ABSTRACT

Online Travel Management system is a web-based application that allows travelers check for bus ticket availability, book a ticket, book a hotel and also hire a car. At Faith Motors, the traditional method of travel management system is presently in use which involved the use of papers for storing traveller's information. With this method there is always long queue, loss of data, incomplete traveller's information and inaccuracy. An online Travel management system was implemented for Faith Motors to solve the existing problems. Tools such as MySQL, PHP and WAMP server were used to develop the online travel management system.

CHAPTER ONE

INTRODUCTION

1.1 BACKGROUND OF STUDY

With the rapid advancement of internet based technology, online booking services has come as a great relief to most bus travellers. Most bus travelling agencies as well as other companies that are engaged in bus travelling business now have on their website online bus ticketing booking portals. From this web page one can easily book and pay for bus tickets online. Travel management system (TMS) is an online system which utilizes the advantages of the internet to provide travel services ranging from bus tickets ton conveyance and hotel booking for customers from their homes. TMS provides a simple web interface to make the travel request and services booking process easy. All users have access to a web form to book their travel in a few mouse clicks.

Booking transportation online with TMS saves one from a lot of difficulties and waste of money. Customers will not have to go all the way to the travel company, wait in long queues and wait for the travel agent to inform them about the available bus and fares.
Ordinarily if the passengers wants a pick and drop services from the bus stop to the hotel, the agent may charge exorbitant fees for all the transportations that will be provided during the passengers stay in the desired destination. Sometimes, the transportation provided in such cases is not the one that was promised, and sometimes it is simply not available, which is a very frustrating situation.

As the result of the survey conducted, due to the intense number of human traffic, purchasing a bus ticket manually is not merely a ten or twenty minutes task, but in fact, it can even takes up

to an hour or two especially during the peak seasons. The best option hence is to book everything online: bus ticket, hotel and the further needed transportations. The two main advantages of travellers are convenience and a more secure way of travelling. Under the traditional system, most travellers have to carry physical tickets given to them from the counter at all time of travelling. With e-ticketing, all associated information will be stored digitally in a central database and therefore there are no chances of the traveller losing them or having them stolen. All the passenger needs is to do is to carry the ubiquitous “printed tickets” (Cedar, 2002).

TMS Online booking gives passengers the opportunity to choose the exact thing that they want. It also gives a virtual tour of all the cars/public transport that may be used. As the rates are fixed, there are no needs to worry about bargaining or being overcharged.

Presently, the system that is used by the staff at the Travel Company’s counter is an internal system and is just used to sell the bus ticket. Furthermore, customers need to pay cash when they buy the bus ticket and sometimes need to queue up long time to get the bus ticket.

The method to solve this problem is to create an online bus ticket system. Customer can buy the ticket over the Internet, 24 hours a day, 7 days a week and the bus ticket can’t be lost, stolen or left behind. In addition, the online system lets the customer check availability of the bus ticket before they buy bus ticket. Furthermore, customers do not compulsorily need to pay cash to buy bus ticket because they can pay the bus ticket by using credit cards.

This project aims to develop a system which will ease the process of purchasing a bus ticket, booking conveyance and hotel reservation with Faith Motors Transport company to keep up with information Technology era.

1.2 STATEMENT OF PROBLEM

Prior to the invention of the internet, the only option for travellers was to sought out travel agents or book bus seating, car rental and hotel accommodation through the operator, this manual system which is being carried out by Faith Motors transport company has the following problems:

i. The manual system requires the passenger to contact the company's travel agent, go to their office and wait for their turn just to get information about travel times and charges.
ii. There is risk of not getting the transportation which was promised or it not being available at all. This can cause a huge problem.
iii. If a passenger decides to buy travel tickets and arrange for the needed transportations at the spot every time they travel, buses may not be available.
iv. Pick and drop service from the company's park to the hotel will cost even more in addition to the transport cost of the actual trip.

1.3 SCOPE OF THE PROJECT

This project develops a system which provides a real time bus reservation for customers including hotel and car; it involves developing a website for the various branches of Faith Motors Transport Company across the Nigeria where the company has its presence.

The traveller will be able to utilize this online travel management system web portal to perform the transactions of purchasing tickets, booking conveyances which will be needed at their destination and make necessary payment at their own free time. The travel agents are the

administrators of the system. They are able to add, edit and retrieve information and generate reports to assist them with their daily operations.

1.4 OBJECTIVES OF STUDY:

This project eliminates the use of paper for storing records and passengers request. With this system, apart from deciding to make payments at the company counter, payments can also be done online and Faith Motors Transport Company can then handle all aspects of travel management easily.

1.5 LIMITATION OF THE PROJECT

There are some limitations in this project. These include

i. It was difficult to obtain relevant materials for the programming aspect of this project, but after serious research, we were able to get some of the needed materials.
ii. Initially it was difficult to obtain relevant information from the travel agent at Faith Motors which would be needed for the project.

1.6 METHODOLOGY USED

To accomplish the objective, a systematic process was followed. The research process begins with the identification of the research topic (Travel Management System) where studies was carried out to obtain enough information on the topic. In addition to this, numerous interviews with Faith Motors travel agents were conducted to gather more information on their daily

operations and on the methods and features required in the travel management system web portal.

After gathering feedback from passengers, an analysis was conducted to draw out important information for the development of the portal. Also tools such as PHP, MySQL, JavaScript and Wamp server were used for developing the web.

1.7 LAYOUT OF STUDY

This study is divided into 5 chapters

Chapter One: Covers an overview of the travel management system including statement of the problems and objectives of this study.

Chapter Two: covers literature review and concentrates on the overall aspect about travel management system. This chapter begins with the introduction of travel management, understanding the online ticketing, hotel booking and cab rental system, the security issues, and payment methods of online ticketing.

Chapter Three: Covers System Analysis and design of the proposed online system.

Chapter Four: involves how implementation of the system is carried out including documentation

Chapter Five: Summary, Conclusions and recommendation.

CHAPTER TWO

LITERATURE REVIEW

2.0 TRAVEL MANAGEMENT SYSTEM

These days, means of travelling by bus is one of the easiest options. Generally, people prefer to travel through bus. There are two types of buses available in Nigeria, government based and private based. Masses of people use the bus service to travel from one city to another or one state to another. Buses are frequently used for the purpose of tour and travel.

Many luxury buses are also provided by the travel service provider. The main thing that traveller need to know is the destination or route of various buses that completes their destination and how to get the bus ticket for the same in easier manner. The travel technology market has grown to such a dynamic level than ever. To complete with the fast running market, travel companies of all sizes must have access to simple technology that can make the daily activities more simple and efficient which is internet booking.

Online booking (e-booking) takes many forms and is often classified dependent upon the degree of digitalization of three dimensions – the product/service sold, the sales process and the delivery agent (Turban et al, 2002).

Among all the public transportation systems buses are the most popular and most commonly used ones because of their inherent flexibility, adaptability to changing, employment, residential patterns, and low capital costs. As shown in figure 1 buses account for highest ridership (nearly 60%) than any other modes of transit according to federal road safety commission (FRSC)

Bus ticket booking has been a bigger problem in Nigeria for common people that preferred to travel from one state to another by bus; because it has not been very easy to book bus ticket in quick way or in less time. But in the present situation as technologies emerges, we have a comfortable way of booking bus tickets online.

In earlier days when internet facility does not provide online bus ticket booking then people used to go in order to book bus ticket but now, the only thing that passengers have to perform is to simply search for those companies and then schedule their travel online.

Travel management system is a unique solution for Travel Management that comes complete with comprehensive online reservation system of one-way trips and also combines Travel, Hotel & Car rental reservations in a single request. Once a customer have finished the search for seat and specified other needed option (car rental and/or hotel booking) then he/she are booked and then the traveller will only have to take out the print out of ticket and make the journey on the booked date.

If one has observed recently, online bus ticket booking services are rising like never before. Now, travellers can book their next bus trips online with various facilities like online bus ticket cancellations. Many days before, bus ticket booking was very difficult but now technology offers comfortable way of communication. Today, internet has changed the whole face of travel services. From anywhere and anytime, one can use this service for booking a ticket to their requirements. They do not have to waste precious time standing in a queue of bus ticket counter. Many travel agencies are also coming forward to provide this service to the passengers in a very simple manner.

In this system, each and every detail related to the ticket is available on the site like status of the ticket and bus availability. TMS booking will save customer's time and money. They just need to login into the site of the travel company (Faith Motors) and book their bus tickets and any other conveyance online easily by just searching their requirements and comforts when booking bus tickets online.

TMS can also be called Computer Reservation Systems (CRS), Computer Reservations System (CRS) is a computerized system used to store, process and retrieve information. (David E. Boundy, 2001). The benefits of e-booking has moved Transport companies to discontinue the distribution and processing of paper tickets (Bisigni et al 2005).

TMS delivers rates and availability information for travel, hotel and car rentals. The information is delivered to the customers, so that it appears on their computer. TMS lists some hotels in Nigeria which can be booked by travellers online via the Internet.

2.1 PUBLIC TRANSPORTATION

Public transportation is one of the viral service sectors of the present and the future Nigerian economy, and it holds tremendous social significance as an estimated 65% of people rely on mobility. Public transportation (commonly known as transit, mass transit, and mass transportation) is transportation by bus, rail, and other conveyance, either publicly or privately owned, providing general or special service on a regular or continuing basis. Public transportation provides people with mobility and access to employment, community resources, medical care, and recreational opportunities in their communities. It benefits those who choose to

ride, as well as those who have other choices of transportation. For many people, especially low income and welfare dependent families, public transportation are the only source of mobility.

