

# User Manual - Airline Management System

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**Release Version:** 1.0

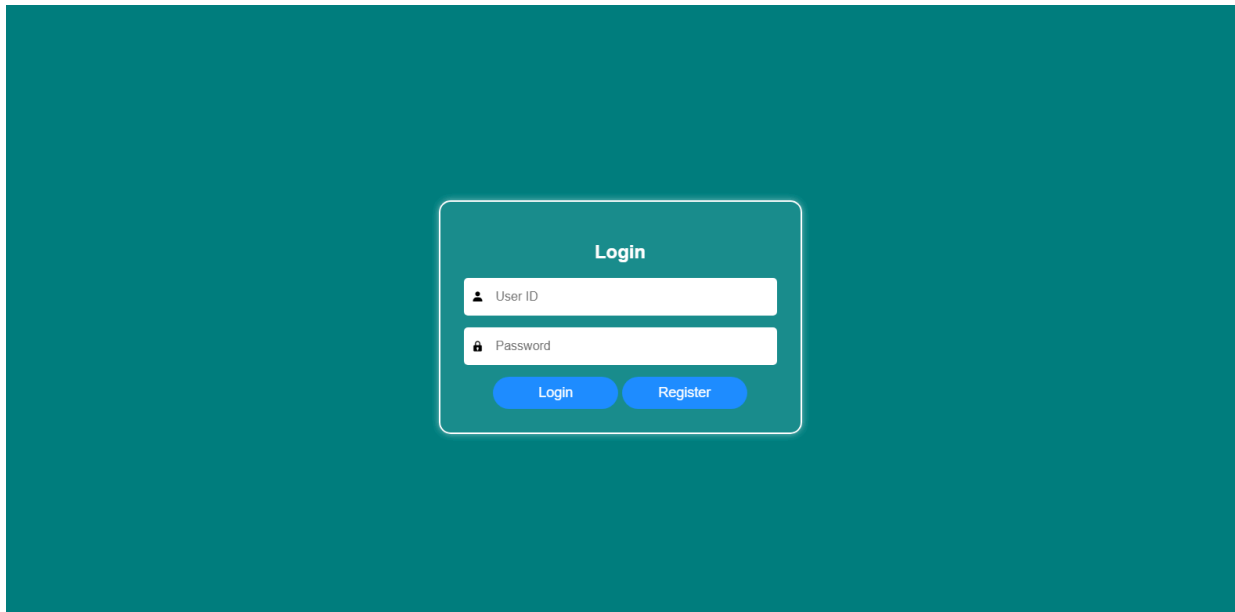
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## Overview

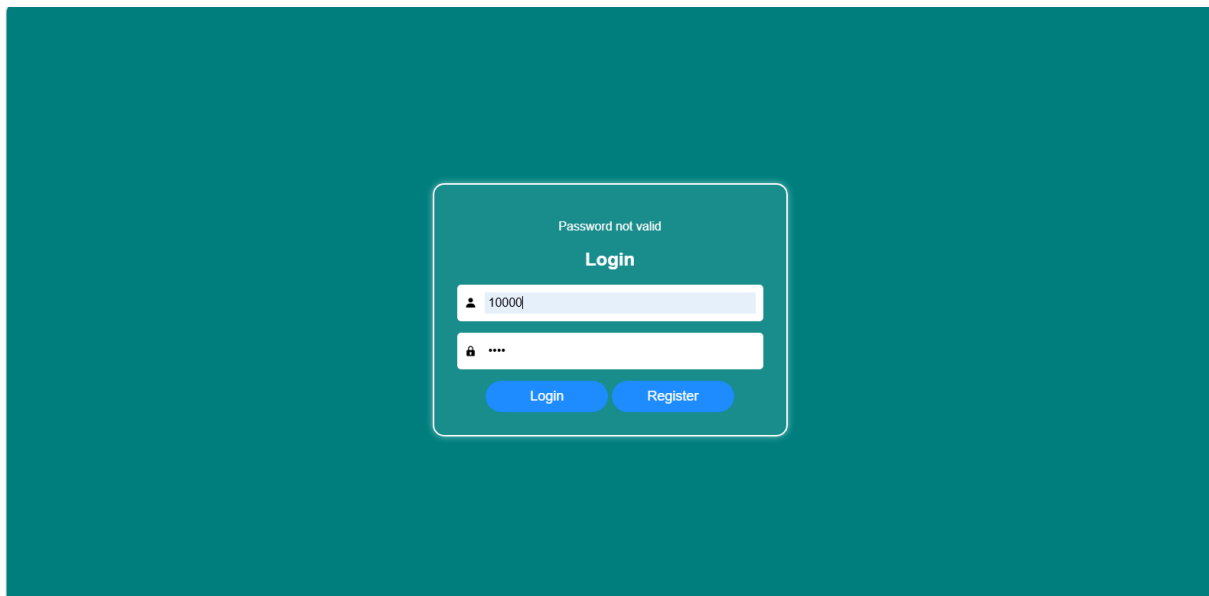
The **Airline Management System (AMS)** is a comprehensive platform designed to streamline airline operations for both administrators and customers. The system facilitates the management of carriers, flights, and customer bookings while ensuring a seamless user experience. The AMS allows **administrators** to oversee airline operations, including carrier and flight management, while enabling **customers** to search for flights, book tickets, and manage their reservations efficiently.

# Login

A login form is centered on a teal background. The form is a white rounded rectangle with a thin grey border. At the top, the word "Login" is written in bold black text. Below it are two input fields: the first is labeled "User ID" with a person icon, and the second is labeled "Password" with a lock icon. At the bottom of the form are two blue rounded buttons: "Login" and "Register".

