	<i>None</i>
2	<b>name</b>	varchar(30)	utf8_general_ci		Yes	<i>NULL</i>
3	<b>email</b>	varchar(30)	utf8_general_ci		Yes	<i>NULL</i>
4	<b>phone</b>	varchar(20)	utf8_general_ci		Yes	<i>NULL</i>
5	<b>address</b>	varchar(200)	utf8_general_ci		Yes	<i>NULL</i>
6	<b>language</b>	varchar(100)	utf8_general_ci		Yes	<i>NULL</i>
7	<b>image</b>	varchar(255)	utf8_general_ci		Yes	<i>NULL</i>
8	<b>creationdate</b>	timestamp			Yes	CURRENT_TIMESTAMP
9	<b>updatationdate</b>	timestamp		on update CURRENT_TIMESTAMP	Yes	<i>NULL</i>

With selected:  Check all  Browse Change Drop Primary Unique

Figure 7:6

Other database design will show in appendix.

### 7.1.8. Testing Plan

No	Function Name	Date	Testing Detail
1	Travel Type	2019-09-15	1. Form initialization stage
2	Destination		2. Validation Checking
3	Tour Guide		3. Successful created
4	Package Management		4. Show in Database 5. Duplicate Validation.

### 7.1.9. Test Case

#### Common Data of test case

Tester = Min Thiha Lwin

Type of Testing = Unit Testing

Testing Date = 15-Sept-2019

#### Travel Type Testing

Test Case	T001	Test Description	Form Initialization Stage	
Test Procedure	Test Data	Expected Result	Actual Result	Result
1. Run Travel Type form.	No input required.	All text box must be clear.  <b>Active</b> status must be checked.	As Expected.	Pass.

**Test Evidence (Actual Result)**

Create Travel-Type

Travel-Type Name  Create Travel-Type

Status  Active  Inactive

**CREATE** **RESET**

Test Case	T002	Test Description	Validation Checking	
Test Procedure	Test Data	Expected Result	Actual Result	Result
1. Run Travel Type form. 2. Click Create button.	Type="null"	Warning message should be display.	As Expected.	Pass.

**Test Evidence (Actual Result)**

Create Travel-Type

Travel-Type Name  Create Travel-Type

Status  Active  Inactive

**CREATE** **RESET**

Please fill out this field.

<b>Test Case</b>	T003	<b>Test Description</b>	Successful Create.	
<b>Test Procedure</b>	<b>Test Data</b>	<b>Expected Result</b>	<b>Actual Result</b>	<b>Result</b>
1. Run Travel Type form. 2. Enter Travel Type. 3. Click Create button.	Type="Beach"	1. Successful message should be display. 2. Saved record in the database.	As Expected.	Pass.

#### Test Evidence (Actual Result)

The screenshot shows a 'Create Travel-Type' form. The 'Travel-Type Name' field contains the value 'Beach', which is highlighted with a red rectangular box. Below the name field is a 'Status' section with two radio buttons: 'Active' (selected) and 'Inactive'. At the bottom are two buttons: a dark blue 'CREATE' button and a light grey 'RESET' button.

The screenshot shows a 'Create Travel-Type' form. At the top, there is a green horizontal bar with the text 'SUCCESS: New Travel-Type Created Successfully'. Below this, the 'Travel-Type Name' field contains the value 'Create Travel-Type'. The 'Status' section shows 'Active' as the selected option. At the bottom are two buttons: a teal 'CREATE' button and a light grey 'RESET' button.

## Travel and Tour Management of AT&T

Server: 127.0.0.1 » Database: att » Table: tbltraveltype

	<input type="checkbox"/> Edit	<input type="checkbox"/> Copy	<input type="checkbox"/> Delete	id	name	creationdate	updatationdate	status
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1	Hiking	2019-08-04 23:12:45	NULL	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3	Beach	2019-11-21 11:19:34	NULL	active

Check all    With selected:  Edit     Copy     Delete     Export

<b>Test Case</b>	T004	<b>Test Description</b>	Duplicate Validation.	
<b>Test Procedure</b>	<b>Test Data</b>	<b>Expected Result</b>	<b>Actual Result</b>	<b>Result</b>
1. Run Travel Type form. 2. Enter Travel Type that already registered. 3. Click Create button.	Type="Beach"	1. Warning message should be display.	As Expected.	Pass.

### Create Travel-Type

**ERROR:**Travel type already exists. Please try again

Travel-Type Name	<input type="text" value="Create Travel-Type"/>
Status	<input checked="" type="radio"/> Active <input type="radio"/> Inactive
<input type="button" value="CREATE"/> <input type="button" value="RESET"/>	

Other test script will show in appendix.

## 7.2. Time Box – 2 Package Schedule Management

### 7.2.1. Detail Time Box Plan

Time Box Name- Package Schedule (Duration: 20 Days)		
Start Date: 2019-Sep-23		End Date: 2019-Oct-11
Task:	Task Name	Description of Task
1	System Design	Design for Package Form and Schedule Management Form
2	Database Design	Design database for Package and Schedule
3	System Development	Develop designed system with database can access or modify from system
4	Testing	Testing package management form, schedule management form and guide allocation.
5	Deliverable	Can insert, update, search and view list data of package and schedule

### 7.2.2. Functional Requirement

- Search Package
- Package Schedule
- Tour Guide Allocation

### 7.2.3. Use Case Diagram

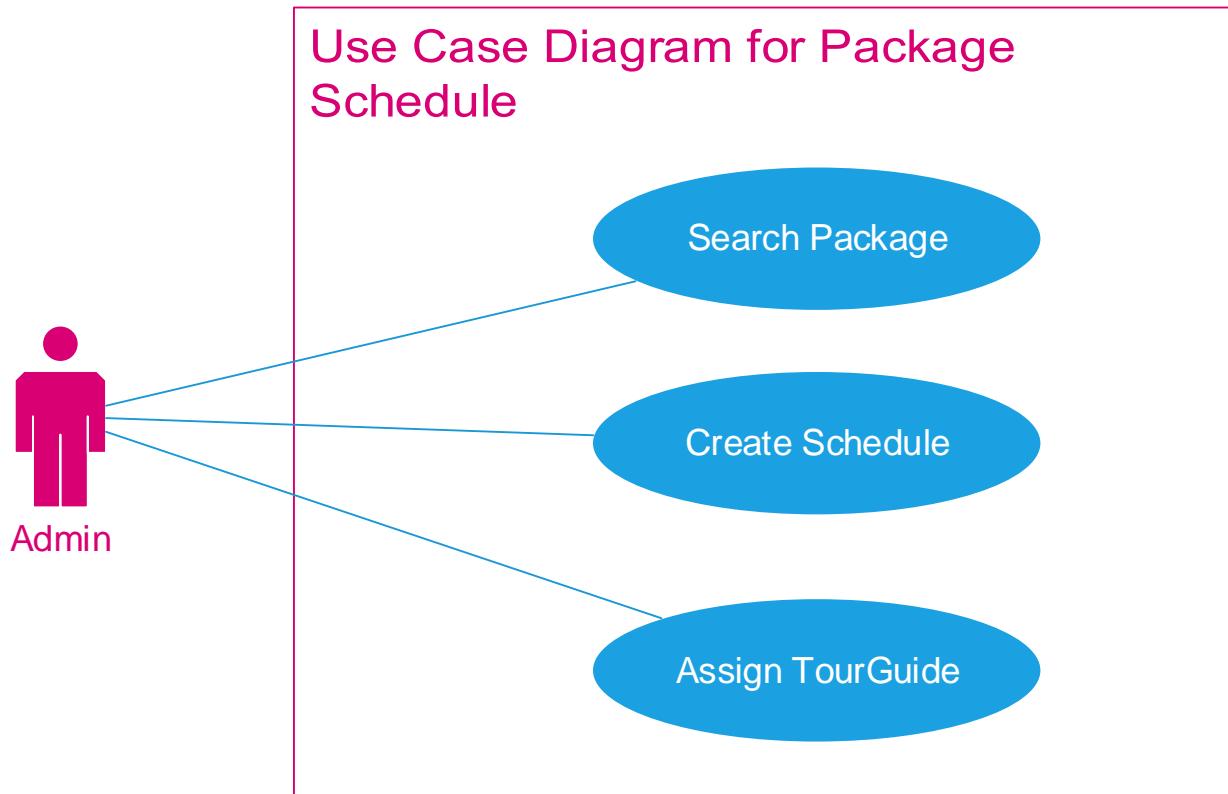


Figure 7:7 (Use Case Diagram for Time Box – 2)

### 7.2.4. Use Case Description

Use Case Name : Search Package  
Actor : Admin  
Flow of Event : Use case start when tour operator wants to search package  
1. Admin enter or select package name  
2. Search package name in database  
3. Show related package data.

This end the use case.

**Other use case description will show in appendix.**

### 7.2.5. Low Level Prototype (Wireframe)

- Create Schedule

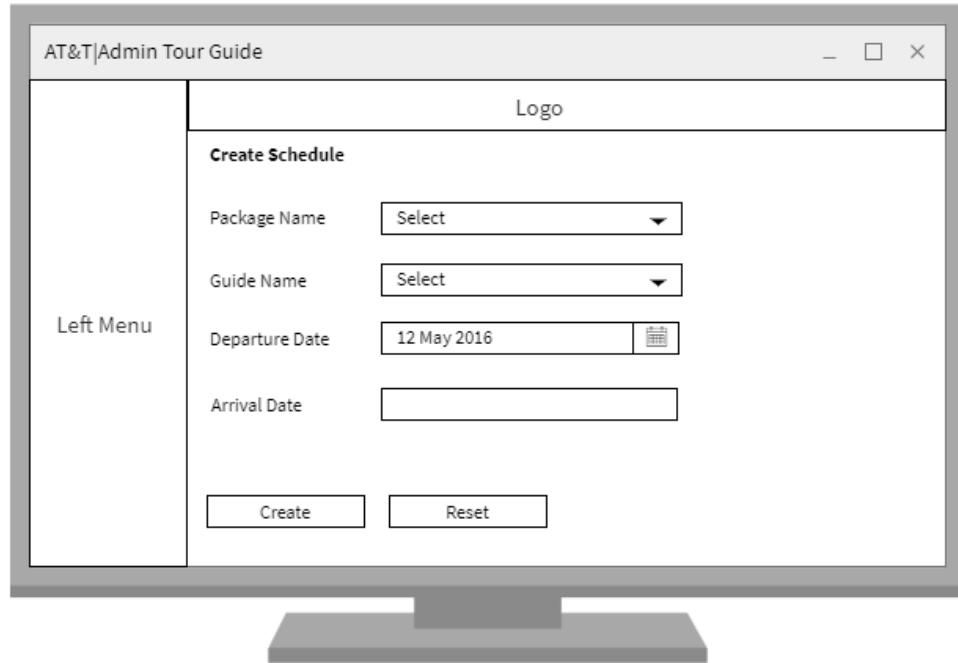


Figure 7:8

**Other low level prototype will show in appendix.**

### 7.2.6. Database Design

- Schedule

Table structure										
#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra	Action	
1	id	int(11)			No	None			Change  Drop  More	
2	sdate	timestamp			Yes	NULL			Change  Drop  More	
3	ddate	datetime			Yes	NULL			Change  Drop  More	
4	adate	datetime			Yes	NULL			Change  Drop  More	
5	pid	int(11)			No	None			Change  Drop  More	
6	gid	int(11)			No	None			Change  Drop  More	

