Pitt Airways User Manual

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# Description of Pitt Airways

There are three menus of the Pitt Airways system. Each of the menus is text driven and provides a prompt upon completing any given task except for the main menu which provides an option to exit the system.

## Main Menu

The main menu is accessible to all users after turning on the system and logging into the database. The options in the main menu allow for navigating to the other menus of the system or for exiting the system altogether.

## Administrator Menu

The administrator menu is accessible only to administrators within the system. The options in the administrator menu allow for manipulating the database or returning to the main menu.

## Customer Menu

The customer menu is accessible to all users of the system. The options in the customer menu allow users to research information in the system related to Pitt Airways and limited manipulation of the database such as creating accounts. The customer menu allows users to return to the main menu.

# Navigating the System

## Main Menu

The main menu in the Pitt Airways reservation system is presented to the user as soon as they log in to the system. It has three options presented to the user upon logging into the system. The user is prompted to enter an option to navigate to another menu or logout of the system.

### Options

1. Administrator interface
   1. General information
      1. The Administrator interface is a submenu with options to make changes to the backend database. Only users with Administrator accounts and current passwords can log in to the Administrator interface.
   2. General instructions
      1. At the prompt in the main menu, enter “1” and press the return key. The user will see the administrator menu.
2. Customer interface
   1. General information
      1. The customer interface is a submenu with options to research current flights, prices, and make reservations.
   2. General instructions
      1. At the prompt in the main menu, enter “2” and press the return key. The user will see the customer menu.
3. Exit
   1. General information
      1. The exit option ends the user session in Pitt Airways reservation system and logs out the user.
      2. At the prompt in the main menu, enter “3” and press the return key. The user will see the exit banner upon leaving.

## Administrator Menu

The administrator menu can be reached by selecting option “1” from the main menu. It has six options presented to the administrative user upon logging into the system. The administrator is prompted to enter an option to either navigate back to the main menu or perform a task on the database.

### Options

1. Erase the database
   1. General information
      1. Erasing the database removes all records from the database. This option should be used with caution. Deleting the records from the database is permanent.
   2. General instructions
      1. From the administrator menu, enter “1” and press the return key. The administrator will be prompted to confirm that they choose to erase the database. The administrator has two options to enter. To confirm yes, enter “y”. The administrator can enter “n” to cancel erasing the database. The user is returned to the administrator menu.
2. Load schedule information
   1. General information
      1. Loading schedule information populates flight information into the database. This is completed as a batch operation using files to import flight data.
   2. General instructions
      1. From the administrator menu, enter “2” and press the return key. The administrator is prompted to enter the filename that holds the data to be entered into the database. Enter the name or the path of the file that holds the data and press the return key. The administrator is returned to the administrator menu.
3. Load pricing information
   1. General information
      1. Loading pricing information populates flight price information into the database. This is completed as a batch operation using files to import price data.
   2. General instructions
      1. From the administrator menu, enter “3” and press the return key. The administrator is prompted to enter the filename that holds the data to be entered into the database. Enter the name or the path of the file that holds the data and press the return key. The administrator is returned to the administrator menu.
4. Load plane information
   1. General information
      1. Loading plane information populates airplane related information into the database. This is completed as a batch operation using files to import price data.
   2. General instructions
      1. From the administrator menu, enter “4” and press the return key. The administrator is prompted to enter the filename that holds the data to be entered into the database. Enter the name or the path of the file that holds the data and press the return key. The administrator is returned to the administrator menu.
5. Generate passenger manifest for speciﬁc ﬂight on given day
   1. General information
      1. Generating a manifest for a flight produces the passenger and reservation information for the flight. This option then prints all the results.
   2. General instructions
      1. From the administrator menu, enter “5” and press the return key. The administrator is prompted to enter the date in the following format DD/MM/YYYY HH24:MI:SS. Then the administrator is prompted to enter the flight number. The system will then print out passenger and reservation information. Once the manifest is printed, the administrator is returned to the administrator menu.
6. Logout
   1. General information
      1. This option logs the administrator out and returns to the main menu.
   2. General instructions
      1. From the administrator menu, enter “6” and press the return key. The administrator is logged off and returned to the main menu.

## Customer Menu

The customer menu can be reached by entering 2 from the main menu. It has nine options presented to the user upon logging into the system. The user is prompted to enter an option to either navigate back to the main menu or perform various tasks such as searching flight and price information or making reservations.