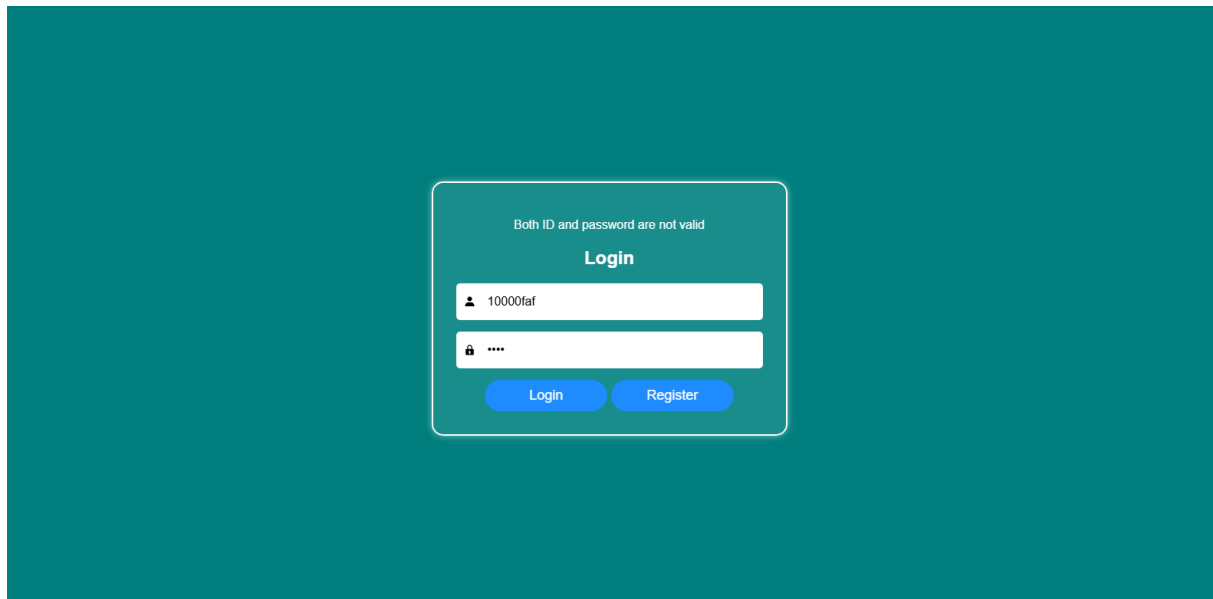
The above Login **Page** allows **Administrators** and **Customers** to securely access the **Airline Management System (AMS)** using their **User ID** and **Password**. It includes a **Login Button** for authentication, a **Register Button** for new users, and an optional **Forgot Password** link. Admins are redirected to manage flights and bookings, while customers can search flights, book tickets, and view transaction history

## Password Validation:

A login form is centered on a teal background, similar to the one above. At the top, the text "Password not valid" is displayed in a small, light grey font. Below this, the word "Login" is written in bold black text. The form contains two input fields: the first is labeled "User ID" with a person icon and contains the text "10000"; the second is labeled "Password" with a lock icon and contains four dots. At the bottom are two blue rounded buttons: "Login" and "Register".

The above page describes the entered password is not valid and it authenticates that the credentials are matched accurately or not to login to the website.

## ID and Password Validation:



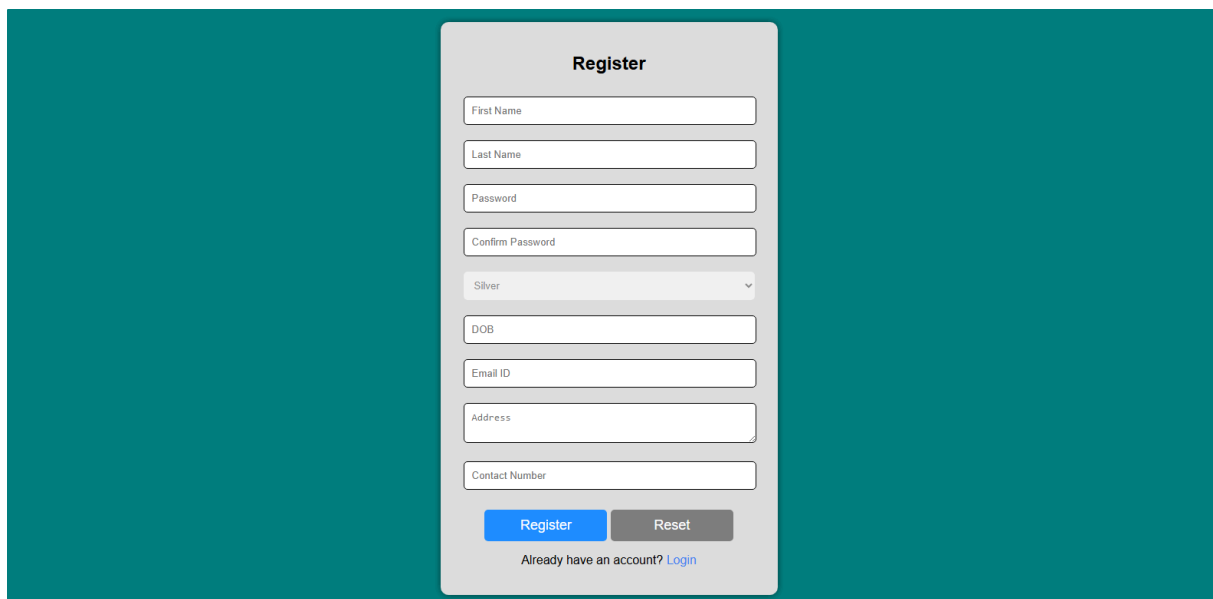
Both ID and password are not valid

### Login

[Login](#) [Register](#)

The above page describes the entered ID and password both as not valid and it authenticates that both the credentials are matched accurately or not to login to the website.

