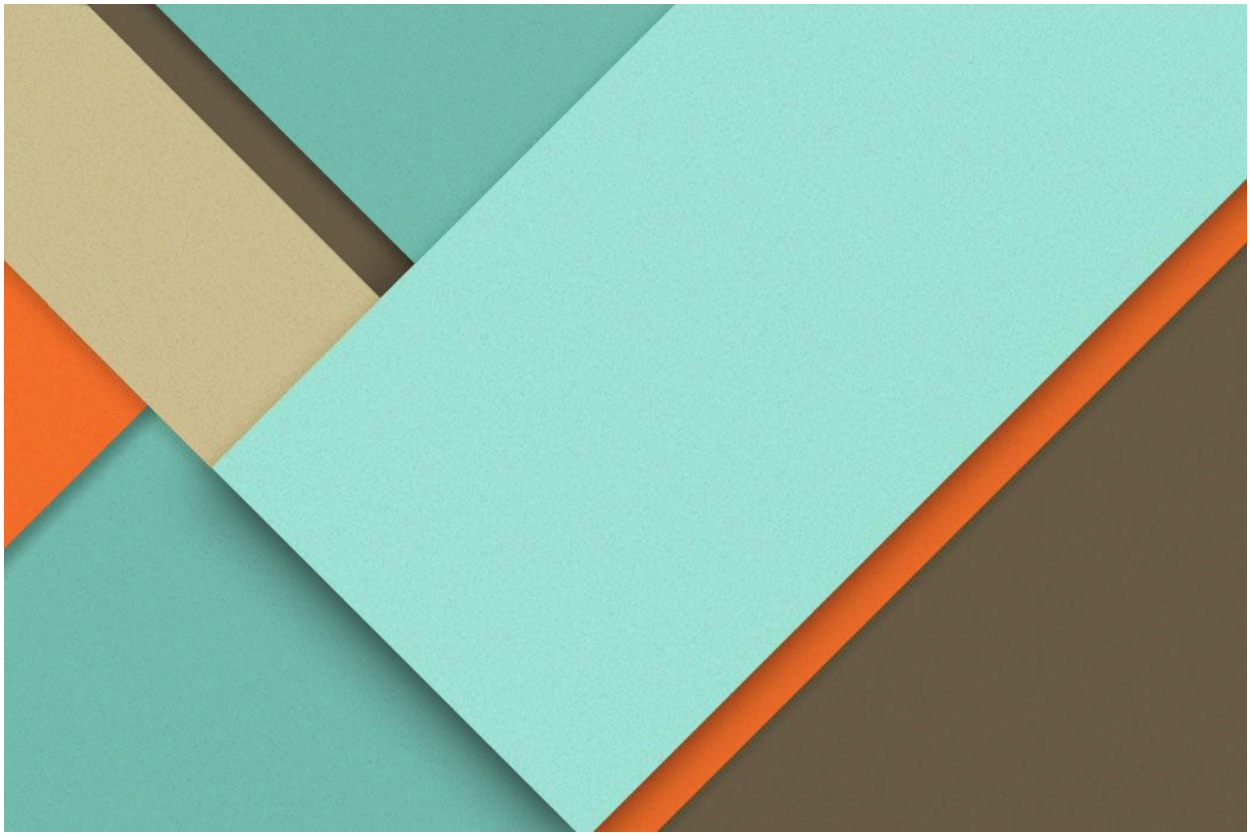


USER MANUAL

13.11.2025

Software : Nexa

cs455 - Course Project

Group Name - Arcade Nation

Overview

The purpose of this document is to make users get acquainted with the various features and functionalities of this application, explaining all the operations which can be done by them.

Product Scope

The Nexa Booking Platform aims to provide a unified and seamless solution for users to search, book, and manage travel across multiple transportation modes—including buses, trains, and flights. Instead of dealing with fragmented websites, inconsistent updates, or unreliable availability information, Nexa centralizes the entire travel process into one simple and intuitive interface.

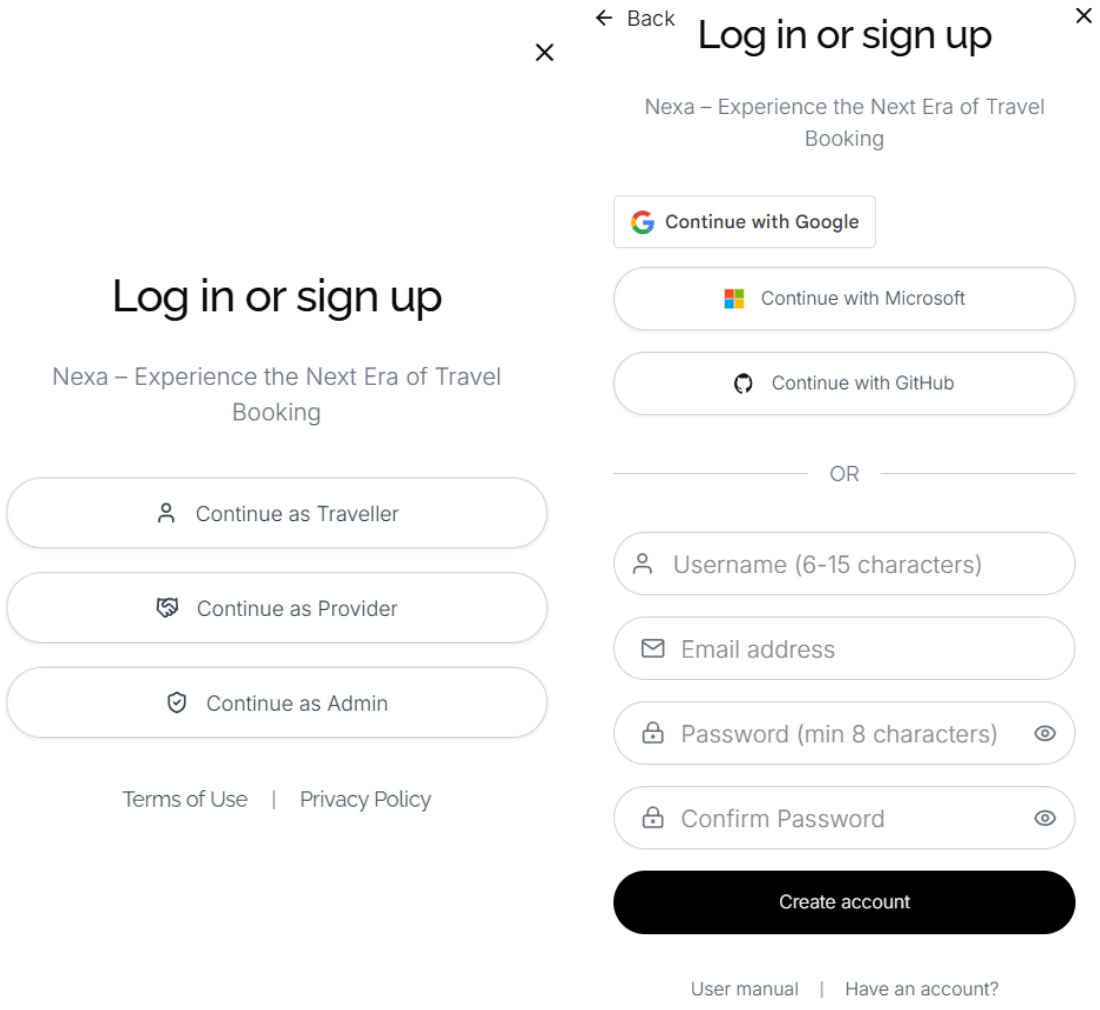
The platform allows users to explore different routes, compare prices, check real-time seat availability, and make instant bookings with secure in-app payments. Users can also reserve tickets for later, manage their bookings, reschedule or cancel trips, and track refunds—all within the platform. Nexa keeps users informed through automated notifications, travel alerts, and AI-driven trip planning support.