Government and the private sector have been successfully working together to fund, develop and upgrade the public transportation network. This chapter emphasizes the importance of TMS for public transportation.

2.1.1 EVOLUTION OF THE ROLE OF GOVERNEMT IN THE BUS SECTOR IN NIGERIA

The recent history of urban public transport in Nigeria provides a good illustration of the various visions regarding urban transport policies and the reasons behind the changes that have occurred regarding best practice in this field. This history can be divided into three distinct periods. The first, ending in 1979, was characterized by heavy state intervention, both as a service provider and as regulator of prices, routes, and permits for private operators. During this period, there was a chronic shortage and low quality of services. The social costs of this insufficiency were in the form of long waiting times for bus arrival and congested buses.

The second period began in 1979 when the sector was liberalized with the introduction of free entry, freedom to establish routes and, beginning in 1983, freedom for each operator to set tariffs. The rationality for these reforms laid in the conviction that a free market would generate an optimal level and quality of services. Competition, it was thought, would guarantee an efficient level of prices. Unfortunately, in practice things did not turn out as expected. During this second period there was a significant increase in the number of buses and the geographical coverage of the system.

The increase in the number of buses, their reliance on diesel fuel and the increase in the average age of buses with lower technological standard transformed the bus sector In one of the main generators of congestion and air pollution externalities in Nigeria. The bus industry was not the only source of air pollution but it was one of the leading contributors.

As a source of congestion, the fact that 80% of bus routes pass through the main arteries of any city in Nigeria has clogged the main roads of the central urban area (malbran, 2001). Among the problems also are that operators still earn their revenue from ticket collection. This generates strong incentives for buses to compete head to head on the road. Besides the difficulty, this creates for an orderly bus-stop design.

Buses stop anywhere thereby generating more frequent stop, increasing travel times and thus further undermine the economic efficiency of the transport system as a whole. The greatest problem relates to safety. In 2001 there were 7393 accidents in the transport system. On average, there is one death every three days in an accident involving a bus of the transport system. Although comparative international data are hard to obtain, these figures seem dramatically high.

2.1.2 NEED FOR IMPROVEMENT

Throughout Nigeria, public transportation is undergoing a renaissance. A steady increase in transit investment have dramatically improved and expanded public transportation services providing Nigerians with increased freedom, choice, opportunity and access. This suggested by the following facts from federal road safety commission.

1. Public transportation customers are diverse: people age 65 or older represent 7% of riders; 18 years and younger, 10% women.
2. An estimated 14 million Nigerians ride public transportation each weekday and an additional 25 million use it on a less frequent but regular basis.

In spite of these increase in the statistics many people continue to believe that transportation is undergoing a capacity crisis. In addition to service problem, inadequate service reliability is due to large waiting times for passengers. According to the road transport safety standardization scheme (RTSSS), statistics nearly 15% of people do not use public transportation because of their non-availability to destinations at correct times.

From the above discussion it is evident that although there has been an increase in the performance of the public transportation systems there is a need for improvement in order to accommodate the growing demand and to provide more desirable and user friendly transit systems.

2.1.3 BENEFITS OF PUBLIC TRANSPORTATION

The incorporation of public transportation option can help a community expand business opportunities, reduce sprawl, and create a sense of community through transit oriented development. For these reasons, areas with good public transit systems are economically thriving communities and offer location advantages to businesses and individuals choosing to work or live in them. And in times of emergency, public transportation is critical to safe efficient evacuation. Public transportation also helps to reduce road congestion, travel times, air pollution, energy and oil consumption, all of which benefit both rides and non-riders alike. Some of the

important benefits by incorporating public transportation as explained by the federal road safety commission (FRSC) discussed as follows:

I. Stimulates economic development: According to FRSC every naira taxpayers invest in public transportation generates 900 naira or more in economic returns.

II. Saves money: It is more cost efficient to use public transport, particularly in business and urban areas because of increased congestion and high parking rates. According to federal road safety commission the estimated cost of driving a single-occupant vehicle is very huge compared to annual average cost for public transportation for a single adult based upon mileage, time of day, type of vehicle or service.

III. Creates jobs: Increase in public transport creates thousands of job in the related areas like engineering, manufacturing, construction, retail, etc. For every ₦10 million invested in capital projects for public transportation, more than 300 jobs are created and ₦30 million gains can be realized. It also helps in getting more people to work who does not own cars.

IV. Decreases traffic congestion: Nearly half of all Nigerians especially in lagos feel that traffic is a serious problem where they live and do not feel that it will improve over the next three years. Public transport helps to alleviate a nation's crowded network of roads by providing more options for commuting.

V. Fosters more livable communities and boost real estate values: Public transportation facilities are focal points for economic and social activities. These activities help create strong neighborhood centers that are economically more stable, productive and safe. This in turn has a positive impact on local property values.

VI. Improves air quality and reduces energy consumption: Public transportation helps promote cleaner air by reducing automobile use. Also it can significantly reduce dependency on gasoline, reducing auto fuel consumption by 1.5 billion gallons annually.

2.1.4 HOW "UNSAFE" IS THE PUBLIC TRANSPORT SYSTEM?

Public transport is an integral part of community infrastructure, providing access to mobility for both business and social purposes.

However, public transport does attract its share of crimes against persons and property, often accentuated by the media, which creates a poor perception of this facility and reinforces a sense of fear. The result is that people make less use of public transport, and either have to abandon journeys they might have made or have recourse to often more expensive and less convenient modes of transport (Dasai, T, 2002).

It is important to put the issue of safety to public transport in context. In 1990 there were approximately 690 crimes against persons on the public transport system. The figure of 690 crimes against person should also be considered in the broader context of more than 300 million passenger journeys in the same period (FRSC, 1990).

When these figures are considered in context, it becomes clear that in reality the problem is small. But it is also clear that there is a major perception problem (FRSC, 1991). Many passengers travel, at times, in fear for their own safety. A number of factors have contributed to this sense of fear:

I. The unclean condition of vehicles, stations, and bus/tram stops;
II. The intimidating effect of graffiti on the system;

III. Exposure to often rowdy, offensive groups; and

IV. The role of the media in overstating fear-generating incidents occurring both on the transport system and in the community generally.

2.2 FAITH MOTORS

Commenced business in 1995 mini-bus transport operator plying Onitsha to Benin in the southern part of Nigeria. Faith motors launched an inter-state passenger conveyance services in 1998 with a new coastal bus which operated along Onitsha-Benin route. Favorable customers' response to the company's innovative and satisfactory services led to a rapid growth of the company's fleet to over 150 buses over the next six (6) years.

Today, Faith Motors have over 500 serviceable vehicles transverses nearly all sections of Nigeria. With its head office in Benin, the company now has offices in the following cities: Onitsha, Asaba, Benin, Lagos, Enugu, and Calabar. To meet the qualitative demands of the century, the company's fleet include state of the art air-conditioned buses including sophisticated coastal buses which are built to cope with Nigerian roads.

In 2007, Faith motors came up with another kind of transport bus called the Hiace mini bus popularly known as computer bus. Currently, Faith Motors introduced more computer buses (Hiace) to the bus system and still working hard to do more for the satisfaction of our esteemed customers.

2.3 FAITH MOTORS SERVICES

Formally the only service provided by the company was the provision of bus tickets to customers manually. Recently faith motors offer advice on destinations and make arrangements for transportation, hotel accommodations, car rentals, and tours for their customers.

The company spends most of their time behind a desk conferring with clients, completing paperwork, contacting hotels to make travel arrangements, and promoting tours. They also spend a considerable amount of time either on the telephone researching travel itineraries or updating reservations and travel documents. Their agents sometimes have to face great deal of pressure during travel emergencies or when they need to reschedule missed reservations. They are especially busy during peak vacation times, such as Christmas and other holiday travel periods. The company has a large fleet of cars at their disposal, and seeks to see that they use best transport for their customers, and provide them a good value for their money. Also, the company offers customers the opportunity to book for return tickets by specifying their return date.

2.4 THE MAJOR MODULES OF THE SYSTEM

Booking through the travel management system provides access to supply arrangements for:

I. Bus reservation
II. Car hiring
III. Hotel accommodation

2.4.1 BUS RESERVATION

Online bus reservation has made buying the bus tickets easier and thus made the buses a lot more popular. There is availability of seat in the bus almost at all times. It is not like the trains or

the air planes that are most of the times busy. Nigerians prefers buses as they can easily get the tickets at any time they want to travel.

The TMS online bus reservation facility is a great advancement for making the ticket booking easy for one and all. Now, one can save the time and energy which he/she would need to invest in going to the company and booking the ticket. One thing that one has to do is to search for the website of the travel company that provides the services necessary to travel. This has made the online bus reservation easy for the customers. On the website, customers will be asked to fill up a form for online bus reservation. On the website itself, the information about what all the fares and the services are gotten. As the booking and the transaction are online, the payment has to be done with debit card. Commuters can also change their plans and cancel the tickets online. Travel portal companies charge reservation prices from the commuters.

