



Air ticket Reservation System

Cancel Ticket

Functional Specification Document





1.0 DOCUMENT PURPOSE

This document illustrates the functional specification of the Airline Reservation System (ARS) application. ARS a system which is used to book ticket for flight. The following are the few important modules in the system

- a) Customer Registration
- b) Searching
- c) Booking and Payment
- d) Edit Profile
- e) Cancellation

This document details out the requirements for the Ticket Cancellation module. The details for the other modules will be given in the respective modules functional specification.

2.0 Ticket Cancellation use case

This use case will be used by customer to cancel his/her ticket and update the same into the system. The customer should have the booking id to be searched from the system.

2.1.1 Cancel Ticket case

Trigger: Customer triggers the functionality once he/she receives the booking id.

Pre-Conditions / Assumptions:

- The customer should have the booking id to be searched from the system.

Post Conditions:

- The booking details will be retrieved from the database, calculate the cancellation charge and refundable amount and will update the same into the system.

Success End Condition: Display the cancellation charge, refundable amount including booking details and on confirmation update the same into the system.

Failed End Condition: The system should throw an error message if one of the validations is wrong. The error message and error code needs to be identified during design. The validation and business rules are mentioned in the business rules section.

Steps & Actions:

1. Registered user should login to the system.
2. Clicks on Cancel Booking option.
3. Provide the booking id.
4. System should display all the necessary fields in the screen.
5. Calculate the cancellation charge. If cancellation is done before 10 days and above 10% will be deducted, before 5 days 20% and before 1 day 50% will be deducted from the total fare.
6. Calculate the refundable amount:
 $\text{RefundableAmount} = \text{TotalFare} - \text{CancellationCharge}$
7. Available seats should be updated accordingly.

Business Rules & Validations:





- When booking id blank, system should display appropriate error message.
- When booking id not found into the system, system should display appropriate error message.
- When cancellation is done on the same day of journey, system should display appropriate error message.
- When the booking is already cancelled, the system should display appropriate error message.
- When cancellation is done after the journey date, system should display appropriate error message.

Table: BOOKING_INFO

BOOKING_ID	BOOKING_DT	F_NO	CID	PRICE	SEAT_BOOK	DOJ
B1	12-JAN-99	F1	2	28000	4	30-JAN-99
B2	27-MAR-12	F5	4	10000	2	10-APR-12
B3	15-MAY-12	F6	1	18000	3	20-MAY-12
B4	25-FEB-12	F6	3	24000	4	27-FEB-12

Table: FLIGHT_MASTER

F_NO	A_ID	TOT_SEATS	SRC	DEST	AV_SEATS	DEPART_TIME	FARE
F1	A1	100	Kolkata	Delhi	20	07:30	7000
F2	A1	100	Delhi	Kolkata	0	06:30	7500
F3	A2	100	Chennai	Mumbai	10	16:30	8000
F4	A2	100	Mumbai	Chennai	0	08:30	7500
F5	A3	100	Kolkata	Mumbai	80	13:00	5000
F6	A3	100	Mumbai	Kolkata	5	14:00	6000
F7	A4	100	Chennai	Delhi	9	03:00	6500
F8	A4	100	Delhi	Chennai	0	09:00	8900
F9	A1	100	Kolkata	Chennai	10	10:00	9000
F10	A2	100	Mumbai	Delhi	7	11:00	7600
F11	A3	100	Delhi	Mumbai	60	19:30	4500
F12	A4	100	Mumbai	Delhi	0	20:00	8000

Table: SEAT_AVAILABILITY

F_NO	AV_SEATS	DATE_OF_JOURNRY
F1	96	30-JAN-99
F2	98	10-APR-12





3.0 Cancel Order screen:

This should capture the following fields

- Booking ID – Combo box to render all the valid booking by the customer.
- Submit – Submit Button used to search the details for the given booking and calculate the cancellation charge and refundable amount and display the details in the next screen.

4.0 Confirm Cancel Order Screen:

This should display the following fields

- Booking ID – Textbox use to display booking id.
- Booking Date – Textbox use to display booking date.
- Journey Date – Textbox use to display journey date name.
- From – Textbox use to display the journey from.
- To – Textbox use to display journey to.
- No of Seat – Textbox use to display number of seat booked.
- Total Fare – Textbox used to display total fare.
- Cancellation Charge – Textbox used to display cancellation charge.
- Refundable Amount – Textbox used to display refundable amount.
- Confirm – Submit button.