## Registration



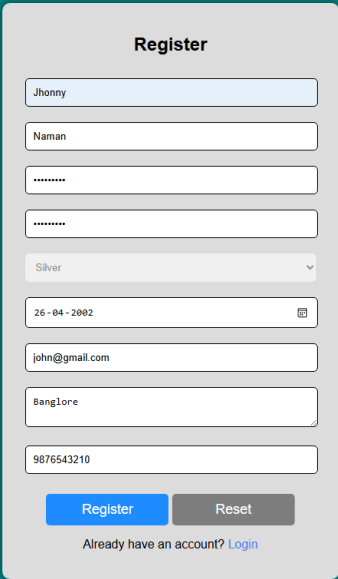
### Register

[Register](#) [Reset](#)

Already have an account? [Login](#)

The above is the registration page that provides the user to be able to enter the various fields of information for registering to the website. The Register button enables registering and Reset button enables for resetting the data again.

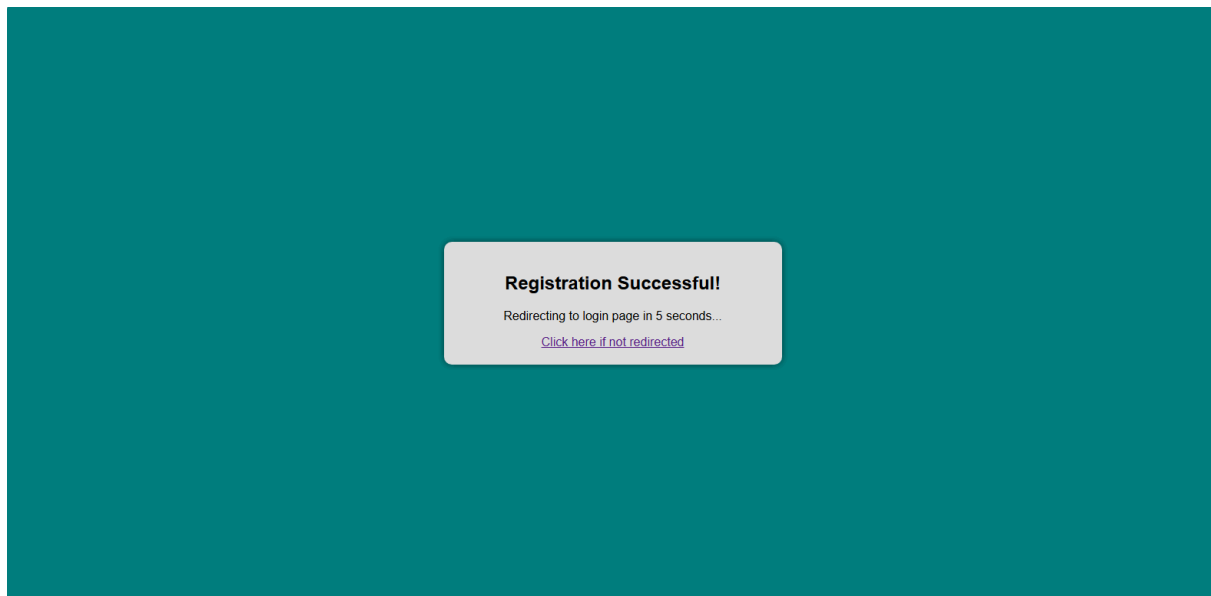
## Registration Page with User Sample Data:



The registration form is titled "Register" and is set against a teal background. It contains the following fields and controls:

- First Name: Jhonny
- Last Name: Naman
- Password: (masked with 7 dots)
- Confirm Password: (masked with 7 dots)
- Gender: Silver (dropdown menu)
- Date of Birth: 26-04-2002 (with a calendar icon)
- Email: john@gmail.com
- Location: Bengalore
- Phone Number: 9876543210
- Buttons: "Register" (blue) and "Reset" (grey)
- Footer: "Already have an account? [Login](#)"

The above page provides the sample data for registration of the user with respect to the required information.



The above page provides the acknowledgement for the user that the registration is successful. The page will redirect to the login page after 5 seconds if it is not redirected the link is provided for the login page.

# Carrier Management

Airline Management System

[Carrier](#) [Flight](#) [FlightBooking](#) [Flight Schedule](#) [Customer Details](#) [Refund](#) [Logout](#)

List of Carriers

Add New Carrier

Search for Carrier ID...

CARRIER ID	CARRIER NAME	30 DAYS DISCOUNT	60 DAYS DISCOUNT	90 DAYS DISCOUNT	REFUND (2 DAYS)	REFUND (10 DAYS)	REFUND (20 DAYS)	BULK DISCOUNT	SILVER DISCOUNT	GOLD DISCOUNT	PLATINUM DISCOUNT	ACTIONS
3001	Air Asia	5%	10%	15%	50%	65%	80%	3%	2%	3%	4%	<div>Edit</div> <div>Delete</div>
3002	IndiGo	8%	12%	18%	40%	55%	65%	4%	6%	12%	18%	<div>Edit</div> <div>Delete</div>
3003	SpiceJet	7%	10%	15%	45%	58%	68%	3%	7%	14%	20%	<div>Edit</div> <div>Delete</div>

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The above page is the List of Carriers page that provides the available Carriers.

