Bus Booking System - User Manual

Complete User Guide for All User Types

This manual provides step-by-step instructions for using the Bus Booking System across all four user roles. The system is accessible via:

- **Customer Portal**: `https://vindhyashrisolutions.com` (Main website)
- **Agent Panel**: `https://vindhyashrisolutions.com/agent/login` (Agent login)
- **Operator Panel**: `https://vindhyashrisolutions.com/operator/login` (Operator login)
- **Admin Panel**: `https://vindhyashrisolutions.com/admin` (Administrator login)

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1. CUSTOMER USER MANUAL

Access: `https://vindhyashrisolutions.com` (Main website)

1.1 Getting Started

Registration & Login

Registration Options:

- **Mobile Registration**: Register using your mobile number with WhatsApp OTP verification
- **Traditional Registration**: Register using email and password

Login:

1. Click **Login** button on homepage
2. Enter your mobile number or email
3. Enter password (or request OTP if using mobile)
4. Click **Login**

Forgot Password

1. Click **Forgot Password** on login page
2. Enter your registered email
3. Check your email for reset code
4. Enter the code and create new password

1.2 Searching for Buses

How to Search

1. **On Homepage**, you'll see the search form:
    - **From City**: Select your departure city
    - **To City**: Select your destination city
    - **Travel Date**: Pick your journey date
    - **Passengers**: Enter number of passengers (optional)
2. Click **Search Buses**

Understanding Search Results

For each bus, you'll see:

- **Bus Operator Name**
- **Bus Type** (AC/Non-AC, Seater/Sleeper)
- **Departure Time** and **Arrival Time**
- **Duration** of journey
- **Available Seats**
- **Price per Seat**
- **Amenities** (WiFi, Charging Points, etc.)

Filtering Results

You can filter buses by:

- **Bus Type**: AC, Non-AC, Seater, Sleeper
- **Departure Time**: Morning, Afternoon, Evening, Night
- **Price Range**: Set minimum and maximum price
- **Amenities**: Filter by specific features

Sorting Results

Sort buses by:

- **Departure Time** (earliest first)
- **Price** (low to high or high to low)
- **Duration** (shortest first)

1.3 Booking a Ticket

Step 1: Select Your Bus

1. Review bus details and click **View Seats**
2. You'll see the bus seat layout

Step 2: Choose Your Seats

1. **View the Seat Layout**:

    - **Green seats**: Available for booking
    - **Red seats**: Already booked
    - **Selected seats**: Highlighted when you click

2. **Select Seats**:

    - Click on available seats to select
    - Click again to deselect
    - Number of seats must match passenger count

3. **Review Selection**:

    - See selected seat numbers
    - View total fare
    - Check any applicable discounts

4. Click **Proceed to Booking**

Step 3: Choose Boarding & Dropping Points

1. **Select Boarding Point**:

    - Choose where you'll board the bus
    - See exact location and time

2. **Select Dropping Point**:

    - Choose where you'll get off
    - See exact location and time

3. Click **Continue**

Step 4: Enter Passenger Details

For each passenger, provide:

- **Full Name**
- **Age**
- **Gender**
- **Mobile Number** (for lead passenger)
- **Email Address** (for lead passenger)

Step 5: Apply Coupon (Optional)

1. If you have a coupon code, enter it
2. Click **Apply**
3. See the discount applied to your total

Step 6: Review & Pay

1. **Review Your Booking**:

   - Journey details
   - Passenger information
   - Seat numbers
   - Total fare (including taxes and fees)

2. **Make Payment**:

   - Enter payment details (Razorpay payment gateway)
   - Complete verification
   - Payment confirmation

Step 7: Confirmation

After successful payment:

- **Ticket Confirmation** displayed on screen
- **Booking Confirmation Email** sent to your email
- **WhatsApp Notification** with ticket details
- **PNR Number** generated for your booking

1.4 Managing Your Bookings

View Booking History

1. **Login** to your account
2. Go to **Dashboard** or **Booking History**
3. See all your past and upcoming bookings

View Booking Details

For each booking, you can see:

- **PNR Number**
- **Journey Date and Time**
- **Route** (From → To)
- **Bus Details**
- **Passenger Names**
- **Seat Numbers**
- **Boarding & Dropping Points**
- **Ticket Status** (Confirmed/Cancelled)

Print Ticket

1. Click **Print Ticket** on your booking
2. A printable ticket will open
3. Save or print for your journey

1.5 Cancelling a Ticket

Note: Cancellation policies vary by operator

1. Go to **Booking History**
2. Find the booking you want to cancel
3. Click **Cancel Ticket**
4. Confirm cancellation
5. Refund will be processed according to cancellation policy

Understanding Refunds

- Refund amount depends on time before journey
- Cancellation charges may apply
- Refund credited to original payment method
- Processing time: 5-7 business days

1.6 Profile Management

Update Profile

1. Go to **Profile Settings**
2. Update your information:
    - Name
    - Email
    - Mobile Number
    - Address
    - Profile Photo
3. Click **Save Changes**

Change Password

1. Go to **Change Password**
2. Enter current password
3. Enter new password
4. Confirm new password
5. Click **Update Password**

1.7 Customer Support

Contact Support

1. Go to **Contact Us** page
2. Fill in the form:
    - Your Name
    - Email
    - Subject
    - Message

- Attachments (optional)
3. Submit your query

Create Support Ticket

1. Login to your account
2. Go to **Support Tickets**
3. Click **Create New Ticket**
4. Describe your issue
5. Track ticket status in your dashboard

View Ticket Responses

1. Go to **Support Tickets**
2. Click on a ticket to view
3. Read admin responses
4. Reply if needed

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2. AGENT USER MANUAL

Access: `https://vindhyashrisolutions.com/agent/login` (Agent Panel - PWA Mobile-First)

