**T2P: Problem Statement**

**T2P-1.0 INTRODUCTION**

Ticket to Paradise (T2P) is a software program that helps travel agency to manipulate ticket information, client’s information and to monitor flight information.

**T2P-2.0 STAFF ACCESS**

T2P shall allow staffs to check price, change number of ticket and receive warning message if ticket is sold out and time changes for specific ticket when staffs entered administrator account.

Staff shall allow to refund money back to customer.

**T2P-3.0 CUSTOMER ACCESS**

T2P shall have two ways to login:

* Login as existing client – T2P shall ask the user for new flight information. Before booking new flight, the application shall ask client if he/she wants to change payment method and confirm personal information. After booking the flight, it shall record his/her booking history and sort by date and time.
* Login as guest – T2P shall pop out a window and ask him/her for destination and time. Before booking the flight, T2P shall tell him/her the benefits of signing up T2P and asks him/her if he/she want to sign up. When he/she checks out T2P shall ask customer for personal information (first and last name, date of birth, contact info, payment information). For guest who signs up, T2P shall record this trips in his/her history. For guest who doesn’t sign up, T2P will delete this record.

T2P shall ask customer for travel information including type of trip (one way/ round trip), number of passengers, date, class, etc. T2P shall include a flight tracking information system where the customer shall get real time updates on the flight.

**T2P-4.0 SECURITY**

T2P shall ask user to input personal information (used password, contact information), and a secured password in order to create an account, and it shall not allow duplicate username. T2P shall allow user to retrieve password/username if user forget password/username by pre-registered personal E-mail

T2P shall allow customer to change his/her password with confirmed personal information (used password, contact information), and it shall not allow staffs to change their password. Staffs shall have access to client’s personal information without permission to change.

**T2P-5.0 REWARD SYSTEM**

T2P shall apply gift points for existing client to redeem, which shall be based on their amount of purchase. The clients shall be able to redeem the points as a coupon code and use it towards their next booking(1 USD= 1 point).

The Total money that is spent on T2P divides customers into 3 levels.

1. The customers who have spent more than 5000 but less than 10000 dollars shall be bronze

customers. Bronze customers shall have 3% off on every booking.

2. The customers who have spent more than 10000 but less than 20000 dollars be silver customers. Silver customers shall have 5% off on every booking.

3. The customers who have spent more than 20000 dollars shall be Golden customers. Golden customers shall have 10%off on every booking.

While return customers log in, T2P shall pop out a window, which gives them a “recommend friends” code and asks them to invite their friends to use T2P. If new customers sign up with “recommend friends” code, the account that “recommend friends” belongs to shall get the same points as new customers get in the first trip.

Each new customer that enters the “recommend friends” code while he/she sign up shall get double points on his/her first trip at T2P.

**T2P-6.0 FLIGHT INFORMATION**

Tickets from different contracted airline(Delta Airline, Air Canada, Alaska Airline, American Airline, SouthWest Airline) shall be found in the database. T2P shall update number of tickets left periodically, and immediately when purchase are completed by customer.

T2P shall state tickets that are on sale are not refundable.

T2P shall show customer the policy to refund tickets is not 100% of original price.