PROJECT TITLE: ONLINE TRAVEL AGENCY SYSTEM (BY

SEMESTER – V of III Year M.Sc. (CA & IT) 2021 - 22) Submitted

By :

Roll No	Name Of Students
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3110	Rahul Rajkumar Koshti

Group - Id: 18

Name Of Company: **Shree Krishna Travels**

Submission Date: 19/04/2022

Submitted To

K.S. School Of Business Management And Information Technology

M.Sc. – Computer Application And Information Technology

Phone : 079-2771030

SHREE KRISHNA TRAVELS

Tour Organiser

Laxurybus, Minibus, Matador, Qualis, Tata Sumo, Indica Available on Hire

12, Ravi Chambers, Hatkeshwar Circle, Khokhra, Ahmedabad-26.

THIRD YEAR PROJECT TRAINING CERTIFICATE

"This is to certify that **Mr. Dev Anilkumar Koshti** has successfully completed analysis and design of the project on **Online Travel Agency System** under me. This work is original and has not been submitted elsewhere."

Signed by project guide
Name: Nandkishan Koshti
Designation: Owner
Date: 20/12/2021

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12 Ravi Chamber, Hatkeshwar
Circle, Khokhara,
Ahmedabad--26.

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"This is to certify that **Mr. Koshti Rahul Rajkumar** has successfully completed analysis and design of the project on "Online Travel Agency System" under me. This work is original and has not been submitted elsewhere."

Signed by project guide
Name: Nandkishan Koshti
Designation: Owner
Date: 20/12/2021

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THIRD YEAR PROJECT COMPLETION CERTIFICATE

This is to certify that **Dev Anilkumar Koshti**, student of third year m.sc-it k.s school of business manangement, gujarat university has successfully completed software project development training in Shree Krishna Travels. He worked on **Online Travel Agency System** from 05/09/2021 to 27/03/2022. This is an origanal work and this work has not been submitted
any where in any form.
We found him sincere, hardworking, technically sound and result oriented. We take this opportunity to thank him and wish him all the best for him future.

Signed by Project Guide
Name: Nandkishan Koshti
Designation: Owner
Date: 18/04/2022

SHREE KRISHNA TRAVELS
12 Ravi Chamber, Hatkeshwar
Circle, Khokhara,
Ahmedabad-26.

Phone : 079-2771030

SHREE KRISHNA TRAVELS

Tour Organiser

Laxurybus, Minibus, Matador, Qualis, Tata Sumo, Indica Available on Hire

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THIRD YEAR PROJECT COMPLETION CERTIFICATE

This is to certify that **Rahul Rajkumar Koshti**, student of third year M.Sc-IT K.S School of business manangement, gujarat university has successfully completed software project development training in Shree Krishna Travels. He worked on **Online Travel Agency System** from 05/09/2021 to 27/03/2022. This is an origanal work and this work has not been submitted any where in any form.

We found him sincere, hardworking, technically sound and result oriented. We take this opportunity to thank him and wish him all the best for him future.

Signed by Project Guide
Name: Nandkishan Koshti
Designation: Owner
Date: 18/04/2022

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Evaluation Form

Name of the student : Dev Koshti

Project Title : Online Travel Agency System

Name of the Project Guide : Nandkishore Koshti

Designation : Owner

Organisation : Shree Krishna Travels

Address : 18, Ravi chamber,
Hatkeshwar circle

Contact No : 9727382240

Kindly rate the student by ticking in the appropriate boxes.

Parameters	Needs Improvement	Average	Good	Excellent
Knowledge a) Conceptual b) Practical Application		✓		
Communication Skills			✓	
Eagerness to Learn			✓	
Grasping Power		✓		
Ability to work in a team			✓	
Leadership Abilities			✓	
Punctually			✓	
Sincerity			✓	
Overall Rating of the Project Report			✓	

Remarks (If any) :-

We thank you for giving our student the opportunity to gain meaningful experience and for sharing your feedback with us.

Signature of Project Guide & Date

SHREE KRISHNA TRAVELS
18, Ravi Chamber, Hatkeshwar
Circle, Khokhara,
Ahmedabad-26.

Seal/Stamp of Company

Evaluation Form

Name of the student : Rahul Kashti

Project Title : Online Travel Agency System

Name of the Project Guide : Nandkishan Kashti

Designation : Owner

Organisation : Shree Krishna Travels

Address : 18, Ravi chamber,
Hatkeshwar circle

Contact No : 9727382240

Kindly rate the student by ticking in the appropriate boxes.

Parameters	Needs Improvement	Average	Good	Excellent
Knowledge a) Conceptual b) Practical Application		✓		
Communication Skills			✓	
Eagerness to Learn			✓	
Grasping Power		✓		
Ability to work in a team			✓	
Leadership Abilities			✓	
Punctually			✓	
Sincerity			✓	
Overall Rating of the Project Report			✓	

Remarks (If any) :-

We thank you for giving our student the opportunity to gain meaningful experience and for sharing your feedback with us.

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18, Ravi Chamber, Hatkeshwar
Circle, Khokhara,
Ahmedabad-26.

Signature of Project Guide & Date

Seal/Stamp of Company

ACKNOWLEDGEMENT

We are thankful to **K.S. School Of Business Management And Information Technology** for giving us an opportunity to learn several new concepts this project and providing administrating help whenever needed. The feeling of acknowledge and expressing it in words are two thinks apart. We honestly admit when we truly wish to express our warm gratitude and indebtedness towards somebody, we are always at loss of word.

We acknowledgement the management staff of “Shree Krishna Travels” for giving us permission to develop “Online Travel Agency System” for business and helping us in understanding the current system which is a valuable input for developing the system.

With Regards,

Dev Koshti - 3023

Rahul Koshti - 3110

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CHAPTER 1: INTRODUCTION

Online travel agency system provides travel and tourism related services to the general public on behalf of accommodation to offer different kinds of travel packages for each destination. This system suggests old age packages, couple packages, family packages.

The purpose of this project is to build online travel agency system, A place for customer to come and see the travel agency information. This system provides facilities for online ticket booking and customer can cancel his/her booking. With the help of the system customer sends the review and owner knows the customer desires.

1.1 Organization Profile

"Shree Krishna Travels" established in 1996, run by „Nandkishan Ghanshyambhai Koshti" provides facilities to travel one place to another. The organization offers the discounts on particular package at specific amount.

Mobile No:	97273
Address:	Shop N Hatkes Ahmed
Email-ID:	shreek

Name:

1.2 System Details

1.2.1: Existing System

- In existing system, there is lots of paper work and calculation. So, it may occur an error.
- Existing System is time consuming.
- The data which is store on paper exclusively therefore may be lost, stolen and destroyed due to some situation.
- The number of customers has increased every year therefore maintaining and retrieving details of customers is very difficult.

1.2.2: Proposed System

The proposed system should have the following features.

- Easy to operate.
- Data protection.
- Utilization of time and workforce.
- Achieve high accuracy in calculation.
- Store our shortage of data in till long term.
- Get efficiency in modification, sorting and retrieval of data.
- Provide online ticket booking service.
- Provides a customized view of the tour to the customers.

1.3 Project Definition

The title of our project is "Online Travel Agency System". We develop web application by using it customer can see the package information. Admin can add a new package and view all the updates of the booking schedule. This particular project is to give the benefit to both the customer and admin. This system will make the good and safe communication among the customer and admin.

This system provides facility for online ticket booking and also give information of different packages. Agent can also use the system for giving their new customer. Customer can manage booking in which they can cancel their trip through online.

We will develop the four interfaces:

1. Admin Interface.

2. Customer Interface.

3. Agent Interface.

4. Visitor Interface.

1.4: Objectives

The "Online Travel Agency System" that will be used for maintaining the records in an organized manner and to replace all paperwork system.

- To automate each and every activity of the manual system.
- To provide quick response with accurate information.
- Reduce the cost of maintenance.
- To get any information, whatever and whenever needed.
- Available online, anywhere, anytime.

CHAPTER 2:

PROPOSED SYSTEM REQUIREMENT GATHERING

Every software project goes through up phase called requirement gathering. A successful project begins with a difficult set of discussion on what should be done. Its major responsibility of IT business analysis gathers the requirement from the client. Getting the correct requirement from the client can often be one of the biggest hurdles in any software project. If business analysis gathers correct and complete requirement, the project will yield richer crops.

2.1: Stakeholder of System

Anyone who benefits in a direct or indirect way from the system are known as stakeholder of the system. Stakeholder takes benefits in a direct or indirect way from the system. The stakeholder in the architecture of a system is an individual, team, organization or classes thereof, having an interest in the realization of the system.

❖ **THE FOLLOWING ARE THE STAKEHOLDER OF THE SYSTEM**

1. ADMIN

- View personal details of customers.
- Add package.
- View the ticket booking details.
- Which buses available now.
- Generate the report of whole system.

2. CUSTOMER

- View the packages.
- Give feedback.
- Manage an existing booking.
- View Terms & Conditions.
- Gallery

3. AGENT

- Profile of agent.
- Fill new customer information.
- View Terms & Conditions.

4. Visitor

- View the Packages.
- View gallery.
- View about us page.
- Contact us
- View the terms & conditions.

2.2 Requirement Gathering Techniques Used

It‟s difficult to build a solution if you don‟t know the requirements. The “Elicitation” step is where the requirements are first gathered from the client. There are many techniques available for gathering the requirements. Each technique has value in certain scenario. Sometimes, It becomes necessary to use multiple techniques to gather complete and correct requirements from client and stakeholder.

There are various ways to discover requirements some of them are Interview, Questionnaires, Observation, Prototyping. Interview is the primary source of requirement gathering and in order to do it successfully interviewer have to ask both open and close ended questions. Questionnaires are used when stakeholders are geographically distributed. Observation is used when stakeholders are not able to explain their requirements. Prototyping is iterative technique and cannot complete without one of the above techniques. In our system we are going to use the Questionnaires because of this we are able to ask multiple questions to the Stakeholders for client purpose.

Questionnaire

We had held an interview with the owner of the organization for the requirements of our system and the following questions asked.

1. Are you using any kind of system for organization?

 No, there is not existing any kind of system for our organization.

2. What are the current problems you are facing without the web application?
Customer have to visit organization for getting information about packages/trip. It consumes more time.

3. Why are you moving on web application?
 To save time, paper work and improve business.

4. How do you connect with the customer?
 Through Email.

5. Do you have any person for maintain the system?
 Yes, we have person for maintain the system.

6. Do you have sufficient PC/Laptop for maintaining all data?
 Yes, we have.

7. Do you have proper space for installing the software?
 Yes.

8. Do you have backup plane in case some data may be lose?
 Yes, we have.

9. Do you think that new system will help you and your organization a lot?
 Yes, absolutely.

10. Which payment method will be available in the system?
 Multiple option provides in system like debit card, credit card.

11. How to send a payment receipt/ticket?
 Through E-mail.

2.3 Consolidated List of Requirement

- Admin can manage overall website and user profile.
- Admin can generate a report of whole the system.
- Admin can manage user information.
- Customer can make payments for ticket.
- Admin can contact with customer and agent through email.

• Admin can manage all types of packages for customers.
• It should be updated at each and every second.
• Search option given to customer to search various package.
• Customer can view terms and conditions and with the help of that they know rules. • After the using our website, customer can give their feedback.

2.4: Scope of The System

• Communicate with potential customers 24/7.
• Checks the booking of customers.
• Customer can cancel their booking at any time.
• Feedback and review help to customer to visit particular location. • Customer can view the photo gallery.
• Customer can view complete travel information through online. • Customer can make payment through online.
• The rating option can be added in the system.

Chapter 3: SYSTEM MANAGEMENT AND PLANNING

3.1 Feasibility Study

The feasibility study is carried out to select the best system that meets performance

requirements. The main aim of the feasibility study to determine that it would be financially and technically feasible to develop the product or not. The purpose of feasibility study is not to solve the problem but to determine whether the problem is worth solving.

3.1.1 Technical Feasibility

The technical feasibility study compares the level of technology available in the software development form and the level of technology required for the development of the product. Here, the level of technology consists of the programming language, the hardware resources, other software tools, etc.

Why our system is technically fesible?

• Our system just requires windows operating system, normal browser and Internet. • The feasibility to produce output in a given time because system is fast enough to handle multiple users.

• The firm has already setup environment and tools for the system.

• The facility to produce output in given time.

• Response time under certain condition.

• A valid verified user ID is required to order in our system.

• No extra ordinary gadgets are requiring for our system.

3.1.2 Economic Feasibility

The economic feasibility study evaluates the cost of the software development against the ultimate income or benefits gets from developed system. There must be scope for profit after the successful completion of the project.

Why our system economically feasible?

• I will increase in the amount of profit earned by going global.

• In economic feasibility, the most important is cost benefit analysis and our system is not much costly as per our functionality.

• Due to economic feasibility, we can estimate and make changes according to the

budget.

- Organization is ready to purchase proposed system because it is being develop in latest technology and will be very fast for the users to transfer or share information using the system.
- With that software manpower utilization is expected to go up by 70-80% approximately.

3.1.3 Operational Feasibility

Operational feasibility study tests the operational scope of the software developed. It is checked that if the system is actually can be useful when implemented and how it satisfies the requirements identify in the requirements analysis phase the system development.

Why our system operationally feasible?

- Our system is very easy to use without any training.
- Our system is developed in such a way that would be easy to understand and operate. • The system interface is standard and user friendly and provides expensive help. • No special training is required.
- The users will use the system so user interface is as easy to understand them • User friendly GUI.

3.2 Hardware-Software Requirement

• Hardware Configuration:

Server Side Requirements
Processor 3.0 GHz
RAM 4 GB
Hard Disk 512 GB

Client Side Requirements
Processor 1.7 GHz
RAM 4 GB

• Software Configuration:

Server Side Requirements
Operating System Windows, Linux, Mac
Web Server Apache Tomcat 7
Runtime Environment Eclipse
Back-end Tool MySQL
Front-end Tool JAVA

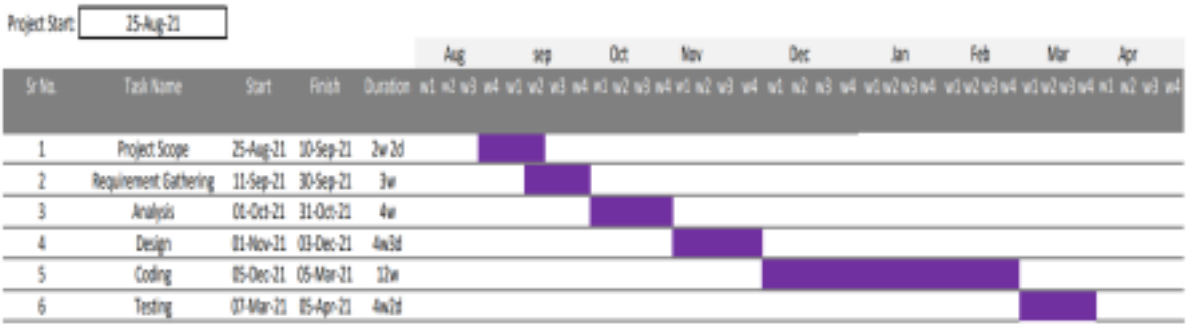
Client Side Requirements
Operating System Windows, Linux, Mac

3.3 System Planning

3.3.1 Work Breakdown Structure

3.3.2 Gantt Chart:

Gantt charts are used for planning of all sizes and they are a useful way of showing what work is scheduled to be done on a specific day. They also help you view the start and ends dates of a project in one simple view.



3.4 Process Model

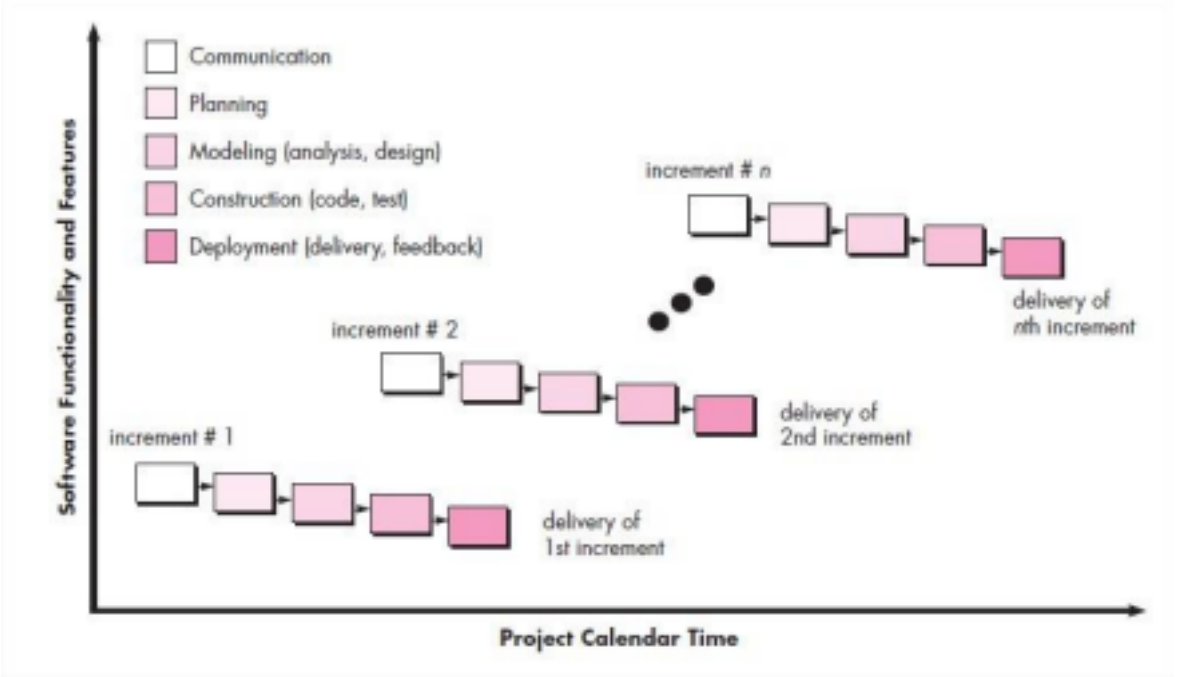
There are many possibilities that many requirements are arise in future from client side so it is beneficial to use incremental model. It will help to fulfil more requirements of clients. In first increment we provide the basic system that satisfy the basic needs of the clients. After every increment we provide the more functionality in the system based on the client‟s requirements.

❖ **Advantages: -**

• It will reduce the risk to change the features after whole development. • The initial delivery cost reduced.
• Work load is less as work divided into the iterations.

❖ **Disadvantages: -**

• Incremental model needs good planning and design.
• Total cost is not lower.
• Well defined module interfaces are required.

