Customer Relation Management System for First Choice Travel Hub

A Capstone Project Proposal For First Choice Travel Hub

Presented to The Faculty of De La Salle-College of Saint Benilde

In Partial Fulfillment of the Department of Bachelor in Science of Information Systems

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Table of Contents

CUSTOMER RELATION MANAGEMENT SYSTEM FOR FIRST CHOICE TRAVEL HUB (
EXECUTIVE SUMMARY	3
COMPANY PROFILE	5
ORGANIZATIONAL CHART	8
President	8
General Manager	8
Finance Officer	9
Marketing Officer	9
Operations Officer	9
Travel Consultant	9
Reservation Consultant	9
SYSTEMS OVERVIEW	10
GOALS AND OBJECTIVES	12
Scope	
Limitation	
UML FOR EXISTING SYSTEM	
USED CASE DIAGRAM	
USED CASE NARRATIVES	
Title: Reserve Booking	
Title: Confirm Booking Problems	
Recommendations	
Features	
Functions	
UML FOR PROPOSED SYSTEM	26
USED CASE DIAGRAM	26
USED CASE NARRATIVES	27
Title: Package Overview	27
Title: Online Reservation	30
Title: Online Payment	32
Title: Account Management	35
Title: Help Desk	
Title: Record Transaction	39
Title: Suggestive Package	
Title: Package Management	43
SITE MAP	54
Customer	54
ADMINISTRATOR	

DATABASE SCHEMA	56
DATA DICTIONARY	57
Table: User Type	57
Table: User	57
Table: Create Promo	
Table: Suggestive Package	
Table: Suggested Email	
Table: Reserve Promo	
Table: Message	
Table: Credit Info	
Table: Payment	
Table: Record Transaction	61
NETWORK DIAGRAM	65
SOFTWARE REQUIREMENTS	66
HARDWARE REQUIREMENTS	67
SYSTEM COSTING	68
PROJECT DEVELOPMENT TIMELINE	69
TRANSITION AND TRAINING PLAN	70
Introduction	70
TRANSITION PLAN	
TRAINING PLAN	71
RISK MANAGEMENT	72
SYSTEM DESIGN	73

EXECUTIVE SUMMARY

First Choice Travel Hub is a travel service provider located at Unit 7 24k Mansion Property, Timog Avenue, Brgy. South Triangle Quezon City. Our search led us to this company which our team concluded, needs our help through the use of newer technology and our knowledge in order to boost their sales. The said travel agency is dedicated to offer affordable packages to the customer with their travel needs whether it may be local or international flights and also offering land transportation.

The company's major weakness is their marketing strategy. Since the company only rely through their hotlines and walk-in customers for their sales, the company is still struggling to achieve their expected sales. They have tried using Facebook as a mean of boosting their sales but it is showing that it only affected their sales a bit mainly due to the reservation officer can only access and reply to the inquiries in Facebook during office hours.

The Electronic Customer Relationship Management with Reservation System for First Choice Travel Hub is composed of customer relationship management (CRM) and an online reservation system. CRM refers to practices, strategies and technologies that companies use to manage and analyze customer interactions and data throughout the customer lifecycle. By implementing the CRM features, the study will be able to help the management to retain existing customers and encourage potential customers to choose their agency, with the goal of improving business relationships with customers, assisting in customer retention and driving sales growth.

CRM feature (Remote Access) will be included in the website, the admin will be able to access the website and check for the customer reservation and its status, reports, and inquiries. The customer will be able to make inquiries, view flight details, promotions, history, and reserve online without directly going to the company's office. The mobile access feature of CRM will also be featured on the system but with two conditions: first, it must have a web browser in order to visit the website. Second, it must have an internet connection. Multichannel support will also be

able through online messaging for inquiries and Frequently Asked Questions. List management will also be used in the system wherein the management can track the reservations made and the customers can look-up to the transaction history and reservations.

The group will create a website for First Choice Travel Hub that will cover the proposed system. A website is a location connected to the Internet that maintains one or more pages on the World Wide Web. The system will be beneficial for the customer and travel agency. The website will feature the following: Rates, promotions, destinations, reservations, itineraries, events and other information that are readily available in the website. Other functions include generating of income reports, notification for both admin and customer, monitoring of travel history, scheduling and online reservation system.