On the provider side, Nexa offers tools to manage routes, schedules, pricing, and seat layouts. Providers can monitor bookings, broadcast updates like delays or cancellations, and access analytics related to revenue, occupancy, and performance. Administrators maintain full oversight, ensuring verification of providers, system-wide monitoring, financial audits, and platform policies.

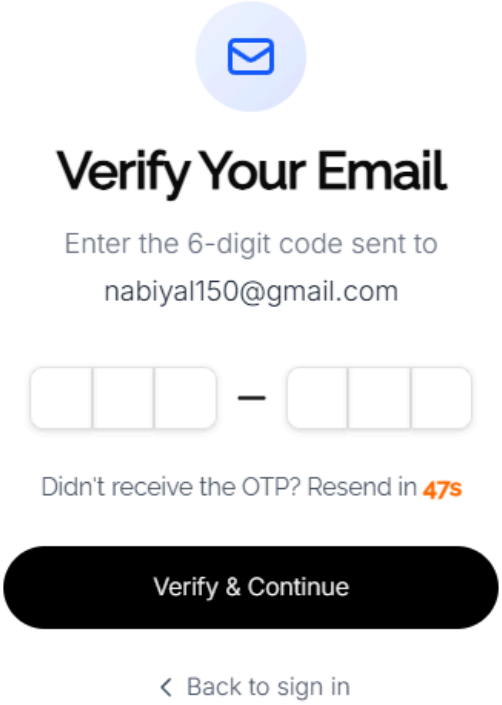
With built-in features like AI recommendations, dynamic pricing, loyalty rewards, community forums, and real-time journey tracking, Nexa reduces the complexity of travel planning for users while helping providers operate efficiently. The platform ultimately aims to make travel booking more transparent, reliable, and user-friendly for all stakeholders.

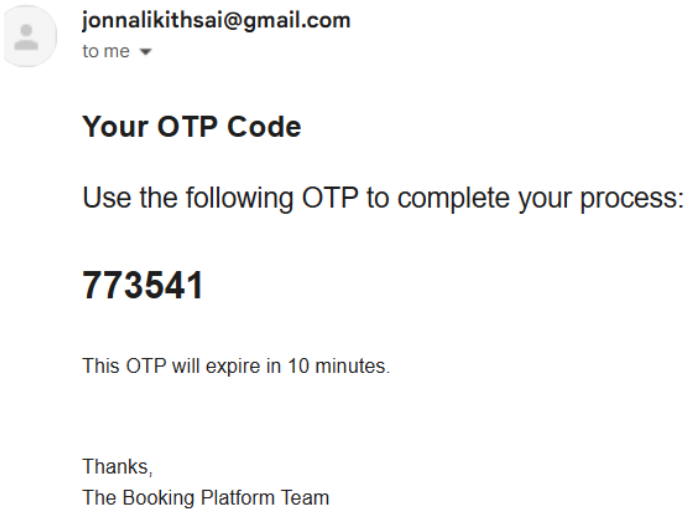
Guide for Users - Customers

Register



The User will have to first register in the Platform and will receive an OTP that is to be used for completing the account creation.

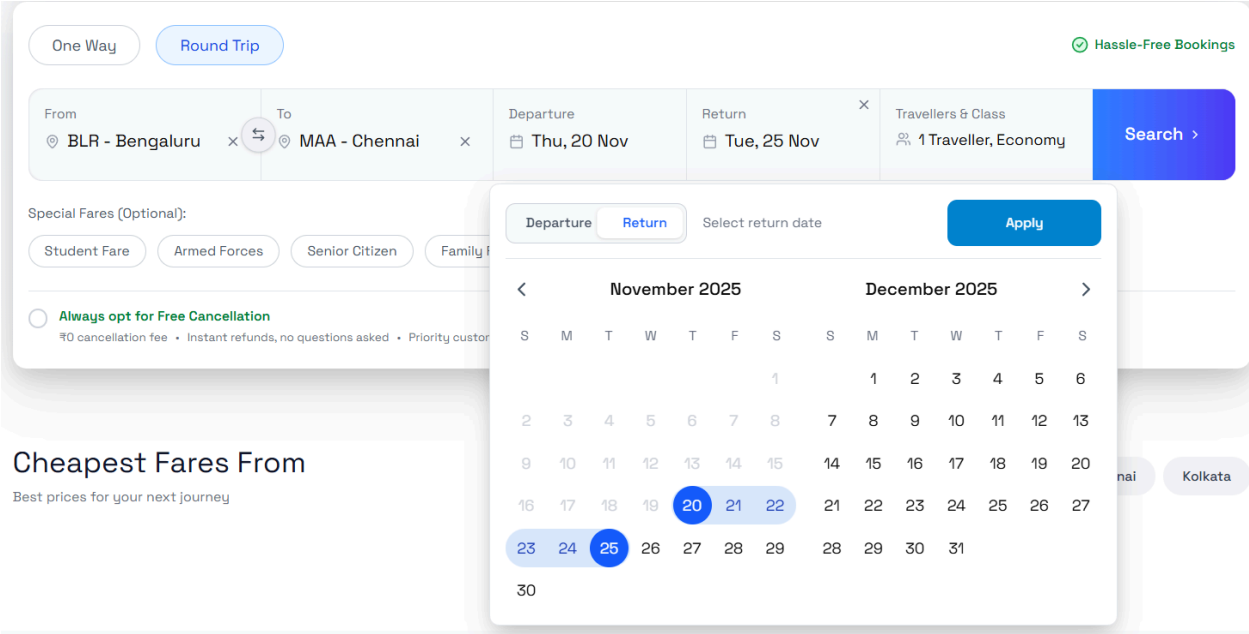




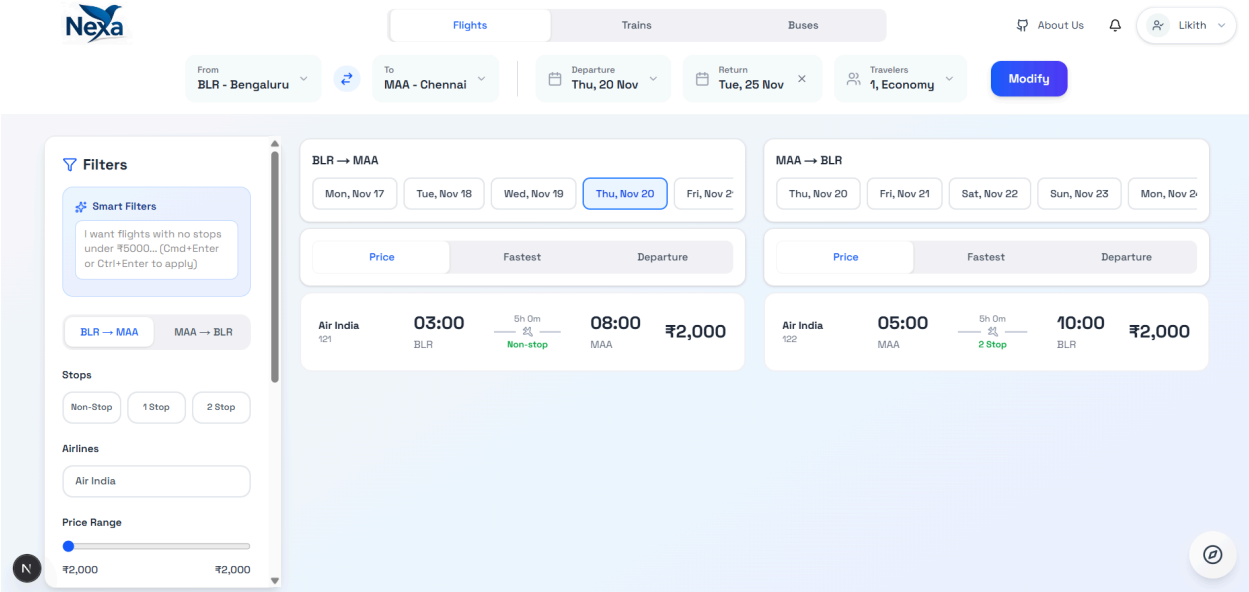
Upon Verification, The user can login to his/her account and continue to book