Airline Management System

[Carrier](#) [Flight](#) [FlightBooking](#) [Flight Schedule](#) [Customer Details](#) [Refund](#) [Logout](#)

Add New Carrier

Carrier Name

Indigo

30 Days Discount (%)

15

60 Days Discount (%)

15

90 Days Discount (%)

15

Refund (2 Days Before) (%)

15

Refund (10 Days Before) (%)

51

Refund (20 Days Before) (%)

12

Bulk Booking Discount (%)

15

Silver User Discount (%)

15

Gold User Discount (%)

15

Platinum User Discount (%)

25

Submit

Back to Carrier List

The above page is for adding the New Carrier with necessary information then a submit button is provided for submitting. The Back to Carrier List will take to the Carrier List page.

Airline Management System

CarrierFlightFlightBookingFlight ScheduleCustomer DetailsRefundLogout

List of Carriers

Add New Carrier

Search for Carrier ID...

CARRIER ID	CARRIER NAME	30 DAYS DISCOUNT	60 DAYS DISCOUNT	90 DAYS DISCOUNT	REFUND (2 DAYS)	REFUND (10 DAYS)	REFUND (20 DAYS)	BULK DISCOUNT	SILVER DISCOUNT	GOLD DISCOUNT	PLATINUM DISCOUNT	ACTIONS
3001	Air Asia	5%	10%	15%	50%	65%	80%	3%	2%	3%	4%	<div>Edit</div> <div>Delete</div>
3002	IndiGo	8%	12%	18%	40%	55%	65%	4%	6%	12%	18%	<div>Edit</div> <div>Delete</div>
3003	SpiceJet	7%	10%	15%	45%	58%	68%	3%	7%	14%	20%	<div>Edit</div> <div>Delete</div>
3004	Indigo	15%	15%	15%	15%	51%	12%	15%	15%	15%	25%	<div>Edit</div> <div>Delete</div>

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The above page provides the updated list of carriers after adding the new carrier.

Airline Management System

CarrierFlightFlightBookingFlight ScheduleCustomer DetailsRefundLogout

Edit Carrier

Carrier Name:

Indigo

30 Days Discount (%):

15

60 Days Discount (%):

15

90 Days Discount (%):

15

Refund (2 Days Before) (%):

15

Refund (10 Days Before) (%):

51

Refund (20 Days Before) (%):

12

Bulk Booking Discount (%):

15

Silver User Discount (%):

15

Gold User Discount (%):

24

Platinum User Discount (%):

25

Submit

Back to Carrier List

The above page describes the Editing the Carrier details.



# Flight Management

Airline Management System

Carrier

Flight

FlightBooking

Flight Schedule

Customer Details

Refund

Logout

List of Flights

Add New Flight

Search for Flight Id..

FLIGHT ID	CARRIER ID	ORIGIN	DESTINATION	AIRFARE	ECONOMY SEATS	BUSINESS SEATS	EXECUTIVE SEATS	ACTIONS
4001	3001	Delhi	Mumbai	\$5000.0	150	20	10	<div>Edit</div> <div>Delete</div>
4002	3002	Delhi	Mumbai	\$5200.0	140	20	12	<div>Edit</div> <div>Delete</div>
4003	3003	Bangalore	Chennai	\$4500.0	160	22	10	<div>Edit</div> <div>Delete</div>
4004	3001	Kolkata	Delhi	\$6200.0	140	18	14	<div>Edit</div> <div>Delete</div>
4005	3002	Kolkata	Delhi	\$6300.0	150	50	12	<div>Edit</div>

The above page provides the information of a list of flights available.

Airline Management System					CarrierFlightFlightBookingFlight ScheduleCustomer DetailsRefundLogout							
Add New Flight												
Carrier ID:												
3001												
Origin:												
Hyderabad												
Destination:												
Delhi												
Airfare:												
6000												
Economy Seat Capacity:												
150												
Business Seat Capacity:												
50												
Executive Seat Capacity:												
20												
Submit												
Back to Flight List												
Contact Us												
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The above page demonstrates the Adding the new flight.

Airline Management System

[Carrier](#)
[Flight](#)
[FlightBooking](#)
[Flight Schedule](#)
[Customer Details](#)
[Refund](#)
[Logout](#)

List of Flights

Add New Flight

Search for Flight Id.

FLIGHT ID	CARRIER ID	ORIGIN	DESTINATION	AIRFARE	ECONOMY SEATS	BUSINESS SEATS	EXECUTIVE SEATS	ACTIONS
4001	3001	Delhi	Mumbai	\$5000.0	150	20	10	<a href="#">Edit</a> <a href="#">Delete</a>
4002	3002	Delhi	Mumbai	\$5200.0	140	20	12	<a href="#">Edit</a> <a href="#">Delete</a>
4003	3003	Bangalore	Chennai	\$4500.0	160	22	10	<a href="#">Edit</a> <a href="#">Delete</a>
4004	3001	Kolkata	Delhi	\$6200.0	140	18	14	<a href="#">Edit</a> <a href="#">Delete</a>
4005	3002	Kolkata	Delhi	\$6300.0	150	50	12	<a href="#">Edit</a>

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The above page demonstrates the updated list of flights after adding the new flight.

Airline Management System

[Carrier](#)
[Flight](#)
[FlightBooking](#)
[Flight Schedule](#)
[Customer Details](#)
[Refund](#)
[Logout](#)

Edit Flight

Carrier ID:

3001

Origin:

Hyderabad

Destination:

Delhi

Airfare:

6000.0

Economy Seat Capacity:

200

Business Seat Capacity:

100

Executive Seat Capacity:

100

Submit

Back to Flight List

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The above page demonstrates the Editing of the flight details based on appropriate information.