With selected: Primary Unique Index

**Other database design will show in appendix.**

### 7.2.7. Class Diagram

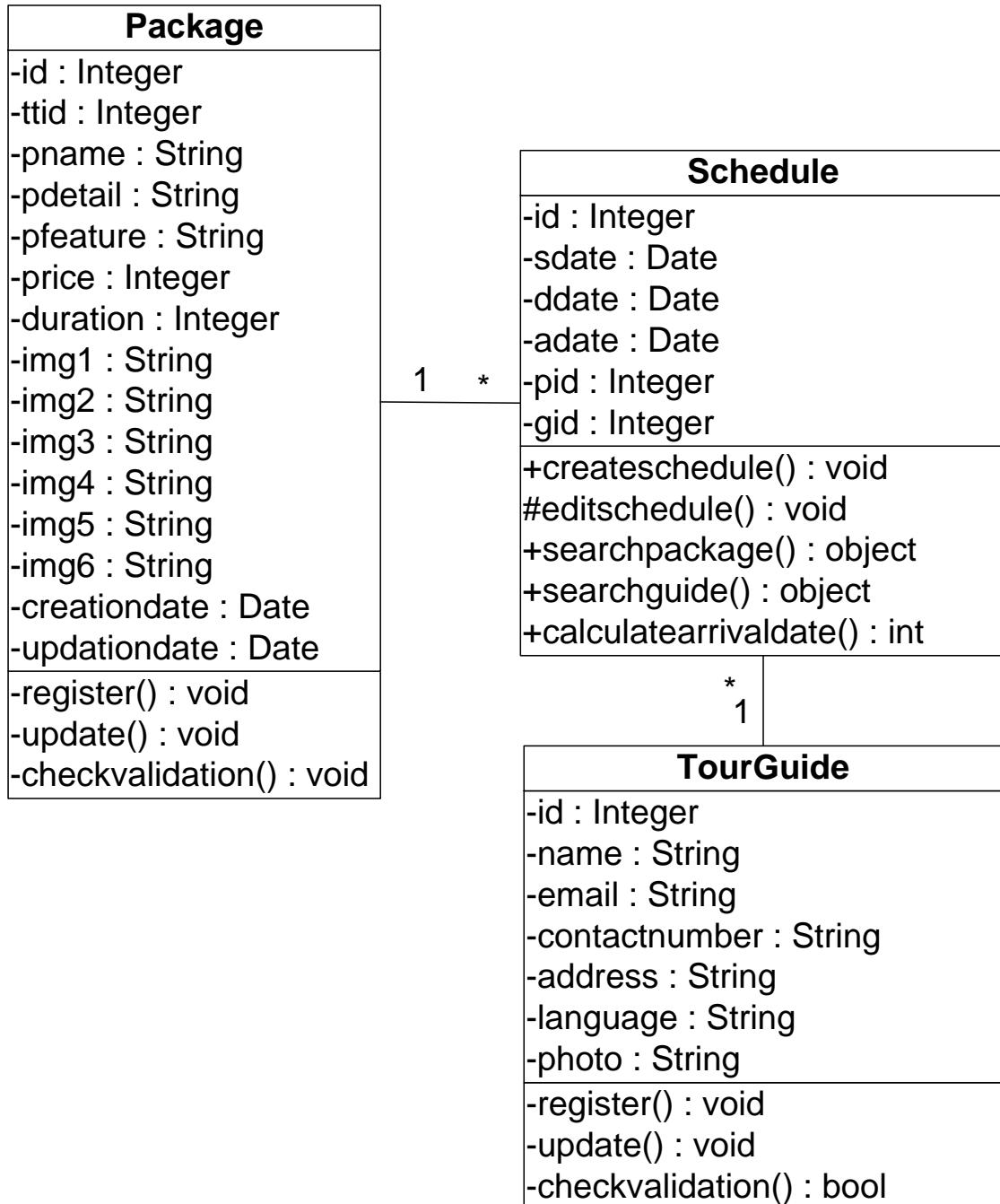


Figure 7:9 (Detail class diagram for Time Box – 2)

See detail class definition in Appendix.

### 7.2.8. Testing Plan

No	Function Name	Date	Testing Detail
1	Search Package	2019-10-08	1. Form initialization stage
2	Search Guide		2. Set up master data testing
3	Calculate Arrival Date		3. Validation Checking
4	Schedule Management		4. Successful created 5. Show in Database

### 7.2.9. Test Case

#### Common Data of test case

Tester = Min Thiha Lwin

Type of Testing = Unit Testing

Testing Date = 08-Oct-2019

#### Schedule Testing

Test Case	T001	Test Description	Form Initialization Stage	
Test Procedure	Test Data	Expected Result	Actual Result	Result
1. Run schedule management form.	ddate='dd/mm/yyyy' gname = "Select Guide Name" pname = "Select package name"	All setting data should be set up.	As Expected.	Pass.

### Test Evidence (Actual Result)

**Create Schedule**

Package Name	SELECT PACKAGE NAME	1
Guide Name	SELECT GUIDE NAME	2
Departure Date	mm/dd/yyyy	3
Arrival Date		
<input type="button" value="CREATE"/> <input type="button" value="RESET"/>		

Test Case	T002	Test Description	Set master data setting	
Test Procedure	Test Data	Expected Result	Actual Result	Result
1. Run schedule management form. 2. Click on package drop down and check data. 3. Click on guide drop down and check data.	gname = “as per database”  pname = “as per database”	All master data should be set up.	As Expected.	Pass.

### Test Evidence (Actual Result)

#### Package Check

Package Name	SELECT PACKAGE NAME
Guide Name	SELECT GUIDE NAME
	KALAW (HIKING) (3 DAYS)

Databases: att > Tables: tblpackages

pid	pname	ttid	pdetail	pfeature	price	duration
32	Kalaw (Hiking)	1	Experience new cultures and religions with this pa...	Save 20%, Hotels, Meals, Sightsseeing & More.&n...	100	

#### Guide Check

Guide Name	SELECT GUIDE NAME
Departure Date	MIN MIN

Databases: att > Tables: tblguides

id	name	email	phone	address
12	Min Min	minmin@gmail.com	09123456789	Yangon

<b>Test Case</b>	T003	<b>Test Description</b>	Auto date calculation.	
<b>Test Procedure</b>	<b>Test Data</b>	<b>Expected Result</b>	<b>Actual Result</b>	<b>Result</b>
<ol style="list-style-type: none"> <li>1. Run Schedule Form.</li> <li>2. Select package name.</li> <li>3. Select departure date.</li> </ol>	PName=" Kalaw (Hiking)" DDate="11/22/2019"	1. Arrival date should be auto calculate.	As Expected.	Pass.

### Before Testing

**Create Schedule**

Package Name	KALAW (HIKING) (3 DAYS)
Guide Name	MIN MIN
Departure Date	mm/dd/yyyy
Arrival Date	<input type="text"/>
<input type="button" value="CREATE"/> <input type="button" value="RESET"/>	

### Test Evidence (Actual Result)

**Create Schedule**

Package Name	KALAW (HIKING) (3 DAYS)
Guide Name	MIN MIN
Departure Date	11/22/2019
Arrival Date	11/25/2019
<input type="button" value="CREATE"/> <input type="button" value="RESET"/>	

<b>Test Case</b>	T004	<b>Test Description</b>	Successful Create.	
<b>Test Procedure</b>	<b>Test Data</b>	<b>Expected Result</b>	<b>Actual Result</b>	<b>Result</b>
1. Run schedule management form. 2. Select all schedule data. 3. Click Create button.	ddate='11/22/2019'  gname =” Min Min”  pname = “Kalaw”	1. Successful message should be display.  2. Saved record in the database.	As Expected.	Pass.

## Test Evidence (Actual Result)

## Create Schedule

SUCCESS:A New Schedule Created Successfully!

Package Name	<input type="text" value="SELECT PACKAGE NAME"/>
Guide Name	<input type="text" value="SELECT GUIDE NAME"/>

D Server: 127.0.0.1 » Database: att » Table: tbschedule

	Browse	Structure	SQL	Search	Insert	Export	Import	Privileges
<input type="checkbox"/>	<a href="#">Edit</a>	<a href="#">Copy</a>	<a href="#">Delete</a>	18	2019-11-03 14:43:40	2019-11-05 00:00:00	25	9
<input type="checkbox"/>	<a href="#">Edit</a>	<a href="#">Copy</a>	<a href="#">Delete</a>	19	2019-11-03 14:48:14	2019-11-04 00:00:00	25	9
<input checked="" type="checkbox"/>	<a href="#">Edit</a>	<a href="#">Copy</a>	<a href="#">Delete</a>	20	2019-11-21 15:24:26	2019-11-22 00:00:00	2019-11-25	32 12

### **Other test script will show in appendix**

### 7.3. TimeBox – 3 Tour Package Booking

#### 7.3.1. Detail Time Box Plan

Time Box Name- Package Booking (Duration: 24 Days)		
Start Date: 2019-Oct-16		End Date: 2019-Nov-08
Task:	Task Name	Description of Task
1	System Design	Design for User login, package display, schedule display, booking confirm.
2	Database Design	Design database for Booking and User.
3	System Development	Develop designed system with database can access or modify from system. Email should be send after booking process is successful.
4	Testing	Testing package display, schedule display, make booking and sending email
5	Deliverable	Whole user booking process and booking email confirmation.

#### 7.3.2. Functional Requirement

- Show Package
- Search Schedule
- Make Booking
- Confirm Booking

### 7.3.3. Use Case Diagram

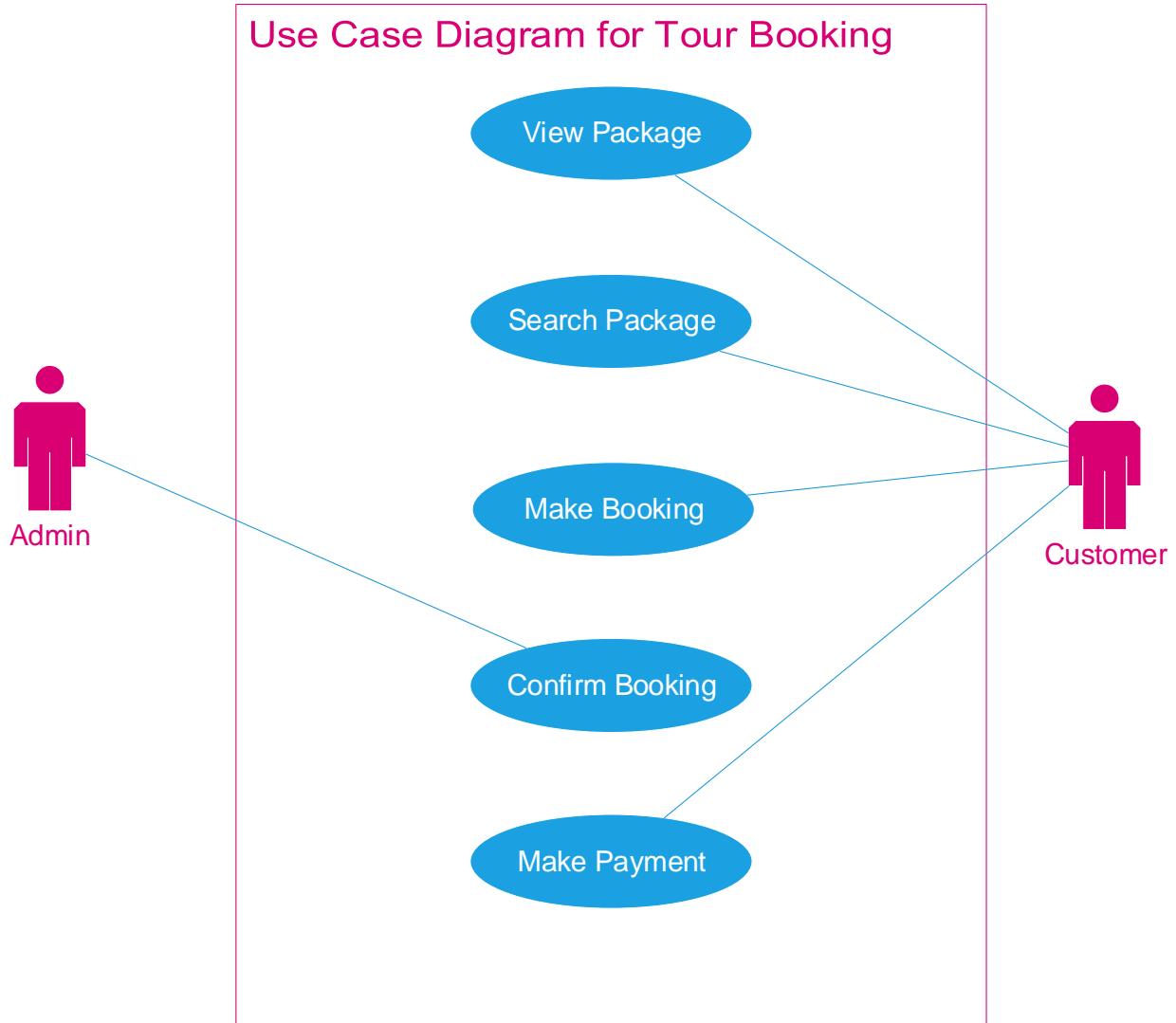


Figure 7:10 (Use Case Diagram for Time Box – 3)