2.4.2 CAR HIRING:

Travel is a leisure activity that is enjoyed by most of the people of the world. Most of the people enjoy the trips and tours that they plan with their near and dear ones. But, sometimes one has to transfer for professional reasons and had to visit the place alone or with any of the colleagues. But in order to travel at each and every corner of the destination city/state, one must have a proper means of transport within his reach because having your own conveyance or Car rental gives an assurance for comfortable journey through out the travel. It enables visitors to tour round the area at their own time and leisure. Being able to get from one place to another without the hassle of looking for public transport is ideal, and most people are finding car rentals to be the perfect solution for transport dilemmas.

Cars are hired for various purposes. Car booking for pick-up and drop from residence/hotel to airport is quite common. People also hire cars for visiting tourist attractions

Hiring a car for a day's of city tour is quiet common. Online car booking is very convenient. A traveller/commuter just needs to provide travel details like city, date of hiring, time of hiring, pick up point, type of car etc.

TMS automatically allows customers to specify where they need to be picked up. Firstly, a customer should decide a destination where he/she wants to visit and then specify the pickup location and also specify time for necessary conveyance. During one trip, a traveller may need their own mode of conveyance while visiting a state for easy travel and convenience. So, it is very necessary for travellers to rent a car in advance by booking, before they reach the city to avoid any problems at the start for easy travel and convenience. Having a rented car makes the travel of one's family or friends easy in the region. So, to avoid any problems or hindrances, while travelling, renting a car for conveyance purpose is necessary.

2.4.3 HOTEL ACCOMODATION

Prior to internet, travellers could write, telephone the hotel directly, or use a travel agent to make reservation. Nowadays, online travel agents have pictures of hotels and rooms, information on prices and deals, and even information on local resorts. Online hotel reservations are also helpful for making last minute travel arrangements.

Online TMS also provides Hotel reservations to most travellers and allow for management of lodging locations and allow date amendments and cancellations online. The location information of the hotel is listed on the hotel description page. All the information regarding the hotel is listed on the hotel description page. Al the information regarding the hotel

(such as facilities and rates) is also located on each hotel's web page. Travellers can also make reservation for a hotel when they book their bus tickets on TMS.

Before one can actually decide on something, he ought to consider first things first. Likewise when travellers are planning for a vacation, it's important to consider where they are going to stay. It is essential to always consider the place where they will stay during the rest of your vacation to prevent hassle and inconveniences. Hotel reservation and booking of some is time consuming. For them, doing such is very tiring, that is why they usually have a hard time dealing with these things. Usually, customers may contact the hotel directly 24hours after they have made their online booking, to confirm that the booking has appeared in the travel agents local computer system.

The ultimate service provided by TMS to the hotels and the online travellers is that it provides a single database from which all reservation sources draw immediate room availability and rates. Travellers need to understand that hotel room rates vary. So to get the best, they will need to spend some time researching and may need to negotiate price when making reservations.

Whether the hotel is booked along with the travel ticket or separately at another time, yhe destination and travel dates is filled to see a list of available hotels.

After making reservations, the traveller will always receive a confirmation e-mail with all the details and contact information for the booked hotel.

2.5 THE NEED FOR TRAVEL MANAGEMENT SYSTEM

I. TMS offers direct access to variety of choices including bus, hotels, car hire companies, prices and destinations. This allows one to see any deals and alternatives available, and gives the opportunity to choose the best package according to available budget and travel needs.

II. For travellers to be able to tweak their own travel plan to suit their personal needs is particularly important. This is something that Faith Motor explicitly recognises and conveniently works to provide for their customer. With offline manual bookings, this is not the case.

III. One of the greatest benefits of using TMS is the ability of a traveller being able to arrange trips in his/her own time, at their own pace and without any sort of pressure or human influence. Another beneficial aspect of the system is the flexibility offered to customers which collocate with the service offered by faith motors. Faith motors is restricted to office opening hours, but there are no time constraints with TMS. One can book your ticket any time of the day, any day of the week (24/7).

2.6 ONLINE PAYMENTS

If travellers need to book online bus ticket, then they have to log on to the website and provide the necessary personalized information and destination, date of journey, class of accommodation and number of passengers. After entering this data, the system asks for payment. Travellers can make a payment if they hold a debit card or else they can decide to make the payment when they get the company

CHAPTER THREE

ANALYSIS AND DESIGN

3.1 ANALYSIS

System analysis is a process of gathering and interpreting facts, diagnosing problems and the information to recommend improvements on the system (IAT, 2005). It is a problem solving activity that requires intensive communication between the system users and developers. System analysis or study is an important phase of any system development process. The system is studied to the minutest detail and analyzed. The system is viewed as a whole and the input to the system are identified. The output from the organizations is traced to the various processes.

This chapter aims to describe the problem analysis for the existing system and the requirement analysis for the purpose system, Travel management system.

There are many fact-gathering techniques that can be used in gathering the information such as interview, observation, questionnaires and other methods. Analysis follows the problem recognition and feasibility phases and must be completed before the design phase can begin

3.1.1 OVERVIEW OF THE EXISTING SYSTEM

The modern computerized system is developed with the aim to overcome the drawbacks of the existing system. The proposed system has got many advantages. People from different parts of the world can register very easily. The current system which is largely a manual system involves a lot of paperwork at all the levels of the organization. The staff of the organization and the customers are unhappy with various aspects of the system with which theay are directly involved when working with the system.

The various problems caused by the inefficiency of thee system results in an overall loss to the business and dissatisfaction to the rest of the users. It is manual entry and up keeping of the details of the persons who are registered already. Most times it is very difficult for each person to come to the office but users can also enquire about tickets through phones but it may be very difficult for the user to remember all the details that they received through phones. Also it is very difficult to calculate how many people registered in a month by hand because this requires quite a lot of manpower to do that.

In the present system, data's are stored globally and are retrieved in the same manner. Most of the data are hidden from the outside world. One limitation of the existing system is that it is not all personalized, and it cannot be used for personal and quick reference. Even the other staff members can make quick entries if the responsible person is not present.

3.2 PROBLEMS OF EXISTING SYSTEM

As the main transportation system in Faith motors is buses for interstate travelling, we were well aware of several problems involved with the Bus Travel. From the analysis of the current system, a list of several problems at each level was prepared.

3.2.1 MANAGEMENT LEVEL: The management level deals with coordinating all the actions within the business to make sure that the business gains profit while providing a satisfying service to the customers. The following are some of the problems faced at this level:

I. Modification of the Schedules can be time consuming and very expensive, since the manually prepared schedule has to be sent for printing and then be distributed to the concerned stations where the buses can be boarded by the passenger.

II. Since most of activities are performed manually, they are time consuming. The archiving of several documents has given rise to a need for more storage space and thus more expense.

III. Changes in schedule cannot be conveyed to the customer soon enough to satisfy the customer.

3.2.3 STAFF LEVEL: travel agents directly deal with the customers and require the correct information from the management to provide a good service to the customers. The information being conveyed to the customer should also be timely. Some of the problems at this level are:

I. Travel have the trouble of performing actions soon enough to satisfy the customers.

II. If a change in the schedule occurs, the change has to be informed to several customers well in advance. Such a change although rare, can be hard to notify as the record of the customers to be notified has to be manually searched each time.

3.2.3 CUSTOMER LEVEL: The management and staff constantly try to improve the efficiency of the system to make sure that the customers benefit from the system. The customers may also face several problems with the use of the system which may cause annoyance to them. So problems faced by customers are:

I. Required to contact the bus station by telephone to obtain information regarding the schedule details.

II. The seat can be obtained on a first come first served basis, depending on the people who reach the bus first after the purchase of the tickets.

III. Customers may not be informed of any changes in schedule if they had not provided their contact details.

IV. Sometimes data of the booking process that was filled in by the customers are lost because of inaccurate work. Problems also occur when the important data that fill in the form is not complete such as contact number. It will cause a problem for the responsible travel agent to contact this person to inform them when there is a problem.

3.3 ANALYSIS OF THE PROPOSED SYSTEM

The proposed system is an online system which helps the user to go through the rates quoted by different travel agencies and select the convenient rate that is suitable for him/her. The TMS concept, tracks the sale and use of tickets through data which is stored in a central database and updated by Faith motors Transport Company, enabling the passenger to check-in and board the bus without holding a paper ticket. For the Faith motors company, TMS offers a number of clear benefits. They reduce document distribution costs, eliminate paper-ticket fraud, and enhance passenger check-in options, stop revenue leakage through automation of check-in ticket and change control, eliminate lost/stolen tickets, and eliminate the need for pre-paid tickets (SITA,2005).

Access to all important matters are not always locked and can be opened easily at the time of urgency. The advantages of proposed system are that scrutiny is maintained in the new system. Securities for all important data are maintained confidentiality. As it is easily understandable and user friendly, quick entries can be made in this system. The system is very simple in design to implement. The system requires very low system resources and the system will work in almost all configurations. It has the following features,

I. Ensure data accuracy
II. Records are efficiently maintained by DBMS.
III. DBMS also provides security for the information.
IV. Any person across the world, having internet can access this service
V. Availability of seats can be enquired very easily.
VI. Passengers can also cancel their tickets easily.
VII. Minimum time needed for the various processing
VIII. Better service
IX. Minimum time required. This would help the corporation prepare and organize its schedules more efficiently on the basis of demand.

