



# CAPSTONE PROJECT REPORT



## FOOTPRINTS

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|------------------------------|---|
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– Ho Chi Minh, September 2024 –

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## Definition and Acronyms

| Acronym                                 | Definition   |
|---|--|
| CRM (Customer Relationship Management)  | CRM refers to software systems and strategies used by businesses to manage interactions with current and potential customers and help enterprises track customer data, interactions, and relationships to improve customer service, sales processes, and overall business relationships. |
| FE (Feature)                            | FE refers to a specific functionality or capability provided by a software system or application.  |
| LI (Limitation)                         | LI refers to a restriction or boundary within which the software operates, where the software may not perform certain tasks or cannot provide certain functionality due to design, performance constraints, or external dependencies.  |
| EX (Exclusion)                          | EX refers to a feature, functionality, or aspect that is intentionally left out or not included in the scope of the software   |
| API (Application Programming Interface) | APIs are mechanisms that enable two software components to communicate with each other using a set of definitions and protocols.   |
| RTK (Redux Toolkit Query)               | RTK Query is a powerful data fetching and caching tool. It is designed to simplify common cases for loading data in a web application.   |

Table 01 - Acronym and Definition

## I. Project Introduction

### 1. Overview

#### 1.1 Project Information

- Project name: Tour Request & Implementation System(TRIS)
- Project code: FA24SE106
- Group code: GFA24SE78
- Software type: Web, Mobile App

## 1.2 Project Team

| Full Name             | Role     | Email                     | Mobile     |
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Table 02 - Project Team

## 2. Introduction

The Tour Management System is a B2C system developed in collaboration with Công đoàn – Báo Người Lao Động's Tour Operations Department to streamline the process of managing tour requests and operations. This software is designed to serve both customers, who submit their specific tour requests, and staff, who use the system to design and customise tours based on these requests. The system caters to various customer needs, including setting departure points, destinations, travel dates, and special requirements such as team-building activities, gala events, and hotel preferences.

The process begins when customers submit their detailed tour requests. Using a suggestion algorithm, the system generates tailored tour options that meet customer preferences, providing staff with efficient tools to adjust and finalise the best tour design. The staff can then refine these suggestions, customise the details, and communicate the finalised tour back to the customer. This approach not only enhances planning efficiency but also ensures that every tour is customised precisely to the customer's needs.

The Tour Management System is a solution that bridges customer requests with efficient tour design, improving overall service quality and operational workflow for the Tour Operations Department.

## 3. Product Background

Currently, many tour operators and travel agencies, including Công đoàn – Báo Người Lao Động's Tour Operations Department, face challenges in managing tour requests and designing customised tour packages for their clients. Most companies still rely on manual communication methods, such as direct messaging, emails, or phone calls, to interact with customers and gather their requirements. This approach often leads to unclear information exchange, inconsistencies in managing requests, and frequent errors in tour planning, causing dissatisfaction among both customers and staff.

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Commonly, customers have to repeatedly contact the company to check on the status of their requests, adjustments, or bookings, causing frustration and reducing overall satisfaction. Customers often experience frustration due to unclear information about available tours, slow responses to their specific requests, and a lack of tailored options that fit their needs. On the other hand, staff members face difficulties in efficiently designing tours that accurately match customer demands, often spending excessive time adjusting details manually and struggling to keep up with last-minute changes.

Additionally, the absence of a system to suggest and optimize tour designs leads to inefficient use of resources and missed opportunities for upselling personalized services. This outdated approach limits the ability to provide high-quality, customized travel experiences, ultimately affecting customer satisfaction and loyalty.

These challenges highlight the need for a modern, automated tour management system that leverages advanced suggestion algorithms to bridge the gap between customer requests and efficient tour design. The Tour Management System aims to solve these issues by providing a centralized platform that automates the entire process, from receiving tour requests to generating optimized, tailored tour options, ensuring that every aspect of the customer's needs is met promptly and accurately.

## **4. Existing Systems**

The concept of customized tour management systems is not new, and several platforms exist globally to help travel agencies and operators streamline their processes. However, these systems often fall short in providing the level of personalization and customization required to meet specific customer demands, especially nowadays, personalized travel experiences are increasingly sought after.

### **4.1 Analysis**

#### **4.1.1 Traditional Tour Management Systems in Vietnam**

- Currently, most travel agencies in Vietnam rely on manual methods such as phone calls, emails, or face-to-face meetings to handle tour requests and design customized packages.
- Staff must manually adjust tour details based on customer feedback, which is time-consuming and prone to miscommunication, often leading to customer dissatisfaction.
- There is no integrated platform that allows customers to easily submit requests, track the status of their proposals, or negotiate tour details directly with the company, limiting the overall service experience.

#### **4.1.2 Current Systems in Vietnam**

**Vietravel (<https://travel.com.vn/>)**

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- **Description:** Vietravel is one of the leading travel agencies in Vietnam, offering a wide range of domestic and international tours. The platform provides standard tour packages and booking options.
- **Features:**
  - Offers a variety of pre-designed tour packages.
  - Online booking and payment options.
  - Customer service support through phone calls and emails.
- **Pros:**
  - Extensive selection of tours covering various destinations and themes.
  - Convenient online booking process for standard tours.
  - Strong brand reputation in the market.
- **Cons:**
  - Limited customization options for personalizing tours according to specific customer requests.
  - Customers cannot directly modify or negotiate tour details through the platform; modifications require manual communication with staff.
  - The system primarily focuses on pre-set packages, which may not meet unique customer demands.

### Vietnam Booking (<https://www.vietnambooking.com/>)

- **Description:** Vietnam Booking offers a range of travel services, including flight bookings, hotels, and tours. It is a well-known platform in Vietnam that focuses on providing affordable travel solutions.
- **Features:**
  - Offers various tour packages, flight, and hotel booking options.
  - Provides travel visa services and support for international travelers.
  - Online payment and booking system.
- **Pros:**
  - The comprehensive range of travel services all in one platform.
  - User-friendly interface with easy navigation and booking features.
- **Cons:**
  - Tour customization is limited; most packages are fixed with little room for adjustments based on personal preferences.
  - Customers cannot negotiate or customize tour proposals directly on the platform, needing to rely on external communication methods like phone or email.
  - Lacks advanced tools for creating personalized tour experiences based on specific customer feedback and needs.

## 4.2 Conclusions

From the analysis of existing tour management systems in Vietnam, it is evident that the current market offerings have significant gaps when it comes to handling personalized tour requests and allowing customers to negotiate or adjust their tour proposals easily. These limitations highlight the need for a more advanced and

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flexible solution that addresses the specific demands of today's travelers. Key problems that our proposed Tour Management System can solve include:

- **Enhanced Tour Customization:** Allowing staff to design and adjust tours based on individual customer requests, providing a more personalized experience compared to standard packages. The system will offer design suggestions to help staff create tailored proposals that align with customer needs efficiently.
- **Efficient Management of Tour Requests:** Streamlining the process of managing tour requests, proposals, and modifications, helping staff work more efficiently and effectively respond to customer needs. The system automates routine tasks, reducing the workload on staff and minimizing the risk of errors.
- **Staff-Centric Design Tools:** Empowering staff with advanced tools to design tours based on specific customer requests, supported by design suggestions from the system. This capability not only speeds up the proposal creation process but also enhances the quality of the proposals by recommending the best options based on customer preferences.

This comprehensive approach ensures a seamless and highly customized experience for both customers and staff, enhancing productivity and manageability for the travel company.

## 5. Business Opportunity

The tourism industry in Vietnam is experiencing significant growth, with increasing demand for personalized and flexible travel options. However, the current market is dominated by traditional tour management systems that lack the ability to handle personalized tour requests and offer real-time adjustments based on customer feedback. This creates a business opportunity for a Tour Management System that specifically addresses these shortcomings, providing both customers and staff with a more dynamic, efficient, and user-friendly platform.

Many customers are now seeking highly customized travel experiences, such as team-building activities and gala dinners that standard packages cannot fulfill. Existing systems do not adequately support these needs, often requiring manual adjustments through time-consuming back-and-forth communication between the customer and the travel agency staff. This inefficiency leads to missed opportunities, lower customer satisfaction, and increased operational costs.

The proposed Tour Management System directly addresses these issues by allowing customers to submit detailed requests and negotiate tour proposals in one integrated platform. It empowers staff to design and adjust tours based on specific customer inputs, supported by intelligent design suggestions from the system, thereby enhancing the customization process. This level of service is currently unmatched in the Vietnamese market and aligns with the growing trend of personalized, customer-centric travel experiences.

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This system would save time for both customers and staff, streamline the negotiation and customization process, and reduce the chances of errors in tour planning. For businesses, it offers a way to efficiently manage and track requests, proposals, and customer feedback, leading to higher conversion rates and increased customer loyalty.

The future potential of integrating advanced data analytics to predict customer preferences and optimize tour proposals offers further value, providing agencies with insights that can drive more targeted marketing and personalized service offerings.

The Tour Management System fits within the strategic direction of travel agencies looking to differentiate themselves in a competitive market by offering unique, tailored travel solutions that cater to the modern traveler's needs. By addressing the current gaps in tour customization, negotiation, and proposal management, the system presents a compelling opportunity for tour operators in Vietnam to enhance their service offerings, improve operational efficiency, and capitalize on the growing demand for personalized travel experiences.

## **6. Software Product Vision**

Footprint's vision is to redefine the travel experience by managing the entire process of travel requests and tour execution. Our platform enables users to create personalized tours, manage their schedules and expenses, and make choices based on their preferences. Footprint seamlessly integrates with CRM, and other travel platforms, enhancing convenience for travelers and improving management efficiency for businesses. We aim to be a trusted companion in the travel journey, delivering a customized, intuitive, and sustainable solution that meets the diverse needs of today's travelers.

## **7. Project Scope & Limitations**

### **7.1 Major Features**

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| Role         | Feature code | Description  |
|--------------|--------------|--|
| Customer     | FE-01        | Customers send requests to create tours based on information such as origin, destination, dates, and special requirements (e.g., team-building, gala).           |
|              | FE-02        | After customers submit their request, they can directly request edit the previously submitted version or discuss with staff.                                     |
|              | FE-03        | Customers track their created requests status through the application.   |
|              | FE-04        | Create feedback after completing your trip with an itinerary designed by the app's staff.  |
|              | FE-05        | Customers can update their tour request if it has not been processed.  |
|              | FE-06        | Customer can create/update deal request one time after review tour proposal  |
|              | FE-07        | Customers provide documents, proof of their payment.   |
|              | FE-08        | Customers receive all related notifications from the time of tour registration, tour start and after tour completion to ensure their own experience.             |
|              | FE-09        | Customer can export tour related files   |
|              | FE-10        | Customers can import the file including all information of people on tour based on a specific file template.   |
|              | FE-11        | Customers check in when tour start   |
| Staff Member | FE-12        | Export the brochures and estimated calculation for a designed tour based on a specific format so that I can provide clear and accurate information to customers. |

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| Role         | Feature code | Description   |
|--------------|--------------|---|
|              | FE-13        | Uses ideas suggested to construct a tour proposal based on the customer's request so that I may provide them with options that are specifically matched to their needs. |
|              | FE-14        | Modify a tour proposal based on the customer's modification request/ manager's modification request.  |
|              | FE-15        | Staff adds documents and proof of payment for tour order.   |
|              | FE-16        | Review information, documents and proof of payment provided by customers.   |
|              | FE-17        | Staff member confirms payment of customer order.  |
|              | FE-18        | Assign tour guide to a tour order.  |
|              | FE-19        | View order with detailed payment information.   |
| Tour Guide   | FE-20        | Tour guides access assigned tour and itinerary through a mobile application.  |
|              | FE-21        | Tour guides view tour details on the app.   |
|              | FE-22        | Tour guides create message for customer about ongoing tour.   |
|              | FE-23        | Tour guides view list of people in tour.  |
|              | FE-24        | Tour guides check in people for ongoing tour.   |
| Tour Manager | FE-25        | The tour manager manages the tour proposals sent by the staff team.   |
|              | FE-26        | Tour managers approved the proposal.  |

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| Role           | Feature code | Description  |
|----------------|--------------|--|
| System Handler | FE-27        | Notify the staff team, manager as soon as a tour proposal related update.  |
|                | FE-28        | Suggest correspondent information to support the staff member in design so that the design process is efficient and aligned with customer requirements.  |
|                | FE-29        | Automate background processes such as notifications, status transitions.   |
|                | FE-30        | Automate save draft of tour proposal when staff design.  |
| Admin          | FE-31        | Get business settings.   |
|                | FE-32        | Update business settings.  |
|                | FE-33        | User management.   |
|                | FE-34        | Import data for hotels, restaurants, bed category room type, bed category, destination, food, gala item, gala package, menu, place, room type, teambuilding gala, team building item, vehicle. |

Table 03 - Major Features

### 7.2 Limitations & Exclusions

#### Limitations:

| Limitation code | Description  |
|-----------------|--|
| LI-01           | Dependence on staff training. While the system provides ideal suggestions based on data, effective tour design still requires human judgement and decision-making to cater to unique customer needs. |
| LI-02           | Data accuracy and algorithm limitations: The system's suggestions depend on accurate data. Outdated or incomplete information can result in poor tour options  |

Table 04 - Limitations

#### Exclusions:

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| Exclusion code | Description   |
|----------------|---|
| EX-01          | The current system version does not support financial management (e.g., cash flow, user analytics, storage system).   |
| EX-02          | The current system does not include human resource management and scheduling functions, such as employee payroll tracking, job assignment, or time management,... |
| EX-03          | Production materials management is outside the scope of this system.  |
| EX-04          | The system needs to be integrated with customer service features like a chat box for real-time support.   |
| EX-05          | The system still needs to integrate a diverse payment system.   |
| EX-06          | The application does not yet integrate a detailed rating and feedback system.   |
| EX-07          | The system only allows customers to deal once.  |
| EX-08          | The system only uses third-party payment to simulate payment.   |

*Table 05 - Exclusions*

## 8. Assumption:

### 8.1. Service Availability:

- All service partners within the system, including Hotels, Restaurants, and Tourism Destinations, are assumed to be always available. There are no constraints on service availability, ensuring uninterrupted booking and planning processes.

### 8.2. Internet Connectivity:

- The system assumes that a stable internet connection is always available. This ensures that all online functionalities, such as real-time booking, communication with service providers, and data synchronization, work without interruptions.

## II. Project Management Plan

### 1. Overview

#### 1.1 Scope & Estimation

| #        | WBS Item                                    | Complexity | Est. Effort (man-days) |
|----------|---|------------|------------------------|
| <b>1</b> | <b>Research and collect requirement</b>     |            | <b>14</b>              |
| 1.1      | Collect requirements from the company       | Medium     | 3                      |
| 1.2      | Collect information from customer           | Simple     | 3                      |
| 1.3      | Collect information from a similar system   | Medium     | 3                      |
| 1.4      | Gather and analyze the requirement          | Complex    | 5                      |
| <b>2</b> | <b>Design And Implement Database</b>        |            | <b>9</b>               |
| 2.1      | Design Database                             | Complex    | 4                      |
| 2.2      | Implement Database to script                | Medium     | 5                      |
| <b>3</b> | <b>Manage User</b>                          |            | <b>10</b>              |
| 3.1      | Register by Email And Confirm Email         | Simple     | 2                      |
| 3.2      | Login                                       | Simple     | 2                      |
| 3.3      | Verify Phone Number By OTP                  | Simple     | 2                      |
| 3.4      | Get Tour Request History                    | Simple     | 2                      |
| 3.5      | Get Tour Order History                      | Simple     | 2                      |
| <b>4</b> | <b>Authorise User</b>                       |            | <b>3</b>               |
| 4.1      | Authorise User By Role                      | Medium     | 3                      |
| <b>5</b> | <b>Manage Tour Request And Proposal</b>     | Medium     | <b>72</b>              |
| 5.1      | Create a Tour Request                       | Medium     | 4                      |
| 5.2      | Update Tour Request                         | Medium     | 3                      |
| 5.3      | Create Suggestions for Design Tour Proposal | Complex    | 8                      |
| 5.4      | Create Tour Proposal                        | Complex    | 10                     |
| 5.5      | Get Proposal Design Draft                   | Complex    | 5                      |
| 5.6      | Save Proposal Design Draft                  | Complex    | 5                      |
| 5.7      | Get Tour Request List Of System             | Medium     | 2                      |
| 5.8      | Get Tour Proposal List Of System            | Medium     | 2                      |

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|          |  |         |           |
|----------|--|---------|-----------|
| 5.9      | Create Deal Request  | Medium  | 3         |
| 5.10     | Update Deal Request  | Medium  | 2         |
| 5.11     | Highlight changed in proposal when make update   | Complex | 7         |
| 5.12     | Update Tour Proposal   | Complex | 10        |
| 5.13     | Export Proposal File   | Complex | 5         |
| 5.14     | Export Menu File   | Medium  | 3         |
| 5.15     | Export Tour Execution File   | Medium  | 3         |
| <b>6</b> | <b>Manage Tour Order</b>   |         | <b>16</b> |
| 6.1      | Create Tour Order  | Medium  | 3         |
| 6.2      | Make Tour Deposit  | Medium  | 3         |
| 6.3      | Confirm Payment  | Medium  | 3         |
| 6.4      | Get Tour Order List  | Medium  | 2         |
| 6.5      | Assign Tour Guide To Tour  | Medium  | 3         |
| 6.6      | Get Tour Guide Of a Tour   | Medium  | 2         |
| <b>7</b> | <b>Manage Tour Execution</b>   |         | <b>19</b> |
| 7.1      | Tour Guide Get All Assigned Tour   | Medium  | 3         |
| 7.2      | Tour Guide Make SMS Notify For User  | Complex | 6         |
| 7.3      | Tour Guide Get Assigned Tour Details   | Medium  | 3         |
| 7.4      | Import list of customer join in Tour   | Medium  | 4         |
| 7.6      | Check In For Tour Start  | Medium  | 3         |
| <b>8</b> | <b>Manage Business Settings</b>  |         | <b>8</b>  |
| 8.1      | Define Business Settings   | Complex | 3         |
| 8.2      | Get Business Setting   | Simple  | 2         |
| 8.3      | Update Business Setting  | Medium  | 3         |
| <b>9</b> | <b>Manage Notification</b>   |         | <b>22</b> |
| 9.1      | Background Task send mail for user when near payment deadline, feedback reminder when tour completion, send mail for user near tour start date | Medium  | 10        |
| 9.2      | Real-time Notify User When Tour Proposal Created   | Medium  | 2         |

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|           |  |         |           |
|-----------|--|---------|-----------|
| 9.3       | Real-time Notify User When Tour Proposal Updated   | Medium  | 2         |
| 9.4       | Real-time Notify Staff When Tour Request Created   | Medium  | 2         |
| 9.5       | Real-time Notify User When Deal Request Created  | Medium  | 2         |
| 9.6       | Real-time Notify User And Staff When Payment Updated   | Medium  | 2         |
| 9.7       | Real-time Notify Tour Guide When having Assigned Tour  | Medium  | 2         |
| <b>10</b> | <b>Manage Post-Tour</b>  |         | <b>4</b>  |
| 10.1      | Create feedback after completing tour  | Medium  | 3         |
| 10.2      | Get Feedback Of A Tour   | Simple  | 1         |
| <b>11</b> | <b>Manage Data</b>   |         | <b>10</b> |
| 11.1      | Import data for hotels, restaurants, bed category room type, bed category, destination, food, gala item, gala package, menu, place, room type, teambuilding gala, team building item, vehicle. | Complex | 10        |
| <b>12</b> | <b>Review system</b>   |         | <b>22</b> |
| 12.1      | Review database  | Medium  | 5         |
| 12.2      | Review User Interface  | Medium  | 3         |
| 12.3      | Review Staff Interface   | Medium  | 3         |
| 12.4      | Review Manager Interface   | Medium  | 3         |
| 12.5      | Review Admin Interface   | Medium  | 3         |
| 12.6      | Review Tour Guide Mobile Interface   | Medium  | 5         |
| <b>13</b> | <b>Compose report</b>  |         | <b>61</b> |
| 13.1      | Compose Project Introduction   | Simple  | 4         |
| 13.2      | Compose Project Management Plan  | Medium  | 7         |
| 13.3      | Compose Software Requirement Specification (SRS)   | Complex | 12        |
| 13.4      | Compose System Design Description (SDD)  | Complex | 12        |
| 13.5      | Compose System Implementation and  | Complex | 12        |

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|           |                              |        |           |
|-----------|------------------------------|--------|-----------|
|           | Test (SIT)                   |        |           |
| 13.6      | Compose System User's Manual | Medium | 7         |
| 13.7      | Compose Final Project Report | Medium | 7         |
| <b>14</b> | <b>Deploy system</b>         |        | <b>13</b> |
| 14.1      | Deploy database              | Medium | 3         |
| 14.2      | Deploy BE project            | Medium | 4         |
| 14.3      | Deploy FE project            | Medium | 3         |

**Total Estimated Effort (man-days)**

**277**

**Allocated Effect: 277 man-days**

*Table 06 - Scope and Estimation*

### 1.2 Project Objectives

| # | Testing Stage | Test Coverage | No. of Defects | % of Defect | Notes |
|---|---------------|---------------|----------------|-------------|-------|
| 2 | System test   | <10           | 1%             |             | 2     |

*Table 07 - Project Objectives*

### 1.3 Project Risks

|   | Risk Description  | Impact   | Possibility | Response Plans   |
|---|---|----------|-------------|--|
| 1 | Unavailability of key personnel due to illness, turnover, or other commitments. | Critical | Medium      | Cross-train team members, maintain updated documentation, and have contingency plans for critical roles to ensure project continuity.  |
| 2 | Missing deadlines due to unforeseen technical challenges or task delays.        | High     | Medium      | Use a detailed project management tool(Lark), set realistic deadlines with buffer times, and closely monitor progress to adjust timelines when necessary. Another member will support when someone meets problems. |
| 3 | Scope creep due to additional features or changes in requirements.              | High     | High        | Define clear project boundaries, implement change control processes, and regularly communicate with stakeholders to manage   |

## Capstone Project Document - Footprints

|   |  |      |        |   |
|---|--|------|--------|---|
|   |  |      |        | expectations and control changes.   |
| 4 | Lack of experience or skills in coding among team members. | High | Medium | Find support from lecture mentors when encountering confusion, conduct regular code reviews to share knowledge, and involve experienced developers in critical tasks. |

Table 08 - Project Risks

## 2. Management Approach

### 2.1 Project Process

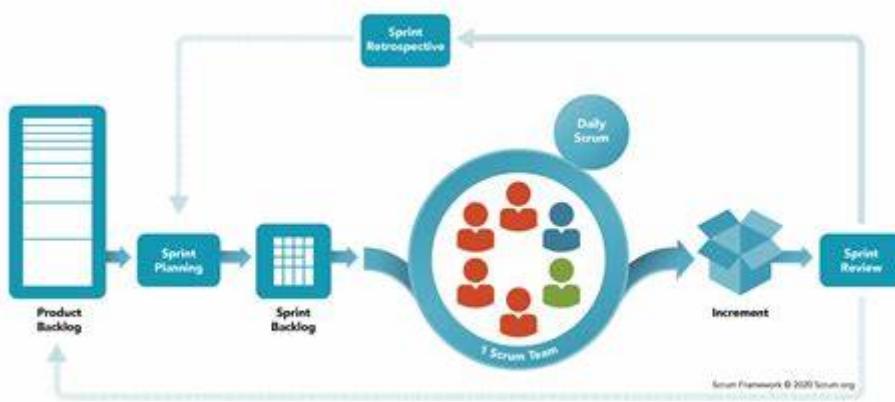


Figure 01 - Scrum framework

<http://www.scrum.org/resources/what-is-scrum>

The Tour Request And Implementation System is developed using the Scrum framework of the Agile methodology for collecting requirements, designing, developing, testing, deploying, and maintaining the product. We chose this model for the following reasons:

- Regular engagement with mentors and stakeholders ensures alignment on evolving needs, fostering effective communication and validation of progress.
- Our development team is relatively small, consisting of 4 members, and the project is being developed from the ground up. Understanding and aligning on requirements can be challenging, so weekly meetings with mentors and stakeholders are necessary to ensure everyone is on the same page. This approach helps us validate our progress and adjust our work as needed.
- Each sprint spans 7 days, providing adequate time for deeper problem-solving and more comprehensive incremental improvements, while maintaining a steady project pace over the 4-month product backlog.

## Capstone Project Document - Footprints

### 2.2 Quality Management

To ensure the quality of the product quality, the following quality management approaches applied:

#### 2.2.2. Reviewing

- **Peer Code Reviews:** Regularly conduct peer code reviews to identify logical errors, improve code quality, and ensure adherence to coding standards. Utilise pull requests in platforms like GitHub for efficient review processes.

#### 2.2.3. System testing:

- Testing the system as a whole to confirm that every feature of the application functions correctly.
- Everything tested must be within software requirements specification (SRS) and after integration testing.

### 2.3 Training Plan

| Training Area  | Participants    | When, Duration                          | Waiver Criteria |
|----------------|-----------------|---|-----------------|
| Git, Github    | Week 1 - 7 days | All members                             | Mandatory       |
| Docker         | Week 4 - 7 days | Lê Thị Yến Nhi<br>Nguyễn Minh Trường Vũ | Mandatory       |
| .Net Framework | Week 4 - 7 days | Lê Thị Yến Nhi<br>Nguyễn Minh Trường Vũ | Mandatory       |
| TypeScript     | Week 1 - 7 days | Trương Thùy Trúc<br>Đặng Thiêm Lộc      | Mandatory       |
| Redux Toolkit  | Week 1 - 7 days | Trương Thùy Trúc<br>Đặng Thiêm Lộc      | Mandatory       |

Table 09 - Training Plan

### 3. Project Deliverables

| # | Deliverable | Due Date                | Notes   |
|---|-------------|-------------------------|---|
| 1 | Sprint 1    | 04/09/2024 - 10/09/2024 | - Collect user requirements<br>- Training<br>- Report 1<br>- Design database<br>- Design UI         |
| 2 | Sprint 2    | 14/09/2024 - 20/09/2024 | - Set up the base project<br>- Report 2 - Project Management Plan<br>- Implement Manage User Module |
| 3 | Sprint 3    | 24/09/2024 - 30/09/2024 | - Report 3 - Software Requirement Specification   |

## Capstone Project Document - Footprints

|    |           |                         |  |
|----|-----------|-------------------------|--|
|    |           |                         | - Report 4 - Software Design Document  |
| 4  | Sprint 4  | 04/10/2024 - 10/10/2024 | - Authorise User<br>- Implement Manage Tour Request And Proposal Module  |
| 5  | Sprint 5  | 14/10/2024 - 20/10/2024 | - Manage Tour Order Module   |
| 6  | Sprint 6  | 24/10/2024 - 30/10/2024 | - Manage Tour Execution<br>- Deploy system<br>- Implement validation & constraint value for all features<br>- Meet the customer to set up the project for future release |
| 7  | Sprint 7  | 03/11/2024 - 09/11/2024 | - Implement validation & constraint value for all features(continue)<br>- Manage Business Settings<br>- Manage Notification  |
| 8  | Sprint 8  | 13/11/2024 - 19/11/2024 | - Manage Tour Execution<br>- Meet the customer to demo the first core flow<br>- Report 5 - Test Documentation<br>- Report 6 - Software User Guides                       |
| 9  | Sprint 9  | 23/11/2024 - 29/11/2024 | - Implement system test<br>- Report 7 - Final Project Report   |
| 10 | Sprint 10 | 03/12/2024 - 09/12/2024 | - Meet the customer to demo full project's core flow<br>- Rehearsal to collect feedback<br>- Review documentation and modify<br>- Review all features related to project |
| 11 | Sprint 11 | 13/12/2024 - 19/12/2024 | - Release<br>- Prepare for final presentation  |

Table 10 - Project Deliverables

## 4. Responsibility Assignments

### 4.1 Team & Structures

| Role           | Full Name   |
|----------------|---|
| Product Owner  | Kiều Trọng Khánh<br>CTCP Phát triển giải pháp doanh nghiệp REVA – Phạm Thị Thủy |
| Scrum Master   | Lê Thị Yến Nhi  |
| Developer Team | Nguyễn Minh Trường Vũ<br>Trương Thùy Trúc<br>Đặng Thiêm Lộc<br>Lê Thị Yến Nhi   |

Table 11 - Team and Structures

### 4.2 Responsibilities

D~Do; R~Review; S~Support; I~Informed; <blank>- Omitted

| Sprint   | Activity  | N<br>h<br>i<br>l<br>T<br>Y<br>S<br>E<br>1<br>7<br>3<br>0<br>0<br>0<br>3 | V<br>u<br>N<br>M<br>T<br>S<br>E<br>1<br>6<br>1<br>2<br>0<br>0<br>7 | T<br>r<br>u<br>c<br>T<br>T<br>S<br>E<br>1<br>6<br>0<br>8<br>3<br>6<br>9 | L<br>o<br>C<br>T<br>D<br>S<br>E<br>1<br>6<br>0<br>8<br>4<br>4<br>8 |
|----------|---|---|--|---|--|
| Sprint 1 | Collect user requirements                         | D   | D  | D   | D  |
|          | Training  | D   | D  | D   | D  |
|          | Report 1  | D   | D  | D   | D  |
|          | Design database                                   | D   | D  | S   | S  |
|          | Design UI   | R   | R  | D   | D  |
| Sprint 2 | Set up the base project                           | D   | S  | S   | S  |
|          | Report 2 - Project Management Plan                | D   | S  | S   | S  |
|          | Implement Manage User Module                      | D   | D  | D   | D  |
| Sprint 3 | Report 3 - Software Requirement Specification     | D   | D  | D   | D  |
|          | Report 4 - Software Design Document               | D   | D  | D   | D  |
| Sprint 4 | Implement Manage Tour Request And Proposal Module | D   | D  | D   | D  |

## Capstone Project Document - Footprints

|           |  |   |   |   |   |
|-----------|--|---|---|---|---|
|           | Authorise User   | D | D | D | D |
| Sprint 5  | Manage Tour Order Module   | D | I | I | I |
|           | Manage Tour Execution  | D | D | D | D |
|           | Deploy system  | D | D | S | S |
| Sprint 6  | Implement validation & constraint value for all features           | D | D | D | D |
|           | Meet the customer to set up the project for future release         | D | D | D | D |
| Sprint 7  | Implement validation & constraint value for all features(continue) | D | D | D | D |
|           | Manage Business Settings   | D | I | D | S |
|           | Manage Notification  | D | D | D | D |
| Sprint 8  | Meet the customer to demo the first core flow                      | D | D | D | D |
|           | Report 5 - Test Documentation                                      | S | D | D | D |
|           | Report 6 - Software User Guides                                    | S | D | D | D |
| Sprint 9  | Implement system test  | I | I | D | D |
|           | Report 7 - Final Project Report                                    | D | D | D | D |
| Sprint 10 | Meet the customer to demo full project's core flow                 | D | D | D | D |
|           | Rehearsal to collect feedback                                      | D | D | D | D |
|           | Review documentation and modify                                    | D | D | D | D |
|           | Review all features related to the project                         | D | D | D | D |
| Sprint 11 | Release  | D | D | D | D |
|           | Prepare for the final presentation                                 | D | D | D | D |

Table 12 - Team Responsibilities

## 5. Project Communications

| Communication Item        | Who/ Target                | Purpose  | When, Frequency     | Type, Tool, Method(s) |
|---------------------------|----------------------------|--|---------------------|-----------------------|
| Kick-off Meeting          | Project Team               | Project introduction, goals, master plan         | Once                | Google Meeting        |
| Supervisor Review Meeting | Project Team, Supervisor   | Review work progress on products and documents.  | Monday and Thursday | Office                |
| Task Assignment           | Project Team               | Divide tasks, determine progress                 | 1 day/week          | Lark, Google Meeting  |
| Weekly Status Update      | Project Team               | Update progress, and resolve arising issues      | 2 days/week         | Google Meeting        |
| Risk Management Meeting   | Project Team               | Discuss potential risks and mitigation measures  | 2 days/week         | Lark, Google Meeting  |
| Weekly Reports            | Project Team, Supervisor   | project progress report                          | 2 day/week          | Email, LMS            |
| Project Review            | Project Team, Stakeholders | Get feedback from stakeholders about the product | 2 days/month        | Office                |

Table 13 - Project Communications

## 6. Configuration Management

### 6.1. Document Management

- Divide tasks and take notes :
  - [Footprint Task management \(Overdue Alert\) - Lark Docs \(larksuite.com\)](#)
  - [Docs | All \(notion.site\)](#)
- Meet url:
  - [Meet \(google.com\)](#)
- Upload diagrams, images, media,... to categorised folders for easy management: [Footprint - Capstone Fall 2024 - Google Drive](#)

### 6.2. Source Code Management

- GitHub Organization: [NovelFootprints \(github.com\)](#)

## Capstone Project Document - [Footprints](#)

### 6.3. Meeting minutes

- [Meeting Minutes](#)

### 6.4. Tools & Infrastructures

| Category           | Tools / Infrastructure                                     |
|--------------------|--|
| Technology         | ReactJs (Node v18.19.1, React v18.3.1), React-Native(App), |
| Database           | SQL Server   |
| IDEs/Editors       | Visual Studio Code, Rider, Visual Studio                   |
| Diagramming        | Visual Paradigm, DrawIO, Lucid                             |
| Documentation      | Ms Office, Google Docs/Sheets/Slides                       |
| Version Control    | GitLab (Source Codes), Google Drive (Documents)            |
| Deployment server  | VPS Server Hosting   |
| Project management | Lark Suit (Schedule), GitHub (Tasks, Defects), Notion      |

*Table 14 - Tools & Infrastructure*

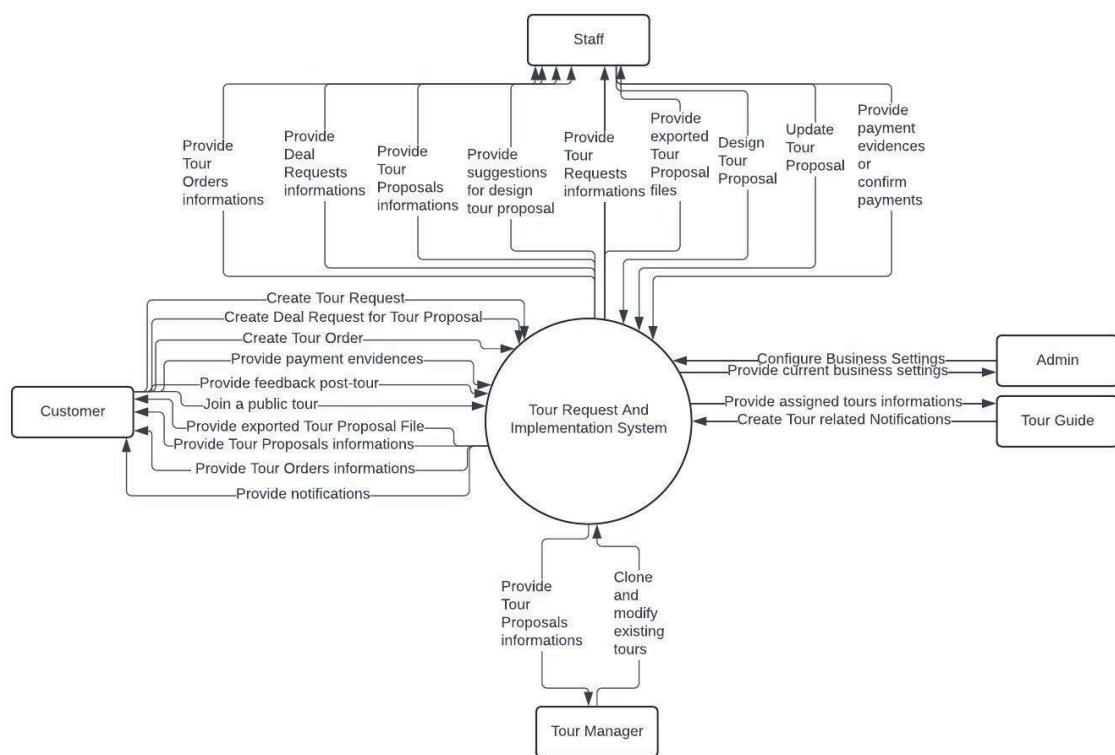
### III. Software Requirement Specification

#### 1. Product Overview

The Tour Management System is a software application designed to streamline the management of tour requests, planning, customization, and execution for travel agencies and customers. It replaces traditional manual processes, such as phone calls, emails, and in-person meetings, with an automated and user-friendly interface that caters to the needs of both customers and tour operators.

The system serves as a central system where customers can submit detailed tour requests, interact directly with staff, and track the status of their requests in real time. On the other side, staff members are equipped with tools to design, adjust, and finalize tours based on customer preferences, significantly improving the efficiency and accuracy of the tour planning process.

The context diagram below outlines the boundary and connections between the Tour Management System and external entities. It identifies the key external components and interfaces that interact with the system, illustrating how data, control, and material flows occur between these terminators and the system itself.



