



FPT ACADEMY INTERNATIONAL
FPT – APTECH COMPUTER EDUCATION



Tourgether

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Month 4 Year 2025

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ACKNOWLEDGE

We would like to take this opportunity to express our deep gratitude to all individuals and organizations who have supported and accompanied our team during the implementation of this project.

First of all, we would like to express our sincere gratitude to our supervisor, who has devotedly guided us, given us valuable suggestions and encouraged us to overcome not only the technical challenges but also the psychological pressures during the research and implementation process. Thanks to her support and encouragement, our team was able to successfully complete the project.

Next, we would like to express our sincere gratitude to the consulting team at the enterprise, who provided us with the opportunity to apply theoretical knowledge into practice. The experiences gained from this project will certainly be of great help to our future careers. In addition, we would also like to thank the staff and collaborators at the project implementation unit, who have created favorable working conditions, shared experiences and supported us in every step of the implementation.

Finally, we cannot fail to mention the team members and companions, who are always ready to help, contribute ideas and overcome difficulties together during the implementation process.

The

enthusiasm and spirit of cooperation of everyone are important factors helping the project achieve the expected results.

Sincerely thank you all!

INTRODUCTION

We are living in an era where technology empowers people to plan their travel experiences more conveniently than ever. From spontaneous weekend getaways to meticulously planned holidays, travelers today expect flexibility, speed, and personalization — all at their fingertips.

Tourgether is a travel company that bridges the gap between traditional tour planning and modern travel demands by offering a smart, user-friendly platform. We specialize in organizing and selling both **predesigned tour packages** and **customizable private tours** based on each customer's preferences.

Tourgether is ideal for individuals, groups, or families who are looking for ready-made tour options or want to create a personalized travel itinerary. Whether you are short on time, new to travel planning, or simply want expert help to craft the perfect experience, Tourgether is designed for you.

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Tourgether customers can:

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- Quickly search for tours by destination, travel style, or preferred time.
- Explore detailed information about each tour, including itineraries, included services, and real customer reviews.
- Easily book tours online through a secure and convenient payment system.
- Track booking history, manage upcoming trips, and receive updates related to their travel plans.
- Customize tours to their liking, selecting departure and return dates, destinations, transportation, accommodations, and activities—all within their budget.

PROBLEM DEFINITION

- After analyzing the project requirements of **Tourgether**, in order to best meet customer needs, we have concluded that to achieve optimal results, the system should address the following issues:

FROM THE VIEWPOINT OF VISITORS

- The homepage will display featured tours, a suitable brand logo, and ensure that the logo appears consistently on all pages of the website.
- The navigation header and footer will include all the main functions of the website.
- Visitors can view tour details, add tours to their cart, place bookings, and complete online payments.
- Visitors are able to search for and filter available tours based on various criteria such as price, location, duration, and type of experience.
- Users can submit requests to design custom tours based on their personal preferences.

FROM THE VIEWPOINT OF THE ADMINISTRATOR

- Secure login access is provided for administrators and staff, ensuring role-based permissions and controlled access to the Tourgether system.
- Comprehensive tour management, allowing administrators to create, view, update, delete, and efficiently manage both pre-designed tour packages and customized bookings.
- Staff administration and role assignment, enabling the registration of new employees, assigning specific responsibilities, and maintaining an organized workforce for optimal system operations.

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CUSTOMER'S REQUIREMENTS SPECIFICATIONS (CRS)

CLIENT: Tourgether

BUSINESS/PROJECT OBJECTIVE:

The project is an online platform that enables customers to easily search for, book, and customize their travel itineraries. This system not only offers convenience but also enhances travel experiences through personalization, optimizing the booking process, and efficiently managing trips.

INPUT TO THE SYSTEM:

From the Administrator (Admin)

The administrator must provide and manage the following data to operate the system:

- Tour information: Includes destination, itinerary, pricing, included services, and images.
- Custom tour packages: Configure the system to allow customers to create their own travel itineraries.
- Payment method setup: Define safe and reliable online payment options.
- Support policies and contact information: Provide necessary details for customer inquiries and assistance requests.
- Service catalog: Includes transportation options, hotels, tour guides, and additional activities.
- Staff management: Register and assign roles to support team members.