The scheduling and online reservation system allows customer to receive an approval email to confirm reservation and/or payments. It will allow customers to easily and conveniently manage the bookings and reserve tours without the trouble of going to the travel agency's office as customers are allowed to book or reserve a travel package or a flight online. As a result, it is expected that the work within the agency will be lessen and can gain new potential customers to increase Company's sales.

COMPANY PROFILE



Company Name: First Choice Travel Hub Contact Number: 0932 890 0162

Address: Unit 7 24k Mansion Property, Timog Avenue, Brgy. South Triangle Quezon City

First Choice Travel Hub, Inc. has been registered with the Securities and Exchange Commission on October 14, 2008 with six (6) incorporators and as Anthony Combes being the President. It was established for primary purpose of a Travel Agency. On the same year, it has been granted business permit from the Quezon City government and likewise with the Bureau of Internal Revenue on October 28, 2008.

It is a family corporation that focuses its services in the industry of tourism. Their aim is to offer a quality service and enjoyable trips that would benefit not only their clients but also their employees. The company assures the full satisfaction of their clients as well as to attend to their concerns. The family came up with this idea of putting up this travel agency because Mr. Anthony Combes took the opportunity of having another source of their income.

The main clientele of First Choice Travel Hub are mostly government employees who are either for training and/or for personal travel both local and international. The office is situated along the busy street of Timog Quezon City, which is accessible to clients. Operating hours is from 9 AM to 6 PM, Monday to Saturday or can be contacted anytime of the day and of the week thru phone, e-mail and social networking site such as Facebook.

Vision

Our vision is to promote global tourism through travel and tours industries by providing excellent services that meet the customer's satisfaction.

Mission

Our mission is to provide quality service and assurance in support of customers' success by making the most of their travel investment, keeping traveler's safety and enhancing the traveler experience to make their every trip with a smile and enjoyment on their part.

ACCREDITATION:

- International Air Transport Association (IATA)
- Department of Tourism (DOT)
- Department of Foreign Affairs (DFA)
- Bureau of Immigration and Deportation (BID)
- The Philippine-Australia Accredited Travel Agent Scheme (PAATAS)

PROFESSIONAL MEMBERSHIP:

- PATA (Pacific Asia Travel Association)
- PTAA (Philippine Travel Agencies Association)
- PIATA (Philippine IATA Agents Association)
- PHILTOA (Philippine Tour Operators Association)
- PCVC (Philippine Conventions and Visitors Corporation)

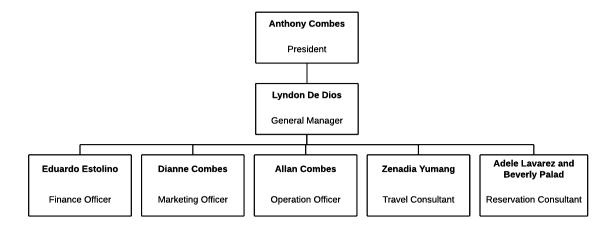
- CTTA (Cebu Travel and Tours Association)
- CATO (Cebu Association of Tour Operators)
- CVCB (Cebu Visitors and Convention Bureau)
- ECCP (European Chamber of Commerce and Industry of the Philippines)
- AmCham (American Chamber of Commerce and Industry)
- CCCI (Cebu Chamber of Commerce and Industry)
- The Japanese Chamber of Commerce and Industry

Services

- Ticket Reservation
- Hotel Accommodation
- Transport Service

ORGANIZATIONAL CHART

First Choice Travel Hub has 3 layers of organizational chart. The upper positions are the President and General Manager, while the lower positions are composed of Finance Officer, Marketing Officer, Operation Officer, Travel Consultant and Reservation Officer. First Choice Travel Hub has a total of 10 employees, one general manager, one for finance, one for marketing, one for operation, three for travel consultant, and four for reservation officer.



President

- ➤ The role of the president is to coordinate to everybody that is related in doing business transactions. (Suppliers, sponsors, organizers, etc.)
- Meets all the member of the company and the board of trustees.

General Manager

- ➤ The role of the general manager is to manage his/her subordinates for them to work efficiently. Also, if the president is on a leave, the general manager takes charge of the company.
- > Gives notices thrown by the president to the employees.
- Manage all the transaction but the general manager will throw it to the finance officer after closing the deal.