*Figure 02 - Product Overview*

## 2. User Requirements

### 2.1. Actors

| # | Actor        | Description  |
|---|--------------|--|
| 1 | Customer     | <p>Customer is a logged in user who uses the system's features, with available function such as:</p> <ul style="list-style-type: none"> <li>- Create tour request</li> <li>- Dealing tour request</li> <li>- Get list tour request created</li> <li>- Get list proposal</li> <li>- Approved proposal</li> <li>- Reject proposal</li> <li>- Get list order</li> <li>- Create order</li> <li>- Get user's payment status</li> <li>- Add payment evident</li> <li>- Get tour request detail</li> <li>- Get proposal detail</li> <li>- Get order detail</li> <li>- Get user's information</li> <li>- Upload file information tour member</li> <li>- Checkin tour executing</li> <li>- Export Proposal File</li> <li>- Export Tour Execution File</li> <li>- Create feedback after completing tour</li> <li>- Logout</li> </ul> |
| 2 | Staff Member | <p>As employees of the system-owning organization, they have access to functions such as:</p> <ul style="list-style-type: none"> <li>- Create proposal</li> <li>- Assign tour guide</li> <li>- Get list tour request</li> <li>- Get list proposal</li> <li>- Update proposal</li> <li>- Get list order</li> <li>- Get tour request detail</li> <li>- Get order detail</li> <li>- Accept/reject dealing</li> <li>- Update dealing</li> <li>- Get list tour guide</li> <li>- Export Proposal File</li> <li>- Export Menu File</li> <li>- Confirm Payment</li> <li>- Logout</li> </ul>  |

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|   |              |   |
|---|--------------|---|
| 3 | Tour Guide   | <p>As a tour guide when the tour is taking place, you can use the system's functions such as:</p> <ul style="list-style-type: none"> <li>- Get assigned tour detail</li> <li>- Get list assigned tour</li> <li>- Send message remind tour customers</li> <li>- Check attendance tour customers</li> <li>- Logout</li> </ul>                                   |
| 4 | Tour Manager | <p>Tour manager is the person who manages and monitors the entire tour status on the system, has access to the following functions:</p> <ul style="list-style-type: none"> <li>- Get list proposal</li> <li>- Get proposal detail</li> <li>- Approve/reject proposal</li> <li>- Export Proposal File</li> <li>- Export Menu File</li> <li>- Logout</li> </ul> |
| 5 | Admin        | <p>As the person who has access to the most important functions of the system, in detail:</p> <ul style="list-style-type: none"> <li>- Define business settings.</li> <li>- Get business settings.</li> <li>- Update business settings.</li> <li>- Manage users system</li> <li>- Import data</li> <li>- Import holiday data</li> <li>- Logout</li> </ul>     |

Table 15 - Actors

# Capstone Project Document - Footprints

## 2.2 Use Cases

### 2.2.1 Diagram

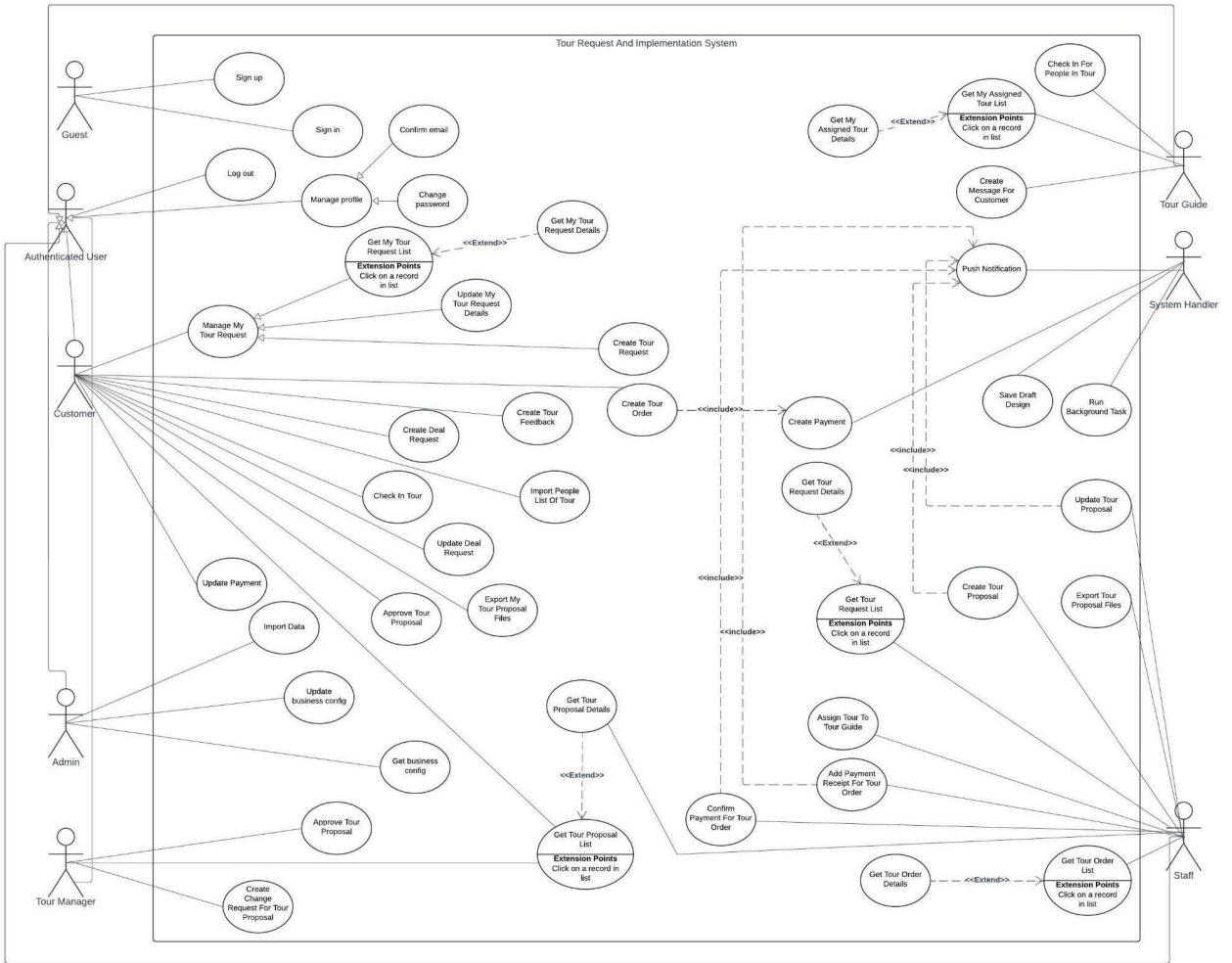


Figure 03 - Use Cases Diagram

### 2.2.2 Descriptions

| ID | Use Case       | Actors             | Use Case Description  |
|----|----------------|--------------------|---|
| 01 | Sign Up        | Guest              | Allows guests to create a new account in the system by providing personal information and setting up login credentials. |
| 02 | Sign In        | Guest              | Enables users to log into the system using their credentials to access their account and available services.            |
| 03 | Log Out        | Authenticated User | Allows users to securely log out of the system.   |
| 04 | Manage Profile | Authenticated User | Enables users to update their profile information.  |

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|    |                                       |          |  |
|----|---------------------------------------|----------|--|
| 05 | Create Tour Request                   | Customer | Customers can submit detailed tour requests, specifying the origin, destination, travel dates, number of participants, and any special requirements, such as team-building events or gala dinners.   |
| 06 | Update My Tour Request Details        | Customer | Customers can modify the details of their submitted tour requests, such as travel dates, number of participants, or specific requirements, as long as the request is not yet processed by the staff. |
| 07 | Approve Tour Proposal                 | Customer | Customers can review and approve proposals sent by the staff, allowing the tour to proceed to the next stage.  |
| 08 | Create Deal Request for Tour Proposal | Customer | Customers can negotiate deals within their tour proposals, such as special arrangements for meals, hotels, team-building activities, and gala dinners..  |
| 09 | Update Deal Request                   | Customer | Customers can make adjustments to their deal requests if it has not been proceeded by company.   |
| 10 | Create Tour Order                     | Customer | Once satisfied with the proposal, customers can confirm their booking by creating a tour order.  |
| 11 | Create Payment                        | Customer | Customers can make payments for their tour orders using QR codes generated specifically for the tour.  |
| 12 | Update Payment                        | Customer | Customers can update their payment status by adding payment evidence or receipts as proof of deposit or final payment.   |
| 13 | Get My Tour Request List              | Customer | Customers can view all their submitted tour requests to monitor the status and progress of each request.   |
| 14 | Get My Tour Request Details           | Customer | Customers can access specific details about a tour request, including its progress status.   |
| 15 | Get My Tour Proposal Details          | Customer | Customers can view complete proposal details, including menus, restaurants, tourist  |

## Capstone Project Document - Footprints

|    |                               |          |   |
|----|-------------------------------|----------|---|
|    |                               |          | attractions, working trip allowances, transportation options, and pricing information.  |
| 16 | Create Tour Feedback          | Customer | After completing a tour, customers can provide feedback regarding their experience and suggest any areas for improvement.   |
| 17 | Export My Tour Proposal Files | Customer | Customers can download proposal-related documents, including hotel details, meal information, allowances, fees, and schedules, for reference or record-keeping.                       |
| 18 | Import People List Of Tour    | Customer | Customers can import a file containing the list of participants for a tour, using a specific file template provided by the system.  |
| 19 | Check In Tour                 | Customer | Customers can make adjustments to their deal requests as long as they have not been processed by the company.   |
| 20 | Get Tour Request List         | Staff    | Staff members can view all tour requests submitted by customers, enabling them to manage and process these requests efficiently.  |
| 21 | Get Tour Request Details      | Staff    | Staff can access detailed information for each tour request, such as start and end dates, number of participants, destination, and meal requirements, to create customized proposals. |
| 22 | Get Tour Proposal Details     | Staff    | Staff members can view detailed proposals, including menus, restaurants, tourist attractions, transportation, working trip allowances, and cost breakdowns.                           |
| 23 | Create Tour Proposal          | Staff    | Staff can design and create tour proposals tailored to the customer's request, including all necessary services and arrangements.   |
| 24 | Update Tour Proposal          | Staff    | Staff members can modify proposals if they are not approved by the manager or if  |

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|    |   |              |  |
|----|---|--------------|--|
|    |   |              | customers request additional adjustments.  |
| 25 | Confirm Payment for Tour Order          | Staff        | Staff members can verify and confirm customer payments for tour orders to proceed the tour.  |
| 26 | Add Payment Receipt For Tour Order      | Staff        | Staff can upload or add a receipt to the system as proof of payment for tour orders.   |
| 27 | Export Tour Proposal Files              | Staff        | Staff members can export files related to proposals, such as detailed tour plans, menus, and schedules, for customers or internal reference. |
| 28 | Assign Tour to Tour Guide               | Staff        | Staff can assign a specific tour to a tour guide   |
| 29 | Get Tour Order List                     | Staff        | Staff can view a list of all confirmed tour orders to monitor bookings and ensure proper handling.   |
| 30 | Get Tour Order Details                  | Staff        | Staff can access detailed order information, including tour plans, payment status, deposit deadlines, and outstanding balances.              |
| 31 | Get My Assigned Tour List               | Tour Guide   | Tour guides can view the list of tours assigned to them, helping them prepare for on-site execution.   |
| 32 | Get My Assigned Tour Details            | Tour Guide   | Tour guides can access detailed information about a specific tour assigned to them.  |
| 33 | Create Message For Customer             | Tour Guide   | Tour guides can send notification messages to customers, such as reminders about schedules or updates about the trip.                        |
| 34 | Check In For People In Tour             | Tour Guide   |  |
| 35 | Create Change Request For Tour Proposal | Tour Manager | Tour managers can request changes to a proposal's design, instructing staff to adjust details based on feedback or new requirements.         |
| 36 | Approve Tour Proposal                   | Tour Manager | Tour managers can review and approve proposals, enabling them to be sent to customers.   |
| 37 | Get Business Config                     | Admin        | Administrators can access business configurations, including settings for tour   |

|    |                        |                |   |
|----|------------------------|----------------|---|
|    |                        |                | requests, proposals, payments, system bank accounts, and other configurations.  |
| 38 | Update Business Config | Admin          | Administrators can modify business configurations, such as payment settings, bank account details, and proposal options, to align with the company's operational needs.   |
| 39 | Import Data            | Admin          | Administrators can import data into the system, including information about hotels, restaurants, menus, transportation, working trip allowances, fees, and staff details. |
| 40 | Push Notification      | System Handler | The system handler sends push notifications to keep users informed about important updates, reminders.  |
| 41 | Save Draft Design      | System Handler | Allows the system to save a draft version of a tour design, ensuring that incomplete work can be resumed or reviewed later without data loss.                             |
| 42 | Run Background Task    | System Handler | Enables the system to execute automated tasks in the background.  |

Table 16 - Use Cases Descriptions

### 3. Functional Requirements

#### 3.1 System Functional Overview

##### 3.1.1 Screens Flow

###### 3.1.1.1 Screens flow - Web module (User site)

###### 3.1.1.1.1 Register

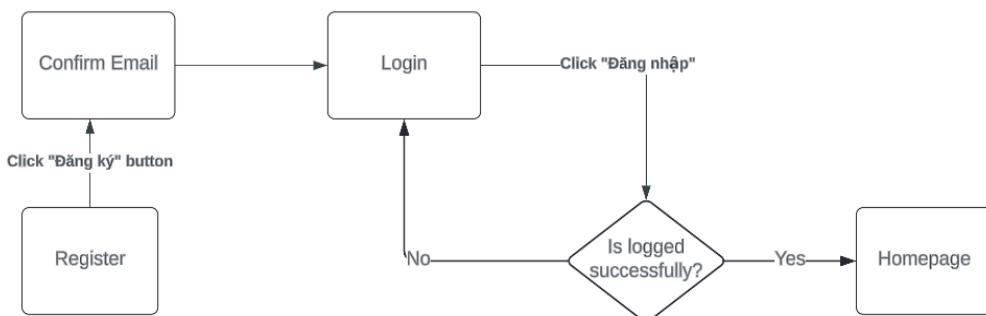


Figure 04 - Screen flow - Web module - Register

### 3.1.1.1.2 Login

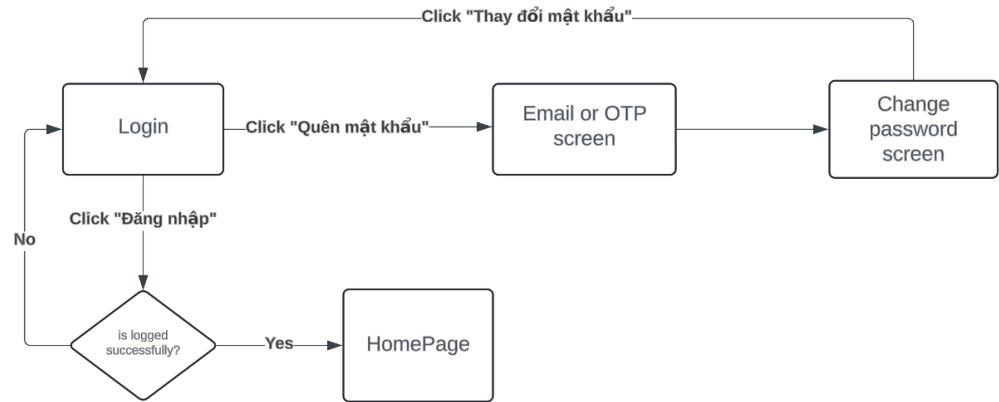


Figure 05 - Screen flow - Web module - Login

### 3.1.1.1.3 User request

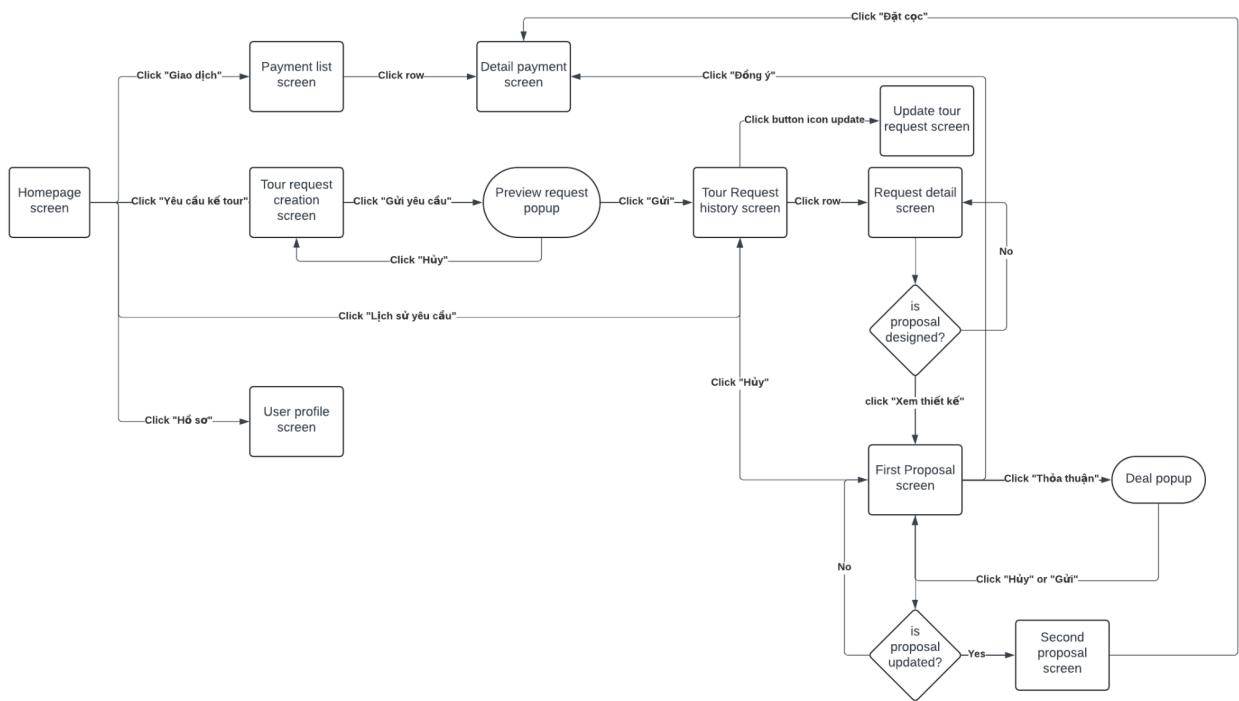


Figure 06 - Screen flow - Web module - User request

### 3.1.1.2. Screens flow - Web module (Staff site)

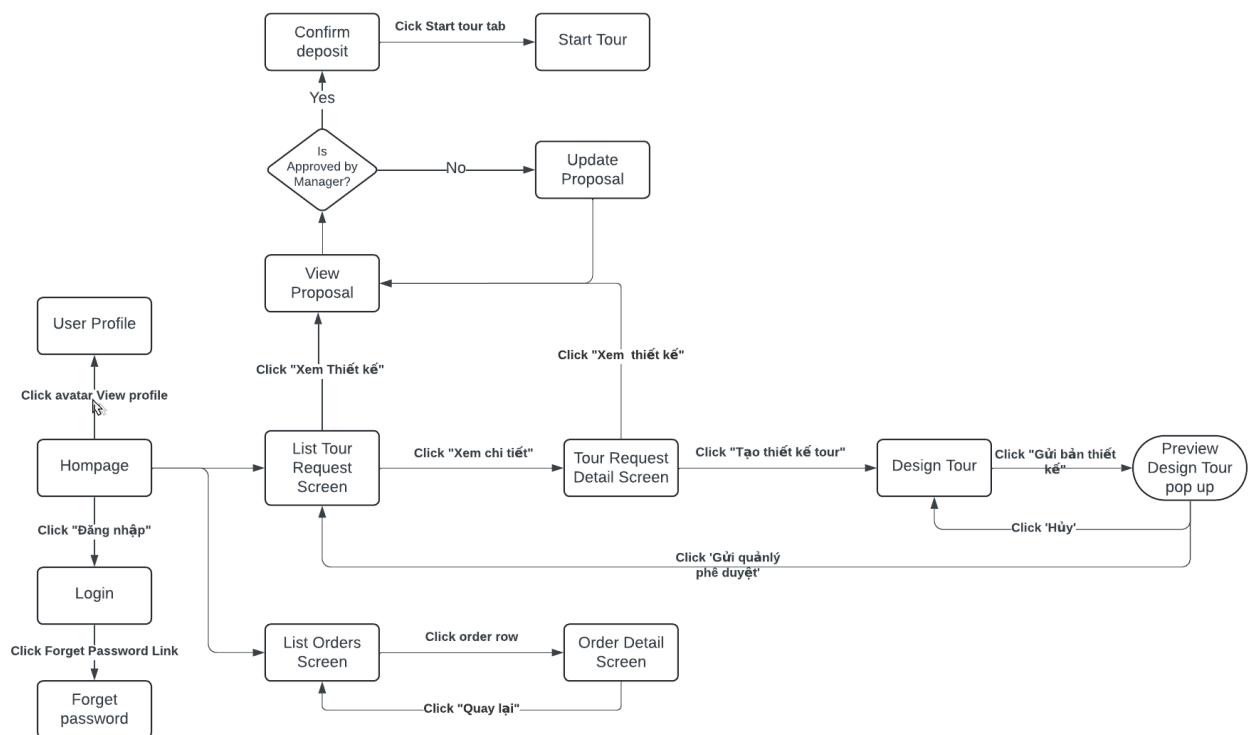


Figure 07 - Screen flow - Web module - Staff site

### 3.1.1.3. Screens flow - Web module (Manager site)

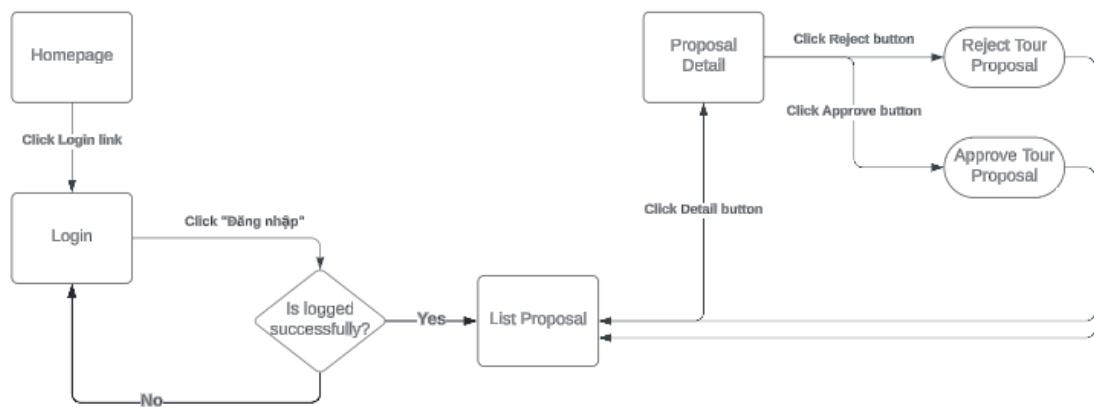


Figure 08 - Screen flow - Web module - Manager site

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### 3.1.1.4. Screens flow - Web module (Admin site)

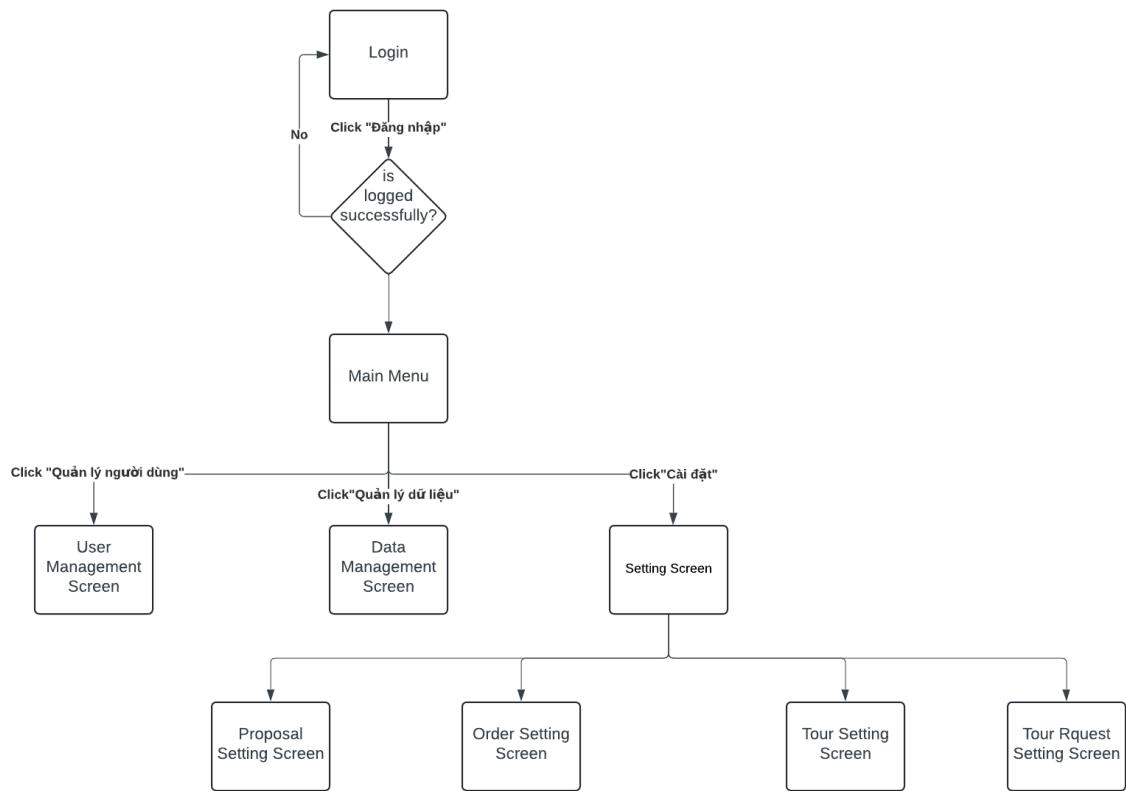


Figure 09 - Screen flow - Web module - Admin site

### 3.1.1.5. Screens flow - Mobile module (Tour Guide site)

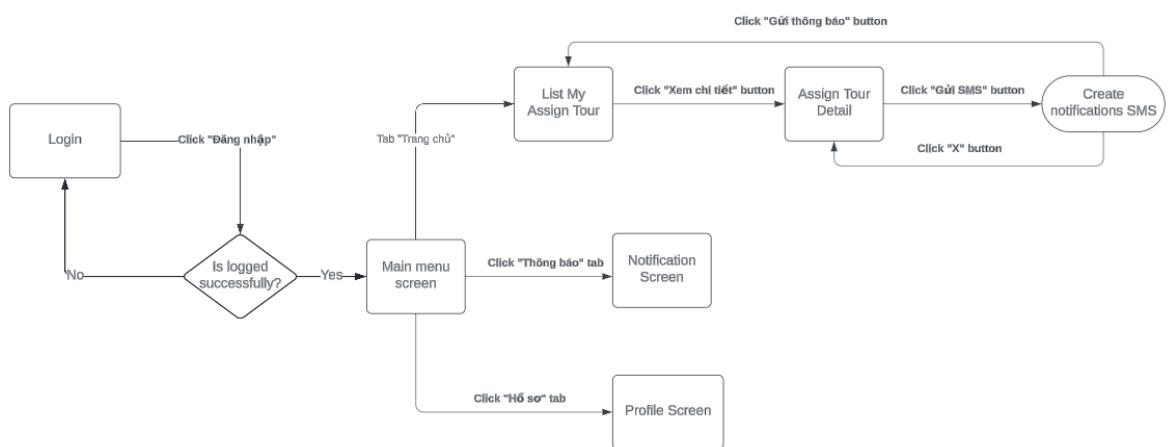


Figure 10 - Screen flow - Mobile module - Tour Guide site

### 3.1.2 Screen Descriptions

#### 3.1.2.1 User system

| # | Feature               | Screen                       | Description  |
|---|-----------------------|------------------------------|--|
| 1 | Login by Email        | Login Screen                 | This screen provides various login options: Email and password.<br>- Login via Email:<br>Email Input: User enters registered email.<br>Password Input: The user enters the corresponding password.   |
| 2 | Confirm OTP           | OTP Confirmation Screen      | This screen appears at two times: before registering an account and before the customer enters the tour request page. The user must enter the OTP code sent via SMS to verify identity.<br>Including the field:<br>Enter OTP: Enter the 6-digit OTP code sent to the user.   |
| 3 | Confirm Email         | Email Confirmation Screen    | This screen appears when a user is asked to verify their email address after registering an account. It includes a message asking the user to check their email for a confirmation link.   |
| 4 | Create Tour Request   | Tour Request Creation Screen | This screen allows users to create a new tour request by filling in relevant information such as:<br>- Customer name.<br>- Phone number.<br>- Start and end dates.<br>- Departure and destination points,<br>- number of families and individuals participants.<br>- Hotel quality<br>- Special requests for food<br>- Gala and teambuilding packages. |
| 5 | Get Tour Request List | Request History Screen       | This screen displays a list of tour requests that the user has created. Each entry in the list includes information about the tour location, location description, start and end times, the status of the request, and a button to update the tour request if necessary.   |
| 6 | Update Tour Request   | Update Tour Request Screen   | This screen allows users to edit information on a previously created tour request. The interface is similar to the tour request creation screen, including fields such as:<br>- customer name  |

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|    |                                       |                       |   |
|----|---------------------------------------|-----------------------|---|
|    |                                       |                       | <ul style="list-style-type: none"> <li>- phone number</li> <li>- start date and end date</li> <li>- departure point and destination</li> <li>- Number of participants</li> <li>- hotel quality</li> <li>- Special requests for food</li> <li>- Gala package, Teambuilding.</li> </ul>   |
| 7  | Get Detail Tour Request               | Request Detail Screen | <p>This screen displays the details of a tour request that has been created. The user can view all the information entered in the request, including details such as:</p> <ul style="list-style-type: none"> <li>- Customer name.</li> <li>- Phone number.</li> <li>- Start and end dates.</li> <li>- Departure and destination points,</li> <li>- number of families and individuals participants.</li> <li>- Hotel quality</li> <li>- Special requests for food</li> <li>- Gala and teambuilding packages.</li> </ul> |
| 8  | Get Detail Proposal                   | First Proposal Screen | <p>This screen displays the detailed proposal that the system has designed and generated based on the tour request. This proposal includes the estimated cost for the entire tour, including costs related to:</p> <ul style="list-style-type: none"> <li>- Hotels</li> <li>- Meals</li> <li>- Transportation</li> <li>- Places to visit</li> <li>- Service packages (Gala, Teambuilding), business expenses and other fees.</li> <li>- Working trip allowance</li> <li>- Others fees (water, cold towel)</li> </ul>    |
| 9  | Create deal                           | Deal Modal            | <p>This screen appears when the customer disagrees with the initial proposal and wants to adjust the tour-related cost items. The user can propose changes to items such as:</p> <ul style="list-style-type: none"> <li>- Hotels</li> <li>- Meals</li> <li>- Transportation</li> <li>- Places to visit</li> <li>- Service packages (Gala, Teambuilding), business expenses and other fees.</li> <li>- Working trip allowance</li> <li>- Others fees (water, cold towel)</li> <li>- Other</li> </ul>                     |
| 10 | Update Proposal Status (Agree/Reject) | First Proposal Screen | <p>This screen allows the user to update the status of the proposal when they agree or decline to publish the tour.</p>   |

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|    |                                     |                        |   |
|----|-------------------------------------|------------------------|---|
|    |                                     |                        | When the "Đồng ý" button is pressed, the system will update the proposal status to "Đã đồng ý" and move to the next step. When the "Tùy chỉnh" button is pressed, the status will be updated to "Đã hủy"  |
| 11 | Get PDF File Link                   | Detail Proposal Screen | This screen allows the user to download a PDF file containing details of the proposed tour, including specific journeys, attractions, and meals, based on the provided proposal. The system will export a PDF file containing the entire detailed journey.  |
| 12 | Create Order                        | Payment Detail Screen  | The screen displays customer payment information with 3 payment stages according to predetermined %. Customers upload documents (image or PDF) to prove payment through each stage.<br>After the customer completes the first payment, the system will create a new order. The screen allows customers to update documents for the next payment stages.                               |
| 13 | Get Payment List                    | Payment List Screen    | The screen displays a list of customer orders. Each order includes information such as: order status, total order amount, and amount paid. Customers can view details of each order to know the amount to be paid and the documents submitted by clicking on each line.   |
| 14 | Import participant information file | Payment Detail Screen  | This screen appears after the customer has successfully confirmed the second payment. The user can upload a file containing detailed information about the participants in the tour. Once the file is uploaded and verified for the correct format, the system will automatically process and import the data. After a successful import, the tour implementation process will begin. |

*Table 17 - Screen Descriptions - User System*

### 3.1.2.2 Staff system

| # | Feature               | Screen                   | Description   |
|---|-----------------------|--------------------------|---|
| 1 | Get Tour Request List | Tour Request List Screen | This screen displays a list of tour requests that the user has created. Each entry in the list includes information about the creator's name, the number of people on the tour, the departure point, the destination, the date the request was created, and the request status. There is a view details button and a view design button after the tour has been designed. |

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|   |                          |                               |  |
|---|--------------------------|-------------------------------|--|
| 2 | Get Tour Request Details | Request Detail Screen         | <p>This screen displays the details of the tour request created by the customer. Staff can view all the information already included in the request, including:</p> <ul style="list-style-type: none"> <li>- Customer name.</li> <li>- Phone number.</li> <li>- Start and end dates.</li> <li>- Departure and destination points,</li> <li>- Number of families and individuals participants.</li> <li>- Hotel quality</li> <li>- Special requests for food</li> <li>- Gala and teambuilding packages.</li> <li>- Note</li> </ul> <p>This screen has a create design button for staff to start designing the tour for the customer.</p>  |
| 3 | Create Tour Proposal     | Create a Tour Proposal Screen | <p>This screen allows staff to create tour proposals for customers. The screen displays tour request details so that staff can create tours based on the request.</p> <p>The system will suggest hotels and room types based on the number of participants; suggest vehicles with enough seats based on the number of participants; have business expenses and other expenses including gift hats, insurance for participants, cold towels, and bottled water that can be edited in quantity as required.</p> <p>Staff must choose the restaurant, menu, meal dates and meals; places to visit; gala, and teamBuilding packages. Staff calculates the total amount and the amount after tax.</p> |
| 4 | Update Tour Proposal     | Update a Tour Proposal Screen | <p>This screen allows staff to edit tours according to customer deal requests. The screen displays tour request details and previously created proposal contents including:</p> <ul style="list-style-type: none"> <li>- Hotels</li> <li>- Restaurants and dining</li> <li>- Places to visitT</li> <li>- Transportation</li> <li>- Working trip allowance fee</li> <li>- Other fees</li> <li>- Gala or TeamBuilding packages.</li> </ul> <p>Displays the requests that customers deal with so that Staff can edit the tour and calculate the total amount and the amount after tax.</p>  |
| 5 | Get First Proposal       | First Proposal Screen         | <p>This screen displays the first proposal that the system automatically generates based on the tour request. This proposal includes the</p>   |

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|   |                           |                           |  |
|---|---------------------------|---------------------------|--|
|   |                           |                           | <p>estimated cost for the entire tour, including expenses related to:</p> <ul style="list-style-type: none"> <li>- Hotels</li> <li>- Meals</li> <li>- Transportation</li> <li>- Places to visit</li> <li>- Service packages (Gala, Teambuilding), business expenses and other fees.</li> <li>- Working trip allowance</li> <li>- Others fees (water, cold towel)</li> </ul> <p>At the bottom of the proposal, the customer's deal content is displayed. There a button "Chỉnh sửa bản thiết kế" or "Cập nhật bản thiết kế"</p> |
| 6 | Get Tour Order List       | Tour Order List Screen    | <p>This screen displays a list of customer orders. Each item in the list includes information about:</p> <ul style="list-style-type: none"> <li>- Customer name</li> <li>- Number of people on the tour</li> <li>- Tour route</li> <li>- Scheduled date</li> <li>- Amount to be paid</li> <li>- Order status.</li> </ul>   |
| 7 | Get Tour Order Details    | Tour Order Details Screen | <p>This screen displays customer order details including:</p> <ul style="list-style-type: none"> <li>- Customer name</li> <li>- Contact number</li> <li>- Deposit date</li> <li>- Payment status</li> <li>- Tour route</li> <li>- Expected time</li> <li>- Number of people</li> <li>- Amount to be paid</li> <li>- Payment stages in percentages: m%, n%, and 100 - (m + n)%</li> </ul>   |
| 8 | Assign Tour to Tour Guide | Assign Tour Screen        | <p>This screen displays a Modal list tour guide. Staff assigns a tour guide for each tour when customers deposit m%.</p>   |
| 9 | Update Confirm Payment    | Tour Order Details Screen | <p>This screen displays customer order details including:</p> <ul style="list-style-type: none"> <li>- Customer name</li> <li>- Contact number</li> <li>- Deposit date</li> <li>- Payment status</li> <li>- Tour route</li> <li>- Expected time</li> <li>- Number of people</li> <li>- Amount to be paid</li> <li>- Payment stages in percentages: m%, n%, and 100 - (m + n)%</li> </ul>   |

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|  |  |  |  |
|--|--|--|--|
|  |  |  | At each payment stage, staff will upload payment documents and confirm payment of the order. |
|--|--|--|--|

Table 18 - Screen Descriptions - Staff System

### 3.1.2.3 Manager system

| # | Feature                | Screen                    | Description   |
|---|------------------------|---------------------------|---|
| 1 | Tour Proposal List     | Tour Proposal List Screen | <p>This screen displays a list of proposals that the staff has created. Each entry in the list includes information about the:</p> <ul style="list-style-type: none"> <li>- Customer's name</li> <li>- The number of people on the tour</li> <li>- Departure</li> <li>- Destination</li> <li>- The date the proposal was created</li> <li>- The request status.</li> <li>- Create day</li> <li>- Two button "Xem Chi tiết" and "Xem thiết kê"</li> </ul> <p>There is a view design button after the proposal has been designed.</p>   |
| 2 | Proposal Detail        | Proposal Detail Screen    | <p>This screen displays the proposal that the staff has created based on the tour request and sent to the manager for review. The proposal includes the estimated cost for the entire tour, including costs related to</p> <ul style="list-style-type: none"> <li>- Hotels</li> <li>- Meals</li> <li>- Transportation</li> <li>- Places to visit</li> <li>- Service packages (Gala, Teambuilding), business expenses and other fees.</li> <li>- Working trip allowance</li> <li>- Others fees (water, cold towel)</li> </ul> <p>There are approval and rejection buttons for the manager.</p> |
| 3 | Approve/Change Request | Proposal Detail Screen    | <p>The manager will check if the proposal is reasonable, and if it is reasonable, click the "Đồng ý" button to confirm for the staff. In case the proposal is unreasonable and needs to be edited, click the "Không phê duyệt" button to open the modal comment on the wrong parts, that need to be changed and send it to the staff.</p>   |

Table 19 - Screen Descriptions - Manager System

### 3.1.2.4 Admin system

| # | Feature                  | Screen                        | Description   |
|---|--------------------------|-------------------------------|---|
| 1 | Login                    | Login Screen                  | <p>Login screen for administrators. Includes fields:</p> <ul style="list-style-type: none"> <li>- Email.</li> <li>- Password.</li> </ul> <p>After entering valid information, the administrator will be redirected to the system management page. The screen also provides a Forgot Password option to assist when the administrator does not remember the password.</p>  |
| 2 | Get User List            | User List Screen              | <p>The screen displays a list of all users. Allows admins to search, sort, and manage user information such as:</p> <ul style="list-style-type: none"> <li>- Avatar</li> <li>- Name</li> <li>- Gender</li> <li>- Phone number</li> <li>- Email</li> <li>- Role</li> </ul>   |
| 3 | Import data              | Import Data Management Screen | <p>This screen provides an interface for admin to upload data files. Includes buttons such as</p> <ul style="list-style-type: none"> <li>- Destination</li> <li>- Places to visit</li> <li>- Hotel</li> <li>- Room type</li> <li>- Restaurant</li> <li>- Food</li> <li>- Bed type</li> <li>- Gala package</li> <li>- Teambuilding package</li> <li>- Vehicle.</li> </ul> <p>The buttons will be enabled after selecting a valid file.</p> |
| 4 | Update Business Settings | Business Settings Screen      | <p>The screen allows the admin to configure important system settings, such as</p> <ul style="list-style-type: none"> <li>- Proposal</li> <li>- Tour Request</li> <li>- Order</li> <li>- Tour</li> </ul>  |

Table 20 - Screen Descriptions - Admin System

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### 3.1.2.5 Tour Guide System

| # | Feature                                | Screen                         | Description  |
|---|--|--------------------------------|--|
| 1 | Get Notification List                  | Notification List Screen       | This screen displays system notifications related to the tour the guide has been assigned to.  |
| 2 | Get Assign Tour List                   | HomePage Screen                | This screen displays the list of tours that the tour guide is assigned to including: destination, departure, startDate.  |
| 3 | Get Assign Tour Detail                 | Detail Tour Screen             | This screen displays full tour information including: destination, departure, startDate, endDate, hotel, restaurant,... QR code for customer check-in  |
| 4 | Get Information Customer List          | Information List Screen        | This screen displays a list of passenger information in the tour that has been imported by the customer file, including information: name, phone, sex, check-in status...  |
| 5 | Get Information Customer Check-in List | Check-in List Screen           | This screen displays a list of passenger information in the tour that has been imported from the customer file, including information: name, phone number, gender, check-in status... Tour guides can check-in for participating passengers and call in case of emergency. |
| 6 | Send SMS Notifications to Customers    | Notification Management Screen | This screen allows tour guides to create and send important tour schedule notifications such as departure time, meeting location and attractions... via SMS to customers.  |

Table 21 - Screen Descriptions -Tourguide System

### 3.1.3 Screen Authorization

| Screen                       | Customer | Staff | Manager | Admin | Tour Guide |
|------------------------------|----------|-------|---------|-------|------------|
| Login                        | x        | x     | x       | x     | x          |
| Register                     | x        |       |         |       |            |
| Homepage                     | x        |       |         |       | x          |
| Tour Request Creation Screen | x        |       |         |       |            |
| OTP Confirmation Screen      | x        |       |         |       |            |
| View Profile                 | x        | x     | x       | x     | x          |
| Request History Screen       | x        |       |         |       |            |
| Update Tour Request Screen   | x        |       |         |       |            |
| Request Detail Screen        | x        | x     |         |       |            |
| First Proposal Screen        | x        | x     | x       |       |            |

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|                                     |   |   |   |   |   |
|-------------------------------------|---|---|---|---|---|
| Second Proposal Screen              | x | x | x |   |   |
| Payment Detail Screen               | x | x |   |   |   |
| Payment List Screen                 | x | x |   |   |   |
| Public Tour Screen                  | x |   |   |   |   |
| Public Tour Detail Screen           | x |   |   |   |   |
| Registration form Screen            | x |   |   |   |   |
| Tour Request List Screen            | x | x |   |   |   |
| Create a Tour Proposal Screen       |   | x |   |   |   |
| Update Tour Proposal Screen         |   | x |   |   |   |
| Tour Order List Screen              | x | x |   |   |   |
| Tour Order Details Screen           | x | x |   |   |   |
| Assign Tour Screen                  |   | x |   |   |   |
| Tour Proposal List Screen           |   | x |   |   |   |
| Tour Proposal Detail Screen         |   | x |   |   |   |
| User Management Screen              |   |   |   | x |   |
| Business Setting Screen             |   |   |   | x |   |
| Assign Tour Screen                  |   |   |   |   | x |
| Assign Tour Details Screen          |   |   |   |   | x |
| Notification List Screen            |   |   |   |   | x |
| Information Customers List          |   |   |   |   | x |
| Information Customers Check-in List |   |   |   |   | x |
| Send SMS Notification               |   |   |   |   | x |
| Feedback Screen                     | x | x |   |   |   |

Table 22 - Screen Authorization

### 3.1.4 Non-Screen Functions

| # | Feature   | System Function            | Description  |
|---|---|----------------------------|--|
| 1 | Suggestion for tour proposal design                                       | Tour Proposal Design       | Suggestions include all room types and quantities of the most suitable hotels in the specified destination, the best transportation options with appropriate quantities, other fees, working trip allowances, and additional information to optimise the design process. |
| 2 | Save Draft Design   | Tour Proposal Design       | Enables the system to execute automated tasks in the background, such as generating notifications, processing payments, or updating statuses without user intervention.  |
| 3 | Update Outdated Orders and Payments                                       | Order & Payment Management | Automatically checks and updates any outdated orders or payments in the system, ensuring all transactions are up to date.  |
| 4 | Schedule Recurring Email for Feedback Requests                            | Notification System        | Sets up a recurring email job to send feedback request reminders to customers after the completion of a tour.  |
| 5 | Schedule Recurring Email for Payment Reminders                            | Payment Management         | Automatically schedules recurring email reminders for customers regarding upcoming payment deadlines.  |
| 6 | Schedule Recurring Email for Tour Start Date Notifications                | Notification System        | Automatically schedules recurring email notifications to remind customers and staff about the approaching tour start date.   |
| 7 | Schedule Remind staff to assign tour guides 5 days before the tour begins | Notification System        | Automatically schedules recurring staff to assign tour guides 5 days before the tour begins.   |

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|   |   |                                   |  |
|---|---|-----------------------------------|--|
| 8 | <p>Schedule remind customers to import information files 5 days before the tour takes place</p> | <p><b>Notification System</b></p> | <p>Automatically schedule remind customers to import information files before the tour takes place</p> |
|---|---|-----------------------------------|--|

Table 23 - Non-Screen Functions

### 3.1.5 Entity Relationship Diagram

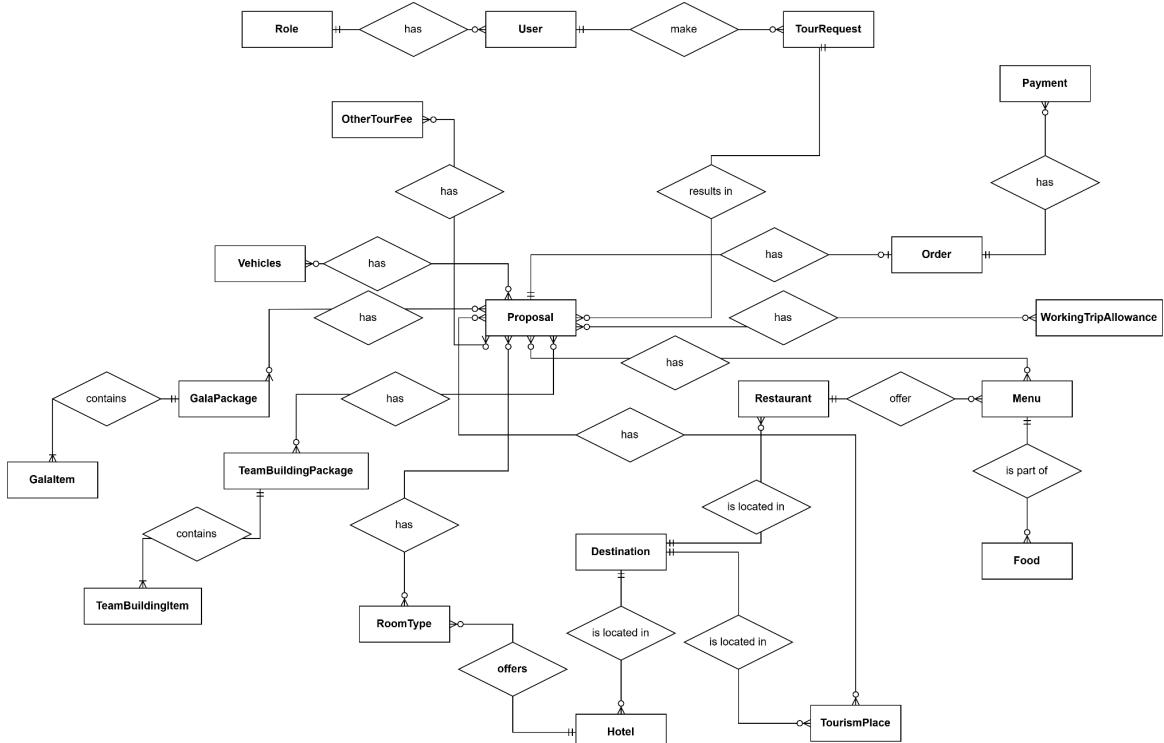


Figure 11 - Entity Relationship Diagram

| # | Entity      | Description   |
|---|-------------|---|
| 1 | User        | Represents individuals using the system, including customers, staff members, tour guides, and tour managers.  |
| 2 | Role        | Defines the permissions and responsibilities of different users in the system. Roles include Customer, Staff Member, Tour Guide, Tour Manager, and Admin. |
| 3 | TourRequest | Represents the initial request made by a user for a tour. It includes details like origin, destination, dates, and special requirements.                  |

