

# Transport Management System

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**Version:** 1.0

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

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## 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.

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## 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.

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