From the Customer

Customers need to input the following information when using the system:

- Track itinerary, departure time, destination details, and accommodations.
- Preferred itinerary: If opting for a customized tour, customers must specify departure date, return date, destinations, and budget.
- Transportation options: Choose between flights, buses, or other available travel methods.
- Tour activities: Select sightseeing, entertainment, and exploration experiences based on personal interests.
- Payment processing: Provide necessary details to complete the tour booking.

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OUTPUT TO THE SYSTEM:

For the Administrator

The administrator will be able to:

- Log into the system to manage all website content.
- Manage tour listings, including adding, editing, deleting, and updating tour details.
- Track bookings, confirm reservations, update statuses, and handle customer requests.
- Assign roles to staff, ensuring clear responsibilities within the system.

From the Customer

Customers will be able to:

- Search for tours based on destination, travel style, departure date, or budget.
- View detailed information about available trips, including itineraries, pricing, included services, and customer reviews.
- Choose from pre-designed tours or customize a travel plan based on personal preferences, including transportation, accommodations, and activities.
- Make secure online payments conveniently.
- Track booking history and manage upcoming trips.
- Submit feedback and request support for their travel experience.

SCOPE OF WORK

Features to be Implemented

LOGIN & Role Management

The system provides a login page for both administrators and staff members.

- Administrators have full control over the platform, while staff members have specific permissions based on their roles.
- Each staff account is assigned a clearly defined role to ensure effective system management.

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Tour Booking

- Pre-designed tours: Customers can search for tours based on destination, type, pricing, and travel dates.
- Custom tours: Customers can design their itinerary by selecting destinations, transportation, accommodations, and activities.
- Payment processing: Customers can save tour selections before completing the payment online.
- Booking confirmation: The system automatically updates order statuses and sends confirmation emails to customers.

Product & Booking Management

- Administrators can add, edit, or delete tour packages within the system.
- They can track booking statuses, confirm reservations, or cancel orders if necessary.

Reports & Analytics

- The system generates reports on tour bookings, cancellation rates, and emerging travel trends.
- Administrators can use this data to improve services and adjust business strategies.

HARDWARE/ SOFTWARE REQUIREMENTS:

HARDWARE

Web Server

Processor	Intel Core I7 or higher.
Memory	32 GB RAM or greater.
Modem/ADSL	Internet access is required.

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Client

Processor	Intel Core I5 or higher.
Memory	8 GB RAM or greater.
Monitor	Super VGA (1024x768) or higher resolution.
Modem/ADSL	Internet access is required.

SOFTWARE

Web Server

Operation System	Window 7 or later.
Browser	Google Chrome version 35.
Database	MySQL.
Software	Internet Information Service
	PHP – Laravel framework

Client

Operation System	Window 7 or higher.
Browser	Google Chrome version 35.

DEVELOPMENT SOFTWARE

- Microsoft Windows 10.
- MySQL.

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- Visual Studio Code.
- Google Chrome.
- XAMPP.

TECHNOLOGY

- PHP – Laravel framework.
- JQuery.
- Javascript.
- HTML/CSS/Bootstrap.

TASK SHEET REVIEW 1

Project: Liquor Stores		Project Name	Activity Plan Prepared By	Date of Preparation of Activity Plan:			
Sr./No.	Task			Actual Start Date	Actual Days	Team member name	Status
1	Acknowledgment	Tourgether	Nhân	19-Apr-25	1	Khánh	Completed
2	Introduction			19-Apr-25	1	Khánh/Nhân	Completed
3	Problem Definition			19-Apr-25	1	Nhân	Completed
4	Customer Requirement Specification (CRS)			19-Apr-25	1	Huy	Completed

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5	Scope of work		19-Apr-25	1	Huy/T.Anh	Completed
6	HARDWARE/ SOFTWARE REQUIREMENTS		19-Apr-25	1	T.Anh	Completed
7	TaskSheet		19-Apr-25	1	T.Anh	Completed
Date 22-Apr-25						

Signature of Instructor:	Signature of Team Leader:
Ms.Le Mong Thuy	Nguyen Minh Nhan