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|    |                      |  |
|----|----------------------|--|
| 4  | Proposal             | A detailed plan generated based on a tour request, containing all elements of the tour, such as accommodation, activities, and transport options. It can be reviewed, modified, and approved by staff and customers. |
| 5  | Order                | The finalised version of a tour proposal that has been accepted and confirmed by the customer. It includes payment details and serves as a binding contract between the user and the tour provider.                  |
| 6  | Payment              | Manages all financial transactions related to tour orders, including deposits, instalment payments, and final payments.  |
| 7  | WorkingTripAllowance | Specifies allowances provided during the tour, such as tour guide allowance.   |
| 8  | OtherTourFee         | Represents additional fees that may apply to a tour, including extra charges for specific services, tour insurance.  |
| 9  | Vehicles             | Represents transportation options available within the tour, such as 29 seats car, 35 seats car.   |
| 10 | GalaPackage          | A special package offered as part of the tour that includes gala dinners or events. It can contain multiple gala items, such as catering services, decorations, and entertainment. Update user' information          |
| 11 | Galaltem             | Specific items or services included within a GalaPackage, such as stage setup, or musical performances.  |
| 12 | TeamBuildingPackage  | A package that includes team-building activities, designed for corporate or group tours.   |
| 13 | TeamBuildingItem     | Individual activities or components of a TeamBuildingPackage, such as games, challenges.   |
| 14 | Hotel                | Represents hotel options included in the specific tour destination. Each hotel offers various room types.  |
| 15 | RoomType             | Represents different types of accommodations offered within the hotel, such as single rooms, double rooms, or suites.  |
| 16 | Restaurant           | Dining places in specific tour destinations.   |
| 17 | Menu                 | Lists the available food options at a restaurant.  |
| 18 | Food                 | Individual food items available in the Menu.   |
| 19 | Destination          | Represents the specific tour destinations.   |

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|    |              |   |
|----|--------------|---|
| 20 | TourismPlace | Tourist attractions or points of interest included in the specific tour destinations. |
| 21 | Dealing      | Represents the detailed deals for a tour proposal.                                    |

Table 24 - Entities Description

### 3.2 Functional Requirements

| # | Actor    | Function name       | Purpose   | Data requirements  | Data validation  |
|---|----------|---------------------|---|--|--|
| 1 | Customer | Create tour request | Customers send requests to create tours on the system | CustomerName<br>StartDate<br>EndDate<br>TwoPersonFamilyCount<br>ThreePersonFamilyCount<br>MoreThanFourPersonFamilyCount<br>SingleFemaleCount<br>SingleMaleCount<br>AdultsNumber<br>Child<br>UnderChild<br>HotelQuality<br>ContactPhoneNumber<br>VegetarianMealNumber<br>NormalMealNumber<br>IsGala<br>IsTeamBuilding<br>Departure<br>DestinationId<br>UserId | <b>StartDate:</b><br>+ Datetime<br>+ Must be better than the day created and less than 2099-12-30.<br><b>EndDate:</b><br>+ Datetime<br>+ Must be greater than StartDate and less than 2099-12-30.<br><b>TwoPersonFamilyCount:</b><br>+ Int<br>+ Must be greater than or equal to 0.<br><b>ThreePersonFamilyCount:</b> Must be greater than or equal to 0.<br><b>MoreThanFourPersonFamilyCount:</b><br>+ Int<br>+ Must be greater than or equal to 0.<br><b>SingleFemaleCount:</b><br>+ Int<br>+ Must be greater than or equal to 0.<br><b>SingleMaleCount:</b><br>+ Int<br>+ Must be greater than or equal to 0.<br><b>AdultsNumber:</b> Must be greater than or equal to 0.<br><b>Child:</b><br>+ Int |

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|  |                               |  |   |   |
|--|-------------------------------|--|---|---|
|  |                               |  |   | <ul style="list-style-type: none"> <li>+ Must be greater than or equal to 0.</li> </ul> <p><b>UnderChild:</b></p> <ul style="list-style-type: none"> <li>+ Int</li> <li>+ Must be greater than or equal to 0.</li> </ul> <p><b>ContactPhoneNumber:</b></p> <ul style="list-style-type: none"> <li>+ String</li> <li>+ Must match the format ^\+?\d{1,14}\$</li> </ul> <p><b>VegetarianMealNumber:</b></p> <ul style="list-style-type: none"> <li>+ Int</li> <li>+ Must be greater than or equal to 0.</li> </ul> <p><b>NormalMealNumber:</b></p> <ul style="list-style-type: none"> <li>+ Int</li> <li>+ Must be greater than or equal to 0.</li> </ul> <p><b>Departure:</b></p> <ul style="list-style-type: none"> <li>+ String</li> <li>+ Must not be empty.</li> </ul> <p><b>Total number of AdultsNumber and Child:</b></p> <ul style="list-style-type: none"> <li>+ Int</li> <li>+ Must be greater than 10.</li> </ul> |
|  | Dealing tour request          | Customers use the dealing feature to communicate with a staff member to make changes | ProposalId<br>DealingAttribute<br>DealContent | <p><b>ProposalId:</b></p> <ul style="list-style-type: none"> <li>+ Guid</li> </ul> <p><b>DealingAttribute:</b></p> <ul style="list-style-type: none"> <li>+ String</li> </ul> <p><b>DealContent:</b></p> <ul style="list-style-type: none"> <li>+ String</li> </ul>   |
|  | Verify Phone Number By OTP    | Verify Phone Number By OTP   | Phone   | <p><b>Phone:</b></p> <ul style="list-style-type: none"> <li>+ String</li> </ul>   |
|  | Get list tour request created | Get list tour request created  |   |   |

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|   |              |                           |  |   |   |
|---|--------------|---------------------------|--|---|---|
|   |              | Get list proposal         | Get list proposal  |   |   |
|   |              | Approved proposal         | Decide whether to accept or reject the proposal sent by the staff                  | ProposalId  | <b>ProposalId:</b><br>+ Guid  |
|   |              | Get list order            | Get list order   | CreatedDate   | <b>CreatedDate:</b><br>+ Datetime   |
|   |              | Get user's payment status | Get a list of user payments and the status of the payments                         | ProposalId  | <b>ProposalId:</b><br>+ Guid  |
|   |              | Add payment evident       | Customers provide evidence and documents to prove that they have paid.             | PaymentId<br>PaymentEvidences   | <b>PaymentId:</b><br>+ Guid<br>PaymentEvidences:<br>+ IFormFile                               |
|   |              | Get tour request detail   | Get tour request detail  | TourRequestId   | <b>TourRequestId:</b><br>+ Guid   |
|   |              | Get proposal detail       | Get proposal detail  | ProposalId  | <b>ProposalId:</b><br>+ Guid  |
|   |              | Get order detail          | Get order detail   | OrderId   | <b>OrderId:</b><br>+ Guid   |
|   |              | Get user's information    | Get user's information   |   |   |
| 2 | Staff member | Create proposal           | Staff members create proposals based on tour request information sent by customers | TourRequestId<br>VarPercent<br>ProposalOtherFees<br>ProposalVehicles<br>ProposalWorkingTrip<br>Allowances | <b>TourRequestId:</b><br>+ Guid<br>+ Must be a valid GUID.<br><b>VarPercent:</b><br>+ double? |

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|  |  |  |  |   |
|--|--|--|--|---|
|  |  |  |  | <p>ProposalTeamBuildings<br/>         ProposalGalas<br/>         ProposalMenus<br/>         ProposalRooms<br/>         ProposalPlaces</p> <p>+ Must be greater than or equal to 0.</p> <p><b>ProposalOtherFees:</b><br/> <b>OtherFeeId:</b> Guid<br/> <b>Price:</b> double<br/> <b>Quantity:</b> int<br/> <b>Note:</b> string?</p> <p><b>ProposalVehicles:</b><br/> <b>VehicleId:</b> Guid<br/> <b>Price:</b> double<br/> <b>Quantity:</b> int<br/> <b>Note:</b> string?</p> <p><b>ProposalWorkingTripAllowances:</b><br/> <b>WorkingTripAllowanceId:</b> Guid<br/> <b>DateOfWorking:</b> int?<br/> <b>Price:</b> double<br/> <b>Quantity:</b> int<br/> <b>Note:</b> string?</p> <p><b>ProposalTeamBuildings:</b><br/> <b>TeamBuildingPackageId:</b> Guid<br/> <b>Price:</b> double<br/> <b>Quantity:</b> int<br/> <b>Note:</b> string?</p> <p><b>ProposalGalas:</b><br/> <b>GalaPackageId:</b> Guid<br/> <b>Price:</b> double<br/> <b>Quantity:</b> int<br/> <b>Note:</b> string?</p> <p><b>ProposalMenus:</b><br/> <b>MealTime:</b> string?<br/> <b>EatDate:</b> DateTime<br/> <b>MenuId:</b> Guid<br/> <b>Price:</b> double<br/> <b>Quantity:</b> int<br/> <b>Note:</b> string?</p> <p><b>ProposalRooms:</b><br/> <b>RoomTypeId:</b> Guid<br/> <b>NumberDateOfRent:</b> int?</p> |
|--|--|--|--|---|

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|  |                                    |   |                               |   |
|--|------------------------------------|---|-------------------------------|---|
|  |                                    |   |                               | <b>Price:</b> double<br><b>Quantity:</b> int<br><b>Note:</b> string?<br><b>NumberDateOfRent</b> must be greater than 0.   |
|  |                                    |   |                               | <b>ProposalPlaces:</b><br><b>StartDate:</b> DateTime<br><b>PlaceId:</b> Guid<br><b>Price:</b> double<br><b>Quantity:</b> int<br><b>Note:</b> string?<br><b>StartDate</b> must be validated. |
|  | Assign tour guide                  | Assign tasks to tour guides on the system | TourGuidId<br>OrderId         | <b>TourGuidId:</b><br>+ Guid<br><b>OrderId:</b><br>+ Guid   |
|  | Get list tour request              | Get list tour request                     |                               |   |
|  | Get list proposal                  | Get list proposal                         |                               |   |
|  | Get list order                     | Get list order                            |                               |   |
|  | Get tour request detail            | Get tour request detail                   | TourRequestId                 | <b>TourRequestId:</b><br>+ Guid   |
|  | Export tour proposal files         | Export tour proposal files                |                               |   |
|  | Add payment receipt for tour order | Add payment receipt for tour order        | PaymentId<br>PaymentEvidences | <b>PaymentId:</b><br>+ Guid<br><b>PaymentEvidences:</b><br>+ List<IFormFile>  |
|  | Get order detail                   | Get order detail                          | OrderId                       | <b>OrderId:</b><br>+ Guid   |

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|   |              |   |   |                                       |  |
|---|--------------|---|---|---------------------------------------|--|
|   |              | Import excel file information of member tour. | Import excel file information of member tour. | OrderId<br>IFormFile                  | <b>OrderId:</b><br>+ Guid<br><b>IFormFile:</b><br>+ file .xlsx                                       |
|   |              | Dealing proposal                              | Dealing proposal                              | Id<br>DealingAttribute<br>DealContent | <b>Id:</b><br>+ Guid<br><b>Dealing Attribute:</b><br>+ String<br><b>Dealing Content:</b><br>+ String |
| 3 | Tour Guide   | Get task detail                               | Get task with detail information              |                                       |  |
|   |              | Get list task has done                        | Get a list of previously completed tasks.     |                                       |  |
|   |              | Get list current task                         | Get list current task                         |                                       |  |
|   |              | Send message to customer during tour execute  | Send message to customer during tour execute  | OrderId<br>Message                    | <b>OrderId:</b><br>+ Guid<br><b>Message:</b><br>+ String   |
|   |              | Check in for tour start                       | Check in for tour start                       | OrderId<br>Sequence                   | <b>OrderId:</b><br>+ Guid<br><b>Sequence:</b><br>+ int   |
| 4 | Tour Manager | Get list proposal                             | Get list proposal                             |                                       |  |
|   |              | Get proposal detail                           | Get proposal detail                           | ProposalId                            | <b>ProposalId:</b><br>+ Guid   |
|   |              | Approve / Reject tour proposal                | Approve tour proposal                         | ProposalId<br>Status                  | <b>ProposalId:</b><br>+ Guid<br><b>Status:</b><br>+ String   |

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|   |       |                          |  |  |  |
|---|-------|--------------------------|--|--|--|
| 5 | Admin | Define business settings | Define the backbone business rules of the system |  |  |
|   |       | Import data system       | Import data of system                            | IFormFile                                | <b>IFormFile:</b><br>+ file .xlsx  |
|   |       | Get business settings    | Get business settings                            |  |  |
|   |       | Update business settings | Update business settings                         | Proposal<br>Order<br>TourRequest<br>Tour | <p><b>Proposal:</b></p> <ul style="list-style-type: none"> <li>+ VarPercent: double, must be greater than or equal to 0</li> <li>+ MaxCreateTimePerRequest: int, must be greater than or equal to 0</li> <li>+ DaysAllowedForCreateBeforeStartDate: int, must be greater than or equal to 0</li> </ul> <p><b>Order:</b></p> <ul style="list-style-type: none"> <li>+ Payments: <ul style="list-style-type: none"> <li>- Sequence: int, must be greater than or equal to 0</li> <li>- Percentage: double, must be between 0 and 100, total percentage across Payments must equal 100</li> <li>- FractionOfTimeBeforeTourStart: double, must be between 0 and 1</li> </ul> </li> </ul> <p><b>TourRequest:</b></p> <ul style="list-style-type: none"> <li>+ MaxAllowedPeople: int, must be greater than or equal to 0</li> <li>+ MinAllowedPeople:</li> </ul> |

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|  |  |  |  |  |  |
|--|--|--|--|--|--|
|  |  |  |  |  | int, must be greater than or equal to 0<br>+<br>AllowedDaysBeforeTourStart: int, must be greater than or equal to 0<br><br><b>Tour:</b><br>+<br>TourGuidePerVehicle: int, must be greater than or equal to 0<br>+<br>DailyQuantityOfItemFor1PersonPer1Day: int, must be greater than or equal to 0 |
|--|--|--|--|--|--|

*Table 25 - Functional Requirements*

## 4. Non-Functional Requirements

### 4.1 External Interfaces

#### 4.1.1 User Interfaces

- UI-1: The language used in the application is Vietnamese.
- UI-2: Providing an intuitive and responsive design for customers screens.

### 4.2 Quality Attributes

#### 4.2.1 Usability

- Task Completion Time: The user interface should allow new users to complete basic tasks, such as submitting a tour request, within 10 minutes of use.
- Error Handling: Provide clear error messages and suggestions to guide users in resolving issues efficiently.

#### 4.2.2 Auditability

- User Action Logging: All user actions, such as tour requests, modifications, and approvals, should be logged with timestamps and user identifiers to ensure traceability.

#### 4.2.3 Security

- Password Encryption: Passwords must be encrypted with a secure password-hashing algorithm.
- Role-Based Authorization: The system should implement authorization by role to restrict access to specific features based on user roles.

## 5. Requirement Appendix

### 5.1 Business Rules

| ID    | Rule Definition  |
|-------|--|
| BR-01 | Tour requests must be submitted at least <b>n(*) days</b> before the start date.   |
| BR-02 | Tours require a minimum of <b>n(*) participants</b> and allow a maximum of <b>n(*) participants</b> to be valid.   |
| BR-03 | Tours must last a minimum of <b>n(*) days</b> and a maximum of <b>m days</b> .   |
| BR-04 | Users can only select destinations provided by the system.   |
| BR-05 | Total participants for cost calculation include adults and children aged 4-10. Children under 4 years are not included in the cost calculation. Children aged 4-10 are charged 50% of the adult rate as a surcharge. |
| BR-06 | A maximum of <b>n(*)</b> changes can be requested per proposal, allowed only up to <b>n(*) days</b> before the start date.   |
| BR-07 | Tour proposals can be created up to <b>n(*) days</b> before the tour start date.   |
| BR-08 | Proposals require manager approval before being sent to the customer.  |

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|       |   |
|-------|---|
| BR-9  | The Manager approves the proposal, changing its status to <b>ApprovedByManager</b> , but it is not sent to the customer immediately. The staff review the proposal, add a message, and then send it to the customer, updating the status to <b>SentToCustomer</b> .   |
| BR-10 | Customers must pay for tours in three instalments: <ol style="list-style-type: none"> <li>1. 1st instalment: m(*)% of the total cost.</li> <li>2. 2nd instalment: n(*)% of the total cost.</li> <li>3. 3rd instalment: k(*)% of the total cost. Payment deadlines are calculated and notified by the system. Last payment can be completed after the tour, not including the deadline.</li> </ol>   |
| BR-11 | Payments are only allowed within deadlines, though staff can confirm payments manually.   |
| BR-12 | Customers receive reminders before payment deadlines. After the deadline, customers cannot upload proof of payment, but staff can manage such documents.  |
| BR-13 | Each vehicle in a tour must be assigned <b>1 tour guide</b> , but adjustments to the number of guides are allowed based on customer requirements  |
| BR-14 | Customers are invited via email to feedback the tour and guide within n(*) days after completion.   |
| BR-15 | Administrators can configure system settings such as tour request processes, proposal creation processes, and booking processes. Administrators can also update banners and pagination settings.  |
| BR-16 | All business rules are stored as editable variables.  |
| BR-17 | The system maintains a database of service providers (hotels, restaurants, transportation, etc.) ready to fulfill tour needs.   |
| BR-18 | Reminder emails are sent daily, starting n(*) days before the deposit deadline.   |
| BR-19 | The <b>gala dinner</b> cost includes the total expenses related to some fee and the per-person meal cost multiplied by the number of participants.  |
| BR-20 | <p>The vehicle price is calculated based on the total distance traveled, daily travel distance, and parking fees. The formula is as follows:</p> <ul style="list-style-type: none"> <li>• The round-trip distance is multiplied by the price per kilometer of the vehicle.</li> <li>• For multi-day tours, the daily travel distance (configured in system settings) is multiplied by the number of days minus the first and last day, then multiplied by the total quantity of vehicles.</li> <li>• Parking fees are added for each day of the tour, excluding the departure day.</li> </ul> <p>This calculation ensures all costs related to vehicle usage are covered.</p> |
| BR-21 | The system only supports road transportation for tours, excluding air travel due to issues like flight delays, fluctuating airfare, management  |

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|       |   |
|-------|---|
|       | challenges, and time-consuming airport procedures. This ensures service stability and efficiency.   |
| BR-22 | <p>Customers can check-in using a QR code provided by the tour guide or have the tour guide assist with the check-in.</p> <p>Only adults are checked in through the system, while children are managed by the family.</p> |

Table 26 - Business Rules

Note: Replace **n(\*)**, **m(\*)** and **k(\*)** with specific numbers based on business requirements.

### 5.2 Common Requirements

### 5.3 Application Messages List

| #  | Message code | Message Type        | Context   | Content  |
|----|--------------|---------------------|---|--|
| 1  | MS-01        | Information Message | The system is loading                                     | Vui lòng chờ trong giây lát, Đang xử lý, Đang tải dữ liệu. |
| 2  | MS-02        | Information Message | There is no design  | Không có thiết kế nào.                                     |
| 3  | MS-03        | Information Message | No transactions yet.                                      | Chưa có giao dịch nào                                      |
| 4  | MS-04        | Information Message | Feedback sent successfully                                | Bạn đã gửi đánh giá thành công!                            |
| 5  | MS-05        | Information Message | Update feedback successfully                              | Cập nhật đánh giá thành công!                              |
| 6  | MS-06        | Information Message | The deal proposal is sent successfully.                   | Gửi thỏa thuận thành công.                                 |
| 7  | MS-07        | Information Message | Send request to staff to edit proposal successfully.      | Gửi yêu cầu nhân viên chỉnh sửa thành công!                |
| 8  | MS-08        | Information Message | Failed to send feedback                                   | Gửi đánh giá thất bại!                                     |
| 9  | MS-09        | Information Message | Username or password is not correct when clicking sign-in | Incorrect username or password. Please check again.        |
| 10 | MS-10        | Information Message | Manager request sent to staff for editing successfully!   | Gửi yêu cầu nhân viên chỉnh sửa thành công!                |

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|    |       |                     |   |   |
|----|-------|---------------------|---|---|
| 11 | MS-11 | Information Message | Manager sends request to employee to edit failed      | <i>Gửi yêu cầu chỉnh sửa thất bại!</i>                    |
| 12 | MS-12 | Information Message | Staff updated the proposal for the deal successfully! | <i>Cập nhật bản thỏa thuận thành công!</i>                |
| 13 | MS-13 | Information Message | Staff updated the proposal for the deal failed        | <i>Cập nhật bản thỏa thuận thất bại!</i>                  |
| 14 | MS-14 | Information Message | Customer reject the proposal                          | <i>Bản thiết kế đã bị hủy!</i>                            |
| 15 | MS-15 | Information Message | Customer OTP verification successful.                 | <i>Xác minh OTP thành công!</i>                           |
| 16 | MS-16 | Information Message | Customer OTP verification failed                      | <i>OTP không chính xác.<br/>Vui lòng thử lại.</i>         |
| 17 | MS-17 | Information Message | Validate start date on tour requests                  | <i>Ngày bắt đầu nên cách ngày hôm nay ít nhất n ngày.</i> |
| 18 | MS-18 | Information Message | Customer successfully sent payment documents.         | <i>Bạn đã gửi chứng minh thanh toán thành công!</i>       |
| 19 | MS-19 | Information Message | The customer sent failed payment documents.           | <i>Gửi chứng từ thất bại!</i>                             |
| 20 | MS-20 | Information Message | Customer successfully canceled the tour.              | <i>Bạn đã hủy tour thành công!</i>                        |

Table 27 - Application Messages List

## IV. Software Design Document

### 1. System Design

#### 1.1 System Architecture

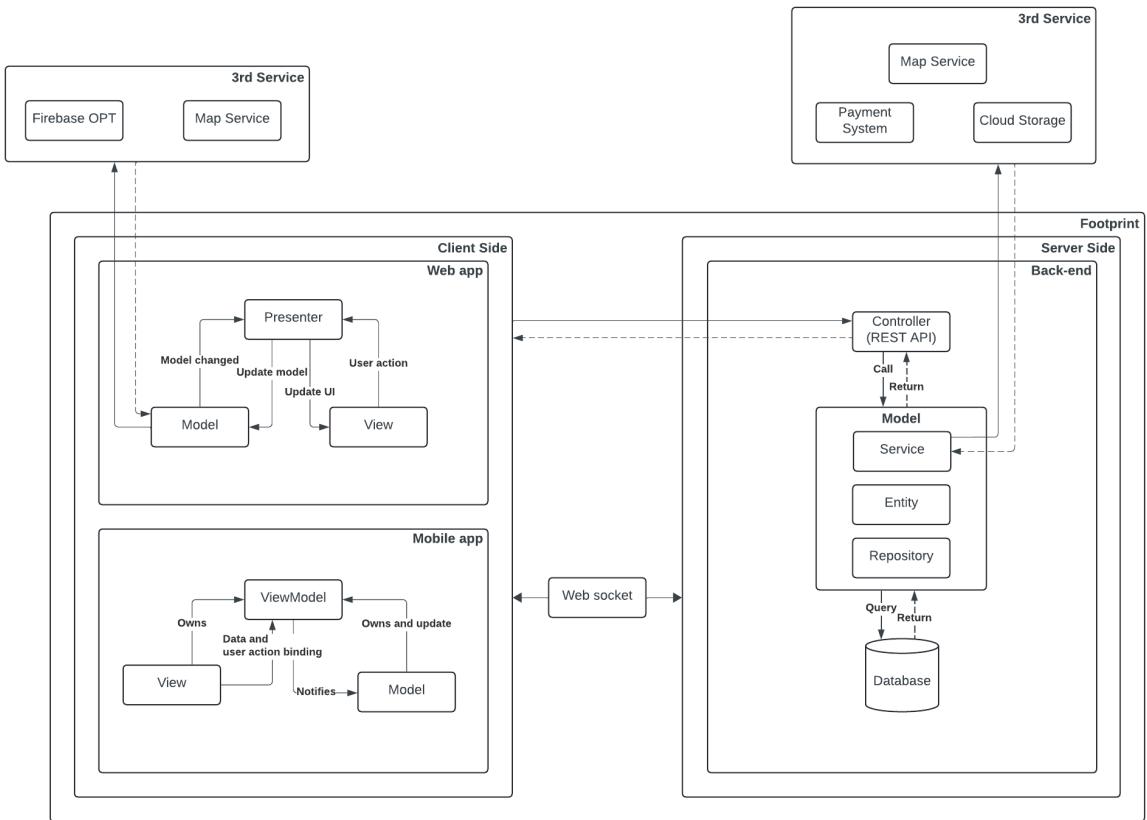


Figure 12 - System Architecture

# Capstone Project Document - Footprints

## 1.2 Package Diagram

### 1.2.1 Back-end

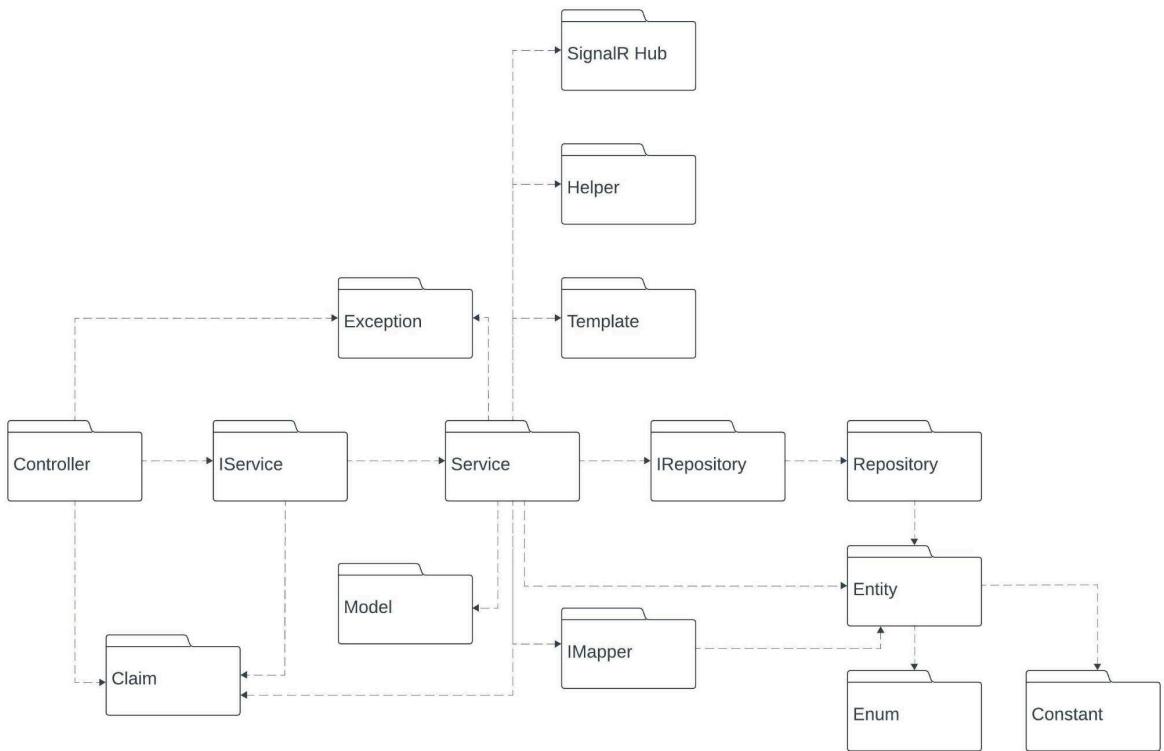


Figure 13 - Package Diagram - Back-end

### 1.2.1.1 Package Descriptions Back-end

| No | Package     | Description   |
|----|-------------|---|
| 1  | Controller  | Handles incoming HTTP requests, processes user input, and delegates tasks to the appropriate services.        |
| 2  | IService    | Defines interfaces for the service layer, specifying the contract for the underlying service implementations. |
| 3  | Service     | Implements business logic and coordinates between the repository and controller layers.                       |
| 4  | IRepository | Defines interfaces for data access, specifying the contract for underlying repository implementations.        |
| 5  | Repository  | Handles interactions with the database, performing CRUD operations for the application entities.              |
| 6  | Entity      | Represents the core domain models or objects that map directly to database tables.                            |
| 7  | Model       | Contains data transfer objects (DTOs) or view models used for data exchange between layers.                   |
| 8  | Helper      | Provides utility functions and reusable methods to support common application tasks.                          |
| 9  | Template    | Stores predefined templates for generating emails, notifications, or other formatted content.                 |
| 10 | Exception   | Manages custom exceptions and error-handling logic across the application.                                    |
| 11 | SignalR Hub | Enables real-time communication by managing SignalR hubs for WebSocket-based messaging.                       |
| 12 | Claim       | Represents user-specific claims or permissions for authentication and authorization processes.                |
| 13 | IMapper     | Defines mapping contracts for converting between different object models (e.g., DTOs and Entities).           |

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|    |          |   |
|----|----------|---|
| 14 | Enum     | Contains enumerations used throughout the application for predefined constant values. |
| 15 | Constant | Stores constant values or settings used across the application to avoid hardcoding.   |

Table 28 - Package Descriptions - Back-end

### 1.2.2 Front-end

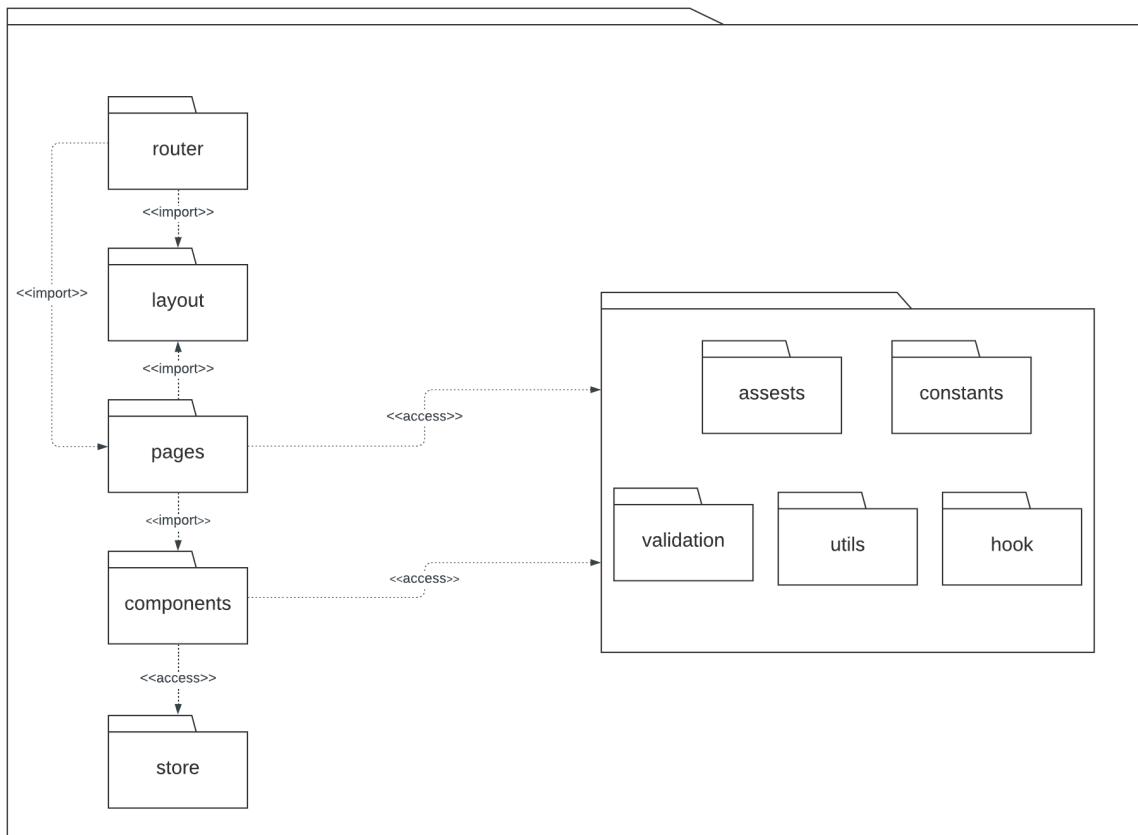


Figure 14 - Package Diagram - Front-end

#### 1.2.2.1 Package Descriptions Front-end

| No | Package | Description  |
|----|---------|--|
| 01 | router  | The package is responsible for managing all route configurations and organizing and defining the navigation structure within the application. It provides routes for various user roles to control access to specific pages based on user permissions. |
| 02 | layouts | The package provides the foundational structure for different user interfaces tailored to specific user roles. Each layout contains reusable components like headers, navigation, and role-specific  |

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|    |             |   |
|----|-------------|---|
|    |             | UI elements that create a consistent look and feel across different sections of the application.  |
| 03 | pages       | The package contains the user interface files for different screens and application features. Each file within this folder represents a specific page or view that users can navigate to, forming the main content areas for various routes. This structure keeps the UI organized, with each page dedicated to displaying distinct functionality.  |
| 04 | components  | The package is dedicated to handling the functional logic and features of the application. It contains reusable components that implement specific functionalities, such as data fetching, state management, and conditional rendering. This structure separates business logic from the UI, making the codebase modular, maintainable, and reusable across different parts of the application. |
| 05 | store       | The package is structured to manage the global state using Redux Toolkit and RTK Query. It centralizes application state management, providing efficient data fetching, caching, and state synchronization across components. RTK Query endpoints in the store handle API calls, enabling seamless data retrieval and updates.  |
| 06 | assets      | The package is a dedicated repository for all static image files, such as logos, and other visual resources used throughout the application.  |
| 07 | validations | The package is dedicated to handling form and input validation across various features. It includes validation logic to ensure data consistency and accuracy, using custom validation functions and predefined schemas.   |
| 08 | constants   | The package is designed to centralize and manage all static values and references used throughout the project, ensuring consistency and ease of maintenance. It includes core   |

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|    |       |   |
|----|-------|---|
|    |       | configurations like API base URLs, commonly used images, and role definitions for different user types.   |
| 09 | utils | The package provides a set of reusable utility functions that handle common data transformations and formatting tasks across the project.               |
| 10 | hook  | The package contains custom React hooks that encapsulate reusable logic to streamline the management of forms and notifications within the application. |

Table 29 - Package Diagram Descriptions - Front-end

## 2. Database design

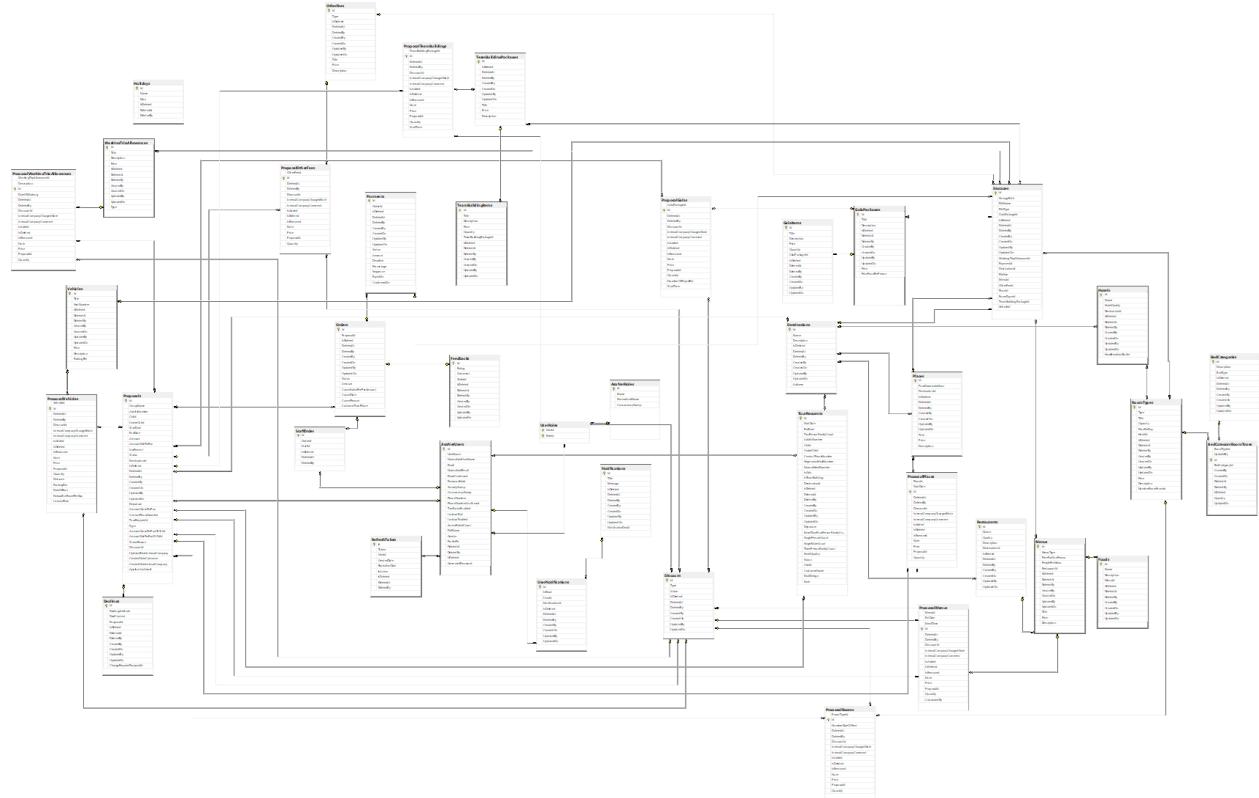


Figure 15 - Database design

[Diagram](#)

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## 2.1 Table Description

| AspNetUsers |                      |                   |                                     |
|-------------|----------------------|-------------------|-------------------------------------|
|             | Column Name          | Data Type         | Allow Nulls                         |
| !           | Id                   | uniqueidentifier  | <input type="checkbox"/>            |
|             | UserName             | nvarchar(256)     | <input checked="" type="checkbox"/> |
|             | NormalizedUserName   | nvarchar(256)     | <input checked="" type="checkbox"/> |
|             | Email                | nvarchar(256)     | <input checked="" type="checkbox"/> |
|             | NormalizedEmail      | nvarchar(256)     | <input checked="" type="checkbox"/> |
|             | EmailConfirmed       | bit               | <input type="checkbox"/>            |
|             | PasswordHash         | nvarchar(MAX)     | <input checked="" type="checkbox"/> |
|             | SecurityStamp        | nvarchar(MAX)     | <input checked="" type="checkbox"/> |
|             | ConcurrencyStamp     | nvarchar(MAX)     | <input checked="" type="checkbox"/> |
|             | PhoneNumber          | nvarchar(MAX)     | <input checked="" type="checkbox"/> |
|             | PhoneNumberConfirmed | bit               | <input type="checkbox"/>            |
|             | TwoFactorEnabled     | bit               | <input type="checkbox"/>            |
|             | LockoutEnd           | datetimeoffset(7) | <input checked="" type="checkbox"/> |
|             | LockoutEnabled       | bit               | <input type="checkbox"/>            |
|             | AccessFailedCount    | int               | <input type="checkbox"/>            |
|             | FullName             | nvarchar(MAX)     | <input type="checkbox"/>            |
|             | Gender               | int               | <input type="checkbox"/>            |
|             | ProfilePic           | nvarchar(MAX)     | <input checked="" type="checkbox"/> |
|             | DeletedAt            | datetime2(7)      | <input checked="" type="checkbox"/> |
|             | DeletedBy            | uniqueidentifier  | <input type="checkbox"/>            |
|             | IsDeleted            | bit               | <input type="checkbox"/>            |
|             | GeneratedPassword    | nvarchar(MAX)     | <input checked="" type="checkbox"/> |
|             |                      |                   | <input type="checkbox"/>            |

Figure 16 - Table Description - Users

## Capstone Project Document - Footprints

| AspNetRoles |                  |                  |                                     |
|-------------|------------------|------------------|-------------------------------------|
|             | Column Name      | Data Type        | Allow Nulls                         |
| !           | Id               | uniqueidentifier | <input type="checkbox"/>            |
|             | Name             | nvarchar(256)    | <input checked="" type="checkbox"/> |
|             | NormalizedName   | nvarchar(256)    | <input checked="" type="checkbox"/> |
|             | ConcurrencyStamp | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
|             |                  |                  | <input type="checkbox"/>            |

Figure 17 - Table Description - Roles

| BedCategories * |             |                  |                                     |
|-----------------|-------------|------------------|-------------------------------------|
|                 | Column Name | Data Type        | Allow Nulls                         |
| !               | Id          | uniqueidentifier | <input type="checkbox"/>            |
|                 | Description | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
|                 | BedType     | int              | <input type="checkbox"/>            |
|                 | IsDeleted   | bit              | <input type="checkbox"/>            |
|                 | DeletedAt   | datetime2(7)     | <input checked="" type="checkbox"/> |
|                 | DeletedBy   | uniqueidentifier | <input type="checkbox"/>            |
|                 | CreatedBy   | uniqueidentifier | <input type="checkbox"/>            |
|                 | CreatedOn   | datetime2(7)     | <input type="checkbox"/>            |
|                 | UpdatedBy   | uniqueidentifier | <input type="checkbox"/>            |
|                 | UpdatedOn   | datetime2(7)     | <input checked="" type="checkbox"/> |
|                 |             |                  | <input type="checkbox"/>            |

Figure 18 - Table Description - BedCategories

## Capstone Project Document - Footprints

| BedCategoryRoomTypes |               |                  |                                     |
|----------------------|---------------|------------------|-------------------------------------|
|                      | Column Name   | Data Type        | Allow Nulls                         |
|                      | RoomTypeId    | uniqueidentifier | <input type="checkbox"/>            |
|                      | UpdatedBy     | uniqueidentifier | <input type="checkbox"/>            |
| 🔑                    | Id            | uniqueidentifier | <input type="checkbox"/>            |
|                      | BedCategoryId | uniqueidentifier | <input type="checkbox"/>            |
|                      | CreatedBy     | uniqueidentifier | <input type="checkbox"/>            |
|                      | CreatedOn     | datetime2(7)     | <input type="checkbox"/>            |
|                      | DeletedAt     | datetime2(7)     | <input checked="" type="checkbox"/> |
|                      | DeletedBy     | uniqueidentifier | <input type="checkbox"/>            |
|                      | IsDeleted     | bit              | <input type="checkbox"/>            |
|                      | Quantity      | int              | <input type="checkbox"/>            |
|                      | UpdatedOn     | datetime2(7)     | <input checked="" type="checkbox"/> |
|                      |               |                  | <input type="checkbox"/>            |