#### 7.3.4. Use Case Description

Use Case Name : View Package  
Actor : Customer  
Flow of Event : Use case start when customer login to the website  
1. Select active package from the database by system  
2. Show package to the screen.

This end the use case.

**Other use case description will show in appendix.**

#### 7.3.5. Low Level Prototype (Wireframe)

➤ Manage Booking

The wireframe shows a window titled "AT&T|Admin Tour Guide". On the left is a vertical "Left Menu" bar. The main area contains a "Logo" placeholder and a "Manage Booking" section. Below this is a table with the following data:

#	Date	Name	Package	Departur...	Total	Action
1	1-Oct-2019	Min Min	Taung Gyi	3-Oct-2019	3	Confirm C...
2	1-Oct-2019	Aung Aung	Bagan	3-Oct-2019	2	Confirm C...

Figure 7:11

**Other low level prototype will show in appendix.**

### 7.3.6. Class Diagram

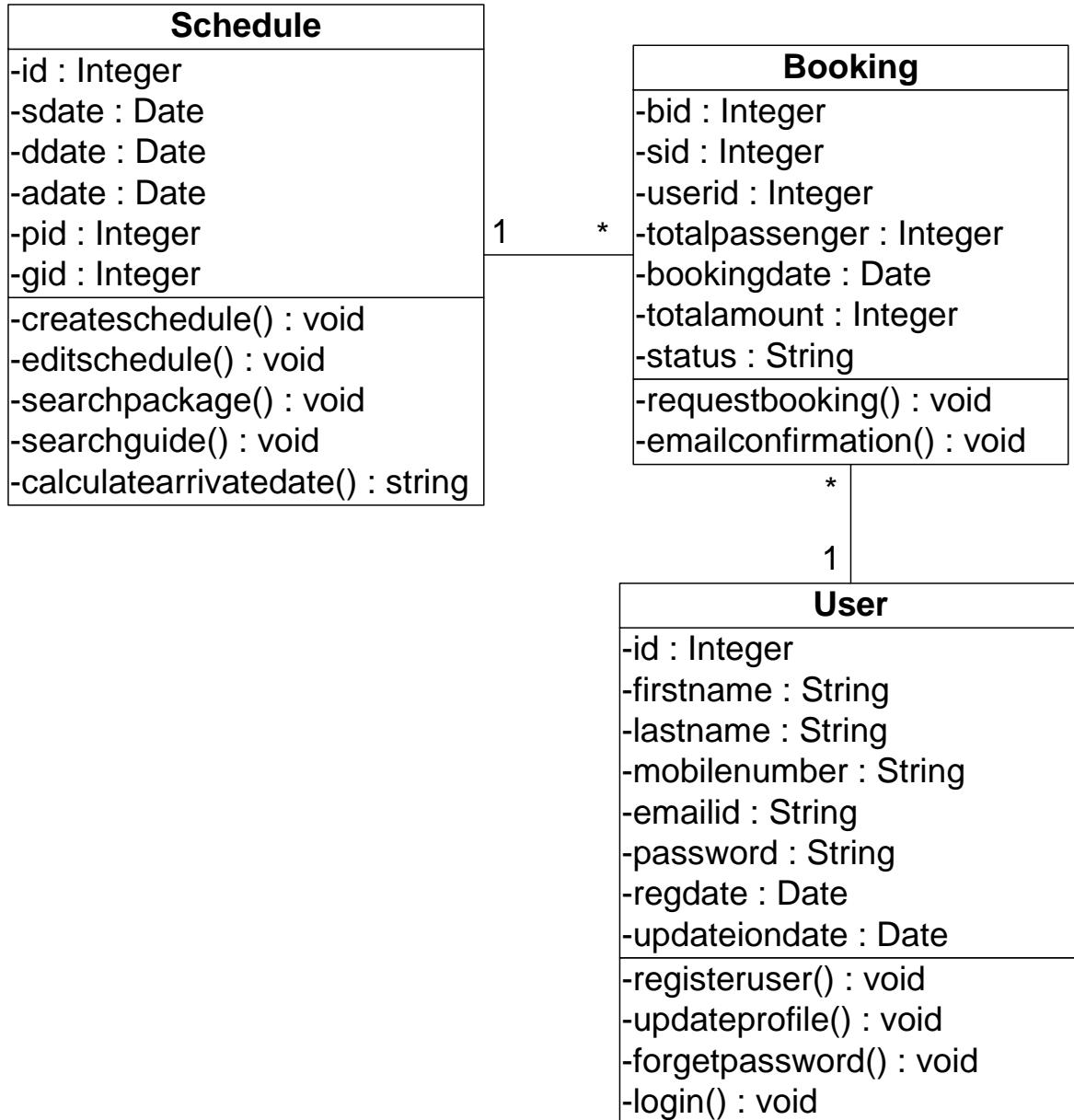


Figure 7:12

(Detail class diagram for Time Box – 3)

See detail class definition in Appendix.

### 7.3.7. Database Diagram

➤ Schedule

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	bid	int(11)			No	None		AUTO_INCREMENT
2	sid	int(11)			No	None		
3	userid	int(11)			No	None		
4	totalpassenger	int(11)			No	None		
5	bookingdate	timestamp			No	CURRENT_TIMESTAMP		
6	totalamount	int(11)			No	None		
7	status	varchar(10)	utf8_general_ci		No	None		

Figure 7:13

Other database design will show in appendix.

### 7.3.8. Testing Plan

No	Function Name	Date	Testing Detail
1	User Login		1. Form Design and Initialization stage 2. Null Validation 3. Invalid Password or Username 4. Successful login
2	Package Display		1. Form Design and Initialization stage
3	Search Schedule	2019-11-02	1. Form Design and Initialization stage 2. Show all schedule by selected package
4	Make Booking		1. Form Design and Initialization stage. 2. Set auto fill data. 3. Send Email Confirmation. 4. Successful Booking.
5	Email Confirmation		5. Design setting and data format.

### 7.3.9. Test Case

#### Common Data of test case

Tester = Min Thiha Lwin

Type of Testing = Unit Testing

Testing Date = 02-Nov-2019

#### User Login

<b>Test Case</b>	T001	<b>Test Description</b>	Form Design and Initialization Stage	
<b>Test Procedure</b>	<b>Test Data</b>	<b>Expected Result</b>	<b>Actual Result</b>	<b>Result</b>
1. Run Sign-in form.	Null	1. All text box should be clear. 2. Form design should be the same with prototype.	As Expected.	Pass.

#### Test Evidence (Actual Result)

Signin with your account

Enter your Email

Password

Forgot password?

SIGNIN

ditions and Privacy Policy

<b>Test Case</b>	T002	<b>Test Description</b>	Null Validation	
<b>Test Procedure</b>	<b>Test Data</b>	<b>Expected Result</b>	<b>Actual Result</b>	<b>Result</b>
1. Run Sign-in form. 2. Click Sign-In button.	Email="" PW=""	1. Warning message should be show.	As Expected.	Pass.

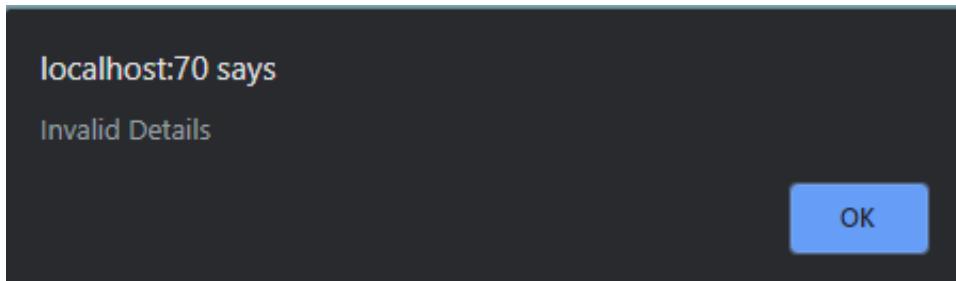
#### Test Evidence (Actual Result)

The screenshot shows a sign-in interface with the following elements:

- A green header "Signin with your account".
- An input field labeled "Enter your Email".
- An input field labeled "Passw" (partially visible).
- A validation message: "Please fill out this field." with an exclamation mark icon.
- A "Forgot password" link.
- A large blue "SIGNIN" button at the bottom.

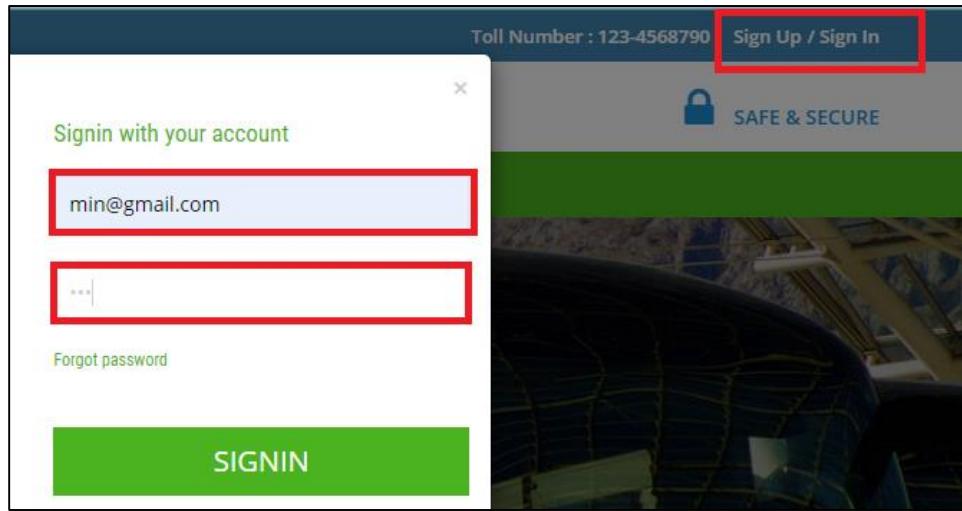
<b>Test Case</b>	T003	<b>Test Description</b>	Invalid Username or password.	
<b>Test Procedure</b>	<b>Test Data</b>	<b>Expected Result</b>	<b>Actual Result</b>	<b>Result</b>
1. Run Sign-in form. 2. Type wrong username and password. 3. Click Sign-In button.	Email="abc" PW="123"	1. Error message should be show.	As Expected.	Pass.