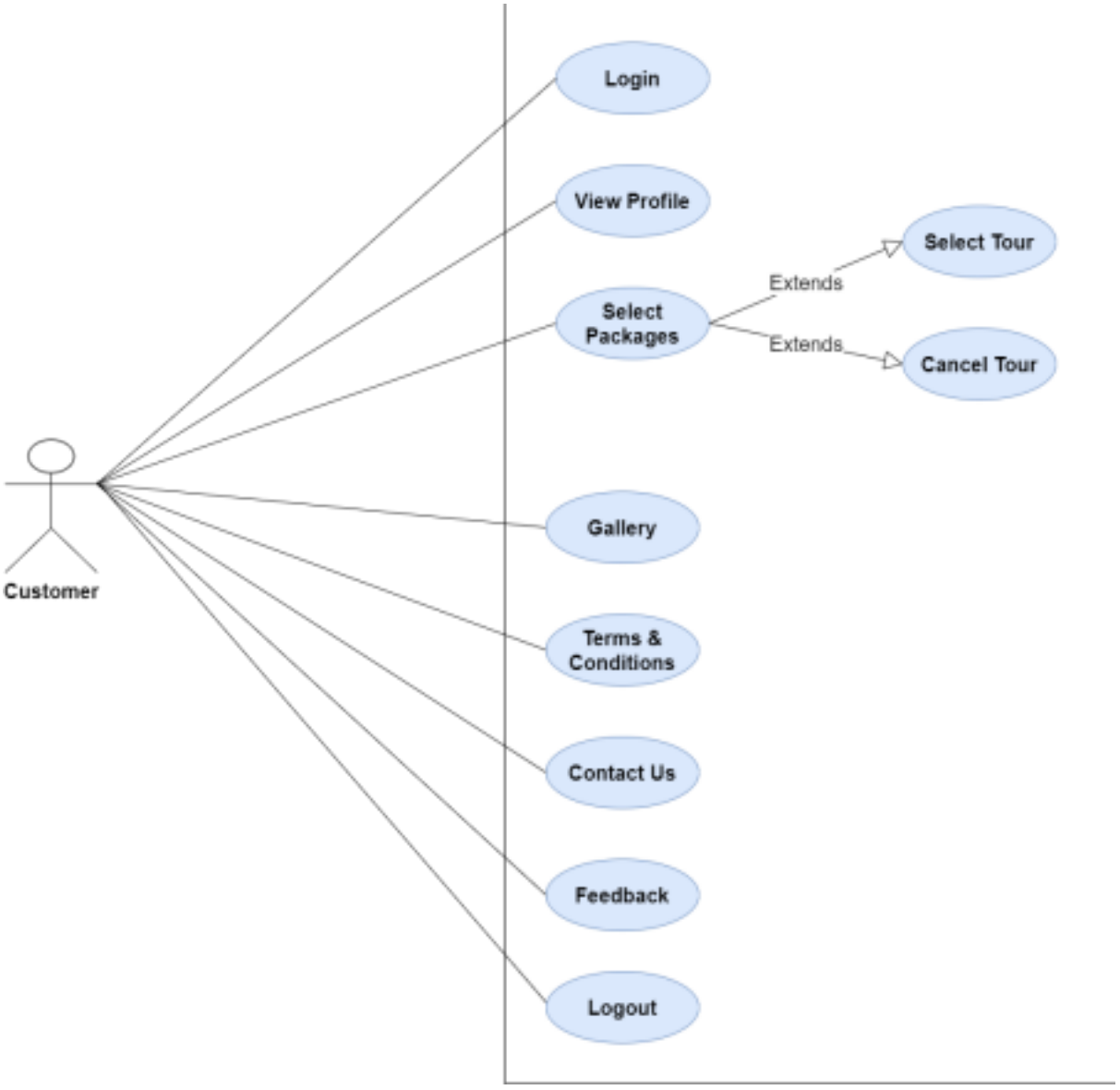


IT) Chapter 4: SYSTEM ANALYSIS AND DESIGN

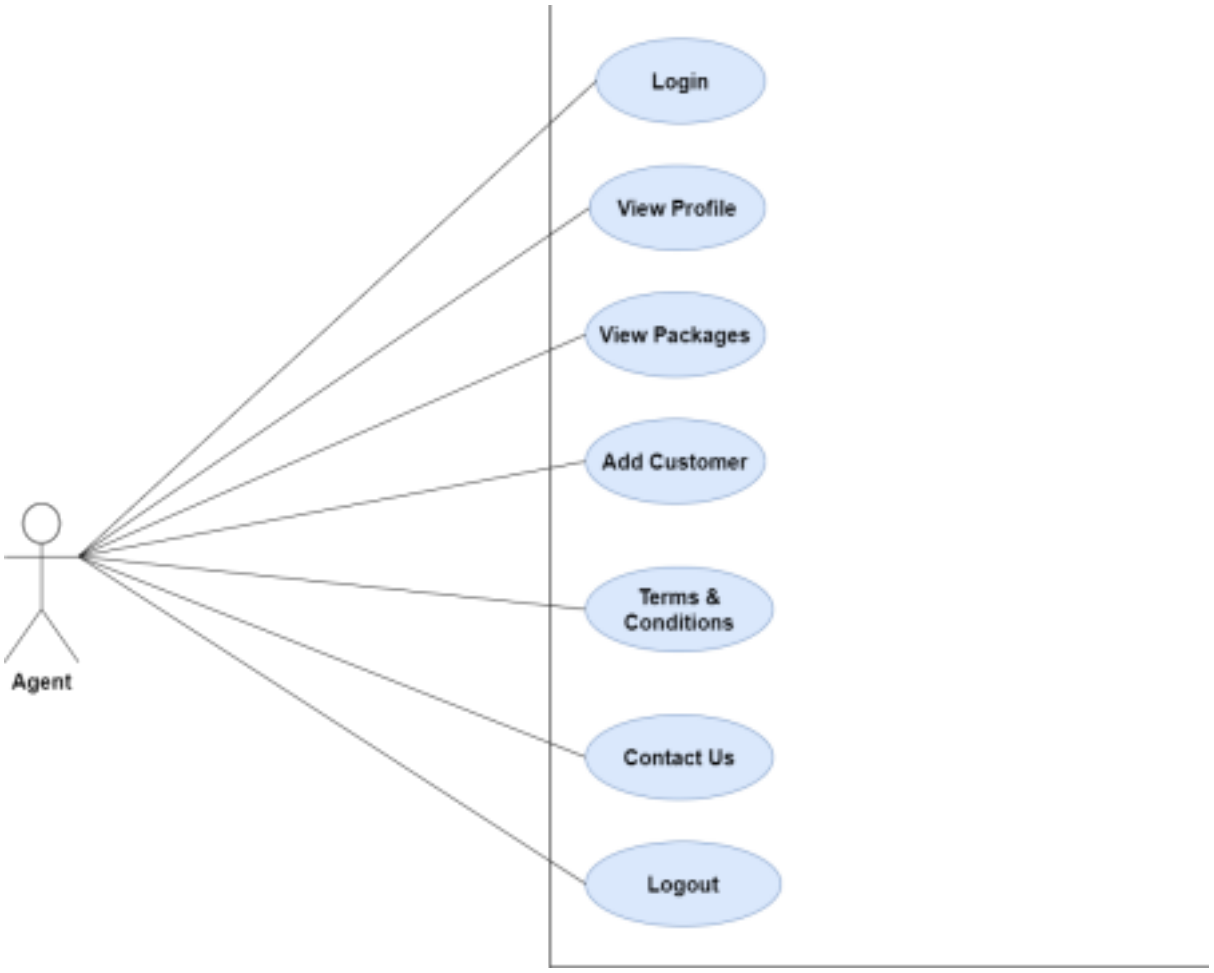
4.1UML (Unified modelling language)

