# Introduction

This Online Train/Flight Reservation System provides an online ticket booking platform and thereby reducing the load of long ticket booking queue for a customer. We can come up with a feature like saving routes, giving discounted fare for the same. We can provide a feature that will allow the customer to get a ticket booked, cancelling it, rebooking it or knowing about the status of the transport selected without much hazel.

# Existing system:

Initially, the customer used to book tickets manually by standing in queue at the stations/airport or go to travel agents who in turn used to do the same for them. This was actually an expensive method both in terms of time and money. It also had issues like having incorrect names or other information used for booking, carrying printout of tickets, cancellation, and change in the boarding and other such information.

# ****Proposed System:****

We can eliminate the drawbacks by developing an application which will allow customers to register themselves and book tickets cancel tickets or postpone or prepone travel dates with feasibility. This actually is a welcome step for customers as they can access the application from anywhere and will also avoid wastage of time that was caused due to the drawbacks in the previous way of booking tickets manually.

User Types: Admin, Customer, Employee

Modules**:**1.Admin  
2.Employees  
3.Route management  
4.Train/Flight management  
5.Train/Flight Staff Management  
6.Customer  
7.Manage bookings  
8.View bookings  
9.Cancellations  
10.Dashboard

Admin**:**It will be used by admin to create or manage Train/Flight information and let the respective staff to link related information. It will also have the option to view all bookings that were done for all Trains/Flights on a day or month or quarterly basis, handle transactions related to cancellations and view all cancellations and rescheduled bookings, confirm reschedule bookings and confirm the same to the customer. The dashboard of admin will basically have a view which will show no of Train/Flight running, no of bookings on a specific day, no of cancellations on a day, no of hits to the site, review and approve employee logins and to add routes for which Train/Flight will be linked.

Employees: They will be able to update and confirm rescheduled bookings, also take care of cancelled The staff of website can register themselves and send an approval request to admin. Admin will assign a role and approve the login. Once logged in they can view the no of bookings on a specific day, no of cancellations on a day and rescheduled booking bookings and its transactions.

Route management: This module will be accessible to admin and employee both. Information related to all roots will be added in this module. Information like From Where to Where, the distance between two locations, stoppages in a route etc. Depending Upon the distance saved Train/Flight travel time will be calculated.

Train/Flight management: Will have options to add all information related to Train/Flight that are plying and then link it to different routes. Train/Flight features like AC/ Non A/c, Two by Two or Sleeper or Pushback etc will all be added in this module.

Train/Flight Staff management: It will be accessible to employees and admin both. It will allow saving info related to a Train/Flight like a Train/Flight driver, cleaner, and attendant. Details, like name, phone no, email id, home address, alternate address, an alternate contact number will all be saved for each and every staff.

Customer: This will allow a customer to search for Train/Flight on any route with date search criteria. Train/Flight listings will be shown as per search criteria and will also show information related to features of the Train/Flight that are playing the specified route. Book option will be provided to confirm booking. No of passengers has to be provided and then booking can be confirmed.  A customer will also have Manage bookings module which will show the history of all bookings that were done till date. The customer can reschedule a booking or cancel a booking from Manage bookings module as two options will be provided for the same.  Dashboard for a customer will show most recent bookings and depart time and date initially in a grid format.

Future Enhancements**:** We can provide SMS based alerts and email notifications for bookings. The wallet can be developed to handle discounts on the point basis. It can also be used to provide referral code concept for referring friends. Chat feature can be included in the application to chat with customer care. We can come with a feature that will allow the customer to save favourite routes and provide discounts for same. Introduce coupon management for providing coupons which customers can use to avail discounts.

## System Requirement Specification**:**

Hardware Requirements:Intel Core processor  
RAM 4GB and Above

HDD 100 GB Hard Disk Space and above  
64 or 32 bit OS Windows 8 and above

### Software Requirements****:****

Technology: HTML, CSS, JavaScript.

Operating System: Windows7 and more.