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REVIEW 2

1.USECASE



VISITOR



➤ AVAILABLE TOUR

Author		
Use case name	Available Tour	
Actors	Visistor	
Decription	Show all available tour	
Requirements	None	
Basic flow	Actor's action	System's responses:
	1. visitor click 'Available Tour' on Home page 3.visitor click 'Xem chi tiet' button 5.vistor click 'Quay lai danh sach tour' button 7.visitor click 'Dat tour' button 9.Visitor input So luong khach, Ten lien he, Email lien he, So dien thoai lien he, then click 'Tien hanh thanh toan' button	2.System redirects to Available tour page that show all available tour and 'Xem chi tiet' button 4. System redirects to tour-detail page with all detail and 'Dat tour' button, 'Quay lai danh sach tour' button 6. System redirects to Available tour page 8. System redirects to booking page with the following controls: -"So luong khach" number -"Ten lien he" text field -"Email lien he" text field -"So dien thoai lien he" text field -"Tien hanh thanh toan" button 10. System redirects to card-payment page with the following controls: -"Chon Phuong thuc thanh toan" optional -The Qr code with information -"Xac nhan thanh toan" button
Exceptions	Actor's action	System's action

➤ CUSTOM TOUR

Author		
Use case name	Custom Tour	
Actors	Vistor	
Description	Vistors can create tour optional	
Requirements	None	
Basic flow	Actor's action:	System's responses:
	1.Vistor click on 'Custom tour' at home page	2. system redirects to custom-tours page with the following controls:

		-'Diem den' optional -'Ngay di' day optional -'Ngay ve' day optional -'Kinh phi' optional 'Phuong tien' optional 'Ten' text field -"So dien thoai" text field -'Email' text field -'Tiep tục' button
	3. Visitor input and choose Diem den, Ngay di, Ngay ve, Kinh phi, Phuong tien, Ten, So dien thoai, Email, Tiep tục then click 'Tiep tục' button	4. System redirects to payment page with the following controls: -'Chon Phuong thuc thanh toan' optional -The Qr code with information -'So the' text field -'Ngay het han' text field -'CVV' text field -'Xac nhan thanh toan' button
	5. Visitor input and choose Chon Phuong thuc thanh toan, scan QR code or input So the, Ngay het han, CVV, then click 'Xac nhan thanh toan' button	6.system show success message with 'Ma dat tour' code and 'OK' button
	7. Visitor click 'OK' button	8.System redirects to home page

➤ My Booking

Author		
Use Case Name	My Bookings	
Actors	Customers	
Description	Customers who already booking and have 'Ma dat tour' code can see these Booked tour	
Requirement	Customer already Booking tour	
Pre-condition	Customer provides their 'Ma dat tour' code	
Post-condition	Success:	
	Fail: Show message "Loi! Khong tim thay thong tin dat tour voi ma nay."	
Basic flow	Actor's action:	System's action:
	1. Customer click 'My Bookings' button at home page	2.system redirect to 'my-booking' page with the following controls: - 'Nhap ma dat tour' text field - 'Tra cuu' button
	3. Customer input correct 'Ma dat tour' code and click 'Tra cuu' button	4. System redirect to my-booking/search page with full of information: 'Ma dat tour', 'Tên khách hàng', Nguyễn Thị Mỹ Nhân', 'Email khách hàng', 'Số điện thoại

		khách hàng', 'Số lượng khách', 'Tổng giá', 'Trạng thái thanh toán', 'Ngày đặt', 'Tên Tour', 'Mô tả Tour', 'Giá Tour', 'Ngày đi', 'Ngày về', 'Tên Tour Guide', 'Số điện thoại Tour Guide', 'Tên Driver', 'Số điện thoại Driver',
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- ADMIN
- LOGIN AS ADMIN

Author		
Use case	Login	
Actor	Admin and Staff	
Description	Admin and Staff can login	
Requirements	Admin and Staff provides username and password	
Post-condition	Success: Logged into website	
	Fail: Refill information	
Basic flow	Actor's action	System's action
	1. click on 'Login' button at home page	2. System redirect to login page with following control: -'Email' text field -'Password' text field hidden -'Forgot your password' link -'Login' button -'Remember me' box
	3. Actor input 'Email' and 'Password' then click 'Login' button	4. System validates the information
		5. System login and redirect to admin home page
Exception	Actor's action	System's action
	1. Actor inputs invalid email and password	2. System redirects to Login page with the following controls: -'Email' text field -'Password' text field hidden -'Forgot your password' link -'Login' button -'Remember me' box -The error message: "These credentials do not match our records."