- **Use-case Admin**

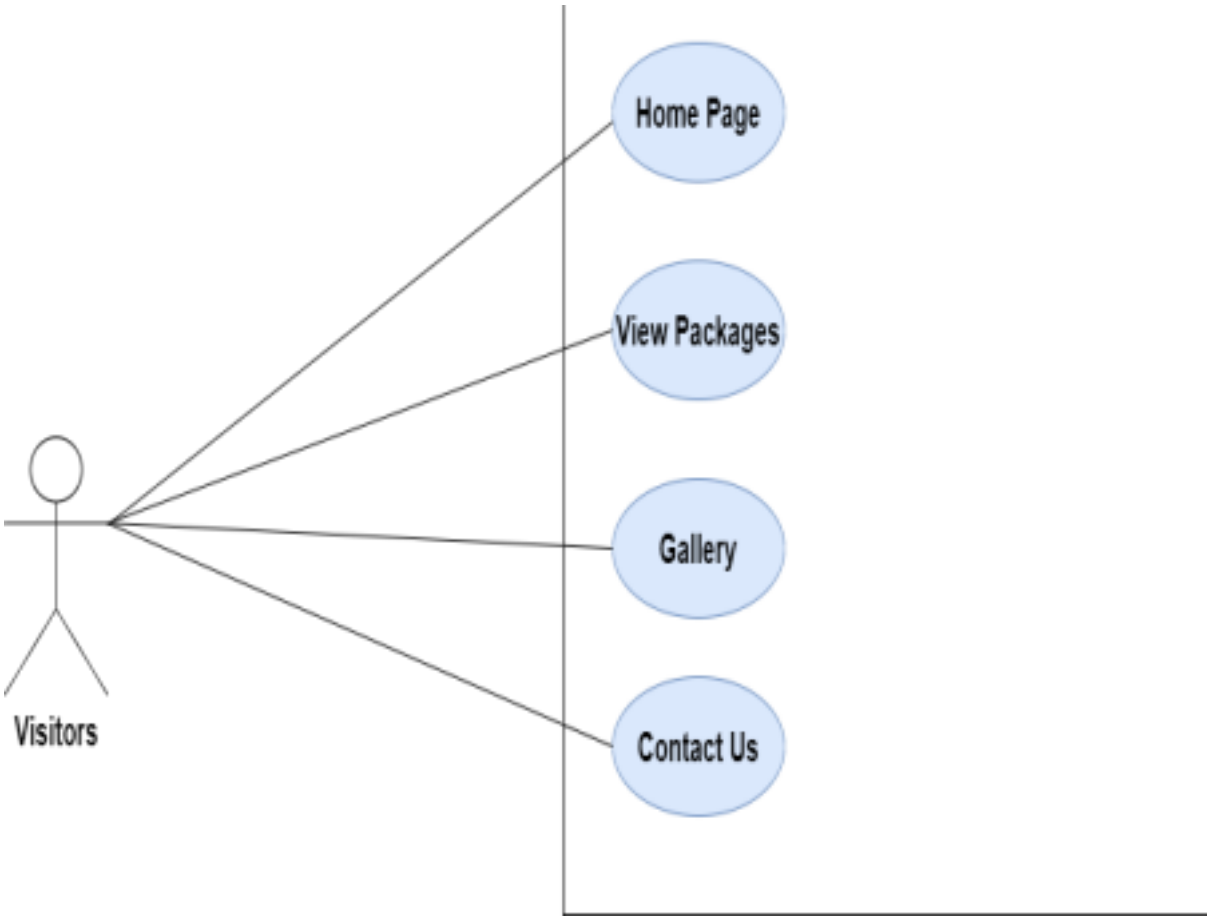
❖ Use-case Customer



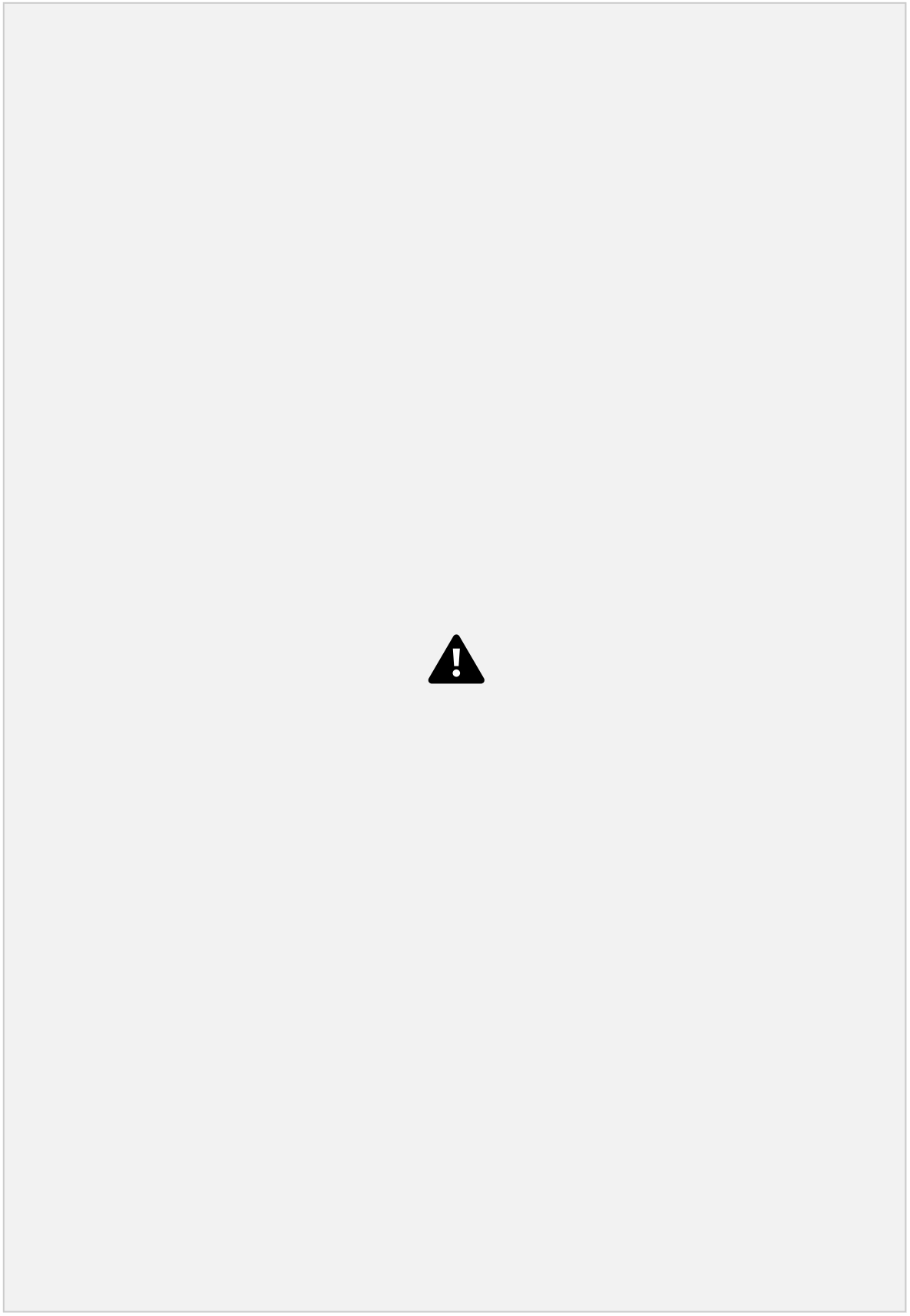
Use-case Agent



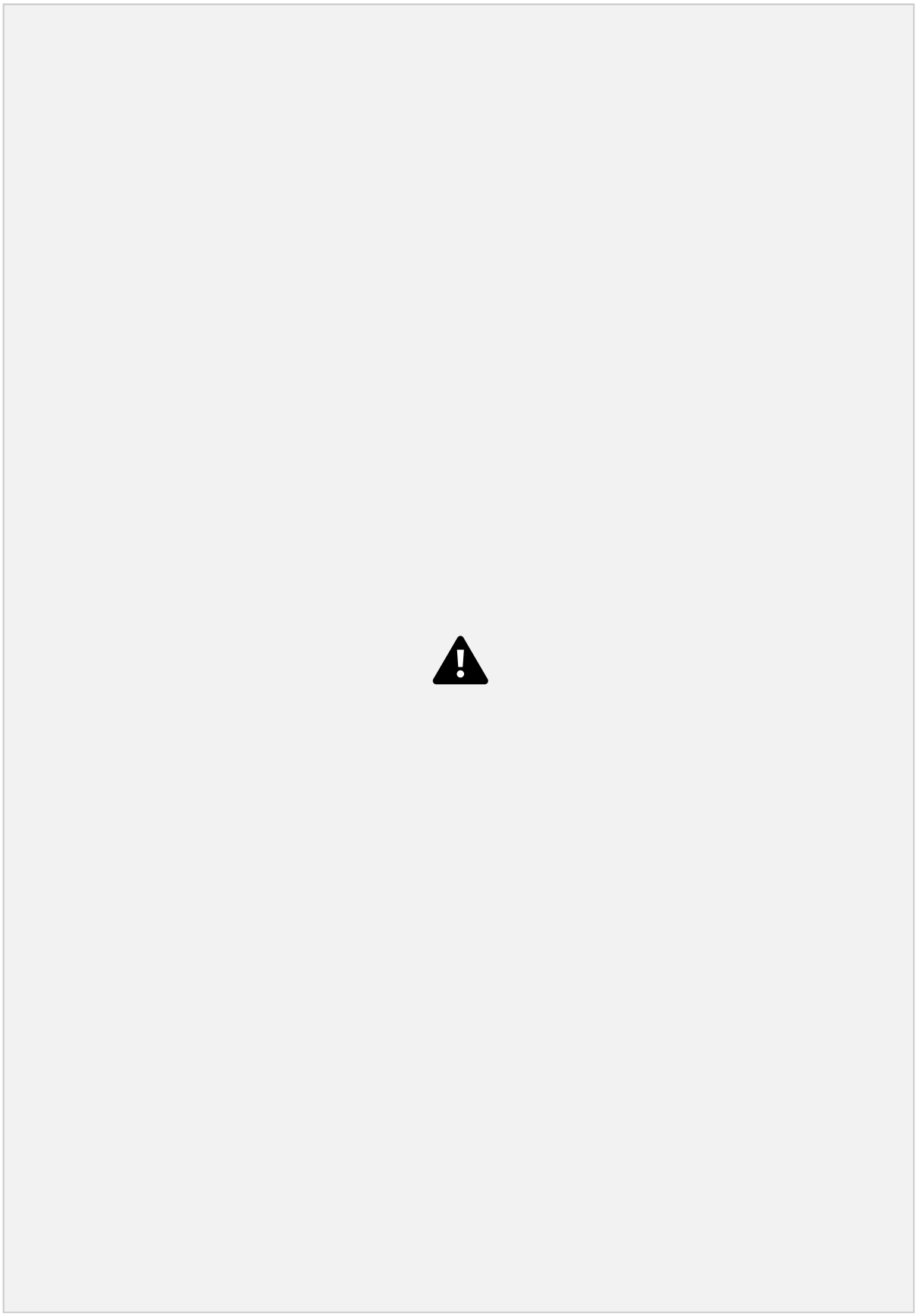
Use-case Visitor



❖ Activity Diagram – Admin

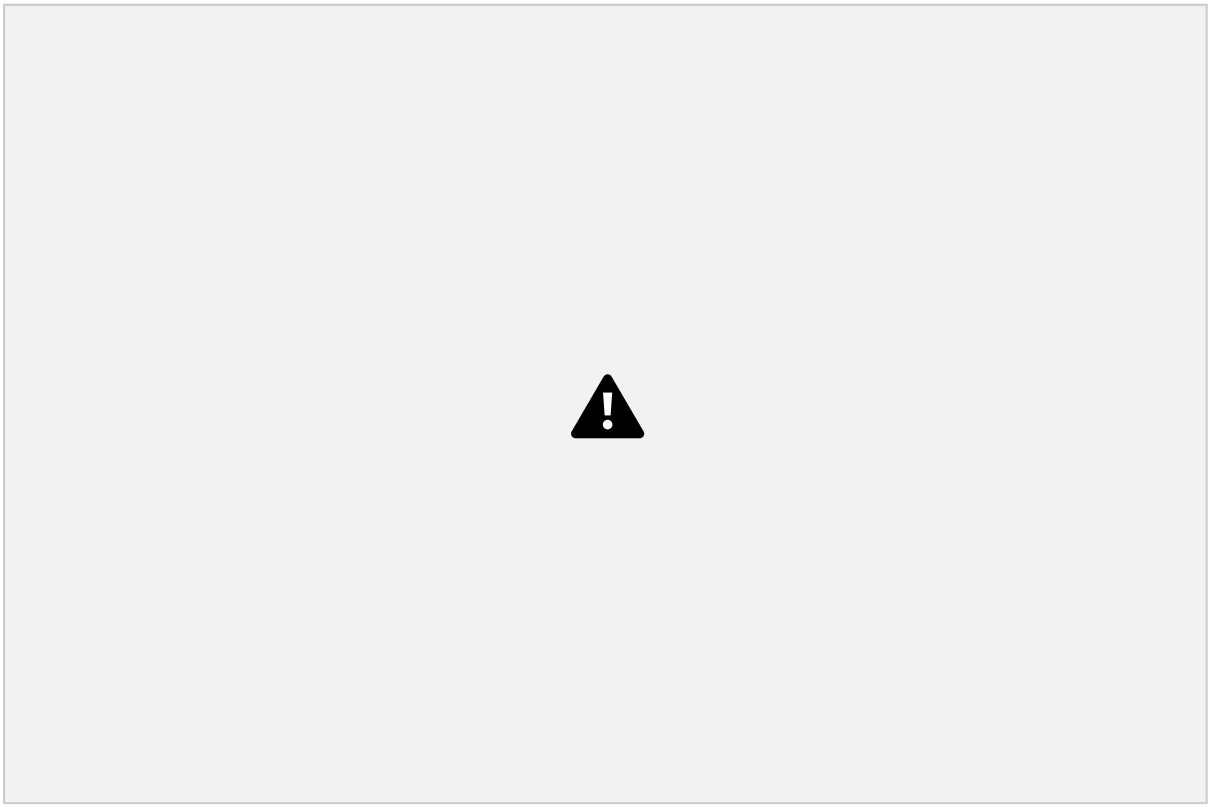


IT) ❖ **Activity Diagram – Customer**

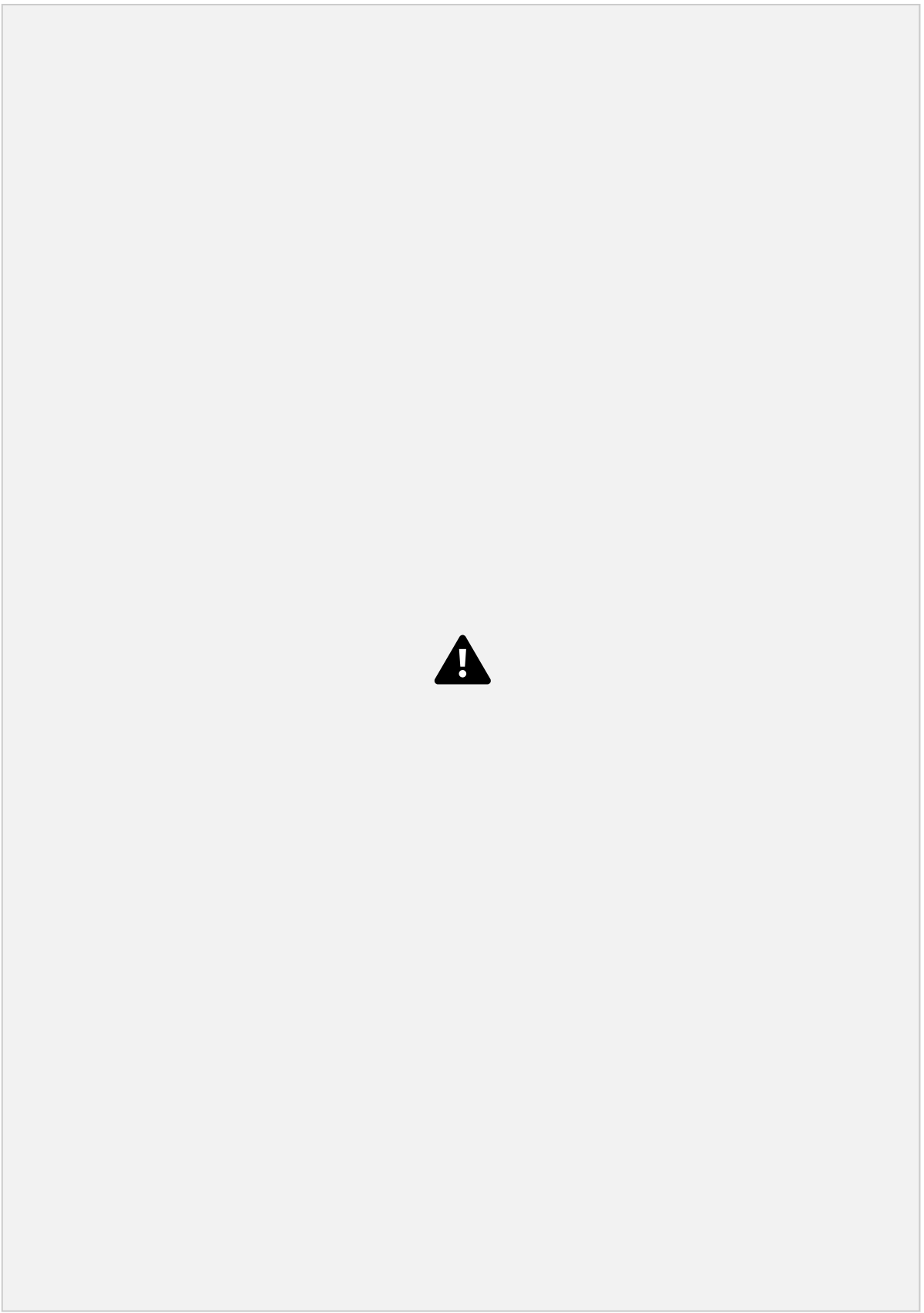


❖ Activity Diagram – Agent

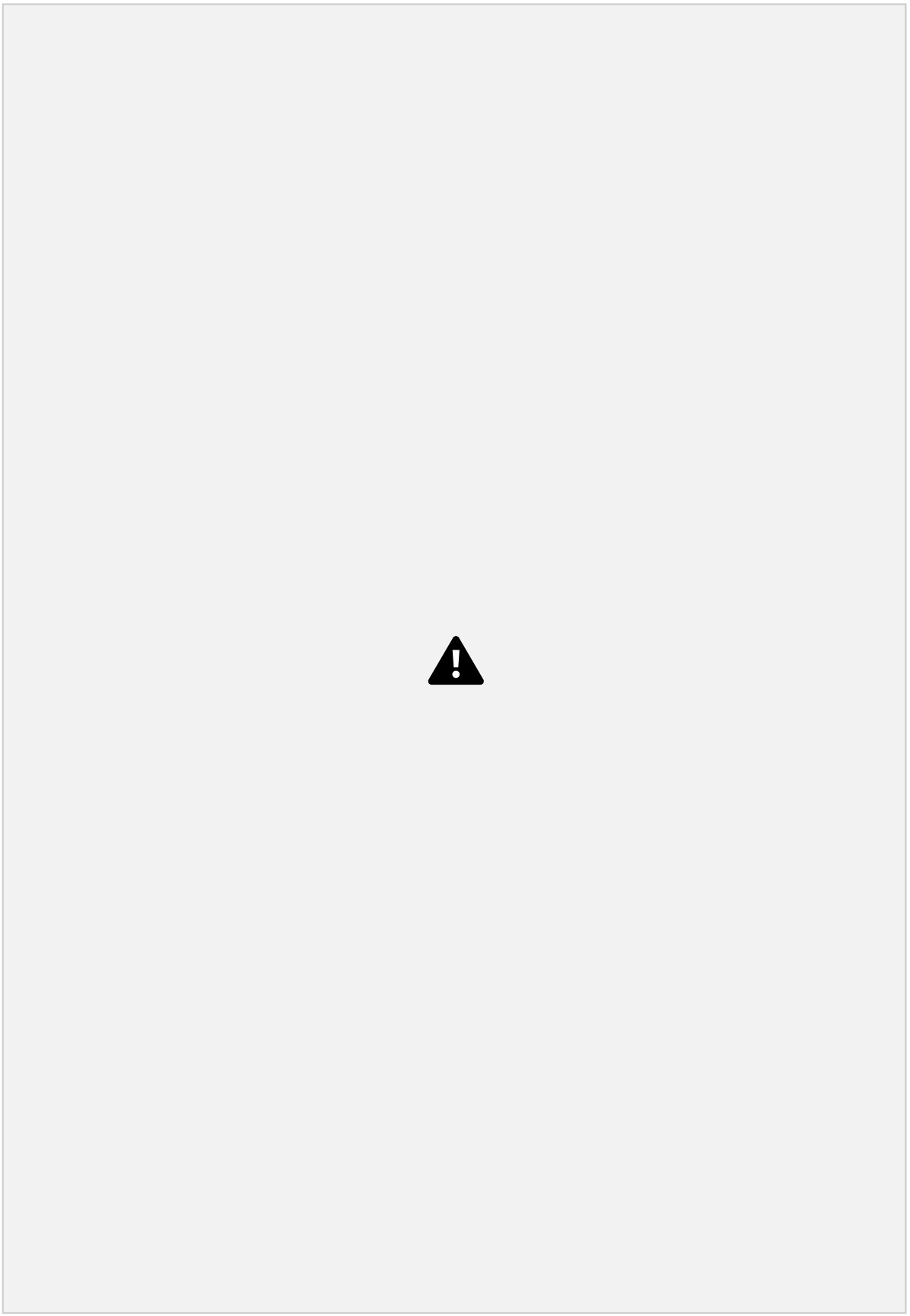
Activity Diagram – Visitor



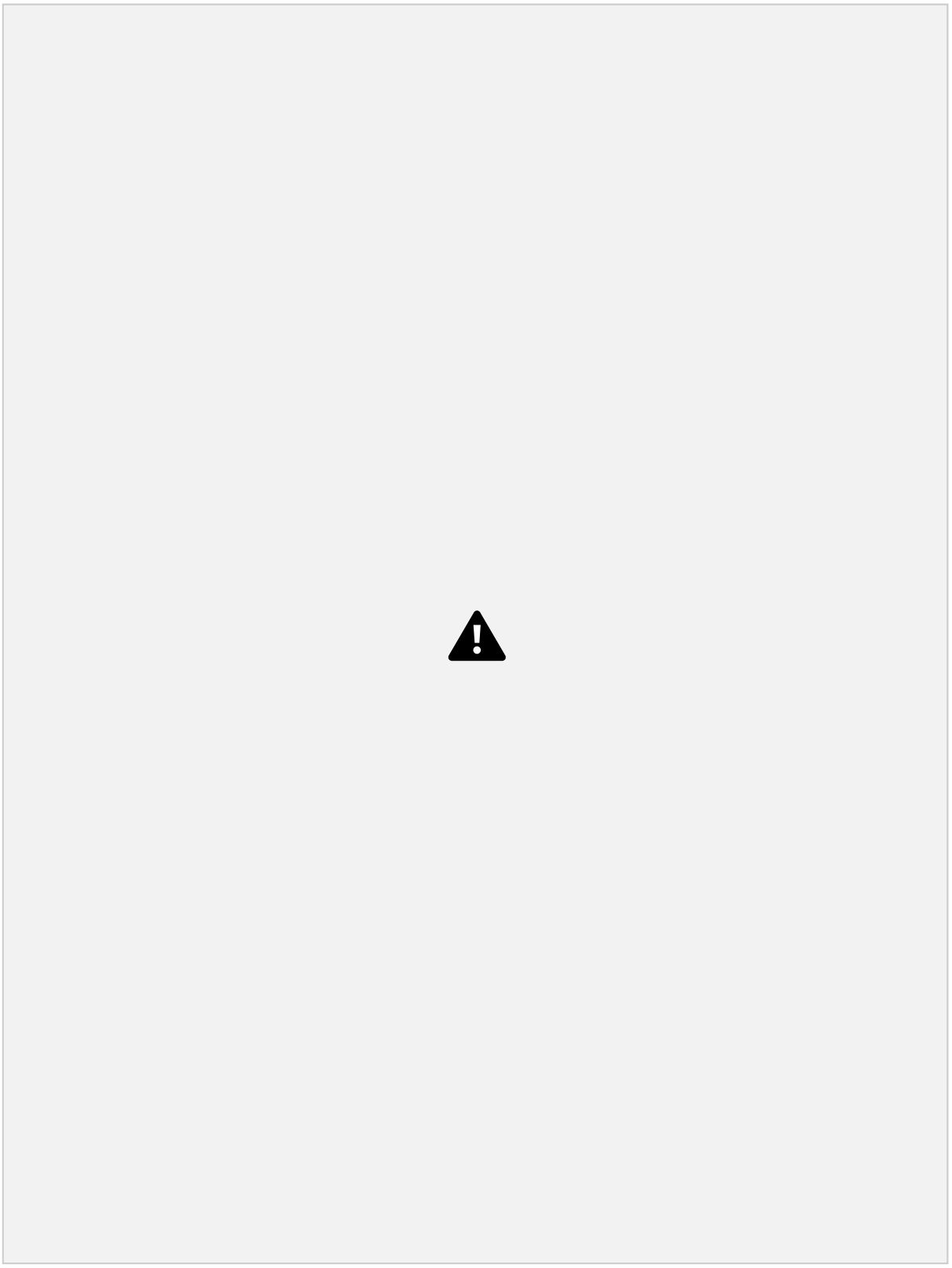
❖ Sequence Diagram – Admin



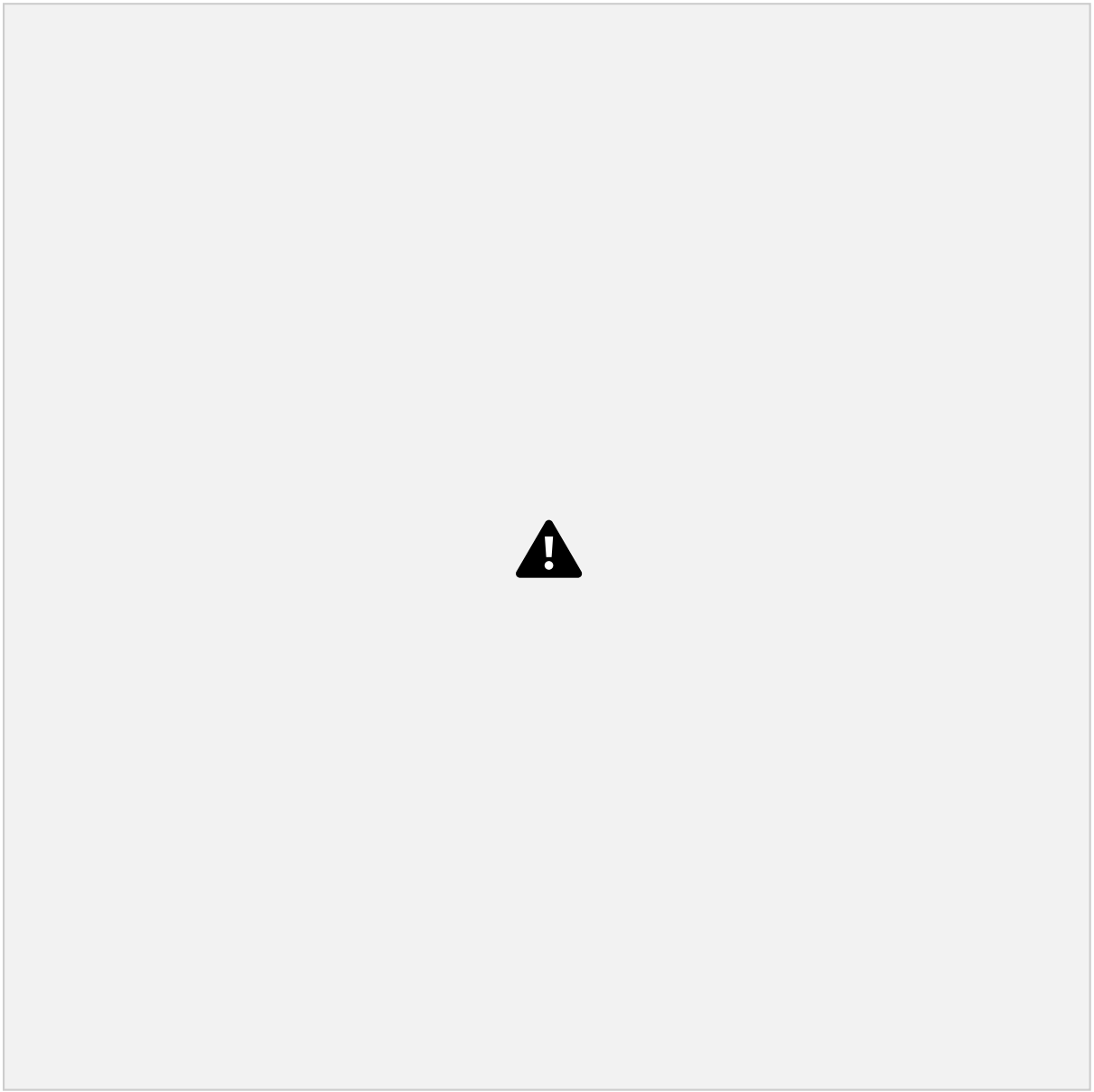
❖ Sequence Diagram – Customer



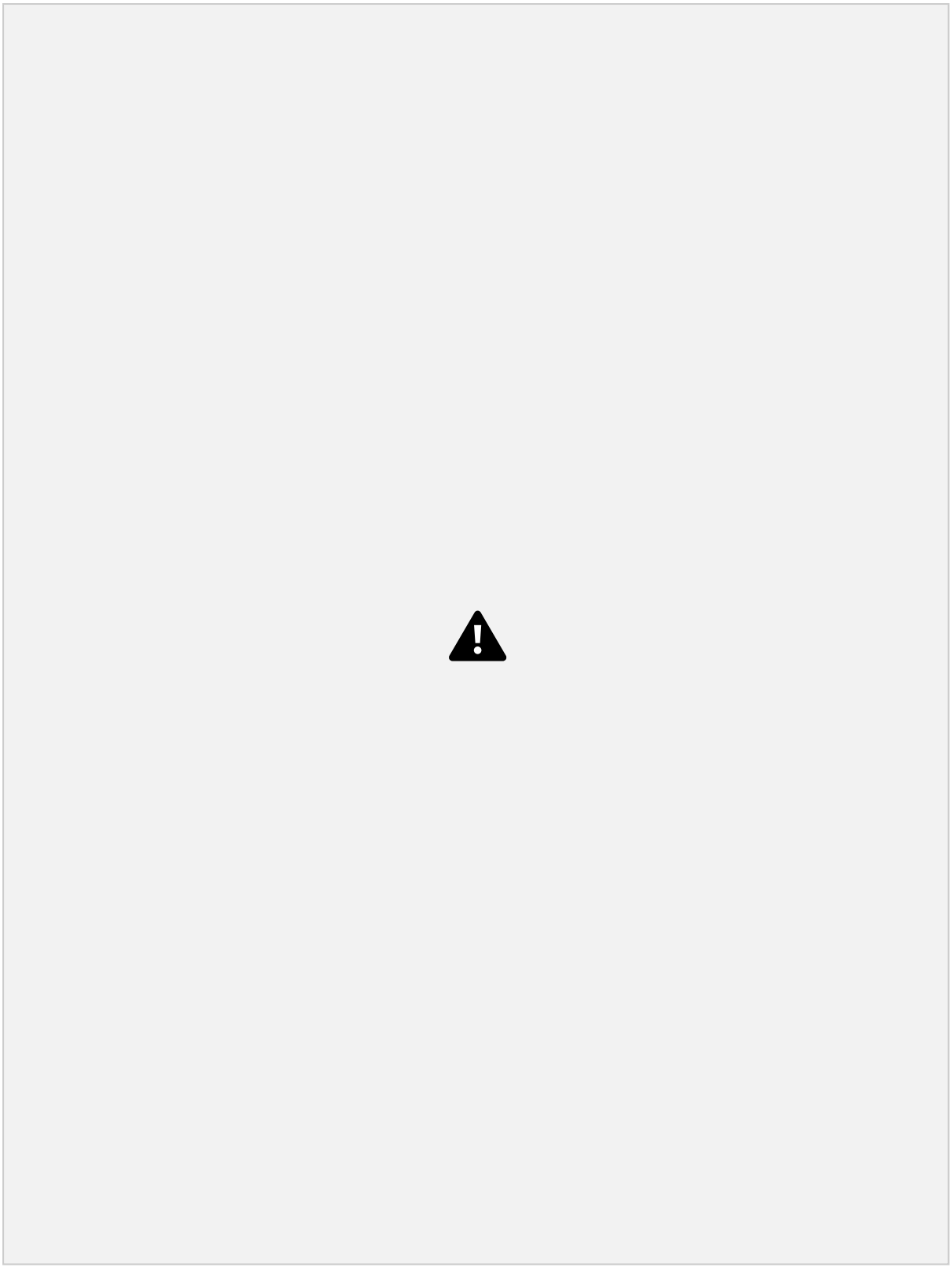
❖ Sequence Diagram – Agent



❖ Sequence Diagram – Visitor



Class Diagram



4.2 System Flow Diagram

4.3 Data Dictionary

1. tbladmin

No	Column Name	Data Type	Size	Constraint	Description
1	admin_id	Int	5	Primary Key	Store admin id
2	admin_name	Varchar	50	Not Null	Store admin name
3	admin_address	Varchar	100	Not Null	Store admin address
4	admin_gender	Varchar	7	Not Null	Store admin gender
5	admin_contact_number	Varchar	13	Not Null	Store admin contact
6	admin_email	Varchar	50	Not Null	Store admin email
7	admin_dob	Date	--	Not Null	Store admin date of birth
8	admin_password	Varchar	100	Not Null	Store admin password
9	admin_photo	Varchar	200	Not Null	Store admin photo

2. tblcustomer

No	Column Name	Data Type	Size	Constraint	Description
1	customer_id	Int	5	Primary Key	Store customer id
2	customer_name	Varchar	50	Not Null	Store customer name
3	customer_address	Varchar	100	Not Null	Store customer address
4	customer_gender	Varchar	7	Not Null	Store customer gender
5	customer_contact_numbe r	Varchar	13	Not Null	Store customer contact
6	customer_email	Varchar	50	Not Null	Store customer email
7	customer_dob	Date	--	Not Null	Store customer date of birth
8	customer_password	Varchar	100	Not Null	Store customer password
9	customer_photo	Varchar	200	Not Null	Store customer photo

3. tblpackage

No	Column Name	Data Type	Size	Constraint	Description
1	package_id	Int	5	Primary Key	Store unique id for package
2	package_type	Varchar	30	Not Null	Store package type
3	tour_name	Varchar	30	Not Null	Store tour name
4	tour _image	Varchar	200	Not Null	Store tour image
5	tour _price	Int	7	Not Null	Store tour of package
6	tour _description	Varchar	255	Not Null	Store description of tour

4. tblfeedback

No	Column Name	Data Type	Size	Constraint	Description
1	feedback_id	Int	5	Primary Key	Store unique id for feedback
2	feedback_type	Varchar	255	Not Null	Store feedback type
3	customer_id	Int	5	Foreign Key	Store id of customer