2.1 Getting Started as an Agent

Agent Registration

1. Go to `https://vindhyashrisolutions.com/agent/register`
2. Fill in registration form:
   - **Personal Details**: Name, Email, Mobile
   - **Business Details**: Company Name, Address
   - **Bank Details**: Account information for commission payouts
   - **Documents**: Upload required documents
3. Submit for admin approval
4. Wait for verification email

Agent Login

1. Go to `https://vindhyashrisolutions.com/agent/login`
2. Enter your email and password
3. Click **Login to Agent Panel**
4. Access your agent dashboard

2.2 Agent Dashboard

Dashboard Overview

Your dashboard shows:

- **Total Bookings**: All-time bookings made
- **Today's Bookings**: Bookings made today
- **Monthly Bookings**: This month's count
- **Total Earnings**: Total commission earned
- **Monthly Earnings**: This month's commission
- **Pending Bookings**: Awaiting confirmation
- **Confirmed Bookings**: Successfully completed

Quick Actions

From dashboard, quickly:

- **Search Buses** - Start new booking
- **View My Bookings** - See all bookings
- **Check Earnings** - View commission details
- **Update Profile** - Manage account

2.3 Booking Tickets for Customers

Step 1: Search for Buses

1. Click **Search Buses**
2. Enter journey details:
   - Origin City
   - Destination City
   - Travel Date
   - Number of Passengers
3. Click **Search**

Step 2: View Search Results

- Browse available buses
- Compare prices and timings
- Check amenities and bus types
- Filter and sort as needed

Step 3: Select Bus & Seats

1. Click **View Seats** on chosen bus
2. Select seats from layout
3. Number of seats = number of passengers
4. Review seat selection and price

Step 4: Enter Customer Details

For Each Passenger:

- Full Name
- Age

- Gender
- Mobile Number (lead passenger)
- Email (lead passenger)

Important: Enter actual customer details, not your own

Step 5: Choose Boarding & Dropping Points

1. Select customer's boarding point
2. Select customer's dropping point
3. Verify times and locations

Step 6: Review Commission

Before payment, you'll see:

- **Total Ticket Price**: What customer pays
- **Your Commission**: What you earn
- **Commission Type**: Fixed or Percentage
- **Net Amount**: Amount to collect from customer

Step 7: Complete Booking

1. Review all details carefully
2. Collect payment from customer
3. Complete booking through payment gateway
4. Booking confirmation sent to customer
5. Your commission automatically recorded

2.4 Managing Bookings

View All Bookings

1. Go to **My Bookings**
2. See list of all bookings with:
    - Ticket Number
    - Customer Name
    - Route
    - Journey Date
    - Commission Earned
    - Status

View Booking Details

Click on any booking to see:

- Complete journey information
- Passenger details
- Seat numbers

- Commission breakdown
- Payment status

Cancel Customer Booking

1. Find booking in list
2. Click **Cancel**
3. Confirm cancellation
4. Commission adjusts accordingly

Print Customer Ticket

1. Open booking details
2. Click **Print Ticket**
3. Provide to customer

2.5 Commission & Earnings

Understanding Commission Structure

How You Earn:

- **Fixed Commission**: Set amount per booking (for smaller bookings)
- **Percentage Commission**: % of booking value (for larger bookings)
- **Tiered Structure**: Higher earnings as you book more

View Earnings Dashboard

1. Go to **Earnings**
2. See:
    - Total earnings to date
    - Monthly earnings
    - Pending commissions
    - Paid commissions

Earnings Breakdown

For each booking, view:

- Booking Amount
- Commission Type
- Commission Rate
- Commission Earned
- Payment Status
- Payment Date

Commission Calculator

1. Use **Commission Calculator** tool

2. Enter booking amount
3. See instant commission calculation
4. Plan your sales strategy

Export Earnings Report

1. Go to **Earnings**
2. Select date range
3. Click **Export**
4. Download Excel/CSV file

2.6 Profile & Account Management

Update Personal Information

1. Go to **Profile**
2. Update:
   - Name and contact details
   - Business information
   - Profile photo
3. Save changes

Update Bank Details

1. Go to **Profile** → **Bank Details**
2. Update account information:
   - Account Holder Name
   - Account Number
   - IFSC Code
   - Bank Name
3. Required for commission payouts

Upload Documents

1. Go to **Profile** → **Documents**
2. Upload required documents:
   - ID Proof
   - Address Proof
   - Business Registration (if applicable)
3. Keep documents up to date

Change Password

1. Go to **Profile** → **Change Password**
2. Enter current password
3. Enter new password
4. Confirm and save

2.7 Agent Best Practices

Tips for Success

Customer Service:

- Always verify customer details before booking
- Provide clear journey information
- Send ticket confirmation to customer
- Be available for customer queries

Commission Optimization:

- Book during peak hours for better rates
- Help customers find best value buses
- Suggest advance bookings
- Build regular customer base

Record Keeping:

- Track all bookings systematically
- Maintain customer database
- Monitor earnings regularly
- Keep booking receipts

2.8 Mobile PWA Features

Installing Agent App

On Mobile Browser:

1. Visit `https://vindhyashrisolutions.com/agent/login`
2. Browser will prompt "Add to Home Screen"
3. Click **Add** or **Install**
4. Agent app icon appears on home screen

Offline Capabilities

- View past bookings offline
- Check earnings data
- Access customer information
- Sync when connection restored

Push Notifications

Receive notifications for:

- Booking confirmations
- Commission updates
- Customer messages

- System announcements

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3. OPERATOR USER MANUAL

Access: `https://vindhyashrisolutions.com/operator/login` (Operator Panel)

3.1 Getting Started as Operator

Operator Registration

1. Visit `https://vindhyashrisolutions.com/operator/register`

2. Complete multi-step registration:

   Step 1 - Personal Information:

   - Full Name
   - Email Address
   - Mobile Number
   - Password

   Step 2 - Company Details:

   - Company/Business Name
   - Business Type
   - Registration Number
   - Address
   - City & State

   Step 3 - Document Upload:

   - Owner Photo
   - PAN Card
   - Aadhaar Card (Front & Back)
   - Business License

   Step 4 - Bank Details:

   - Account Holder Name
   - Account Number
   - IFSC Code
   - Bank Name
   - Branch
   - Upload Cancelled Cheque

3. Submit for admin verification

4. Wait for approval notification

Operator Login

1. Go to `https://vindhyashrisolutions.com/operator/login`
2. Enter email and password
3. Access operator dashboard

3.2 Operator Dashboard

Dashboard Overview

Your dashboard displays:

- **Total Routes**: Routes you operate
- **Active Routes**: Currently running routes
- **Total Buses**: Your fleet size
- **Active Buses**: Buses in operation
- **Total Bookings**: All bookings received
- **Total Revenue**: Earnings summary

Quick Actions

- **Add New Route**: Create new route
- **Add New Bus**: Register new vehicle
- **Manage Buses**: View and edit fleet
- **View Bookings**: Check reservations
- **Manage Staff**: Handle employees
- **View Revenue**: Financial reports

3.3 Route Management

Create New Route

1. Go to **Routes** → **Create New**

2. Enter route details:

   Basic Information:

   - Route Name (e.g., "Delhi to Jaipur Express")
   - Origin City
   - Destination City
   - Distance (in kilometers)
   - Estimated Duration

   Boarding Points:

   - Add multiple boarding points
   - For each point: Name, Location, Time
   - Mark as active/inactive

   Dropping Points:

- Add multiple dropping points
- For each point: Name, Location, Time
- Mark as active/inactive

3. Set route status (Active/Inactive)

4. Click **Save Route**

View All Routes

1. Go to **Routes**
2. See list with:
    - Route Name
    - Origin → Destination
    - Distance
    - Boarding/Dropping Points
    - Status
3. Search and filter routes

Edit Route

1. Find route in list
2. Click **Edit**
3. Modify details
4. Update boarding/dropping points
5. Save changes

Activate/Deactivate Route

1. Find route in list
2. Toggle status switch
3. Inactive routes won't appear in searches

3.4 Bus Fleet Management

Add New Bus

1. Go to **Buses** → **Add New Bus**

2. Fill bus details:

    Basic Information:

    - Bus Registration Number
    - Bus Name/Number
    - Fleet Type (AC/Non-AC, Seater/Sleeper)
    - Total Seats
    - Bus Features (WiFi, Charging, etc.)

    Pricing:

- Base Price per Seat
- Published Price (What customers see)
- Special Rates

Commission Settings:

- Agent Commission (Fixed or %)
- Commission Amount/Percentage

GST & Fees:

- GST Applicable (Yes/No)
- GST Rate (if applicable)
- Service Charge

Documents:

- Registration Certificate
- Fitness Certificate
- Insurance Copy
- Permit Document
- Bus Photos

3. Click **Save Bus**

Design Seat Layout

After adding bus:

1. Click **Manage Seat Layout**

2. Use drag-and-drop editor:

   Layout Options:

   - Single or Double Deck
   - Grid size (rows × columns)
   - Seat types (Regular/Sleeper)
   - Seat categories (Economy/Premium)

   Seat Configuration:

   - Drag seats onto layout
   - Set seat numbers
   - Define seat prices
   - Mark special seats

   Preview & Save:

   - Preview layout
   - Test seat selection
   - Save layout

3. Activate layout for bookings

View & Manage Buses

1. Go to **Buses**
2. See all buses with:
   - Registration Number
   - Bus Type
   - Total Seats
   - Routes Assigned
   - Status

Edit Bus Details

1. Find bus in list
2. Click **Edit**
3. Update information
4. Save changes

Assign Bus to Route

1. Open bus details
2. Go to **Route Assignment**
3. Select route
4. Set schedule
5. Assign crew (driver, conductor)
6. Save assignment

3.5 Schedule Management

Create Bus Schedule

1. Go to **Schedules** → **Create New**

2. Enter schedule details:

   Schedule Information:

   - Select Bus
   - Select Route
   - Departure Time
   - Arrival Time
   - Available Days (Daily/Specific Days)

   Date Range:

   - Start Date
   - End Date (for seasonal schedules)

   Pricing Overrides (Optional):

    - Special pricing for this schedule
    - Weekend/Holiday rates

3. Set as Active

4. Save schedule

Manage Schedules

View and edit:

- All active schedules
- Upcoming schedules
- Past schedules
- Schedule conflicts

Handle Schedule Conflicts

System alerts you if:

- Same bus on multiple routes at same time
- Crew assigned to multiple buses
- Maintenance schedule conflicts

3.6 Staff Management

Add Staff Member

1. Go to **Staff** → **Add New Staff**

2. Enter employee details:

   Personal Information:

    - Full Name
    - Employee ID (auto-generated)
    - Role (Driver/Conductor/Attendant/Manager/Other)
    - Email
    - Phone Number
    - WhatsApp Number
    - Date of Birth
    - Gender
    - Address

   Employment Details:

    - Joining Date
    - Employment Type (Full-time/Part-time/Contract)
    - Salary Amount
    - Salary Frequency (Monthly/Weekly)

Emergency Contact:

- Contact Name
- Contact Number
- Relationship

Documents:

- Profile Photo
- ID Proof
- Driving License (for drivers)

3. Set WhatsApp notification preference

4. Save staff member

View All Staff

1. Go to **Staff**
2. See complete list with:
   - Employee ID
   - Name
   - Role
   - Contact
   - Status (Active/Inactive)

Filter Staff

Filter by:

- Role (Driver, Conductor, etc.)
- Status (Active/Inactive)
- Employment Type

Edit Staff Details

1. Find staff member
2. Click **Edit**
3. Update information
4. Save changes

Deactivate Staff

1. Find staff member
2. Toggle status to Inactive
3. Staff won't appear in crew assignments

3.7 Crew Assignment

Assign Crew to Bus

1. Go to **Crew Assignments** → **Create New**

2. Select assignment details:

   Assignment Information:

   - Select Bus
   - Select Route (optional)
   - Assignment Date Range (From - To)

   Crew Selection:

   - Assign Driver
   - Assign Conductor
   - Assign Attendant (if applicable)

   Shift Details (Optional):

   - Shift Start Time
   - Shift End Time

3. System checks for:

   - Staff availability
   - Conflicting assignments
   - Staff role requirements

4. Save assignment

View Crew Assignments

1. Go to **Crew Assignments**
2. Filter by:
   - Bus
   - Date
   - Staff Member
   - Route

Manage Crew Schedule

See:

- Daily crew roster
- Upcoming assignments
- Staff workload
- Assignment conflicts

Quick Crew Assignment

1. Go to **Buses**
2. Click on a bus
3. Click **Quick Assign Crew**

4. Select available staff
5. Assign for today or date range

3.8 Attendance Management

Mark Daily Attendance

1. Go to **Attendance** → **Mark Today**
2. See list of all staff
3. For each staff member:
    - Mark: Present/Absent/Late/Half-Day/Leave
    - Enter check-in time
    - Enter check-out time
    - Add notes if needed
4. Save attendance

View Attendance Records

1. Go to **Attendance**
2. Filter by:
    - Date/Date Range
    - Staff Member
    - Status
    - Department/Role

Attendance Summary

View statistics:

- Monthly attendance summary
- Staff-wise attendance %
- Leave utilization
- Overtime hours
- Late arrivals

Approve Attendance

1. Go to **Attendance** → **Pending Approval**
2. Review attendance records
3. Approve or reject with notes
4. Bulk approve multiple records

Attendance Calendar

- View month-wise attendance
- Color-coded status
- Click date for details
- Export attendance report

3.9 Booking Management

View All Bookings

1. Go to **Bookings**
2. See all reservations:
    - Customer Name
    - PNR Number
    - Route
    - Journey Date
    - Seats Booked
    - Total Amount
    - Booking Status

Filter Bookings

Filter by:

- Date Range
- Route
- Bus
- Booking Status
- Payment Status

Booking Details

Click on booking to see:

- Complete journey information
- Passenger details
- Seat assignments
- Payment information
- Commission breakdown (if via agent)
- Booking source

Create Manual Booking

1. Go to **Bookings** → **Create New**
2. Select bus and schedule
3. Choose seats
4. Enter passenger details
5. Select boarding/dropping points
6. Confirm booking
7. Generate ticket

Cancel Booking

1. Find booking
2. Click **Cancel**
3. Enter cancellation reason

4. Process refund (if applicable)
5. Notify customer

3.10 Revenue & Financial Management

Revenue Dashboard

View comprehensive reports:

- **Daily Revenue**: Today's earnings
- **Weekly Revenue**: Past 7 days
- **Monthly Revenue**: Current month
- **Total Revenue**: All-time earnings

Revenue Breakdown

See earnings by:

- Route
- Bus
- Date Range
- Booking Source (Direct/Agent/Admin)

Revenue Reports

1. Go to **Revenue** → **Reports**
2. Generate reports:
    - Detailed revenue report
    - Route-wise performance
    - Bus-wise performance
    - Commission paid to agents
    - Tax summary

Export Financial Data

1. Select report type
2. Choose date range
3. Select export format (Excel/PDF)
4. Download report

Payout Management

View Payouts:

1. Go to **Revenue** → **Payouts**
2. See payout history:
    - Payout Period
    - Total Amount
    - Payment Status

  - Payment Date

Payout Details:

- Gross Revenue
- Platform Commission
- Agent Commissions
- Tax Deductions
- Net Payout Amount

3.11 Profile & Account Settings

Update Company Profile

1. Go to **Profile**
2. Update:
   - Company information
   - Contact details
   - Business address
   - Logo/Photos

Update Bank Details

1. Go to **Profile** → **Bank Details**
2. Update account information
3. Upload new cancelled cheque if needed
4. Save changes

Manage Documents

1. Go to **Profile** → **Documents**
2. View uploaded documents
3. Upload updated documents:
   - License renewals
   - Certificate updates
   - Insurance updates

Change Password

1. Go to **Change Password**
2. Enter current password
3. Enter new password
4. Confirm and save

3.12 Notifications & Communication

WhatsApp Notifications

Automatic notifications sent for:

- **Crew Assignments**: Staff assigned to bus
- **Bookings**: New booking received
- **Attendance**: Daily attendance reminders
- **Schedules**: Schedule changes

Configure Notifications

1. Go to **Settings** → **Notifications**
2. Enable/disable notification types
3. Set notification preferences
4. Save settings

View Notification History

- See all sent notifications
- Check delivery status
- Resend failed notifications

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4. ADMIN USER MANUAL

Access: `https://vindhyashrisolutions.com/admin` (Administrator Panel)

4.1 Admin Dashboard

Dashboard Overview

The admin dashboard provides system-wide overview:

User Statistics:

- Total Users
- Verified Users
- Email Unverified Users
- SMS Unverified Users

Payment Statistics:

- Successful Payments
- Pending Payments
- Rejected Payments

Fleet Statistics:

- Total Counters
- Vehicles with AC
- Vehicles without AC

Recent Activities:

- Latest booking history
- Recent transactions
- User activities

Dashboard Charts

View analytics:

- **Deposit Graph**: 30-day payment trends
- **User Browser Stats**: User device information
- **Operating System Stats**: OS distribution
- **Country-wise Traffic**: User locations

4.2 User Management

View All Users

1. Go to **Users** → **All Users**
2. See complete user list with:
   - Username
   - Email
   - Mobile
   - Registration Date
   - Status

Filter Users

Access filtered views:

- **Active Users**: Currently active accounts
- **Banned Users**: Suspended accounts
- **Email Verified**: Verified email users
- **Email Unverified**: Pending verification
- **SMS Verified**: Verified mobile users
- **SMS Unverified**: Pending SMS verification