Airline Management System

[Carrier](#)
[Flight](#)
[FlightBooking](#)
[Flight Schedule](#)
[Customer Details](#)
[Refund](#)
[Logout](#)

List of Flights

Add New Flight

Search for Flight Id.

4002	3002	Delhi	Mumbai	\$5200.0	140	20	12	<a href="#">Edit</a> <a href="#">Delete</a>
4003	3003	Bangalore	Chennai	\$4500.0	160	22	10	<a href="#">Edit</a> <a href="#">Delete</a>
4004	3001	Kolkata	Delhi	\$6200.0	140	18	14	<a href="#">Edit</a> <a href="#">Delete</a>
4005	3002	Kolkata	Delhi	\$6300.0	150	50	12	<a href="#">Edit</a> <a href="#">Delete</a>
4006	3001	Hyderabad	Delhi	\$6000.0	200	100	100	<a href="#">Edit</a> <a href="#">Delete</a>

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The above page is the updated list of flights after editing the flight information.

# Flight Schedule Management

Airline Management System

CarrierFlightFlightBookingFlight ScheduleCustomer DetailsRefundLogout

Add New Flight Schedule

Flight ID:

4005

Date of Travel (YYYY-MM-DD):

30-03-2025

Business Booked Count:

0

Economy Booked Count:

0

Executive Booked Count:

0

Submit

Back to Flight Schedule List

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The above page demonstrates the Adding the new flight schedule by the administrator.

Airline Management System

CarrierFlightFlightBookingFlight ScheduleCustomer DetailsRefundLogout

Flight Schedule List

Add New Schedule

Search for Schedule Id.

5008	4004	2025-03-08	0	0	0	<div>EditDelete</div>
5009	4004	2025-03-18	0	0	0	<div>EditDelete</div>
5010	4001	2025-02-03	0	0	0	<div>EditDelete</div>
5011	4001	2025-04-03	0	0	0	<div>EditDelete</div>
5012	4005	2025-03-30	0	0	0	<div>EditDelete</div>

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The above page demonstrates the updated flight schedule list after adding the new flight schedule.

Airline Management System

CarrierFlightFlightBookingFlight ScheduleCustomer DetailsRefundLogout

Edit Flight Schedule

Flight ID:

4001

Date of Travel (YYYY-MM-DD):

05-04-2025

Date of Travel must be today or a future date.

Business Booked Count:

5

Economy Booked Count:

5

Executive Booked Count:

5

Submit

Back to Flight Schedule List

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The above page demonstrates the editing of the flight schedule details.

Airline Management System

CarrierFlightFlightBookingFlight ScheduleCustomer DetailsRefundLogout

Flight Schedule List

Add New Schedule

Search for Schedule Id..

SCHEDULE ID	FLIGHT ID	DATE OF TRAVEL	BUSINESS BOOKED	ECONOMY BOOKED	EXECUTIVE BOOKED	ACTIONS
5001	4001	2025-04-05	5	5	5	<div>Edit</div> <div>Delete</div>
5002	4002	2025-03-03	0	0	0	<div>Edit</div> <div>Delete</div>
5003	4003	2025-03-05	0	0	0	<div>Edit</div> <div>Delete</div>
5004	4004	2025-03-05	0	0	0	<div>Edit</div> <div>Delete</div>
5005	4005	2025-03-09	0	0	0	<div>Edit</div>

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The above page demonstrates the updated flight schedule list after editing the flight schedule.

# Flight Booking Management

Airline Management System

[Carrier](#) [Flight](#) [FlightBooking](#) [Flight Schedule](#) [Customer Details](#) [Refund](#) [Logout](#)

List of Flight Bookings

Search for Booking Id...

BOOKING ID	FLIGHT ID	CUSTOMER ID	NO. OF SEATS	SEAT CATEGORY	DATE OF BOOKING	DATE OF TRAVEL	BOOKING STATUS	BOOKING AMOUNT	REFUND AMOUNT	ACTIONS
6001	4005	10002	5	Economy	2025-03-11	2025-03-30	Booked	\$27090.0	\$0.0	<div>Edit</div> <div>Cancel</div>
6002	4005	10002	10	Economy	2025-03-11	2025-03-30	Booked	\$51660.0	\$0.0	<div>Edit</div> <div>Cancel</div>
6003	4005	10002	10	Business	2025-03-11	2025-03-30	Booked	\$103320.0	\$0.0	<div>Edit</div> <div>Cancel</div>

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The above page provides the available list of flight bookings.

Airline Management System

[Carrier](#) [Flight](#) [FlightBooking](#) [Flight Schedule](#) [Customer Details](#) [Refund](#) [Logout](#)

Edit Flight Booking

Flight ID:

4005

Customer ID:

10002

No. of Seats:

5

Seat Category:

Economy

Date of Booking (YYYY-MM-DD):

11-03-2025

Date of Travel (YYYY-MM-DD):

30-03-2025

Booking Status:

Booked

Booking Amount:

27090.0

Refund Amount:

0.0

Submit

Back to Flight Booking List

The above page demonstrates the editing of the flight booking details.

Airline Management System

localhost:8080 says

Are you sure?

OK

Cancel

Carrier

Flight

FlightBooking

Flight Schedule

Customer Details

Refund

Logout

Search for Booking Id.