Figure 19 - Table Description - BedCategoryRoomTypes

| Dealings |                         |                  |                                     |
|----------|-------------------------|------------------|-------------------------------------|
|          | Column Name             | Data Type        | Allow Nulls                         |
| 🔑        | Id                      | int              | <input type="checkbox"/>            |
|          | DealingAttribute        | int              | <input type="checkbox"/>            |
|          | DealContent             | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
|          | ProposalId              | uniqueidentifier | <input checked="" type="checkbox"/> |
|          | IsDeleted               | bit              | <input type="checkbox"/>            |
|          | DeletedAt               | datetime2(7)     | <input checked="" type="checkbox"/> |
|          | DeletedBy               | int              | <input type="checkbox"/>            |
|          | CreatedBy               | int              | <input type="checkbox"/>            |
|          | CreatedOn               | datetime2(7)     | <input type="checkbox"/>            |
|          | UpdatedBy               | int              | <input type="checkbox"/>            |
|          | UpdatedOn               | datetime2(7)     | <input checked="" type="checkbox"/> |
|          | ChangeRequestProposalId | uniqueidentifier | <input checked="" type="checkbox"/> |
|          |                         |                  | <input type="checkbox"/>            |

Figure 20 - Table Description - Dealings

## Capstone Project Document - Footprints

| Destinations |             |                  |                                     |
|--------------|-------------|------------------|-------------------------------------|
|              | Column Name | Data Type        | Allow Nulls                         |
| PK           | Id          | uniqueidentifier | <input type="checkbox"/>            |
|              | Name        | nvarchar(100)    | <input type="checkbox"/>            |
|              | Description | nvarchar(500)    | <input checked="" type="checkbox"/> |
|              | IsDeleted   | bit              | <input type="checkbox"/>            |
|              | DeletedAt   | datetime2(7)     | <input checked="" type="checkbox"/> |
|              | DeletedBy   | uniqueidentifier | <input type="checkbox"/>            |
|              | CreatedBy   | uniqueidentifier | <input type="checkbox"/>            |
|              | CreatedOn   | datetime2(7)     | <input type="checkbox"/>            |
|              | UpdatedBy   | uniqueidentifier | <input type="checkbox"/>            |
|              | UpdatedOn   | datetime2(7)     | <input checked="" type="checkbox"/> |
|              | Address     | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
|              |             |                  | <input type="checkbox"/>            |

Figure 21 - Table Description - Destinations

| Discount |             |                  |                                     |
|----------|-------------|------------------|-------------------------------------|
|          | Column Name | Data Type        | Allow Nulls                         |
| PK       | Id          | uniqueidentifier | <input type="checkbox"/>            |
|          | Type        | int              | <input type="checkbox"/>            |
|          | Value       | float            | <input type="checkbox"/>            |
|          | IsDeleted   | bit              | <input type="checkbox"/>            |
|          | DeletedAt   | datetime2(7)     | <input checked="" type="checkbox"/> |
|          | DeletedBy   | uniqueidentifier | <input type="checkbox"/>            |
|          | CreatedBy   | uniqueidentifier | <input type="checkbox"/>            |
|          | CreatedOn   | datetime2(7)     | <input type="checkbox"/>            |
|          | UpdatedBy   | uniqueidentifier | <input type="checkbox"/>            |
|          | UpdatedOn   | datetime2(7)     | <input checked="" type="checkbox"/> |
|          |             |                  | <input type="checkbox"/>            |

Figure 22 - Table Description - Discount

## Capstone Project Document - Footprints

| Feedbacks |             |                  |                                     |
|-----------|-------------|------------------|-------------------------------------|
|           | Column Name | Data Type        | Allow Nulls                         |
| !         | Id          | uniqueidentifier | <input type="checkbox"/>            |
|           | Rating      | int              | <input type="checkbox"/>            |
|           | Comment     | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
|           | OrderId     | uniqueidentifier | <input type="checkbox"/>            |
|           | IsDeleted   | bit              | <input type="checkbox"/>            |
|           | DeletedAt   | datetime2(7)     | <input checked="" type="checkbox"/> |
|           | DeletedBy   | uniqueidentifier | <input type="checkbox"/>            |
|           | CreatedBy   | uniqueidentifier | <input type="checkbox"/>            |
|           | CreatedOn   | datetime2(7)     | <input type="checkbox"/>            |
|           | UpdatedBy   | uniqueidentifier | <input type="checkbox"/>            |
|           | UpdatedOn   | datetime2(7)     | <input checked="" type="checkbox"/> |
|           |             |                  | <input type="checkbox"/>            |

Figure 23 - Table Description - Feedbacks

| Foods |             |                  |                                     |
|-------|-------------|------------------|-------------------------------------|
|       | Column Name | Data Type        | Allow Nulls                         |
| !     | Id          | uniqueidentifier | <input type="checkbox"/>            |
|       | Name        | nvarchar(100)    | <input type="checkbox"/>            |
|       | Description | nvarchar(500)    | <input type="checkbox"/>            |
|       | Menuld      | uniqueidentifier | <input type="checkbox"/>            |
|       | IsDeleted   | bit              | <input type="checkbox"/>            |
|       | DeletedAt   | datetime2(7)     | <input checked="" type="checkbox"/> |
|       | DeletedBy   | uniqueidentifier | <input type="checkbox"/>            |
|       | CreatedBy   | uniqueidentifier | <input type="checkbox"/>            |
|       | CreatedOn   | datetime2(7)     | <input type="checkbox"/>            |
|       | UpdatedBy   | uniqueidentifier | <input type="checkbox"/>            |
|       | UpdatedOn   | datetime2(7)     | <input checked="" type="checkbox"/> |
|       |             |                  | <input type="checkbox"/>            |

Figure 24 - Table Description - Foods

## Capstone Project Document - Footprints

| GalaItems |              |                  |                                     |
|-----------|--------------|------------------|-------------------------------------|
|           | Column Name  | Data Type        | Allow Nulls                         |
| !         | Id           | uniqueidentifier | <input type="checkbox"/>            |
|           | Title        | nvarchar(200)    | <input type="checkbox"/>            |
|           | Description  | nvarchar(500)    | <input checked="" type="checkbox"/> |
|           | Price        | float            | <input type="checkbox"/>            |
|           | Quantity     | int              | <input type="checkbox"/>            |
|           | GalaPackagId | uniqueidentifier | <input type="checkbox"/>            |
|           | IsDeleted    | bit              | <input type="checkbox"/>            |
|           | DeletedAt    | datetime2(7)     | <input checked="" type="checkbox"/> |
|           | DeletedBy    | uniqueidentifier | <input type="checkbox"/>            |
|           | CreatedBy    | uniqueidentifier | <input type="checkbox"/>            |
|           | CreatedOn    | datetime2(7)     | <input type="checkbox"/>            |
|           | UpdatedBy    | uniqueidentifier | <input type="checkbox"/>            |
|           | UpdatedOn    | datetime2(7)     | <input checked="" type="checkbox"/> |
|           |              |                  | <input type="checkbox"/>            |

Figure 25 - Table Description - GalaItems

| GalaPackages |                    |                  |                                     |
|--------------|--------------------|------------------|-------------------------------------|
|              | Column Name        | Data Type        | Allow Nulls                         |
| !            | Id                 | uniqueidentifier | <input type="checkbox"/>            |
|              | Title              | nvarchar(200)    | <input type="checkbox"/>            |
|              | Description        | nvarchar(500)    | <input checked="" type="checkbox"/> |
|              | IsDeleted          | bit              | <input type="checkbox"/>            |
|              | DeletedAt          | datetime2(7)     | <input checked="" type="checkbox"/> |
|              | DeletedBy          | uniqueidentifier | <input type="checkbox"/>            |
|              | CreatedBy          | uniqueidentifier | <input type="checkbox"/>            |
|              | CreatedOn          | datetime2(7)     | <input type="checkbox"/>            |
|              | UpdatedBy          | uniqueidentifier | <input type="checkbox"/>            |
|              | UpdatedOn          | datetime2(7)     | <input checked="" type="checkbox"/> |
|              | Price              | float            | <input type="checkbox"/>            |
|              | PriceFoodPerPerson | float            | <input type="checkbox"/>            |
|              |                    |                  | <input type="checkbox"/>            |

Figure 26 - Table Description - GalaPackages

## Capstone Project Document - Footprints

| Holidays |             |                  |                                     |
|----------|-------------|------------------|-------------------------------------|
|          | Column Name | Data Type        | Allow Nulls                         |
| PK       | Id          | uniqueidentifier | <input type="checkbox"/>            |
|          | Name        | nvarchar(MAX)    | <input type="checkbox"/>            |
|          | Date        | datetime2(7)     | <input type="checkbox"/>            |
|          | IsDeleted   | bit              | <input type="checkbox"/>            |
|          | DeletedAt   | datetime2(7)     | <input checked="" type="checkbox"/> |
|          | DeletedBy   | uniqueidentifier | <input type="checkbox"/>            |
|          |             |                  | <input type="checkbox"/>            |

Figure 27 - Table Description - Holidays

| Hotels |                     |                  |                                     |
|--------|---------------------|------------------|-------------------------------------|
|        | Column Name         | Data Type        | Allow Nulls                         |
| PK     | Id                  | uniqueidentifier | <input type="checkbox"/>            |
|        | Name                | nvarchar(200)    | <input type="checkbox"/>            |
|        | HotelQuality        | int              | <input type="checkbox"/>            |
|        | DestinationId       | uniqueidentifier | <input type="checkbox"/>            |
|        | IsDeleted           | bit              | <input type="checkbox"/>            |
|        | DeletedAt           | datetime2(7)     | <input checked="" type="checkbox"/> |
|        | DeletedBy           | uniqueidentifier | <input type="checkbox"/>            |
|        | CreatedBy           | uniqueidentifier | <input type="checkbox"/>            |
|        | CreatedOn           | datetime2(7)     | <input type="checkbox"/>            |
|        | UpdatedBy           | uniqueidentifier | <input type="checkbox"/>            |
|        | UpdatedOn           | datetime2(7)     | <input checked="" type="checkbox"/> |
|        | HaveBreakfastBuffet | bit              | <input type="checkbox"/>            |
|        |                     |                  | <input type="checkbox"/>            |

Figure 28 - Table Description - Hotels

## Capstone Project Document - Footprints

| Menus |                   |                  |                                       |
|-------|-------------------|------------------|---------------------------------------|
|       | Column Name       | Data Type        | Allow Nulls                           |
| 🔑     | Id                | uniqueidentifier | <input type="checkbox"/>              |
|       | MenuType          | int              | <input type="checkbox"/>              |
|       | PriceForOnePerson | float            | <input type="checkbox"/>              |
|       | PeoplePerMenu     | int              | <input type="checkbox"/> <b>Menus</b> |
|       | RestaurantId      | uniqueidentifier | <input type="checkbox"/>              |
|       | IsDeleted         | bit              | <input type="checkbox"/>              |
|       | DeletedAt         | datetime2(7)     | <input checked="" type="checkbox"/>   |
|       | DeletedBy         | uniqueidentifier | <input type="checkbox"/>              |
|       | CreatedBy         | uniqueidentifier | <input type="checkbox"/>              |
|       | CreatedOn         | datetime2(7)     | <input type="checkbox"/>              |
|       | UpdatedBy         | uniqueidentifier | <input type="checkbox"/>              |
|       | UpdatedOn         | datetime2(7)     | <input checked="" type="checkbox"/>   |
|       | Title             | nvarchar(MAX)    | <input checked="" type="checkbox"/>   |
|       | Price             | float            | <input type="checkbox"/>              |
|       | Description       | nvarchar(MAX)    | <input checked="" type="checkbox"/>   |
|       |                   |                  | <input type="checkbox"/>              |

Figure 29 - Table Description - Menus

| Notifications |                    |                  |                                     |
|---------------|--------------------|------------------|-------------------------------------|
|               | Column Name        | Data Type        | Allow Nulls                         |
| 🔑             | Id                 | uniqueidentifier | <input type="checkbox"/>            |
|               | Title              | nvarchar(200)    | <input type="checkbox"/>            |
|               | Message            | nvarchar(MAX)    | <input type="checkbox"/>            |
|               | IsDeleted          | bit              | <input type="checkbox"/>            |
|               | DeletedAt          | datetime2(7)     | <input checked="" type="checkbox"/> |
|               | DeletedBy          | uniqueidentifier | <input type="checkbox"/>            |
|               | CreatedBy          | uniqueidentifier | <input type="checkbox"/>            |
|               | CreatedOn          | datetime2(7)     | <input type="checkbox"/>            |
|               | UpdatedBy          | uniqueidentifier | <input type="checkbox"/>            |
|               | UpdatedOn          | datetime2(7)     | <input checked="" type="checkbox"/> |
|               | NotificationDetail | nvarchar(MAX)    | <input type="checkbox"/>            |
|               |                    |                  | <input type="checkbox"/>            |

Figure 30 - Table Description - Notifications

## Capstone Project Document - Footprints

| Orders |                          |                  |                                     |
|--------|--------------------------|------------------|-------------------------------------|
|        | Column Name              | Data Type        | Allow Nulls                         |
| 🔑      | Id                       | uniqueidentifier | <input type="checkbox"/>            |
|        | ProposalId               | uniqueidentifier | <input type="checkbox"/>            |
|        | IsDeleted                | bit              | <input type="checkbox"/>            |
|        | DeletedAt                | datetime2(7)     | <input checked="" type="checkbox"/> |
|        | DeletedBy                | uniqueidentifier | <input type="checkbox"/>            |
|        | CreatedBy                | uniqueidentifier | <input type="checkbox"/>            |
|        | CreatedOn                | datetime2(7)     | <input type="checkbox"/>            |
|        | UpdatedBy                | uniqueidentifier | <input type="checkbox"/>            |
|        | UpdatedOn                | datetime2(7)     | <input checked="" type="checkbox"/> |
|        | Status                   | int              | <input type="checkbox"/>            |
|        | Amount                   | float            | <input type="checkbox"/>            |
|        | CancellationFeePerAmount | float            | <input checked="" type="checkbox"/> |
|        | CancelDate               | datetime2(7)     | <input checked="" type="checkbox"/> |
|        | CancelReason             | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
|        | CustomerTourPhone        | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
|        |                          |                  | <input type="checkbox"/>            |

Figure 31 - Table Description - Orders

| OtherFees |             |                  |                                     |
|-----------|-------------|------------------|-------------------------------------|
|           | Column Name | Data Type        | Allow Nulls                         |
| 🔑         | Id          | uniqueidentifier | <input type="checkbox"/>            |
|           | Type        | int              | <input type="checkbox"/>            |
|           | IsDeleted   | bit              | <input type="checkbox"/>            |
|           | DeletedAt   | datetime2(7)     | <input checked="" type="checkbox"/> |
|           | DeletedBy   | uniqueidentifier | <input type="checkbox"/>            |
|           | CreatedBy   | uniqueidentifier | <input type="checkbox"/>            |
|           | CreatedOn   | datetime2(7)     | <input type="checkbox"/>            |
|           | UpdatedBy   | uniqueidentifier | <input type="checkbox"/>            |
|           | UpdatedOn   | datetime2(7)     | <input checked="" type="checkbox"/> |
|           | Title       | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
|           | Price       | float            | <input type="checkbox"/>            |
|           | Description | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
|           |             |                  | <input type="checkbox"/>            |

Figure 32 - Table Description - OtherFees

## Capstone Project Document - Footprints

| Payments |             |                  |                                     |
|----------|-------------|------------------|-------------------------------------|
|          | Column Name | Data Type        | Allow Nulls                         |
| PK       | Id          | uniqueidentifier | <input type="checkbox"/>            |
|          | OrderId     | uniqueidentifier | <input type="checkbox"/>            |
|          | IsDeleted   | bit              | <input type="checkbox"/>            |
|          | DeletedAt   | datetime2(7)     | <input checked="" type="checkbox"/> |
|          | DeletedBy   | uniqueidentifier | <input type="checkbox"/>            |
|          | CreatedBy   | uniqueidentifier | <input type="checkbox"/>            |
|          | CreatedOn   | datetime2(7)     | <input type="checkbox"/>            |
|          | UpdatedBy   | uniqueidentifier | <input type="checkbox"/>            |
|          | UpdatedOn   | datetime2(7)     | <input checked="" type="checkbox"/> |
|          | Status      | int              | <input type="checkbox"/>            |
|          | Amount      | float            | <input type="checkbox"/>            |
|          | Deadline    | datetime2(7)     | <input type="checkbox"/>            |
|          | Percentage  | float            | <input type="checkbox"/>            |
|          | Sequence    | int              | <input type="checkbox"/>            |
|          | PayedOn     | datetime2(7)     | <input checked="" type="checkbox"/> |
|          | ConfirmedOn | datetime2(7)     | <input checked="" type="checkbox"/> |
|          |             |                  | <input type="checkbox"/>            |

Figure 33 - Table Description - Payment

| Places |                    |                  |                                     |
|--------|--------------------|------------------|-------------------------------------|
|        | Column Name        | Data Type        | Allow Nulls                         |
| PK     | Id                 | uniqueidentifier | <input type="checkbox"/>            |
|        | TourDurationInHour | int              | <input type="checkbox"/>            |
|        | DestinationId      | uniqueidentifier | <input type="checkbox"/>            |
|        | IsDeleted          | bit              | <input type="checkbox"/>            |
|        | DeletedAt          | datetime2(7)     | <input checked="" type="checkbox"/> |
|        | DeletedBy          | uniqueidentifier | <input type="checkbox"/>            |
|        | CreatedBy          | uniqueidentifier | <input type="checkbox"/>            |
|        | CreatedOn          | datetime2(7)     | <input type="checkbox"/>            |
|        | UpdatedBy          | uniqueidentifier | <input type="checkbox"/>            |
|        | UpdatedOn          | datetime2(7)     | <input checked="" type="checkbox"/> |
|        | Title              | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
|        | Price              | float            | <input type="checkbox"/>            |
|        | Description        | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
|        |                    |                  | <input type="checkbox"/>            |

Figure 34 - Table Description - Places

## Capstone Project Document - Footprints

| Proposals |                           |                  |                                     |
|-----------|---------------------------|------------------|-------------------------------------|
|           | Column Name               | Data Type        | Allow Nulls                         |
| !         | Id                        | uniqueidentifier | <input type="checkbox"/>            |
|           | GroupName                 | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
|           | AdultsNumber              | int              | <input type="checkbox"/>            |
|           | Child                     | int              | <input type="checkbox"/>            |
|           | UnderChild                | int              | <input type="checkbox"/>            |
|           | StartDate                 | datetime2(7)     | <input type="checkbox"/>            |
|           | EndDate                   | datetime2(7)     | <input type="checkbox"/>            |
|           | Amount                    | float            | <input type="checkbox"/>            |
|           | AmountNetPerPax           | float            | <input type="checkbox"/>            |
|           | VarPercent                | float            | <input type="checkbox"/>            |
|           | Status                    | int              | <input type="checkbox"/>            |
|           | DestinationId             | uniqueidentifier | <input type="checkbox"/>            |
|           | IsDeleted                 | bit              | <input type="checkbox"/>            |
|           | DeletedAt                 | datetime2(7)     | <input checked="" type="checkbox"/> |
|           | DeletedBy                 | uniqueidentifier | <input type="checkbox"/>            |
|           | CreatedBy                 | uniqueidentifier | <input type="checkbox"/>            |
|           | CreatedOn                 | datetime2(7)     | <input type="checkbox"/>            |
|           | UpdatedBy                 | uniqueidentifier | <input type="checkbox"/>            |
|           | UpdatedOn                 | datetime2(7)     | <input checked="" type="checkbox"/> |
|           | Departure                 | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
|           | AmountGrossPerPax         | float            | <input type="checkbox"/>            |
|           | ContactPhoneNumber        | nvarchar(MAX)    | <input type="checkbox"/>            |
|           | TourRequestId             | uniqueidentifier | <input checked="" type="checkbox"/> |
|           | Type                      | int              | <input type="checkbox"/>            |
|           | AmountGrossPerPaxOfC...   | float            | <input type="checkbox"/>            |
|           | AmountNetPerPaxOfChild    | float            | <input type="checkbox"/>            |
|           | StatusReason              | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
|           | DiscountId                | uniqueidentifier | <input checked="" type="checkbox"/> |
|           | UpdatedNoteInternalCo...  | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
|           | CreatedNoteCustomer       | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
|           | CreatedNoteInternalCom... | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
|           | ApplicationUserId         | uniqueidentifier | <input checked="" type="checkbox"/> |

Figure 35 - Table Description - Proposal

## Capstone Project Document - Footprints

| ProposalGalas             |                  |                                     |
|---------------------------|------------------|-------------------------------------|
| Column Name               | Data Type        | Allow Nulls                         |
| GalaPackageId             | uniqueidentifier | <input type="checkbox"/>            |
| Id                        | uniqueidentifier | <input type="checkbox"/>            |
| DeletedAt                 | datetime2(7)     | <input checked="" type="checkbox"/> |
| DeletedBy                 | uniqueidentifier | <input type="checkbox"/>            |
| DiscountId                | uniqueidentifier | <input checked="" type="checkbox"/> |
| InternalCompanyChanged... | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
| InternalCompanyComment    | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
| IsAdded                   | bit              | <input type="checkbox"/>            |
| IsDeleted                 | bit              | <input type="checkbox"/>            |
| IsRemoved                 | bit              | <input type="checkbox"/>            |
| Note                      | nvarchar(500)    | <input checked="" type="checkbox"/> |
| Price                     | float            | <input type="checkbox"/>            |
| ProposalId                | uniqueidentifier | <input type="checkbox"/>            |
| Quantity                  | int              | <input type="checkbox"/>            |
| NumberOfPeopleEat         | int              | <input type="checkbox"/>            |
| StartTime                 | datetime2(7)     | <input type="checkbox"/>            |
|                           |                  | <input type="checkbox"/>            |

Figure 36 - Table Description - ProposalGalas

| ProposalMenus            |                  |                                     |
|--------------------------|------------------|-------------------------------------|
| Column Name              | Data Type        | Allow Nulls                         |
| MenuId                   | uniqueidentifier | <input type="checkbox"/>            |
| EatDate                  | datetime2(7)     | <input type="checkbox"/>            |
| MealTime                 | int              | <input type="checkbox"/>            |
| Id                       | uniqueidentifier | <input type="checkbox"/>            |
| DeletedAt                | datetime2(7)     | <input checked="" type="checkbox"/> |
| DeletedBy                | uniqueidentifier | <input type="checkbox"/>            |
| DiscountId               | uniqueidentifier | <input checked="" type="checkbox"/> |
| InternalCompanyChange... | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
| InternalCompanyComment   | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
| IsAdded                  | bit              | <input type="checkbox"/>            |
| IsDeleted                | bit              | <input type="checkbox"/>            |
| IsRemoved                | bit              | <input type="checkbox"/>            |
| Note                     | nvarchar(500)    | <input checked="" type="checkbox"/> |
| Price                    | float            | <input type="checkbox"/>            |
| ProposalId               | uniqueidentifier | <input type="checkbox"/>            |
| Quantity                 | int              | <input type="checkbox"/>            |
| CalculatedBy             | int              | <input type="checkbox"/>            |
|                          |                  | <input type="checkbox"/>            |

Figure 37 - Table Description - ProposalMenus

## Capstone Project Document - Footprints

| ProposalOtherFees         |                  |                                     |
|---------------------------|------------------|-------------------------------------|
| Column Name               | Data Type        | Allow Nulls                         |
| OtherFeeId                | uniqueidentifier | <input type="checkbox"/>            |
| <b>Id</b>                 | uniqueidentifier | <input type="checkbox"/>            |
| DeletedAt                 | datetime2(7)     | <input checked="" type="checkbox"/> |
| DeletedBy                 | uniqueidentifier | <input type="checkbox"/>            |
| DiscountId                | uniqueidentifier | <input checked="" type="checkbox"/> |
| InternalCompanyChanged... | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
| InternalCompanyComment    | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
| IsAdded                   | bit              | <input type="checkbox"/>            |
| IsDeleted                 | bit              | <input type="checkbox"/>            |
| IsRemoved                 | bit              | <input type="checkbox"/>            |
| Note                      | nvarchar(500)    | <input checked="" type="checkbox"/> |
| Price                     | float            | <input type="checkbox"/>            |
| ProposalId                | uniqueidentifier | <input type="checkbox"/>            |
| Quantity                  | int              | <input type="checkbox"/>            |
|                           |                  | <input type="checkbox"/>            |

Figure 38 - Table Description - ProposalOtherFees

| ProposalPlaces           |                  |                                     |
|--------------------------|------------------|-------------------------------------|
| Column Name              | Data Type        | Allow Nulls                         |
| PlaceId                  | uniqueidentifier | <input type="checkbox"/>            |
| StartDate                | datetime2(7)     | <input type="checkbox"/>            |
| <b>Id</b>                | uniqueidentifier | <input type="checkbox"/>            |
| DeletedAt                | datetime2(7)     | <input checked="" type="checkbox"/> |
| DeletedBy                | uniqueidentifier | <input type="checkbox"/>            |
| DiscountId               | uniqueidentifier | <input checked="" type="checkbox"/> |
| InternalCompanyChange... | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
| InternalCompanyComment   | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
| IsAdded                  | bit              | <input type="checkbox"/>            |
| IsDeleted                | bit              | <input type="checkbox"/>            |
| IsRemoved                | bit              | <input type="checkbox"/>            |
| Note                     | nvarchar(500)    | <input checked="" type="checkbox"/> |
| Price                    | float            | <input type="checkbox"/>            |
| ProposalId               | uniqueidentifier | <input type="checkbox"/>            |
| Quantity                 | int              | <input type="checkbox"/>            |
|                          |                  | <input type="checkbox"/>            |

Figure 39 - Table Description - ProposalPlaces

## Capstone Project Document - Footprints

| ProposalRooms |                          |                  |                                     |
|---------------|--------------------------|------------------|-------------------------------------|
|               | Column Name              | Data Type        | Allow Nulls                         |
|               | RoomTypeId               | uniqueidentifier | <input type="checkbox"/>            |
| PK            | Id                       | uniqueidentifier | <input type="checkbox"/>            |
|               | NumberDateOfRent         | int              | <input type="checkbox"/>            |
|               | DeletedAt                | datetime2(7)     | <input checked="" type="checkbox"/> |
|               | DeletedBy                | uniqueidentifier | <input type="checkbox"/>            |
|               | DiscountId               | uniqueidentifier | <input checked="" type="checkbox"/> |
|               | InternalCompanyChange... | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
|               | InternalCompanyComment   | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
|               | IsAdded                  | bit              | <input type="checkbox"/>            |
|               | IsDeleted                | bit              | <input type="checkbox"/>            |
|               | IsRemoved                | bit              | <input type="checkbox"/>            |
|               | Note                     | nvarchar(500)    | <input checked="" type="checkbox"/> |
|               | Price                    | float            | <input type="checkbox"/>            |
|               | ProposalId               | uniqueidentifier | <input type="checkbox"/>            |
|               | Quantity                 | int              | <input type="checkbox"/>            |
|               |                          |                  | <input type="checkbox"/>            |
|               |                          |                  | <input type="checkbox"/>            |

Figure 40 - Table Description - ProposalRooms

| ProposalTeamBuildings |                           |                  |                                     |
|-----------------------|---------------------------|------------------|-------------------------------------|
|                       | Column Name               | Data Type        | Allow Nulls                         |
|                       | TeamBuildingPackageId     | uniqueidentifier | <input type="checkbox"/>            |
| PK                    | Id                        | uniqueidentifier | <input type="checkbox"/>            |
|                       | DeletedAt                 | datetime2(7)     | <input checked="" type="checkbox"/> |
|                       | DeletedBy                 | uniqueidentifier | <input type="checkbox"/>            |
|                       | DiscountId                | uniqueidentifier | <input checked="" type="checkbox"/> |
|                       | InternalCompanyChanged... | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
|                       | InternalCompanyComment    | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
|                       | IsAdded                   | bit              | <input type="checkbox"/>            |
|                       | IsDeleted                 | bit              | <input type="checkbox"/>            |
|                       | IsRemoved                 | bit              | <input type="checkbox"/>            |
|                       | Note                      | nvarchar(500)    | <input checked="" type="checkbox"/> |
|                       | Price                     | float            | <input type="checkbox"/>            |
|                       | ProposalId                | uniqueidentifier | <input type="checkbox"/>            |
|                       | Quantity                  | int              | <input type="checkbox"/>            |
|                       | StartTime                 | datetime2(7)     | <input type="checkbox"/>            |
|                       |                           |                  | <input type="checkbox"/>            |
|                       |                           |                  | <input type="checkbox"/>            |

Figure 41 - Table Description - ProposalTeamBuildings

## Capstone Project Document - Footprints

| ProposalVehicles          |                  |                                     |
|---------------------------|------------------|-------------------------------------|
| Column Name               | Data Type        | Allow Nulls                         |
| VehicleId                 | uniqueidentifier | <input type="checkbox"/>            |
| Id                        | uniqueidentifier | <input type="checkbox"/>            |
| DeletedAt                 | datetime2(7)     | <input checked="" type="checkbox"/> |
| DeletedBy                 | uniqueidentifier | <input type="checkbox"/>            |
| DiscountId                | uniqueidentifier | <input checked="" type="checkbox"/> |
| InternalCompanyChanged... | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
| InternalCompanyComment    | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
| IsAdded                   | bit              | <input type="checkbox"/>            |
| IsDeleted                 | bit              | <input type="checkbox"/>            |
| IsRemoved                 | bit              | <input type="checkbox"/>            |
| Note                      | nvarchar(500)    | <input checked="" type="checkbox"/> |
| Price                     | float            | <input type="checkbox"/>            |
| ProposalId                | uniqueidentifier | <input type="checkbox"/>            |
| Quantity                  | int              | <input type="checkbox"/>            |
| Distance                  | int              | <input type="checkbox"/>            |
| ParkingFee                | float            | <input type="checkbox"/>            |
| DateOfRent                | int              | <input type="checkbox"/>            |
| DefaultKmTravelPerDay     | int              | <input type="checkbox"/>            |
| LicensePlate              | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
|                           |                  | <input type="checkbox"/>            |

Figure 42 - Table Description - ProposalVehicles

| ProposalWorkingTripAllowances |                  |                                     |
|-------------------------------|------------------|-------------------------------------|
| Column Name                   | Data Type        | Allow Nulls                         |
| WorkingTripAllowanceId        | uniqueidentifier | <input checked="" type="checkbox"/> |
| Description                   | nvarchar(1000)   | <input checked="" type="checkbox"/> |
| Id                            | uniqueidentifier | <input type="checkbox"/>            |
| DateOfWorking                 | int              | <input checked="" type="checkbox"/> |
| DeletedAt                     | datetime2(7)     | <input checked="" type="checkbox"/> |
| DeletedBy                     | uniqueidentifier | <input type="checkbox"/>            |
| DiscountId                    | uniqueidentifier | <input checked="" type="checkbox"/> |
| InternalCompanyChanged...     | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
| InternalCompanyComment        | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
| IsAdded                       | bit              | <input type="checkbox"/>            |
| IsDeleted                     | bit              | <input type="checkbox"/>            |
| IsRemoved                     | bit              | <input type="checkbox"/>            |
| Note                          | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
| Price                         | float            | <input type="checkbox"/>            |
| ProposalId                    | uniqueidentifier | <input type="checkbox"/>            |
| Quantity                      | int              | <input type="checkbox"/>            |
|                               |                  | <input type="checkbox"/>            |

Figure 43 - Table Description - ProposalWorkingTripAllowances

## Capstone Project Document - Footprints

| RefreshToken |                |                  |                                     |
|--------------|----------------|------------------|-------------------------------------|
|              | Column Name    | Data Type        | Allow Nulls                         |
| 🔑            | Id             | uniqueidentifier | <input type="checkbox"/>            |
|              | Token          | nvarchar(450)    | <input type="checkbox"/>            |
|              | UserId         | uniqueidentifier | <input type="checkbox"/>            |
|              | CreatedDate    | datetime2(7)     | <input type="checkbox"/>            |
|              | ExpirationDate | datetime2(7)     | <input type="checkbox"/>            |
|              | IsActive       | bit              | <input type="checkbox"/>            |
|              | IsDeleted      | bit              | <input type="checkbox"/>            |
|              | DeletedAt      | datetime2(7)     | <input checked="" type="checkbox"/> |
|              | DeletedBy      | uniqueidentifier | <input type="checkbox"/>            |
|              |                |                  | <input type="checkbox"/>            |

Figure 44 - Table Description - RefreshToken

| Restaurants |               |                  |                                     |
|-------------|---------------|------------------|-------------------------------------|
|             | Column Name   | Data Type        | Allow Nulls                         |
| 🔑           | Id            | uniqueidentifier | <input type="checkbox"/>            |
|             | Name          | nvarchar(100)    | <input type="checkbox"/>            |
|             | Quality       | int              | <input type="checkbox"/>            |
|             | Description   | nvarchar(500)    | <input checked="" type="checkbox"/> |
|             | DestinationId | uniqueidentifier | <input type="checkbox"/>            |
|             | IsDeleted     | bit              | <input type="checkbox"/>            |
|             | DeletedAt     | datetime2(7)     | <input checked="" type="checkbox"/> |
|             | DeletedBy     | uniqueidentifier | <input type="checkbox"/>            |
|             | CreatedBy     | uniqueidentifier | <input type="checkbox"/>            |
|             | CreatedOn     | datetime2(7)     | <input type="checkbox"/>            |
|             | UpdatedBy     | uniqueidentifier | <input type="checkbox"/>            |
|             | UpdatedOn     | datetime2(7)     | <input checked="" type="checkbox"/> |
|             |               |                  | <input type="checkbox"/>            |

Figure 45 - Table Description - Restaurants

## Capstone Project Document - Footprints

| RoomTypes |                   |                  |                                     |
|-----------|-------------------|------------------|-------------------------------------|
|           | Column Name       | Data Type        | Allow Nulls                         |
| PK        | Id                | uniqueidentifier | <input type="checkbox"/>            |
|           | Type              | int              | <input type="checkbox"/>            |
|           | Title             | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
|           | Capacity          | int              | <input type="checkbox"/>            |
|           | PricePerDay       | float            | <input type="checkbox"/>            |
|           | HotelId           | uniqueidentifier | <input type="checkbox"/>            |
|           | IsDeleted         | bit              | <input type="checkbox"/>            |
|           | DeletedAt         | datetime2(7)     | <input checked="" type="checkbox"/> |
|           | DeletedBy         | uniqueidentifier | <input type="checkbox"/>            |
|           | CreatedBy         | uniqueidentifier | <input type="checkbox"/>            |
|           | CreatedOn         | datetime2(7)     | <input type="checkbox"/>            |
|           | UpdatedBy         | uniqueidentifier | <input type="checkbox"/>            |
|           | UpdatedOn         | datetime2(7)     | <input checked="" type="checkbox"/> |
|           | Price             | float            | <input checked="" type="checkbox"/> |
|           | Description       | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
|           | NumberRoomProvide | int              | <input type="checkbox"/>            |
|           |                   |                  | <input type="checkbox"/>            |

Figure 46 - Table Description - RoomTypes

| StaffOrder |             |                  |                                     |
|------------|-------------|------------------|-------------------------------------|
|            | Column Name | Data Type        | Allow Nulls                         |
| PK         | Id          | uniqueidentifier | <input type="checkbox"/>            |
|            | OrderId     | uniqueidentifier | <input type="checkbox"/>            |
|            | StaffId     | uniqueidentifier | <input type="checkbox"/>            |
|            | IsDeleted   | bit              | <input type="checkbox"/>            |
|            | DeletedAt   | datetime2(7)     | <input checked="" type="checkbox"/> |
|            | DeletedBy   | uniqueidentifier | <input type="checkbox"/>            |
|            |             |                  | <input type="checkbox"/>            |

Figure 47 - Table Description - StaffOrder

## Capstone Project Document - Footprints

| Storages |                        |                  |                                     |
|----------|------------------------|------------------|-------------------------------------|
|          | Column Name            | Data Type        | Allow Nulls                         |
| !        | Id                     | uniqueidentifier | <input type="checkbox"/>            |
|          | StoragePath            | nvarchar(MAX)    | <input type="checkbox"/>            |
|          | FileName               | nvarchar(MAX)    | <input type="checkbox"/>            |
|          | FileType               | nvarchar(MAX)    | <input type="checkbox"/>            |
|          | GalaPackageld          | uniqueidentifier | <input checked="" type="checkbox"/> |
|          | IsDeleted              | bit              | <input type="checkbox"/>            |
|          | DeletedAt              | datetime2(7)     | <input checked="" type="checkbox"/> |
|          | DeletedBy              | uniqueidentifier | <input type="checkbox"/>            |
|          | CreatedBy              | uniqueidentifier | <input type="checkbox"/>            |
|          | CreatedOn              | datetime2(7)     | <input type="checkbox"/>            |
|          | UpdatedBy              | uniqueidentifier | <input type="checkbox"/>            |
|          | UpdatedOn              | datetime2(7)     | <input checked="" type="checkbox"/> |
|          | WorkingTripAllowanceld | uniqueidentifier | <input checked="" type="checkbox"/> |
|          | PaymentId              | uniqueidentifier | <input checked="" type="checkbox"/> |
|          | DestinationId          | uniqueidentifier | <input checked="" type="checkbox"/> |
|          | FileSize               | bigint           | <input type="checkbox"/>            |
|          | Menuld                 | uniqueidentifier | <input checked="" type="checkbox"/> |
|          | OtherFeeId             | uniqueidentifier | <input checked="" type="checkbox"/> |
|          | PlaceId                | uniqueidentifier | <input checked="" type="checkbox"/> |
|          | RoomTypeld             | uniqueidentifier | <input checked="" type="checkbox"/> |
|          | TeamBuildingPackageld  | uniqueidentifier | <input checked="" type="checkbox"/> |
|          | VehicleId              | uniqueidentifier | <input checked="" type="checkbox"/> |
|          |                        |                  | <input type="checkbox"/>            |

Figure 48 - Table Description - Storages

## Capstone Project Document - Footprints

| TeamBuildingItems |                       |                  |                                     |
|-------------------|-----------------------|------------------|-------------------------------------|
|                   | Column Name           | Data Type        | Allow Nulls                         |
| !                 | Id                    | uniqueidentifier | <input type="checkbox"/>            |
|                   | Title                 | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
|                   | Description           | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
|                   | Price                 | float            | <input type="checkbox"/>            |
|                   | Quantity              | int              | <input type="checkbox"/>            |
|                   | TeamBuildingPackageId | uniqueidentifier | <input type="checkbox"/>            |
|                   | IsDeleted             | bit              | <input type="checkbox"/>            |
|                   | DeletedAt             | datetime2(7)     | <input checked="" type="checkbox"/> |
|                   | DeletedBy             | uniqueidentifier | <input type="checkbox"/>            |
|                   | CreatedBy             | uniqueidentifier | <input type="checkbox"/>            |
|                   | CreatedOn             | datetime2(7)     | <input type="checkbox"/>            |
|                   | UpdatedBy             | uniqueidentifier | <input type="checkbox"/>            |
|                   | UpdatedOn             | datetime2(7)     | <input checked="" type="checkbox"/> |
|                   |                       |                  | <input type="checkbox"/>            |

Figure 49 - Table Description - TeambuildingItems

| TeamBuildingPackages |             |                  |                                     |
|----------------------|-------------|------------------|-------------------------------------|
|                      | Column Name | Data Type        | Allow Nulls                         |
| !                    | Id          | uniqueidentifier | <input type="checkbox"/>            |
|                      | IsDeleted   | bit              | <input type="checkbox"/>            |
|                      | DeletedAt   | datetime2(7)     | <input checked="" type="checkbox"/> |
|                      | DeletedBy   | uniqueidentifier | <input type="checkbox"/>            |
|                      | CreatedBy   | uniqueidentifier | <input type="checkbox"/>            |
|                      | CreatedOn   | datetime2(7)     | <input type="checkbox"/>            |
|                      | UpdatedBy   | uniqueidentifier | <input type="checkbox"/>            |
|                      | UpdatedOn   | datetime2(7)     | <input checked="" type="checkbox"/> |
|                      | Title       | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
|                      | Price       | float            | <input type="checkbox"/>            |
|                      | Description | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
|                      |             |                  | <input type="checkbox"/>            |

Figure 50 - Table Description - TeamBuildingPackages

## Capstone Project Document - Footprints

| TourRequests |                          |                  |                                     |
|--------------|--------------------------|------------------|-------------------------------------|
|              | Column Name              | Data Type        | Allow Nulls                         |
| 🔑            | Id                       | uniqueidentifier | <input type="checkbox"/>            |
|              | StartDate                | datetime2(7)     | <input type="checkbox"/>            |
|              | EndDate                  | datetime2(7)     | <input type="checkbox"/>            |
|              | TwoPersonFamilyCount     | int              | <input type="checkbox"/>            |
|              | AdultsNumber             | int              | <input type="checkbox"/>            |
|              | Child                    | int              | <input type="checkbox"/>            |
|              | UnderChild               | int              | <input type="checkbox"/>            |
|              | ContactPhoneNumber       | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
|              | VegetarianMealNumber     | int              | <input type="checkbox"/>            |
|              | NormalMealNumber         | int              | <input type="checkbox"/>            |
|              | IsGala                   | bit              | <input type="checkbox"/>            |
|              | IsTeamBuilding           | bit              | <input type="checkbox"/>            |
|              | DestinationId            | uniqueidentifier | <input type="checkbox"/>            |
|              | IsDeleted                | bit              | <input type="checkbox"/>            |
|              | DeletedAt                | datetime2(7)     | <input checked="" type="checkbox"/> |
|              | DeletedBy                | uniqueidentifier | <input type="checkbox"/>            |
|              | CreatedBy                | uniqueidentifier | <input type="checkbox"/>            |
|              | CreatedOn                | datetime2(7)     | <input type="checkbox"/>            |
|              | UpdatedBy                | uniqueidentifier | <input type="checkbox"/>            |
|              | UpdatedOn                | datetime2(7)     | <input checked="" type="checkbox"/> |
|              | Departure                | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
|              | MoreThanFourPersonFam... | int              | <input type="checkbox"/>            |
|              | SingleFemaleCount        | int              | <input type="checkbox"/>            |
|              | SingleMaleCount          | int              | <input type="checkbox"/>            |
|              | ThreePersonFamilyCount   | int              | <input type="checkbox"/>            |
|              | HotelQuality             | int              | <input type="checkbox"/>            |
|              | Status                   | int              | <input type="checkbox"/>            |
|              | UserId                   | uniqueidentifier | <input type="checkbox"/>            |
|              | CustomerName             | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
|              | DraftDesign              | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
|              | Note                     | nvarchar(MAX)    | <input checked="" type="checkbox"/> |