Booking

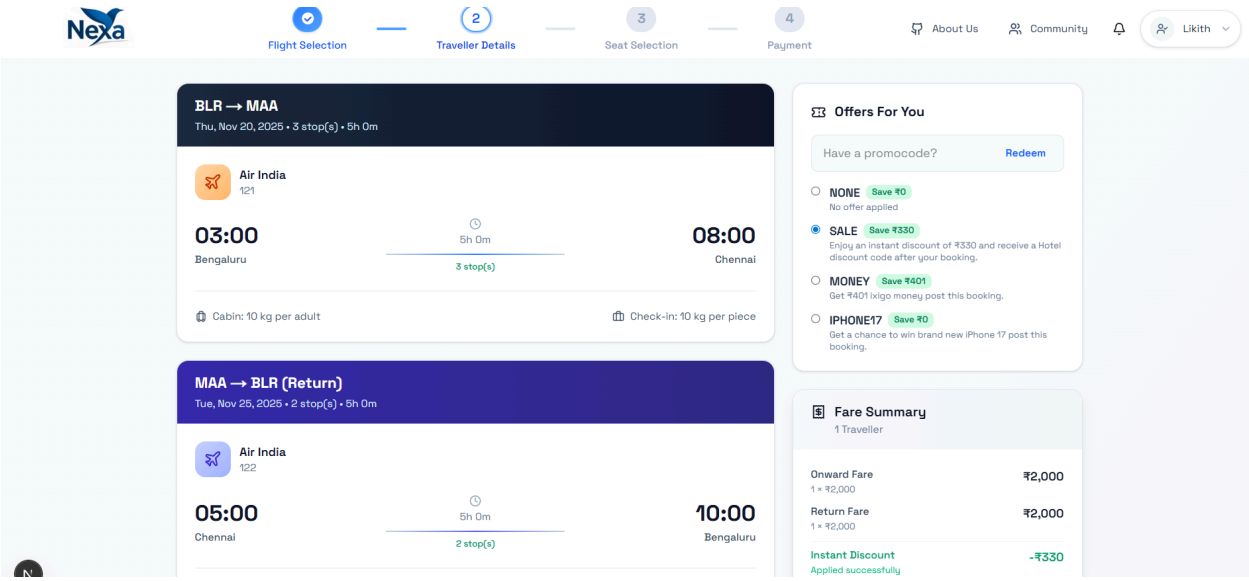
Login is mandatory for using the search and other functionalities.

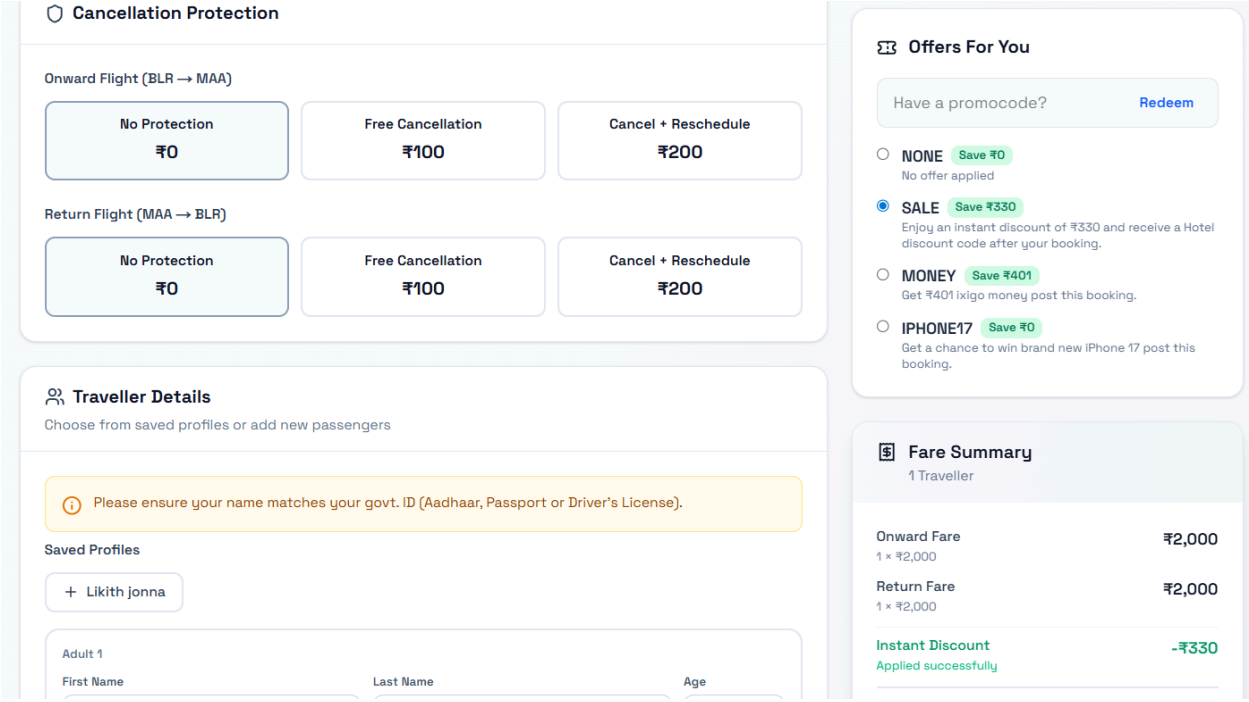


The user will have to select services and enter the source and destination and give the journey dates