BOOKING ID	FLIGHT ID	CUSTOMER ID	NO. OF SEATS	SEAT CATEGORY	DATE OF BOOKING	DATE OF TRAVEL	BOOKING STATUS	BOOKING AMOUNT	REFUND AMOUNT	ACTIONS
6001	4005	10002	5	Economy	2025-03-11	2025-03-30	Booked	\$27090.0	\$0.0	<div>Edit</div> <div>Cancel</div>
6002	4005	10002	10	Economy	2025-03-11	2025-03-30	Booked	\$51660.0	\$0.0	<div>Edit</div> <div>Cancel</div>
6003	4005	10002	10	Business	2025-03-11	2025-03-30	Booked	\$103320.0	\$0.0	<div>Edit</div> <div>Cancel</div>

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The above page demonstrates the deleting of the flight booking by the administrator and it also displays the alert message for deleting the flight booking.

localhost:8080 says

The refund amount is : 67158.0. Do you wish to cancel tickets?

OK

Cancel

The above page demonstrates the refund amount while cancelling the tickets by the alert message.

The above page demonstrates that the Ticket cancelled and refund amount initiated successfully.

# User Management

Airline Management System

CarrierFlightFlightBookingFlight ScheduleCustomer DetailsRefundLogout

List of Customers

Add New Customer

Search for Customer by Name..

CUSTOMER ID	USER NAME	CATEGORY	EMAIL	PHONE	ACTIONS
10000	admin	Admin	ramesh198@gmail.com	9876543210	<div>Edit</div> <div>Delete</div>
10001	Suresh	Customer	suresh198@gmail.com	9876453210	<div>Edit</div> <div>Delete</div>
10002	Ramya	Customer	ramya198@gmail.com	9876543960	<div>Edit</div> <div>Delete</div>
10003	Jhonny	Customer	john@gmail.com	9876543210	<div>Edit</div> <div>Delete</div>

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The above page demonstrates the available list of customers on the website.

Admin Register

First Name

Last Name

Password

Confirm Password

Select Role

Select Customer Type

DOB

Email ID

Address

Contact Number

Register

Reset

Type here to search

30°C Haze

ENG

17:34

11-03-2025

The above is the Registration page for the administrator registering.

localhost:8080 says

Are you sure?

OK

Cancel

Search for Customer by Name..

CUSTOMER ID	USER NAME	CATEGORY	EMAIL	PHONE	ACTIONS
10000	admin	Admin	ramesh198@gmail.com	9876543210	<div>Edit</div> <div>Delete</div>
10001	Suresh	Customer	suresh198@gmail.com	9876453210	<div>Edit</div> <div>Delete</div>
10002	Ramya	Customer	ramya198@gmail.com	9876543960	<div>Edit</div> <div>Delete</div>
10003	Jhonny	Customer	john@gmail.com	9876543210	<div>Edit</div> <div>Delete</div>

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The above page demonstrates the deletion of the customer and an alert message is displayed for the administrator before deleting the customer details.

Airline Management System

Carrier Flight FlightBooking Flight Schedule Customer Details Refund Logout

List of Customers

Add New Customer

Search for Customer by Name..

CUSTOMER ID	USER NAME	CATEGORY	EMAIL	PHONE	ACTIONS
10000	admin	Admin	ramesh198@gmail.com	9876543210	<div>Edit</div> <div>Delete</div>
10001	Suresh	Customer	suresh198@gmail.com	9876453210	<div>Edit</div> <div>Delete</div>
10002	Ramya	Customer	ramya198@gmail.com	9876543960	<div>Edit</div> <div>Delete</div>

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The above page is the updated list of customers after removing the customers.



# Refund

Airline Management System

CarrierFlightFlightBookingFlight ScheduleCustomer DetailsRefundLogout

Flight Cancellation Refund Calculation

Flight ID:  
4005

Date of Travel (YYYY-MM-DD):  
30-03-2025

Calculate Refund

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The above page demonstrates the flight cancellation refund calculation for the given flight ID and Date of Travel by the administrator.

Airline Management System

CarrierFlightFlightBookingFlight ScheduleCustomer DetailsRefundLogout

Refund Calculation Result

Flight ID: 4005

Date of Travel: 2025-03-30

Total Booking Amount (All affected bookings): \$182070.0

Refund Percentage: 100.0%

Refund Amount: \$182070.0

Extra Compensation (if applicable): \$0.0

Total Loss Incurred by Carrier: \$182070.0

[Back to Refund Calculation](#) | [Back to Dashboard](#)

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The above page demonstrates the refund calculation result for the given flight ID and Date of Travel with all necessary information regarding the Flight cancellation.

## Customer Profile

Airline Management System

HomeMy ProfileMy TripsRamya

User Profile

First Name:

Ramya

Last Name:

C

Password:

\*\*\*\*\*

Confirm Password:

\*\*\*\*\*

Role:

Customer

Customer Type:

Silver

Date of Birth:

2001-09-03

Email:

ramya198@gmail.com

Address:

Ameerpet Beside metro station

Phone Number:

9876543960

Edit

Delete

The above page is the customer profile which is viewed by the user. There are edit and delete buttons for editing the customer profile and deleting the customer profile.

## Ticket Booking

Airline Management System

HomeMy ProfileMy TripsRamya

Search Flights

Origin:

Enter departure city

Destination:

Enter arrival city

Date of Travel:

dd-mm-yyyy

Search Flights

Flight Id	Origin	Destination	DateOfTravel	Basic AirFare	Economy Seats Available	Business Seats Available	Executive Seats Available	Action
4005	Kolkata	Delhi	2025-03-30	6300.0	145	50	12	Book

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The above page demonstrates the searching for the flights for any origin to destination based on date of travel.