➤ Quản Lí Tour

Author		
Use case name	Tour Management	
Actor	Admin	
Description	When admin want to manage tour	
Pre-condition	Actor is login as Admin	
Basic flow	Actor's action	System's responses
	1. Actor chooses Tour Management on Menu	2. System redirect to 'overview' page and display 2 option: - 'Quản Lí Tour Có Sẵn' link - 'Quản Lí Tour Tự Tạo' link

➤ Quản Lí Tour Có Sẵn

Author		
Use case name	Quản Lí Tour Có Sẵn	
Actor	Admin	
Description	When admin want to manage available tour	
Pre-condition	Actor is login as Admin	
Basic flow	Actor's action	System's responses
	1. Actor choose 'Quản Lí Tour Có Sẵn'	2. System redirect to 'Avail-tours' page with following controls: - 'Tên Tour' text box - 'Ngày đi' day box - 'Ngày về' day box - 'Giá tối đa' number box - 'Tìm kiếm' button - 'Xóa' button - ' Thêm mới Tour ' link - 'DSKH' link - 'Xóa' button - 'Sửa' link
	3.1 Actor choose 'Thêm mới tour'	4.1 System redirect to 'Avail-tours/create' page with following controls: - 'Lưu tour' button - 'Hủy' button
	3.2 Actor choose 'DSKH'	4.2 System redirect to 'Avail-tours/'"tours ID"' page
	3.3 Actor choose 'Sửa'	4.3 System redirect to 'Avail-tours/'"tours ID"/edit ' page with following controls:

		-‘Cập nhật Tour’ button -‘Hủy’ button
	3.4 Actor choose ‘Xóa’	4.4 Display message “Bạn có chắc chắn muốn xóa tour này?” -‘OK’ button -‘Hủy’ button

➤ Quản Lí Tour Tự Tạo

Author		
Use Case Name	Quản Lí Tour Tự Tạo	
Actor	Admin	
Description	When admin want to manage custom tours	
Pre-condition	Login as admin	
Basic Flow	Actor’s action	System’s responses
	1.Actor choose ‘Quản Lí Tour Tự Tạo’	2. System redirect to ‘custom-tours’ page with following controls: -‘Sửa’ link -‘Xóa’ button -‘Pending’ Optional box
	3.1 Actor choose ‘Sửa’	4.1 4.3 System redirect to ‘custom-tours/”tour ID” /edit’ page with following controls: -‘Cập nhật’ button
	3.2 Actor choose ‘Xóa’	4.2 Display message “Bạn có chắc chắn muốn xóa tour này?” -‘OK’ button -‘Hủy’ button

➤ Quản Lí Nhân Viên

Author		
Use Case Name	Quản Lí Nhân Viên	
Actor	Admin	
Description	When admin want to manage staff	
Pre-condition	Login as admin	
Basic Flow	Actor’s action	System’s responses
	1. Actor choose ‘Quản Lí Nhân Viên’	2. System redirect to ‘admin/staff’ page with following controls: -‘TextBox’ Text Box -‘Tìm Kiếm’ Button -‘Xóa’ Button

		-‘Thêm Nhân Viên Mới’ Link -‘Xem’ Button -‘Sửa’ Button -‘Xóa’ button
	3.1 Actor choose ‘Tìm Kiếm’	4.1 System find staff by ‘Name’, ‘Phone Number’, ‘Staff ID’.
	3.2 Actor choose ‘Thêm Nhân viên mới’ button	4.2 System redirect to ‘admin/staff/create’ page with following controls: -‘Textbox’ -‘Thêm mới’ Button -‘Hủy’ Button
	3.3 Actor choose ‘Xem’ button	4.3 System redirect to ‘admin/staff/”Staff ID”’ page with following controls: -‘Sửa’ Button -‘Quay Lại Danh Sách’ Button
	3.4 Actor choose ‘Sửa’ Button	4.4 System redirect to ‘admin/staff/”Staff ID”/edit’ page with following controls: -‘Text Box’ -‘Cập Nhật’ Button -‘Hủy’ Button
	3.5 Actor choose ‘Xóa’ Button	4.5 System show up message “Bạn có chắc chắn muốn xóa nhân viên này? Hành động này sẽ không thể hoàn tác!” With 2 button “Vâng, xóa!” and “Hủy”

➤ Quản Lý Khách hàng

Author		
Use Case Name	Quản Lý Nhân Viên	
Actor	Admin	
Description	When admin want to manage staff	
Pre-condition	Login as admin	
Basic Flow	Actor’s action	System’s responses