Figure 51 - Table Description - TourRequests

## Capstone Project Document - Footprints

| UserNotifications |                |                  |                                     |
|-------------------|----------------|------------------|-------------------------------------|
|                   | Column Name    | Data Type        | Allow Nulls                         |
| PK                | Id             | uniqueidentifier | <input type="checkbox"/>            |
|                   | IsRead         | bit              | <input type="checkbox"/>            |
|                   | UserId         | uniqueidentifier | <input type="checkbox"/>            |
|                   | NotificationId | uniqueidentifier | <input type="checkbox"/>            |
|                   | IsDeleted      | bit              | <input type="checkbox"/>            |
|                   | DeletedAt      | datetime2(7)     | <input checked="" type="checkbox"/> |
|                   | DeletedBy      | uniqueidentifier | <input type="checkbox"/>            |
|                   | CreatedBy      | uniqueidentifier | <input type="checkbox"/>            |
|                   | CreatedOn      | datetime2(7)     | <input type="checkbox"/>            |
|                   | UpdatedBy      | uniqueidentifier | <input type="checkbox"/>            |
|                   | UpdatedOn      | datetime2(7)     | <input checked="" type="checkbox"/> |
|                   |                |                  | <input type="checkbox"/>            |

Figure 52 - Table Description - UserNotifications

| UserRoles |             |                  |                          |
|-----------|-------------|------------------|--------------------------|
|           | Column Name | Data Type        | Allow Nulls              |
| PK        | UserId      | uniqueidentifier | <input type="checkbox"/> |
| PK        | RoleId      | uniqueidentifier | <input type="checkbox"/> |
|           |             |                  | <input type="checkbox"/> |

Figure 53 - Table Description - UserRoles

## Capstone Project Document - Footprints

| Vehicles |             |                  |                                     |
|----------|-------------|------------------|-------------------------------------|
|          | Column Name | Data Type        | Allow Nulls                         |
| !        | Id          | uniqueidentifier | <input type="checkbox"/>            |
|          | Title       | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
|          | SeatNumber  | int              | <input type="checkbox"/>            |
|          | IsDeleted   | bit              | <input type="checkbox"/>            |
|          | DeletedAt   | datetime2(7)     | <input checked="" type="checkbox"/> |
|          | DeletedBy   | uniqueidentifier | <input type="checkbox"/>            |
|          | CreatedBy   | uniqueidentifier | <input type="checkbox"/>            |
|          | CreatedOn   | datetime2(7)     | <input type="checkbox"/>            |
|          | UpdatedBy   | uniqueidentifier | <input type="checkbox"/>            |
|          | UpdatedOn   | datetime2(7)     | <input checked="" type="checkbox"/> |
|          | Price       | float            | <input type="checkbox"/>            |
|          | Description | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
|          | ParkingFee  | float            | <input type="checkbox"/>            |
|          |             |                  | <input type="checkbox"/>            |

Figure 54 - Table Description - Vehicles

| WorkingTripAllowances |             |                  |                                     |
|-----------------------|-------------|------------------|-------------------------------------|
|                       | Column Name | Data Type        | Allow Nulls                         |
| !                     | Id          | uniqueidentifier | <input type="checkbox"/>            |
|                       | Title       | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
|                       | Description | nvarchar(MAX)    | <input checked="" type="checkbox"/> |
|                       | Price       | float            | <input type="checkbox"/>            |
|                       | IsDeleted   | bit              | <input type="checkbox"/>            |
|                       | DeletedAt   | datetime2(7)     | <input checked="" type="checkbox"/> |
|                       | DeletedBy   | uniqueidentifier | <input type="checkbox"/>            |
|                       | CreatedBy   | uniqueidentifier | <input type="checkbox"/>            |
|                       | CreatedOn   | datetime2(7)     | <input type="checkbox"/>            |
|                       | UpdatedBy   | uniqueidentifier | <input type="checkbox"/>            |
|                       | UpdatedOn   | datetime2(7)     | <input checked="" type="checkbox"/> |
|                       | Type        | int              | <input type="checkbox"/>            |
|                       |             |                  | <input type="checkbox"/>            |

Figure 55 - Table Description - WorkingTripAllowances

# Capstone Project Document - Footprints

## 3. Detailed Design

### 3.1 Create Tour Request

#### 3.1.1 Class Diagram

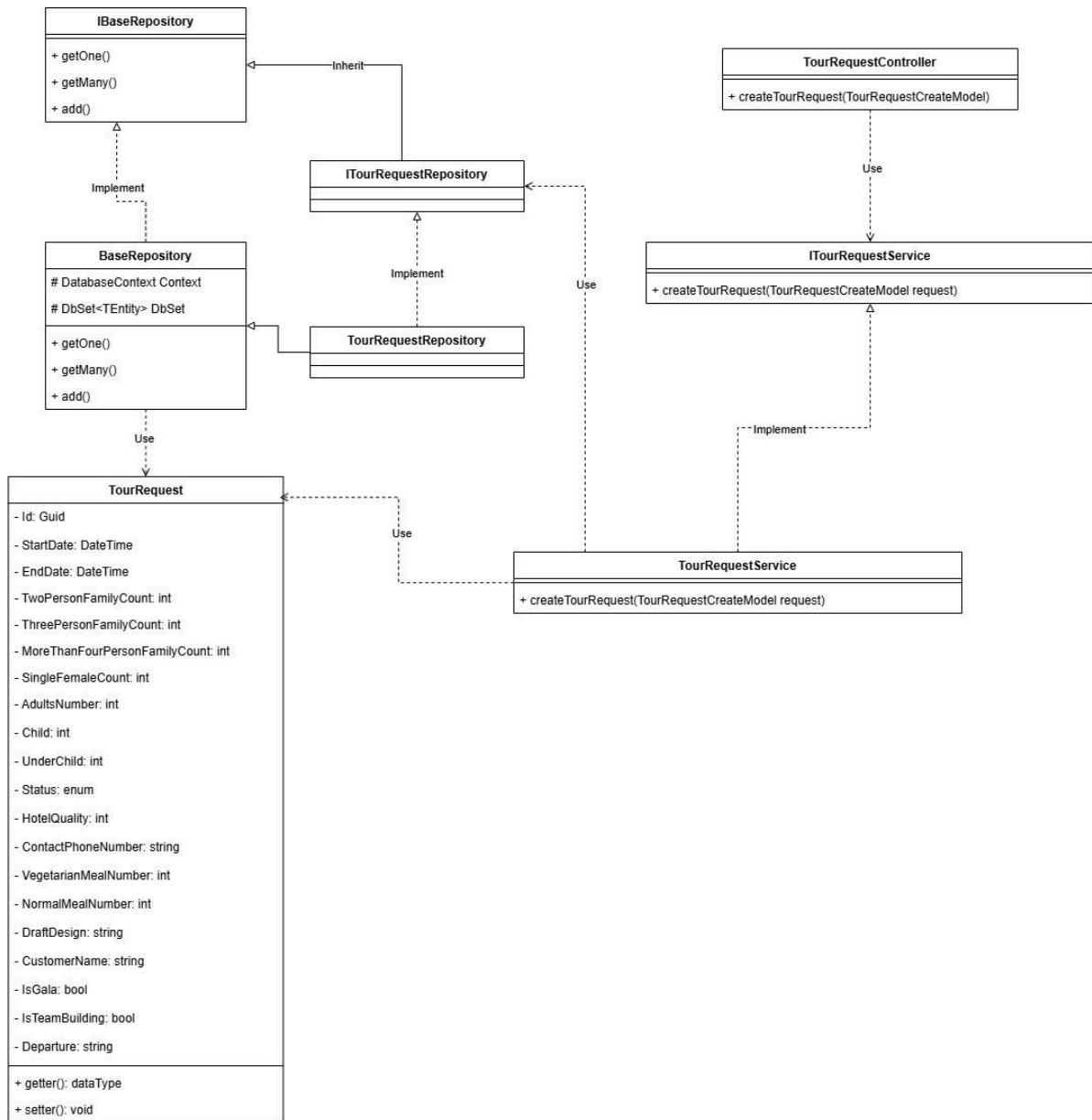


Figure 56 - Create Tour Request - Class Diagram

# Capstone Project Document - Footprints

## 3.1.2 Sequence Diagram

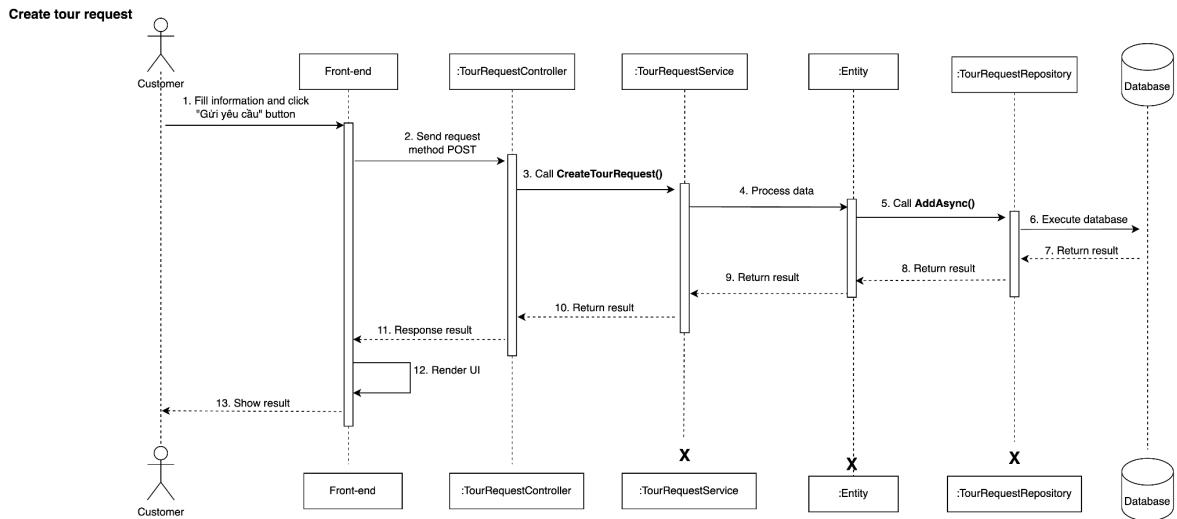


Figure 57 - Create Tour Request - Sequence Diagram

## 3.2 Create Tour Proposal

### 3.2.1 Class Diagram

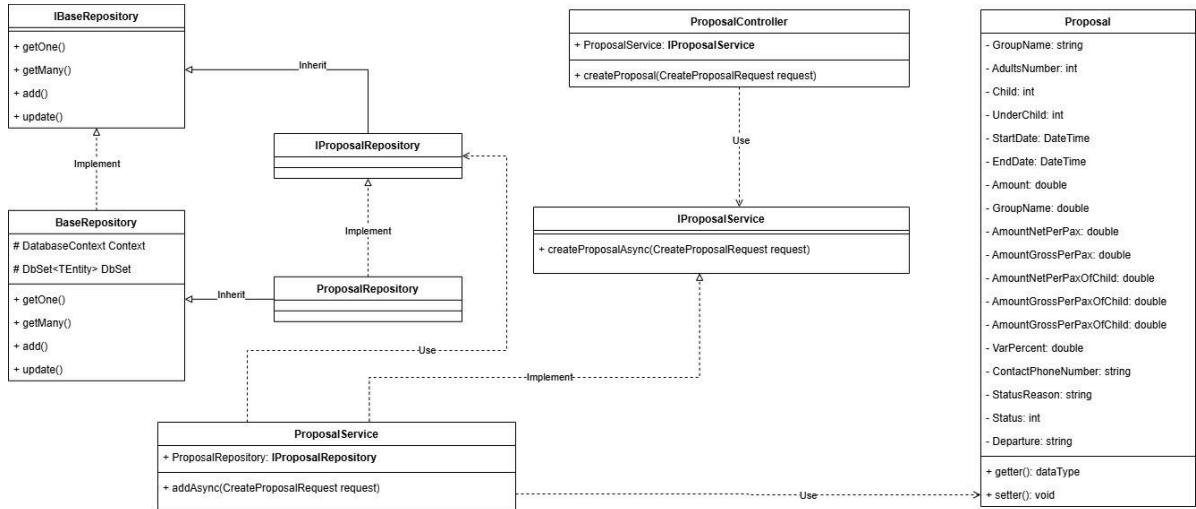


Figure 58 - Create Tour Proposal - Class Diagram

# Capstone Project Document - Footprints

## 3.2.2 Sequence Diagram

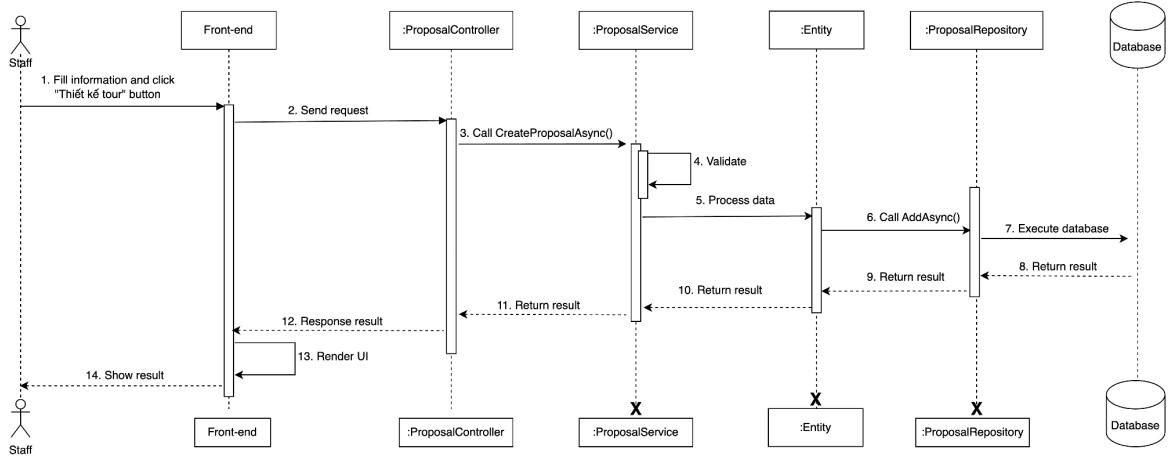


Figure 59 - Create Tour Proposal - Sequence Diagram

## 3.3 Create Deal Request

### 3.3.1 Class Diagram

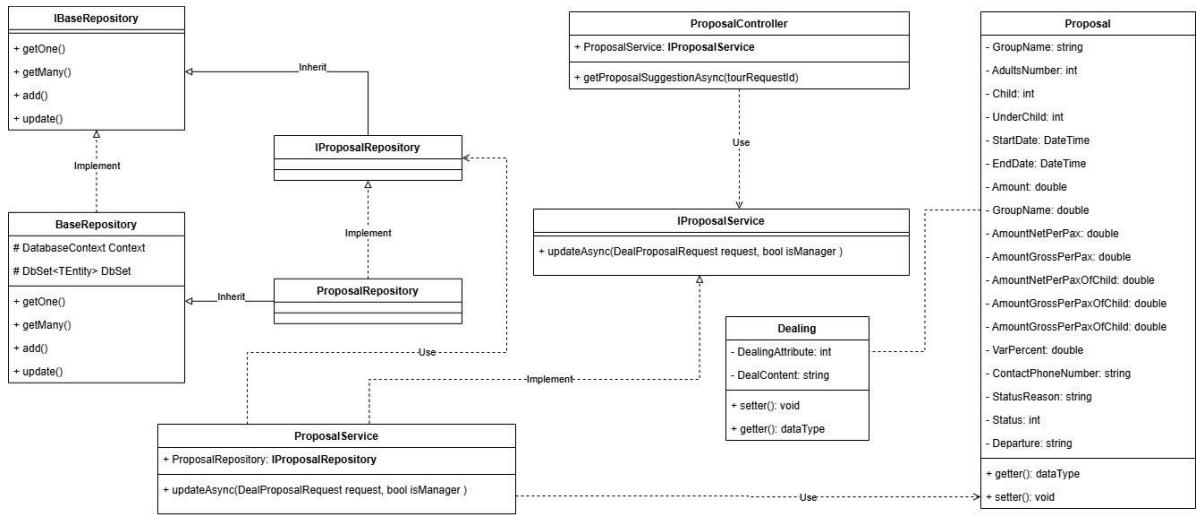


Figure 60 - Create Deal Request - Class Diagram

# Capstone Project Document - Footprints

## 3.3.2 Sequence Diagram

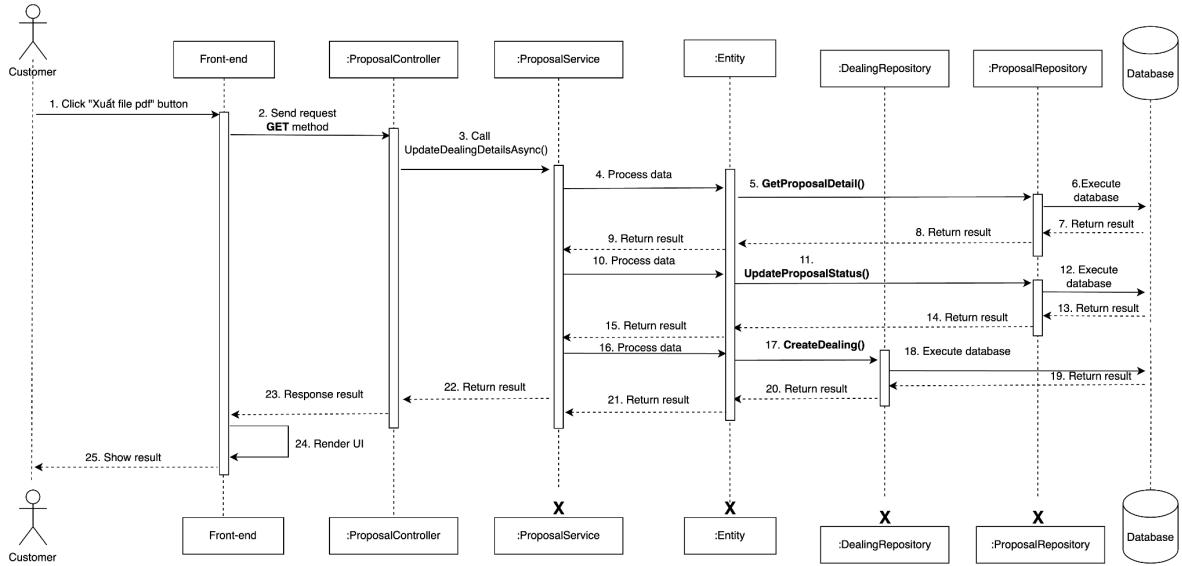


Figure 61 - Create Deal Request - Sequence Diagram

## 3.4 Create Tour Order

### 3.4.1 Class Diagram

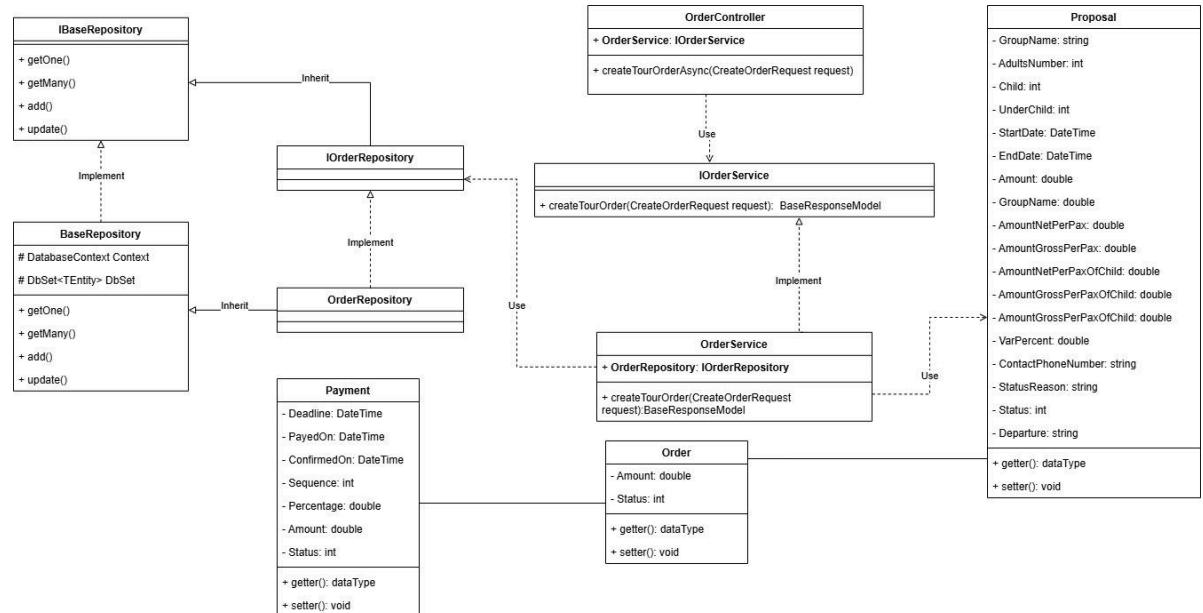


Figure 62 - Create Tour Order - Class Diagram

# Capstone Project Document - Footprints

## 3.4.2 Sequence Diagram

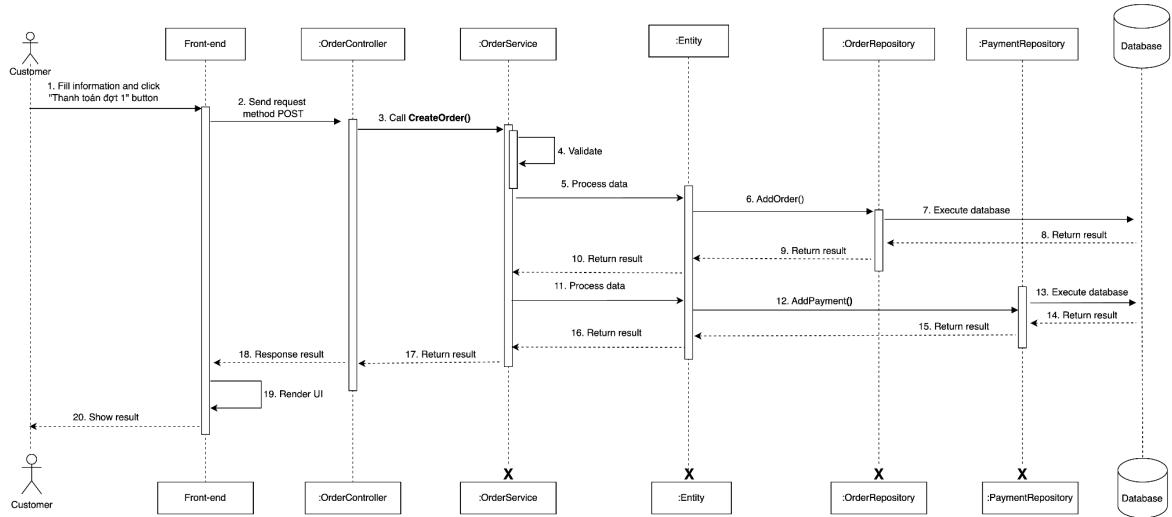


Figure 63 - Create Tour Order - Sequence Diagram

# Capstone Project Document - Footprints

## 3.5 Generate Tour Plan File

### 3.5.1 Class Diagram

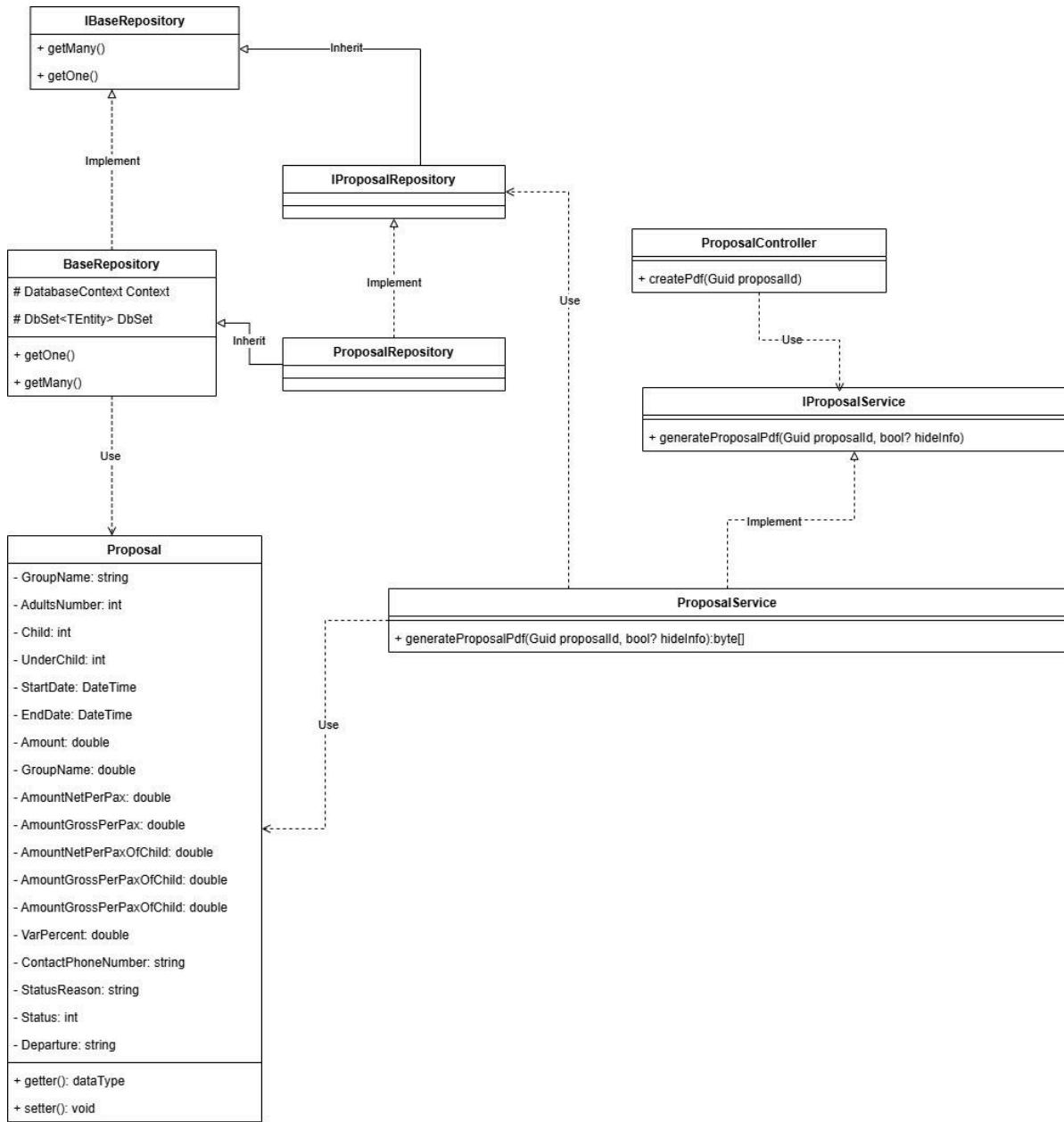


Figure 64 - Generate Tour Plan File - Class Diagram

# Capstone Project Document - Footprints

## 3.5.2 Sequence Diagram

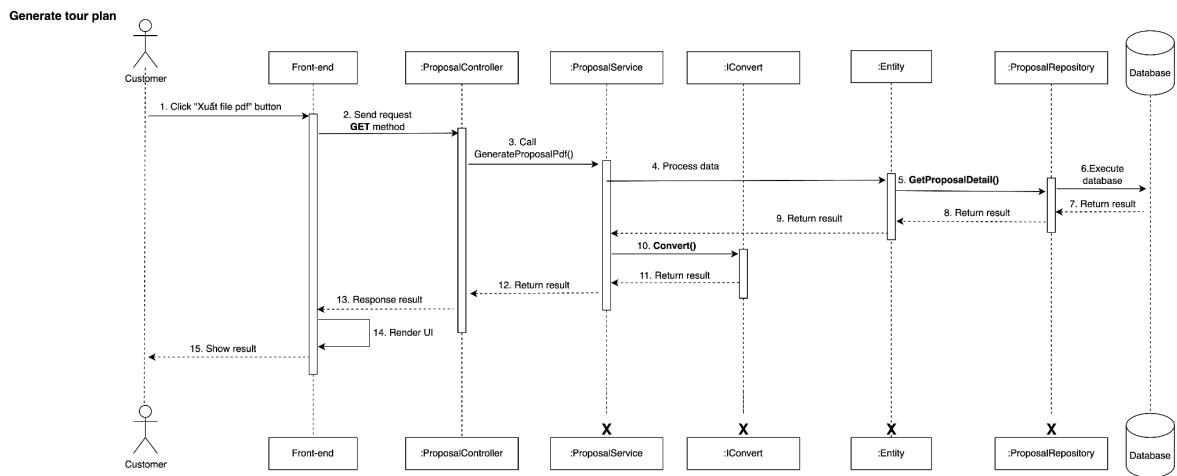


Figure 65 - Generate Tour Plan File - Sequence Diagram

## V. Testing Documentation

### 1. Scope of Testing

| Module name                           | Applicable Role    | Description   |
|---------------------------------------|--------------------|---|
| Sign Up                               | Unauthorised User  | Allows guests to create a new account in the system by providing personal information and setting up login credentials  |
| Sign In                               | Unauthorised User  | Enables users to log into the system using their credentials to access their account and available services.  |
| Log Out                               | Authenticated User | Allows users to securely log out of the system.   |
| Create Tour Request                   | Customer           | Customers submit detailed tour requests, specifying the origin, destination, travel dates, number of participants, and any special requirements, such as team-building events or gala dinners and all information required on form. |
| Update My Tour Request Details        | Customer           | Customers can edit their previously created tour requests, as long as the request is not yet processed by the staff.  |
| Approve Tour Proposal                 | Customer           | Customers review and approve proposals sent by the staff  |
| Create Deal Request for Tour Proposal | Customer           | Customers can negotiate deals within their tour proposals   |
| Create Tour Order                     | Customer           | Once satisfied with the proposal, customers can   |

## Capstone Project Document - Footprints

|                               |                 |  |
|-------------------------------|-----------------|--|
|                               |                 | confirm the booking by creating a tour order.  |
| Create Payment                | Customer        | Customers can make payments for their tour orders using QR codes generated specifically for the tour.                    |
| Update Payment                | Customer        | Customers update their payment status by adding payment evidence or receipts as proof of deposit or final payment.       |
| View Tour Request List        | Customer, Staff | Customers review their created tour request list Staff view the list of tour requests that customers send to the system. |
| View Tour Request Details     | Customer, Staff | Customers view detailed information of tour requests.<br>Staff view tour request details created by customers.           |
| View Tour Proposal Details    | Customer, Staff | Customers can view complete proposal details<br>Staff members can view detailed proposals                                |
| Create Tour Feedback          | Customer        | Customers can provide feedback regarding their experience and suggest any areas for improvement.                         |
| Export My Tour Proposal Files | Customer        | Customers can download proposal-related documents  |
| Create Tour Proposal          | Staff           | Staff can design and create tour proposals tailored to the customer's request  |
| Update Tour Proposal          | Staff           | Staff members can modify proposals   |

## Capstone Project Document - Footprints

|   |              |   |
|---|--------------|---|
| Confirm Payment for Tour Order          | Staff        | Staff members can verify and confirm customer payments for tour orders to proceed the tour.   |
| Add Payment Receipt For Tour Order      | Staff        | Staff can upload or add a receipt to the system as proof of payment for tour orders.  |
| Export Tour Proposal Files              | Staff        | Staff members can export files related to proposals   |
| Assign Tour to Tour Guide               | Staff        | Staff can assign a specific tour to a tour guide  |
| View Tour Order List                    | Staff        | Staff can view a list of all confirmed tour orders  |
| View Tour Order Details                 | Staff        | Staff can access detailed order information   |
| View My Assigned Tour List              | Tour Manager | Tour guides can view the list of tours assigned to them   |
| View My Assigned Tour Details           | Tour Manager | Tour guides can access detailed information about a specific tour assigned to them.   |
| Create Message For Customer             | Tour Manager | Tour guides can send notification messages to customers   |
| Create Change Request For Tour Proposal | Tour Manager | Tour managers can request changes to a proposal's design  |
| Approve Tour Proposal                   | Tour Manager | Tour managers can review and approve proposals  |
| View Business Config                    | Admin        | Administrators can access business configurations, including settings for tour requests, proposals, payments, system bank accounts, and other configurations. |

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|                        |       |  |
|------------------------|-------|--|
| Update Business Config | Admin | Administrators can modify business configurations, such as payment settings, bank account details, and proposal options. |
| Import Data            | Admin | Administrators can import data into the system   |

*Table 31 - Scope of Testing*

## 2. Test Strategy

We will apply some testing strategies on the system such as:

- Functional Testing
- User Interface Testing

### 2.1 Testing Types

Functional Testing:

- Objective: Validate function of the system works according to specifications.

User Interface Testing

- Objective: Ensure the user interface (UI) works as expected, including correctly displaying interface elements such as buttons, forms, text, and images.

## 2.2 Test Levels

| Type of Tests          | Test Level |             |        |            |
|------------------------|------------|-------------|--------|------------|
|                        | Unit       | Integration | System | Acceptance |
| Functional Testing     |            |             | X      |            |
| User Interface Testing |            |             | X      |            |

Table 32 - Test Levels

## 2.3 Supporting tools

| Purpose          | Tool               | Vendor/In-house | Version |
|------------------|--------------------|-----------------|---------|
| API testing      | Postman            | Postman         | v7.36.6 |
| Web page testing | Visual Studio Code | Microsoft       | 17.11.5 |
| Mobile testing   | Android Studio     | Google          | 8.7.0   |

Table 33 - Supporting Tools

## 3. Test Plan

### 3.1 Human Resources

| Worker/Doer           | Role   | Specific Responsibilities/Comments    |
|-----------------------|--------|---------------------------------------|
| Le Thi Yen Nhi        | Leader | Planning, execute, verify test result |
| Truong Thuy Truc      | Member | Planning, execute, verify test result |
| Dang Thiem Loc        | Member | Planning, execute, verify test result |
| Nguyen Minh Truong Vu | Member | Planning, execute, verify test result |

Table 34 - Human Resources

### 3.2 Test Environment

| Purpose         | Tool           | Provider  | Version       |
|-----------------|----------------|-----------|---------------|
| Browser Testing | Google Chrome  | Google    | 132.0.6808.3  |
| Browser Testing | Microsoft Edge | Microsoft | 128.0.2739.42 |
| Mobile Testing  | Sony V         | Sony      | Android 14    |

Table 35 - Test Environment

### 3.3 Test Milestones

| Milestone Task                        | Start Date | End Date   |
|---------------------------------------|------------|------------|
| Sign Up                               | 28/11/2024 | 30/11/2024 |
| Sign In                               | 28/11/2024 | 30/11/2024 |
| Log Out                               | 28/11/2024 | 30/11/2024 |
| Create Tour Request                   | 28/11/2024 | 30/11/2024 |
| Update My Tour Request Details        | 28/11/2024 | 30/11/2024 |
| Approve Tour Proposal                 | 28/11/2024 | 30/11/2024 |
| Create Deal Request for Tour Proposal | 28/11/2024 | 30/11/2024 |
| Create Tour Order                     | 28/11/2024 | 30/11/2024 |
| Create Payment                        | 28/11/2024 | 30/11/2024 |
| Update Payment                        | 28/11/2024 | 30/11/2024 |
| View Tour Request List                | 28/11/2024 | 30/11/2024 |
| View Tour Request Details             | 28/11/2024 | 30/11/2024 |
| View Tour Proposal Details            | 28/11/2024 | 30/11/2024 |
| Create Tour Feedback                  | 28/11/2024 | 30/11/2024 |
| Export My Tour Proposal Files         | 28/11/2024 | 30/11/2024 |
| Create Tour Proposal                  | 28/11/2024 | 30/11/2024 |
| Update Tour Proposal                  | 28/11/2024 | 30/11/2024 |
| Confirm Payment for Tour Order        | 28/11/2024 | 30/11/2024 |
| Add Payment Receipt For Tour Order    | 28/11/2024 | 30/11/2024 |
| Export Tour Proposal Files            | 28/11/2024 | 30/11/2024 |
| Assign Tour to Tour Guide             | 28/11/2024 | 30/11/2024 |
| View Tour Order List                  | 28/11/2024 | 30/11/2024 |
| View Tour Order Details               | 28/11/2024 | 30/11/2024 |
| Upload file customer information      | 28/11/2024 | 30/11/2024 |

## Capstone Project Document - Footprints

|  |            |            |
|--|------------|------------|
| Get list customer information  | 28/11/2024 | 30/11/2024 |
| Check in tour execution  | 28/11/2024 | 30/11/2024 |
| Schedule Remind staff to assign tour guides 5 days before the tour begins  | 28/11/2024 | 30/11/2024 |
| Schedule remind customers to import information files 5 days before the tour takes place   | 28/11/2024 | 30/11/2024 |
| Verify Phone Number By OTP   | 28/11/2024 | 30/11/2024 |
| Authorise User By Role   | 28/11/2024 | 30/11/2024 |
| Export Menu File   | 28/11/2024 | 30/11/2024 |
| Export Tour Execution File   | 28/11/2024 | 30/11/2024 |
| Assign tour guide  | 28/11/2024 | 30/11/2024 |
| Import data for hotels, restaurants, bed category room type, bed category, destination, food, gala item, gala package, menu, place, room type, teambuilding gala, team building item, vehicle. | 28/11/2024 | 30/11/2024 |
| Schedule Recurring Email for Feedback Requests   | 28/11/2024 | 30/11/2024 |
| Schedule Recurring Email for Payment Reminders   | 28/11/2024 | 30/11/2024 |
| Upload file holiday  | 28/11/2024 | 30/11/2024 |
| Get holiday  | 28/11/2024 | 30/11/2024 |
| View My Assigned Tour List   | 28/11/2024 | 30/11/2024 |
| View My Assigned Tour Details  | 28/11/2024 | 30/11/2024 |
| Create a Message For Customer  | 28/11/2024 | 30/11/2024 |
| Create Change Request For Tour Proposal  | 28/11/2024 | 30/11/2024 |
| Approve Tour Proposal  | 28/11/2024 | 30/11/2024 |
| View Business Config   | 28/11/2024 | 30/11/2024 |

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|                        |            |            |
|------------------------|------------|------------|
| Update Business Config | 28/11/2024 | 30/11/2024 |
| Import Data            | 28/11/2024 | 30/11/2024 |

*Table 36 - Test Milestones*

### 4. Test Reports

[Report5\\_Test Report.xlsx - Google Sheets](#)

## VI. Release Package & User Guides

### 1. Deliverable Package

| No. | Deliverable Item          | Description  |
|-----|---------------------------|--|
| 1   | Project Schedule/Tracking | With the project schedule we use Excel in order to track the process of tasks in the project. <a href="#">Task breakdown</a>             |
| 3   | Source Codes              | With the source code, we store our code (back-end API, web application and mobile) on github with private access. <a href="#">Github</a> |
| 4   | Database Script(s)        | <a href="#">Script</a>   |
| 5   | Final Report Document     | <a href="#">Final report</a>   |
| 6   | Test Cases Document       | <a href="#">Test document</a>  |
| 9   | Slide                     | <a href="#">Slide</a>  |

Table 37 - Deliverable Package

### 2. Installation Guides

#### 2.1 System Requirements

##### 2.1.1 Hardware

###### 2.1.1.1 Laptop

| Laptop              | Minimum Requirements    | Recommended                  |
|---------------------|-------------------------|------------------------------|
| Internet Connection | Wi-Fi (4 Mbps)          | Cable, Wi-Fi (8 Mbps)        |
| Operating System    | Windows 7               | Windows 10                   |
| Computer Processor  | Intel® Core i3 1.4GHz   | Intel® Core i5 2.50GHz       |
| Computer Memory     | 1GB RAM 2GB RAM or more | 1GB RAM 2GB RAM or more      |
| Web Browser         | Chrome (v69 or higher)  | Chrome latest stable version |

Table 38 - Laptop - Hardware

###### 2.1.1.2 Mobile

|                  |  |
|------------------|--|
| Operating system | Android 8.1 or higher                                    |
| Processor        | Intel Atom® Processor Z2520 1.2 GHz, or faster processor |
| Storage          | Minimum 256 MB   |
| RAM              | Minimum of 1 GB, 2 GB is recommended                     |

## Capstone Project Document - [Footprints](#)

*Table 39 - Mobile - Hardware*

### 2.1.2 Software

| Software         | Name / Version         | Description                                   |
|------------------|------------------------|---|
| Operation System | Windows 7 / Windows 10 | Operating system and platform for development |
| Web browser      | Chrome v69 or above    | For web app                                   |
| Android System   | Android v8.1 or higher | For mobile app                                |

*Table 40 - Software*

## 2.2 Installation Instruction

### 2.2.1 Back-end

1. Install Visual Studio by following guidelines link:

[Visual Studio 2022 IDE - AI for coding debugging and testing](#)

2. Clone source code from GitHub by link:

<https://github.com/NovelFootprints>

3. Open solution with Visual Studio.

4. Run solution.

### 2.2.2 Web app

1. Install Visual Studio Code by following guidelines link:

<https://code.visualstudio.com/download>

2. Install npm through Visual Studio Code or you can install npm via NodeJS

<https://nodejs.org/en/>

3. Clone source code from Github by link:

[NovelFootprints/Footprint-client](#)

4. Open terminal and enter npm install

5. In terminal, enter npm start

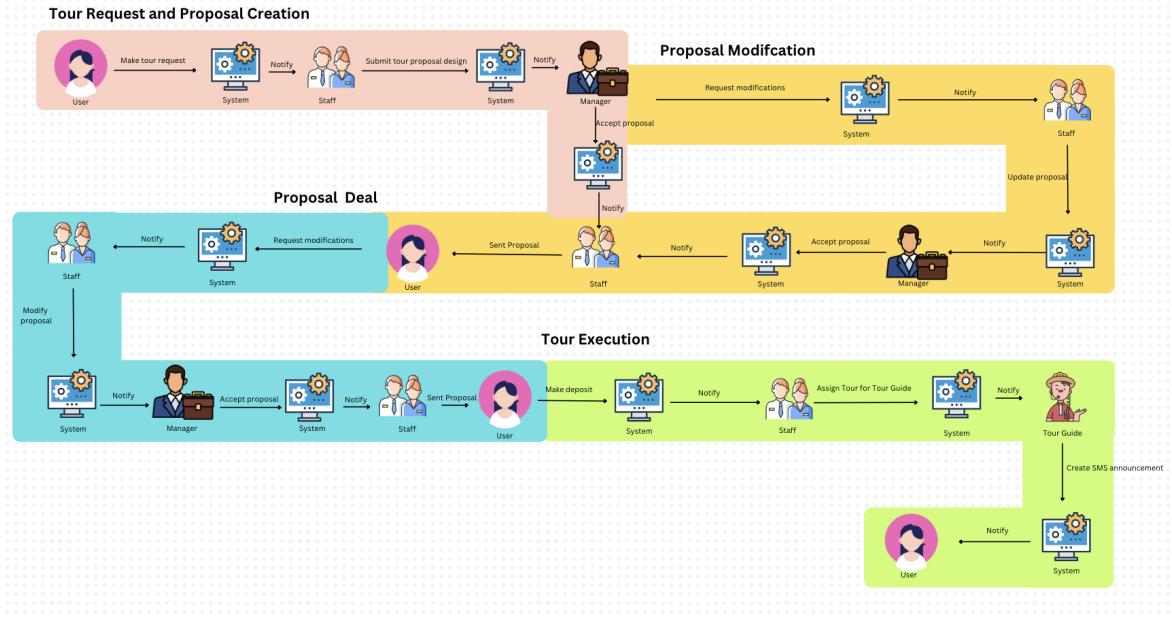
6. Project start with <http://localhost:5002/>

# Capstone Project Document - Footprints

## 3. User Manual

### 3.1 Overview

The project has 4 main workflows below:



#### 3.1.1. User creates tour request and staff create proposal.

##### Tour Request and Proposal Creation

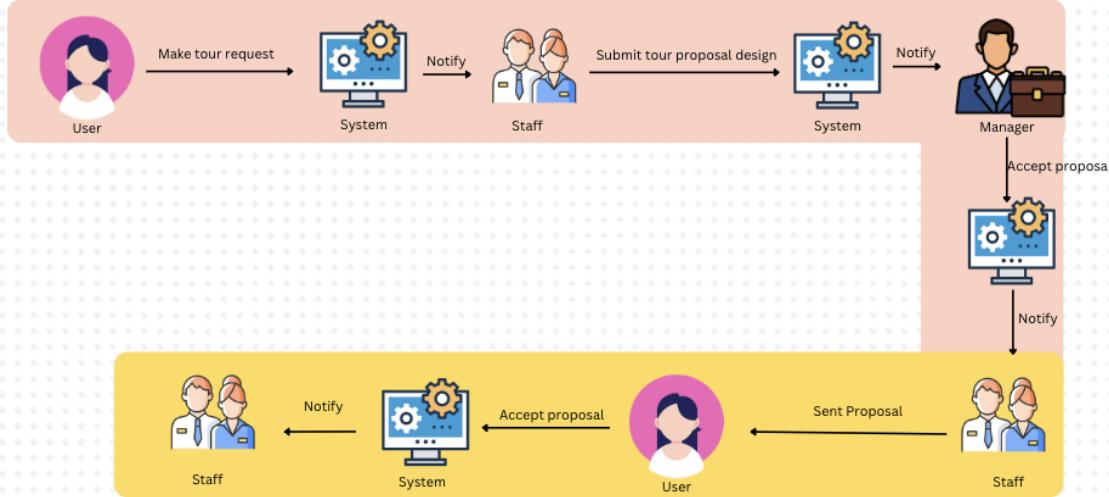


Figure 66 - Workflows - User Creates Tour Request And Staff Create Proposal.