**Test Evidence (Actual Result)**



<b>Test Case</b>	T004	<b>Test Description</b>	Successful Login.	
<b>Test Procedure</b>	<b>Test Data</b>	<b>Expected Result</b>	<b>Actual Result</b>	<b>Result</b>
1. Run Sign-in form. 2. Type correct username and password. 3. Click Sign-In button.	EM="" min@gmail.com" PW="123"	1. Package display should be show.	As Expected.	Pass.

**Before Testing**



**Test Evidence (Actual Result)**

## Travel and Tour Management of AT&T



**Other test script will show in Appendix - D.**

## **8. CHAPTER 8 – SOFTWARE DEPLOYMENT**

### **8.1. Training**

#### **8.1.1. Target Attendees**

The training is supported for AT&T group members. Tourism Manager

1. IT Manager
2. Tour Operators
3. Marketing Manager
4. Tour Promotion Staff
5. Web Content Creator

#### **8.1.2. Training Objective**

Training is focus on easily to understand and familiar with their new system and system flow.

#### **8.1.3. Training Scope**

All admin aspect of the project will be contained in this training. There are

1. Manage Travel Type
2. Manage Destination
3. Manage Tour Package
4. Manage Tour Guide
5. Manage Tour Schedule
6. Manage Booking

#### **8.1.4. Training Method**

There are many techniques in software training. For AT&T, the following training methods will be used.

1. Face to Face learning: trainer will teach in front of attendees and they will follow trainer action and instruction.
2. Scenario-based learning: trainer give story and doing by story flow.

### 8.1.5. Training Material

For software training, the following material will be needed.

1. Laptop
2. Projector
3. White Board
4. Extension
5. Internet Line
6. User Manual

### 8.1.6. Training Plan

Training will be started **after hosting the website** and training duration is **2 weeks**.

## 8.2. Software Architecture

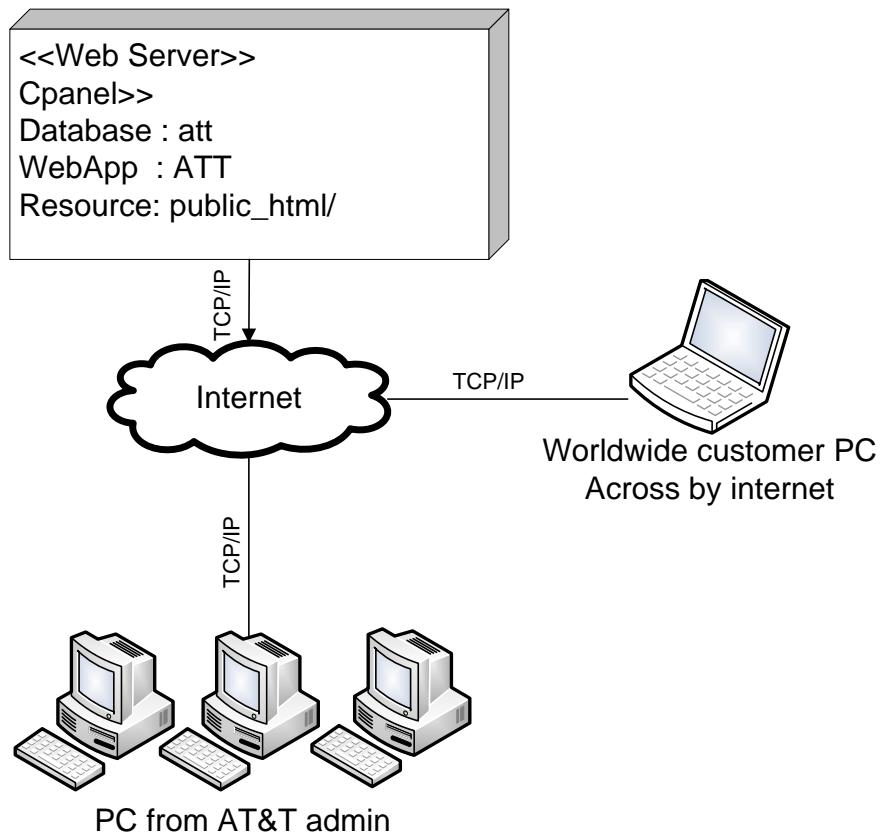


Figure 8:1  
Software architecture for AT&T web application

### 8.3. Data Migration Plan

AT&T data migration will be made by following plan.

Migration Date: 12-Nov-2019 to 13-Nov-2019			
Migration Staff: Min Thiha			
Migration Technique: .CSV file import			
Task No	Type of Data	Detail Table Name	Amount of data
1	Master Data	Travel Type	5 rows
2		Destination	200 rows
3		Tour Guide	20 rows
4		Customer	500 rows
5		Package	50 rows
6	Transition Data (Current used)	Schedule	Over 1000 rows
7		Booking	Over 2000 rows

## 9. CHAPTER 9 – CRITICAL EVALUATION

### 9.1. Evaluation of User Interface

For evaluate my website design, there have several methods are found. As my experience from UID subject and ID subject, I want to use **Heuristics Evaluation** method for my project.

Two authentication and user screen are contained in my project. Admin side and Customer side.

#### 9.1.1. Heuristics Evaluation (User side)

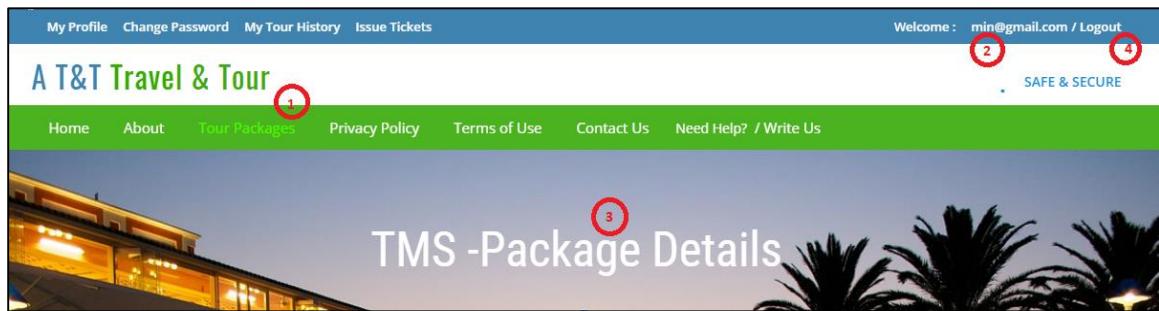


Figure 9:1

(visibility of the system status)

This principle shows that the application must display the current state of the system to the user. In this project, menu-hover's color can show which page currently open, page title can show which page currently reach, username and logout link can show current login user.

The screenshot shows a 'Package List' section with two items:

- Package Name: Kalaw (Hiking)** (highlighted with a red box)
  - Package Type : Hiking
  - Features
  - USD 100
  - Details** button (highlighted with a red box)
- Package Name: Mhyanmar Shan Pyi** (highlighted with a red box)
  - Package Type : Hiking
  - Features
  - USD 150
  - Details** button (highlighted with a red box)

Figure 9:2  
(consistency and standard)

Applications and websites must be consistent across all uses of the logo, the location of logos and the use of design elements. In this project, every link button, title, description and image are same size. So, the user can view simple and consistence screen design.

The form consists of the following fields:

- Duration**: 3days
- Price**: \$100(per person)
- How many person?**: Type number of person (with value '1' circled in red)
- Total Amount**: (with value '2' circled in red)
- Submit** button

Figure 9:3  
(error prevention)

## Travel and Tour Management of AT&T

All systems must avoid errors before the user makes a mistake. The placeholder (in the text box) can show what should be enter for user. Moreover, this project prevents the common mistake of user and most of the text box are auto complete.

### Package List



**Package Name:** Kalaw (Hiking)

Package Type : Hiking  
Features

USD 100

[Details](#)



**Package Name:** Myanmar Shan Pyi

Package Type : Hiking  
Features

USD 150

[Details](#)

Figure 9:4



**Kalaw (Hiking)**  
#PKG-32

Package Type : Hiking  
Package Location : Kalaw

Departure Date	Arrival Date	Duration	Action
2019-11-22 00:00:00	2019-11-25	3 days	<a href="#">Make Booking</a>

Grand Total  
**USD.100**

**Package Features**

Save 20%, Hotels, Meals, Sightseeing & More.

Figure 9:5

(Aesthetic and minimalist design)

This system is used white background color and simple layout design such as table, image, etc.

## 9.1.2. Heuristics Evaluation (Admin side)

The screenshot shows a web-based tourism management system. On the left, there is a dark sidebar with various menu items: Dashboard, Tour Packages, Destination, TravelType, Tour Guide, Manage Users (highlighted with a red circle labeled '1'), Manage Booking, Manage Schedule, Manage Issues, and Manage Enquiries. The main content area has a green header bar with the text 'TOURISM MANAGEMENT SYSTEM'. Below the header, the breadcrumb navigation shows 'Home > Manage Destinations' (also highlighted with a red circle labeled '2'). The main content is titled 'Manage Destinations' and displays a table with two rows of destination data. The table columns are: #, NAME, REGION NAME, CREATION DATE, UPDATION DATE, and ACTION. The first row shows '3' for #, 'Kalaw' for NAME, 'Shan State' for REGION NAME, '2019-11-21 11:30:30' for CREATION DATE, 'Not Update yet!' for UPDATION DATE, and a blue 'EDIT' button. The second row shows '3' for #, 'TaungGyi' for NAME, 'Shan State' for REGION NAME, '2019-11-21 15:36:55' for CREATION DATE, 'Not Update yet!' for UPDATION DATE, and a blue 'EDIT' button.

#	NAME	REGION NAME	CREATION DATE	UPDATION DATE	ACTION
3	Kalaw	Shan State	2019-11-21 11:30:30	Not Update yet!	<button>EDIT</button>
3	TaungGyi	Shan State	2019-11-21 15:36:55	Not Update yet!	<button>EDIT</button>

Figure 9:6  
(visibility of the system status)

The blue hover effect shows which menu they pointed. From the top directory, the user can easily know which page they reach and where they came from.

This screenshot is identical to Figure 9:6, showing the 'Manage Destinations' page. It includes the sidebar with the 'Manage Users' menu item highlighted by a red circle labeled '1', and the breadcrumb navigation showing 'Home > Manage Destinations' highlighted by a red circle labeled '2'. The main content area displays the same table of destination data with two rows, each featuring a blue 'EDIT' button in the 'ACTION' column.

#	NAME	REGION NAME	CREATION DATE	UPDATION DATE	ACTION
3	Kalaw	Shan State	2019-11-21 11:30:30	Not Update yet!	<button>EDIT</button>
3	TaungGyi	Shan State	2019-11-21 15:36:55	Not Update yet!	<button>EDIT</button>

Figure 9:7

## Travel and Tour Management of AT&T

The screenshot shows a management interface titled "Manage Packages". At the top left, there is a breadcrumb navigation: "Home > Manage Packages". Below the title, the table has the following structure:

#	NAME	PRICE	CREATION DATE	ACTION
1	Kalaw (Hiking)	\$100	2019-11-21 14:26:19	<button>EDIT</button>
2	Mhyanmar Shan Pyi	\$150	2019-11-21 15:38:35	<button>EDIT</button>

Figure 9:8

(consistency and standard)

Every management page is used in same screen design such as button color, button size, table color, table style, etc.