The implementation of the new centralized system in Faith motors will yield a series of positive impacts on the company and its business. In general, with this system all the information and planning processes have will be highly improved and optimized. The main impacts are the following ones:

I. The impact of the system on the operations, data generation and analysis, planning and controlling processes will be significant, resulting in an increased speed of information processing and analysis. Now the company will reduce considerably the time to have the relevant information available and analyzed to make quicker and more optimal decisions, resulting in an improved efficiency of the operations and planning processes.
II. The decisions making time for the interval operations management will been considerably reduced with the use of the new system. This time reduction implies a cost optimization in terms of an increased control on the operations reduced reaction

times to different events and problems, with an increased control and reaction capacity, improving the global control and tracking of operations, in the transport services. When the system is fully integrated (final software version operating), the company will measure the reduction in time obtained with the usage of the new application.

III. This centralized information system will also have a clear impact on the data security and information management processes. With the new systems it is possible to make back-up copies of all the relevant data from the central servers, avoiding duplicating task and minimizing the risk of losing important data. The system allows eliminating existing duplicated processes and reducing errors in the information process, reducing the costs of information processing for the company.

IV. With the new centralized information system in Faith motors, there will be some other relevant impacts on different aspects of the company. For example, the system will have an important impact on the workflows affecting the personnel working in the company with computers, this is because now the processes and applications run in remote mode, not in local mode, so the operation is different, i.e. the files have to be saved in the server not in the local HD.

V. Other impacts of the system are the increased competitiveness, thanks to the improved cost efficiency and the better customer satisfaction which will be reached with the implementation and use of the new centralized information system.

The whole profitability of the system is very high. However, the preparation process and design of the applications has been a challenge.

3.4 DATA GATHERING TECHNIQUE USED

3.4.1 INTERVIEW

For the interview we went to the Faith motors company in benin and interviewed some travelers and workers in the company. Those interviews were very useful to us. We analyzed the problems according to the information received.

First, we interviewed the travel agent of the company. We asked him how they arrange buses in central bus stand and how does the exact process happen. First he told us how the day to day time table is created, where in every 15minutes a bus turned out from the central bus stand. According to this process, the passengers can book any amount of tickets they want. In the crowded days he said they put extra buses for most crowded and common routes.

3.4.2 OBSERVATIONS

When we went to the central bus stand to get information from the travel agents for our project, we saw that some errors should improve. One of them is there is no proper place to stay the passengers until the buses come. So passengers suffer from the sunshine, rain, dust.
Next thing is there is no proper way to get the bus details for the passengers. Main way of collecting details is via the booking stand, but if the travel agent is not on seat, then the passengers have to stay until he comes.

3.5 SYSTEM DESIGN

Based on the user requirements and detailed analysis, the new system must be designed (Chiemeke et al, 2007). Design is a creative process. A good design is the key to effective system because System design is a solution to approach the creation of a new system.

3.5.1 OUTPUT DESIGN

A quality output is one, which meet the requirement of the end user and presents the information clearly (Boundy, 1991). In this system the output produced meets the customer's requirements and is determined by the input of the customer, such output includes whether a seat is available, whether a hotel is available and ticket id etc. this system output is the displayed output on a CRT LCD screen in a predefined format. The primary consideration we took in the design of the system output is the information requirement and objectives of the end users.

3.5.2 INPUT DESIGN

In this system when the data is entered it will check for its validity. Data can be entered with the help o screens. Appropriate messages are provided as at when needed so that the user will not be out of track.

In this project, the input design consists of a log in screen, textbox for username and password, source and destination browsing button, a menu list for type of hotel, car, date and time, no of seats, compress/decompress button.

3.5.3 DATABASE DESIGN

A database is an organized mechanism that has the capability of storing information through which a user can retrieve stored information in an effective and efficient manner. The data is the purpose of any database and must be protected.

In designing the database of this system a two level process was followed. In the first step, the user requirements were gathered together and a database which will meet these requirements as clearly as possible. This step is called Information Level Design (Mark Bradley, 2006).

In the second step, the user requirement is transferred into a design for the specific DBMS that will be used to implement the system in question. This step is called Physical Level Design (Mark Bradley, 2006).

3.5.4 DATABASE REQUIREMENT ANALYSIS:

WHAT DATA IS NEEDED?

List of Entities:

I. Bus
II. Passenger
III. Route
IV. Reserves

List of attributes:

1) BUS :

1. Maximum seats

2) ROUTE INFORMATION

i. To location

ii. From location

iii. Depart date

iv. Depart time

v. Fare

3) PASSENGER INFORMATION:

i. Name

ii. Mobile number

iii. E-mail

TABLE 3.1: DATABASE TABLE FOR BUS RESERVATION

FIELD	TYPE	COLLATION	NULL	EXTRA
S/N	Smallint (3)	latin1_swedish_ci	No	Auto increment
Bus No	Varchar(10)	latin1_swedish_ci	No	
Source	Char(10)	latin1_swedish_ci	No	
Destination	Char(10)	latin1_swedish_ci	No	

Date	Char(10)	latin1_swedish_ci	No	
Time	Varchar(10)	latin1_swedish_ci	No	

TABLE 3.2: DATABASE TABLE FOR HOTEL RESERVATION

FIELD	TYPE	COLLATION	NULL	EXTRA
S/N	Smallint(5)	latin1_swedish_ci	No	Auto increment
Hotel name	Varchar(10)	latin1_swedish_ci	No	
Room class	Varchar(10)	latin1_swedish_ci	No	
State	Varchar(10)	latin1_swedish_ci	No	
Date	Varchar(10)	latin1_swedish_ci	No	
Amount	Varchar(10)	latin1_swedish_ci	No	

TABLE 3.3:

FIELD	TYPE	COLLATION	NULL	EXTRA
S/N	Smallint(5)	latin1_swedish_ci	No	Auto increment
Service type	Varchar(10)	latin1_swedish_ci	No	
Car type	Varchar(10)	latin1_swedish_ci	No	

Transmission date	Varchar(10)	latin1_swedish_ci	No	
Air conditioning	Varchar(10)	latin1_swedish_ci	No	
price	Varchar(10)	latin1_swedish_ci	No	

3.7 SYSTEM SPECIFICATION ANALYSIS

The hardware specifications used for the system design are as follows:

i. Notebook with AMD Sempron processor.
ii. 110GB of disk space (minimum)
iii. 1GB MB of RAM (minimum)

Besides the hardware specifications, the software specifications were as follows:

i. HTML
ii. Hypertext Processor (PHP) Script Language version 5.2.1
iii. MySQL Database version 5.0.27
iv. PhpMyAdmin Database Manager version 2.9.2
v. Microsoft Windows 7 Ultimate
vi. Dreamweaver version 8.

CHAPTER FOUR

IMPLEMENTATION

4.1 HARDWARE REQUIREMENTS

The hardware for the implementation of the proposed system is as follows:

i. Intel i5 processor is recommended. Minimum speed is 1042 MHz or Higher
ii. 1 Gigabyte (GB) or higher of RAM recommended. minimum 512 MB
iii. 60GB or higher of HOD recommended.
iv. Internet or a local host.
v. SVGA monitor

4.1.1 **SOFTWARE** REQUIREMENTS

The software requirements are as follows:

i. Apache server with configuration.
ii. MYSQL database management software
iii. Microsoft internet explorer or any other web browser
iv. Windows XP or higher operating system

4.2 CHOICE PROGRAMMING LANGUAGE

1) **JAVASCRIPT:** JavaScript also known as ECMAScript is a prototype-based object-oriented scripting language that is dynamic, weakly typed and has first-class functions. It is also considered a functional programming language like Scheme because it has and supports high order functions. The primary purpose for using JavaScript in this system is to write functions that

are embedded in or included from HTML pages and that interact with the Document Object Model (DOM) of the page. Some simple examples of this usage are:

i. Validating input values of a web form to make sure that they are acceptable before being submitted to the server.

ii. Changing images as the mouse cursor moves over them. This effect is often used to draw the user's attention to important links displayed as graphical elements. Because JavaScript code can run locally in a user's browser (rather than on a remote server), the browser can respond to user actions quickly, making an application more responsive. Furthermore, JavaScript code can detect user actions which HTML alone cannot, such as individual keystrokes. The wider trend of Ajax programming similarly exploits this strength.

2) PHP: PHP is a general-purpose scripting language originally designed for web development

to produce dynamic web pages. For this purpose, PHP code is embedded into this system's pages interpreted by a web server with a PHP processor module, which generates the web page document. PHP can be deployed on most web servers and as a standalone interpreter, on almost every operating system and platform free of charge. A competitor to Microsoft's Active Server Pages (ASP) server side script engine and similar languages, PHP is installed on more than 20 million websites and 1 million web servers. PHP was originally created by Rasmus Lerdorf in 1995. The main implementation of PHP Group and serves as the de facto standard for PHP as there is no formal specifications.PHP is free software released under the PHP license.

3) HTML AND CSS: HTML which stands for Hypertext Markup Language is the predominant markup languages for web pages. HTML is the basic building block of WebPages.

This is written with HTML in the form of HTML elements consisting of tags, enclosed in angle brackets (like <html>), within the web page content. HTML tags normally come in pairs like <hl and </hl>. The first tag in a pair is the start tag, the second tag is the end tag (they are also called opening and closing tags). In between these tags web designers can add text, tables, images, etc. the purpose of a web browser is to read HTML documents and compose them into visual or audible web pages. The browser does not display the HTML tags, but uses the tag to interpret the content of the page.

HTML allows images and objects to be embedded and can be used to create interactive forms. It provides a means to create structured documents by denoting structural semantics for text such as headings, paragraphs, lists, links, quotes and other items. It can embed scripts in languages such as JavaScript which affect the behavior of HTML WebPages. Web browsers can also refer to Cascading Style Sheets (CSS) to define the appearance and layout of text and other material. The W3C , maintainer of both the HTML and the CSS standards, encourages the use of CSS over explicitly presentational HTML markup.

