# **Current Product Description**

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| **Document Intention:** | The current, in use, product description. |
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The existing software can accept blanks (Which are non-issued tickets) from an airline into the system. These blanks can then be sold by travel advisors which are assigned blanks by the office manager. These blanks can be different types (As represented by a 3-digit numeral code) defining what they can be used for (Journeys and the like via a coupon system not handled by sales). Blanks can be revoked if stolen, returned to the airline if unused and voided if a mistake is made when selling them. Travel Advisors can produce their individual sales reports for interline and domestic while office managers can produce reports for any travel advisor and global reports for interline and domestic sales. The system does not use a graphical interface at the moment (Terminal used) nor does it have adequate security so different roles can access functions they shouldn’t be able to. A limitation in the software requires manual coding of the currency exchange rate each time a sale is made in a different currency, which can lead to errors if the information is incorrect. If this occurs, the entire sale must be deleted and recreated, causing inconvenience. Furthermore, commission rates for tickets sold by travel agents are also hard-coded, adding to the limitations of the system. The system also struggles with concurrency control issues with the database, causing further complications in the smooth functioning of the system. The system lacks a discount system for valued customers and requires payment on the spot as late payments are not supported. The system also lacks the ability to perform accurate refunds as the current commission rate is not stored with the sale.