The screenshot shows a management interface titled "TOURISM MANAGEMENT SYSTEM". On the left, there is a sidebar menu with the following items:

- Dashboard
- Tour Packages
- Destination
- TravelType
- Tour Guide
- Manage Users
- Manage Booking
- Manage Schedule
- Manage Issues
- Manage Enquiries
- Manage Pages

The main content area shows a breadcrumb navigation: "Home > Manage Destinations". Below the title, the table has the following structure:

#	NAME	REGION NAME	CREATION DATE	UPDATION DATE	ACTION
3	Kalaw	Shan State	2019-11-21 11:30:30	Not Update yet!	<button>EDIT</button>
3	TaungGyi	Shan State	2019-11-21 15:36:55	Not Update yet!	<button>EDIT</button>

Figure 9:9

(Aesthetic and minimalist design)

Used simple design, layout and color are used in this project.

## **9.2. Evaluation of literature Review**

### **9.2.1. Language Choice**

In this project, there are many things to learn and aware of developing a website. According to the requirement of this project, although there are many web development languages, PHP programming language is the best choice for me because I have experienced in some of website projects at my work. As PHP language is a simple language, I didn't need to learn about it specially because I had experienced in level5 website development project. So, the scope of the project is fit for me and can develop in a short time. Therefore, I chose PHP as my project's programming language.

Problem encountered:

But there is something I got a problem while developing this project with PHP. When php is connected to another language like JavaScript for select2 (Multiple select), PHPMailer function for email system, and so on. When I can't solve some of these problems, asked my senior at work and my teachers from KMD and searched on google for stack overflow and tutorials.

Lesson Learned:

Throughout the developing of my project, I got lessons learnt of some problems that I solved not to be happened again for my next projects. I will prepare to test some functions that I want to use before choosing project title.

### **9.2.2. Methodology Choice**

The methodology that I use in this project is Agile methodology. There are some reasons for choosing Agile methodology as a method of development. As this project is an academic level, I couldn't understand all processing of the project at the beginning. But Agile methodology has MoSCoW prioritization and time boxing.

I can know the prioritization of parts in the project because of using MosCow prioritization. And timeboxing can help to finish phase by phase the parts of MosCow prioritization. I can change something that I want to within developing period because Agile has iteration. And then Agile has prototyping technique, so I don't have to

## Travel and Tour Management of AT&T

misunderstand with my supervisor. The time frame of Agile is from 3 to 9 months. My project's time frame is 6 months. So, I can complete enough within the time frame of Agile Methodology.

### **9.2.3. DBMS Choice**

MySQL database is used as DBMS for my project because MySQL is a free database and MySQL is web-based DBMS and the best database for PHP is also MySQL. Moreover, when XAMPP server is installed, PHP, MySQL and apache have already configured. So, MySQL is the best suitable DBMS for my project.

Problem encountered:

Sometimes, MySQL database can be stopped when there are so many requests to database. So, I faced that problem when developing project by changing and refreshing services in XAMPP Server. At the side of security and storage of database, MySQL DBMS may not handle for real project because if the real project is running with MySQL, there may not be handle for large amount of data.

### **9.3. Evaluation of system**

This website literally serves the purpose of this project as the main functionalities such as search packages, confirm booking and make payment directly online and not needing to call or personally come down to physical store will generate more revenue and easily accessible around the world. It can help the company migrating from paper-based system to data-based system. Not only online customers to be use this system, operation/sales employee can also use the same system to generate booking for on store purchases as well so that all transactions can be tracked later for reporting and analysis. This website will be better if CRM (customer relationship management) and reports functions to be used by management for Profit and Lost calculations, revenue optimization and many more. Moreover, by building CRM and reports, sales and marketing team can have better understanding of customer behaviors.

Another area to improve in this website is “Search package” function. User should be able to search by popular packages in selected destination so that user will not need to go through so many packages to find their desired package for the upcoming vacation. Furthermore, the website should have the option to book for transports or accommodation only instead of the whole package tours.

## 1. APPENDIX

### Appendix – A Use Case Description

Use Case Name : Create Travel Type

Actor : Admin

Flow of Event : Use case start when the company want to add new travel type

1. Admin enter the travel type data into related input box.
2. Validate null information by system.
3. Validate duplicate information by system.
4. Travel type record has been created.

This end the use case.

Use Case Name : Create Tour Guide

Actor : Admin

Flow of Event : Use case start when the company want to add new tour guide

1. Admin enter the tour guide data into related input box.
2. Validate null information by system.
3. Validate duplicate information by system.
4. Tour guide record has been created.

This end the use case.

Use Case Name : Create Package

Actor : Admin

Flow of Event : Use case start when the company want to add new package.

1. Admin enter the package data into related input box.
2. Choose destination name and travel type.
3. Validate null information by system.
4. Validate duplicate information by system.
5. Tour package record has been created.

This end the use case.

Use Case Name : Create Schedule

## Travel and Tour Management of AT&T

Actor : Admin

Flow of Event : Use case start when the company want to create a new schedule

1. Admin select a package name.
2. Enter Duration and Start Date.
3. Calculate arrival date by system.
4. Validate all input data by admin.
5. New schedule record has been created.

This end the use case.

Use Case Name : Assign Tour Guide

Actor : Admin

Flow of Event : Use case start when the company want to assign guide on new schedule

1. Select package to assign tour guide.
2. Search available and suitable tour guide
3. Check input data.
4. Guide allocation has been completed.

This end the use case.

Use Case Name : Search Package

Actor : Customer

Flow of Event : Use case start when customer want to search a package.

1. Show all package.
2. Type package name or keyword in search text box.
3. Search package from the database by input text.
4. Show related package data.

This end the use case.

Use Case Name : Make Booking

Actor : Customer

Flow of Event : Use case start when customer want to make booking.

1. Select package name and schedule date.
2. Enter number of people in booking screen.
3. Calculate and show total amount.
4. Booking has been recorded.

## Travel and Tour Management of AT&T

5. Confirmation email send to customer.

This end the use case.

Use Case Name : Confirm Booking

Actor : Admin

Flow of Event : Use case start when pending booking was found.

1. View booking list.
2. Check booking detail and data.
3. Confirm or reject booking.
4. Record has been saved.

This end the use case.

Use Case Name : Make Payment

Actor : Customer

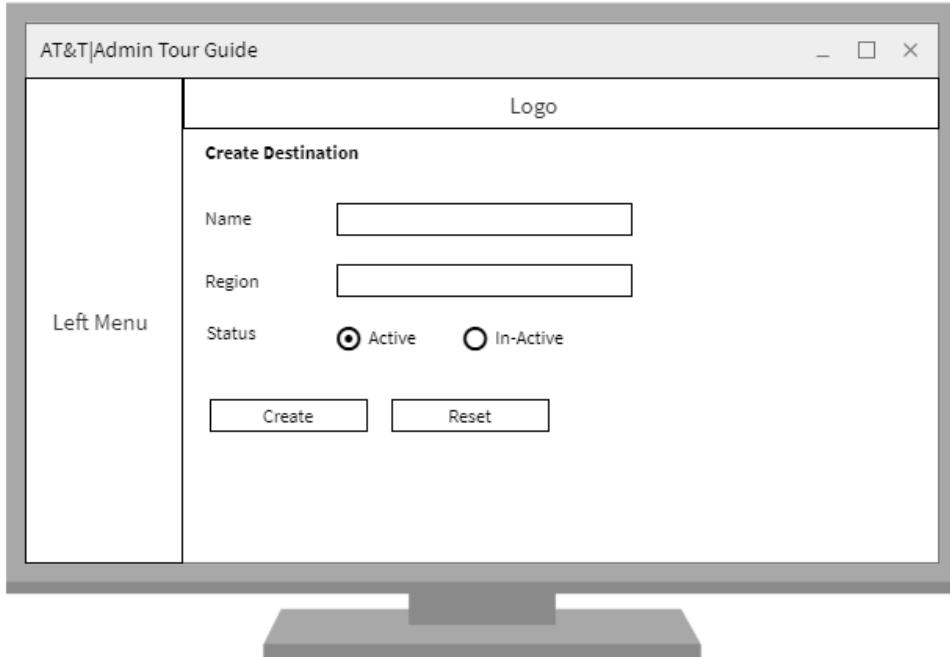
Flow of Event : Use case start when customer confirm the booking.

1. Select payment type.
2. Check payment amount and data.
3. Payment record saved to the database.

This end the use case.

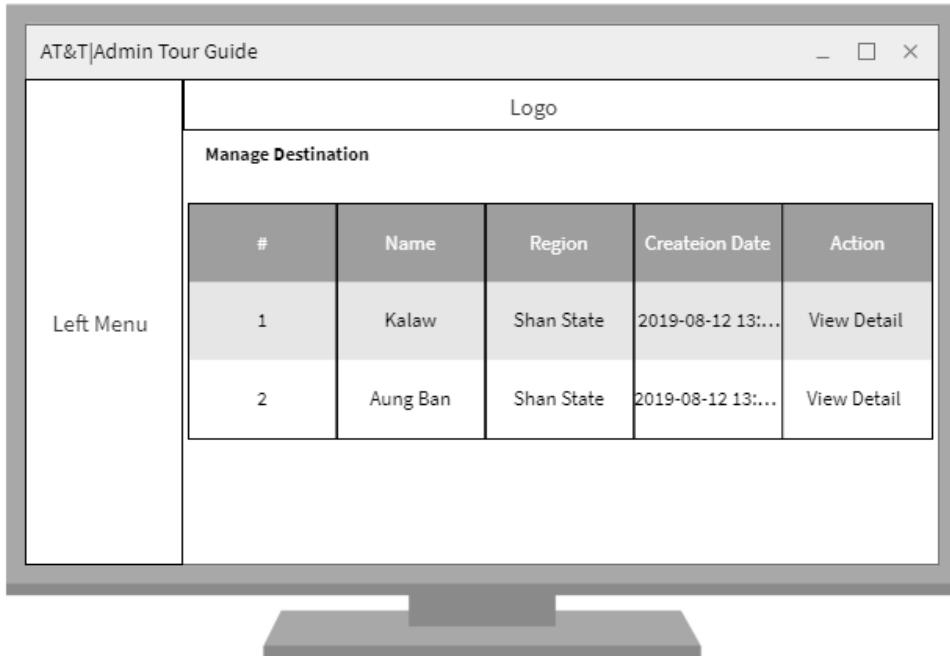
## Appendix – B Low Level Prototype (Wireframe)

### ➤ Destination – Create Page



The wireframe shows a window titled "AT&T|Admin Tour Guide". On the left is a "Left Menu" panel. The main content area has a "Logo" placeholder at the top. Below it is a section titled "Create Destination" containing fields for "Name" (with an input box) and "Region" (with an input box). Under "Status", there are two radio buttons: one selected for "Active" and one for "In-Active". At the bottom are two buttons: "Create" and "Reset".