4	email_id	Varchar	50	Not Null	Store email of customer
5	message	Varchar	255	Not Null	Store message

5. tblbus

No	Column Name	Data Type	Size	Constraint	Description
1	bus_id	Int	5	Primary Key	Store unique id of bus
2	bus_number	Varchar	20	Not Null	Store number of bus
3	bus_seats	Int	2	Not Null	Store no of bus seats

6. tbldriver

No	Column Name	Data Type	Size	Constraint	Description
1	driver_id	Int	5	Primary Key	Store unique id of driver
2	driver_name	Varchar	50	Not Null	Store name of driver
3	driver_aadhar_id	Varchar	12	Not Null	Store aadhar id of driver
4	driver_contact_number	Varchar	13	Not Null	Store contact of driver
5	driver_email	Varchar	50	Not Null	Store email of driver
6	driver_address	Varchar	100	Not Null	Store address of driver
7	driver_dob	Date	--	Not Null	Store date of birth of driver
8	driver_licencephoto	Varchar	200	Not Null	Store licence photo of driver

7. tblbooking

No	Column Name	Data Type	Size	Constraint	Description
1	booking_id	Int	5	Primary Key	Store unique id of booking
2	package_id	Int	5	Foreign Key	Store unique id of package
3	customer_id	Int	5	Foreign Key	Store unique id of customer
4	number_of_seats	Int	2	Not Null	Store number of seats of customers
5	total_price	Int	8	Not Null	Store total price of booking

8.tblagent

No	Column Name	Data Type	Size	Constraint	Description
1	agent_id	Int	5	Primary Key	Store agent id
2	agent_name	Varchar	50	Not Null	Store agent name
3	agent_address	Varchar	100	Not Null	Store agent address
4	agent_gender	Varchar	7	Not Null	Store agent gender

5	agent_contact_number	Varchar	13	Not Null	Store agent contact number
6	agent_email	Varchar	50	Not Null	Store agent email
7	agent_dob	Date	--	Not Null	Store agent date of birth
8	agent_password	Varchar	100	Not Null	Store agent password
9	agent_photo	Varchar	200	Not Null	Store agent photo

9.tblcontactus

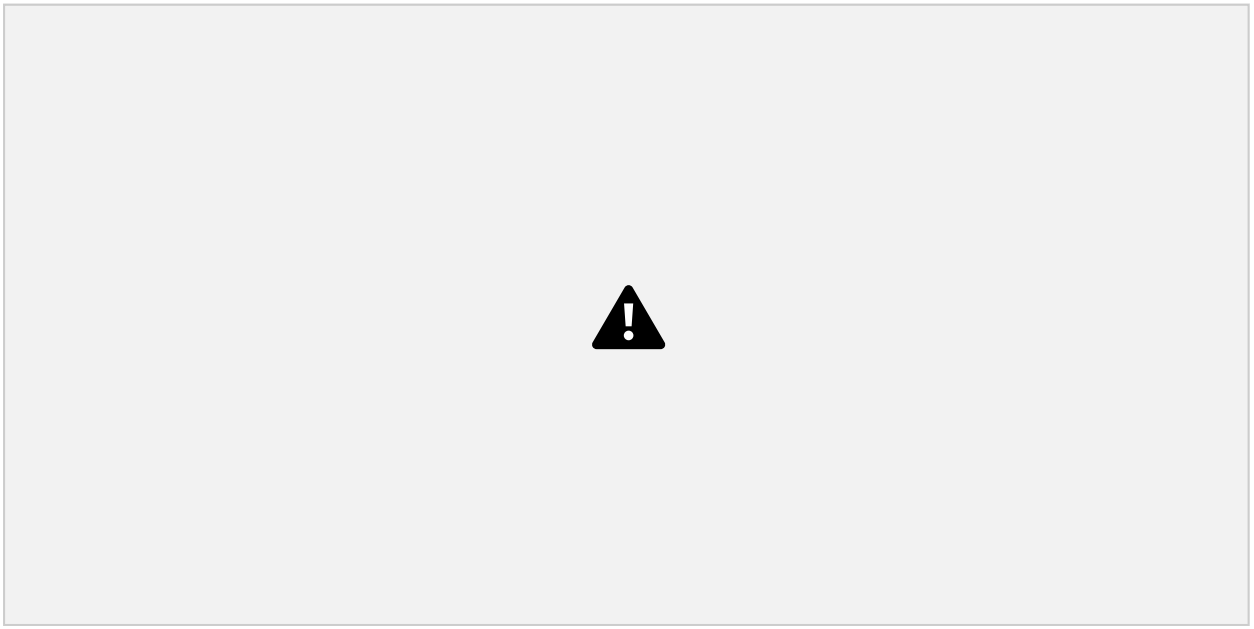
No	Column Name	Data Type	Size	Constraint	Description
1	contactus_id	Int	5	Primary Key	Store unique id for contact us
2	contactus_name	Varchar	50	Not Null	Store name for contact us
3	contactus_email	Varchar	50	Not Null	Store email for contact us
4	contactus_remark	Varchar	100	Not Null	Store remark for contact us
5	contactus_type	Varchar	50	Not Null	Store contact type

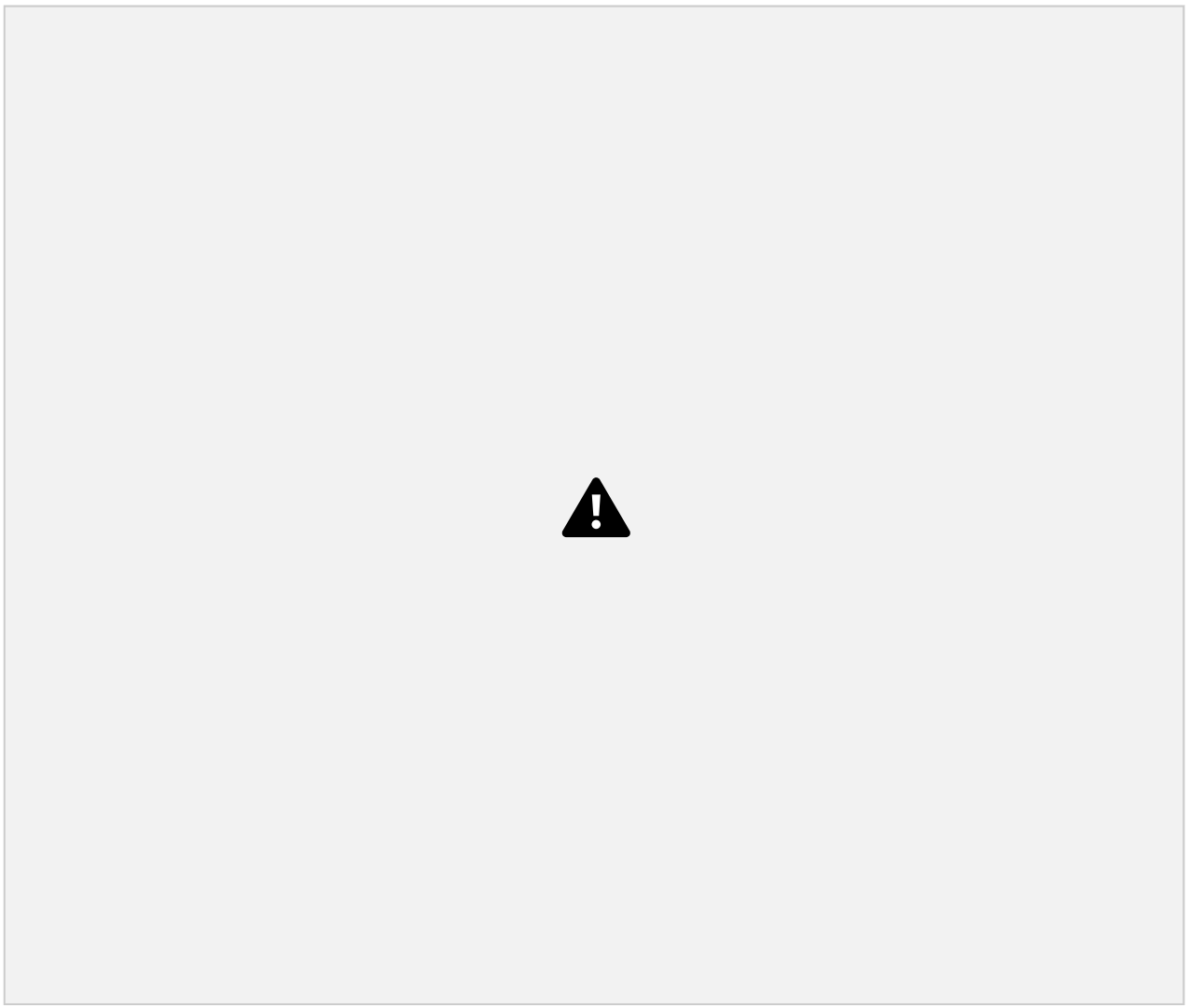
10.tblschedule

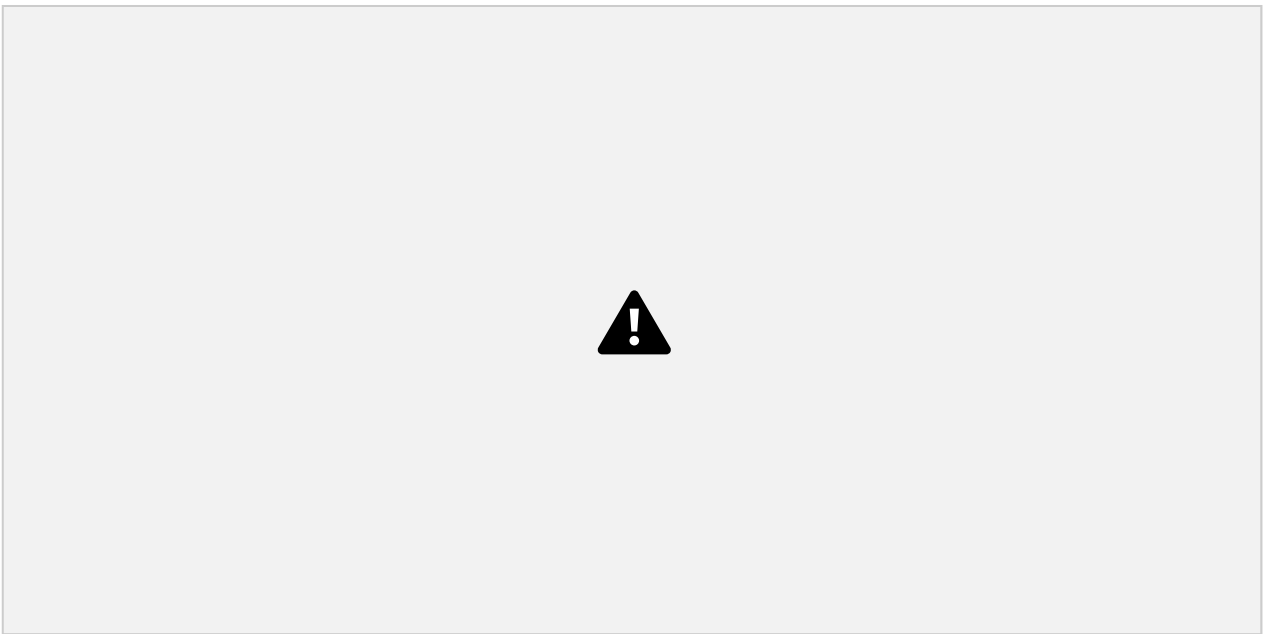
No	Column Name	Data Type	Size	Constraint	Description
1	schedule_id	Int	5	Primary Key	Store unique id for schedule
2	bus_id	Int	5	Foreign Key	Store unique id for bus
3	driver_id	Int	5	Foreign Key	Store unique id for driver
4	package_id	Int	5	Foreign Key	Store unique id for package