Finance Officer

- > The one that distributes the profit
- > The one that creates the financial planning
- > The financial officer is the one in charge of forecasting cash flow and future profits

Marketing Officer

- > The one that plans and deliver campaigns
- > To create marketing research how the company can earn more profit
- Maximize brand (company) promotion

Operations Officer

- > In charge of supporting to all business units including marketing and finance department
- > Creates operational goals to meet the performance expectations
- > Conducts preventive maintenance

Travel Consultant

- > The one that searches for the cheapest flights
- > Advise the client what's the best time to go on the said date.

Reservation Consultant

- > Enhance satisfaction for the clients. Adjust booking from time to time
- > The one that coordinates and books travel arrangement for individuals

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manage the bookings and reserve tours without the trouble of going to the travel agency's office as customers are allowed to book or reserve a travel package or a flight online. As a result, it is expected that the work within the agency will be lessen and can gain new potential customers to increase Company's sales.

Goals and Objectives

Goals	Objective
Create a Website with Online Reservation	The reservation officer will post the available booking here and trips and the customer visit the site and see if there are still available bookings for their desired trips
Online booking/reservation	The customer can choose from the available packages and promos available at the website and then book their desired package. The customer also has the choice to book a transfer service and or hotel accommodations.
Customer can pay online	The customer will be able to pay online via Credit card, Debit card or PayPal.
Track past records and transactions	Create a database that will save the past records and transactions of their customers and can view it online.
Chat tool for customers to admin	Create a chat tool for customers that will be available at the website for their inquiries, questions, concerns and feedback.
Automate Sales Report	Create a database that will store sales report of the company and will be able to view online (PDF form).

Scope

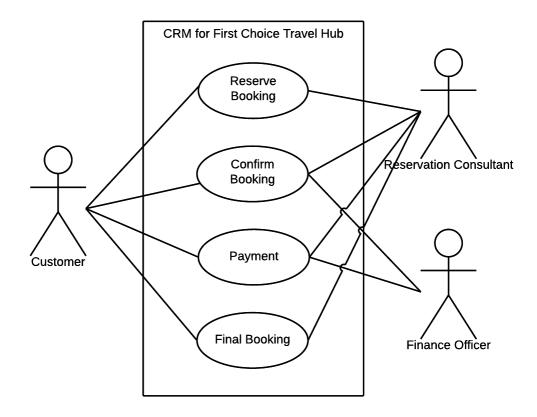
- View Promos and Packages available
 - ➤ The customer can view the promos and packages that the travel agency offers and the details about the package. (Rates, date of flight, hotel, tour, etc.)
- Hotel Accommodation and Transport
 - Customers will be able to choose to book only hotel reservations and or transfer services.
- View Sales Report
 - > The Administrator can view and the sales report of the company.
- Reservation and payment online
 - ➤ The customer can reserve the packages they want to avail and can pay it online via credit card, debit card or PayPal.
- View past records and transactions
 - ➤ The Administrator can view past records and transactions of the customer who have avail the packages offered by the company.

Limitation

- Reservation
 - > Flight details may be subjected to change. The airline is the one responsible for such changes.
- Payment
 - > System will not be able to handle refunds and the customer will have to go directly to the office to process refunds.

UML for Existing System

Used Case Diagram



Used Case Narratives

Title: Reserve Booking

Description: This use case describes the steps associated with reserving books for a flight for a vacation.

Actors:

1. Customer

2. Reservation Consultant

Creation Date: June 3, 2016 Date of Update: June 12, 2016

Version: 2.0 Person-In-Charge: Renzo Beltran

Flow of Events

Precondition:

1. Customer will inquire for a booking

Main Success Scenario:

- 1. Customer will contact Reservation Officer for reserving books.
- 2. The Reservation Officer then looks if booking is available.
- 3. The Reservation Officer confirms the customer the booking is available.

Alternative Sequence:

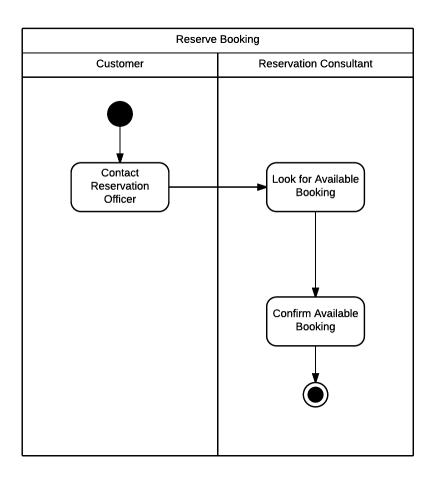
A1. None

Error Sequence:

- E2. Desired booking is not available
- 1. The Reservation Consultant then gives information of similar bookings with slight difference.
- 2. Customer decides to take the offer.