### ➤ Destination – Manage Page



The wireframe shows a window titled "AT&T|Admin Tour Guide". On the left is a "Left Menu" panel. The main content area has a "Logo" placeholder at the top. Below it is a section titled "Manage Destination" containing a table. The table has columns: #, Name, Region, Createion Date, and Action. It lists two entries:

#	Name	Region	Createion Date	Action
1	Kalaw	Shan State	2019-08-12 13:...	<a href="#">View Detail</a>
2	Aung Ban	Shan State	2019-08-12 13:...	<a href="#">View Detail</a>

## Travel and Tour Management of AT&T

### ➤ Tour Guide – Create Page

AT&T|Admin Tour Guide

Logo

Create Tour Guide

Name

Email

Contact Number

Address

Language

Image

### ➤ Tour Guide – Manage Page

AT&T|Admin Tour Guide

Logo

Manage Tour Guide

#	Name	Phone	Email	Lang	Creation ...	Action
1	Guide1	0123	g1@gmail	Eng	2019-08-1...	<a href="#">View Detail</a>
2	Guide2	0123	g2@gmail	Kro	2019-08-1...	<a href="#">View Detail</a>

## Travel and Tour Management of AT&T

### ➤ Package – Create Page

AT&T|Admin Tour Guide

Logo

Create Tour Package

Name

Destination

Travel Type

Detail

Features

Price

Duration

Image

### ➤ Package – Manage Page

AT&T|Admin Tour Guide

Logo

Manage Package

#	Name	Price	Createion Date	Action
1	Pacakge1	\$40	2019-08-12 13:...	<a href="#">View Detail</a>
2	Package2	\$350	2019-08-12 13:...	<a href="#">View Detail</a>

## Appendix – C Database Design

### ➤ Destination

The screenshot shows the 'Structure' tab of the MySQL Workbench interface for the 'tbldestination' table. The table has five columns: id, name, region, creationdate, and updationdate. The 'id' column is defined as an int(11) primary key with a unique constraint. The 'name' and 'region' columns are varchar(30) with utf8\_general\_ci collation. The 'creationdate' and 'updationdate' columns are timestamp.

#	Name	Type	Collation	Attributes	Null	Default	Con
1	<b>id</b>	int(11)			No	None	
2	<b>name</b>	varchar(30)	utf8_general_ci		Yes	NULL	
3	<b>region</b>	varchar(30)	utf8_general_ci		Yes	NULL	
4	<b>creationdate</b>	timestamp			Yes	CURRENT_TIMESTAMP	
5	<b>updationdate</b>	timestamp		on update CURRENT_TIMESTAMP	Yes	NULL	

With selected:  Check all  Browse Change Drop Primary Unique

### ➤ Package

The screenshot shows the 'Structure' tab of the MySQL Workbench interface for the 'tbllibrary' table. The table has fifteen columns: pid, pname, ttid, pdetail, pfeature, price, duration, img1, img2, img3, img4, img5, img6, creationdate, and updationdate. The 'pid' column is defined as an int(11) primary key with a unique constraint. The 'pname' column is varchar(150) with utf8\_general\_ci collation. The 'ttid' column is int(11). The 'pdetail' and 'pfeature' columns are longtext with utf8\_general\_ci collation. The 'price' column is int(11). The 'duration' column is int(11). The 'img1' through 'img6' columns are varchar(100) with utf8\_general\_ci collation. The 'creationdate' and 'updationdate' columns are timestamp.

#	Name	Type	Collation	Attributes	Null	Default	Con
1	<b>pid</b>	int(11)			No	None	
2	<b>pname</b>	varchar(150)	utf8_general_ci		Yes	NULL	
3	<b>ttid</b>	int(11)			Yes	NULL	
4	<b>pdetail</b>	longtext	utf8_general_ci		Yes	NULL	
5	<b>pfeature</b>	longtext	utf8_general_ci		Yes	NULL	
6	<b>price</b>	int(11)			Yes	NULL	
7	<b>duration</b>	int(11)			No	None	
8	<b>img1</b>	varchar(100)	utf8_general_ci		Yes	NULL	
9	<b>img2</b>	varchar(100)	utf8_general_ci		Yes	NULL	
10	<b>img3</b>	varchar(100)	utf8_general_ci		Yes	NULL	
11	<b>img4</b>	varchar(100)	utf8_general_ci		Yes	NULL	
12	<b>img5</b>	varchar(100)	utf8_general_ci		Yes	NULL	
13	<b>img6</b>	varchar(100)	utf8_general_ci		Yes	NULL	
14	<b>creationdate</b>	timestamp			No	CURRENT_TIMESTAMP	
15	<b>updationdate</b>	timestamp		on update CURRENT_TIMESTAMP	Yes	NULL	

With selected:  Check all  Browse Change Drop Primary Unique

# Travel and Tour Management of AT&T

## ➤ Package\_Destination

The screenshot shows the 'Structure' tab for the 'package\_destination' table in the 'att' database. The table has three columns: 'id' (int(11)), 'pid' (int(11)), and 'did' (int(11)). The 'id' column is set to AUTO\_INCREMENT.

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra	Action
1	<b>id</b>	int(11)			No	None		AUTO_INCREMENT	Change  D
2	<b>pid</b>	int(11)			Yes	NULL			Change  D
3	<b>did</b>	int(11)			Yes	NULL			Change  D

With selected:  Check all  With selected:  Browse  Change  Drop  Primary  Unique  Index  Add to current

## ➤ Booking

The screenshot shows the 'Structure' tab for the 'tblbooking' table in the 'att' database. The table has seven columns: 'bid' (int(11)), 'sid' (int(11)), 'userid' (int(11)), 'totalpassenger' (int(11)), 'bookingdate' (timestamp), 'totalamount' (int(11)), and 'status' (varchar(10)). The 'bid' column is set to AUTO\_INCREMENT.

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	<b>bid</b>	int(11)			No	None		AUTO_INCREMENT
2	<b>sid</b>	int(11)			No	None		
3	<b>userid</b>	int(11)			No	None		
4	<b>totalpassenger</b>	int(11)			No	None		
5	<b>bookingdate</b>	timestamp			No	CURRENT_TIMESTAMP		
6	<b>totalamount</b>	int(11)			No	None		
7	<b>status</b>	varchar(10)	utf8_general_ci		No	None		

With selected:  Check all  With selected:  Browse  Change  Drop  Primary  Unique  Index  Add to current

Print  Propose table structure  Track table  Move columns  Improve table structure

## ➤ Users

The screenshot shows the 'Structure' tab for the 'tblusers' table in the 'att' database. The table has eight columns: 'id' (int(11)), 'firstname' (varchar(25)), 'lastname' (varchar(25)), 'mobilenumber' (varchar(25)), 'emailid' (varchar(50)), 'password' (varchar(30)), 'regdate' (timestamp), and 'updationdate' (timestamp). The 'id' column is set to AUTO\_INCREMENT.

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	<b>id</b>	int(11)			No	None		AUTO_INCREMENT
2	<b>firstname</b>	varchar(25)	utf8_general_ci		Yes	NULL		
3	<b>lastname</b>	varchar(25)	utf8_general_ci		Yes	NULL		
4	<b>mobilenumber</b>	varchar(25)	utf8_general_ci		Yes	NULL		
5	<b>emailid</b>	varchar(50)	utf8_general_ci		Yes	NULL		
6	<b>password</b>	varchar(30)	utf8_general_ci		Yes	NULL		
7	<b>regdate</b>	timestamp			No	CURRENT_TIMESTAMP		
8	<b>updationdate</b>	timestamp		on update CURRENT_TIMESTAMP	Yes	NULL		ON UPDATE CURRENT_TIMESTAMP

With selected:  Check all  With selected:  Browse  Change  Drop  Primary  Unique  Index  Add to current

## Appendix – D Test Script

### Destination Testing

Test Case	T001	Test Description	Form Initialization Stage	
Test Procedure	Test Data	Expected Result	Actual Result	Result
1. Run Destination form.	No input required.	All text box must be clear.  <b>Active</b> status must be checked.	As Expected.	Pass.

### Test Evidence (Actual Result)

The screenshot shows a 'Create Destination' form. It has three main input fields: 'Destination Name' (with placeholder 'Create Destination'), 'Region Name' (with placeholder 'Type Region'), and 'Status' (with two radio buttons: 'Active' and 'Inactive'). Below the fields are two buttons: 'CREATE' (in blue) and 'RESET' (in grey). Red circles numbered 1, 2, and 3 highlight the first two input fields and the 'Status' group respectively.

Test Case	T002	Test Description	Validation Checking	
Test Procedure	Test Data	Expected Result	Actual Result	Result
1. Run Destination form. 2. Click Create button.	Name = "null" Region = "null"	Warning message should be display.	As Expected.	Pass.

### Test Evidence (Actual Result)

**Create Destination**

Destination Name	<input type="text" value="Create Destination"/>	  Please fill out this field.
Region Name	<input type="text" value="Type Region"/>	
Status	<input checked="" type="radio"/> Active <input type="radio"/> Inactive	
<input type="button" value="CREATE"/> <input type="button" value="RESET"/>		

Test Case	T003	Test Description	Successful Create.	
Test Procedure	Test Data	Expected Result	Actual Result	Result
1. Run Destination form. 2. Enter Destination Name. 3. Enter Region Name. 4. Click Create button.	Name = “Kalaw” Region = “Shan State”	1. Successful message should be display. 2. Saved record in the database.	As Expected.	Pass.

### Before Testing

**Create Destination**

Destination Name	<input type="text" value="Kalaw"/>	
Region Name	<input type="text" value="Shan State"/>	
Status	 <input checked="" type="radio"/> Active <input type="radio"/> Inactive	
<input type="button" value="CREATE"/> <input type="button" value="RESET"/>		

### Test Evidence (Actual Result)

### Create Destination

**SUCCESS:**New Destination Created Successfully

Destination Name	<input type="text" value="Create Destination"/>
Region Name	<input type="text" value="Type Region"/>
Status	<input checked="" type="radio"/> Active <input type="radio"/> Inactive
<a href="#" style="background-color: #0070C0; color: white; padding: 5px 10px; border-radius: 5px; text-decoration: none; font-weight: bold;">CREATE</a> <span style="margin: 0 10px;"></span> <a href="#" style="border: 1px solid #ccc; padding: 5px 10px; text-decoration: none; font-weight: bold;">RESET</a>	

D | Server: 127.0.0.1 » Database: att » Table: tbldestination

+ Options	← T →	id	name	region	creationdate	updatationdate	status
		4	Kalaw	Shan State	2019-11-21 11:30:30	NULL	active
		<a href="#">Edit</a> <a href="#">Copy</a> <a href="#">Delete</a> <a href="#">With selected:</a> <a href="#">Edit</a> <a href="#">Copy</a> <a href="#">Delete</a> <a href="#">Export</a>					

<b>Test Case</b>	T004	<b>Test Description</b>	Duplicate Validation.	
<b>Test Procedure</b>	<b>Test Data</b>	<b>Expected Result</b>	<b>Actual Result</b>	<b>Result</b>
1. Run Destination form. 2. Enter Destination Name that already registered. 3. Enter Region Name. 4. Click Create button.	Name = “Kalaw”  Region = “Shan State”	1. Warning message should be display.	As Expected.	Pass.

### Test Evidence (Actual Result)

**Create Destination**

**ERROR:**Destination already exists. Please try again

Destination Name	<input type="text" value="Create Destination"/>
Region Name	<input type="text" value="Type Region"/>
Status	<input checked="" type="radio"/> Active <input type="radio"/> Inactive
<input style="background-color: #00AEEF; color: white; padding: 5px 10px; border-radius: 5px; border: none; font-weight: bold; margin-right: 10px;" type="button" value="CREATE"/> <input style="background-color: #D9E1F2; border: none; padding: 5px 10px; border-radius: 5px; font-weight: bold;" type="button" value="RESET"/>	

### Tour Guide Testing

Test Case	T001	Test Description	Form Initialization Stage	
Test Procedure	Test Data	Expected Result	Actual Result	Result
1. Run Guide form.	No input required.	All text box must be clear.  <b>Active</b> status must be checked.	As Expected.	Pass.