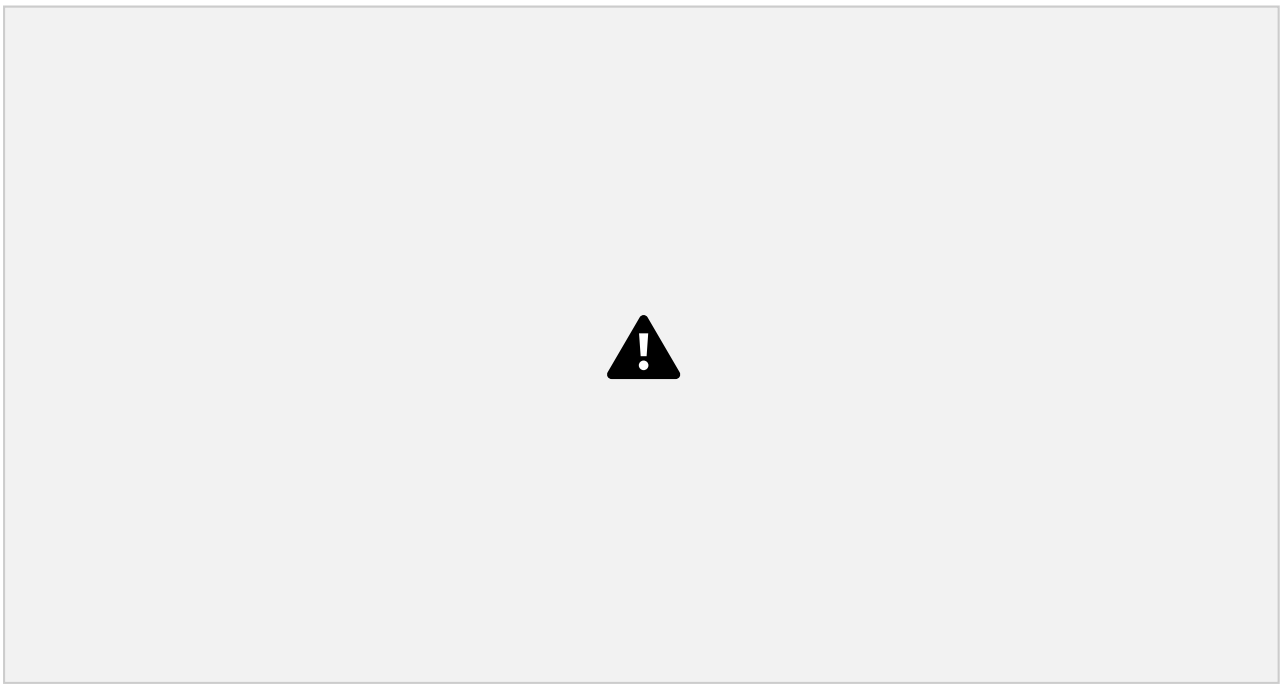
 4.4

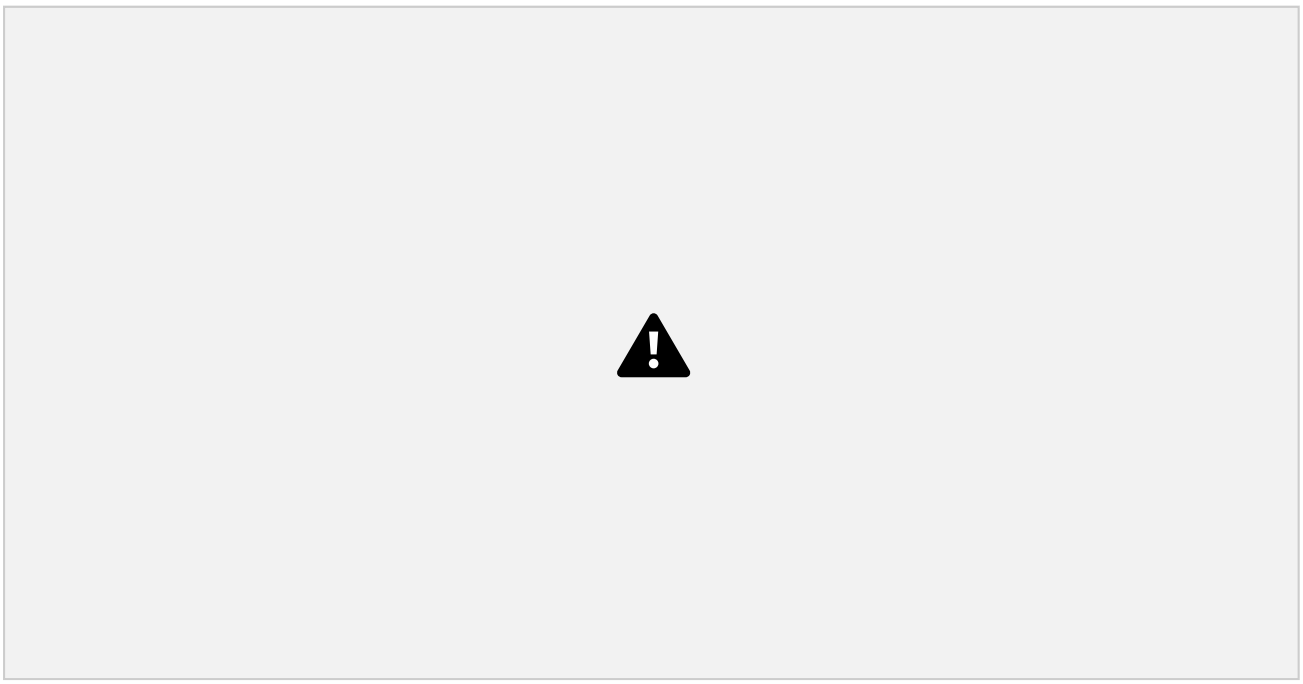
User Interface

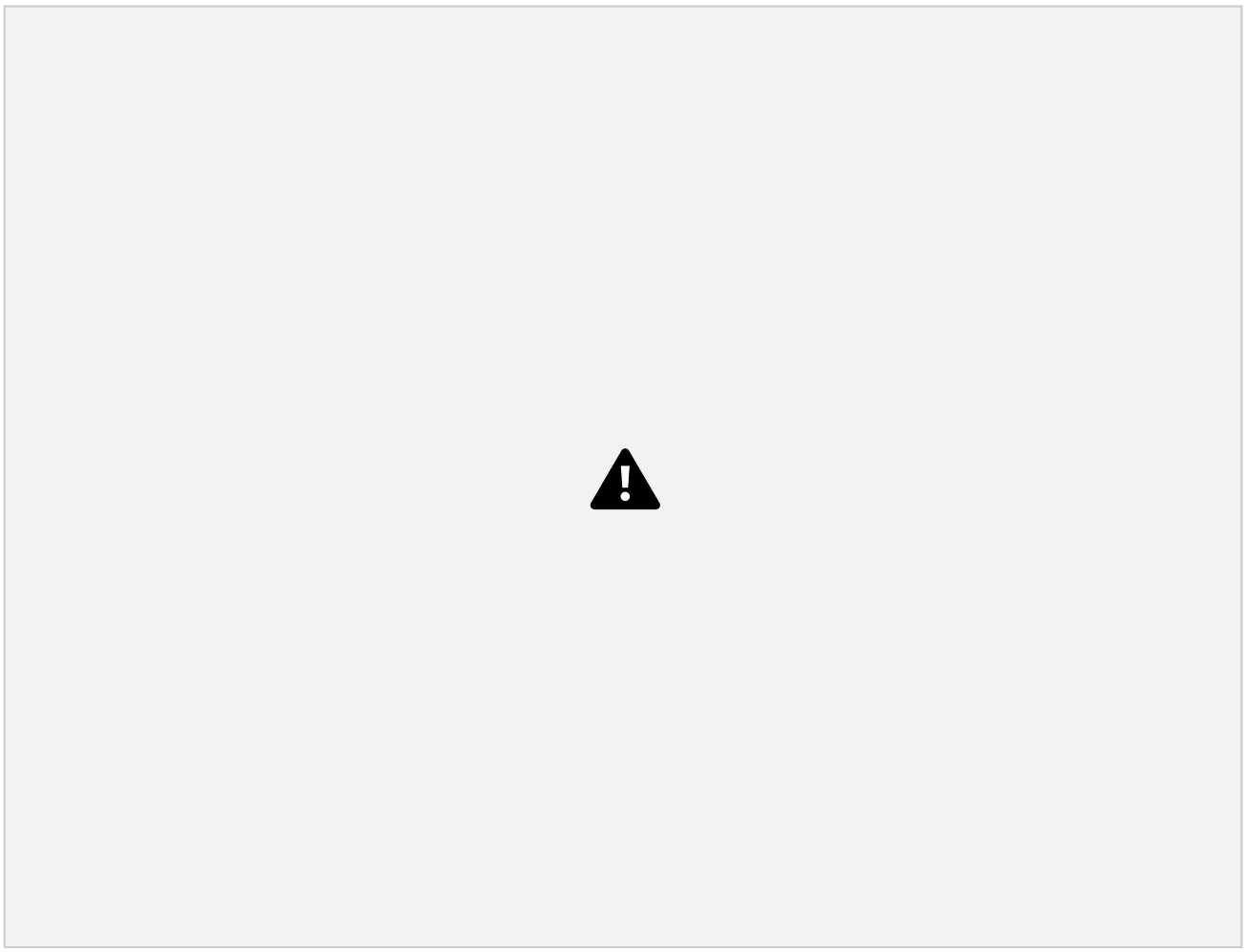


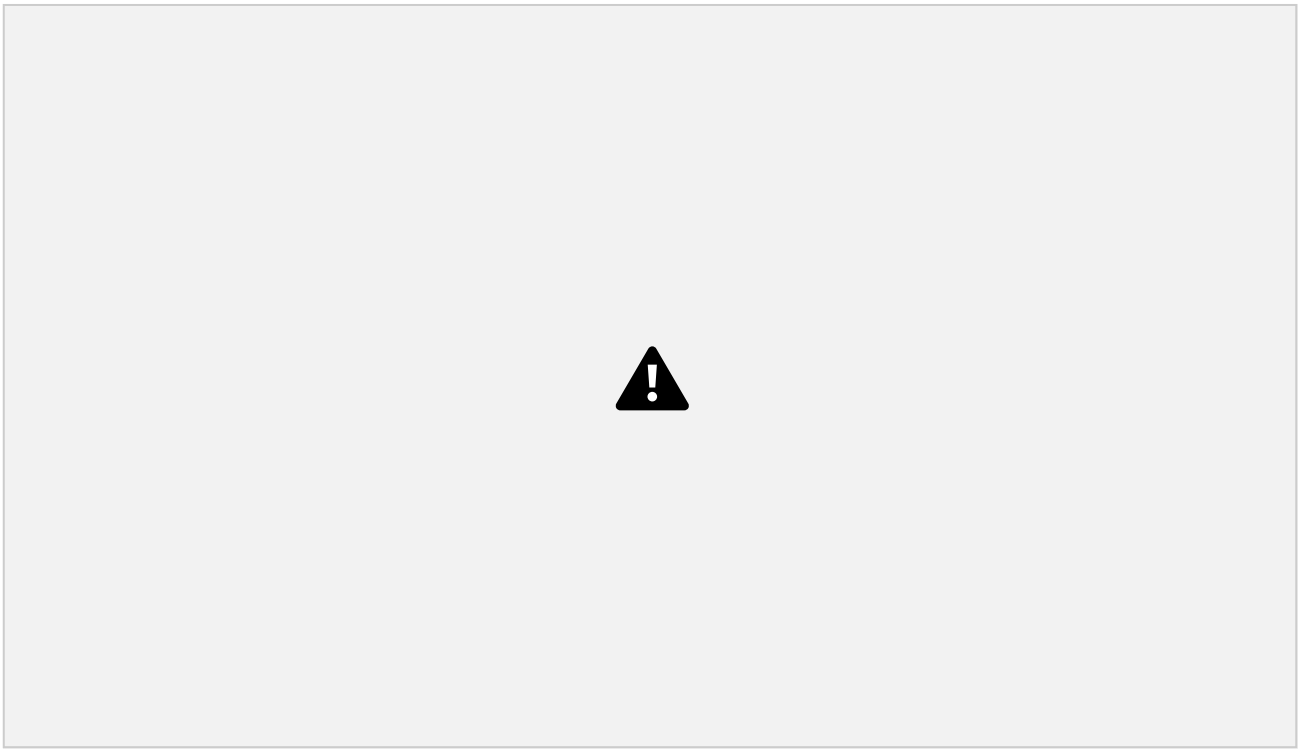










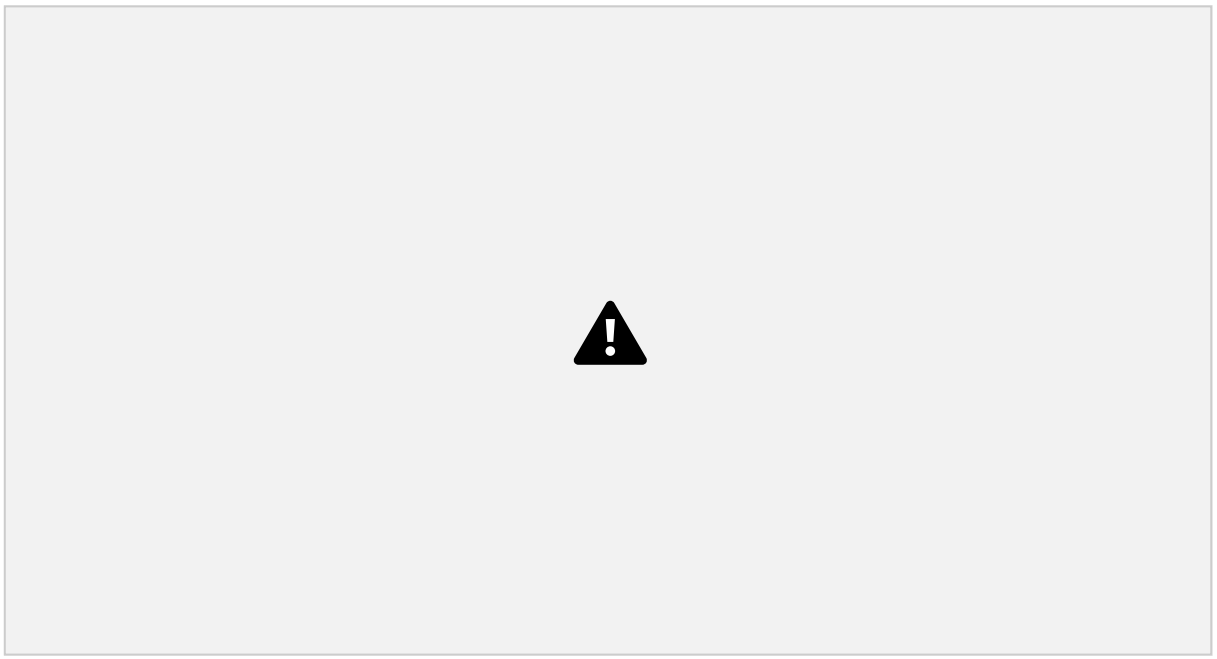


4.5 System Navigation

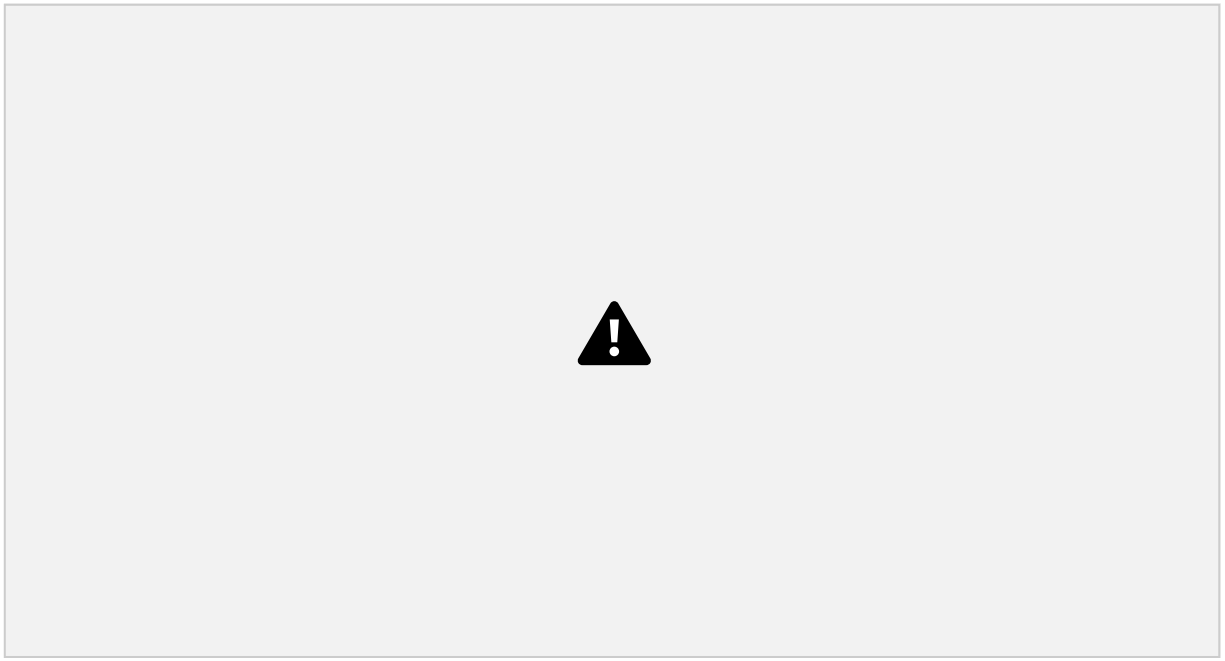
Chapter 5: INPUT/OUTPUT DESIGN

1. Admin Side

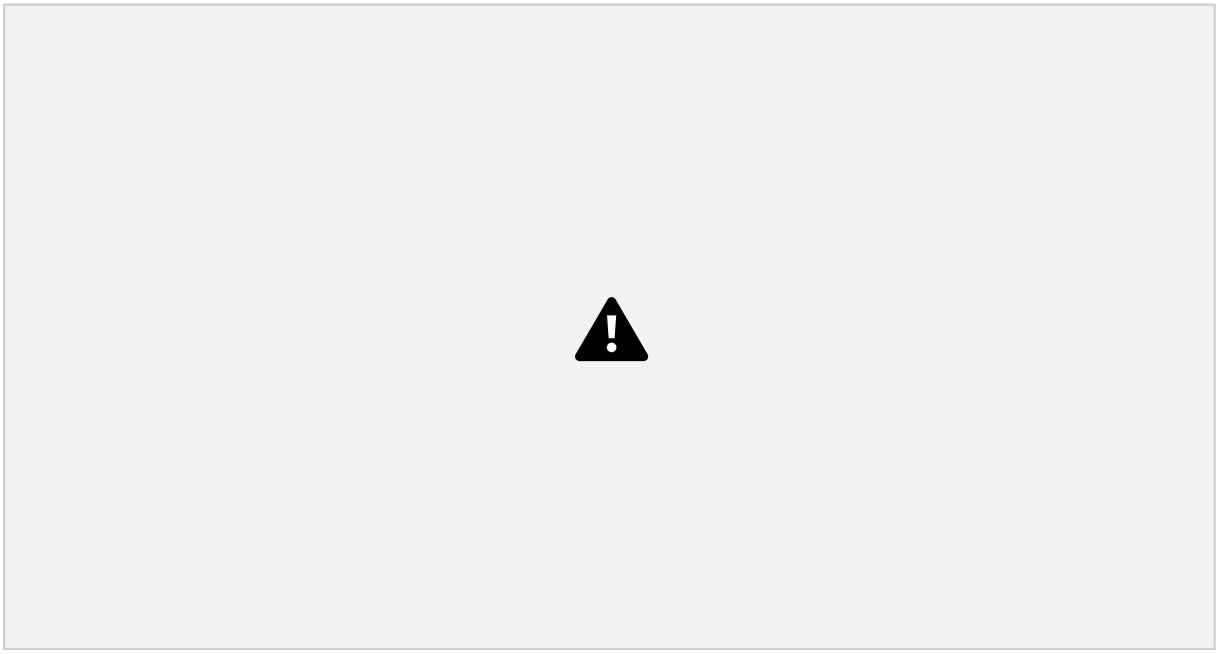
❖ Dashboard



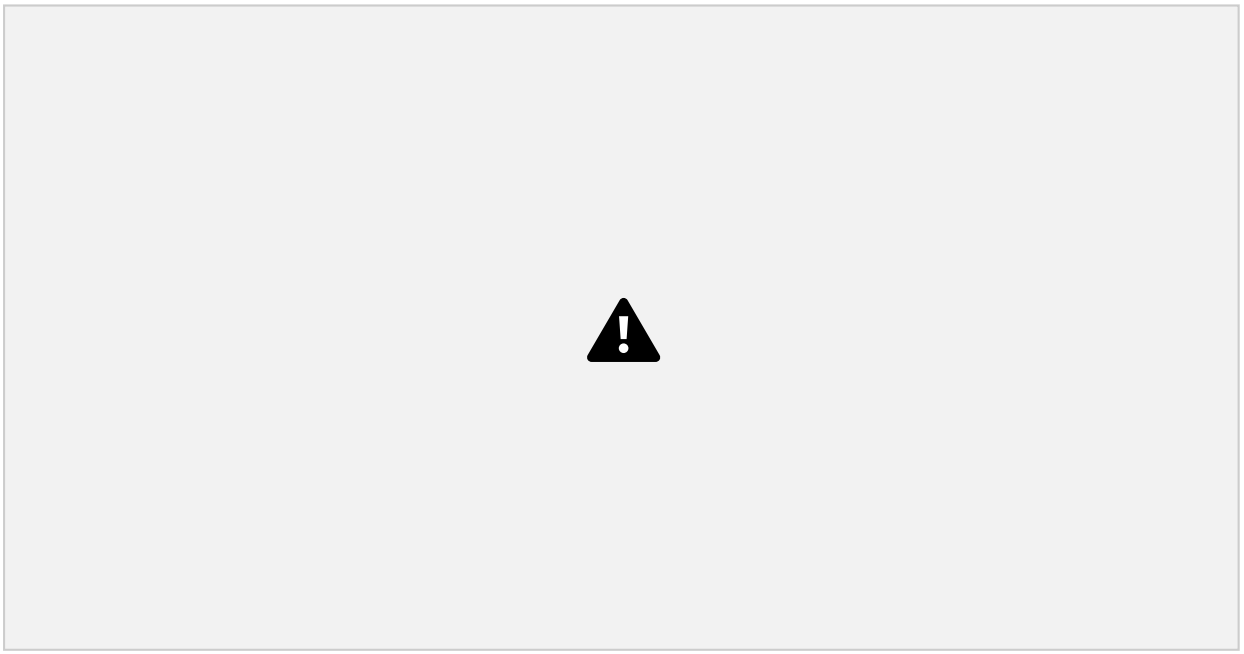
❖ Profile Page



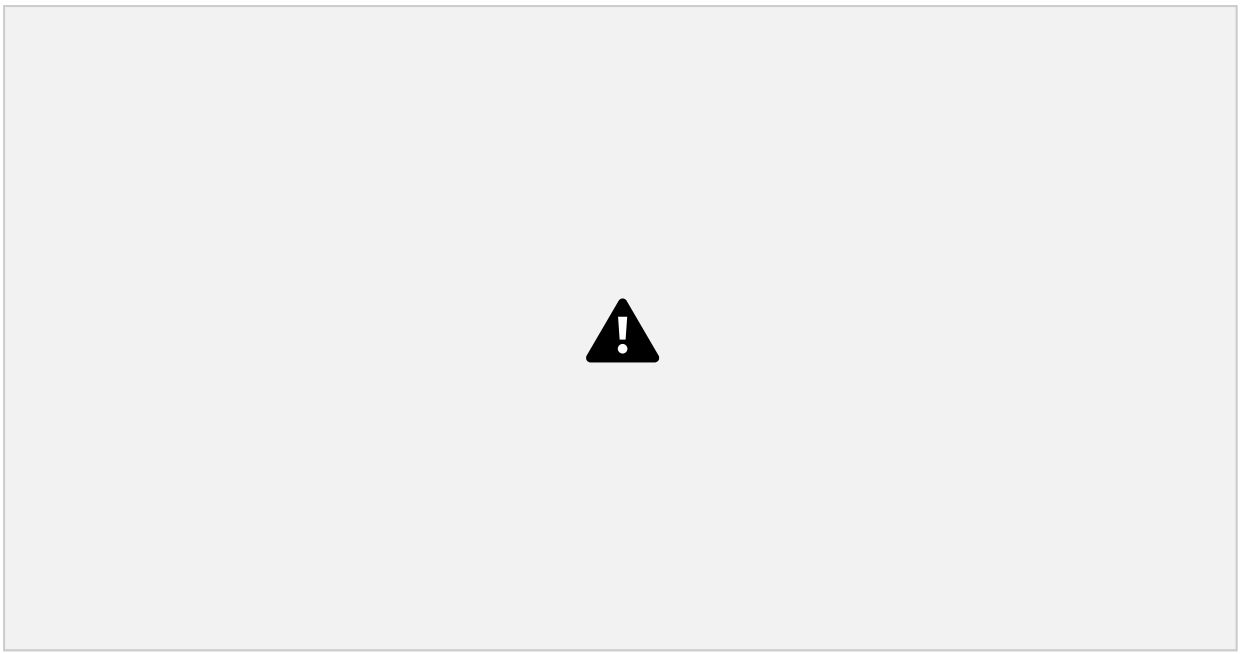
❖ All Customers List



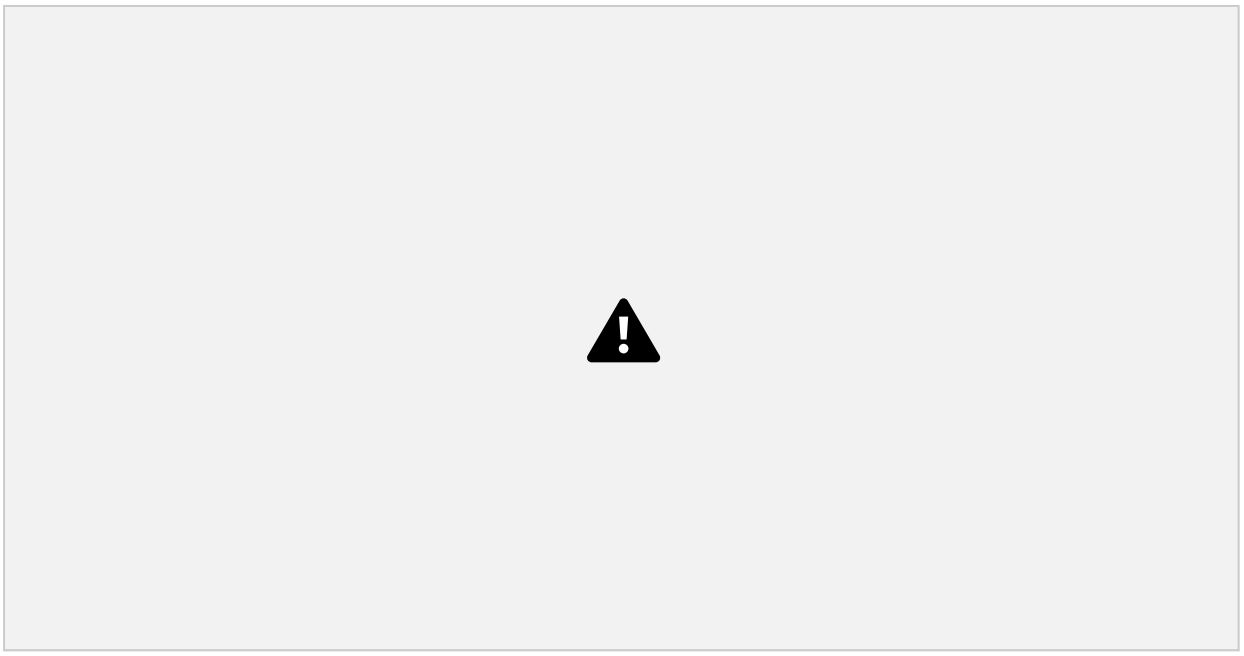
❖ Add Driver Page



❖ View Driver Page

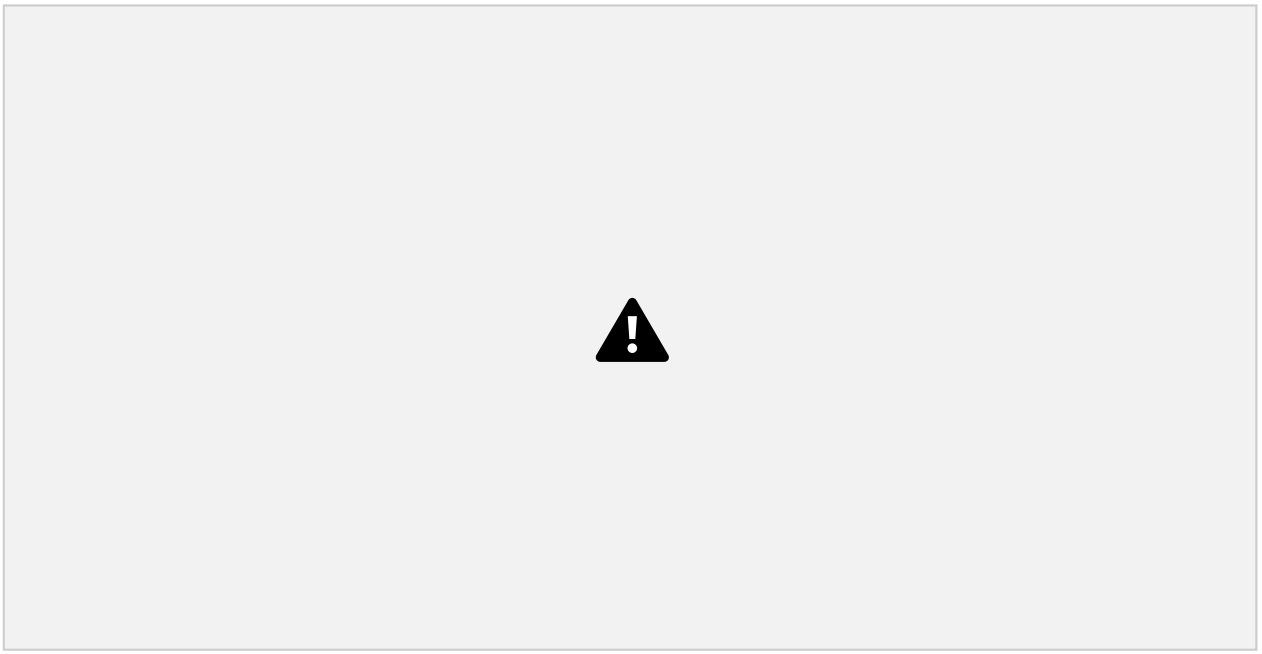


❖ **Feedback Page**

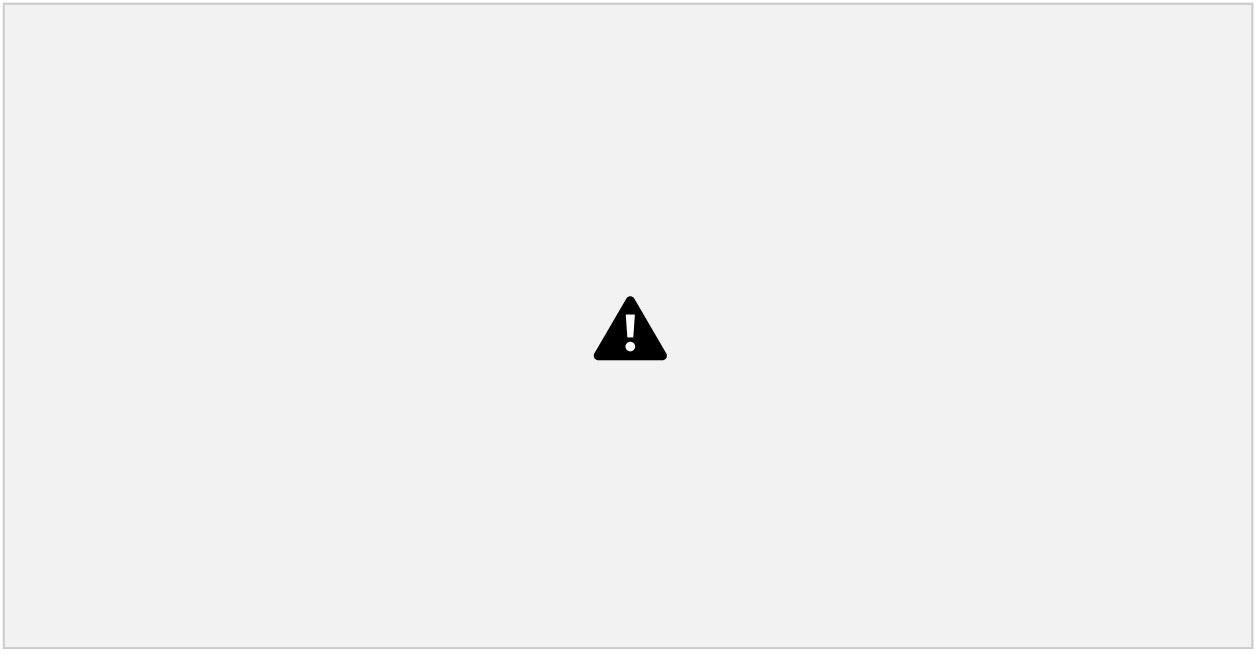


2. Website Side

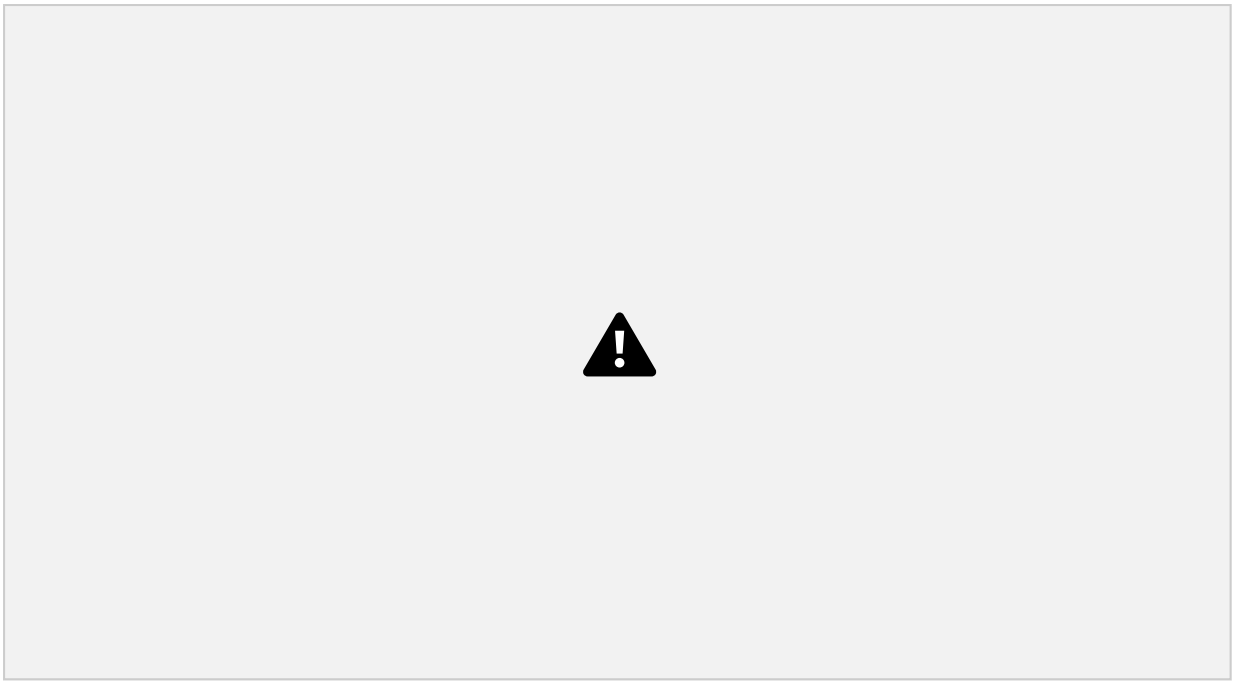
❖ **Visitor Page**



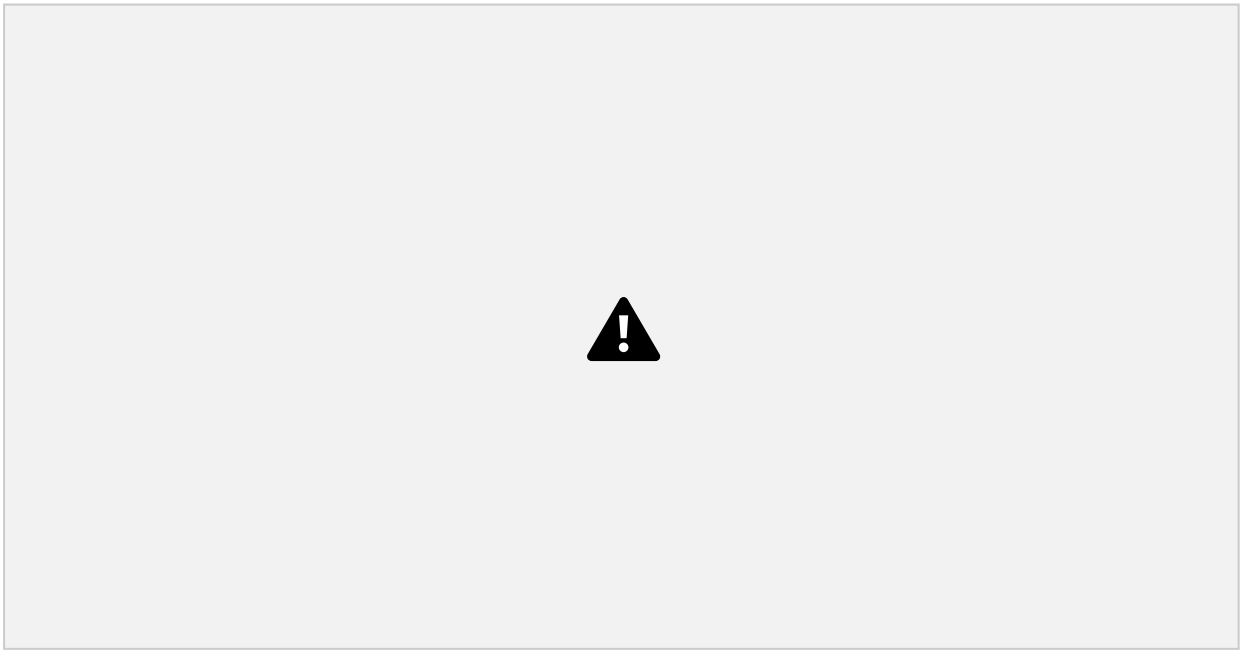
❖ Login Page



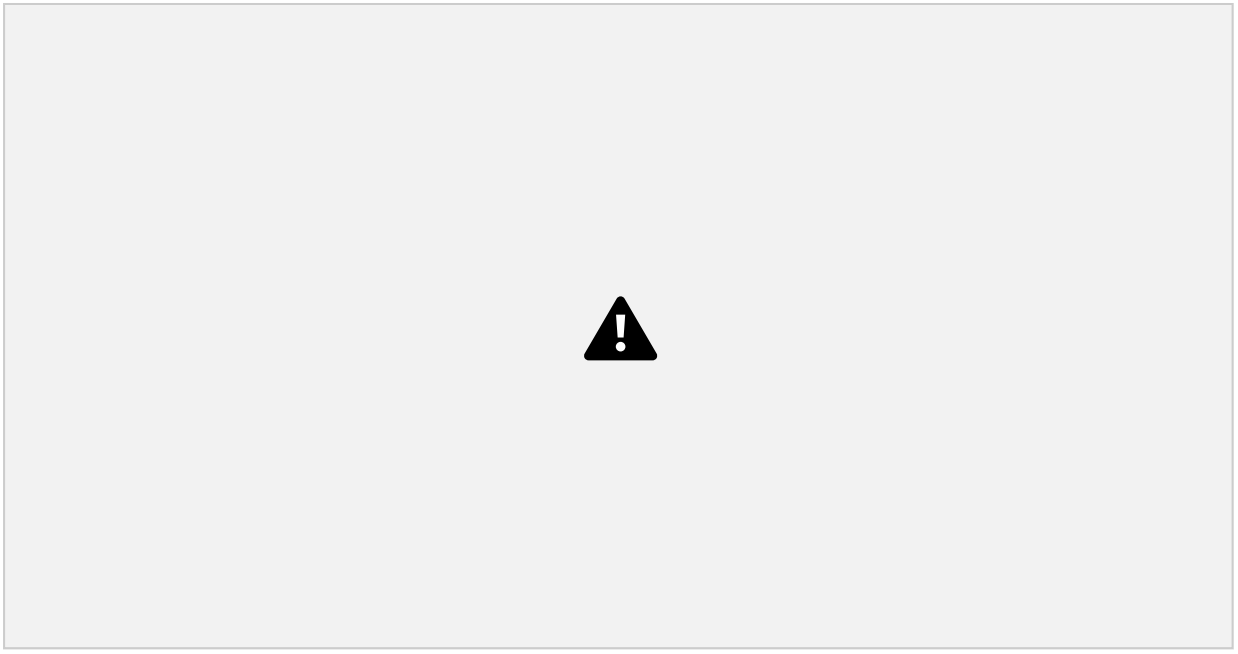
