# ***Ahsanullah University of Science & Technology***

Department of Computer Science & Engineering



Travel Agency Management System

CSE 3224

Information System Design & Software Engineering Lab

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**Introduction:**

Travel Agency is such a system which gives the facility of booking any type of tours and travels in online. This system is made so that customers do not need to visit the office to book their tickets. Our management system will be made to help in keeping the customers information, details of destination as well as payment received. In this present era time proves to be most important asset for an individual. This system will not only save the precious time but also accuracy, reliability and uniformity will be maintained.

**Objectives:**

The main objective of this project is to make the travel easy, comfortable for the users right from finding the routes to till the booking of the tickets. In this project we will have two modules admin and user.

**Study of Existing System:**

The most important part of previous online management systems is its database. The database is full of bus, train, airline timings and availability. This system will check for user choice and then query the database for various available mediums to travel to that destination. The system then loads all that data and puts those choices in front of the user. The user will then choose any of the ways to reach his destination. When the user will choose the Bus, train or Airplane option, the system will also allow the user to book tickets for the desire day and timings as well as hotel accommodation. The system will also provide any types of transaction possible like bkash, Rocket, Credit Card, Debit Card.

**Problems/Limitations of existing Systems:**

* There may be a chance of no availability of tickets.
* There may be a problem of getting the desired hotel in case of not availability.
* There may be a problem of getting a seat according to their choice while booking a ticket.

**Advantages / Goals of the Proposed System:**

* The system will be fully password protected. Only the admin can get access into the database with their registration info.
* The system will be reliable in any types of transaction.
* The project will be designed in such a way that new features and modules can be added into the system in future as per user requirements.
* Customers will be able to choose any packages after their desire.
* Customers will be able to cancel any packages after booking it (condition applicable)
* They will get bonus/offers if they take more trips.
* They can get private car for family tour with fixed payment.

**Types of Users of the Proposed System:**

🡪In our management system there will be 3types of users…

* Guest users
* Member users
* Manager

**Stakeholders [users] of the Proposed System:**

🡪Stakeholders are different people who would be interested in this software.

* Govt Agency (based on rules and regulation)
* Transport Company
* Entrepreneurs
* System Users
* Guest users
* Member users
* Manager
* System Engineers

**Functionality grouping according to the users:**

🡪The system provides the following functions according to the users

**Guest users:**

* Can register the system to become a member
* Can view popular packages
* Can view about the company details
* Can query and contact with the company
* Can see the reviews of existing users

**Member users:**

* Can login to his/her account
* Can buy/withdraw any package or offers
* Can see reviews of other users too
* Can see travel details

**Manager:**

* Can set registration procedure/settings
* Can verify the user’s information
* Can create and update of packages/offers
* Can generate reports
* Can check statistics of user’s usage quantity (user’s travel quantity)

**Requirement Specification:**

**Introduction:**

Travel agency is an online ticket booking system. The aim of this project is to study and analyze all the system procedures related to this. On the basis of the analysis performed our goal is to develop a requirements specification document that supports all the functional and non-functional requirements with improvements suggested for the current deficiencies.

**Functional Requirements:**

**FR01: Add Packages**

|  |  |
| --- | --- |
| **Req. No.** | **Functional Requirements** |
| **FR01-01** | The system shall allow the manager to add new packages to the system. |
| **FR01-02** | The system shall allow manager to add package details including place name, address, place history, transport details, quantity of members, hotel facilities. Type of offers and quantity of discount money shall also be included in the packages. |
| **FR01-03** | The system shall enable the manager to input and update the quantity of the new packages/offers. |
| **FR01-04** | The system shall enable the manager to update the data related to existing packages/offers. |
| **FR02: Display packages** | |
| **FR02-01** | The system shall enable the manager & Member users to view all the packages/offers available in the system. |
| **FR02-02** | The system shall enable the Member users to search packages/ offers with the packages/offers name or their wish. |
| **FR02-03** | The system shall have ability to display related packages/offers while searching packages/ offers. |

**FR03: Buy/withdraw packages**

|  |  |
| --- | --- |
| **FR03-01** | The system shall allow only registered users to buy/withdraw any packages. |
| **FR03-02** | The system shall automatically take input the date of buying packages. |
| **FR03-03** | The system shall automatically update the available packages/offers while buying/withdrawing packages. |

**FR04: Shared/Group Package Creation**

|  |  |
| --- | --- |
| **FR04-01** | This system shall allow manager to add group tour packages to collect required amounts of users to complete the tour. When the max no of user of a package will exceed, this service will be stopped & all the information about the tour will be send to all selected users. |
| **FR04-02** | This system shall allow multiple users to book the same package at a time only which will be created as a group package. |

**FR05: Request Registration**

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| --- | --- |
| **FR05-01** | The system shall enable the users to register to the system. |
| **FR05-02** | The system shall allow the users to fill-up a registration form to request registration to the system. |
| **FR05-03** | The system shall allow the manager to approve and disapprove user registration request. |
| **FR05-04** | The system shall allow the manager to cancel registration of the already registered user. |

**FR06: Preparation of Billing Documents**

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| --- | --- |
| **FR06-01** | After confirmation of booking, this system shall allow member user to go to the payment page to make a payment by credit card or debit card or bkash or rocket. After specifying the card details the transaction will be completed and the receipt will be shown for printing. |

**FR07: Contact with travel agency**

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| --- | --- |
| **FR07-01** | The system shall enable the member user to contact with travel agency via text message or email or direct phone call & the guest user via direct phone call or email. |
| **FR07-02** | The system shall enable the users to view manager messages. |

**FR08: Contact with users**

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| --- | --- |
| **FR08-01** | The system shall enable the manager to contact users via text message through the system. |
| **FR08-02** | The system shall enable the mangers to view user messages. |

**Non-functional requirements:**

**NFR01: Performance**

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| --- | --- |
| **NFR01-01** | Average load time of the starting page of the system must be less than 2 second. |

**NFR02: Security**

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| --- | --- |
| **NFR02-01** | System must provide access to authorized users only that enter through the login module. |
| **NFR02-02** | System must not provide access to ANY user EXCEPT the designated user to update the database. |

**NFR03: Defects-Maintenance**

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| --- | --- |
| **NFR03-01** | Post Release defects of the system must not exceed 1 critical bug per month. |
| **NFR03-02** | Post Release bug fixing should not take more than 5 hours. |

**Overall Constraint:**

The ***Travel Agency Management System*** should provide a user friendly and easy to use interface. The system must be secure and be able to handle all the required activities of the system. The system should be developed in such a way that changes can be made easily, whether for bug fixes or to add new functionality. The system should be developed in such a way that it can be easily reused, deployed and tested.

**Conclusion:**

This project entitled ***Travel Agency Management System*** is an attempt to make journey easy and comfortable to the users. The project is very flexible and secured, admins can incorporate new features and manage the modules of the system as per requirements. Being a web-based software, it can be accessed from anywhere with internet.