### Test Evidence (Actual Result)

**Create Tour-Guide**

Guide Name	<input type="text" value="Type Tour-Guide Name"/>
Email	<input type="text" value="Type Email"/>
Contact Number	<input type="text" value="Type Contact Number"/>
Address	<input type="text" value="Type Address"/>
Language	<input type="text" value="Type Language Specialization"/>
Photo	<input type="file" value="Choose File"/> No file chosen
<input style="background-color: #00AEEF; color: white; padding: 5px 10px; border-radius: 5px; border: none; font-weight: bold; margin-right: 10px;" type="button" value="CREATE"/> <input style="background-color: #D9E1F2; border: none; padding: 5px 10px; border-radius: 5px; font-weight: bold;" type="button" value="RESET"/>	

## Travel and Tour Management of AT&T

Test Case	T002	Test Description	Validation Checking	
Test Procedure	Test Data	Expected Result	Actual Result	Result
1. Run Guide form. 2. Click Create button.	Name = “null”  Email = “null”  Phone = “null”  Address = “null”  Lang = “null”  Image = “null”	Warning message should be display.	As Expected.	Pass.

### Test Evidence (Actual Result)

Create Tour-Guide

Guide Name	<input type="text"/> Type Tour-Guide Name
Email	<input type="text"/> Type Email <span style="border: 1px solid orange; padding: 2px;">! Please fill out this field.</span>
Contact Number	<input type="text"/> Type Contact Number

Test Case	T003	Test Description	Successful Create.	
Test Procedure	Test Data	Expected Result	Actual Result	Result
1. Run Guide form. 2. Enter Guide Name. 3. Enter Email. 4. Enter Contact No. 5. Enter Address. 6. Enter Language. 7. Browse Image. 8. Click Create button.	Name = “Min Min”  Email = “minmin@gmail.com”  Phone = “09123456789”  Address = “Yangon”  Lang = “Korea”  Image = “Image1.jpg”	1. Successful message should be display. 2. Saved record in the database.	As Expected.	Pass.

# Travel and Tour Management of AT&T

## Before Testing

**Create Tour-Guide**

Guide Name	Min Min
Email	minmin@gmail.com Email available for Registration.
Contact Number	09123456789
Address	Yangon
Language	Korea
Photo	<input type="button" value="Choose File"/> t1.jpg
<input type="button" value="CREATE"/> <input type="button" value="RESET"/>	

## Test Evidence (Actual Result)

**Create Tour-Guide**

SUCCESS:A New Tour Guide Created Successfully

Guide Name	Type Tour-Guide Name
------------	----------------------

Server: 127.0.0.1 » Database: att » Table: tblguides

	id	name	email	phone	address	language	image	creationdate	updateandate
<input type="checkbox"/>	12	Min Min	minmin@gmail.com	09123456789	Yangon	Korea	guideimages/t1.jpg	2019-11-21 11:55:56	NULL

Test Case	T004	Test Description	Duplicate Validation.	
Test Procedure	Test Data	Expected Result	Actual Result	Result
1. Run Guide form. 2. Enter Guide Name that already registered.	Name = “Min Min” Email = “minmin@gmail.com” Phone = “09123456789”	1. Warning message should be display.	As Expected.	Pass.

## Travel and Tour Management of AT&T

3. Click Create button.	Address = “Yangon” Lang = “Korea” Image = “Image1.jpg”			
-------------------------	--	--	--	--

### Test Evidence (Actual Result)

The screenshot shows a web-based application titled "Create Tour-Guide". A red rectangular box highlights an error message: "ERROR: Guide already exists. Please try again". Below the message are two input fields: "Guide Name" and "Email", each with a placeholder text "Type Tour-Guide Name" and "Type Email" respectively.

### Tour Package Testing

Test Case	T001	Test Description	Form Initialization Stage	
Test Procedure	Test Data	Expected Result	Actual Result	Result
1. Run Package form.	destination='Select an option'  ttype =” Select Travel type”	All text box must be clear.  Setting data should be set up.	As Expected.	Pass.

# Travel and Tour Management of AT&T

## Test Evidence (Actual Result)

Create Tour-Package

Package Name	<input type="text" value="Type Package Name"/>
Destination	<input type="text" value="Select an option"/>
Travel Type	<input type="text" value="SELECT TRAVEL TYPE"/>
Package Detail	
Package Features	

Test Case	T002	Test Description	Set master data setting	
Test Procedure	Test Data	Expected Result	Actual Result	Result
1. Run tour package form. 2. Click on destination drop down and check data. 3. Click on travel type drop down and check data.	destination = “as per database” ttype = “as per database”	All master data should be set up.	As Expected.	Pass.

## Test Evidence (Actual Result)

### Destination Check

Package Name	<input type="text" value="Type Package Name"/>
Destination	<input type="text" value="Select an option"/>
Travel Type	<input type="text" value="Kalaw"/>

Database: att > Table: tbldestination				
	id	name	region	creationdate
Delete	4	Kalaw	Shan State	2019-11-21 11:30:30

### Travel Type Check

Destination	Select an option
Travel Type	SELECT TRAVEL TYPE SELECT TRAVEL TYPE HIKING BEACH
Package Detail	

Database: att » Table: tbltraveltype

ture	SQL	Search	Insert	E
	id	name	creationdate	update
Delete	1	Hiking	2019-08-04 23:12:45	NULL
Delete	3	Beach	2019-11-21 11:19:34	NULL

Test Case	T003	Test Description	Successful Create.	
Test Procedure	Test Data	Expected Result	Actual Result	Result
1. Run package form 2. Enter package name. 3. Select destination. 4. Select travel type. 5. Enter package detail. 6. Enter features. 7. Enter price. 8. Enter duration. 9. Browse image. 10. Click CREATE button.	PName=" Kalaw (Hiking)  DName=" Kalaw"  TType=" Hiking"  Pdetail=" testing data"  Pfeature = "testing data"  Pprice = "100"  Pduration = "2"	1. Successful message should be display. 2. Saved record in the database.	As Expected.	Pass.

# Travel and Tour Management of AT&T

## Before Testing

### Create Tour-Package

Package Name: Kalaw (Hiking)

Destination: Kalaw

Travel Type: HIKING

Package Detail:  
Experience new cultures and religions with this package. Observe the daily lives of the locals at Kalaw.

Package Features:  
Save 20%, Hotels, Meals, Sightseeing & More.

## Test Evidence (Actual Result)

### Create Tour-Package

SUCCESS:A New Package Created Successfully

Package Name: Type Package Name

Destination: Select an option

Server: 127.0.0.1 » Database: att » Table: tblpackages

	Browse	Structure	SQL	Search	Insert	Export	Import	Privileges	Operations
+ Options	pid	pname	ttid	pdetail	pfeature	price	duration	img1	img2
	32	Kalaw (Hiking)	1	Experience new cultures and religions with this pa...	Save 20%, Hotels, Meals, Sightseeing & More.&n...	100	3	packageimages/4.jpg	packageim...

## Package Display Testing

<b>Test Case</b>	T001	<b>Test Description</b>	Form Design and Initialization Stage	
<b>Test Procedure</b>	<b>Test Data</b>	<b>Expected Result</b>	<b>Actual Result</b>	<b>Result</b>
1. Run Package display page.	-	1. Set up all package from the database.	As Expected.	Pass.

## Database Package List (Actual Result)

Server: 127.0.0.1 > Database: att > Table: tblpackages								
		Browse	Structure	SQL	Search	Insert	Export	Import
		+ Options	← T →	pid	pname	ttid	pdetail	pfeature
<input type="checkbox"/>		Edit		32	Kalaw (Hiking)	1	Experience new cultures and religions with this pa...	Save 20%, Hotels, Meals, Sightseeing & More.&n...
<input type="checkbox"/>		Edit		33	Mhyanmar Shan Pyi	1	Testing	Testing

## Test Evidence (Actual Result)

Package Name	Package Type	Features	Price	Action
Package Name: Kalaw (Hiking)	Package Type : Hiking	Features	USD 100	<a href="#">Details</a>
Package Name: Mhyanmar Shan Pyi	Package Type : Hiking	Features	USD 150	<a href="#">Details</a>

### Search Schedule Testing (Package Detail)

<b>Test Case</b>	T001	<b>Test Description</b>	Form Design and Initialization Stage	
<b>Test Procedure</b>	<b>Test Data</b>	<b>Expected Result</b>	<b>Actual Result</b>	<b>Result</b>
1. Run Package List. 2. Click Detail button.	Pname=“Kalaw”	1. Show detail data and schedule of clicked package.	As Expected.	Pass.

### Test Evidence (Actual Result)



**Kalaw (Hiking)**  
#PKG-32

Package Type : Hiking  
Package Location : Kalaw

Departure Date	Arrival Date	Duration	Action
2019-11-22 00:00:00	2019-11-25	3 days	<b>Make Booking</b>

Grand Total  
**USD.100**

**Package Features**  
Save 20%, Hotels, Meals, Sightseeing & More.

**Package Details**  
Experience new cultures and religions with this package. Observe the daily lives of the locals at Kalaw.

<b>Test Case</b>	T002	<b>Test Description</b>	Show all schedule package.	
<b>Test Procedure</b>	<b>Test Data</b>	<b>Expected Result</b>	<b>Actual Result</b>	<b>Result</b>
1. Run Package List. 2. Click Detail button.	Pid="32"	1. Show package schedule as per database.	As Expected.	Pass.

### Database Evidence (Actual Result)

Server: 127.0.0.1 » Database: att » Table: tbschedule						
Browse	Structure	SQL	Search	Insert	Export	Import
<a href="#">+ Options</a>						
<a href="#">←</a> <a href="#">→</a>	<a href="#">id</a>	<a href="#">sdate</a>	<a href="#">ddate</a>	<a href="#">adate</a>	<a href="#">pid</a>	<a href="#">gid</a>
<input type="checkbox"/> <a href="#">Edit</a> <a href="#">Copy</a> <a href="#">Delete</a>	20	2019-11-21 15:24:26	2019-11-22 00:00:00	2019-11-25	32	12
<a href="#">Check all</a>	<i>With selected:</i>		<a href="#">Edit</a>	<a href="#">Copy</a>	<a href="#">Delete</a>	<a href="#">Export</a>

### Test Evidence (Actual Result)



**Kalaw (Hiking)**  
#PKG-32

Package Type : Hiking  
Package Location : Kalaw

Departure Date	Arrival Date	Duration	Action
2019-11-22 00:00:00	2019-11-25	3 days	<a href="#">Make Booking</a>

Grand Total  
**USD.100**

### Booking Testing

<b>Test Case</b>	T001 + 2	<b>Test Description</b>	Form Design and Initialization Stage Set auto fill data.	
<b>Test Procedure</b>	<b>Test Data</b>	<b>Expected Result</b>	<b>Actual Result</b>	<b>Result</b>
1. Run Package List. 2. Click Detail button. 3. Click Make Booking link.	-	1. Show booking screen. 2. All booking data should be filled.	As Expected.	Pass.

# Travel and Tour Management of AT&T

## Test Evidence (Actual Result)

**Booking Confirmation**

Package Name	Kalaw (Hiking)
Email	min@gmail.com
Departure Date	2019-11-22 00:00:00
Arrival Date	2019-11-25
Duration	3days
Price	\$100(per person)

Test Case	T003 + 4	Test Description	Send Email Confirmation. Successful Booking.	
Test Procedure	Test Data	Expected Result	Actual Result	Result
1. Type no of person. 2. Click Submit button.	-	1. Save all record into the database. 2. Successful message should be show. 3. Confirmation email should be send.	As Expected.	Pass.