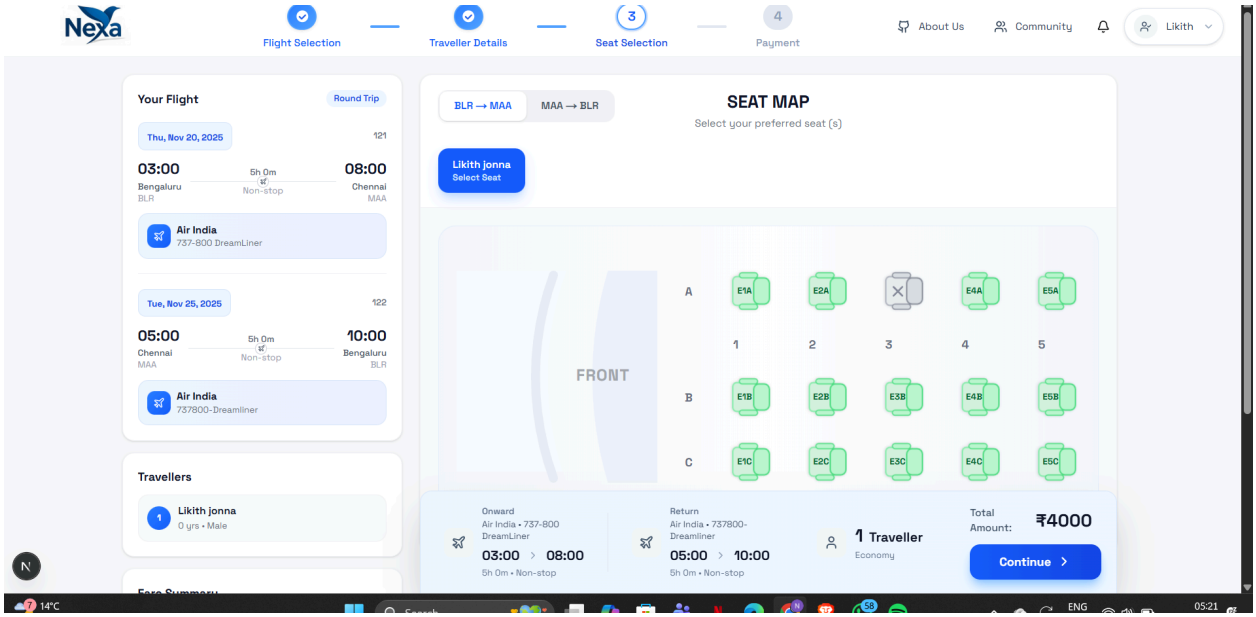


The user will then have to select the services and proceed the booking.

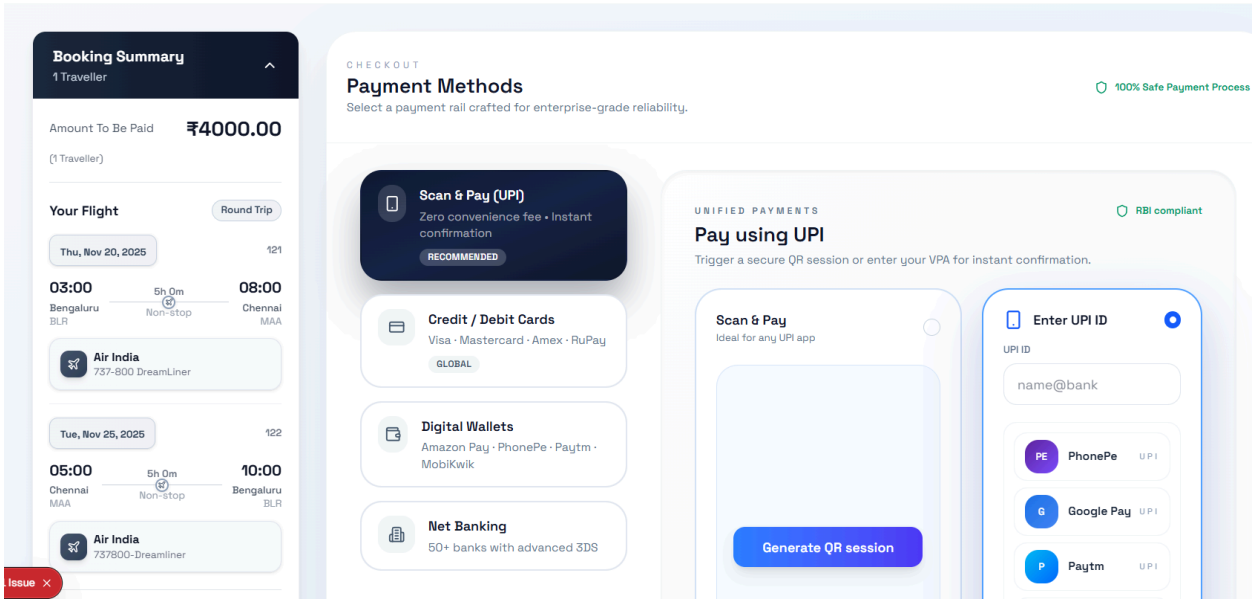




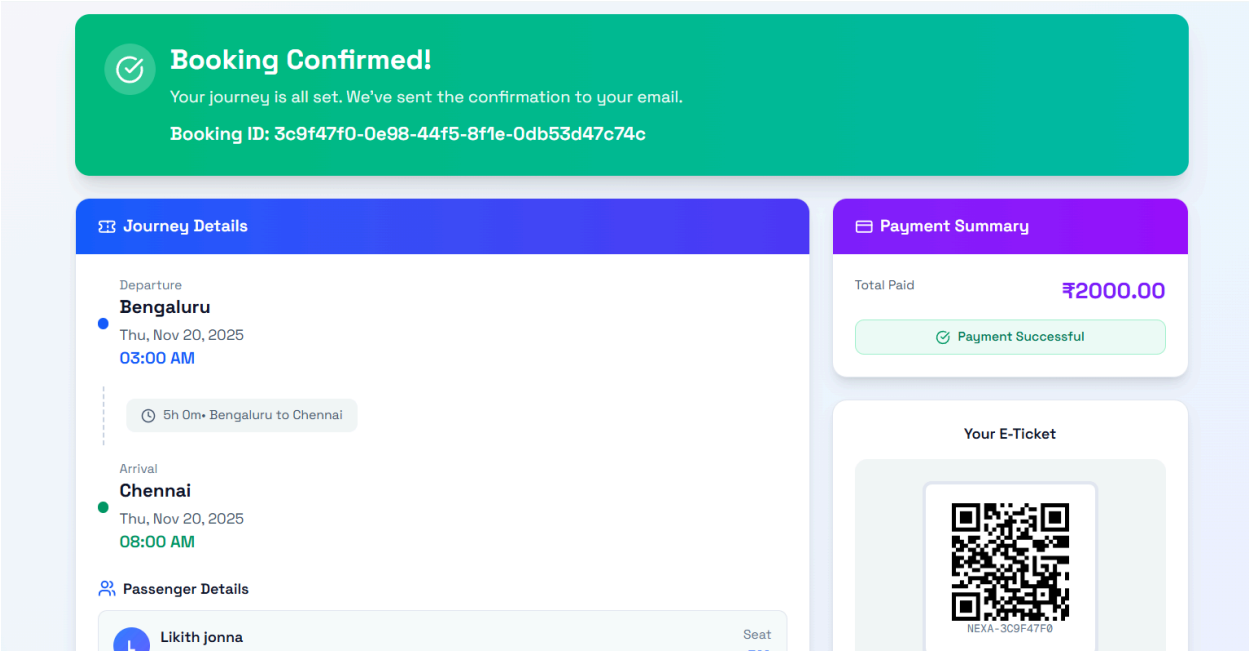
The User can also opt for free cancellation and reschedule at an extra fare, The saved users in the userprofile will also reflect her.



The User will then have to select seats from the Seat Map and the filled seats will be marked appropriately.