❖ Registration Page



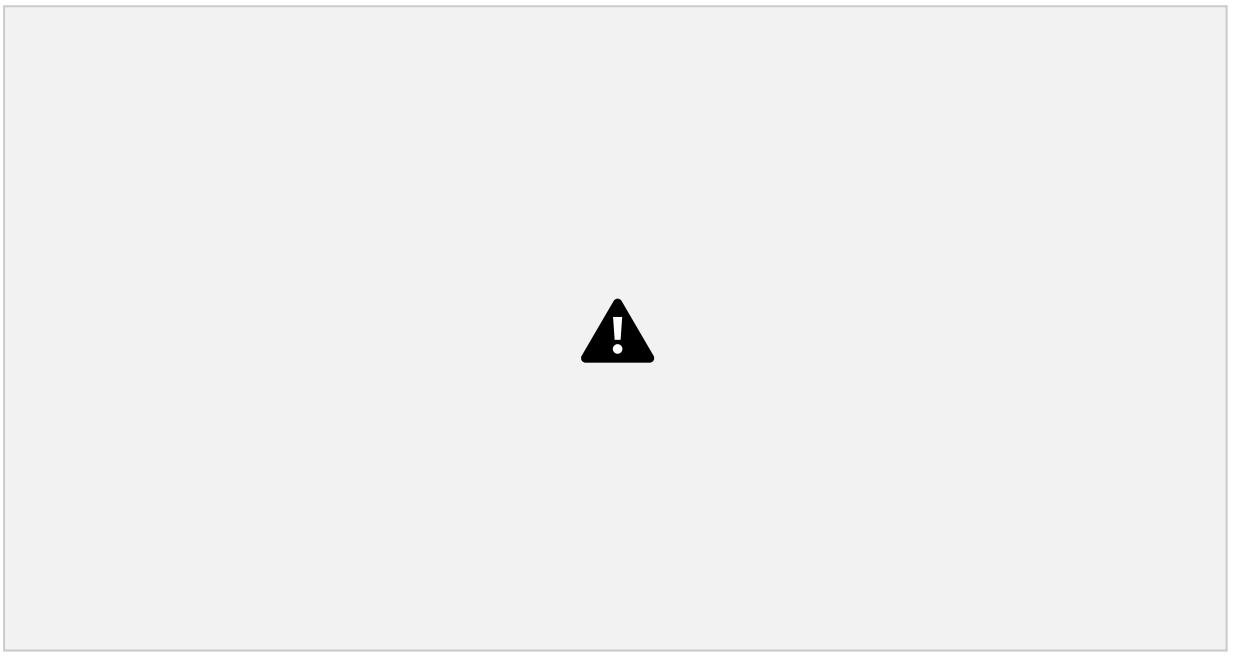
❖ Package Page



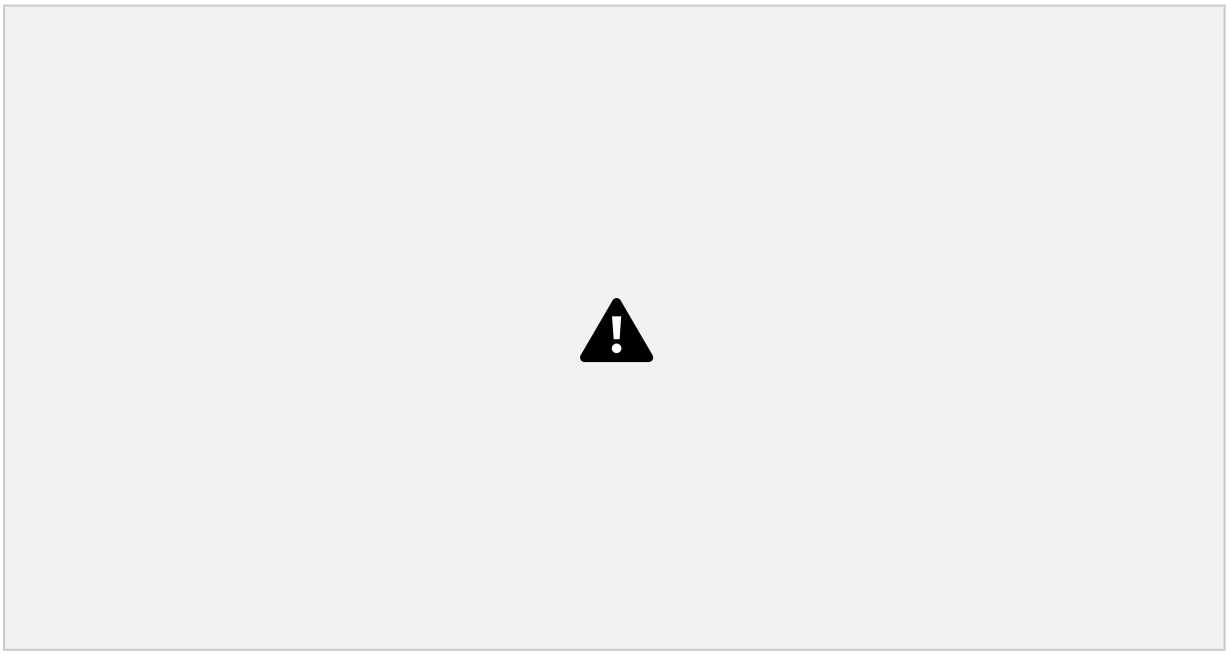
❖ Gallery Page

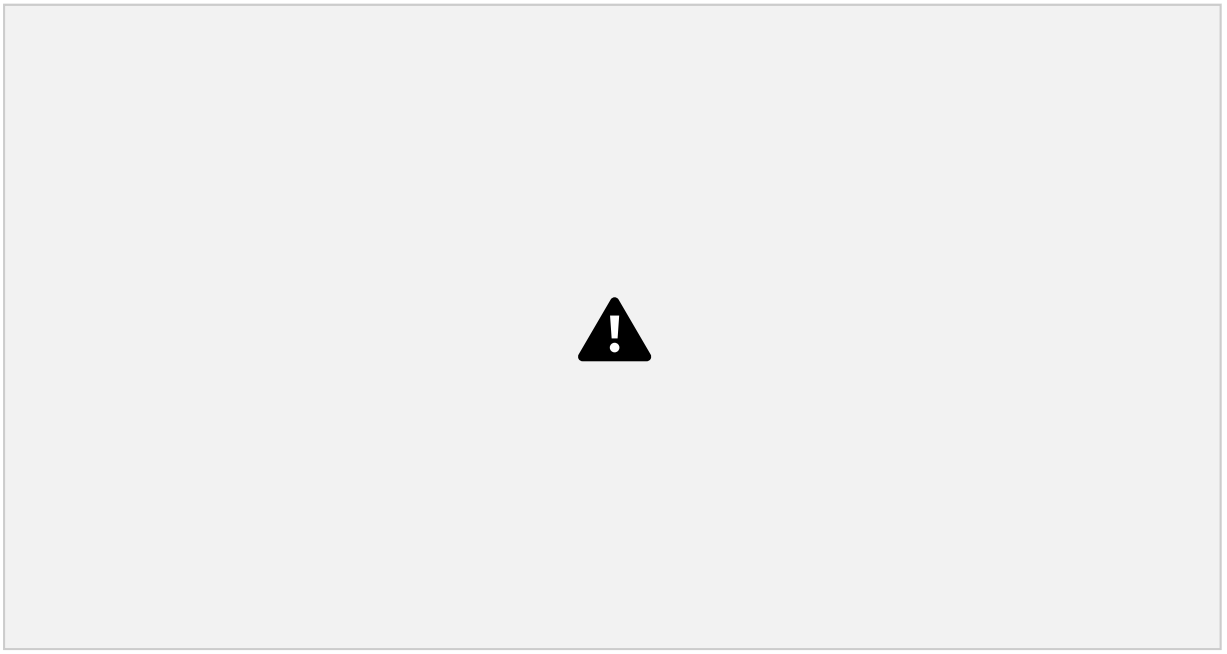


❖ Contact Us Page



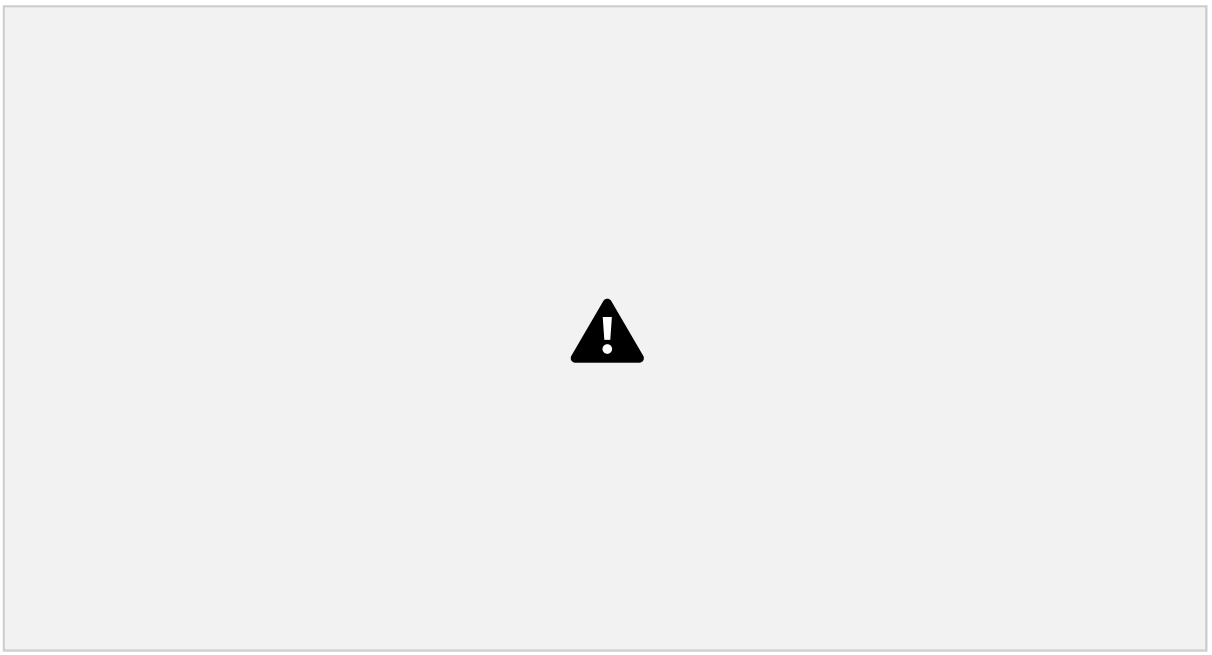
❖ Terms & Conditions Page

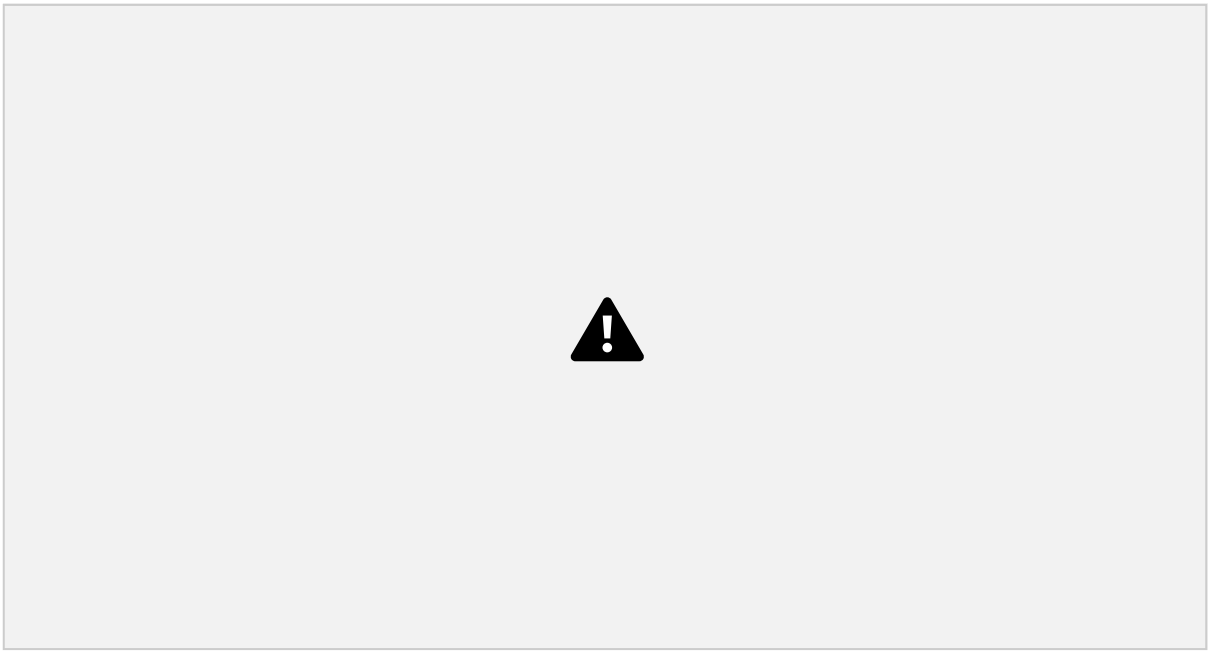


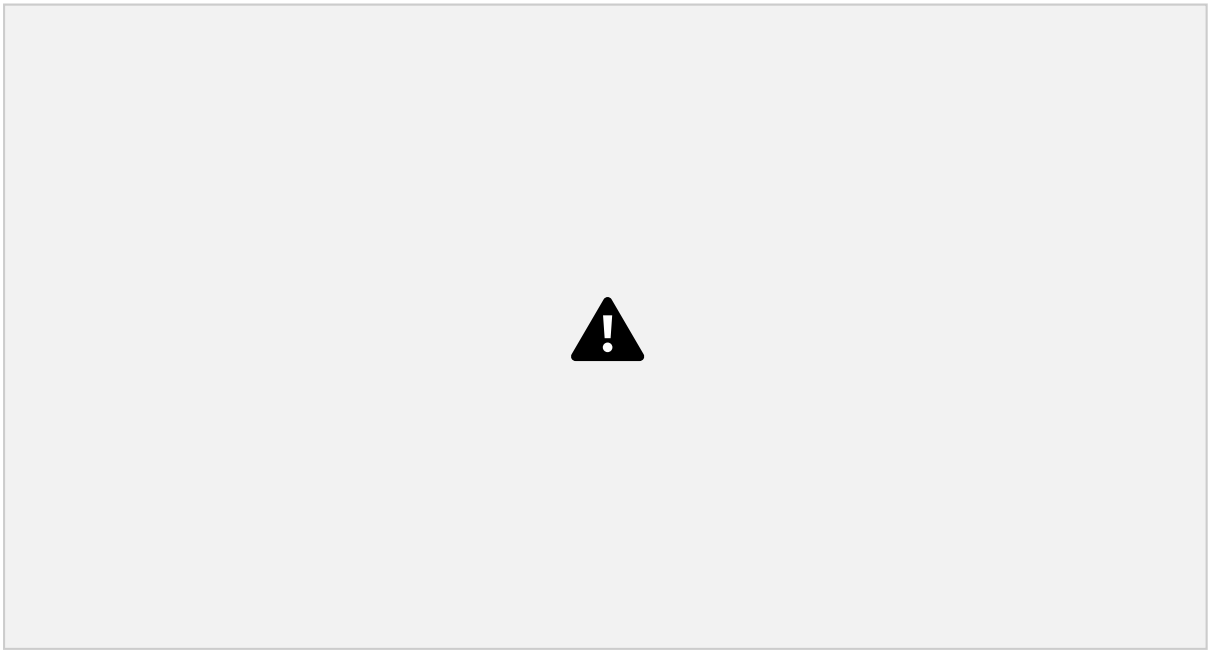


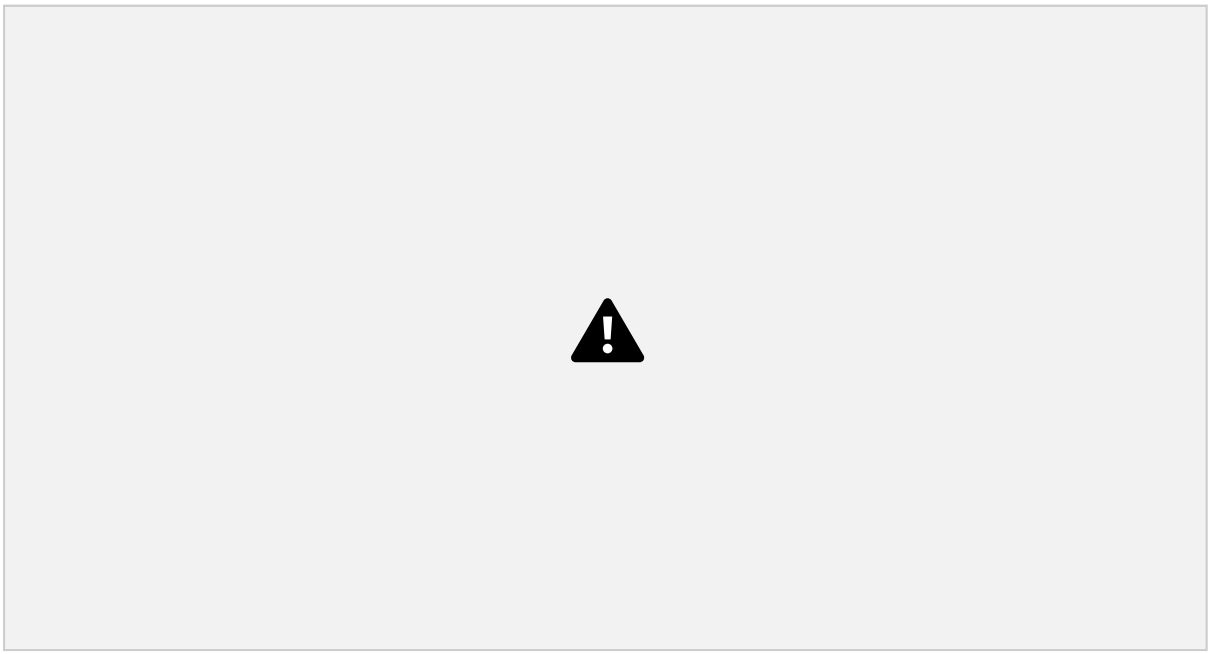
Chapter 6: TESTING

❖ Login Page

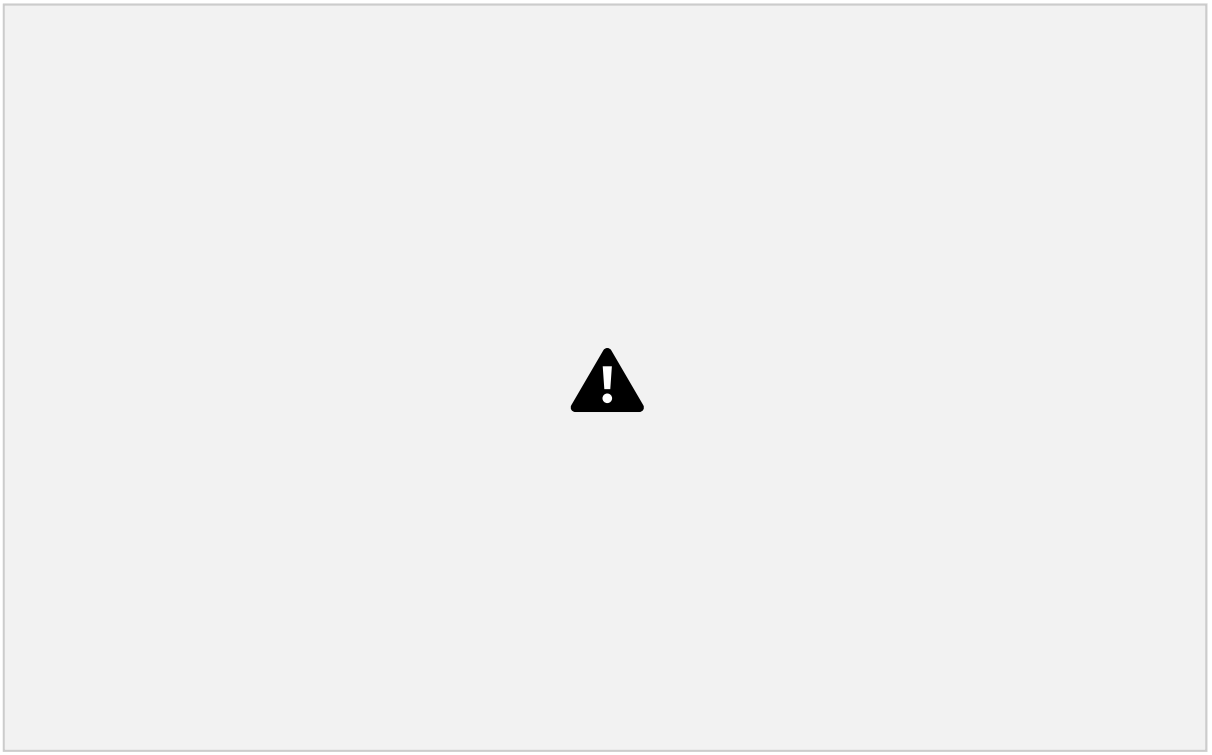


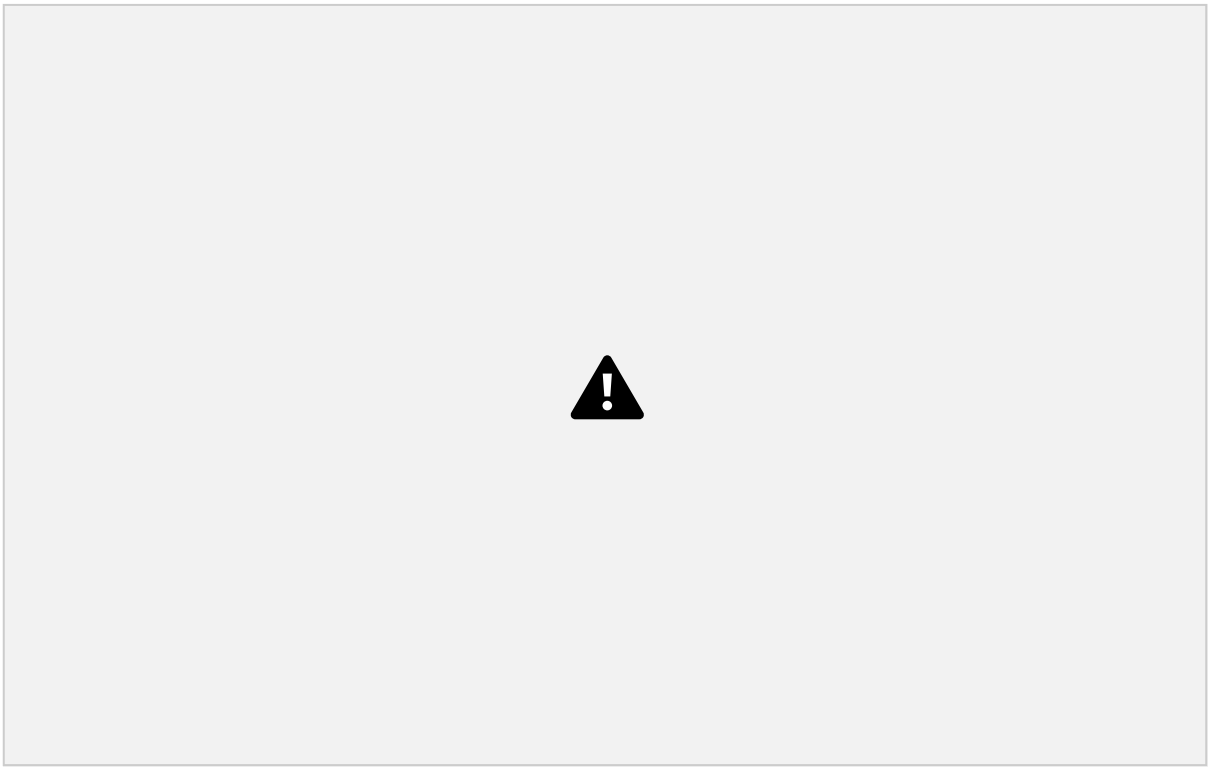


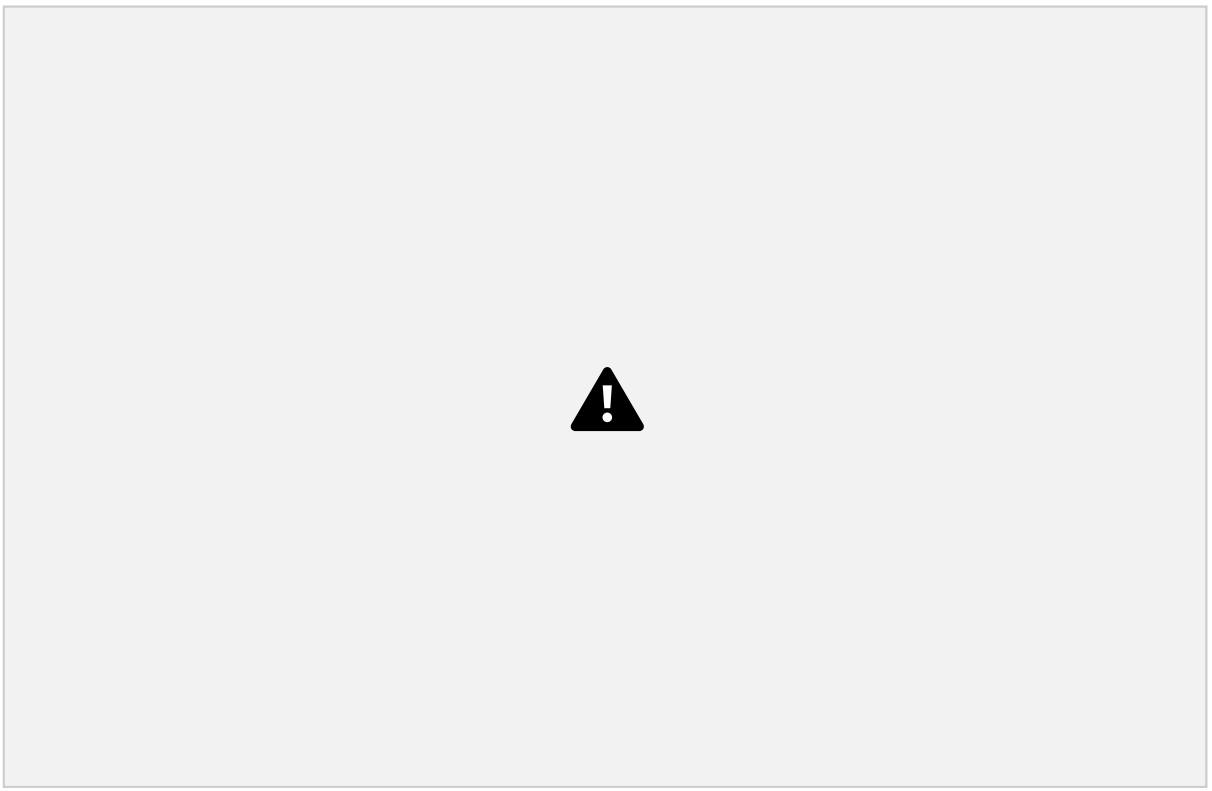


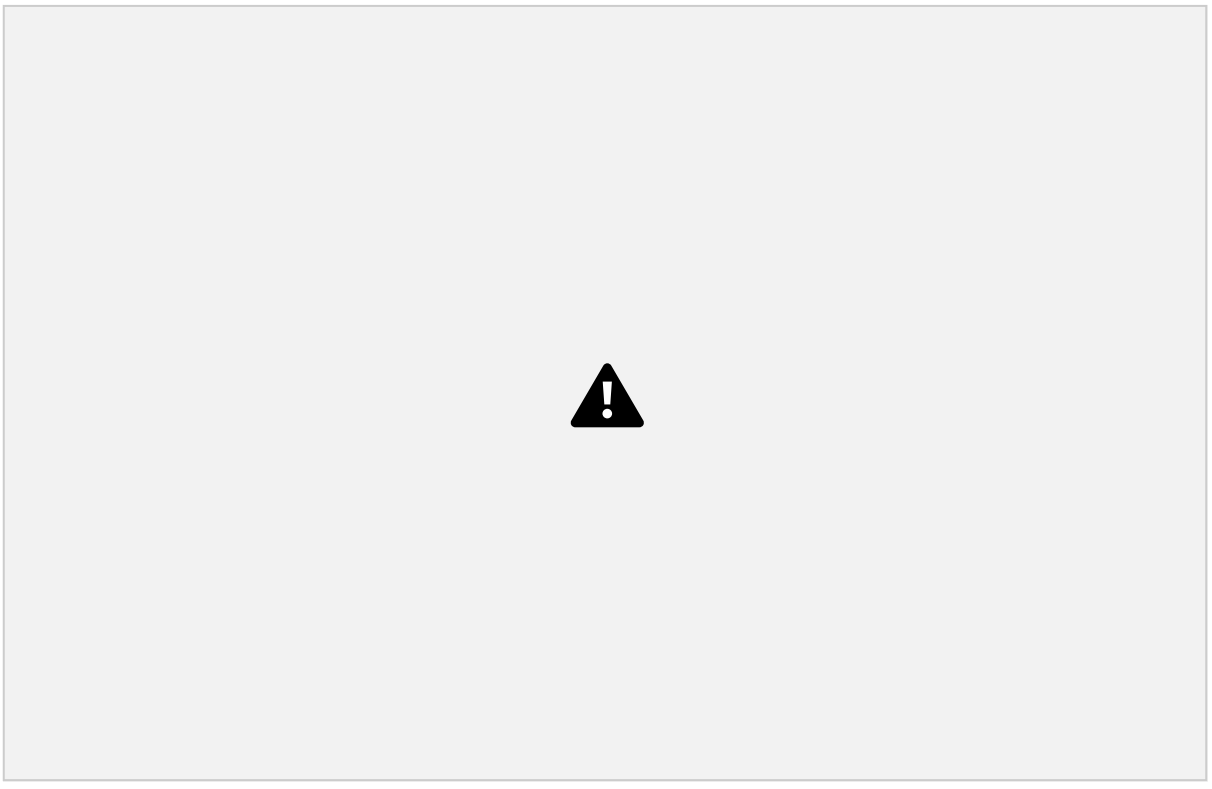


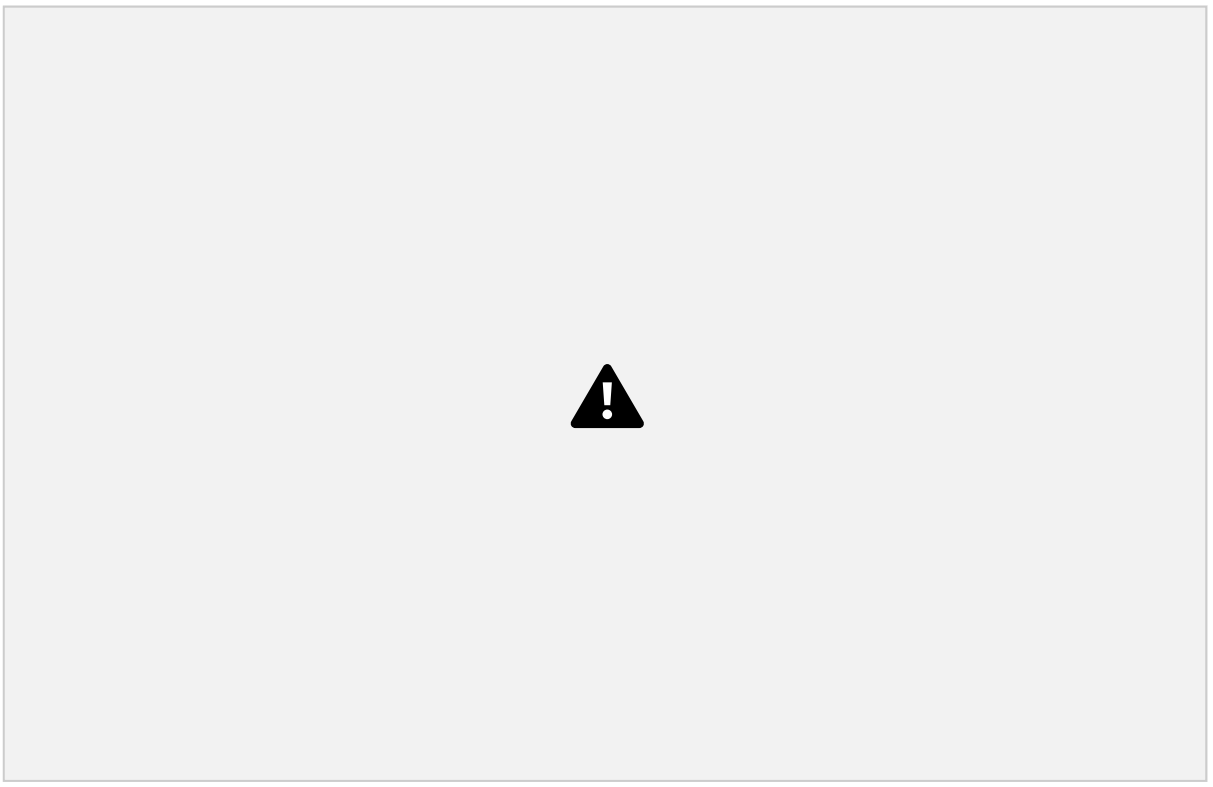
IT) ❖ Registration Page

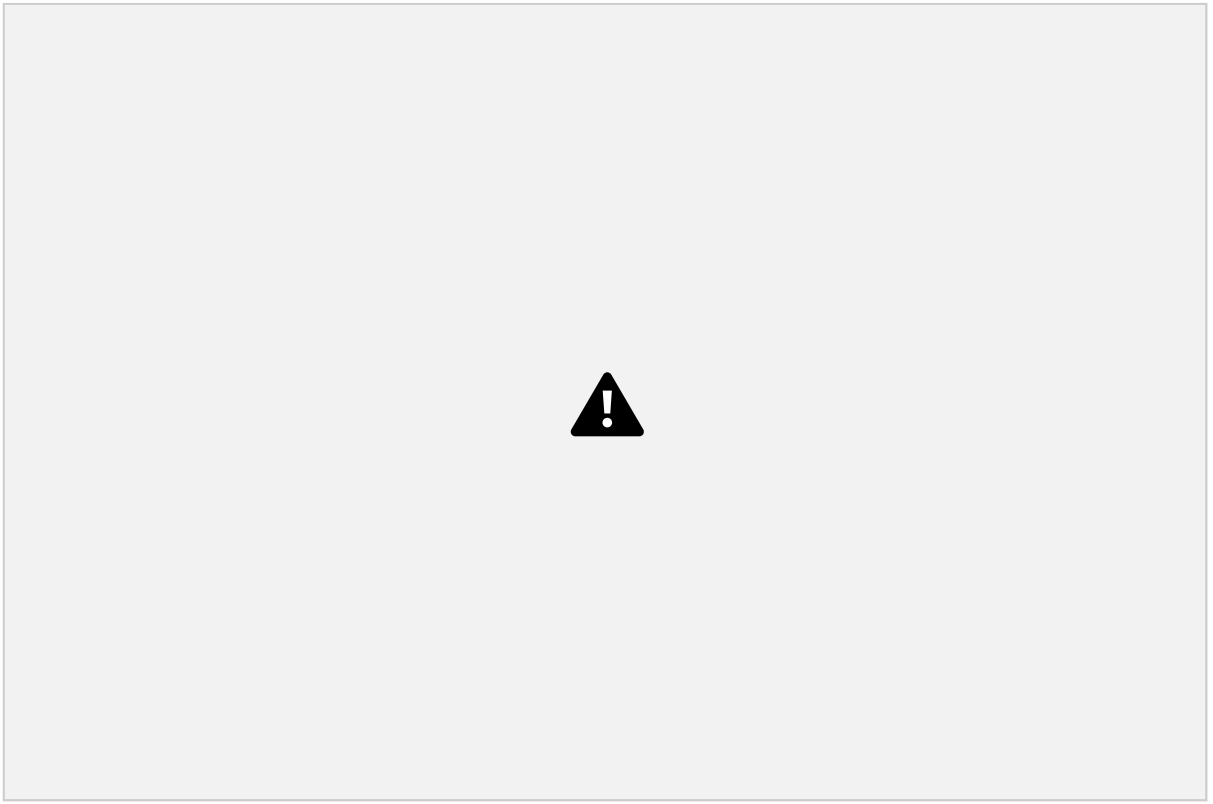












Chapter 7: SUMMARY

This project aims to developing a Online Travel Agency System for “Shree Krishna Travels”.

 This web application use to improve their services for all the customers.