4.3 TESTING

Testing is a process of executing a program with the interest of finding an error. A good test is one that has the high probability of finding the yet undiscovered error. Before a system is put into operation, its component programs must be tested to make sure they work both individually and as a unit (Chiemeke and Egbokhare, 2006)

This system testing was divided into several distinct operations.

1) COMPONENT AND SYSTEM TESTING

This deals with the verification of the efficacy of the software to be sure of the performance of the expected functions. It also involves performing a progressive overall testing of the system's objective.

2) DATABASE TESTING

In testing the database, it is good to ensure that the storage and retrieval functions of the database functions properly. Hence, the system database connection with the interface worked perfectly. The tables with information concerning the various aspects of software were rightly placed and are easily accessible by the system administrator.

3) PROCESS TESTING

In this phase, the system was started and it ensured that it was working perfectly well by logging in with an invalid account details and access was denied and thereafter, logging in with valid account details and access was granted which means that the system only recognizes registered account details. Also, other features like creating new user and booking ticket, hotel and car were tested.

4) INTERFACE TESTING

The interface of this system ensures that the prescribed format was used to create new user and that information generated from the database were placed in their various positions intended. This has helped in the input and output design. The interface was properly tested to ensure that it queried the database at any given time and it only fetched information required for any particular page.

5) BLACK BOX TESTING

Black box testing was done to find out the following information as shown below:

i. Incorrect or missing functions

ii. Interface errors

iii. Errors or database access

iv. Performance error

The mentioned testing was also carried out successfully for this application according to the user's requirement specification

4.3.1 TEST DATA OUTPUT

After preparing test data, the system under study is tested using the test data. While testing the system using test data, errors were again uncovered and corrected by using above testing and corrections.

4.3.2 WEB HOSTING

An important implementation process of this system includes hosting the websites online with the help of a web hosting service which will make it available to all travelers. A web hosting service is a type of internet hosting service that allows individuals and organizations to make their own website accessible through World Wide Web.

4.3.3 TRAINING

The training process can be developed in two stages: administrative and managerial training and training of operators. The managerial training has the purpose of presenting the

system to the managers and administrative staff in order to disseminate knowledge of the procedure to the other workers.

4.3.4 ASSESSING END USER NEEDS

An important element in creating training plan is to evaluate the technical skill level(s) of those who will actually use the application on a daily basis (Nwagboso, 1993). For this system, technical novices will need more focused step-by-step instruction in basics, whereas more skilled computer users will quickly pick up the basics and benefit from the training that shows them how to use more obscure or advanced features of the application.

4.3.5 TRAINING DELIVERY METHODS

Again, there are several factors that will be taken into consideration when the training is being delivered:

i. User skill level as determined by the assessment
ii. Number of users to be trained
iii. Timeframe for rollout of the software (and whether u'll be doing it in phases or throughout the entire organization at once).

4.4 DOCUMENTATION:

Product documentation is concerned with describing the delivered software product. It must evolve in step with the product which it describes. Product documentation of this system includes user documentation which tells users how to use the software product.

4.4.1 FUNCTIONALITY

The customer and the administrator are the two parties which interact with the database, who have different ‘view level schemas’ to the database information.

A. CUSTOMER SERVICES

i. Create an account by registering, modify account details, deregister from the services
ii. Make a fresh multi passenger reservations, the customers are provided to choose their reservation spots rather than being randomly allocated positions.
iii. View, modify or cancel past reservations
iv. Customers are provided with different reservation status, just as in real life systems
v. Customers are informed through emails about updates in the reservations
vi. Customers are informed about the various seasonal offers and discounts.

B ADMINISTRATOR SERVICES

i. Add new transport services or update the existing services
ii. Access and modify customer accounts or customer reservations.

4.4.2 USER GUIDE

I. HOME PAGE

The customer logs into the Faith TMS booking engine. At this point, a welcome page is displayed with booking selections. By default, the Welcome Page will also display originating location and a destination location which may not match the needs of the customer.

To enable a traveler to use the room booking system they must apply for a user name and password. This can be done directly on the registration page. Once they have the username and password they can log on to the system.

ii MAKING A HOTEL RESERVATION

Customer can book a hotel of their choice depending on their location. When adding a hotel, to the bus reservation already selected, the search screen will pre-populate using the bus booking details. Customers are to select the dates of checking in and out. When they are satisfied with the search criteria they are then to select the ‘check’ button in the bottom right hand corner.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATION

5.1 SUMMARY

This project examines the booking services of Faith motors, as well as the type of information required by the company from travelers, and incorporates some of the desirable features within. Chapter One covers an overview of the travel management system, chapter two begins with the introduction of travel management, understanding the online ticketing, hotel booking and cab rental system, the security issues, and the payment methods of the system. Chapter Three covers System Analysis and design of the proposed online system.

Chapter Four involves how implementation of the system is carried out including user guides.

In order to keep costs to a minimum, it makes use of a PC which is practically standard office equipment. Internet is used as a network carrier for all client-server requests. PHP, MYSQL, HTML and JAVASCRIPT are chosen as implementation technologies.

5.2 CONCLUSION

In this project, we presented some considerations for the implementation of the online Travel management system as it incorporates both the customers and the administrators. The often complaints by customers about the manual system. Since time is one of the most fundamental resource available to people and it is of the essence that it is respected even when used for pleasure or relaxation. TMS reduces the few minutes or hours in which travelers queue up to buy tickets and gain entrance into the bus for travel.

5.3 RECOMMENDATION

1 The following system has been recommended for implementation of the web application:

i. Inteli5 processor, 3GB RAM, 2.5GHZ, 300GB HD, Windows 7, Web cam

ii. Apache server with good configuration.

iii. MYSQL database management software.

iv. Microsoft internet explorer or any other web browser

v. Windows XP or higher operating systems

2 The personnel that will oversee the day to day running of the application should have requisite computer literacy (B.Sc Computer Science) and certification in web development.

3. Installation requirement: the room containing the system should have the following facilities.

i. Air conditioners

ii. Internet connectivity

iii. Lightning arrestor

4. Change over: Conversion to the new system should be at beginning of the financial year and parallel change over is recommended where the old and the new system will be running until a satisfactory result has been obtained by management. This will give room for maintenance of the system.

5. We would like to suggest possible area for future research in TMS. For this project there are several avenues for future investigation because this research is focused on the dominant behavior of travelers booking for travel needs.

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APPENDIX A

SOURCE CODES

```
<?php

session_start();

$connect= mysql_connect('localhost', 'root', '');

if(!$connect)

{

die('could not connect to databse'.mysql_error());

}

$select_db= mysql_select_db ('tms');

$select= "SELECT * FROM traveller WHERE email= '".$_SESSION['email']."' AND
pass1 = '".$_SESSION['pass1']."'";

$query = mysql_query ($select) or die ('could not updated:'.mysql_error());

$fetch = mysql_fetch_array($query);




$_SESSION['full_name']= $fetch['fullname'];

?>

<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Transitional//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-transitional.dtd">

<html xmlns="http://www.w3.org/1999/xhtml">

<head>
```

```
<meta http-equiv="Content-Type" content="text/html; charset=utf-8" />

<title>Untitled Document</title>

<link href="style.css" lang="en" rel="stylesheet" />


<link href="js-image-slider.css" rel="stylesheet" type="text/css" />

<script src="jquery.js" type="text/javascript"></script>

 <script src="js-image-slider.js" type="text/javascript"></script>

 <style>




</style>

</head>


<body style="margin-top:0px; margin-left:0px; margin-right:0px;">

<table width="100%" border="0" style="font-family:Arial, Helvetica, sans-
serif"><tr><td class="bgcolor" align="right"><?php echo 'Welcome,   '.
$_SESSION['full_name'] ?></td></tr><tr><td colspan="2">      <table align="right"
style="font-size:12px" border="0"><tr><td width="55%" style="font-size:36px;
padding-left:100px;">Welcome To Faith Motors</td><td width="4%"><a
href="index.php">Home</a>  |  </td><td width="5%"><a href="create_account.php">
My Account</a> | </td><td width="5%"><a href="mycart.php">My Bookings
</a>|</td><td width="5%">Log Out</td></tr></table></td></tr><tr><td style="padding-
left:200px;"> <form action="result.php" method="post"> <table border="0"
```

class="table"><tr><td width="40%" > Where would you like to go? </td><td width="20%"></td><td rowspan="10" valign="top">

** **

** **

** **

** **

** **

** **

** **

</td></tr>

<tr><td> <select name="depart_from" class="textbox" ><option value="Benin City">Benin City</option><option value="Warri">Warri</option><option value="Yenagoa">Yenagoa</option><option value="Abuja"> Abuja</option></select> </td></tr>

<tr><td> <select name="depart_to" class="textbox" ><option value="Benin City">Benin City</option><option value="Warri">Warri</option><option value="Yenagoa">Yenagoa</option><option value="Abuja"> Abuja</option></select> </td></tr>

<tr><td> When Do You Want To Travel? </td></tr>

<tr><td>

<tr><td> <input type="text" name="depart_on" class="textbox" /> </td></tr>

<tr><td> Who will be travelling? </td></tr>

<tr><td>Passengers </td></tr>

**<tr><td> <input type="submit" value="Search For Bus" class="submit" />

</td></tr>**

</td></tr></table></form> </td></tr><tr><td style="padding-left:200px;"><form action="hotel_result.php" method="post"><table class="table"><tr><td> Where Do you want to stay?</td></tr>