### Options

1. Add customer
   1. General information
      1. The user is given an option to add a customer to the database. The user is required to collect information about the customer which is then saved for later use such as purchasing flights or for reviewing customer information.
   2. General instructions
      1. From the customer menu, enter “1” and press the return key. The user is then prompted for key personal information about the customer.
         1. Salutation
            1. This should be Mr, Mrs, or Ms and nothing else.
         2. First name
            1. Customer’s first name.
         3. Last name
            1. Customer’s last name
         4. Credit card number
            1. Enter the customer’s credit card number *without* spaces or dashes.
         5. Credit card expiration date
            1. Enter the credit card expiration date in the format “MM/DD/YYYY”
         6. Street address
            1. Enter the street address
         7. State
            1. Enter the two digit state abbreviation.
            2. Refer to the [United States Post Office](https://www.usps.com/send/official-abbreviations.htm) website for the official abbreviations.
         8. City
            1. Enter the name of the city
         9. Phone
            1. Enter the phone number *without* dashes or spaces.
         10. Email
             1. Enter the email address.
      2. Once all pertinent information has been collected, a new record is made in the database. A message prints indicating that the record was successfully created and returns the user to the customer menu.
2. Show customer information
   1. General information
      1. This option prints out customer information except for the sensitive information such as the credit card information and expiration date.
   2. General instructions
      1. From the customer menu, enter “2” and press the return key. The user will be prompted to enter the first and last names of the customer. The system will print out all the customer information except for the credit card information. The user will be returned to the customer menu.
3. Find price for flights
   1. General information
      1. This option allows users to find the price of flights between two cities. This option only finds prices for single leg one-way or round-trip costs.
   2. General instructions
      1. From the customer menu, enter “3” and press the return key. The user will be prompted for the city of departure and the arrival city. The system will print out a list of one-way and round-trip prices.
         1. The system only recognizes the three letter abbreviations for cities or airports. Please refer to the [World Airport Codes](http://www.world-airport-codes.com/) website for the official abbreviations.
4. Find routes between two cities
   1. General information
      1. This option allows a user to find the different routes between cities. This option produces one-way and same day multi-leg flights.
   2. General instructions
      1. From the customer menu, enter “4” and press the return key. The user will be prompted to enter the departure and arrival cities. The system will print out a list of one-way and multi-leg flights between the two cities listed by the user.
         1. The system only recognizes the three letter abbreviations for cities or airports. Please refer to the [World Airport Codes](http://www.world-airport-codes.com/) website for the official abbreviations.
5. Find available seats for a flight on a given date
   1. General information
      1. This option allows a user to find the different routes between cities on a given date. Much like option 4, this option produces one-way and same day multi-leg flights, but only lists the ones that are available on the date provided by the user.
   2. General instructions
      1. From the customer menu, enter “5” and press the return key. The user will be prompted to enter the departure and arrival cities and the date of departure. The system will print out a list of one-way and multi-leg flights between the two cities listed by the user.
         1. The system only recognizes the three letter abbreviations for cities or airports. Please refer to the [World Airport Codes](http://www.world-airport-codes.com/) website for the official abbreviations.
         2. The date should be the following format, MM/DD/YYYY.
6. Add reservation
   1. General information
      1. This allows a user to make a reservation in the database, but it does not purchase a ticket for the customer. The user will choose from among favored flights on a given date, and select one or more legs to reserve a seat on a one-way, multi-leg, or round-trip ticket.
   2. General instructions
      1. From the customer menu, enter “6” and press the return key. The user will be prompted for certain key customer and flight information.
         1. Customer ID
            1. Enter the customer’s ID (or Pitt Airways Reward Number).
            2. Use option 2 to get the customer ID.
      2. Flight information
         1. The user will be prompted to answer whether or not this reservation is a round-trip ticket.
            1. Enter “yes” if it is. Enter “no” if it is not.
         2. Destination city
            1. The system only recognizes the three letter abbreviations for cities or airports. Please refer to the [World Airport Codes](http://www.world-airport-codes.com/) website for the official abbreviations.
         3. Arrival City
            1. The system only recognizes the three letter abbreviations for cities or airports. Please refer to the [World Airport Codes](http://www.world-airport-codes.com/) website for the official abbreviations.
         4. Date of departure
            1. The date should be the following format, MM/DD/YYYY.
         5. The system will print a list of flight on the given day with the price for each flight. The user will be prompted to enter the preferred flight number.
      3. After all the information is collection from the user, the system prompts the user to confirm before making the reservation.
         1. Enter “yes” to confirm the reservation. Enter “no” to cancel and repeat the process.
      4. The system will make the reservation in the database and print a message confirming the success of that record.
7. Show reservation information
   1. General information
      1. This option allows the user to view the pertinent information about a customer reservation.
   2. General instructions
      1. From the customer menu, enter “7” and press the return key. The user will be prompted for a reservation number. Enter the reservation that was printed during the reservation process. The system will print out the flight numbers and date of the reservation.
8. Buy ticket
   1. General information
      1. This option allows a user to purchase a previously made reservation. Users and customers should note that unticketed reservations are dropped 12 hours before the scheduled departure time.
   2. General instructions
      1. From the customer menu, enter “8” and press the return key. The user will be prompted for the reservation number. Enter the reservation number, and the system will print a message confirming the purchase.
9. Logout
   1. General information
      1. This option logs the user out and returns to the main menu.
   2. General instructions
      1. From the administrator menu, enter “9” and press the return key. The user is logged off and returned to the main menu.