#### 3.1.2. Proposal modification

# Capstone Project Document - Footprints

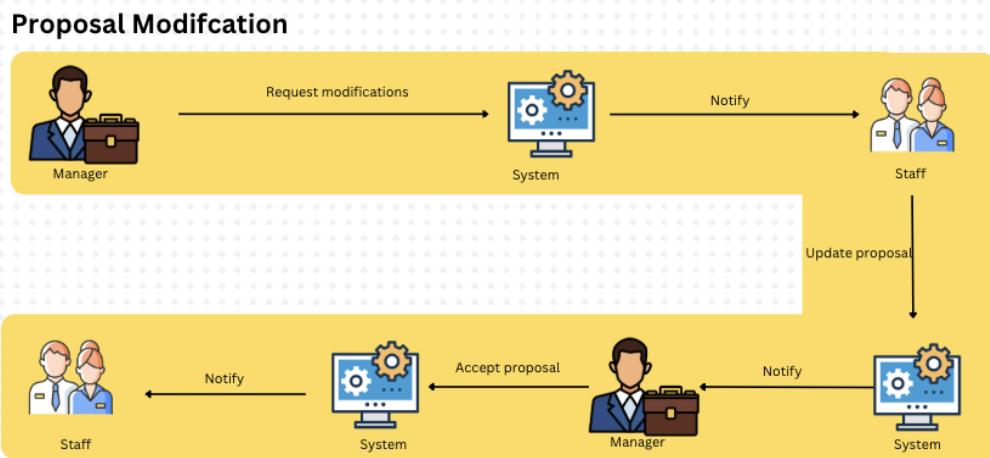


Figure 67 - Workflows - Proposal Modification

### 3.1.3. Proposal Deal

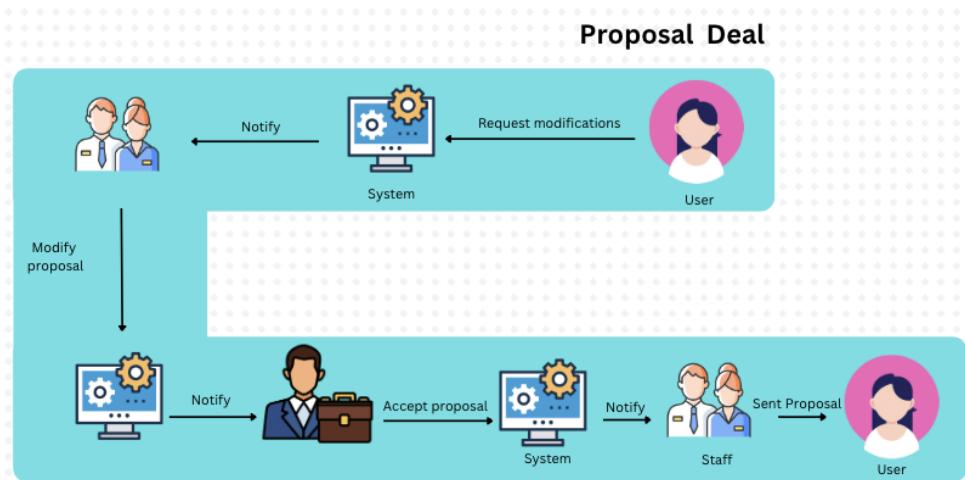


Figure 68 - Workflows - Proposal Deal

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## 3.1.4. Tour Execution

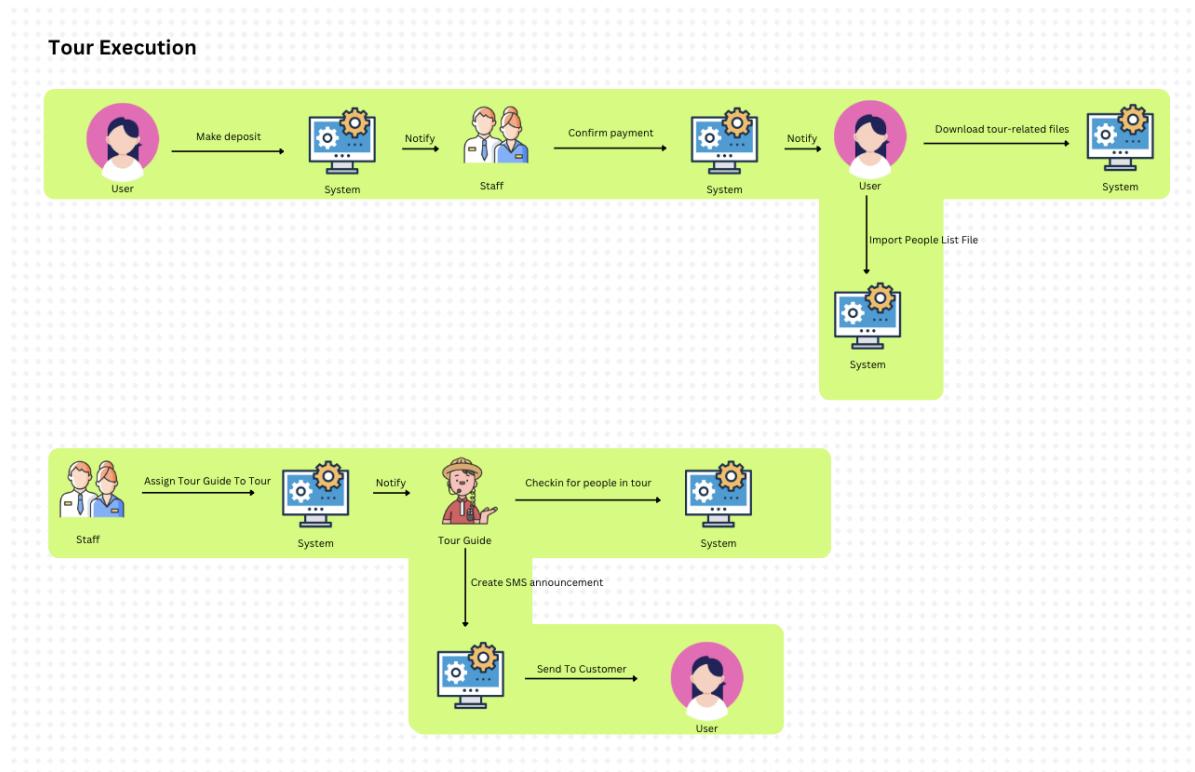


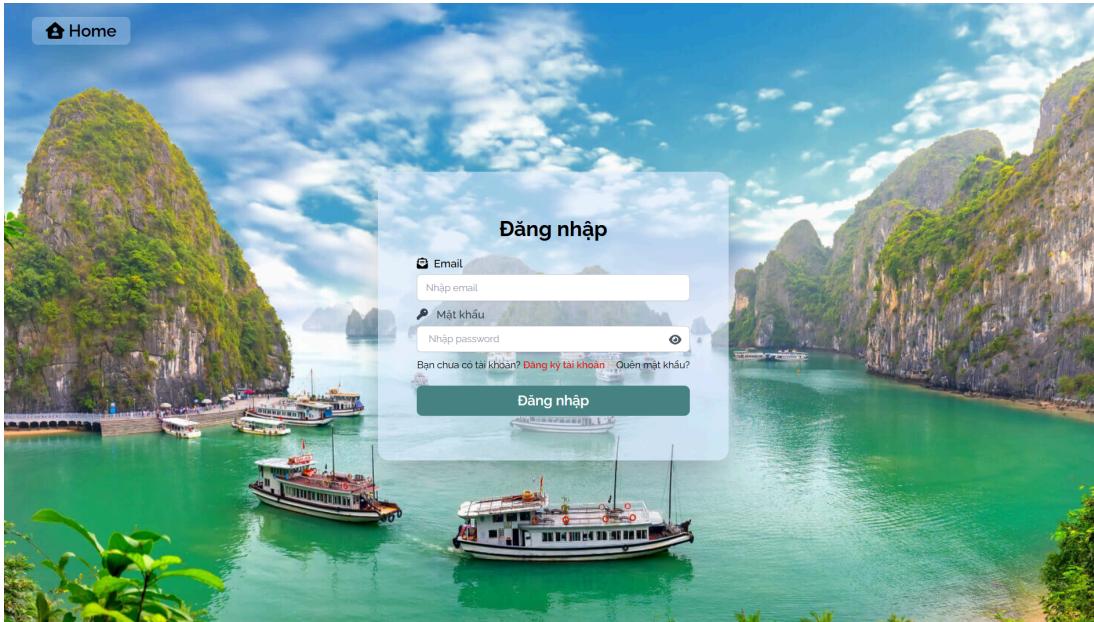
Figure 69 - Workflows - Tour Execution

## Capstone Project Document - Footprints

### 3.2 Workflow 1 - User create tour request and staff create proposal.

#### 3.2.1 <User> Login

After entering their password and registered email, users click the "Đăng nhập" button to access the system.



The user sees the web application's home screen after successfully logging in.



**THIẾT KẾ TOUR DU LỊCH THEO Ý BẠN**



**THIẾT KẾ TOUR DỄ DÀNG VÀ LINH HOẠT**

Khách hàng có thể dễ dàng tạo yêu cầu tour của mình trên nền tảng, bao gồm các thông tin như điểm đến, thời gian, và dịch vụ mong muốn.



**NHỮNG ĐỊA ĐIỂM NỔI TIẾNG ĐANG CHỜ BẠN**

Tại FOOTPRINTS, chúng tôi hiểu rằng mỗi chuyến đi đều là một trải nghiệm cá nhân và đặc biệt. Đó là lý do tại sao chúng tôi tạo ra nền tảng giúp bạn tự tay thiết kế hành trình du lịch của mình một cách dễ dàng và linh hoạt.



**TRẢI NGHIỆM SÔI ĐỘNG**

Ứng dụng giúp khách hàng khám phá những trải nghiệm độc đáo và thú vị, đảm bảo rằng mỗi chuyến đi đều mang lại những kỷ niệm khó quên.

# Capstone Project Document - Footprints

The screenshot shows the Footprints website's tour design interface. At the top, there's a navigation bar with the Footprints logo, a search bar, and user icons for login and notifications. Below the header, a red banner reads "THIẾT KẾ TOUR DỄ DÀNG VÀ LINH HOẠT". A note below it says: "Tùy chỉnh theo mong muốn cá nhân: Nền tảng cho phép người dùng tự do lựa chọn hoặc điều chỉnh các yếu tố của chuyến đi phù hợp với sở thích cá nhân. Từ việc lựa chọn khách sạn phù hợp với ngân sách, đến việc thêm các hoạt động ngoài trời hoặc trải nghiệm văn hóa độc đáo, khách hàng hoàn toàn có thể cá nhân hóa tour của mình." Another note says: "Tiết kiệm thời gian: Thay vì phải liên hệ với nhiều nhà cung cấp dịch vụ du lịch khác nhau, khách hàng chỉ cần sử dụng nền tảng để kết nối tất cả các yếu tố cần thiết cho chuyến đi của mình."

The screenshot shows the Footprints website's travel destination section. It features a green banner with the text "NHỮNG ĐỊA ĐIỂM NỔI TIẾNG ĐANG CHỜ BẠN". Below the banner are five circular thumbnails representing popular destinations: Vịnh Hạ Long, Thủ Đô Hà Nội, Đà Nẵng, TP Hồ Chí Minh, and Huế. Each thumbnail has a small orange button below it with the destination name. Below this section is another red banner reading "TRẢI NGHIỆM SÔI ĐỘNG". To the left is a large circular image of a teambuilding event with many people in green shirts and the word "TEAMBUILDING" overlaid. To the right is a text box for the "Chương Trình Team Building Vui Nhộn". The text describes the program as designed to bring back fun experiences, featuring various games and activities to help teams work together and learn.

# Capstone Project Document - Footprints

 FOOTPRINTS

[Yêu cầu thiết kế](#)  

## Gala Dinner Đa Dạng – Trải Nghiệm Đẳng Cấp Cho Tất Cả

Tham gia vào đêm Gala đầy lôi cuốn của chúng tôi, nơi bạn sẽ có cơ hội gặp gỡ hàng trăm người cùng đam mê du lịch và trải nghiệm một bữa tối không thể quên. Chúng tôi đã chuẩn bị một chương trình đa dạng và phong phú, từ các món ăn tinh tế đến các hoạt động giải trí đặc sắc, để mang đến cho bạn một đêm Gala tuyệt vời và đầy cảm xúc.





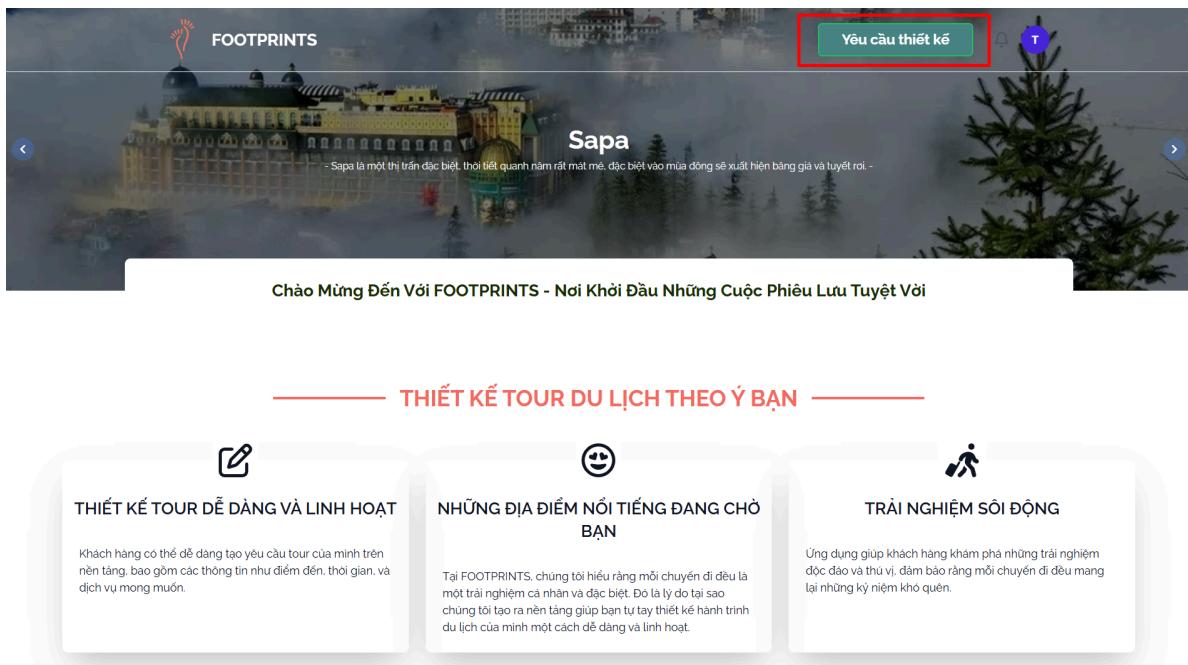
### ĐÁNH GIÁ TỪ KHÁCH HÀNG

Khám phá những trải nghiệm và phản hồi chân thực từ khách hàng của chúng tôi

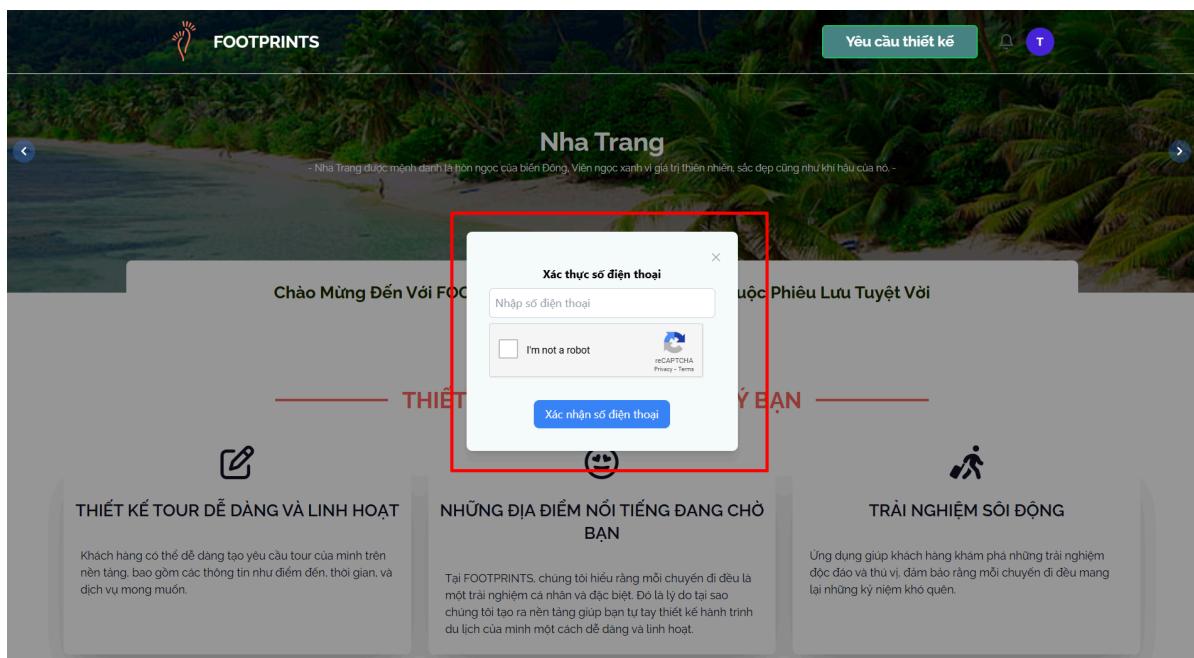
## Capstone Project Document - Footprints

### 3.2.2 <User> Create Tour Request

Users click button "Yêu cầu tạo tour" nằm ở header.



Before you can access the tour request page, you must confirm your phone number.



## Capstone Project Document - Footprints

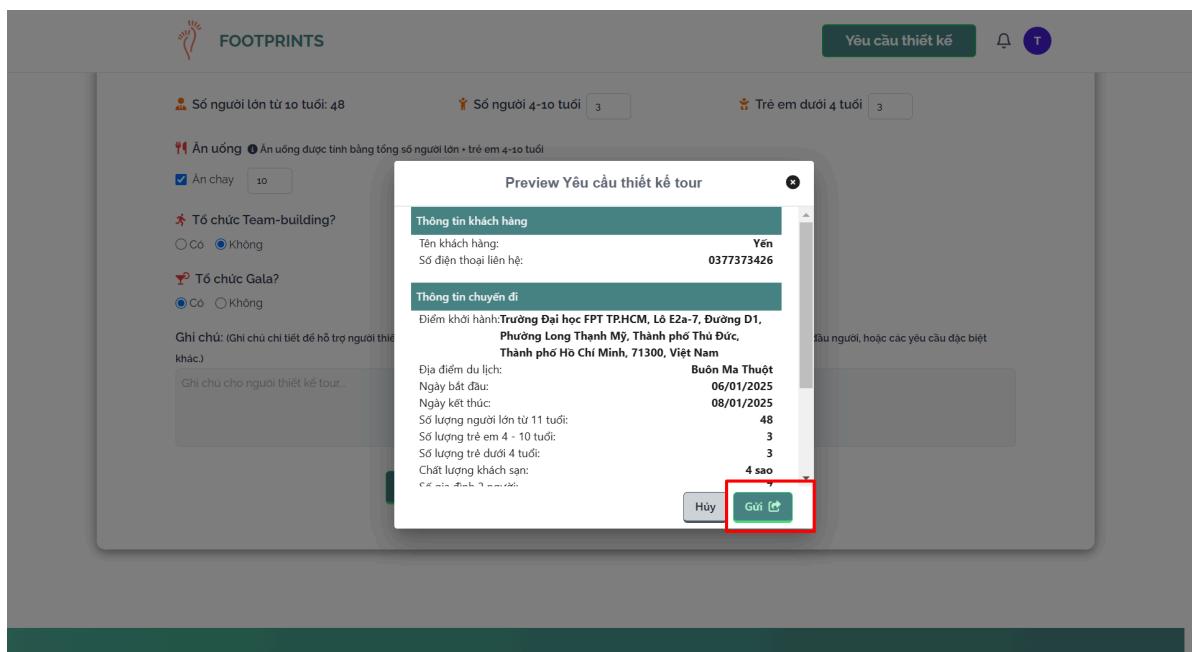
Once your phone number has been successfully verified, visit the tour creation request page and follow the steps to complete the required information.

The screenshot shows a web-based tour booking form titled "Thỏa Sức Sáng Tạo Với Tour Du Lịch Cá Nhân Hóa – Bắt Đầu Ngay!" (Thrive with Personalized Travel Tours – Start Now!). The form is divided into several sections:

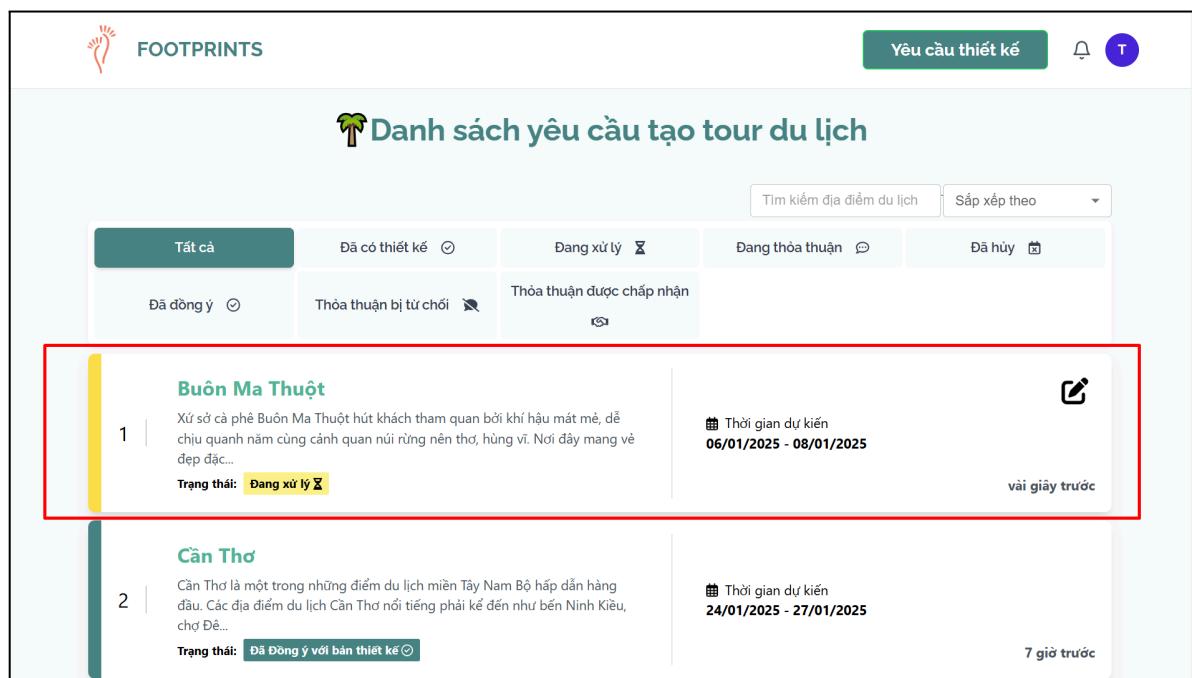
- Customer Information:** Includes fields for Name (Yến), Contact Number, and Date Range (06/01/2025 to 08/01/2025).
- Departure & Destination:** Shows Departure Point (Trường Đại học FPT TPHCM, Lô E2a-7, Đường D1, Phường Long Thạnh) and Arrival Point (Buôn Ma Thuột).
- Guest Details:** A note asks for family size details. It includes dropdowns for guest count (4 guests) and specific counts for adults (7), children (3), and teenagers (3).
- Age Groups:** Displays counts for people over 10 (48), 4-10 years old (3), and under 4 years old (3).
- Dietary Preferences:** Offers checkboxes for vegetarian (checked) and vegan (checked).
- Activities:** Offers checkboxes for team-building (Có) and gala (Không).
- Notes:** A note field asks for specific requirements (Ghi chú: Ghi chú chi tiết để hỗ trợ người thiết kế tour phục vụ bạn tốt hơn. Ví dụ: thực đơn ăn chay một ngày, loại xe mong muốn, giá dầu người, hoặc các yêu cầu đặc biệt khác.) and a comment field for tour designer notes (Ghi chú cho người thiết kế tour.).
- Submit Button:** A large green button at the bottom right labeled "Gửi yêu cầu" (Send Request).

## Capstone Project Document - Footprints

Before sending, the customer will review the filled information again and click the "Gửi" button.



Then the user sends a tour request to the system and waits for the system to notify that the tour has been designed.



# Capstone Project Document - Footprints

The screenshot shows a tour request form titled "Thông tin yêu cầu chi tiết!" (Detailed Request Information). The form includes fields for customer information (Name: Yên, Contact: [redacted]), travel details (Starting point: Trường Đại học FPT TP.HCM, ending point: Buôn Ma Thuột), travel dates (Start: 06/01/2025 08:00, End: 08/01/2025, Duration: 3 days 2 nights), guest count (4 guests), family size (2 adults, 1 child, 1 infant), age groups (3 children under 10, 3 teenagers, 1 infant), meal preferences (Breakfast, Lunch, Dinner), and service packages (Gói Dịch vụ, Gói Gala).

### 3.2.3 <Staff> Design Tour

Staff received tour request from the user, click on "Xem chi tiết" button to see tour request details

The screenshot shows the staff dashboard with a list of tour requests. The first request, for customer Yên, is highlighted with a red border. The table columns include: STT, Tên khách hàng, Số người, Điểm xuất phát, Điểm đến, Ngày dự kiến, Ngày tạo yêu cầu, Trạng thái, and Hành động.

| STT | Tên khách hàng | Số người | Điểm xuất phát   | Điểm đến      | Ngày dự kiến            | Ngày tạo yêu cầu | Trạng thái   | Hành động   |
|-----|----------------|----------|--|---------------|-------------------------|------------------|--|---|
| 1   | Yên            | 54       | Trường Đại học FPT TP.HCM, Lô E2a-7, Đường D1, Phường Long Thành Mỹ, Thành phố Thủ Đức, Thành phố Hồ Chí Minh, 71300, Việt Nam | Buôn Ma Thuột | 06/01/2025 - 08/01/2025 | 08/12/2024       | <span style="color: orange;">Đang xử lý</span>     | <button>Xem chi tiết</button>                               |
| 2   | Good           | 53       | Trường Đại học FPT TP.HCM, Lô E2a-7, Đường D1, Phường Long Thành Mỹ, Thành phố Thủ Đức, Thành phố Hồ Chí Minh, 71300, Việt Nam | Cần Thơ       | 24/01/2025 - 27/01/2025 | 08/12/2024       | <span style="color: green;">Khách đã đồng ý</span> | <button>Xem chi tiết</button> <button>Xem thiết kế</button> |
| 3   | PO             | 46       | Trường Đại học FPT TP.HCM, Lô E2a-7, Đường D1, Phường Long Thành Mỹ, Thành phố Thủ Đức, Thành phố Hồ Chí Minh, 71300, Việt Nam | Đồng Tháp     | 15/01/2025 - 17/01/2025 | 06/12/2024       | <span style="color: green;">Khách đã đồng ý</span> | <button>Xem chi tiết</button> <button>Xem thiết kế</button> |

## Capstone Project Document - Footprints

In the tour request detail page, staff clicks the "Tạo thiết kế tour" button to enter the tour design page

Thông tin yêu cầu chi tiết!

Tên khách hàng: Yến

Điểm xuất phát: Trường Đại học FPT TP.HCM, Lô E2a-7, Đường D1, Phường Long Thạnh Mỹ, Thành phố Thủ Đức, Thành phố Hồ Chí Minh, Việt Nam

Địa điểm du lịch: Buôn Ma Thuột

Ngày bắt đầu: 06/01/2025 08:00

Ngày kết thúc: 08/01/2025

Khách sạn: 4★

Số lượng gia đình 2 người: 7

Số lượng gia đình 3 người: 5

Số lượng gia đình trên 4 người: 3

Số người 4-10 tuổi: 3

Trẻ em dưới 4 tuổi: 3

Ăn uống: Ăn chay: 10, Ăn mặn: 41

Gói Dịch vụ: Gói Gala

**Tạo thiết kế tour →**

The staff will design the tour, there will be some suggestions to create based on the tour request.

| NỘI DUNG  | DƠN GIÁ    | SỐ LƯỢNG | THÀNH TIỀN  | GHI CHÚ   |
|---|------------|----------|-------------|---|
| Khách sạn Mường Thanh Buôn Ma Thuột                     | 1.620.000đ | 7        | 11.340.000đ | Gói ý cho gia đình 2 người                                |
| Khách sạn Mường Thanh Buôn Ma Thuột - Deluxe            | 920.000đ   | 6        | 5.520.000đ  | Gói ý cho gia đình 3 người/Gói ý cho nữ single ghép phòng |
| Khách sạn Mường Thanh Buôn Ma Thuột - Family            | 1.820.000đ | 3        | 5.460.000đ  | Gói ý cho gia đình 4+ người                               |
| Khách sạn Mường Thanh Buôn Ma Thuột - Standard          | 510.000đ   | 2        | 1.020.000đ  | Gói ý cho nam single ghép phòng                           |
| Tổng cộng tiền khách sạn                                |            |          | 70.020.000đ |   |
| 2/ Ăn uống  |            |          |             |   |
| Hay chọn đồ buổi ăn, còn 6 buổi ăn mặn chưa được chọn.  |            |          |             |   |
| Hay chọn đồ buổi ăn, còn 6 buổi ăn chay chưa được chọn. |            |          |             |   |
| 3/ Địa điểm tham quan                                   |            |          |             |   |
| Chọn địa điểm   |            |          |             |   |
| 4/ Phương tiện di chuyển                                |            |          |             |   |
| Chọn phương tiện  |            |          |             |   |
| Xe du lịch 29 chỗ                                       | 4.050.000đ | 2        | 8.100.000đ  | Gói ý 2   |

# Capstone Project Document - Footprints

**Thông tin khách hàng**

- Tên khách hàng: Yến
- Số điện thoại: [REDACTED]

**Khách sạn**

- Khách sạn: 4\*
- Số gia đình 2 người: 7
- Số gia đình 3 người: 5
- Số gia đình trên 4 người: 3
- Số người đi lè nam: 4
- Số người đi lè nữ: 3

**Số người**

- Số người lớn: 48
- Số trẻ em 4-10 tuổi: 3
- Số trẻ em dưới 4 tuổi: 3

**Án uống**

- Án mặn: 41 người
- Án chay: 10 người

**Địa điểm**

- Dịa điểm du lịch: Buôn Ma Thuột
- Điểm xuất phát: Trường Đại học FPT TPHCM, Lô E2a-7, Đường D1, Phường Long Thạnh Mỹ, Thành phố Thủ Đức, Thành phố Hồ Chí Minh, 71300, Việt Nam

**Thời gian**

- Ngày bắt đầu: 06/01/2025
- Ngày kết thúc: 08/01/2025
- Khoảng thời gian: 3 ngày 2 đêm

**NỘI DUNG**

|   | DƠN GIÁ                  | SỐ LƯỢNG   | THÀNH TIỀN | GHI CHÚ     |
|---|--------------------------|------------|------------|-------------|
| 2/Án uống   | Ngày và buổi ăn          |            |            |             |
| Hãy chọn đủ buổi ăn, còn 2 buổi ăn mặn chưa được chọn.  |                          |            |            |             |
| Hãy chọn đủ buổi ăn, còn 2 buổi ăn chay chưa được chọn. |                          |            |            |             |
| Nhà hàng Phố Núi  |                          |            |            |             |
| Menu ăn mặn:  | Án mặn hương vị đồng quê | 4.000.000đ | 5          | 20.000.000đ |
| Menu ăn chay:   | Án chay thanh tịnh       | 1.000.000đ | 1          | 1.000.000đ  |
| The Chill - Ban Mê Chill & Beer                         |                          |            |            |             |
| Menu ăn mặn:  | Án mặn vị biển           | 1.000.000đ | 5          | 5.000.000đ  |
| Menu ăn chay:   | Án chay thanh tịnh       | 1.000.000đ | 1          | 1.000.000đ  |
| Nhà hàng Buôn Ma Thuột The Little Garden                |                          |            |            |             |
| Menu ăn mặn:  | Án mặn hương vị đồng quê | 4.000.000đ | 5          | 40.000.000đ |
| Menu ăn chay:   | Án chay thanh tịnh       | 4.000.000đ | 1          | 8.000.000đ  |
| Tổng cộng tiền ăn uống                                  |                          |            |            |             |
| 3/Địa điểm tham quan                                    |                          |            |            |             |
| Chọn địa điểm   |                          |            |            |             |
| 4/Phương tiện di chuyển                                 |                          |            |            |             |
| Chọn phương tiện  |                          |            |            |             |
| Xe du lịch 29 chỗ                                       | 4.060.000đ               | 2          | 8.120.000đ | Ghi ý 2     |
| Tổng cộng tiền phương tiện di chuyển                    |                          |            |            |             |
| 5/Công tác phí  |                          |            |            |             |
| Hướng dẫn viên  | 3 ngày                   | 500.000đ   | 2          | 3.000.000đ  |
| Tổng cộng tiền công tác phí                             |                          |            |            |             |
| 6/Chi phí khác  |                          |            |            |             |
| Khăn lạnh   | (51 người x 3 ngày)      | 2.000đ     | 2          | 612.000đ    |
| Nón Quà Tặng  | (51 người)               | 30.000đ    | 1          | 1.530.000đ  |
| Bảo hiểm  | (51 người)               | 50.000đ    | 1          | 2.550.000đ  |
| Nước suối đóng chai                                     | (51 người x 3 ngày)      | 6.000đ     | 2          | 1.836.000đ  |
| Tổng cộng tiền chi phí khác                             |                          |            |            |             |

**4/Phương tiện di chuyển**

**Thông tin khách hàng**

- Tên khách hàng: Yến
- Số điện thoại: [REDACTED]

**Khách sạn**

- Khách sạn: 4\*
- Số gia đình 2 người: 7
- Số gia đình 3 người: 5
- Số gia đình trên 4 người: 3
- Số người đi lè nam: 4
- Số người đi lè nữ: 3

**Số người**

- Số người lớn: 48
- Số trẻ em 4-10 tuổi: 3
- Số trẻ em dưới 4 tuổi: 3

**Án uống**

- Án mặn: 41 người
- Án chay: 10 người

**Địa điểm**

- Dịa điểm du lịch: Buôn Ma Thuột
- Điểm xuất phát: Trường Đại học FPT TPHCM, Lô E2a-7, Đường D1, Phường Long Thạnh Mỹ, Thành phố Thủ Đức, Thành phố Hồ Chí Minh, 71300, Việt Nam

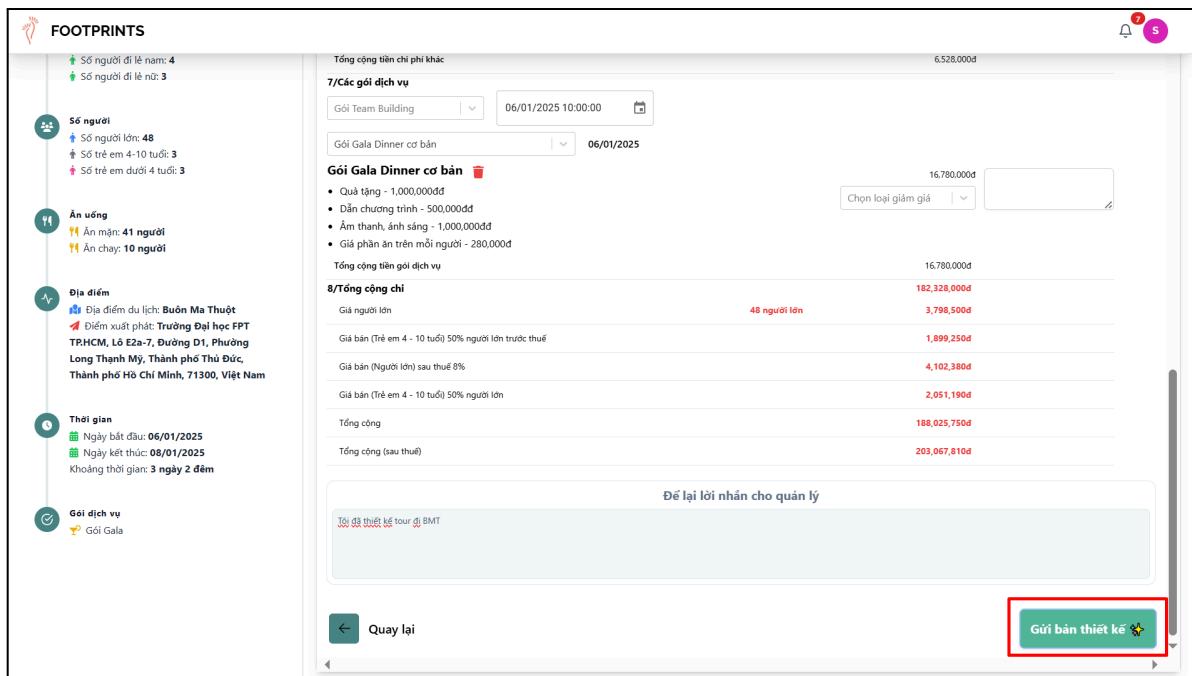
**Thời gian**

- Ngày bắt đầu: 06/01/2025
- Ngày kết thúc: 08/01/2025
- Khoảng thời gian: 3 ngày 2 đêm

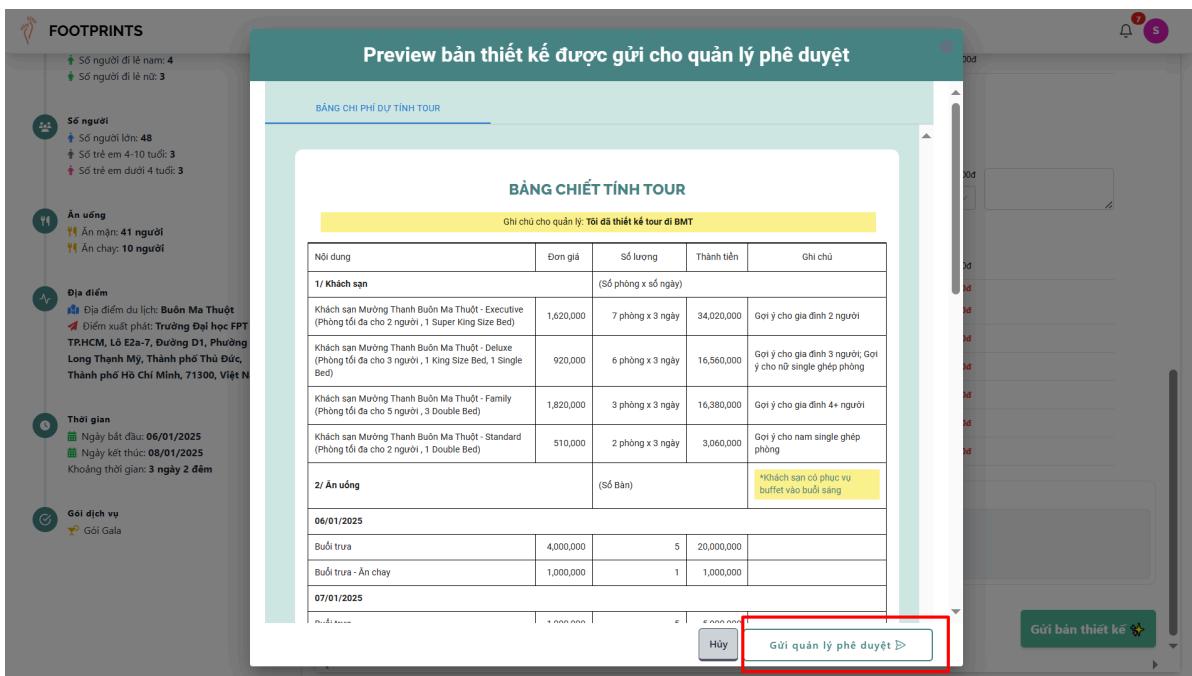
**NỘI DUNG**

|   | DƠN GIÁ             | SỐ LƯỢNG | THÀNH TIỀN | GHI CHÚ    |
|---|---------------------|----------|------------|------------|
| 3/Địa điểm tham quan                                |                     |          |            |            |
| Bảo tàng cà phê Buôn Mê Thuột (4 giờ)               |                     |          |            |            |
| Làng cà phê Trung Nguyên<br>(Thời gian: 2 giờ)      | 06/01/2025 08:00:00 | 0đ       | 48         | 0đ         |
| Bảo tàng cà phê Buôn Mê Thuột<br>(Thời gian: 4 giờ) | 06/01/2025 08:00:00 | 60.000đ  | 48         | 2.880.000đ |
| Tổng cộng tiền địa điểm tham quan                   |                     |          |            |            |
| 4/Phương tiện di chuyển                             |                     |          |            |            |
| Chọn phương tiện                                    |                     |          |            |            |
| Xe du lịch 29 chỗ                                   | 4.060.000đ          | 2        | 8.120.000đ | Ghi ý 2    |
| Tổng cộng tiền phương tiện di chuyển                |                     |          |            |            |
| 5/Công tác phí                                      |                     |          |            |            |
| Hướng dẫn viên                                      | 3 ngày              | 500.000đ | 2          | 3.000.000đ |
| Tổng cộng tiền công tác phí                         |                     |          |            |            |
| 6/Chi phí khác                                      |                     |          |            |            |
| Khăn lạnh   | (51 người x 3 ngày) | 2.000đ   | 2          | 612.000đ   |
| Nón Quà Tặng  | (51 người)          | 30.000đ  | 1          | 1.530.000đ |
| Bảo hiểm  | (51 người)          | 50.000đ  | 1          | 2.550.000đ |
| Nước suối đóng chai                                 | (51 người x 3 ngày) | 6.000đ   | 2          | 1.836.000đ |
| Tổng cộng tiền chi phí khác                         |                     |          |            |            |

# Capstone Project Document - Footprints



Staff prereviews the newly created design and sends it to the manager for review.