**<tr><td> Destination:
 <select name="hotel_state" class="textbox" ><option value="Benin City">Benin City</option><option value="Warri">Warri</option><option value="Yenagoa">Yenagoa</option><option value="Abuja"> Abuja</option></select> </td></tr>**

<tr><td> When Do you want to stay?</td></tr>

**<tr><td>Check-In-Date:
 <input type="text" name="checkin" class="textbox" /></td></tr>**

<tr><td> Please Select the number of nights?</td></tr>

<tr><td> <select name="room_nights" class="textbox" ><option>1</option><option>2</option><option>3</option><option>4</option></select></td></tr>

<tr><td> Room Types:
 <select name="room_type" class="textbox" ><option value="Single">Single</option><option value="Double">Double</option><option value="Executive">Executive</option><option value="Presidential">Presidential</option></select> </td></tr>

<tr><td> <input type="submit" value="Search For Hotel" class="submit" />

</td></tr>

</table></form></td></tr><tr><td style="padding-left:200px;">

<table class="table"><tr><td> Where Do You Want to Rent A Car? </td></tr><tr><td>Pick Up Location:
<input type="pick_up" class="textbox" /></td></tr>

<tr><td>Drop Off Location:
<input type="drop_off" class="textbox" /> </td></tr>

<tr><td> When Do You Want to Rent A Car? </td></tr><tr><td>Pick Up Location:
<input type="pick_up_date" class="textbox" /> </td></tr>

<tr><td>Drop Off Location:
<input type="drop_off_date" class="textbox" /></td></tr>

<tr><td>Pick Up Time:
<input type="pick_up_time" class="textbox" /> </td></tr>

<tr><td>Drop Off Time:
<input type="drop_off_time" class="textbox" /></td></tr></table></td></tr>

```
 <tr><td style="padding-left:100px;">   <table class="table"><tr><td>Your Preferences</td></tr>

 <tr><td>Car Category:<br/><select class="textbox"  name="car_category" ><option></option></select> </td></tr>

  <tr><td>Car Type:<br/><select class="textbox" name="car_type" ><option></option></select></td></tr>

  <tr><td>   <input type="submit" value="Search Car Rental" class="submit" /><br/> <br/></td></tr> </table></td></tr></table>

</body>

</html>

<?php

session_start();

$connect= mysql_connect('localhost', 'root', '');

if(!$connect)

{

die('could not connect to databse'.mysql_error());

}

$select_db= mysql_select_db ('tms');

$checkbox1 = $_POST['chk1'];

for ($i=0; $i<sizeof($checkbox1);$i++)

{

$query = mysql_query('INSERT INTO customer_cart(username, depart_from, depart_to, depart_on, depart_when, amount, seat_no) VALUE ("'.$_SESSION['full_name'].'",
```

```
"'.$_SESSION['depart_from'].'",
"'.$_SESSION['depart_to'].'","'.$_SESSION['depart_on'].'", "'.$checkbox1[$i].'",
"'.$_SESSION['passenger_price'].'", "'.$_SESSION['no_of_seat'].'")');

}


header('location:summary.php')

?>

<?php

session_start();

$connect= mysql_connect ('localhost', 'root', '');

if(!$connect){

die('Failed to connect to server: ' . mysql_error());

}

$dbs= mysql_select_db ("TMS");

if(!$dbs){

die('Failed to connect to server: ' . mysql_error());

}


$select= "SELECT * FROM customer_cart WHERE username =
'".$_SESSION['full_name']."'";

$query = mysql_query ($select) or die ('could not updated:'.mysql_error());

$fetch = mysql_fetch_array($query)
```

```
?><!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Transitional//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-transitional.dtd">

<html xmlns="http://www.w3.org/1999/xhtml">

<head>

<meta http-equiv="Content-Type" content="text/html; charset=utf-8" />

<title>TMS | Result</title>

<link href="style.css" lang="en" type="text/css" rel="stylesheet" >

</head>


<body style="margin-top:0px; margin-left:0px; margin-right:0px;">

<table border="0" width="100%">

<tr>

<td>


<table border="0" width="100%" style="font-family:Arial, Helvetica, sans-serif">

<tr>

<td colspan="4" class="bgcolor" align="right"><?php echo 'Welcome,   '.
$_SESSION['full_name'] ?>

</td>

</tr>
```

<tr><td colspan="2"> <table align="right" style="font-size:12px"><tr><td>Home | </td><td> My Account | </td><td width="">My Bookings |</td><td width="50%">Log Out</td></tr></table> </td></tr>

<tr><td></td><td style="font-size:22px;">My Recent Bookings</td></tr>

<tr><td></td><td style="font-size:12px;">Below is a list of your recent bookings. Please Click 'Proceed to payments' to start a payment process.
You can either pay with Bank Teller number or by inputting your credit card information</td></tr>

<tr>

<td width="20%">

</td>

<td width="60%">

<table border='0' width='50%' style='font-family:arial; font-size:13px;'>

<tr><td><?php

do

{

echo "<table border='0' width='100%' >";

echo "<tr>

<td style='font-weight:bold;' width='50%'> Origin: </td><td>";

echo $fetch['depart_from']." - ". $fetch['depart_to'];

"</td></tr>";

```
echo "<tr><td style='font-weight:bold;'> Date To Travel: </td><td>";

echo date($fetch['depart_on']);

"</td></tr>";

echo "<tr><td style='font-weight:bold;'> Time To Travel: </td><td>";

echo $fetch['depart_when'];

"</td></tr>";




"</td></tr>";

echo "<tr><td style='font-weight:bold;'> Total Bus Booked Amount: </td><td>";

echo $fetch['amount'];

"</td></tr>";
```

echo "</table>";

}

while ($fetch = mysql_fetch_array($query))

**?>

</td></tr><tr><td> <input type="submit" value="Proceed To Payments" class="submit" /></td><td></tr></table></td>**

</tr>

<tr><td></td></td></tr>

</table>

</td>

</tr>

</table>

</body>

</html>

```
<?php

session_start();

$_SESSION['email'] = $_POST['email'] ;

$_SESSION['pass1'] = $_POST['pass1'] ;

$connect = mysql_connect ('localhost', 'root', '');

mysql_select_db('tms') or die('database connectivity'. mysql_error());


if(isset($_POST['reg_submit']))

{

$insert = mysql_query ('INSERT INTO traveller(fullname, email, pass1, sex, telephone,
postcode, country) VALUE ("'.$_POST['full_name'].'", "'.$_POST['email'].'",
"'.$_POST['pass1'].'", "'.$_POST['sex'].'", "'.$_POST['telephone'].'",
"'.$_POST['postcode'].'", "'.$_POST['country'].'")');

header('location: index.php');

}


if(isset($_POST['reg_login']))

{

$insert = mysql_query ('SELECT * FROM traveller WHERE email =
"'.$_POST['email'].'" AND pass1 = "'.$_POST['pass1'].'" ');

header('location: index.php');

}
```

```
?><!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Transitional//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-transitional.dtd">

<html xmlns="http://www.w3.org/1999/xhtml">

<head>

<meta http-equiv="Content-Type" content="text/html; charset=utf-8" />

<title>Create An account</title>


<link href="style.css" lang="en" rel="stylesheet" />

</head>


<body style="margin-top:0px; margin-left:0px; margin-right:0px;">

<table width="100%" border="0" style="font-family:Arial, Helvetica, sans-
serif"><tr><td class="bgcolor" colspan="2"></td></tr><tr><td colspan="2">      <table
align="right" style="font-size:12px"><tr><td>  Home  |  </td><td>  My Account |
</td><td width="50%"></td></tr></table></td></tr><tr><td align="center"
colspan="2">  <span style="font-size:23px;">Register Account</span>


<br/><span class="small_font">If you already have an account with us, please login at the
login page.</span></td></tr><tr><td align="center"  colspan="2">
<br/><br/></td></tr><tr><td align="left" style="padding-left:200px;"
width="50%"><form action="create_account.php" method="post" ><table style="font-
family:Arial, Helvetica, sans-serif; font-size:14px;" border="0"><tr><td style="font-
size:23px;">Register</td></tr><tr><td style="font-weight:bold;">Personal
Details</td></tr><tr> <td>  Full Name   </td>  </tr><tr> <td><input type="text"
name="full_name" class="textbox"  /></td>  </tr><tr> <td> Email:   </td>  </tr><tr>
```

<td><input type="text" name="email" class="textbox" /></td> </tr><tr> <td> Create Password: </td> </tr><tr> <td><input type="text" name="pass1" class="textbox" /></td> </tr><tr> <td>Confirm Password: </td> </tr><tr> <td><input type="text" name="pass2" class="textbox" /></td> </tr><tr> <td> Sex: </td> </tr><tr> <td><select name="sex" class="textbox" ><option name="male">Male</option><option name="female">Female</option></select></td> </tr><tr> <td> Telephone: </td> </tr><tr> <td><input type="text" name="telephone" class="textbox" /></td> </tr><tr> <td> Post Code: </td> </tr><tr> <td><input type="text" name="postcode" class="textbox" /></td> </tr><tr> <td> Country: </td> </tr><tr> <td><select name="country" class="textbox" >

