System Vision Document for Online Travel Reservation System

Problem Description: The travel industry is highly competitive, and customers are looking for convenient and affordable travel solutions. Traditional tour operators are losing ground to online platforms that allow users to make travel reservations without the need for a middleman. To remain competitive and cater to modern customers, TravelWithMe, a leader in the travel industry, has shifted its operations online. The current system allows users to search and book flights, hotels, and car rentals, while also maintaining their profiles for future use.

System Capabilities:

1. Flight Reservations: The system will collect trip details from customers and provide a list of price quotes from travel agents. Users can select the best quote, and the system will facilitate seat preferences, meal options, and special assistance.

Special Feature: Customers can reserve flights for two days at the same quoted price without entering payment information.

2. Hotel and Car Rental Bookings: The system will collect customer trip details and offer price quotes from various service providers. Users can make flexible bookings with relaxed cancellation policies or opt for non-refundable bookings at lower rates.

3. Account Management: Users can register and maintain personal profiles, which include details like name, address, contact information, nationality, and bank account information

The system will verify creditworthiness through third-party credit bureaus to ensure customer authenticity.

4. Travel Packages: The system will offer travel packages based on the customer's destination and profile history. Frequent customers will qualify for discounts.

System Benefits:

1. Convenience for Users: Customers can easily book their entire trip (flight, hotel, car rental) through a single online platform.

2. Cost Savings: TravelWithMe provides competitive prices, allowing customers to find the best deals across multiple travel services.

3. Improved User Experience: The system stores user preferences and personal data to speed up future transactions and offer personalized travel packages.

4. Flexibility: The system offers customers flexibility through refundable and non-refundable options for hotels and car rentals, while offering a reservation hold option for flights.

5. Enhanced Customer Loyalty: User profiles and history will help provide discounts to frequent customers, enhancing customer retention.