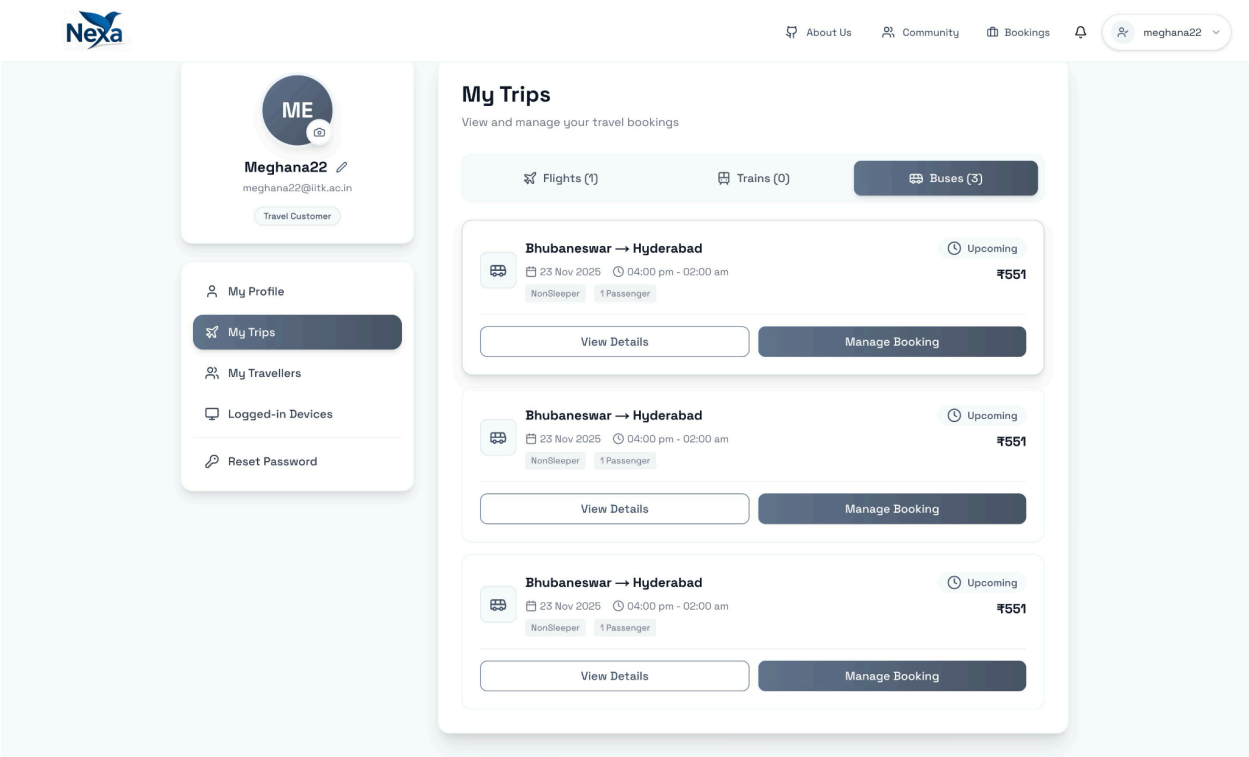
The User will then have to proceed to payment.



The user will then be redirected to the confirmation of the tickets.
The Bookings can also be viewed in the my bookings tab at the top. Due to the restriction at the DB end, The queued requests take significantly long to fetch.