Post-Conditions:

1. The Reservation Officer then give the information to the customer to confirm the desired booking.



Title: Confirm Booking

Description: This use case describes the steps associated with Confirmation of the Booking

Actors

- 1. Customer
- 2. Reservation Consultant
- 3. Financial Officer

Creation Date: June 3, 2016 Date of Update: June 12, 2016

Version: 2.0 Person-In-Charge: Renzo Beltran

Flow of Events

Precondition:

1. The Reservation Consultant then give the information to the customer to confirm the desired booking.

Main Success Scenario:

- 1. Customer Fills up a contract form confirming that they have taken the reservation.
- 2. Customer gives the file to the Reservations Consultant.
- 3. Reservation Consultant checks the form for corrections
- 4. Reservation Consultant gives the filled form to the Finance Officer to compute for the price.
- 5. Finance Officer gives the computed price to the Reservation Consultant.
- 6. The Reservation Consultant gives the information to the Customer.

Alternative Sequence:

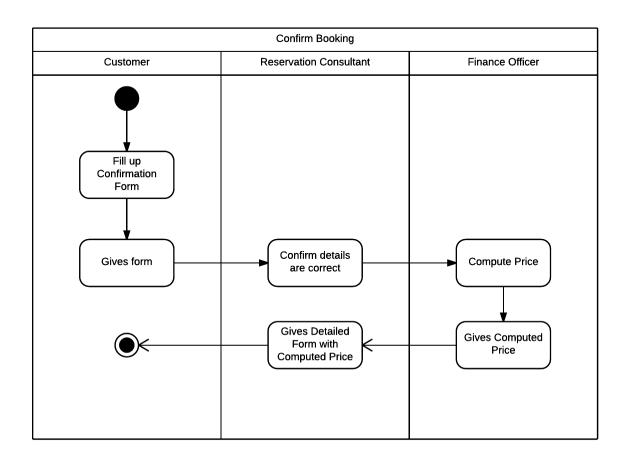
A1. None

Error Sequence:

E2. None

Post-Conditions:

1. Customer agrees to pay for the bookings.



Title: Payment

Description: This use case describes the steps associated with Payment of the Booking

Actors

- 1. Customer
- 2. Reservation Consultant
- 3. Financial Officer

Creation Date: June 3, 2016 Date of Update: June 12, 2016

Version: 2.0 Person-In-Charge: Renzo Beltran

Flow of Events

Precondition:

1. Customer agrees to pay for the bookings.

Main Success Scenario:

- 1. The Financial officer tells the customer the an initial 50% is needed as the initial down payment
- 2. Customer pays initial down payment
- 3. The Reservation Consultant give the print out itinerary of the booking.
- 4. Once fully paid, the sales order and other needed materials for the booking is given.

Alternative Sequence:

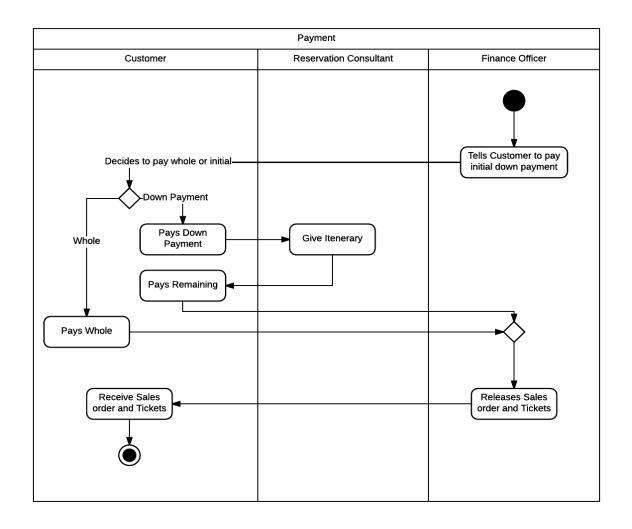
- A1. Customer won't pay down-payment instead will pay full
 - 1. The Reservation Officer will give the print out itinerary of the booking, sales order, and other needed materials for the booking.