View User Details

1. Click on any user
2. See complete profile:
   - Personal information
   - Booking history
   - Transaction history
   - Login history
   - Account status

Edit User

1. Open user details
2. Click **Edit**
3. Modify:
   - Personal details
   - Email/Mobile
   - Verification status
   - Account status
4. Save changes

Manage User Balance

1. Open user details
2. Click **Add/Subtract Balance**
3. Enter amount and reason
4. Confirm transaction

Send Email to User

1. Open user details
2. Click **Send Email**
3. Compose message
4. Send email

Ban/Unban User

1. Open user details
2. Toggle **Ban User** status
3. Enter reason for ban
4. Confirm action

View User Bookings

1. Open user details
2. Go to **Bookings** tab
3. See all user bookings
4. Click booking for details

View User Transactions

1. Open user details
2. Go to **Transactions** tab
3. See payment history
4. Filter by date/type

View User Login History

1. Open user details
2. Go to **Login History** tab
3. See:

- Login Date/Time
- IP Address
- Browser
- Operating System
- Location

4.3 Operator Management

View All Operators

1. Go to **Manage** → **Operators**
2. See all registered operators:
    - Company Name
    - Owner Name
    - Email
    - Mobile
    - Status (Pending/Approved/Rejected)
    - Registration Date

Approve Operator

1. Click on pending operator
2. Review:
    - Company details
    - Owner information
    - Uploaded documents
    - Bank details
3. Verify all information
4. Click **Approve**
5. Operator receives approval notification

Reject Operator

1. Click on pending operator
2. Review submitted information
3. Click **Reject**
4. Enter rejection reason
5. Operator receives rejection notification

View Operator Details

See complete information:

- **Profile**: Company and owner details
- **Documents**: All uploaded documents
- **Bank Details**: Account information
- **Buses**: Operator's fleet
- **Routes**: Configured routes

- **Bookings**: Booking history
- **Revenue**: Earnings and payouts

Edit Operator

1. Open operator details
2. Click **Edit**
3. Update information
4. Save changes

Suspend Operator

1. Open operator details
2. Click **Suspend**
3. Enter reason
4. Confirm suspension
5. Operator's buses removed from searches

View Operator Buses

1. Open operator details
2. Go to **Buses** tab
3. See all buses
4. Review bus details and layouts

View Operator Routes

1. Open operator details
2. Go to **Routes** tab
3. See all routes
4. Review route configurations

4.4 Agent Management

View All Agents

1. Go to **Agents**
2. See all registered agents:
    - Agent Name
    - Email
    - Mobile
    - Status
    - Total Bookings
    - Total Earnings

Approve Agent

1. Click on pending agent
2. Review agent details

3. Verify documents
4. Click **Approve**
5. Agent can start booking

Reject Agent

1. Click on pending agent
2. Review information
3. Click **Reject**
4. Enter reason
5. Notify agent

View Agent Details

See complete profile:

- Personal information
- Business details
- Bank account
- Booking history
- Commission earnings
- Documents uploaded

Edit Agent

1. Open agent details
2. Click **Edit**
3. Update information
4. Save changes

Verify Agent Documents

1. Open agent details
2. Go to **Documents** tab
3. Review each document
4. Mark as Verified/Rejected

Suspend Agent

1. Open agent details
2. Click **Suspend**
3. Enter suspension reason
4. Confirm action
5. Agent cannot make new bookings

View Agent Bookings

1. Open agent details
2. Go to **Bookings** tab
3. See all bookings made by agent

4. View commission details

View Agent Earnings

1. Open agent details
2. Go to **Earnings** tab
3. See:
    - Total earnings
    - Commission breakdown
    - Payout history
    - Pending payouts

4.5 Fleet Management

Manage Counters

View All Counters:

1. Go to **Manage** → **Counter**
2. See list of booking counters

Add New Counter:

1. Click **Add New**
2. Enter:
    - Counter Name
    - Location
    - City
    - Mobile Number
3. Save counter

Edit Counter:

1. Click **Edit** on counter
2. Update details
3. Save changes

Activate/Deactivate Counter:

1. Toggle status switch
2. Confirm action

Manage Fleet Types

View Fleet Types:

1. Go to **Manage** → **Fleet Type**
2. See all bus types

Add Fleet Type:

1. Click **Add New**
2. Enter:
   - Fleet Name (e.g., "AC Sleeper")
   - Has AC (Yes/No)
   - Fleet Image
3. Save fleet type

Edit Fleet Type:

1. Click **Edit**
2. Modify details
3. Save changes

Activate/Deactivate:

1. Toggle status
2. Inactive types won't appear in searches

Manage Seat Layouts

View All Layouts:

1. Go to **Manage** → **Seat Layouts**
2. See all defined layouts

Create Seat Layout:

1. Click **Add New Layout**
2. Enter:
   - Layout Name
   - Total Seats
   - Layout Configuration (JSON/Visual)
3. Save layout

Edit Layout:

1. Click **Edit**
2. Modify configuration
3. Preview changes
4. Save layout

Delete Layout:

1. Click **Delete**
2. Confirm deletion
3. Layout removed

Manage Vehicles

View All Vehicles:

1. Go to **Manage** → **Vehicles**

2. See all system vehicles

Add Vehicle:

1. Click **Add New**
2. Enter:
    - Registration Number
    - Fleet Type
    - Total Seats
    - Seat Layout
3. Save vehicle

Edit Vehicle:

1. Click **Edit**
2. Update details
3. Save changes

Search Vehicles:

- Search by registration number
- Filter by fleet type
- Filter by status

4.6 Trip Management

Manage Routes

View All Routes:

1. Go to **Manage** → **Route**
2. See all system routes

Create Route:

1. Click **Create Route**
2. Enter:
    - Route Name
    - Start Location
    - End Location
    - Distance
    - Route Points (intermediate stops)
3. Add boarding points
4. Add dropping points
5. Save route