Saved Profiles

Users can manage their bookings from the My Trips section in the Profile Page.
Management includes cancellation or rescheduling of the bookings made.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My Trips
My Travellers
Logged-in Devices
Reset Password
My Trips
View and manage your travel bookings
Flights (1)
Trains (0)
Buses (3)
Bhubaneswar → Hyderabad
Upcoming
23 Nov 2025
04:00 pm - 02:00 am
₹551
NonSleeper
1 Passenger
View Details
Manage Booking
Bhubaneswar → Hyderabad
Upcoming
23 Nov 2025
04:00 pm - 02:00 am
₹551
NonSleeper
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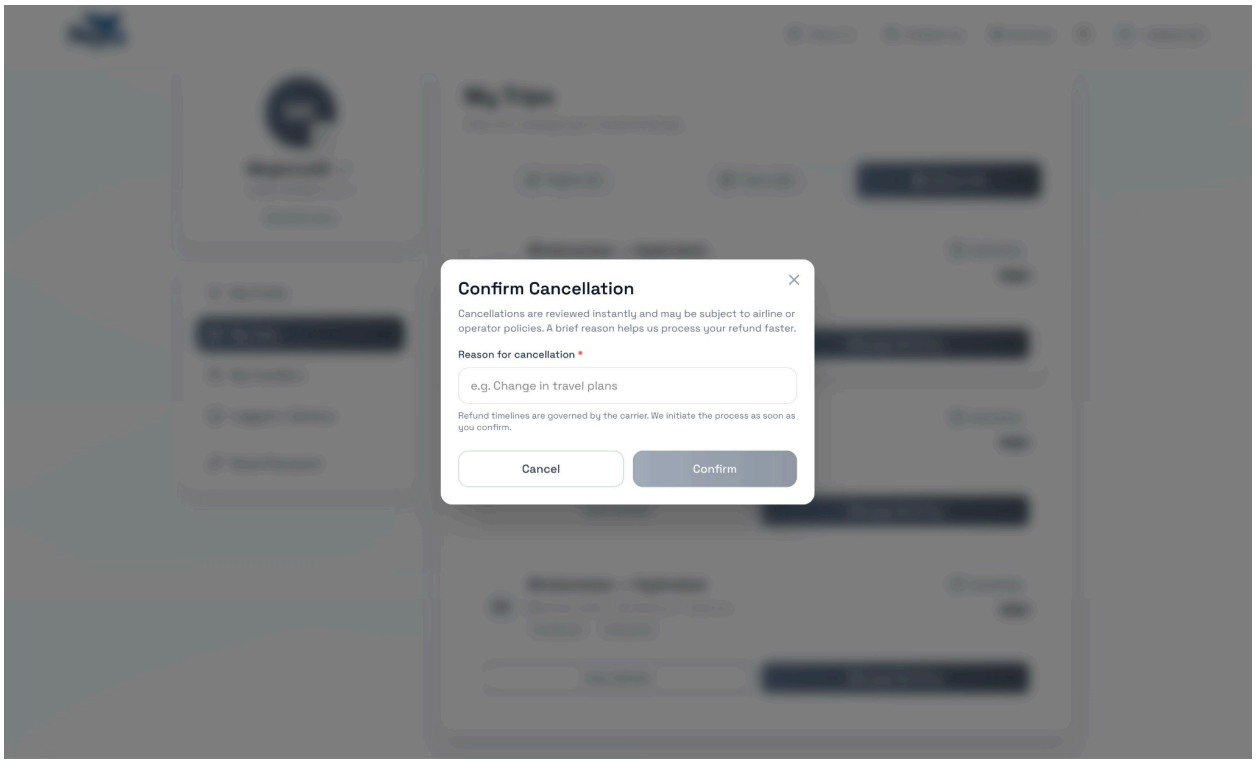
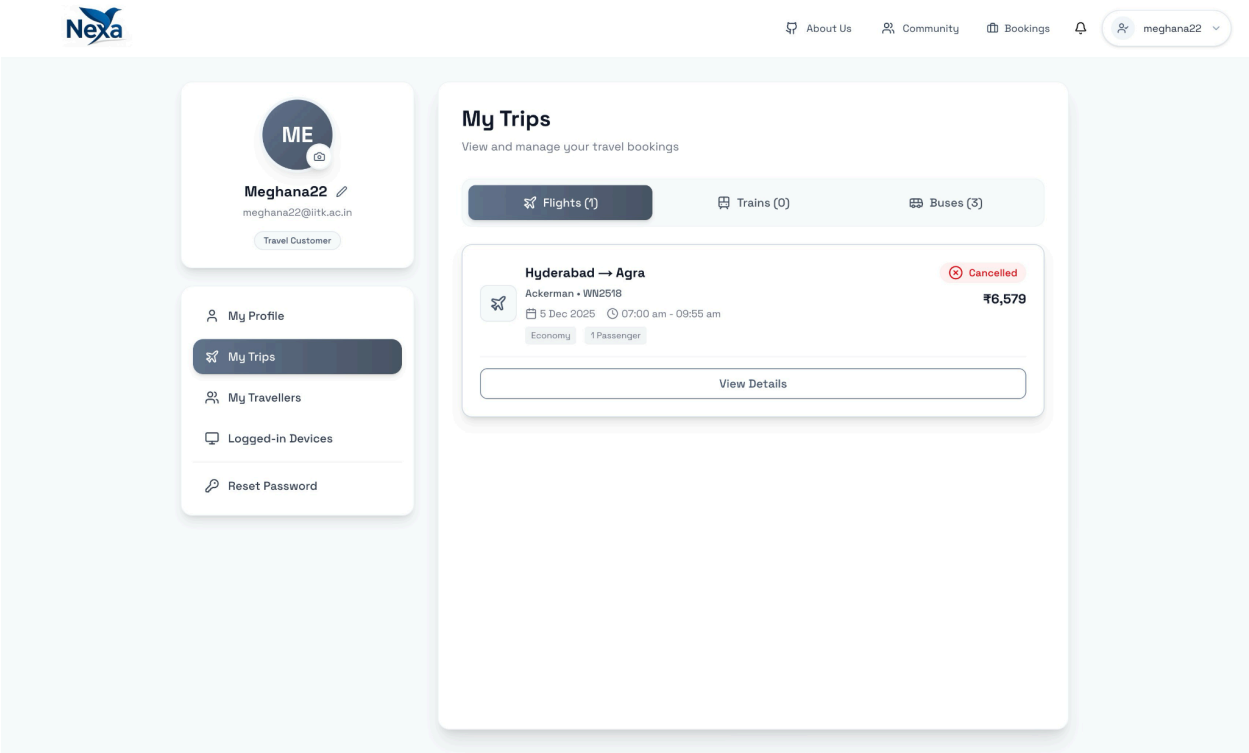
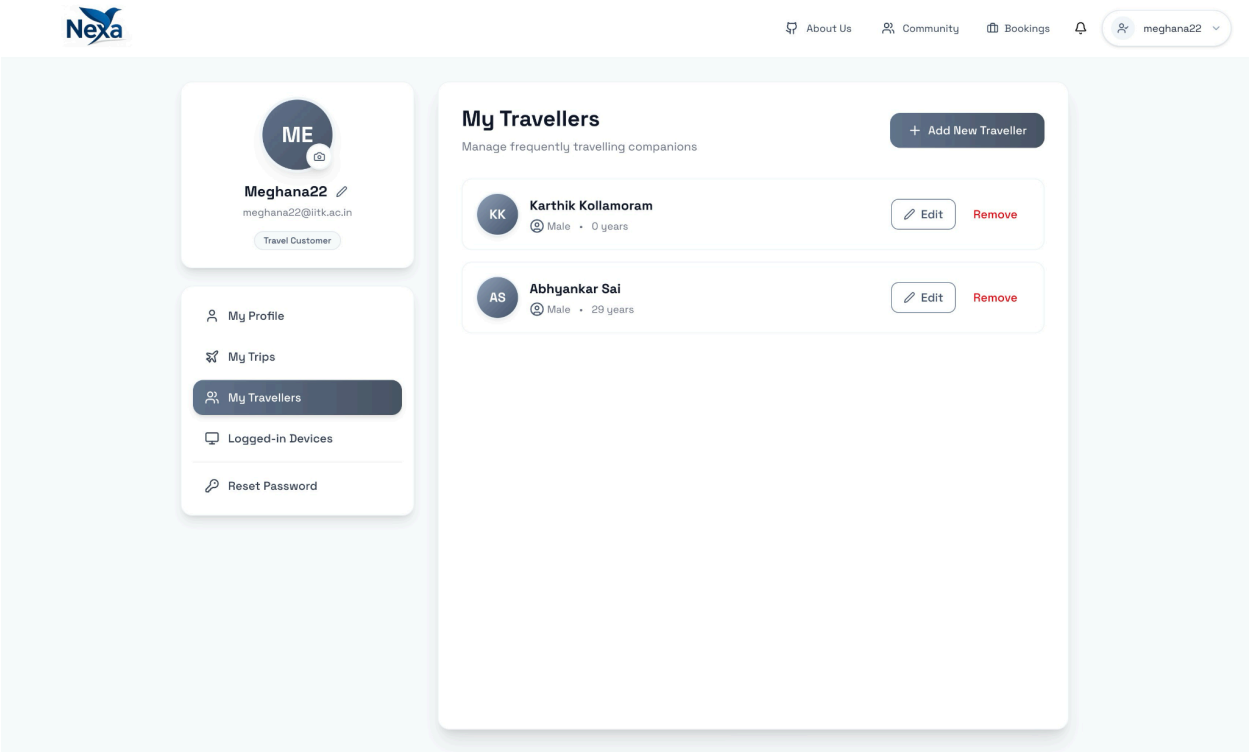

Confirm Cancellation
Cancellations are reviewed instantly and may be subject to airline or operator policies. A brief reason helps us process your refund faster.
Reason for cancellation *
e.g. Change in travel plans
Refund timelines are governed by the carrier. We initiate the process as soon as you confirm.
Cancel
Confirm