Airline Management System

HomeMy ProfileMy TripsRamiya

Flight ID

4005

Origin

Kolkata

Destination

Delhi

Travel Date

2025-03-30

No of Seats

1000

Seat Category

Economy

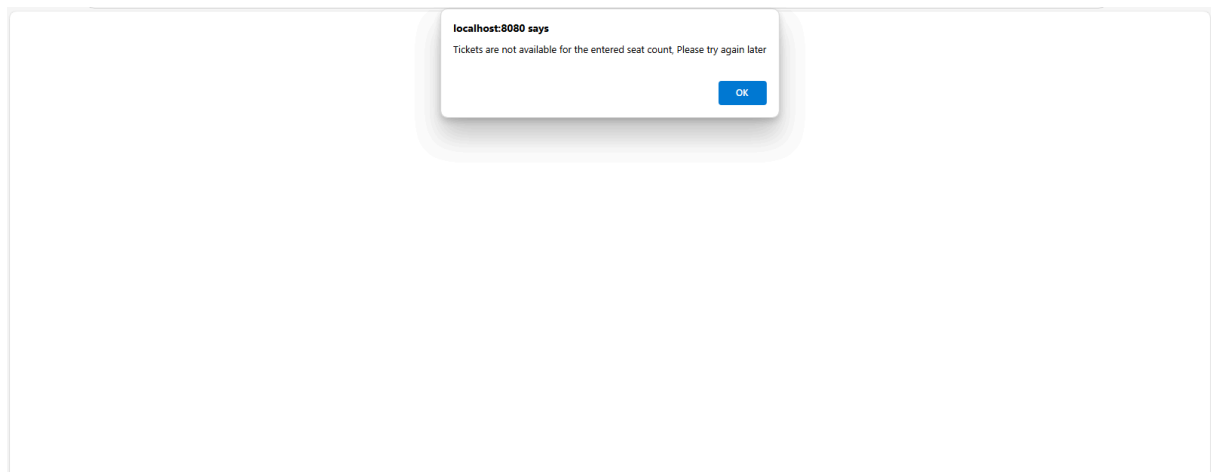
Book

Contact Us

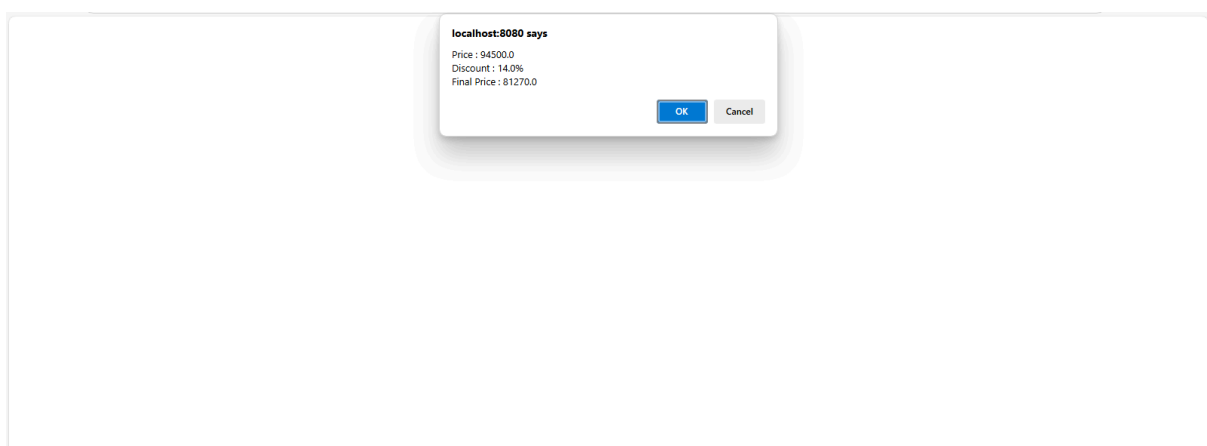
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The above page demonstrates that the number of seats are entered more than available and checking for the functionality to check validation of the number of seats available.



The above page demonstrates that the alert message is displayed for the user that the tickets are not available for the entered seat count.



The above page demonstrates that the price,discount,final price after the available number of seats are entered accurately within the available range.

## Cancel Bookings

Airline Management System

HomeMy ProfileMy TripsRamya

Flight Booking Id	Flight Name	Customer Name	Origin	Destination	Date of Booking	Date of Travel	No of seats	Seat Category	Booking Status	Amount	Refunded Amount	Action
6003	IndiGo	Ramya	Kolkata	Delhi	2025-03-11	2025-03-30	10	Business	Cancelled	103320.0	67158.0	No action required
6002	IndiGo	Ramya	Kolkata	Delhi	2025-03-11	2025-03-30	10	Economy	Booked	51660.0	0.0	Cancel Tickets
6001	IndiGo	Ramya	Kolkata	Delhi	2025-03-11	2025-03-30	5	Economy	Booked	27090.0	0.0	Cancel Tickets

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The above page demonstrates the view of bookings that are available for that customer.

localhost:8080 says

The refund amount is : 17608.5. Do you wish to cancel tickets?

OKCancel

The above page demonstrates the user clicks on cancel ticket and the confirmation message is displayed along with a refund amount for the user to confirm the cancellation of ticket.

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Ticket Cancelled and Refund Amount Initiated Successfully.

