Proposed System Specification for Life Leisure Holidays Ltd
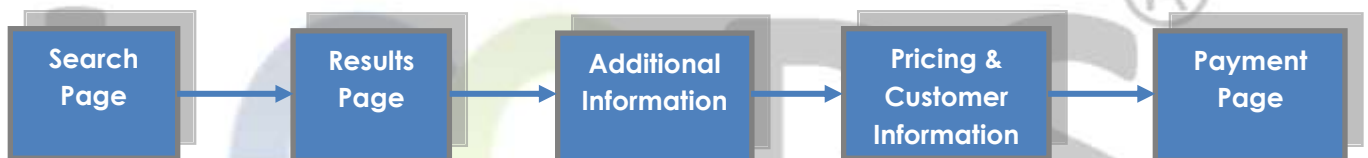
INTRODUCTION

This document illustrates the main features which will comprise of the travel agent system for Life Leisure Holiday (LLH), through which customers can book packages online.

The proposed online travel system for LLH will be primarily made up of the following modules

1. Customer Module
2. Administration Module

CUSTOMER MODULE

The following diagram illustrates the five steps that a customer will be going through in order to book a package online

| Search Page | → | Results Page | → | Additional Information | → | Pricing & Customer Information | → | Payment Page |

Search Page

- Customers can enter their travel details (This will include Town, Number of Passengers (Adult, Child, Infant), Duration of Stay & Star Class)
- Customers will have the option to search by Package Type (Business, Honeymoon, Adventure etc)
- Customers will have an option to book a Bespoke Package where the information will be sent via e-mail for processing

(All Bookings will have an option for a Promotional Code (CUGO) which can be used for future promotions)

Result Page

- All the results will be displayed in a tabular format, displaying all the properties/Packages available for this duration
- Customer has an option to refine their searches by Price, Star Rating or Packages
- Customers can click on each of the packages for more information for each package which will include the following
    - Package Details and Itinerary
    - Photos of what you can see during the tour
    - Customer reviews of the tour (if any)
        - *The customer reviews for each of the properties will be linked to Trip advisor during the initial stages, until LLH get sufficient reviews on their own*

Additional Information

- Customers can select optional tours and add on for that specific tour

Pricing & Customer Information

- Customers can view the total price for the tour inclusive of all extras
- Customer can enter all the personal details in order to confirm the booking which will include the following:
    - Full Name
    - Passport Number and Country
    - Address
    - Phone Number(Land, Mobile)
    - E-Mail Address
    - Flight details (if any)

Payment

This page which will be linked to the relevant Internet Payment Gateway (IPG) which will be used by LLH

Once payment is made the customer will get a PDF document which will be emailed which will include all the details of the reservation

ADMINISTRATION MODULE

This is the back end module, through which LLH can manage the inventory of all the packages offered, which will include the following features

Package Management: Through this LLH can create/modify/delete each of the respective packages available, upload the photos and update the customer testimonials

Revenue Management: This module will allow LLH to manage the prices for each of the packages; prices can either be uploaded through a CSV format or entered directly from the system. The main features of this module will be as follows:

- Calendar view, where you can set different prices for each package throughout the year
- Manage each of the packages separately

Hotel Management: This module will allow LLH to manage all the properties and set prices for each of the star classes

Optional Tours: This module will allow LLH to manage all the optional tours, details of each tour and photos. Also each tour will be linked to a particular package (e.g. Snorkelling in Bentota or Elephant ride in Sigiriya)

Reservation Module: Through this module LLH will be able to track and monitor each booking made through the system (successful or unsuccessful), where all the successful bookings will be generated as an email to LLHR

Reporting: LLH will be able to extract the following information from the system

- Details of all bookings (successful and unsuccessful)
- Visitors to the shopping cart and all their IP address and country identification

Content Management Tool: Loops Solution will design an deploy a content Management tool for LLH use to update basic content throughout the website and through the Online reservation system

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For More Information and Inquires

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