<option value="Nigeria">Nigeria</option>

</select></td> </tr><tr> <td> State/Region: </td> </tr><tr> <td><select name="state" class="textbox" >

<option value="Abia">Abia</option>

<option value="Delta">Delta </option>

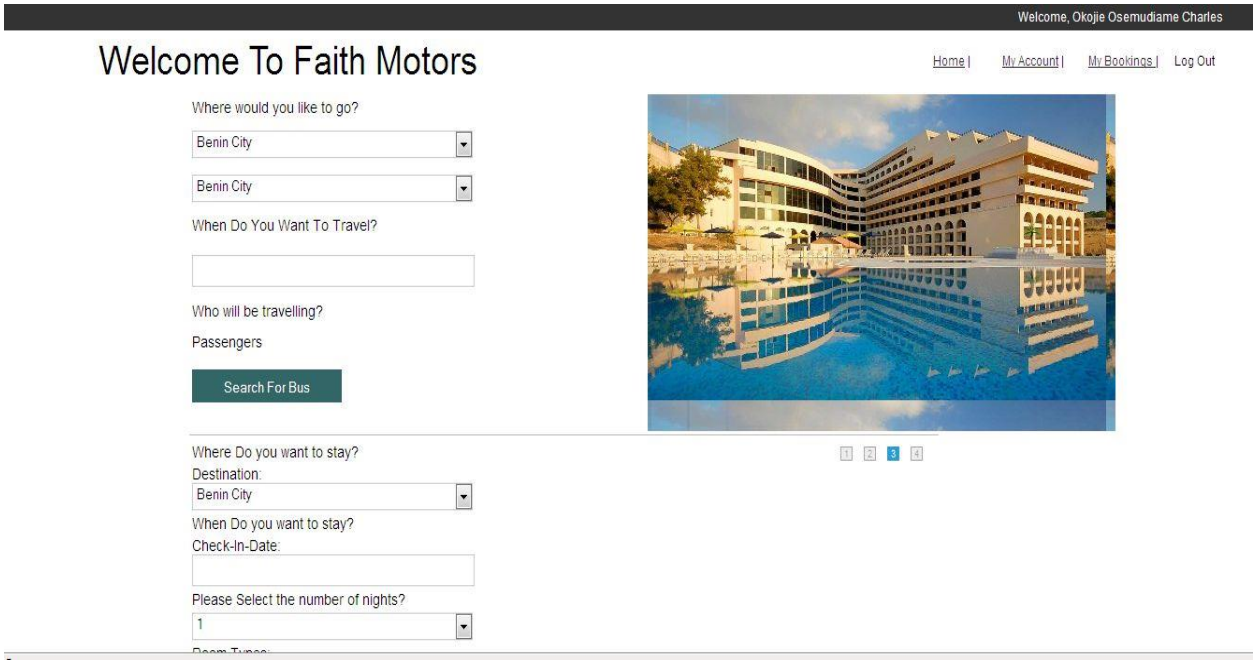
</select></td> </tr><tr> <td> Address: </td> </tr><tr> <td><textarea name="address" cols="40" rows="5" ></textarea></td> </tr><tr><td><input type="submit" name="reg_submit" value="Login" class="submit"/> </td></tr></table></form></td><td valign="top"><form action="create_account.php" method="post"><table style="font-family:Arial, Helvetica, sans-serif; font-size:14px;"><tr><td style="font-size:23px;">Sign In</td></tr><tr><td>Email Address:</td></tr><tr><td><input type="text" class="textbox" name="email" /></td></tr><tr><td>Password:</td></tr><tr><td><input type="password" class="textbox" name="pass1" /></td></tr><tr><td> <input type="submit" name="reg_login" value="Login" class="submit"/></td></tr></table></form></td></tr></table>