 Through this system, you can check the personal profile of all the current customers and agents.

 This web application provides easy way to book tickets online.

 This application developed is designed in such a way that any further enhancements can be done with easy.

7.1 ASSUMPTIONS

 One should remember his Email & Password while login to the system.
 They have a primary knowledge of operating computer.
 They are able to run the System properly.
 Only customer and agent can login in this website.

7.2 LIMITATIONS

 This system will work for only one Travelers. We can‟t manage multiple Travelers. Online Travel Agency System is a large application, so sometimes it is hard to cover all the functionalities and functions is short.
 If user don‟t have good internet frequency then they couldn‟t be able to use system.

 Avoiding errors in data.

7.3 FUTURE SCOPE

 Online Ticket booking can be possible in this system.

 The system will be a flexible to adopt any type of changes needed. SMS notification/Email notification can be added for updating order status. We will looking forward to provide end-to-end user security configurations.

7.4 CONCLUSIONS

 The System has been developed with simple user interaction, efficient and less time consuming.
 This Project is based on the requirement specification of the user and the analysis of the existing system, with flexibility for future enhancement.
 Our system will be tested with proper data and proper validations. Data storage and retrieval will become faster and easier to maintain. Customers and Agents can update the profile along with email id and password via mail. This Online Travel Agency System project is developed under the name of Shree Krishna Travels .

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