

Transport Management System

Version: 1.0

Target Audience: Operations Supervisors, Station Agents, Drivers, and Managers.

1. Introduction

This manual provides step-by-step instructions for the daily use of the Transport Management System (TMS). It is designed to help your team manage trips, sell tickets, and oversee fleet operations efficiently.

2. Getting Started

- **Station Agents:** You will use the **POS Tablet** or **Desktop Computer** at the counter.
- **Drivers:** You will use the **Driver Mobile App** on your smartphone.
- **Supervisors/Managers:** You will use the **Web Dashboard** or **Company Desktop System** in the office.

Login: Always use your own unique username and password. Never share accounts.

Part 1: Trip Planning & Scheduling (Supervisors)

Responsibility: Operations Manager / Scheduler

Before tickets can be sold, trips must be created in the system.

1.1 Creating a Schedule

1. Log in to the **Company Desktop System**.
2. Navigate to the **Schedules** section.
3. Click "**Add New Trip**".
4. **Select Route:** Choose the origin and destination (e.g., "City A to City B").
5. **Set Date & Time:** Select the departure date and exact time.
6. **Assign Vehicle:** Select a bus from the dropdown list. *Note: Only active, available buses will appear.*
7. **Assign Driver:** Select the primary driver for this trip.

8. Publish: Click "**Save & Publish**".

- Result: The trip is now visible to all sales agents and online customers. Tickets can be sold immediately.
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Part 2: Issuing Tickets (Station Agents)

Responsibility: Ticket Agents / Cashiers

2.1 Selling a Ticket (Standard Sale)

1. Open the **POS Application**.

2. **Find the Trip:** Ask the passenger for their destination and preferred time. Select the matching trip from the list.

3. **Select Seat:** The screen shows a layout of the bus.

- Green Seats: Available.
- Red Seats: Already sold.
- Tap a **Green Seat** to select it.

4. **Enter Passenger Details:** Type the passenger's Name and Phone Number. Accurate phone numbers are crucial for SMS, significantly if the bus changes.

5. **Payment:**

- Select "**Cash**" if the customer is paying physically.
- Select "**Mobile Money**" to trigger a payment request to their phone.

6. **Confirm:** Tap "**Complete Sale**".

- Result: The system prints a ticket (if a printer is connected) or sends an SMS ticket to the passenger. The seat turns Red on all screens instantly.
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Part 3: Boarding & Trip Execution (Drivers)

Responsibility: Drivers / Conductors

3.1 Validation (Boarding)

Never allow a passenger on board without scanning their ticket.

1. Open the **Driver App** on your phone.

2. Select your assigned trip (e.g., "08:00 AM to City B").

3. Tap "**Scan Ticket**".

4. Point the camera at the passenger's QR code (on their phone or paper ticket).

- **Green Checkmark:** VALID. Allow boarding.

- **Red "X":** INVALID. Do not allow boarding. (Ticket may be fake, used, or for a different trip).

3.2 Starting the Trip

1. Once all passengers are seated, verify the "**Passenger Count**" on your app matches the number of people on the bus.
2. Tap "**Start Trip**".
3. The status changes to "**In Transit**". Head office now sees your bus moving on the map.

3.3 Ending the Trip

1. Upon arrival at the destination, tap "**End Trip**".
 2. This frees up the bus and driver to be assigned to a new schedule.
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Part 4: Managing Exceptions (Supervisors)

Responsibility: Operations Managers

Things go wrong. Here is how to handle common issues without disrupting operations.

4.1 Bus Breakdown / Swapping Vehicles

Scenario: Bus A is assigned to the 10:00 AM trip but has a flat tire. You need to switch to Bus B.

1. Go to the **Schedules** dashboard.
2. Find the 10:00 AM trip. It may still be marked "Scheduled".
3. Click "**Edit / Swap Bus**".
4. Select the new vehicle (**Bus B**) from the list.
5. **Confirm Swap.**
 - *The System Checks:* Does Bus B have enough seats for the tickets already sold? If yes, it proceeds.
 - *Notification:* The system automatically updates the Driver App (Driver B now sees the trip) and sends SMS alerts to passengers if the plate number changes.

4.2 Cancelling a Trip

Scenario: Extreme weather forces a cancellation.

1. Select the trip in the dashboard.
2. Click "**Cancel Trip**".
3. System will ask for a **Reason** (e.g., "Weather").

4. Confirm.

- All passengers receive a "Trip Cancelled" SMS.
 - The tickets are flagged for "Refund/Reschedule" in the system.
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Part 5: End-of-Day Reporting

Responsibility: Supervisors & Finance Team

5.1 Reconciliation (Cashing Out)

At the end of a shift, every agent must balance their cash.

1. Agent logs into the **Sales Report** section.
2. Generate "**My Daily Sales**".
3. The system displays:
 - *Total Cash Tickets Sold: \$550*
 - *Total Mobile Money Tickets: \$400*
4. **Action:** The agent must hand over exactly **\$550** in cash to the supervisor.
5. Supervisor marks the shift as "**Reconciled**" in the system.

5.2 Operational Review

manager checks the **Daily Summary Report**:

- *Scheduled Trips: 20*
- *Completed Trips: 19*
- *Cancelled: 1*
- *Total Revenue: \$15,000*
- *Average Occupancy: 85%*

Use this data to plan for tomorrow.

Support: If you encounter a technical error (e.g., "Network Error"), please contact the IT Support Desk immediately at [Insert Number].