</body>

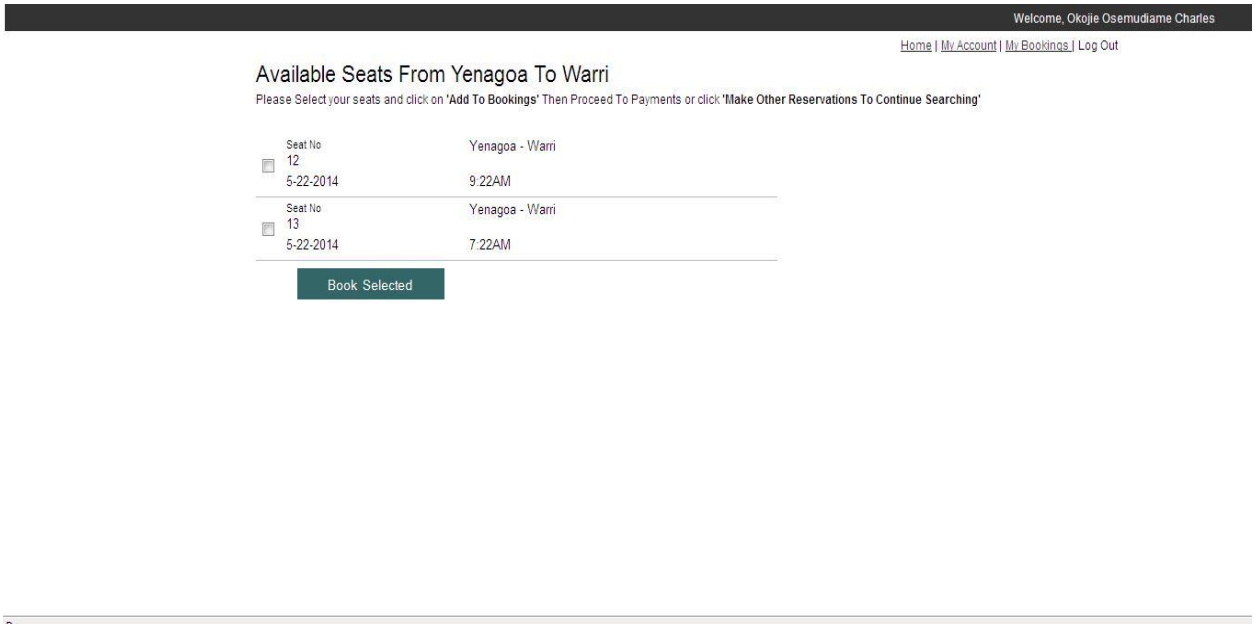
</html>

APPENDIX B

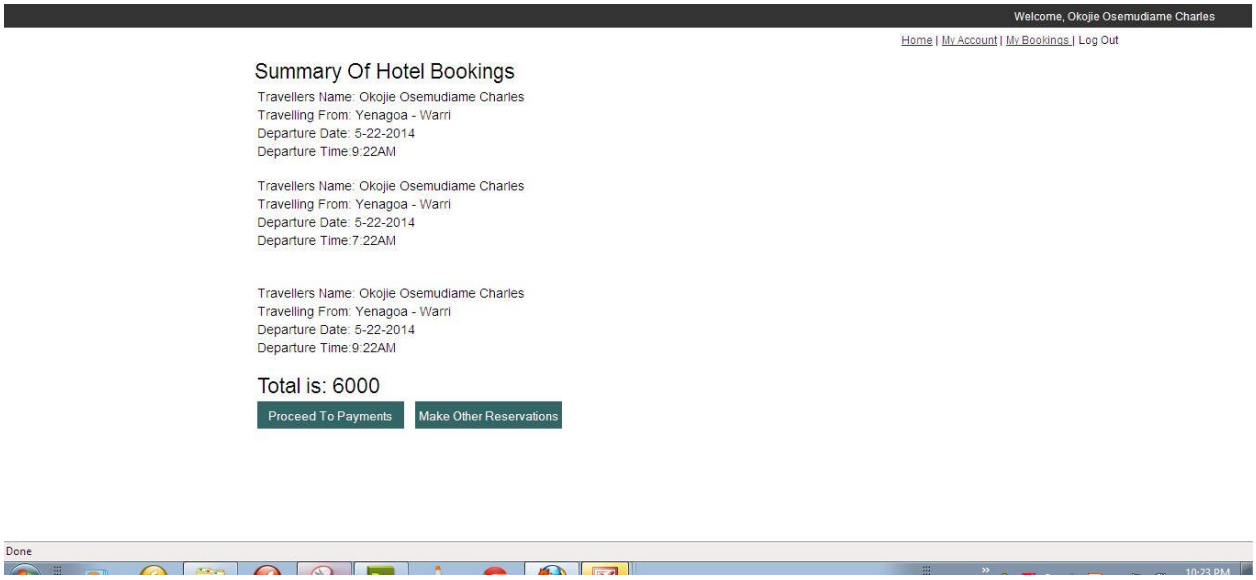
SCREENSHOTS



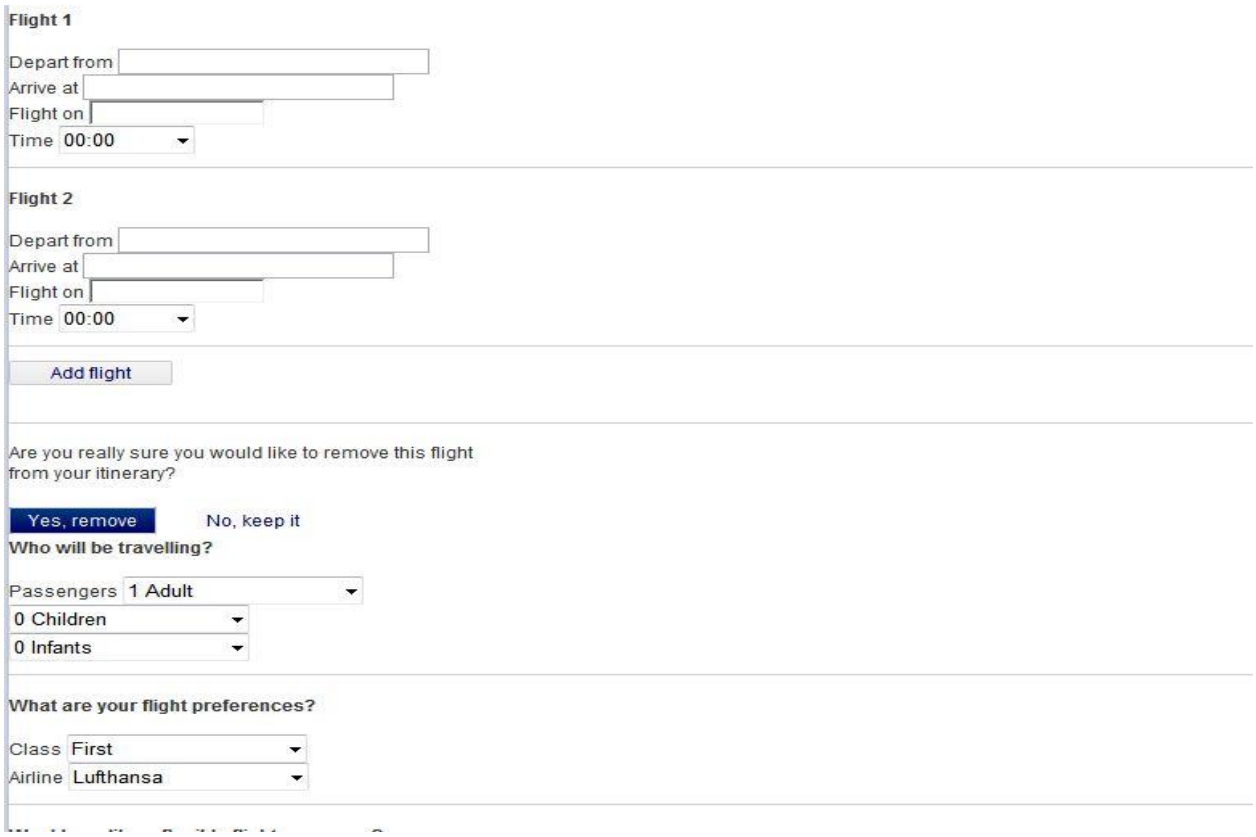
BUS BOOKING PAGE



SEAT ENQUIRY



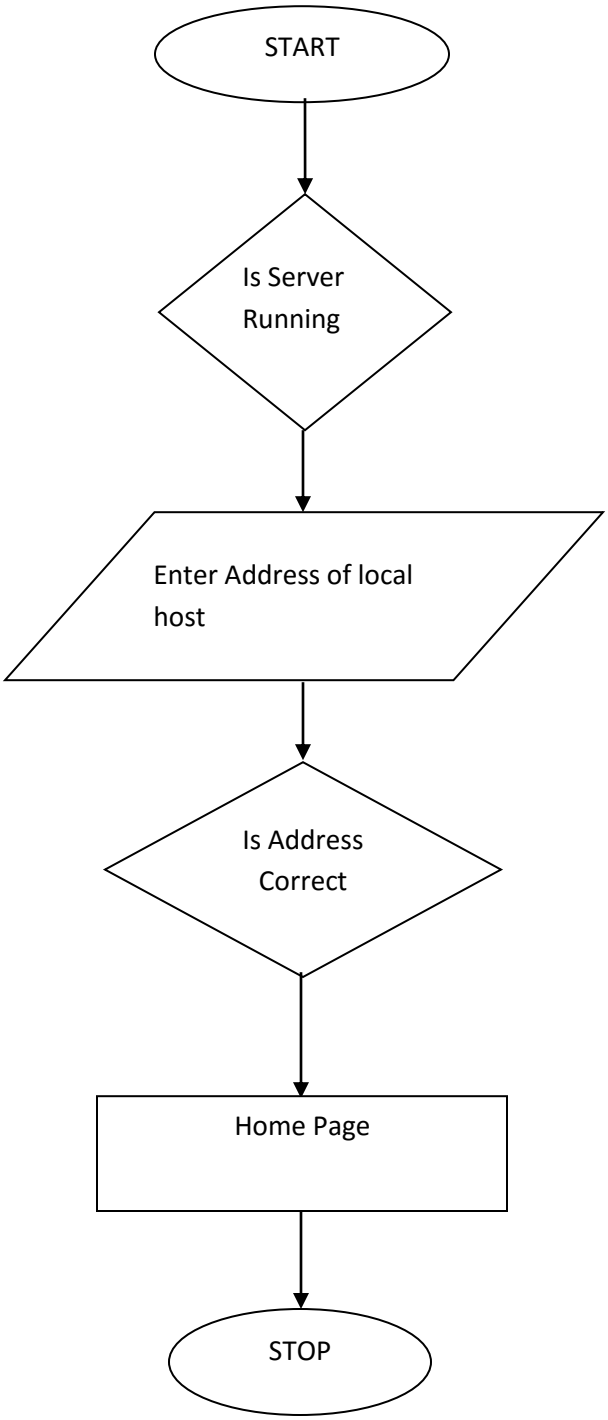
HOTEL BOOKING



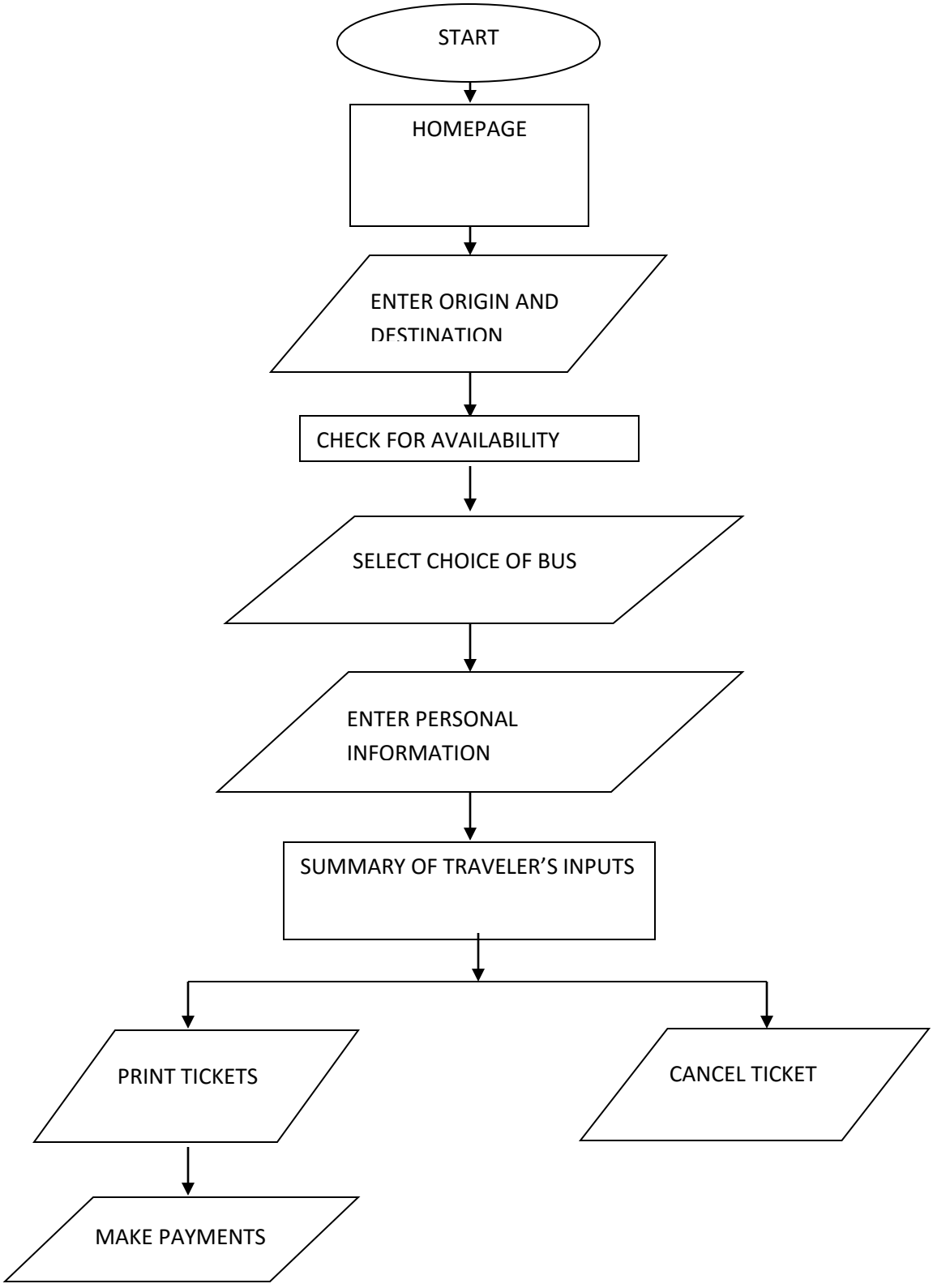
FLIGHT BOOKING PAGE

APPENDIX C

SYSTEM FLOWCHART



BUS TICKETING AND RESERVATION



HOME PAGE