Flight Booking Id	Flight Name	Customer Name	Origin	Destination	Date of Booking	Date of Travel	No of seats	Seat Category	Booking Status	Amount	Refunded Amount	Action
6003	IndiGo	Ramya	Kolkata	Delhi	2025-03-11	2025-03-30	10	Business	Cancelled	103320.0	67158.0	No action required
6002	IndiGo	Ramya	Kolkata	Delhi	2025-03-11	2025-03-30	10	Economy	Booked	51660.0	0.0	Cancel Tickets
6001	IndiGo	Ramya	Kolkata	Delhi	2025-03-11	2025-03-30	5	Economy	Cancelled	27090.0	17608.5	No action required

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The above page demonstrates that the user confirms then ticket cancelled and refund amount initiated successfully.

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Ticket Cancellation failed.

Flight Booking Id	Flight Name	Customer Name	Origin	Destination	Date of Booking	Date of Travel	No of seats	Seat Category	Booking Status	Amount	Refunded Amount	Action
6003	IndiGo	Ramya	Kolkata	Delhi	2025-03-11	2025-03-30	10	Business	Cancelled	103320.0	67158.0	No action required
6002	IndiGo	Ramya	Kolkata	Delhi	2025-03-11	2025-03-30	10	Economy	Booked	51660.0	0.0	Cancel Tickets
6001	IndiGo	Ramya	Kolkata	Delhi	2025-03-11	2025-03-30	5	Economy	Cancelled	27090.0	17608.5	No action required

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The above page demonstrates that the user does not confirm to cancel the ticket and the appropriate message is displayed.

## My Trips

### Upcoming Trips

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Flight Booking Id	Flight Name	Customer Name	Origin	Destination	Date of Booking	Date of Travel	No of seats	Seat Category	Booking Status	Amount	Refunded Amount	Action
6002	IndiGo	Ramya	Kolkata	Delhi	2025-03-11	2025-03-30	10	Economy	Booked	51660.0	0.0	Cancel Tickets

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The above page demonstrates the user upcoming trips.

## Cancelled Trips

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Home My Profile My Trips Ramya												
Flight Booking Id	Flight Name	Customer Name	Origin	Destination	Date of Booking	Date of Travel	No of seats	Seat Category	Booking Status	Amount	Refunded Amount	Action
6003	IndiGo	Ramya	Kolkata	Delhi	2025-03-11	2025-03-30	10	Business	Cancelled	103320.0	67158.0	No action required
6001	IndiGo	Ramya	Kolkata	Delhi	2025-03-11	2025-03-30	5	Economy	Cancelled	27090.0	17608.5	No action required

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The above page demonstrates the user upcoming trips.

## Completed Trips

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Home My Profile My Trips Ramya												
No trips are completed yet...												

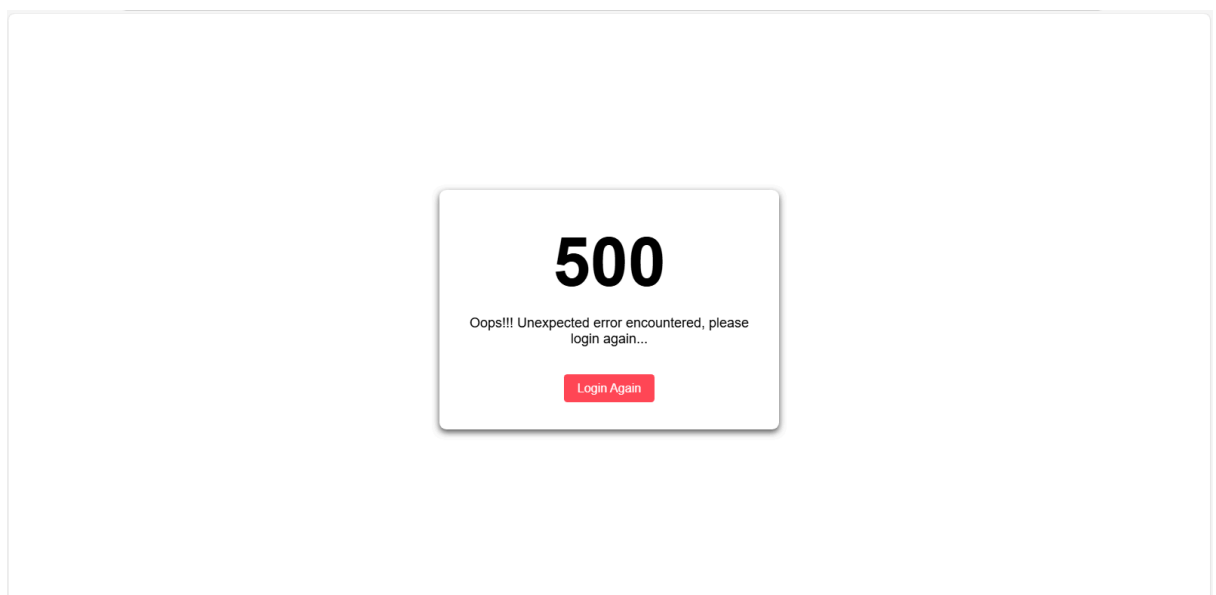
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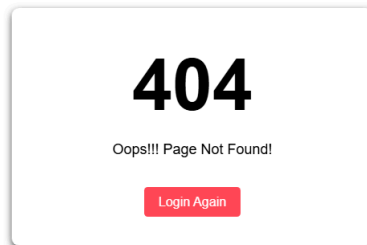
AMSMailer@help.com

The above page demonstrates the user completed trips. There is no completed trips so, it shows no trips are completed yet.

## Error Pages



The above page demonstrates the runtime exception and it is displayed to login again.



The above page demonstrates the invalid url and it shows that the page not found is displayed to login again.