Edit Route:

1. Click **Edit** on route
2. Modify details

3. Update boarding/dropping points
4. Save changes

Activate/Deactivate Route:

1. Toggle route status
2. Confirm action

Manage Schedules

View Schedules:

1. Go to **Manage** → **Schedule**
2. See all trip schedules

Create Schedule:

1. Click **Add Schedule**
2. Select:
   - Route
   - Departure Time
   - Arrival Time
   - Days of Operation
3. Save schedule

Edit Schedule:

1. Click **Edit**
2. Update timing
3. Save changes

Manage Ticket Pricing

View Ticket Prices:

1. Go to **Manage** → **Ticket Price**
2. See all pricing configurations

Create Ticket Price:

1. Click **Create Ticket Price**
2. Select:
   - Route
   - Vehicle Type
   - Boarding Point
   - Dropping Point
3. Enter:
   - Base Price
   - Discount (if any)
   - Special Pricing
4. Save pricing

Edit Ticket Price:

1. Click **Edit**
2. Update pricing
3. Save changes

Delete Ticket Price:

1. Click **Delete**
2. Confirm deletion

Manage Trips

View All Trips:

1. Go to **Manage** → **Trip**
2. See all scheduled trips

Create Trip:

1. Click **Add Trip**
2. Select:
   - Route
   - Schedule
   - Date
3. Save trip

Assign Vehicle to Trip:

1. Go to **Assigned Vehicles**
2. Select trip
3. Assign vehicle
4. Set pricing
5. Save assignment

4.7 Coupon Management

View All Coupons

1. Go to **Coupon**
2. See all coupons:
   - Coupon Code
   - Discount Type (Percentage/Fixed)
   - Discount Value
   - Validity Period
   - Usage Limit
   - Status

Create New Coupon

1. Click **Create Coupon**

2. Enter details:

   Basic Information:

   - Coupon Code (e.g., "SAVE20")
   - Discount Type (Percentage/Fixed Amount)
   - Discount Value

   Validity:

   - Start Date
   - End Date
   - Usage Limit (total uses)
   - Uses Per User

   Conditions:

   - Minimum Booking Amount
   - Maximum Discount Amount
   - Applicable Routes (All/Specific)
   - Applicable Buses (All/Specific)

   Visual Elements (Optional):

   - Banner Image
   - Sticker Image

3. Save and activate

Edit Coupon

1. Click **Edit** on coupon
2. Modify details
3. Save changes

Activate/Deactivate Coupon

1. Toggle coupon status
2. Confirm action
3. Inactive coupons cannot be applied

Delete Coupon

1. Click **Delete**
2. Confirm deletion
3. Coupon permanently removed

View Coupon Usage

- See total uses

- View user-wise usage
- Track booking amounts
- Monitor discount given

4.8 Payment & Deposit Management

View All Payments

1. Go to **Payment**
2. Filter by status:
    - **Pending**: Awaiting confirmation
    - **Successful**: Completed payments
    - **Rejected**: Failed payments
    - **All**: Complete list

Payment Details

Click on payment to see:

- Transaction ID
- User Information
- Amount
- Payment Method
- Gateway
- Date & Time
- Status
- Gateway Response

Approve Payment

1. Find pending payment
2. Click **Approve**
3. Verify transaction
4. Confirm approval
5. User notified

Reject Payment

1. Find pending payment
2. Click **Reject**
3. Enter rejection reason
4. Confirm rejection
5. User notified

Search Payments

Search by:

- Transaction ID

- User Name/Email
- Date Range
- Amount Range
- Status

Export Payment Reports

1. Select filters
2. Choose date range
3. Click **Export**
4. Download Excel/PDF

4.9 Payment Gateway Management

View Payment Gateways

Automatic Gateways:

1. Go to **Payment Gateways** → **Automatic**
2. See all integrated gateways:
    - Razorpay
    - PayPal
    - Stripe
    - etc.

Manual Gateways:

1. Go to **Payment Gateways** → **Manual**
2. See manual payment methods

Configure Payment Gateway

1. Click **Edit** on gateway

2. Configure settings:

    Gateway Details:

    - Gateway Name
    - Status (Active/Inactive)

    API Configuration:

    - API Key
    - API Secret
    - Merchant ID
    - Other credentials

    Currency Settings:

    - Supported Currencies

- Exchange Rate
- Symbol

Fee Structure:

- Minimum Amount
- Maximum Amount
- Fixed Charge
- Percentage Charge

3. Save configuration

Add New Currency

1. Edit gateway
2. Click **Add New Currency**
3. Select currency
4. Set exchange rate
5. Configure fees
6. Save currency

Activate/Deactivate Gateway

1. Toggle gateway status
2. Confirm action
3. Inactive gateways don't appear at checkout

Test Gateway

1. Enable test mode
2. Make test payment
3. Verify transaction
4. Switch to live mode

4.10 Booking Management

View All Bookings

1. Go to **Tickets** → **All Bookings**
2. See complete list with:
    - Booking ID
    - User Name
    - Route
    - Journey Date
    - Seats
    - Amount
    - Status

Filter Bookings

Access specific views:

- **Booked**: Confirmed bookings
- **Pending**: Awaiting confirmation
- **Rejected**: Failed bookings
- **Cancelled**: Cancelled bookings

View Booking Details

Click on booking to see:

- **Journey Information**:
  - Route and timings
  - Bus details
  - Seat numbers
- **Passenger Details**:
  - Names and contact
  - Age and gender
- **Payment Information**:
  - Amount paid
  - Payment method
  - Transaction ID
- **Boarding & Dropping**:
  - Points and times
- **Booking Source**:
  - Direct/Agent/Admin
  - Commission details (if via agent)

Cancel Booking

1. Open booking details
2. Click **Cancel Booking**
3. Enter cancellation reason
4. Process refund
5. Notify customer

Refund Booking

1. Open cancelled booking
2. Click **Process Refund**
3. Enter refund amount
4. Confirm refund
5. Update status

Search Bookings

Search by:

- Booking ID

- PNR Number
- User Name
- Mobile Number
- Date Range

Export Booking Report

1. Apply filters
2. Select date range
3. Click **Export**
4. Download report

Admin Booking

Create Manual Booking:

1. Go to **Booking** → **Search**
2. Search for buses
3. Select bus and seats
4. Enter passenger details
5. Complete booking
6. Generate ticket

4.11 Reports & Analytics

Booking Reports

View comprehensive reports:

- **Daily Bookings**: Today's activity
- **Weekly Report**: Past 7 days
- **Monthly Report**: Current month
- **Custom Range**: Select dates

Revenue Reports

Access financial data:

- Total revenue
- Revenue by route
- Revenue by operator
- Commission paid
- Platform earnings

User Activity Reports

Monitor user behavior:

- New registrations
- Active users

- Booking patterns
- Peak booking times

Login History

1. Go to **Report** → **Login History**
2. See all user logins:
   - User Name
   - IP Address
   - Browser
   - OS
   - Location
   - Date/Time

IP History

1. Go to **Report** → **IP History**
2. Enter IP address
3. See all logins from that IP
4. Identify suspicious activity

Email History

1. Go to **Report** → **Email History**
2. See all system emails:
   - Recipient
   - Subject
   - Status (Sent/Failed)
   - Date/Time

4.12 Support Ticket Management

View All Tickets

1. Go to **Tickets**
2. See all support tickets:
   - Ticket ID
   - User
   - Subject
   - Priority
   - Status
   - Last Reply

Filter Tickets

Access filtered views:

- **Pending**: New tickets
- **Answered**: Admin replied

- **Closed**: Resolved tickets

View Ticket Details

1. Click on ticket
2. See complete conversation:
    - User message
    - Admin replies
    - Attachments
    - Ticket history

Reply to Ticket

1. Open ticket
2. Type your response
3. Attach files if needed
4. Click **Reply**
5. User receives notification

Close Ticket

1. Open ticket
2. Click **Close Ticket**
3. Confirm closure
4. User notified

Delete Ticket

1. Select ticket
2. Click **Delete**
3. Confirm deletion

Download Attachments

1. Open ticket
2. Click on attachment
3. Download to view

4.13 Email Template Management

View Email Templates

1. Go to **Email Template** → **Index**
2. See all email types:
    - Registration Confirmation
    - Booking Confirmation
    - Password Reset
    - Payment Confirmation
    - etc.

Edit Email Template

1. Click **Edit** on template
2. Modify:
   - Subject Line
   - Email Body (HTML editor)
   - Available Variables
3. Use variables for dynamic content:
   - `{{user_name}}`
   - `{{booking_id}}`
   - `{{amount}}`
   - etc.
4. Preview template
5. Save changes

Email Global Settings

1. Go to **Email Template → Global**
2. Configure:
   - Email Header
   - Email Footer
   - Signature
   - Colors and Styling
3. Save settings

Email Configuration

1. Go to **Email Template → Setting**

2. Configure email server:

   SMTP Settings:

   - SMTP Host
   - SMTP Port
   - SMTP Username
   - SMTP Password
   - Encryption (SSL/TLS)

   SendGrid API (Alternative):

   - API Key
   - From Email
   - From Name

   Mailjet API (Alternative):

   - API Key
   - API Secret

3. Test email sending
4. Save configuration

4.14 SMS Template Management

View SMS Templates

1. Go to **SMS Template** → **Index**
2. See all SMS types:
   - OTP Verification
   - Booking Confirmation
   - Cancellation Alert
   - etc.

Edit SMS Template

1. Click **Edit** on template
2. Modify message content
3. Use variables:
   - `{{otp}}`
   - `{{booking_id}}`
   - `{{name}}`
4. Character limit: 160
5. Save template

SMS Global Settings

1. Go to **SMS Template** → **Global**
2. Configure default settings:
   - Sender ID
   - Default message footer
3. Save settings

SMS Gateway Configuration

1. Go to **SMS Template** → **Setting**
2. Configure SMS provider:
   - Gateway Name
   - API Credentials
   - Sender ID
3. Test SMS sending
4. Save configuration

4.15 Language Management

View Languages

1. Go to **Language**
2. See all available languages:
    - Language Name
    - Language Code
    - Status
    - Default Language

Add New Language

1. Click **Add New**
2. Enter:
    - Language Name (e.g., "Spanish")
    - Language Code (e.g., "es")
3. Save language

Edit Language

1. Click **Edit** on language
2. Click **Manage Keys**
3. See all text strings
4. Translate each string
5. Save translations

Add Translation Key

1. Edit language
2. Click **Add New Key**
3. Enter key name
4. Enter translation
5. Save key

Update Translation

1. Edit language
2. Find key
3. Update translation
4. Save changes

Delete Language Key

1. Edit language
2. Find key
3. Click **Delete**
4. Confirm deletion

Set Default Language

1. Find language
2. Click **Make Default**

3. Confirm action
4. Site default language updated

Import Language Pack

1. Click **Import Language**
2. Upload language file (.json)
3. Confirm import
4. Translations loaded

4.16 General Settings

Site Settings

1. Go to **General Setting**

2. Configure:

   Basic Information:

   - Site Name
   - Site Title
   - Base Color
   - Secondary Color
   - Currency
   - Timezone

   Registration:

   - Allow Registration (Yes/No)
   - Email Verification Required
   - SMS Verification Required

   Notifications:

   - Email Notifications (Enable/Disable)
   - SMS Notifications (Enable/Disable)

   Security:

   - Secure Password (Enforce strong passwords)
   - Force SSL
   - CAPTCHA on Login

   Social Login:

   - Google Login
   - Facebook Login

3. Save settings

Logo & Icon Settings

1. Go to **Setting** → **Logo & Icon**
2. Upload:
   - Site Logo (for light background)
   - Logo Icon (Favicon)
   - Dark Logo (for dark background)
3. Preview uploads
4. Save changes