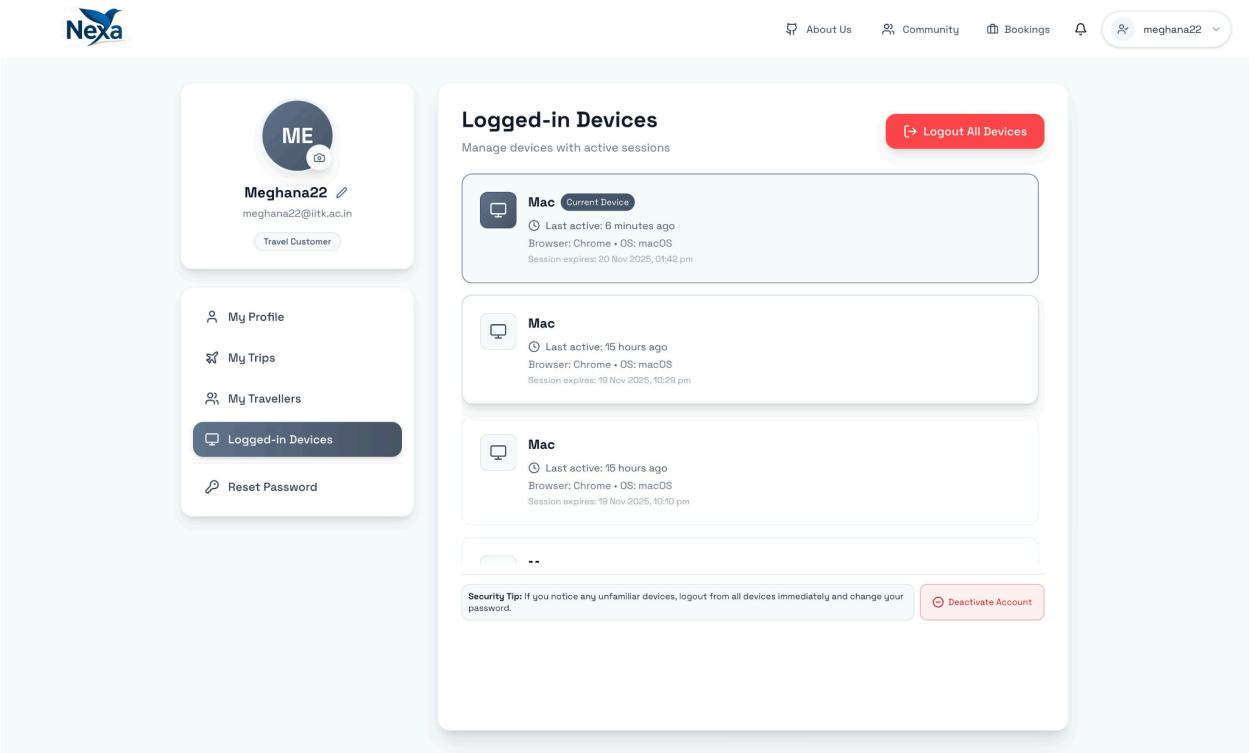


Saved Profiles



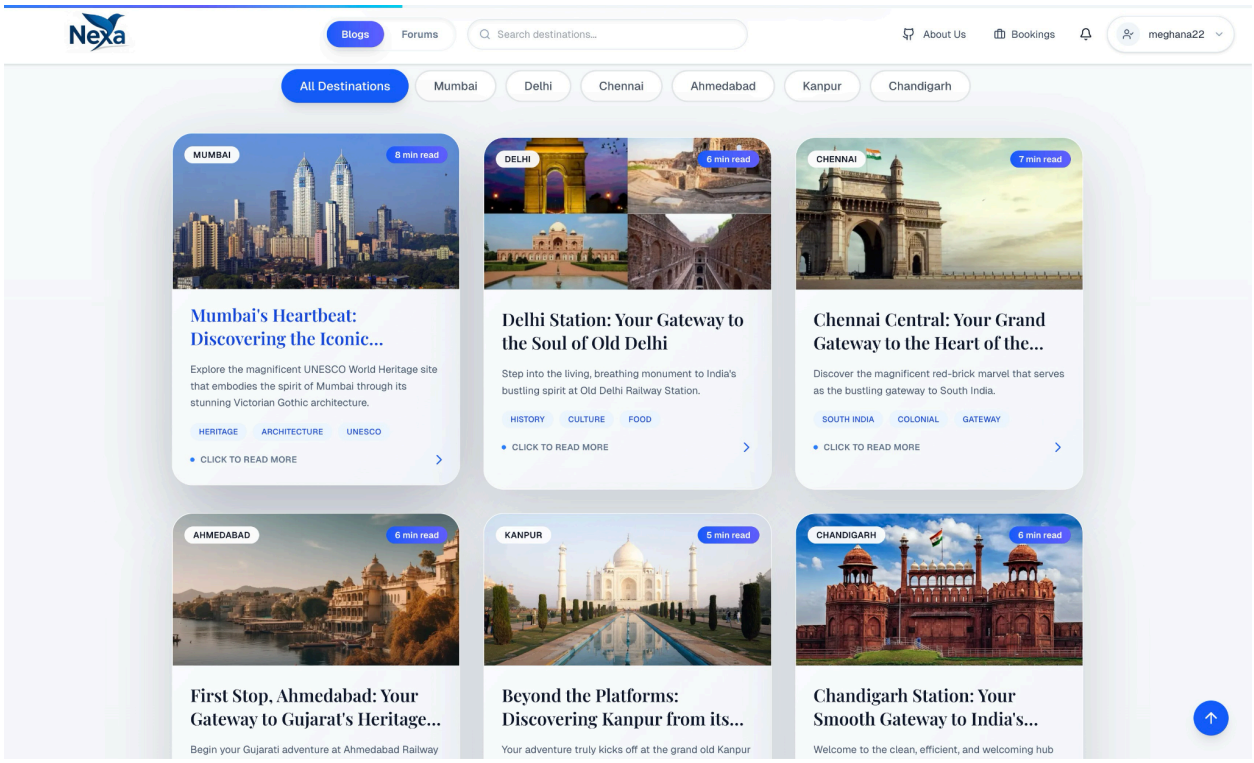
User can add saved profiles in the My Travellers Section in the Profile page for quick access while booking.

Session Management



User can view and logout of all the devices the account is logged into in the Logged in Devices Sections. User can also opt to Reset Password or Deactivate His or Her Account.