## Test Evidence (Actual Result)

Server: 127.0.0.1 » Database: att » Table: tblbooking								
+ Options		bid	sid	userid	totalpassenger	bookingdate	totalamount	status
<input type="checkbox"/>	 Edit  Copy  Delete	1	20	1	2	2019-11-21 19:13:51	200	pending
 <input type="checkbox"/> Check all	With selected:	 Edit  Copy  Delete  Export						

## Travel and Tour Management of AT&T

### Booking Confirmation

**SUCCESS:** Booking Successfully submitted

**Package Name**

Kalaw (Hiking)

---

Notes

More

Min Thiha +

travelwithatt@gmail.com <travelwithatt@gmail.com>  
to me ▾

3:22 PM (0 minutes ago) ⭐ 🔍 ⋮

Dear Min ,  
Thank you for booking Taunggyi package to us.  
This is your current Booking.

Package Name	Departure Date	Price	Duration	Passenger
Taunggyi	29-11-19	\$ 200	2 days	2

Total Amount=> \$400

Please make to be sure to make payment within 3 days.Account No is '09380403804'.Please make sure not to miss the date

No recent chats  
Start a new one

\*\*\*

If you have any questions or just want to chat, feel free to reply to this email:-)

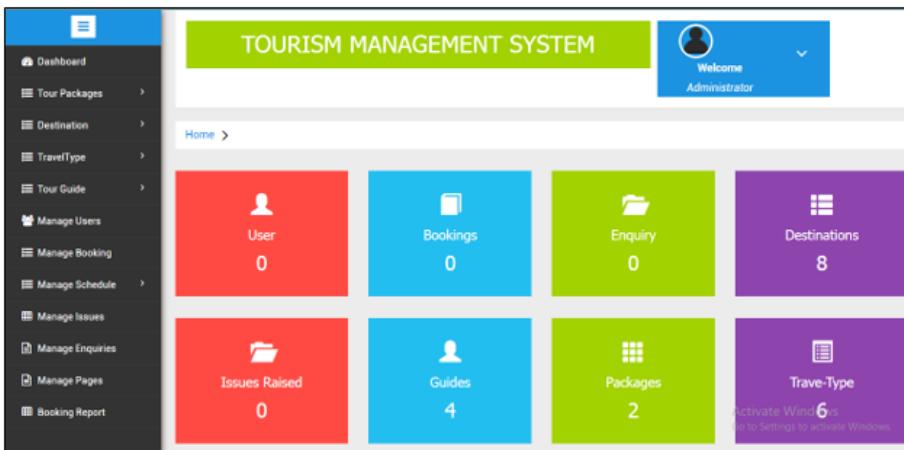
Best Regards,  
AT&T Team

## Travel and Tour Management of AT&T

## Appendix – E User Guide

### AT&T – Admin User Manual

#### Left Panel Explanation

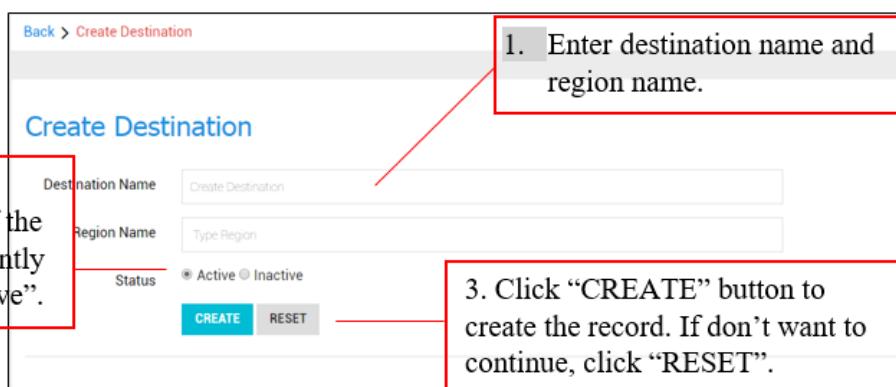


All menu will show in left navigation pane. If sub-menu is existing, left-arrow will show in

All reports are show by categorized with table name and number of data.

#### Create Form

For Travel type, destination, package, tour guide and page create are same function and same user interface. So, the user manual will show only one example.



1. Enter destination name and region name.
2. "Active" status will select automatically. If the destination is not currently available, click "Inactive".
3. Click "CREATE" button to create the record. If don't want to continue, click "RESET".

## Manage Screen

For Travel type, destination, package, tour guide and page management are same function and same user interface. So, the user manual will show only one example.

#	NAME	REGION NAME	CREATION DATE	UPDATION DATE	ACTION
1	Yangon	Yangon	2019-11-23 17:41:25	Not Update yet!	<button>EDIT</button>
2	Mandalay	Mandalay	2019-11-23 17:41:35	Not Update yet!	<button>EDIT</button>
3	Bagan	Magwae	2019-11-23 17:41:55	Not Update yet!	<button>EDIT</button>

2. If you want to update destination data, click EDIT.

After click on EDIT button,

Back > Update Destination

Update Destination

Destination Name: Yangon

Region Name: Yangon

UPDATE    DELETE

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1. Old data will show in related text box.  
Change new data in specific text box

2. After changing data, click UPDATE  
button to confirm. If want to delete,  
click DELETE button.

## Manage Booking Form

#ID	NAME	MOBILE NO.	DEPARTURE	ARRIVAL	PERSON(S)	TOTAL AMOUNT	STATUS	ACTION
#BK-34	Min Thiha	09123456789	2019-11-25 00:00:00	2019-11-27	2	200	Pending	<input checked="" type="checkbox"/>
#BK-35	Min Thiha	09123456789	2019-11-25 00:00:00	2019-11-27	5	500	Confirmed	<input type="checkbox"/>

1. All booking data are show in table.

2. Click DELETE icon to reject the booking.

3. Click ACCEPT icon to confirm/accept the booking.

4. After booking is confirmed, the action button will disappear.

## Booking Report Screen

1. Find booking data by package name. Select on radio button and choice package name.

2. Find data by customer name. Select on radio button and choice customer name.

3. Find data by departure date. Select on radio button and choice FROM date and TO date.

4. Click SEARCH button to search data by selected criteria.

5. Click SHOW ALL button to search data without criteria.

# Travel and Tour Management of AT&T

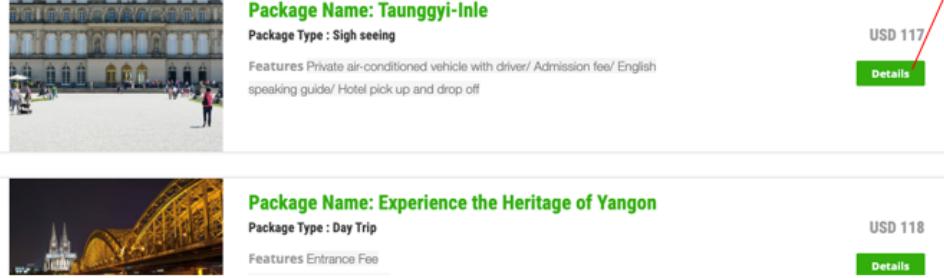
## AT&T – Customer User Manual



If you click "Admin Login", "Admin" page login form will be showed.

If you click "Sign up", Sign up form will be showed. If you click "Sign in", sign in Form will be showed.

There are seven menus in header (Home, About, Tour Packages, Privacy Policy, Terms of User, Contact Us, Enquiry).



\$ UP TO USD. 50 OFF TRAVEL SMART

H UP TO 70% OFF ON HOTELS ACROSS WORLD

FLAT USD. 50 OFF US APP OFFER

Package List

**Package Name: Taunggyi-Inle**  
Package Type : Sight seeing  
Features Private air-conditioned vehicle with driver/ Admission fee/ English speaking guide/ Hotel pick up and drop off

USD 117 [Details](#)

**Package Name: Experience the Heritage of Yangon**  
Package Type : Day Trip  
Features Entrance Fee

USD 118 [Details](#)

# Travel and Tour Management of AT&T



## Taunggyi-Inle

#PKG-41

Package Type : Sightseeing

Package Location : Inle Lake , Taunggyi

Departure Date	Arrival Date	Duration	Action
2019-11-25	2019-11-27	2 days	<a href="#">Make Booking</a>

Grand Total

**USD.117**

### Package Features

Private air-conditioned vehicle with driver/ Admission fee/ English speaking guide/ Hotel pick up and drop off

### Package Details

Our friendly guide will greet and will pick you up at your hotel lobby around 8 am in the morning. We will go to Shwe Phone Pwint Pagoda which is located at the top of a ridge to the east of Taunggyi. You can see panoramic view of the Taunggyi city and beautiful Inle Lake from top of the city. As Taunggyi is surrounded by high mountains and geographically situated 4,712 feet above the sea level and has a moderate climate, you can have special salubrious mountain air. After that we will go to Sulamani Pagoda. On the way to Sulamani Pagoda, you will be able to see pines, cherry and eucalyptus trees very beautifully growing along the road. We will stop at a photospot where you can watch cherry flowers blooming and take very nice photos. Then, we will visit to MyoMa market ( fiveDays Market ), in old days, local people from Taunggyi and surroundings traded, bought and sold their local products once in every five

This is package schedules and if you click "Make Booking", Booking form will be showed.

**localhost says**

Opps!Sorry,you need to Login First to make booking!

**OK**

This message will be showed when you click "Make Booking" without signing in to website.

Create your account

**f Facebook**

**g+ Google**

If you don't have any account, you need to create an account first to make booking.

Min

Thiha

05325114

minthihalwin255@gmail.com

Email available for Registration .

\*\*\*\*\*

**CREATE ACCOUNT**

By logging in you agree to our [Terms and Conditions](#) and [Privacy Policy](#)

Signin with your account

**f Facebook**

**g+ Google**

When you finished creating account, you need to login that account again.

minthihalwin255@gmail.com

\*\*\*\*\*

[Forgot password](#)

**SIGNIN**

By logging in you agree to our [Terms and Conditions](#) and [Privacy Policy](#)

## Booking Confirmation

Package Name

Experience the Heritage of Yangon

This is booking confirmation form to make booking.

Email

minthihalwin255@gmail.com

Departure Date

2019-11-27 00:00:00

Arrival Date

2019-11-28

Arrival Date

2019-11-28

Duration

1days

Price

\$118(per person)

You need to type number of person for booking, so total amount will be calculated automatically.

How many person?

2

Total Amount

\$236

Submit

## Travel and Tour Management of AT&T

If customer made booking from the website, the following email will send.

travelwithatt@gmail.com <travelwithatt@gmail.com>  
to me ▾ 3:22 PM (6 hours ago) ☆ ↗ ⋮

Dear Min ,  
Thank you for booking Taunggyi package to us.  
This is your current Booking.

Package Name	Departure Date	Price	Duration	Passenger
Taunggyi	29-11-19	\$ 200	2 days	2

Total Amount=> \$400  
Please make to be sure to make payment within 3 days.Account No is '09380403804'.Please make sure not to miss the date  
\*\*\*  
If you have any questions or just want to chat, feel free to reply to this email:-)  
Best Regards,  
AT&T Team

If customer confirmed and made payment, the following email will send.

travelwithatt@gmail.com <travelwithatt@gmail.com>  
to me ▾ 4:46 PM (4 hours ago) ☆ ↗ ⋮

Dear Min ,  
**Payment Completed.**  
Thank you for your payment.  
This is Payment Receive Voucher.

Package Name	Departure Date	Price	Duration	Passenger
Taunggyi	29-11-19	\$ 200	days	2

Total Amount=> \$400  
Please be sure to arrive one hour before departure time!!!  
\*\*\*  
Reply Forward

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