Custom CSS

1. Go to **Custom CSS**
2. Add custom styling code
3. Preview changes
4. Save CSS

Cookie Settings

1. Go to **Cookie**
2. Configure:
   - Cookie Policy Text
   - Accept Button Text
   - Cookie Settings
3. Save configuration

4.17 Extensions & Plugins

View Extensions

1. Go to **Extensions**
2. See all available extensions:
   - Extension Name
   - Description
   - Status (Active/Inactive)

Activate Extension

1. Find extension
2. Click **Activate**
3. Configure extension settings
4. Save configuration

Deactivate Extension

1. Find active extension
2. Click **Deactivate**
3. Confirm action

Configure Extension

1. Click **Edit** on active extension
2. Enter configuration:
   - API Keys
   - Settings
   - Options
3. Save configuration

4.18 Frontend Management

Manage Templates

1. Go to **Frontend** → **Templates**
2. See available templates
3. Select active template
4. Click **Activate**

Manage Sections

1. Go to **Frontend** → **Sections**
2. Select page (Home/About/Contact)
3. Manage sections:
   - Banner
   - Features
   - How It Works
   - Testimonials
   - etc.

Edit Section Content

1. Click on section
2. Update:
   - Heading
   - Sub-heading
   - Description
   - Images
   - Call-to-action
3. Save changes

Add Section Element

1. Select section
2. Click **Add Element**
3. Fill in content
4. Upload images
5. Save element

Manage Pages

1. Go to **Frontend** → **Manage Pages**
2. See all pages:
   - Page Name
   - Slug
   - Status

Create New Page

1. Click **Create Page**
2. Enter:
   - Page Name
   - Page Slug
   - Page Content (HTML editor)
3. Select sections
4. Save page

Edit Page

1. Click **Edit** on page
2. Update content
3. Save changes

Delete Page

1. Click **Delete**
2. Confirm deletion

4.19 SEO Management

Configure SEO Settings

1. Go to **SEO**

2. Configure:

   Meta Tags:

   - Meta Title
   - Meta Description
   - Meta Keywords

   Social Meta:

   - Facebook Title
   - Facebook Description
   - Facebook Image
   - Twitter Title
   - Twitter Description

- Twitter Image

Sitemap:

- Enable XML Sitemap
- Update Frequency

3. Save SEO settings

4.20 Payout Management

View Payouts

1. Go to **Payouts**
2. See all operator payouts:
    - Operator Name
    - Payout Period
    - Gross Revenue
    - Commission
    - Net Payout
    - Status

Generate Payout

1. Click **Create Payout**
2. Select:
    - Operator
    - Period (Monthly/Custom Range)
    - Start Date
    - End Date
3. System calculates:
    - Total bookings
    - Gross revenue
    - Platform commission
    - Net payout
4. Review calculation
5. Generate payout

Bulk Generate Payouts

1. Click **Bulk Generate**
2. Select period
3. Choose operators (All/Specific)
4. Generate payouts for all

Record Payment

1. Find payout
2. Click **Record Payment**

3. Enter:
    - Payment Mode
    - Transaction ID
    - Payment Date
    - Bank Details
    - Notes
4. Save payment
5. Mark as Paid

View Payout Details

Click on payout to see:

- Complete booking breakdown
- Revenue calculation
- Commission details
- Tax information
- Payment history

Cancel Payout

1. Find pending payout
2. Click **Cancel**
3. Enter reason
4. Confirm cancellation

Update Payout Notes

1. Open payout
2. Click **Update Notes**
3. Enter administrative notes
4. Save notes

Export Payout Report

1. Apply filters
2. Select date range
3. Click **Export**
4. Download Excel/PDF

Payout Statistics

View dashboard:

- Total payouts this month
- Pending payouts
- Paid payouts
- Outstanding amount

4.21 System Maintenance

View System Information

1. Go to **System Info**
2. See:
    - Laravel Version
    - PHP Version
    - Server Information
    - Database Version
    - Timezone Settings

Clear Cache

1. Go to **Optimize**
2. Click **Clear Cache**
3. Cache cleared

View Error Logs

1. Access log files
2. Review system errors
3. Debug issues

4.22 Admin Profile & Security

Update Profile

1. Click on admin name (top right)
2. Go to **Profile**
3. Update:
    - Name
    - Email
    - Profile Photo
4. Save changes

Change Password

1. Go to **Password**
2. Enter:
    - Current Password
    - New Password
    - Confirm Password
3. Save new password

Logout

1. Click admin name
2. Click **Logout**

3. Session ended

Appendix: Common Tasks Quick Reference

For Customers:

1. **Book Ticket**: Home → Search → Select Bus → Choose Seats → Enter Details → Pay
2. **Cancel Booking**: Dashboard → Booking History → Select Booking → Cancel
3. **Print Ticket**: Dashboard → Booking History → Print Ticket

For Agents:

1. **Make Booking**: Login → Search Buses → Select → Enter Customer Details → Complete
2. **View Earnings**: Dashboard → Earnings → View Details
3. **Track Bookings**: Dashboard → My Bookings

For Operators:

1. **Add Bus**: Login → Buses → Add New → Fill Details → Save
2. **Create Schedule**: Schedules → Create New → Select Bus & Route → Save
3. **Mark Attendance**: Attendance → Mark Today → Update → Save

For Admins:

1. **Approve Operator**: Operators → Pending → Review → Approve
2. **Manage Payment**: Payments → Pending → Review → Approve/Reject
3. **Create Coupon**: Coupons → Create → Fill Details → Activate

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Support & Help

For any issues or questions:

- **Email**: support@yourdomain.com
- **Phone**: +XX-XXXXXXXXXX
- **Support Ticket**: Create ticket through admin panel

End of User Manual *Version 1.0 - Generated November 2024*