Forums & Blogs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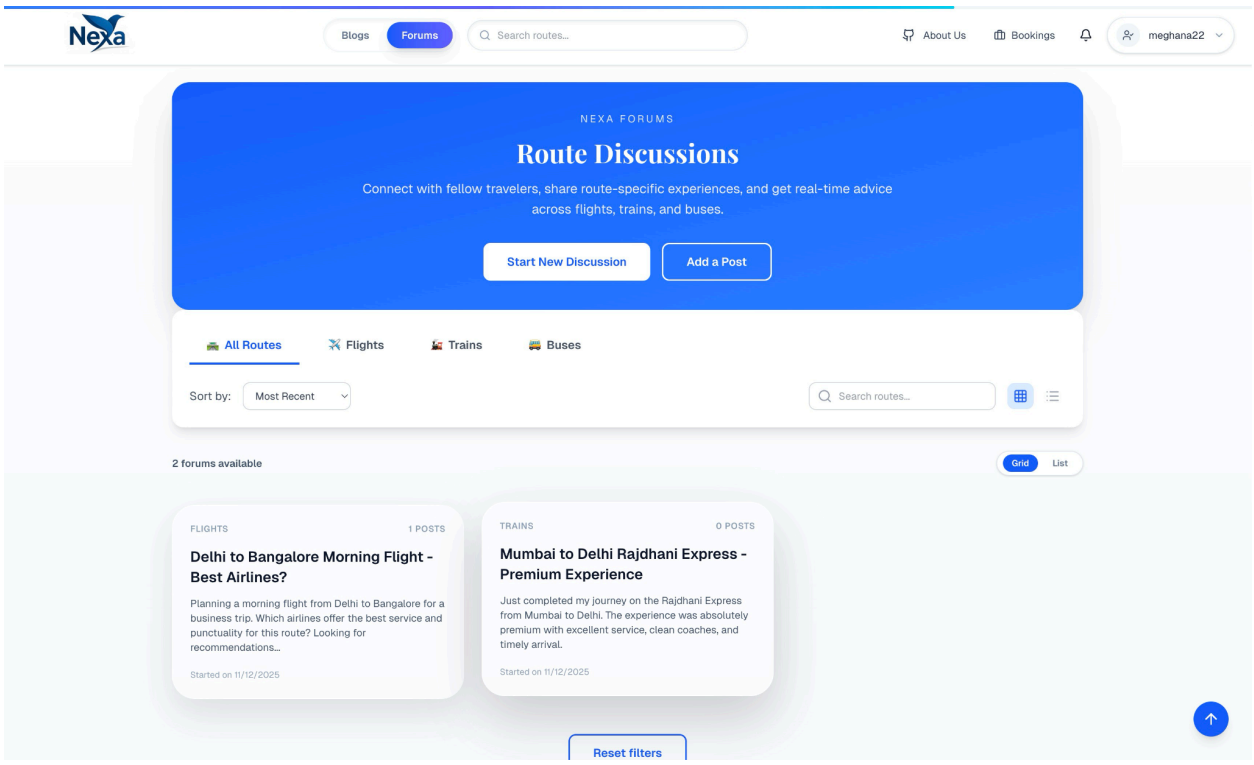
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Planning a morning flight from Delhi to Bangalore for a business trip. Which airlines offer the best service and punctuality for this route? Looking for recommendations...
Started on 11/12/2025
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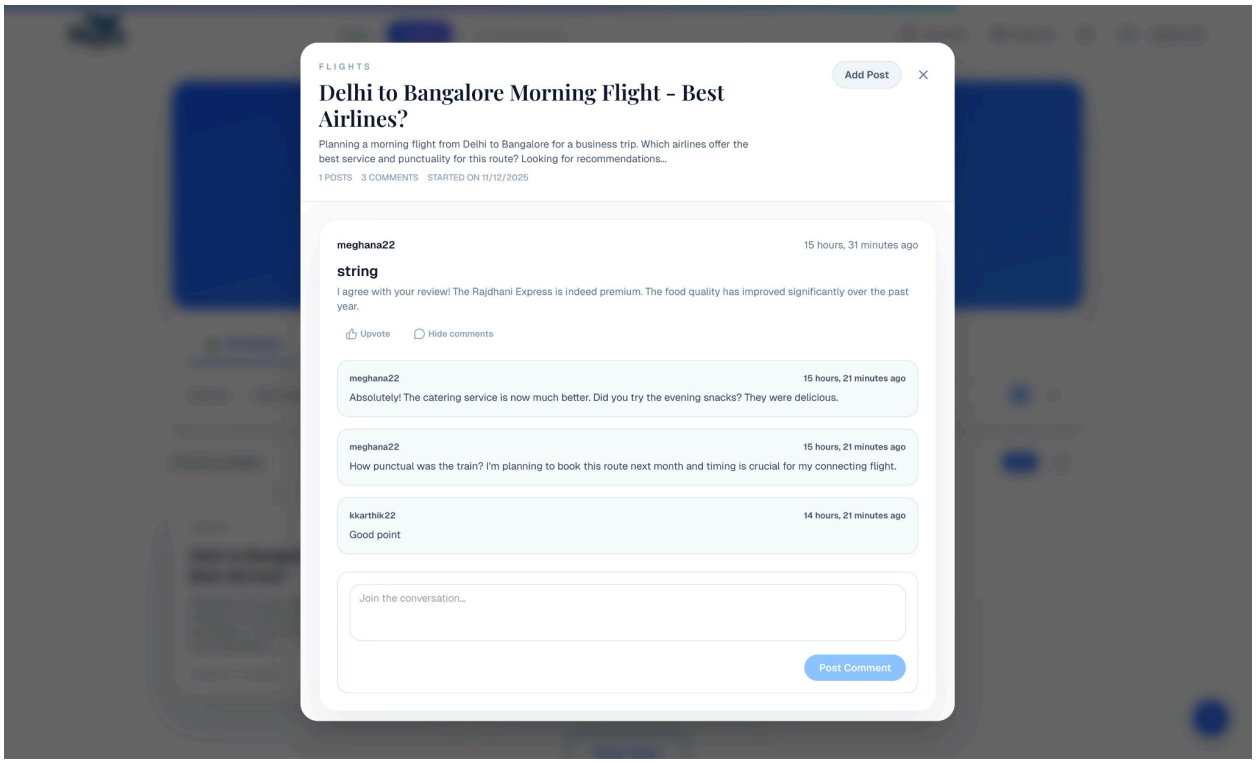
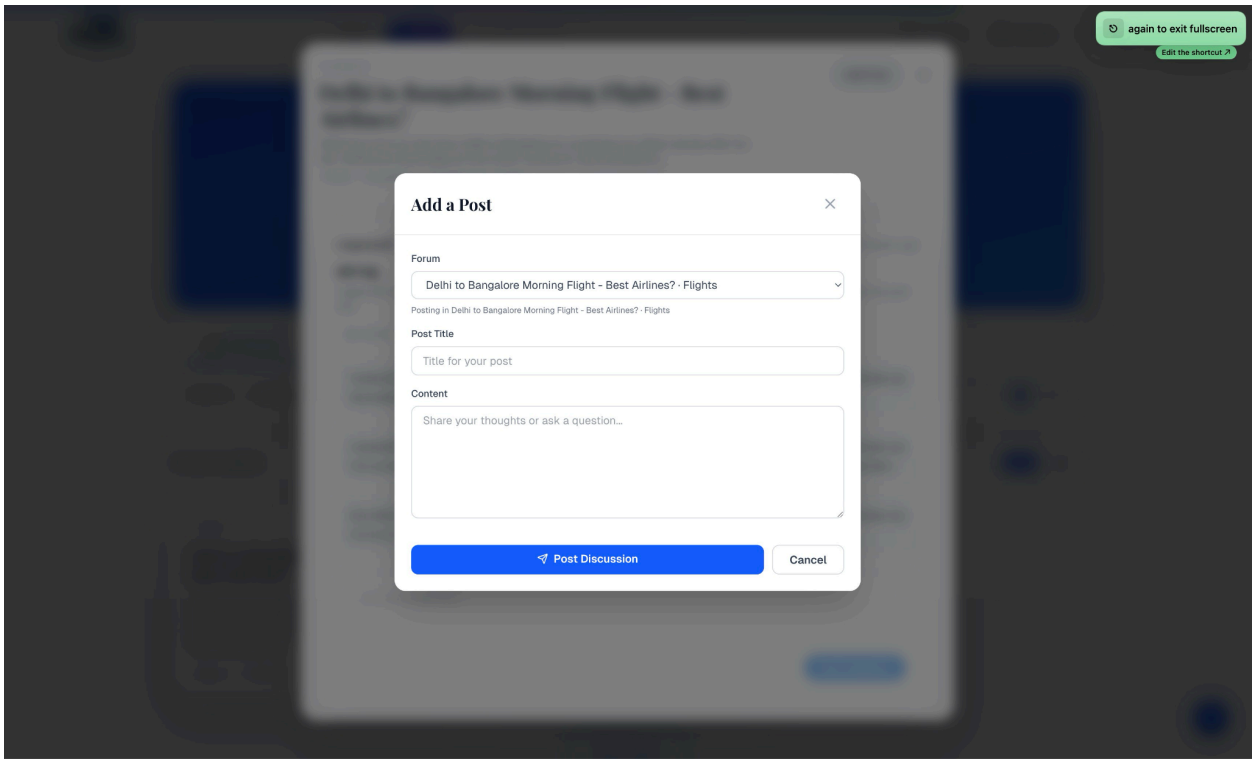
0 POSTS
Mumbai to Delhi Rajdhani Express - Premium Experience
Just completed my journey on the Rajdhani Express from Mumbai to Delhi. The experience was absolutely premium with excellent service, clean coaches, and timely arrival.
Started on 11/12/2025
Reset filters





Users can view our travel blogs and participate in the forums below to share their experiences and opinions in the community page.