# Capstone Project Document - Footprints

## 3.3 Workflow 2 - Proposal Modification

### 3.3.1 <Manager> Review Proposal

The Manager receives the proposal and reviews it.

The screenshot shows the Footprints software interface. At the top, there's a navigation bar with a logo and a red circular badge with the number '10'. Below the navigation bar is a dashboard section titled 'Dashboard quản lý' (Management Dashboard) with five cards: 'Tổng bản thiết kế' (37), 'Đã phê duyệt' (1), 'Không phê duyệt' (3), 'Đang thỏa thuận' (8), and 'Đang chờ xử lý' (6). The main area is titled 'Danh sách bản thiết kế tour du lịch' (List of travel tour designs). It includes a search bar and a filter section with buttons for 'Tất cả', 'Đã phê duyệt', 'Không phê duyệt', 'Đang thỏa thuận', 'Đang chờ xử lý', 'Đã từ chối thỏa thuận', 'Đã cập nhật', 'Đã cập nhật theo thỏa thuận', 'Đã cập nhật bởi nhân viên', 'Đã gửi cho khách hàng', and 'Khách hàng đã chấp nhận'. A table lists four proposals:

| STT | Tên khách hàng | Số người | Địa điểm tham quan | Ngày tạo thiết kế | Trạng thái                    | Action       |
|-----|----------------|----------|--------------------|-------------------|-------------------------------|--------------|
| 1   | Yến            | 54       | Buôn Ma Thuột      | 08/12/2024        | Đang chờ xử lý                | Xem thiết kế |
| 2   | Hmmm           | 66       | Buôn Ma Thuột      | 08/12/2024        | Khách hàng đã hủy bản đề xuất | Xem thiết kế |
| 3   | Good           | 53       | Cần Thơ            | 08/12/2024        | Khách hàng đã chấp nhận       | Xem thiết kế |
| 4   | PO             | 46       | Đồng Tháp          | 06/12/2024        | Khách hàng đã chấp nhận       | Xem thiết kế |

The screenshot shows the 'Đang xử lý' (Processing) step of the workflow. On the left, there are two columns: 'Thông tin khách hàng' (Customer information) and 'Thông tin order' (Order information). 'Thông tin khách hàng' includes fields for 'Tên khách hàng: Yến' and 'Số điện thoại: [REDACTED]'. 'Thông tin order' includes fields for 'Số lượng khách: 54', 'Số lượng người lớn: 48', 'Số lượng trẻ em 4-10 tuổi: 3', and 'Số lượng trẻ em dưới 4 tuổi: 3'. Below these is a date range: 'Thời gian thực hiện: 06/01/2025 đến 08/01/2025'. On the right, there's a large table titled 'BẢNG CHIẾT TÍNH TOUR' (Tour Cost Breakdown) with the note 'Ngày thiết kế: 08/12/2024'. The table has several rows for different room types and meal options, with some rows highlighted in yellow. The yellow rows contain notes such as 'Gọi ý cho gia đình 2 người', 'Gọi ý cho gia đình 3 người', 'Gọi ý cho nử single ghép phòng', 'Gọi ý cho nam single ghép phòng', and 'Giá trung bình mỗi người (không tính trẻ em dưới 4 tuổi): 184.000 VND 1 người mỗi bữa ăn'.

## Capstone Project Document - Footprints

After review, the manager will accept or disapprove and ask the staff to update again.

| Điểm  | Giá   | Số lượng                   | Tổng giá           |            |
|---|---|----------------------------|--------------------|------------|
| Danh mục  |   |                            |                    |            |
| Danh sách   | Đã xác định   | 16,780,000                 | 1 gói              | 16,780,000 |
| Điều kiện   | Ẩm thực, ánh sáng<br>Giá phần ăn trên mỗi người - 280,000 |                            |                    |            |
| Gói   | Không có gói teambuilding                                 |                            |                    |            |
| Thành phần  |   |                            |                    |            |
| Thành phần  | Hướng dẫn viên  | 500,000                    | 2 HDV x 3 ngày     | 3,000,000  |
| Chi phí   |   |                            |                    |            |
| Khách sạn   | 2,000   | 2 cái x 3 ngày x 51 người  | 612,000            |            |
| Nón Quà Tặng                                      | 30,000  | 1 cái x 51 người           | 1,530,000          |            |
| Bảo hiểm  | 50,000  | 1 cái x 51 người           | 2,550,000          |            |
| Nước suối đóng chai                               | 6,000   | 2 chai x 3 ngày x 51 người | 1,836,000          |            |
| Tổng chi phí                                      |   |                            |                    |            |
| GIÁ NET 1 PAX                                     |   | 48 người lớn               | <b>3,798,500</b>   |            |
| GIÁ BẢN (Người lớn) sau thuế 8%                   |   |                            | <b>4,102,380</b>   |            |
| GIÁ BẢN (Trẻ em 4-10 tuổi) 50% người lớn sau thuế |   | 3 trẻ em                   | <b>2,051,190</b>   |            |
| Trẻ em dưới 4 tuổi                                |   | 3 trẻ em                   | <b>0</b>           | Miễn phí   |
| Tổng chi phí sau thuế                             |   |                            | <b>203,067,810</b> |            |

● Hai bên cam kết tuân thủ các điều khoản đã thỏa thuận. Trong trường hợp xảy ra bất kỳ rủi ro nào ngoài tầm kiểm soát, chúng tôi sẽ không chịu trách nhiệm đối với những thiệt hại phát sinh.

Chấp nhận Không phê duyệt

Suppose, the manager does not approve, the manager will send the content that the staff needs to update.

Yêu cầu thiết kế lại

Nhập những ý nhân viên cần thay đổi trong proposal

Vui lòng chọn thành phần bạn muốn chỉnh sửa:

Khách sạn  Ăn uống  Địa điểm  Phương tiện  Team building  Gala  Khác

Địa điểm:  
Làng cà phê Trung Nguyên - 2 giờ  
Bảo tàng cà phê Buôn Mê Thuột - 4 giờ  
thêm nhiều địa điểm vui chơi hơn

Team building: Không có gói teambuilding  
tăng gói teambuilding

Hủy Gửi

## Capstone Project Document - Footprints

### 3.3.2 <Staff> Update Proposal

The staff receives the content that needs to be updated and proceeds to update the proposal.

The screenshot shows the Footprints software interface. At the top, there is a navigation bar with five steps: 1. Đề xuất tour (Proposal), 2. Thỏa thuận (Agreement), 3. Đặt cọc (Deposit), 4. Khởi hành (Departure), and 5. Kết thúc (Conclusion). Below the navigation bar, there is a red box labeled 'Yêu cầu chỉnh sửa' (Request for modification). The main content area displays a table titled 'Nội dung nhân viên cần chỉnh sửa' (Content staff need to modify) with two rows:

|               |                                  |
|---------------|----------------------------------|
| Thành phần    | Nội dung                         |
| Địa điểm      | thêm nhiều địa điểm vui chơi hơn |
| Team-building | tặng gói teambuilding            |

At the bottom right of this section is a green button labeled 'Cập nhật lại bản thiết kế' (Update design). Below this section is a yellow header 'BẢNG CHIẾT TÍNH TOUR' (Tour discount table) with the note 'Ngày thiết kế: 08/12/2024'. The table below lists tour components and their discounts:

| Nội dung  | Đơn giá              | Số lượng         | Thành tiền | Ghi chú   |
|---|----------------------|------------------|------------|---|
| <b>1/ Khách sạn</b>   | (Số phòng x số ngày) |                  |            |   |
| Khách sạn Mường Thanh Buôn Ma Thuột - 4 sao<br>Phòng Executive dành cho 2 người | 1,620,000            | 7 phòng x 3 ngày | 34,020,000 | Gói ý cho gia đình 2 người                              |
| Khách sạn Mường Thanh Buôn Ma Thuột - 4 sao<br>Phòng Deluxe dành cho 3 người    | 920,000              | 6 phòng x 3 ngày | 16,560,000 | Gói ý cho gia đình 3 người;<br>Gói ý cho nữ single ghép |

The staff updates the proposal and sends it back to the manager for approval again.

The screenshot shows the updated proposal details in the Footprints software. On the left, there are several sections with summary information:

- Khách sạn:** Khách sạn: 4\*  
Số gia đình 2 người: 7  
Số gia đình 3 người: 5  
Số gia đình 4 người: 3  
Số người đi lẻ nam: 4  
Số người đi lẻ nữ: 3
- Số người:** Số người lớn: 48  
Số trẻ em 4-10 tuổi: 3  
Số trẻ em dưới 4 tuổi: 3
- Ăn uống:** Ăn mặn: 41 người  
Ăn chay: 10 người
- Địa điểm:** Địa điểm du lịch: Buôn Ma Thuột  
Điểm xuất phát: Trường Đại học FPT TP.HCM, Lô E2a-7, Đường D1, Phường Long Thạnh Mỹ, Thành phố Thủ Đức, Thành phố Hồ Chí Minh, 71300, Việt Nam
- Thời gian:** Ngày bắt đầu: 06/01/2025  
Ngày kết thúc: 08/01/2025  
Khoảng thời gian: 3 ngày 2 đêm

The main content area shows the updated proposal details. A red box highlights the section '3/Địa điểm tham quan thêm nhiều địa điểm vui chơi hơn' (3/Vietnam travel destinations add more fun places). Below this, a note says 'Địa điểm đã được chuyển sang ngày 07/01/2025 do tổng thời gian trong ngày vượt quá 8 giờ' (The destination has been moved to January 7, 2025 because the total time exceeds 8 hours). The table below lists the travel destinations and their details:

| Tên địa điểm                  | Thời gian           | Số lượng | Đơn giá    | Thành tiền  |
|-------------------------------|---------------------|----------|------------|-------------|
| Làng cà phê Trung Nguyên      | 06/01/2025 08:00:00 | 48       | 4,000,000đ | 19,200,000đ |
| Bảo tàng cà phê Buôn Mê Thuột | 06/01/2025 08:00:00 | 48       | 60,000đ    | 2,880,000đ  |
| Đền Vạn Kiếp                  | 07/01/2025 08:00:00 | 48       | 0đ         | 0đ          |
| Khu du lịch Ko Tam            | 07/01/2025 08:00:00 | 48       | 0đ         | 0đ          |

Below the table is a note: 'Xe đang dù chỗ ngồi: Tổng chỗ 58, dù 58 chỗ  
với 48 khách đi. Đủ' (The car has 58 seats, 58 seats available with 48 passengers. Enough).

# Capstone Project Document - Footprints

The screenshot displays the Footprints software interface, which is a project management and reporting tool. The left sidebar contains navigation icons and sections for 'Số người' (Number of people), 'Ám uồng' (Dinner), 'Địa điểm' (Location), 'Thời gian' (Time), and 'Gói dịch vụ' (Service packages). The main area shows a summary of participants (4 adults, 4 children, 3 teenagers) and a detailed breakdown of costs for a teambuilding event.

**Tổng cộng tiền chi phí khác:** 6,528,000đ

**Gói teambuilding cơ bản:**

- 10 phần quà - 0đ
- Banner chụp ảnh lưu niệm team - 0đ
- Người dẫn chương trình - 500,000đ
- Âm thanh chơi team - 0đ
- 5 trò chơi tập thể - 0đ

**Gói Gala Dinner cơ bản:**

- Quà tặng - 1,000,000đ
- Dẫn chương trình - 500,000đ
- Âm thanh, ánh sáng - 1,000,000đ
- Giá phần ăn trên mỗi người - 280,000đ

**Tổng cộng tiền gói dịch vụ:** 16,780,000đ

**8/Tổng cộng chi:**

| Giá người lớn   | 48 người lớn | 182,328,000đ | 182,328,000 |
|---|--------------|--------------|-------------|
| Giá bán (Trẻ em 4 - 10 tuổi) 50% người lớn trước thuế |              | 1,899,250đ   |             |
| Giá bán (Người lớn) sau thuế 8%                       |              | 4,102,380đ   | 4,102,380   |
| Giá bán (Trẻ em 4 - 10 tuổi) 50% người lớn            |              | 2,051,190đ   | 2,051,190   |
| Tổng cộng   |              | 188,025,750đ | 188,025,750 |
| Tổng cộng (sau thuế)                                  |              | 203,067,810đ | 203,067,810 |

# Capstone Project Document - Footprints

## 3.3.3 <Manager> Reviews the proposal again

The manager reviews the proposal design again and approves it.

**FOOTPRINTS**

**Đã cập nhật**

**Thông tin khách hàng**

Tên khách hàng: **Yến**

Số điện thoại: **[REDACTED]**

**Thông tin order**

Số lượng khách: **54**  
 Số lượng người lớn: 45  
 Số lượng trẻ em 4-10 tuổi: 3  
 Số lượng trẻ em dưới 4 tuổi: 3

Thời gian thực hiện: **06/01/2025** đến **08/01/2025**

**Địa điểm**

Tuyến tham quan:  
**Trường Đại học FPT TP.HCM, Lô E2a-7, Đường D1, Phường Long Thành Mỹ, Thành phố Thủ Đức, Thành phố Hồ Chí Minh, 71300, Việt Nam**  
 → Buôn Ma Thuột

Các địa điểm tham quan:  
 1 - Làng cà phê Trung Nguyên  
 2 - Bảo tàng cà phê Buôn Mê Thuột  
 3 - Đèn Văn Kiếp  
 4 - Khu du lịch Ko Tam

**File thiết kế**

Xuất chi phí dự tính tour

Xuất Menu

Xuất tour dự kiến

**Nội dung nhân viên cần chỉnh sửa**

| Thành phần   | Nội dung                         |
|--------------|----------------------------------|
| Địa điểm     | thêm nhiều địa điểm vui chơi hơn |
| Teambuilding | tặng gói teambuilding            |

| Buổi chiều - Nhà hàng Buôn Ma Thuột The Little Garden - Ăn chạy thịnh           | 4.000.000    | 1 bàn                      | 4.000.000         |
|---|--------------|----------------------------|-------------------|
| 08/01/2025  |              |                            |                   |
| Buổi trưa - Nhà hàng Buôn Ma Thuột The Little Garden - Ăn mặn hương vị đồng quê | 4.000.000    | 5 bàn                      | 20.000.000        |
| Buổi trưa - Nhà hàng Buôn Ma Thuột The Little Garden - Ăn chạy thịnh            | 4.000.000    | 1 bàn                      | 4.000.000         |
| <b>3/ Các địa điểm tham quan Quản lý: thêm nhiều địa điểm vui chơi hơn</b>      |              |                            |                   |
| Làng cà phê Trung Nguyên Ngày 06/01/2025 Thời lượng: 2 giờ                      | 0            | 48 người                   | 0                 |
| Bảo tàng cà phê Buôn Mê Thuột Ngày 07/01/2025 Thời lượng: 4 giờ                 | 60.000       | 48 người                   | 2.880.000         |
| <b>Đèn Văn Kiếp Ngày 07/01/2025 Thời lượng: 4 giờ</b>                           | 0            | 48 người                   | 0                 |
| Khu du lịch Ko Tam Ngày 07/01/2025 Thời lượng: 4 giờ                            | 0            | 48 người                   | 0                 |
| <b>4/ Phương tiện</b>   | (Số xe)      |                            |                   |
| Xe du lịch 29 chỗ   | 2.950.000    | 2 xe                       | 5.900.000 Ghi ý 2 |
| <b>5/ Gói Gala</b>  | (Số gói)     |                            |                   |
| Dự án tổ chức vào buổi chiều ngày 06/01/2025                                    |              |                            |                   |
| Gói Gala Dinner cơ bản  |              |                            |                   |
| Quà tặng  |              |                            |                   |
| danh thương hiệu  |              |                            |                   |
| Ẩm thực, ăn sáng  |              |                            |                   |
| Giá phần ăn trên mỗi người - 280.000  |              |                            |                   |
| Giá phòng ăn trên mỗi người - 280.000   |              |                            |                   |
| <b>6/ Gói Teambuilding Quản lý: tặng gói teambuilding</b>                       |              |                            |                   |
| Gói teambuilding cơ bản   |              |                            |                   |
| 10 phần quà   |              |                            |                   |
| Banner chụp ảnh lưu niệm team   |              |                            |                   |
| Nguồn dinh dưỡng chính  |              |                            |                   |
| Ẩm thực team  |              |                            |                   |
| 5 trò chơi tập thể  |              |                            |                   |
| <b>7/ Công tác phí</b>  |              |                            |                   |
| Hướng dẫn viên  | 500.000      | 2 HDV x 3 ngày             | 3.000.000         |
| <b>8/ Chi phí khác</b>  |              |                            |                   |
| Khăn lạnh   | 2.000        | 2 cái x 3 ngày x 51 người  | 612.000           |
| Nón Quà Tặng  | 30.000       | 1 cái x 51 người           | 1.530.000         |
| Bảo hiểm  | 50.000       | 1 cái x 51 người           | 2.550.000         |
| Nước suối đóng chai   | 6.000        | 2 chai x 3 ngày x 51 người | 1.836.000         |
| <b>9/ Tổng chi phí</b>  |              |                            |                   |
| GIÁ NET 1 PAX   | 48 người lớn | 3.798.500                  |                   |
| GIÁ BÁN (Người lớn) sau thuế 8%   |              |                            | 4.102.380         |
| GIÁ BÁN (trẻ em 4-10 tuổi) 50% người lớn sau thuế                               | 3 trẻ em     | 2.051.190                  |                   |
| Trẻ em dưới 4 tuổi  | 3 trẻ em     | 0                          | Miễn phí          |
| Tổng chi phí sau thuế   |              |                            | 203.067.810       |

**Chấp nhận** **Không phê duyệt**

## Capstone Project Document - Footprints

### 3.3.4 <Staff> Receives Approval

Staff receives approval, reviews proposal and sends to users with messages.

The screenshot shows the Footprints mobile application interface. At the top, there is a navigation bar with five steps: 1. Đã xuất tour (Approved), 2. Thỏa thuận (Agreement), 3. Đặt cọc (Deposit), 4. Khởi hành (Departure), and 5. Kết thúc (End). Below the navigation bar, the current step is 'Đã được phê duyệt' (Approved).

**Thông tin khách hàng:**

- Tên khách hàng: Yến
- Số điện thoại: [REDACTED]

**Thông tin order:**

- Số lượng khách: 54
- Số lượng người lớn: 48
- Số lượng trẻ em 4-10 tuổi: 3
- Số lượng trẻ em dưới 4 tuổi: 3

**Thời gian thực hiện:** 06/01/2025 đến 08/01/2025

**Địa điểm:**

Tuyến tham quan:  
Trường Đại học FPT TP.HCM, Lô E2a-7, Đường D1, Phường Long Thạnh Mỹ, Thành phố Thủ Đức, Thành phố Hồ Chí Minh, 71300, Việt Nam →

**BẢNG CHIẾT TÍNH TOUR**

Ngày thiết kế: 08/12/2024

Lời nhắn cho quản lý: Tôi đã sửa theo yêu cầu của quản lý

| Nội dung  | Đơn giá              | Số lượng         | Thành tiền | Ghi chú   |
|---|----------------------|------------------|------------|---|
| <b>1/ Khách sạn</b>   | (Số phòng x số ngày) |                  |            |   |
| Khách sạn Mường Thanh Buôn Ma Thuột - 4 sao<br>Phòng Executive dành cho 2 người | 1,620,000            | 7 phòng x 3 ngày | 34,020,000 | Gợi ý cho gia đình 2 người                                    |
| Khách sạn Mường Thanh Buôn Ma Thuột - 4 sao<br>Phòng Deluxe dành cho 3 người    | 920,000              | 6 phòng x 3 ngày | 16,560,000 | Gợi ý cho gia đình 3 người;<br>Gợi ý cho nữ single ghép phòng |
| Khách sạn Mường Thanh Buôn Ma Thuột - 4 sao<br>Phòng Family dành cho 5 người    | 1,820,000            | 3 phòng x 3 ngày | 16,380,000 | Gợi ý cho gia đình 4+ người                                   |
| Khách sạn Mường Thanh Buôn Ma Thuột - 4 sao<br>Phòng Standard dành cho 2 người  | 510,000              | 2 phòng x 3 ngày | 3,060,000  | Gợi ý cho nam single ghép phòng                               |
| <b>2/ Ăn uống</b>   | (Số bàn/phản)        |                  |            |   |
| 06/01/2025  |                      |                  |            |   |
| Buổi trưa - Nhà hàng Phố Nối - Ăn mán hương vị đồng quê                         | 4,000,000            | 5 bàn            | 20,000,000 |   |
| Tổng: 20,000,000  |                      |                  |            |   |

\*Khách sạn có phục vụ buffet vào buổi sáng  
Giá trung bình mỗi người (không tính trẻ em dưới 4 tuổi): 184,000 VND 1 người mỗi bữa ăn

**Khách sạn:**

|                     |        |                            |           |
|---------------------|--------|----------------------------|-----------|
| Khăn lạnh           | 2,000  | 2 cái x 3 ngày x 51 người  | 612,000   |
| Nón Quà Tặng        | 30,000 | 1 cái x 51 người           | 1,530,000 |
| Bảo hiểm            | 50,000 | 1 cái x 51 người           | 2,550,000 |
| Nước suối đóng chai | 6,000  | 2 chai x 3 ngày x 51 người | 1,836,000 |

**Tổng chi phí:**

|   |              |             |
|---|--------------|-------------|
| GIÁ NET 1 PAX                                     | 48 người lớn | 3,798,500   |
| GIÁ BÁN (Người lớn) sau thuế 8%                   |              | 4,102,380   |
| GIÁ BÁN (trẻ em 4-10 tuổi) 50% người lớn sau thuế | 3 trẻ em     | 2,051,190   |
| Trẻ em dưới 4 tuổi                                | 3 trẻ em     | 0 Miễn phí  |
| Tổng chi phí sau thuế                             |              | 203,067,810 |

**Hai bên cam kết tuân thủ các điều khoản đã thỏa thuận. Trong trường hợp xảy ra bất kỳ rủi ro nào ngoài tầm kiểm soát, chúng tôi sẽ không chịu trách nhiệm đối với những thiệt hại phát sinh.**

**Quản lý đã phê duyệt bản đề xuất**

Để lại lời nhắn cho khách hàng

Chúng tôi đã thiết kế bản đề xuất hợp lý nhất có thể và tặng cho quý khách gói teambuilding miễn phí.

Gửi bản đề xuất cho khách hàng

# Capstone Project Document - Footprints

## 3.4 Deal Proposal

### 3.4.1 <User> Reviews proposal

After the staff successfully sends the proposal, the tour request will change to "Đã tạo thiết kế" status and the user can view the proposal.

The screenshot shows the 'Danh sách yêu cầu tour du lịch' (Tour Request List) page. At the top, there are filters: 'Tất cả' (All), 'Đã có thiết kế' (With design), 'Đang xử lý' (Processing), 'Đang thỏa thuận' (Negotiating), and 'Đã hủy' (Cancelled). Below these are sub-filters: 'Đã đồng ý' (Approved), 'Thỏa thuận bị từ chối' (Agreement rejected), and 'Thỏa thuận được chấp nhận' (Agreement accepted). A search bar and a sorting dropdown are also present. The main list contains two items:

- Buôn Ma Thuột**  
Xứ sở cà phê Buôn Ma Thuột hút khách tham quan bởi khí hậu mát mẻ, dễ chịu quanh năm cùng cảnh quan núi rừng nên thơ, hùng vĩ. Nơi đây mang vẻ đẹp đặc...  
Trạng thái: **Đã tạo thiết kế**
- Cần Thơ**  
Cần Thơ là một trong những điểm du lịch miền Tây Nam Bộ hấp dẫn hàng đầu. Các địa điểm du lịch Cần Thơ nổi tiếng phải kể đến như bến Ninh Kiều, chợ Đêm...  
Trạng thái: **Đã Đồng ý với bản thiết kế**

Details for the first item:  
Thời gian dự kiến: 06/01/2025 - 08/01/2025  
một giờ trước

The screenshot shows the 'Thông tin yêu cầu chi tiết!' (Detailed Request Information) page for the 'Buôn Ma Thuột' tour. The page header includes a back button and the title. It shows the creation date: Ngày tạo: 08/12/2024. The main content area is divided into sections:

- Tên khách hàng:** Yến
- Số liên lạc:** [REDACTED]
- Điểm xuất phát:** Trường Đại học FPT TP.HCM, Lô E2a-7, Đường D1, Phường Long Thạnh Mỹ, Thành phố Thủ Đức, Thành phố Hồ Chí Minh, 71300, Việt Nam
- Địa điểm du lịch:** Buôn Ma Thuột
- Chi tiết tour:** Xứ sở cà phê Buôn Ma Thuột hút khách tham quan bởi khí hậu mát mẻ, dễ chịu quanh năm cùng cảnh quan núi rừng nên thơ, hùng vĩ. Nơi đây mang vẻ đẹp đặc trưng của Tây Nguyên với nhiều điểm tham quan du lịch độc đáo
- Ngày bắt đầu:** 06/01/2025 08:00
- Ngày kết thúc:** 08/01/2025
- Khách sạn:** 4 ★
- Số lượng gia đình 2 người:** 7
- Số lượng gia đình 3 người:** 5
- Số lượng gia đình trên 4 người:** 3
- Số người 4-10 tuổi:** 3
- Trẻ em dưới 4 tuổi:** 3
- Ăn uống:** Ăn uống, Ăn chay 10, Ăn mặn 41
- Gói Dịch vụ:** Gói Gala

A red box highlights the 'Xem thiết kế' (View design) button at the bottom right of the page.

# Capstone Project Document - Footprints

The screenshot shows the Footprints software interface with the following details:

- Header:** FOOTPRINTS
- Top Navigation:** Yêu cầu thiết kế (Design Request), a notification icon with 1, and a search bar.
- Left Sidebar:**
  - Step 1: Đề xuất tour (Propose tour) - Phản đề xuất tour.
  - Step 2: Thỏa thuận (Agreement) - Phản thỏa thuận.
  - Step 3: Đặt cọc (Deposit) - Phản đặt cọc.
  - Step 4: Khởi hành (Departure) - Phản khởi hành.
  - Step 5: Kết thúc (End) - Phản kết thúc.
- Form Fields (Left):**
  - Đã thiết kế**
  - Thông tin khách hàng:** Tên khách hàng: Yên, Số điện thoại: [REDACTED]
  - Thông tin order:** Số lượng khách: 54 (Số lượng người lớn: 48, Số lượng trẻ em 4-10 tuổi: 3, Số lượng trẻ em dưới 4 tuổi: 3). Thời gian thực hiện: 06/01/2025 đến 08/01/2025.
  - Địa điểm:** Tuyến tham quan: Trường Đại học FPT TP.HCM, Lô E2a-7, Đường D1, Phường Long Thành Mỹ, Thành phố Thủ Đức, Thành phố Hồ Chí Minh, 71300, Việt Nam → Buôn Ma Thuột
- Main Content:**

**BẢNG CHIẾT TÍNH TOUR**  
Ngày thiết kế: 08/12/2024

Lời nhắn cho khách hàng: Chúng tôi đã thiết kế bản đề xuất hợp lý nhất có thể và tặng cho quý khách gói teambuilding miễn phí.

| Nội dung  | Đơn giá              | Số lượng         | Thành tiền | Ghi chú  |
|---|----------------------|------------------|------------|--|
| <b>1/ Khách sạn</b>                                 | (Số phòng x số ngày) |                  |            |  |
| Khách sạn 4 sao<br>Phòng Executive dành cho 2 người | 1,620,000            | 7 phòng x 3 ngày | 34,020,000 | Gói ý cho gia đình 2 người   |
| Khách sạn 4 sao<br>Phòng Deluxe dành cho 3 người    | 920,000              | 6 phòng x 3 ngày | 16,560,000 | Gói ý cho gia đình 3 người,<br>Gói ý cho nữ single ghép phòng  |
| Khách sạn 4 sao<br>Phòng Family dành cho 5 người    | 1,820,000            | 3 phòng x 3 ngày | 16,380,000 | Gói ý cho gia đình 4+ người  |
| Khách sạn 4 sao<br>Phòng Standard dành cho 2 người  | 510,000              | 2 phòng x 3 ngày | 3,060,000  | Gói ý cho nam single ghép phòng  |
| <b>2/ Ăn uống</b>                                   | (Số bàn/phản)        |                  |            | "Khách sạn có phục vụ buffet vào bữa sáng<br>Giá trung bình mỗi người (không tính trẻ em dưới 4 tuổi): 184,000 VND 1 người mỗi bữa ăn" |
| 06/01/2025  |                      |                  |            |  |
| Buổi trưa - Ăn mặn hương vị đồng quê                | 4,000,000            | 5 bàn            | 20,000,000 |  |
| Buổi trưa - Ăn chay thanh tịnh                      | 1,000,000            | 1 bàn            | 1,000,000  |  |

The user wants to deal with the designer some things in the proposal.

The screenshot shows the Footprints software interface with the following details:

- Header:** FOOTPRINTS
- Top Navigation:** Yêu cầu thiết kế (Design Request), a notification icon with 1, and a search bar.
- Left Sidebar:**
  - Số lượng khách:** 54 (Số lượng người lớn: 48, Số lượng trẻ em 4-10 tuổi: 3, Số lượng trẻ em dưới 4 tuổi: 3).
  - Thời gian thực hiện:** 06/01/2025 đến 08/01/2025.
  - Địa điểm:** Tuyến tham quan: Trường Đại học FPT TP.HCM, Lô E2a-7, Đường D1, Phường Long Thành Mỹ, Thành phố Thủ Đức, Thành phố Hồ Chí Minh, 71300, Việt Nam → Buôn Ma Thuột
  - Các địa điểm tham quan:** 1 - Làng cà phê Trung Nguyên, 2 - Bảo tàng cà phê Buôn Mê Thuột, 3 - Đền Vạn Kiếp, 4 - Khu du lịch Ko Tam
  - File thiết kế:** Xuất chi phí dự tính tour, Xuất tour dự kiến.
- Main Content:**

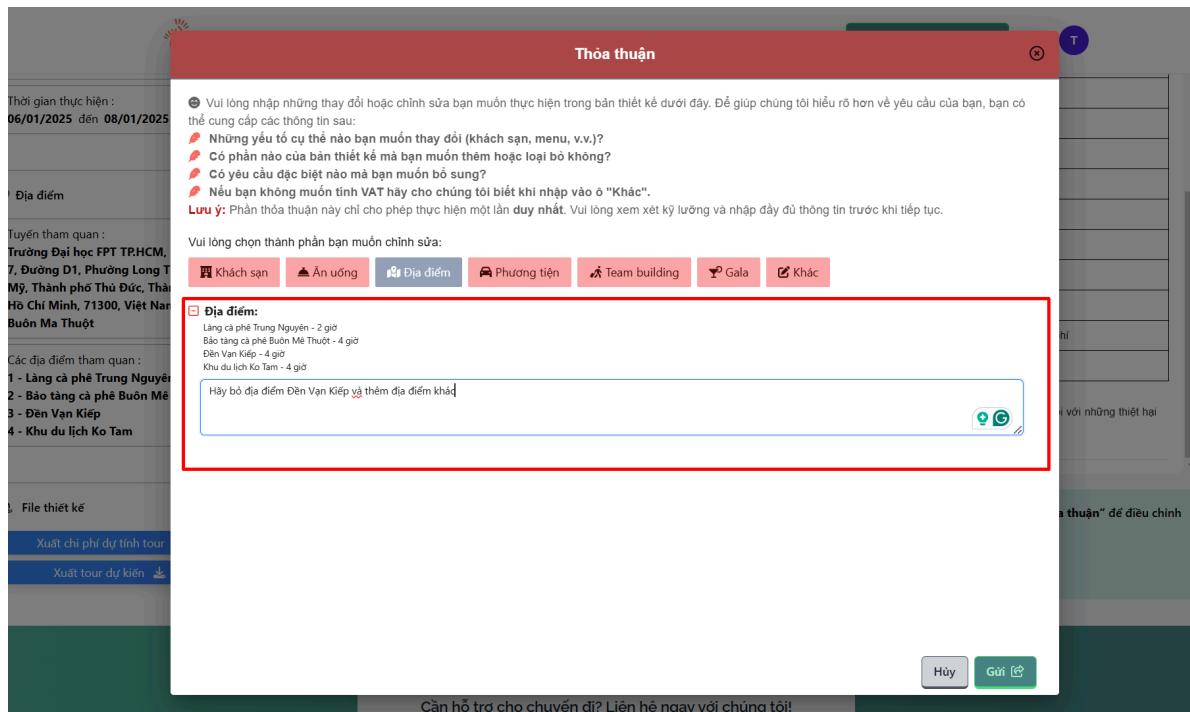
| ĐIỀU KHOẢN  | SỐ LƯỢNG | ĐƠN GIÁ                    | TỔNG GIÁ       |             |          |
|---|----------|----------------------------|----------------|-------------|----------|
| <b>7/ Công tác phí</b>                            |          |                            |                |             |          |
| Hướng dẫn viên                                    |          | 500,000                    | 2 HDV x 3 ngày | 3,000,000   |          |
| <b>8/ Chi phí khác</b>                            |          |                            |                |             |          |
| Khăn lạnh   | 2,000    | 2 cái x 3 ngày x 51 người  | 612,000        |             |          |
| Nón Quà Tặng                                      | 30,000   | 1 cái x 51 người           | 1,530,000      |             |          |
| Bảo hiểm  | 50,000   | 1 cái x 51 người           | 2,550,000      |             |          |
| Nước suối đóng chai                               | 6,000    | 2 chai x 3 ngày x 51 người | 1,836,000      |             |          |
| <b>9/ Tổng chi phí</b>                            |          |                            |                |             |          |
| GIÁ NET 1 PAX                                     |          |                            |                | 3,798,500   |          |
| GIÁ BẢN (Người lớn) sau thuế 8%                   |          |                            |                | 4,102,380   |          |
| GIÁ BẢN (trẻ em 4-10 tuổi) 50% người lớn sau thuế |          |                            |                | 2,051,190   |          |
| Trẻ em dưới 4 tuổi                                |          |                            |                | 0           | Miễn phí |
| Tổng chi phí sau thuế                             |          |                            |                | 203,067,810 |          |

**Lưu ý:** Hai bên cam kết tuân thủ các điều khoản đã thỏa thuận. Trong trường hợp xảy ra bất kỳ rủi ro nào ngoài tầm kiểm soát, chúng tôi sẽ không chịu trách nhiệm đối với những thiệt hại phát sinh.

Xin quý khách vui lòng xem xét phần thiết kế tour gồm các file được gửi kèm. Nếu có bất kỳ yêu cầu hay chỉnh sửa nào, vui lòng nhấp vào nút "Thỏa thuận" để điều chỉnh thiết kế theo ý muốn. Nếu quý khách thấy thiết kế đã phù hợp và không cần thay đổi, hãy nhấp vào "Đặt cọc" để xác nhận và tiếp tục.

**Buttons:** Thỏa thuận (highlighted with a red box), Đồng ý, Hủy.

# Capstone Project Document - Footprints



### 3.4.2 <Staff> Edit proposal

Staff reviews the deal content in the proposal and proceeds to edit the design.

| Nội dung  | Đơn giá              | Số lượng         | Thành tiền | Ghi chú   |
|---|----------------------|------------------|------------|---|
| <b>Khách sạn</b>  | (Số phòng x số ngày) |                  |            |   |
| Khách sạn Mường Thanh Buôn Ma Thuột - 4 sao<br>Phòng Executive dành cho 2 người | 1,620,000            | 7 phòng x 3 ngày | 34,020,000 | Gói ý cho gia đình 2 người                                    |
| Khách sạn Mường Thanh Buôn Ma Thuột - 4 sao<br>Phòng Deluxe dành cho 3 người    | 920,000              | 6 phòng x 3 ngày | 16,560,000 | Gói ý cho gia đình 3 người;<br>Gói ý cho nữ single ghép phòng |

# Capstone Project Document - Footprints

**Khách sạn:**

- Số gia đình 2 người: 7
- Số gia đình 3 người: 5
- Số gia đình trên 4 người: 3
- Số người đi lè nam: 4
- Số người đi lè nữ: 3

**Số người:**

- Số người lớn: 48
- Số trẻ em 4-10 tuổi: 3
- Số trẻ em dưới 4 tuổi: 3

**Ăn uống:**

- Ẩm thực: 41 người
- Ăn chay: 10 người

**Địa điểm:**

Địa điểm du lịch: Buôn Ma Thuột

Điểm xuất phát: Trường Đại học FPT TP.HCM, Lô E2a-7, Đường D1, Phường Long Thành Mỹ, Thành phố Thủ Đức, Thành phố Hồ Chí Minh, 71300, Việt Nam

**Thời gian:**

- Ngày bắt đầu: 06/01/2025
- Ngày kết thúc: 08/01/2025
- Khoảng thời gian: 3 ngày 2 đêm

**Menu ăn chay:** Ăn chay thanh tịnh | 4,000,000đ | 1 | 8,000,000đ |

Tổng cộng tiền ăn uống: 75,000,000đ

**3/Dịa điểm tham quan:** **Chùa Sắc Tứ Khải Đoan** (Số bữa ăn: 2 buổi x Số lượng: 1 bữa x Đơn giá: 4,000,000đ)

Làng cà phê Trung Nguyên (Thời gian: 2 giờ) | 06/01/2025 08:00:00 | 0đ | 48 | 0đ |

Bảo tàng cà phê Buôn Mê Thuột (Thời gian: 4 giờ) | 06/01/2025 08:00:00 | 60,000đ | 48 | 2,880,000đ |

Khu du lịch Ko Tam (Thời gian: 4 giờ) | 07/01/2025 08:00:00 | 0đ | 48 | 0đ |

Chùa Sắc Tứ Khải Đoan (Thời gian: 3 giờ) | 08/01/2025 08:00:00 | 0đ | 48 | 0đ |

Tổng cộng tiền địa điểm tham quan: 2,880,000đ

**4/Phương tiện di chuyển:**

Xe du lịch 29 chỗ | 2,950,000đ | 2 | 5,900,000đ | Gọi ý 2 |

Tổng cộng tiền phương tiện di chuyển: 5,900,000đ

**5/Công tác phí:**

Similar to section 3.2.3. and 3.3.2. Staff will send to manager for review and approval.

### 3.4.3 <Manager> Approve proposal

Manager reviews the new design and approves.

**Đã được phê duyệt**

**Thông tin khách hàng:** Tên khách hàng: Yến, Số điện thoại: [REDACTED]

**Thông tin order:** Số lượng khách: 54, Ngày thực hiện: 06/01/2025 đến 08/01/2025

**Địa điểm:** Tuyến tham quan: Trường Đại học FPT TP.HCM, Lô E2a-7, Đường D1, Phường Long Thành Mỹ, Thành phố Thủ Đức, Thành phố Hồ Chí Minh, 71300, Việt Nam → Buôn Ma Thuột

**Các địa điểm tham quan:**

- Làng cà phê Trung Nguyên
- Bảo tàng cà phê Buôn Mê Thuột
- Khu du lịch Ko Tam
- Chùa Sắc Tứ Khải Đoan
- Dền Vạn Kiếp

**BẢNG CHIẾT TÍNH TOUR**  
Ngày thiết kế: 08/12/2024

Lời nhắn cho quản lý: **tối đa hóa sự thỏa ý của khách hàng**

| Nội dung   | Đơn giá              | Số lượng         | Thành tiền | Ghi chú   |
|--|----------------------|------------------|------------|---|
| <b>Tổng số phòng:</b> 48 phòng   | (Số phòng x số ngày) |                  |            |   |
| <b>Khách sạn:</b>  |                      |                  |            |   |
| Khách sạn Mường Thanh Buôn Ma Thuột - 4 sao<br>Phòng Executive dành cho 2 người  | 1.620.000            | 7 phòng x 3 ngày | 34.020.000 | Gói ý cho gia đình 2 người                                    |
| Khách sạn Mường Thanh Buôn Ma Thuột - 4 sao<br>Phòng Deluxe dành cho 3 người     | 920.000              | 6 phòng x 3 ngày | 16.560.000 | Gói ý cho gia đình 3 người;<br>Gói ý cho nữ single ghép phòng |
| Khách sạn Mường Thanh Buôn Ma Thuột - 4 sao<br>Phòng Family dành cho 5 người     | 1.820.000            | 3 phòng x 3 ngày | 16.380.000 | Gói ý cho gia đình 4+ người                                   |
| Khách sạn Mường Thanh Buôn Ma Thuột - 4 sao<br>Phòng Standard dành cho 2 người   | 510.000              | 2 phòng x 3 ngày | 3.060.000  | Gói ý cho nam single ghép phòng                               |
| <b>Ăn uống:</b>  | (Số bữa/phản)        |                  |            |   |
| 06/01/2025   |                      |                  |            |   |
| Buổi trưa - Nhà hàng Phố Núi - Ăn mặn hương vị đồng quê                          | 4.000.000            | 5 bữa            | 20.000.000 |   |
| Buổi trưa - Nhà hàng Phố Núi - Ăn chay thanh tịnh                                | 1.000.000            | 1 bữa            | 1.000.000  |   |
| 07/01/2025   |                      |                  |            |   |
| Buổi trưa - The Chill - Ban Mê Chill & Beer - Ăn mặn vị biển                     | 1.000.000            | 5 bữa            | 5.000.000  |   |
| Buổi trưa - The Chill - Ban Mê Chill & Beer - Ăn chay thanh tịnh                 | 1.000.000            | 1 bữa            | 1.000.000  |   |
| Buổi chiều - Nhà hàng Buôn Ma Thuột The Little Garden - Ăn mặn hương vị đồng quê | 4.000.000            | 5 bữa            | 20.000.000 |   |
| Riêng chiều - Nhà hàng Buôn Ma Thuột The Little Garden - Ăn chay thanh tịnh      | 4.000.000            | 1 bữa            | 4.000.000  |   |

**Lưu ý:** Khách sạn có phục vụ buffet vào buổi sáng  
Giá trung bình mỗi người (không tính trẻ em dưới 4 tuổi): 184.000 VND 1 người/mỗi bữa ăn

## Capstone Project Document - Footprints

### 3.4.4 <Staff> Receives Approval

Similar to section 3.3.5 Staff receives approval, reviews proposals, and sends to users with messages.

The screenshot shows the Footprints software interface. At the top, there are five steps: 1. Đã xuất tour (Tour issued), 2. Phản hồi (Feedback), 3. Đặt cọc (Deposit), 4. Khởi hành (Departure), and 5. Kết thúc (End). Step 2 is highlighted. A red box highlights the "Đã được phê duyệt" (Approved) status in the feedback section.

**BẢNG CHIẾT TÍNH TOUR**  
Ngày thiết kế: 08/12/2024  
Lời nhắn cho quản lý: Tôi đã sửa theo ý của khách hàng

| Nội dung  | Đơn giá   | Số lượng             | Thành tiền | Ghi chú  |
|---|-----------|----------------------|------------|--|
| <b>Tổng số phòng:</b>   |           | (Số phòng x số ngày) |            |  |
| Khách sạn Mường Thanh Buôn Ma Thuột - 4 sao<br>Phòng Executive dành cho 2 người | 1,620,000 | 7 phòng x 3 ngày     | 34,020,000 | Gói ý cho gia đình 2 người   |
| Khách sạn Mường Thanh Buôn Ma Thuột - 4 sao<br>Phòng Deluxe dành cho 3 người    | 920,000   | 6 phòng x 3 ngày     | 16,560,000 | Gói ý cho gia đình 3 người;<br>Gói ý cho nữ single ghép phòng  |
| Khách sạn Mường Thanh Buôn Ma Thuột - 4 sao<br>Phòng Family dành cho 5 người    | 1,820,000 | 3 phòng x 3 ngày     | 16,380,000 | Gói ý cho gia đình 4+ người  |
| Khách sạn Mường Thanh Buôn Ma Thuột - 4 sao<br>Phòng Standard dành cho 2 người  | 510,000   | 2 phòng x 3 ngày     | 3,060,000  | Gói ý cho nam single ghép phòng  |
| <b>Tổng số bữa ăn:</b>  |           | (Số bàn/phản)        |            | *Khách sạn có phục vụ buffet vào buổi sáng<br>Giá trung bình mỗi người (không tính trẻ em dưới 4 tuổi)<br>- 184,000 VND 1 người mỗi bữa ăn |
| 06/01/2025  |           |                      |            |  |
| Buổi trưa - Nhà hàng Phố Núi - Ăn mặn hương vị đồng quê                         | 4,000,000 | 5 bàn                | 20,000,000 |  |
| Ruộng trại - Nhà hàng Dã Ngoại - Ăn chay thanh tịnh                             | 1,000,000 | 1 bàn                | 1,000,000  |  |

The screenshot shows the Footprints software interface. At the top, there are five steps: 1. Đã xuất tour (Tour issued), 2. Phản hồi (Feedback), 3. Đặt cọc (Deposit), 4. Khởi hành (Departure), and 5. Kết thúc (End). Step 2 is highlighted. A red box highlights the "Đã phê duyệt" (Approved) status in the feedback section.

**BẢNG CHIẾT TÍNH TOUR**  
Ngày thiết kế: 08/12/2024  
Lời nhắn cho quản lý: Tôi đã sửa theo ý của khách hàng

| Nội dung  | Đơn giá | Số lượng                  | Thành tiền  | Ghi chú  |
|---|---------|---------------------------|-------------|----------|
| <b>Tổng số phòng:</b>                             |         | (Số phòng x số ngày)      |             |          |
| Khách sạn<br>Nón Quà Tặng                         | 2,000   | 2 cái x 3 ngày x 51 người | 612,000     |          |
| Bảo hiểm  | 30,000  | 1 cái x 51 người          | 1,530,000   |          |
| Nước suối đóng chai                               | 50,000  | 1 cái x 51 người          | 2,550,000   |          |
| <b>Tổng chi phí:</b>                              |         |                           |             |          |
| GIÁ NET 1 PAX                                     |         | 48 người lớn              | 3,798,500   |          |
| GIÁ BÁN (Người lớn) sau thuế 8%                   |         |                           | 4,102,380   |          |
| GIÁ BÁN (trẻ em 4-10 tuổi) 50% người lớn sau thuế |         | 3 trẻ em                  | 2,051,190   |          |
| Trẻ em dưới 4 tuổi                                |         | 3 trẻ em                  | 0           | Miễn phí |
| <b>Tổng chi phí sau thuế:</b>                     |         |                           | 203,067,810 |          |

**Để lại lời nhắn cho khách hàng**

Chúng tôi đã sửa theo ý của quý khách và xin lỗi về sự bất tiện này

**Gửi bản đính kèm cho khách hàng**

# Capstone Project Document - Footprints

## 3.4.5 <User> Approves proposal

The user agrees with the proposal and goes to the deposit step.

**BẢNG CHIẾT TÍNH TOUR**

Ngày thiết kế: 08/12/2024

| Nội dung  | Đơn giá              | Số lượng         | Thành tiền | Ghi chú  |
|---|----------------------|------------------|------------|--|
| <b>IV/1/ Khách sạn</b>                              | (Số phòng x số ngày) |                  |            |  |
| Khách sạn 4 sao<br>Phòng Executive dành cho 2 người | 1,620,000            | 7 phòng x 3 ngày | 34,020,000 | Gợi ý cho gia đình 2 người   |
| Khách sạn 4 sao<br>Phòng Deluxe dành cho 3 người    | 920,000              | 6 phòng x 3 ngày | 16,560,000 | Gợi ý cho gia đình 3 người,<br>Gợi ý cho nữ single ghép phòng  |
| Khách sạn 4 sao<br>Phòng Family dành cho 5 người    | 1,820,000            | 3 phòng x 3 ngày | 16,380,000 | Gợi ý cho gia đình 4+ người  |
| Khách sạn 4 sao<br>Phòng Standard dành cho 2 người  | 510,000              | 2 phòng x 3 ngày | 3,060,000  | Gợi ý cho nam single ghép phòng  |
| <b>IV/2/ Ăn uống</b>                                | (Số bàn/phần)        |                  |            | *Khách sạn có phục vụ buffet vào buổi sáng<br>Giá trung bình mỗi người (không tính trẻ em dưới 4 tuổi): 184,000 VND 1 người mỗi bữa ăn |
| 06/01/2025  |                      |                  |            |  |
| Buổi trưa - Ăn món hương vị đồng quê                | 4,000,000            | 5 bàn            | 20,000,000 |  |
| Buổi trưa - Ăn chay thanh tĩnh                      | 1,000,000            | 1 bàn            | 1,000,000  |  |

**Bạn có chắc chắn đồng ý với bản thiết kế tour này không?**

Trước khi đồng ý, hãy kiểm tra lại nội dung và thực hiện bất kỳ thay đổi nào cần. Vui lòng xác nhận nếu bạn hoàn toàn đồng ý với bản thiết kế tour và sẵn sàng tiếp tục với bước đặt cọc.

**Đồng ý** **Cancel**

Sau khi xem xét thỏa thuận của bạn, chúng tôi đã thực hiện một số điều chỉnh để tour được tối ưu nhất có thể. Vui lòng kiểm tra kỹ lưỡng và tiến hành đến bước **Đặt cọc**.

**Đồng ý** **Hủy**

# Capstone Project Document - Footprints

## 3.5 Tour Execution

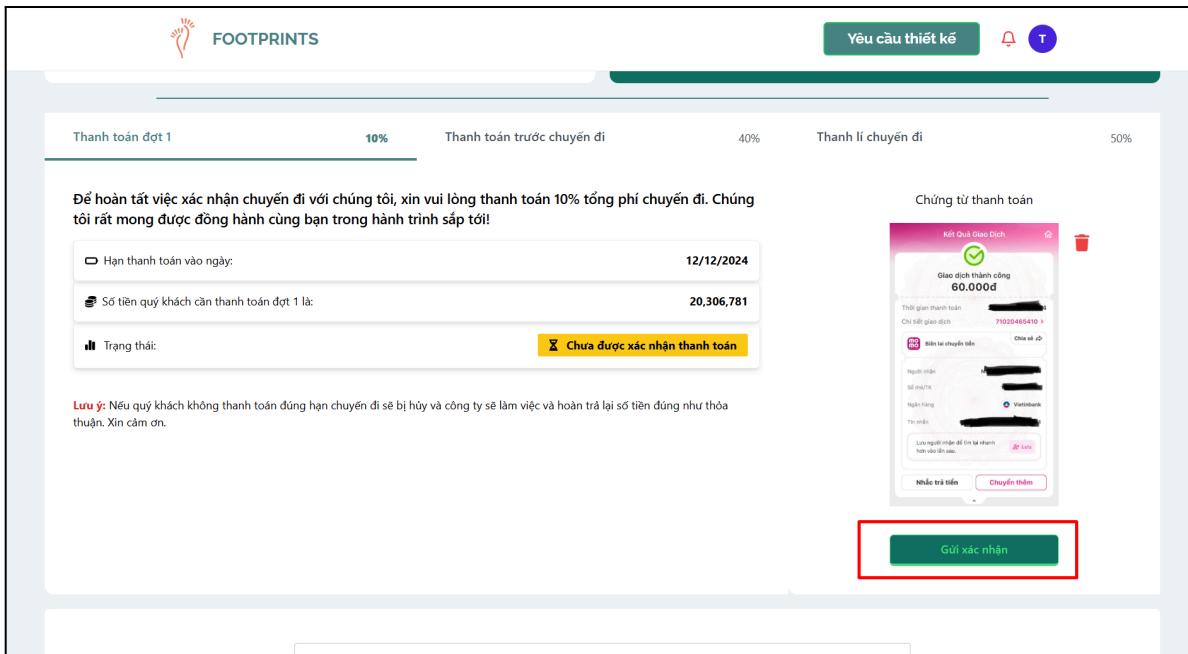
### 3.5.1 <User> Make deposit

On the deposit page, the user gets the transfer information and transfers in 3 stages. Then take a screenshot, send the documents and wait for the system to confirm payment.

The screenshot shows the Footprints app interface. At the top, there are five steps: 1. Đề xuất tour, 2. Thỏa thuận, 3. Đặt cọc (highlighted with a red box), 4. Khởi hành, and 5. Kết thúc. The current step is 'Đặt cọc'. Below the steps, there's a section titled 'Thanh toán Tour du lịch' (Tour Payment). It shows the tour ID (xxxxxx), destination (Trường Đại học FPT TP.HCM, Lô E2a-7, Đường D1, Phường Long Thạnh Mỹ, Thành phố Thủ Đức, Thành phố Hồ Chí Minh, Việt Nam → Buôn Ma Thuột), and payment details: Total amount 203,067,810 VND, Paid amount 20,306,781 VND, Due date 12/12/2024. To the right, there's a QR code for payment with the text 'Bạn có thể quét mã QR để lấy thông tin chuyển khoản hoặc có thể trả trực tiếp cho công ty' (You can scan the QR code to get bank transfer information or pay directly to the company) and the logo 'VIETQR'. Below the QR code, it says 'napas 247 | MB' and provides account information: Số tài khoản: 20306781 VND, Tên chủ TK: Lê Thị Yến Nhung, Số TK: 0941143279.

The screenshot shows the Footprints app interface after a successful deposit. It displays three progress bars: 'Thanh toán đợt 1' at 10%, 'Thanh toán trước chuyến đi' at 40%, and 'Thanh lí chuyến đi' at 50%. Below these, there's a note: 'Để hoàn tất việc xác nhận chuyến đi với chúng tôi, xin vui lòng thanh toán 10% tổng phí chuyến đi. Chúng tôi rất mong được đồng hành cùng bạn trong hành trình sắp tới!' (To complete the trip confirmation, please pay 10% of the total trip cost. We look forward to traveling with you on your upcoming journey!). There are three input fields: 'Hạn thanh toán vào ngày:' (Due date: 12/12/2024), 'Số tiền quý khách cần thanh toán đợt 1 là:' (Amount due: 20,306,781), and 'Trạng thái:' (Status: Chưa được xác nhận thanh toán - Not confirmed). A note below states: 'Lưu ý: Nếu quý khách không thanh toán đúng hạn chuyến đi sẽ bị hủy và công ty sẽ làm việc và hoàn trả lại số tiền đúng như thỏa thuận. Xin cảm ơn.' (Note: If you do not pay on time, the trip will be canceled and the company will handle the refund according to the agreement. Thank you.). On the right, there's a red-highlighted 'Chứng từ thanh toán' (Payment proof) section with instructions: 'Vui lòng cung cấp hình ảnh hoặc pdf là chứng từ thanh toán để chúng tôi có thể tiến hành xác nhận.' (Please provide a scanned document or PDF of the payment proof so we can verify it.) and a dashed box for file upload with the text: 'Thả tập tin ảnh bất cứ nơi nào trong khung để tải lên Hoặc Click để tải file ảnh lên' (Drag files here or click to select files).

# Capstone Project Document - Footprints



## 3.5.2 <Staff> Payment Confirmation

Staff navigate to order lists.

The screenshot shows a staff dashboard with a sidebar on the left containing links for "Dashboard", "Thiết kế tour", and "Thanh toán". The main area is titled "Danh sách orders" (Order List) with a checkmark icon.

At the top of the order list are filter options: "Tất cả trạng thái thanh toán", "Trạng thái công việc", "Tim kiếm khách hàng", and "Sắp xếp theo".

The order list table has columns: Tên khách hàng, Số người, Tuyến tham quan, Ngày dự kiến, Số tiền cần thanh toán, and Trạng thái.

Two rows of data are shown:

| Tên khách hàng | Số người | Tuyến tham quan   | Ngày dự kiến               | Số tiền cần thanh toán | Trạng thái  |
|----------------|----------|---|----------------------------|------------------------|---|
| Yến            | 54       | Trường Đại học FPT TP.HCM,<br>Lô E2a-7, Đường D1, Phường<br>Long Thạnh Mỹ, Thành phố Thủ<br>Đức, Thành phố Hồ Chí Minh,<br>71300, Việt Nam → Buôn Ma<br>Thuột | 06/01/2025 -<br>08/01/2025 | 203,067,810            | <span style="background-color: yellow;">Đang chờ xử lý</span> |
| Good           | 53       | Trường Đại học FPT TP.HCM,<br>Lô E2a-7, Đường D1, Phường<br>Long Thạnh Mỹ, Thành phố Thủ<br>Đức, Thành phố Hồ Chí Minh,                                       | 24/01/2025 -<br>27/01/2025 | 257,254,233            | <span style="background-color: blue;">Đang đặt cọc</span>     |

Staff confirms payment in 3 stages.

# Capstone Project Document - Footprints

The screenshot shows the 'Chi tiết Thanh toán' (Payment Details) section of the Footprints application. On the left, there's a sidebar with 'Dashboard' and a teal 'Thanh toán' button. The main area displays payment information: 'Tên khách hàng:' (Customer Name: [redacted]), 'Số liên lạc:' (Phone: [redacted]), 'Ngày đặt:' (Booking Date: 08/12/2024), and 'Trạng thái:' (Status: **Đang chờ thanh toán** (Waiting for payment)). To the right, it shows the 'Tuyến tham quan:' (Tour Line: Trường Đại học FPT TP.HCM, Lô E2a-7, Đường D1, Phường Long Thành Mỹ, Thủ Đức, Thành phố Hồ Chí Minh, 71300, Việt Nam → Buôn Ma Thuột 06/01/2025 - 08/01/2025), 'Thời gian du kiến:' (Tour Time: 06/01/2025 - 08/01/2025), 'Số người tham gia:' (Number of Participants: 54), 'Tổng số tiền cần thanh toán:' (Total Amount Due: 203,067,810 VND), 'Số tiền khách đã thanh toán:' (Amount Paid by Guest: 0 VND), and 'Số tiền còn lại khách cần thanh toán:' (Amount Remaining to be Paid by Guest: 203,067,810 VND). Below this, there are buttons for 'Thêm hướng dẫn viên' (Add Guide) and 'Thêm biển số xe' (Add License Plate). At the bottom, tabs for 'Thanh toán đợt 1' (Installment 1), 'Thanh toán trước chuyến đi' (Pre-trip payment), and 'Thanh lý hóa đơn' (Bill Settlement) are shown. A large red box highlights the 'Xác nhận đã thanh toán' (Confirm payment) button in the 'Chi tiết giao dịch' (Transaction Details) box.

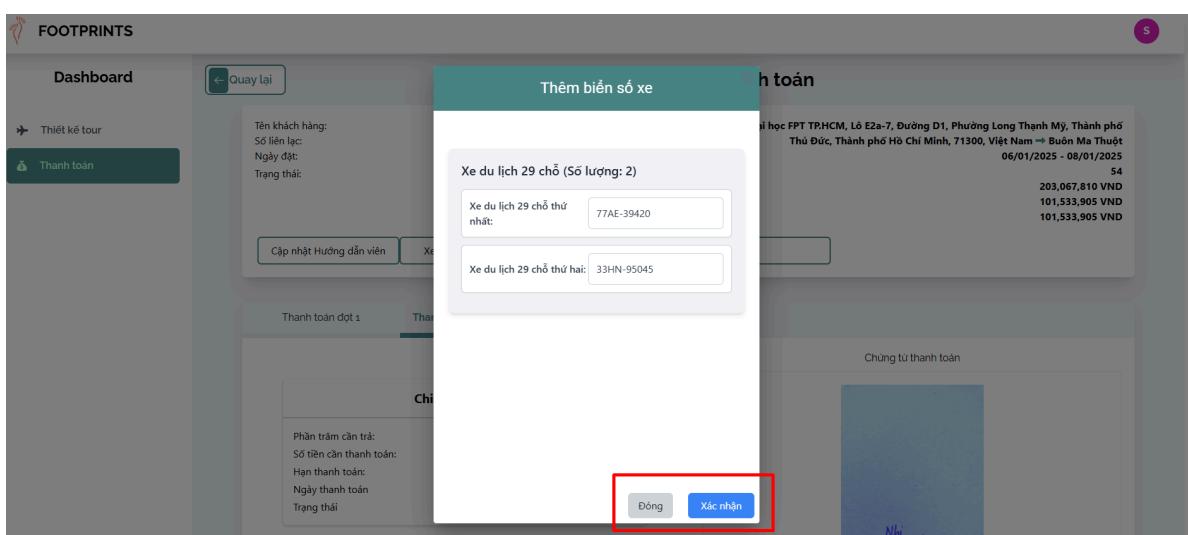
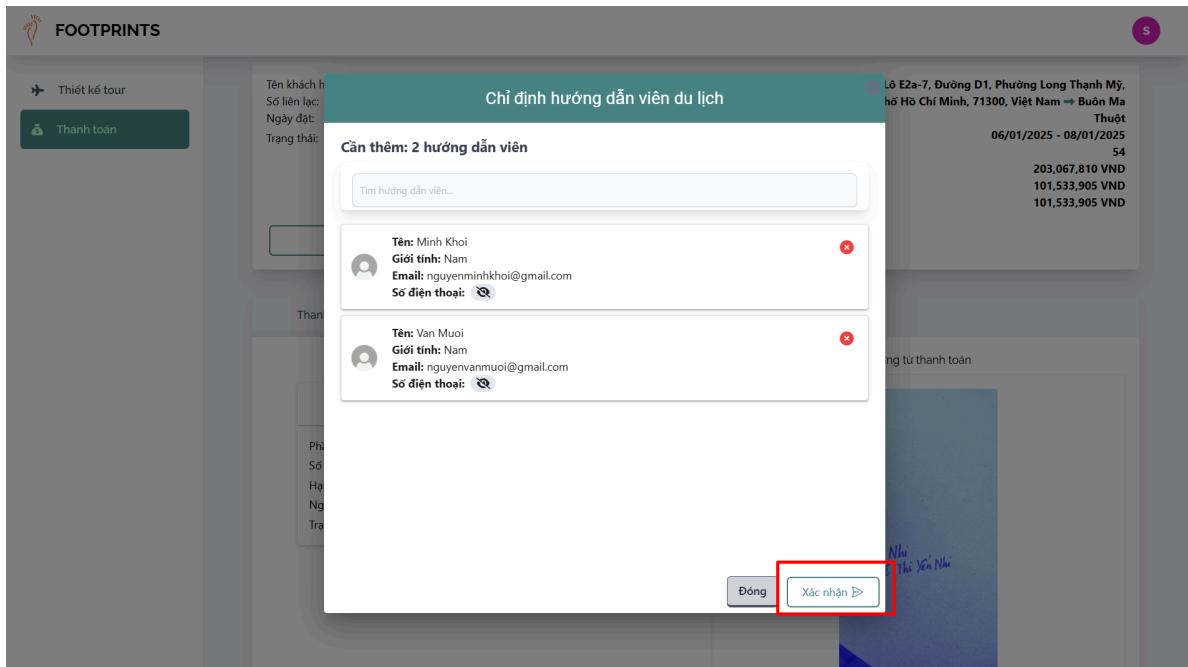
This screenshot is identical to the one above, showing the 'Chi tiết Thanh toán' (Payment Details) section of the Footprints application. It displays the same payment information, tour details, and transaction status ('Đang chờ xác nhận' (Waiting for confirmation)). The 'Xác nhận đã thanh toán' (Confirm payment) button is also highlighted with a red box in the 'Chi tiết giao dịch' (Transaction Details) box.

Similar to the other two stages, staff will confirm when the user sends payment documents.

## Capstone Project Document - Footprints

### 3.5.3 <Staff> Assign Tour guide

The staff will assign a tour guide and add license plate for this tour.



# Capstone Project Document - Footprints

## 3.5.4 <User> View trip schedule

Customer view trip schedule

The screenshot shows the Footprints travel planning application interface. At the top, there's a navigation bar with icons for 'Đặt tour' (Tour booking), 'Thỏa thuận' (Agreement), 'Đặt cọc' (Deposit), 'Khởi hành' (Departure), and 'Kết thúc' (End). A green button labeled 'Yêu cầu thiết kế' (Request design) is also visible. Below the navigation bar, five steps of the process are shown: 1. Phản đề xuất tour, 2. Phản thỏa thuận, 3. Phản đặt cọc, 4. Phản khởi hành, and 5. Phản kết thúc. Step 4 is highlighted in green.

**Chuyển Đổi Sẵn Sàng!**

Chuẩn bị tinh thần cho những trải nghiệm tuyệt vời phía trước! Chúc bạn một hành trình tràn ngập niềm vui và kỷ niệm đáng nhớ.  
Dưới đây là lịch trình dự kiến của tour.

**Hướng dẫn viên:**

- 1. Van Muoi
- 2. Minh Khoi

Xem chi tiết ↗

**Biển số xe:**

Xe du lịch 29 chỗ (Số lượng: 2)

- Biển số 1: 77AE-39420
- Biển số 2: 33HN-95045

**Buôn Ma Thuột - Tour**

KHỞI HÀNH: 06/12/2024

Thời gian: 06/12/2024 - 18/12/2024 (13 ngày / 12 đêm).

Phương tiện: 1 Xe du lịch 29 chỗ mang biển số 77AE-39420; 33HN-95045.

**NGÀY 1: Mọi người đi chơi tự do**

**Buổi sáng:**

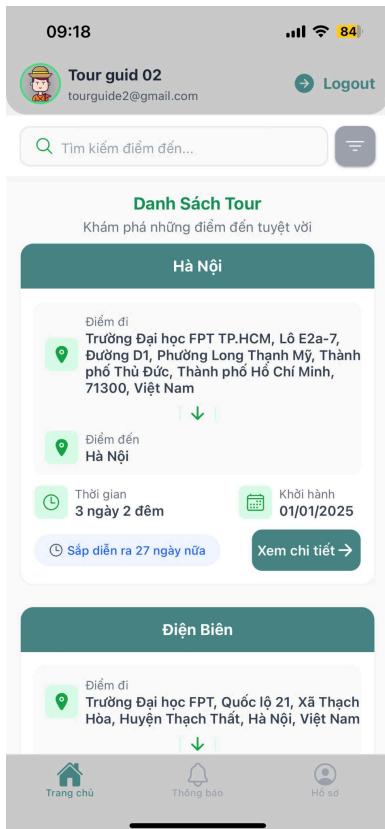
Mọi người tập trung tại Trường Đại học FPT TP.HCM, Lô E2a-7, Đường D1, Phường Long Thành Mỹ, Thành phố Thủ Đức, Thành phố Hồ Chí Minh, 71300, Việt Nam để chuẩn bị đi **Buôn Ma Thuột**. Xe sẽ khởi hành lúc 8 giờ. Khách dùng bữa sáng tại khách sạn đã được chuẩn bị từ trước.

## Capstone Project Document - Footprints

### 3.5.5 <Tour Guide> Login

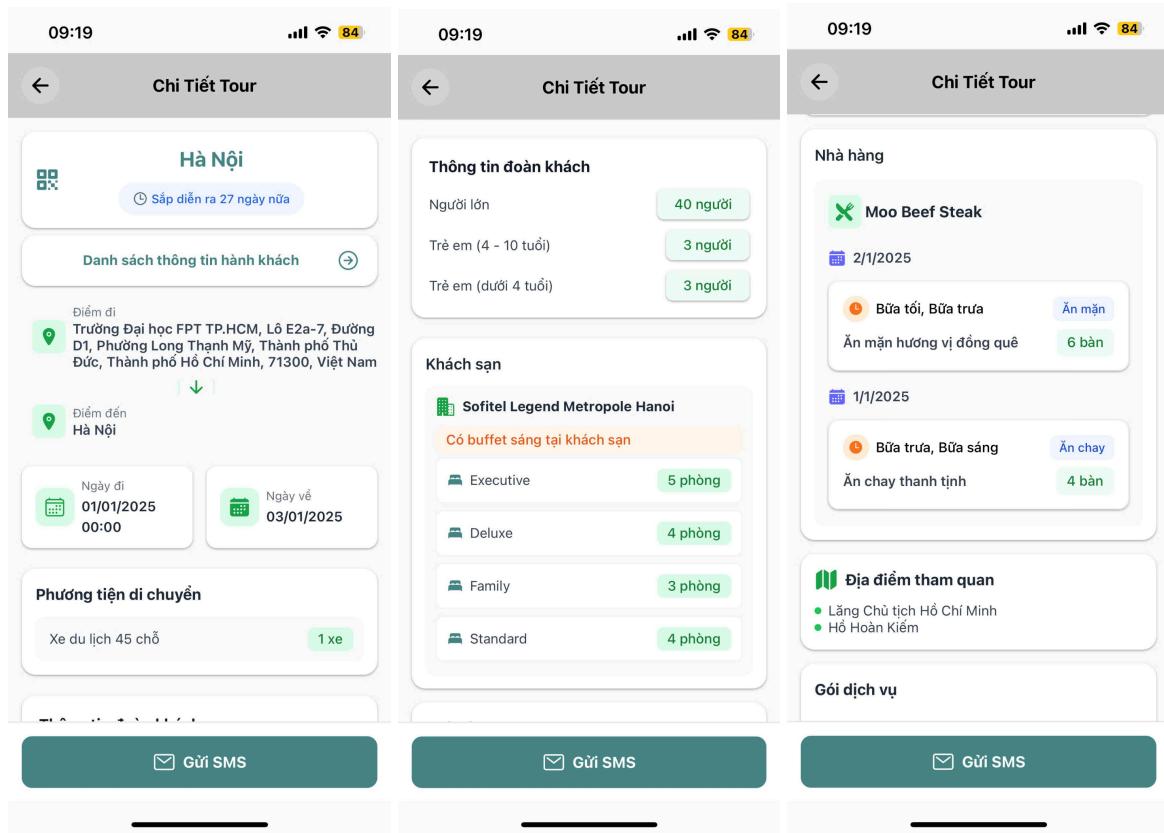


### 3.5.6 <Tour Guide> Home Screen

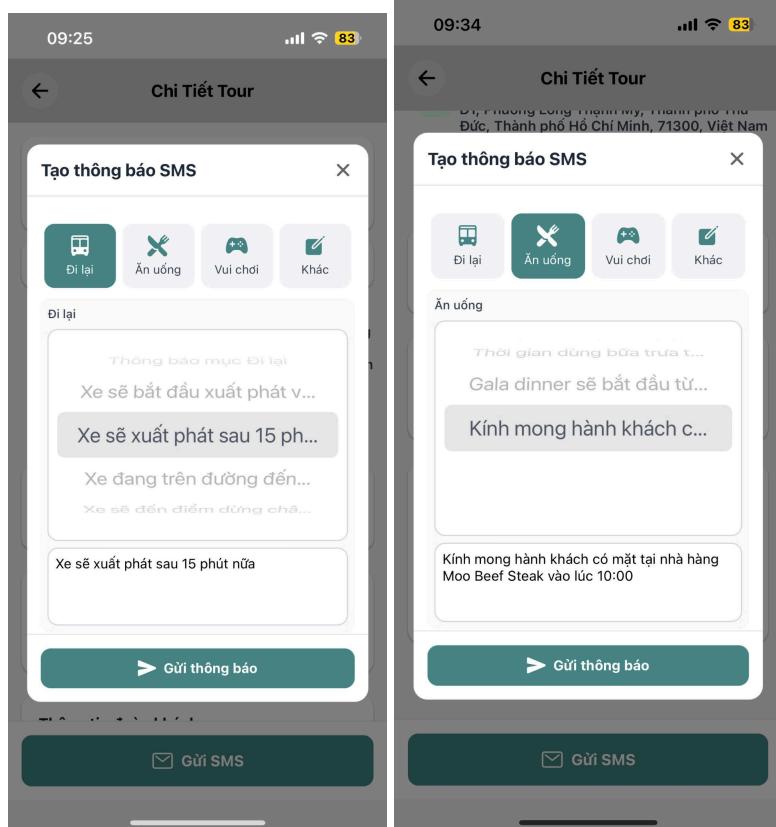


## Capstone Project Document - Footprints

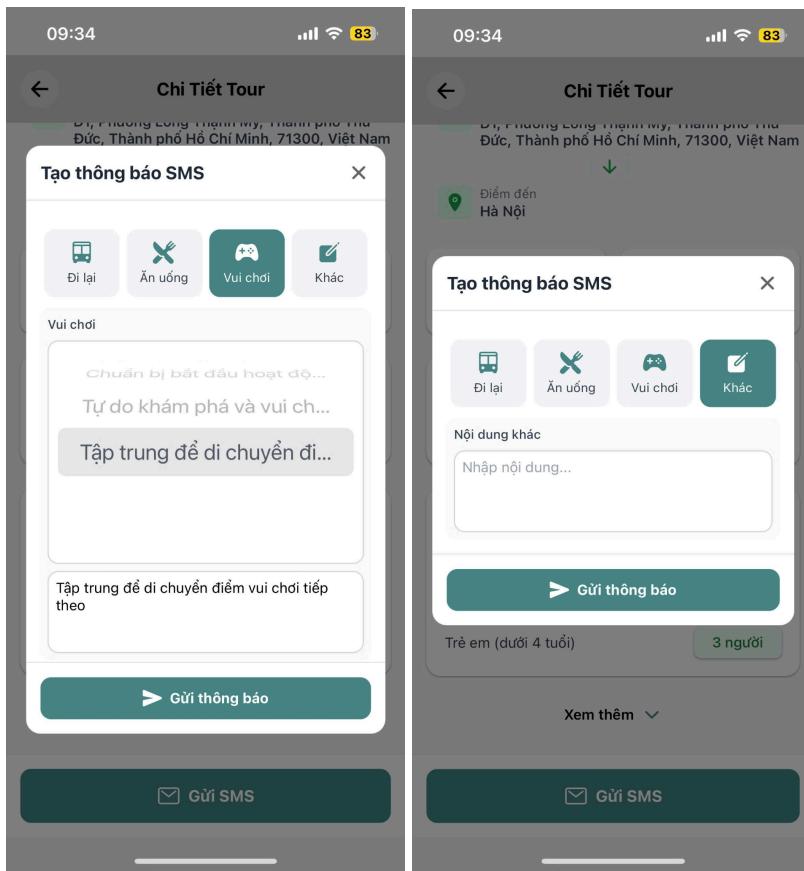
### 3.5.7 <Tour Guide> Detail Screen



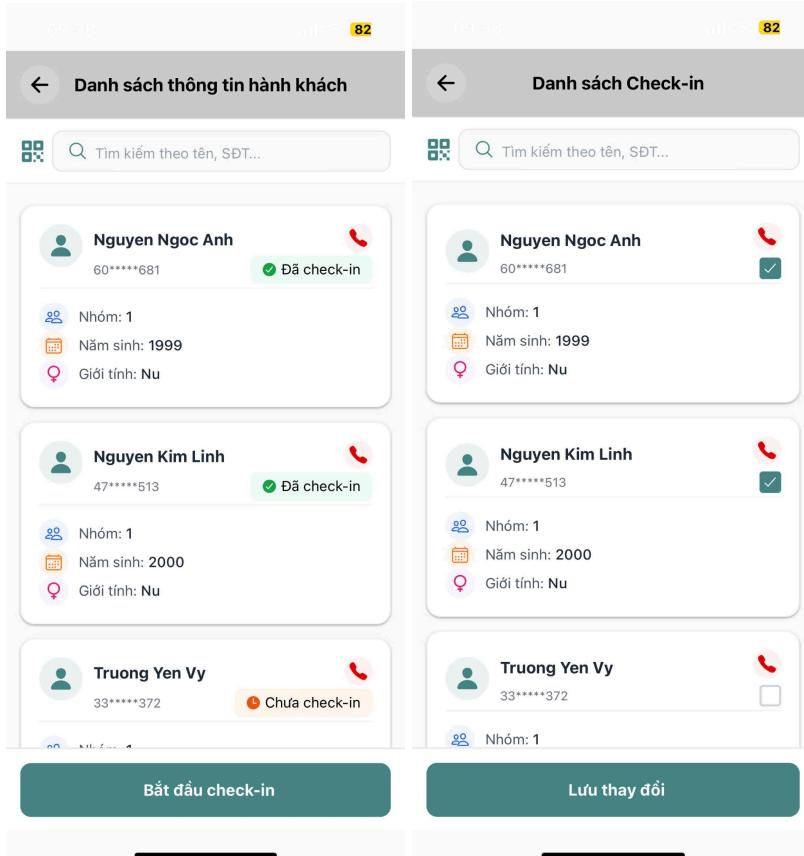
### 3.5.8 <Tour Guide> Send SMS



## Capstone Project Document - Footprints

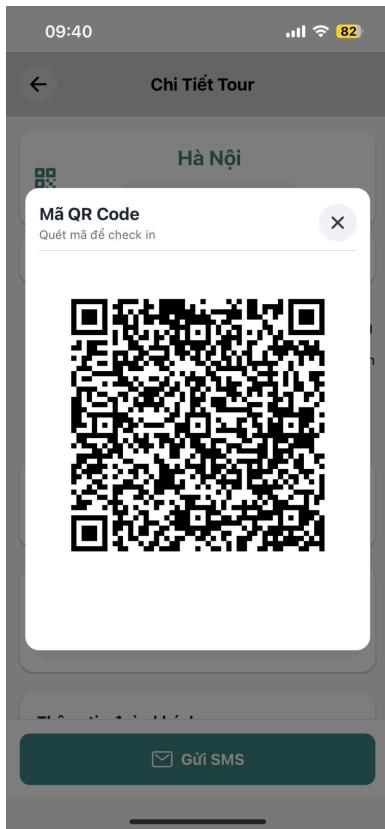


### 3.5.9 <Tour Guide> Information List & Check-in List

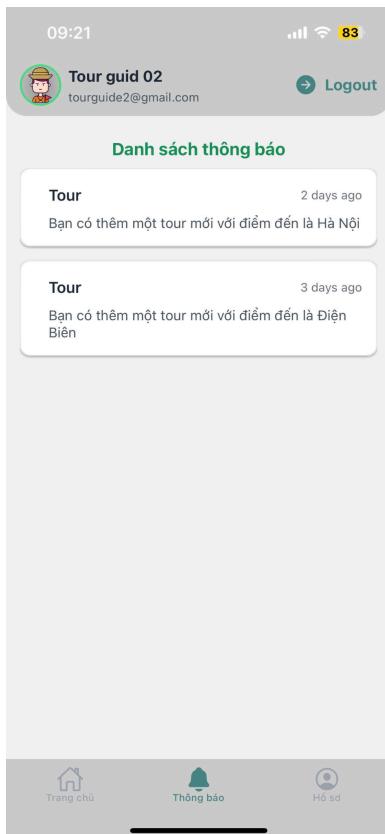


## Capstone Project Document - Footprints

### 3.5.10 <Tour Guide> QR code for customer Check-in



### 3.5.11 <Tour Guide> Notification List



## LỜI CẢM ƠN

Chúng tôi, tập thể nhóm thực hiện dự án tốt nghiệp **Hệ Thống Yêu Cầu và Triển Khai Tour**, xin gửi lời cảm ơn chân thành nhất đến tất cả những người đã đồng hành và hỗ trợ chúng tôi trong suốt hành trình thực hiện đồ án này.

Trước hết, chúng tôi xin chân thành cảm ơn các thầy cô trong ngành Kỹ thuật Phần mềm, cùng toàn thể quý thầy cô trong trường, những người đã tận tình chỉ dạy chúng tôi trong suốt những năm vừa qua. Chính sự hướng dẫn của thầy cô qua từng bài assignment, bài lab và những dự án từ nhỏ đến lớn đã giúp chúng tôi trưởng thành, tự tin và tích lũy được những kiến thức, kỹ năng. Đây là tài sản quý báu để chúng tôi bước ra đời.

Chúng tôi đặc biệt gửi lời cảm ơn chân thành đến thầy Kiều Trọng Khánh, người đã tận tâm, tận tình hướng dẫn, góp ý và theo sát tiến độ của nhóm trong suốt quá trình thực hiện dự án. Những chia sẻ và bài học từ thầy không chỉ giúp chúng tôi hoàn thiện dự án mà còn rèn luyện tác phong làm việc chuyên nghiệp, thái độ cẩn thận, chỉnh chu và tinh thần trách nhiệm trong công việc.

Chúng tôi cũng gửi lời cảm ơn sâu sắc đến quý doanh nghiệp đã hợp tác, đưa ra yêu cầu phần mềm, hỗ trợ và cung cấp những thông tin thực tiễn quan trọng, giúp chúng tôi hiểu rõ hơn về các yêu cầu và quy trình thực tế trong lĩnh vực du lịch.

Bên cạnh đó, chúng tôi xin bày tỏ lòng biết ơn đến nhà trường đã tạo điều kiện thuận lợi để chúng tôi có một môi trường học tập và nghiên cứu lý tưởng, từ cơ sở vật chất đến các tài liệu tham khảo và chương trình đào tạo.

Không thể không nhắc đến gia đình, bạn bè và các anh chị đi trước – những người đã luôn động viên, ủng hộ và giúp đỡ chúng tôi trong những lúc khó khăn. Sự khích lệ từ mọi người là động lực lớn để chúng tôi giữ vững tinh thần, vượt qua mọi thử thách và hoàn thành dự án này.

Dự án tốt nghiệp này là kết quả của sự nỗ lực không ngừng từ từng thành viên trong nhóm. Mỗi ý tưởng, mỗi đóng góp đều là những mảnh ghép quan trọng giúp chúng tôi hoàn thành công việc một cách trọn vẹn nhất. Qua dự án, chúng tôi không chỉ học hỏi thêm nhiều kiến thức mới mà còn trưởng thành hơn trong cách làm việc. Sẵn sàng cho chặng đường phía trước!

Một lần nữa, chúng tôi xin gửi lời cảm ơn sâu sắc đến tất cả những ai đã đồng hành và ủng hộ chúng tôi trong suốt hành trình này.

**Trân trọng,**

Tập thể nhóm dự án **Hệ Thống Yêu Cầu và Triển Khai Tour**

## ACKNOWLEDGEMENTS

We, the team of the Graduation Project - **Tour Request and Implementation System**, would like to extend our heartfelt gratitude to everyone who has accompanied and supported us throughout this project journey.

First and foremost, we sincerely thank the lecturers in the Software Engineering program, as well as all the esteemed faculty members of the university, who have devotedly guided us over the past years. Your guidance through each assignment, lab, and project, from small to large, has helped us grow, gain confidence, and accumulate invaluable knowledge and skills. This is a precious asset for us as we step into the real world.

We would especially like to express our sincere gratitude to Mr. Kieu Trong Khanh, who has wholeheartedly and diligently guided, provided feedback, and closely followed our progress throughout the project. His insights and lessons have not only helped us complete the project but also instilled in us a professional working style, meticulousness, and a strong sense of responsibility in our work.

Our deepest thanks also go to the businesses that have collaborated with us by providing software requirements, supporting us, and offering important practical information. This has helped us gain a clearer understanding of the requirements and actual processes in the tourism industry.

In addition, we would like to express our gratitude to the university for creating a conducive environment for us to study and conduct research, from facilities to reference materials and training programs.

We cannot fail to mention our families, friends, and seniors – those who have always encouraged, supported, and helped us during difficult times. Their motivation has been a great source of inspiration for us to remain steadfast, overcome challenges, and complete this project.

This graduation project is the result of tireless efforts from each member of our team. Every idea, every contribution is a crucial piece that has enabled us to accomplish this work to the best of our ability. Through this project, we have not only learned new knowledge but also grown in our working methods, preparing ourselves for the journey ahead.

Once again, we extend our deepest gratitude to everyone who has accompanied and supported us throughout this journey.

**Sincerely,**  
The Project Team of the **Tour Request and Implementation System**