Error Sequence:

E2. None

Post-Conditions:

1. Customer retrieves the booking.



Title: Final Booking

Description: This use case describes the steps associated with the final booking or confirmation

of transactions

Actors

1. Customer

2. Reservation Consultant

Creation Date: June 11, 2016 Date of Update: June 12, 2016

Version: 1.0 Person-In-Charge: Renzo Beltran

Flow of Events

Precondition:

1. Customer has paid.

Main Success Scenario:

- 1. Reservation Consultant checks if customer is fully paid
- 2. Sends email of Confirmation of Transactions

Alternative Sequence:

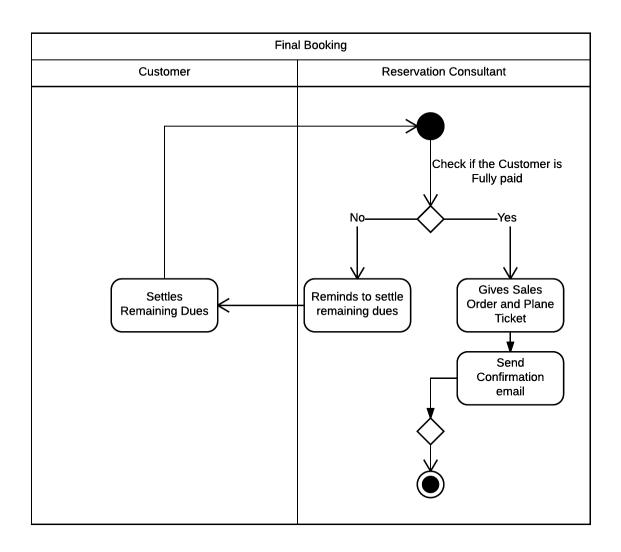
A1. None

Error Sequence:

- E2. Customer is not fully paid
 - 1. Reservation Consultant reminds customer to pay for remaining dues.

Post-Conditions:

1. Customer receives Confirmation email of transactions.



Problems and Recommendations

Problems	Recommendations
Customers cannot book/reserve using credit card.	To create a flexible mode of payments like credit cards, debit cards or PayPal
The company cannot track their past transactions.	To encode the company's client travel history to track the past transactions
There is no quick response for the Customer	To provide chat tool for easy inquiries
The Company are having a hard time viewing their sales report because they are just written on a ledger and the files might be lost (misplaced, accidentally destroyed).	Provide a database that will store all the sales report and can viewed on the website via PDF form.
The customer cannot see the available dates and promos so he/she needs to call the agency to inquire the date slots and promos that the travel agency offers	To put information on the website regarding the date slots and the promos that they offer. (packages)

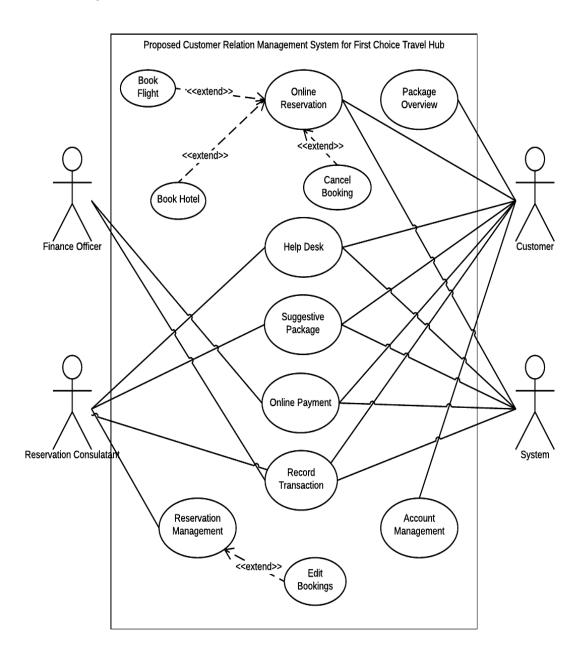
Features and Functions

Features	Functions
Suggestive Package and Schedules	The existing customers will refer their friends and relatives and give their Email so the company could send what promos and packages they have.
Help desk	An Online Chat Tool that the customer can Use to contact the agency/admin whenever he/she has concerns for faster inquiries.
Manage Account	User will be able to access the online website according to their status and at the same time update and store their personal information needed for future transactions.
Package and Schedules Overview	The Customer will be able to check online the available packages and schedules of flights.
Reservation and Booking	The Customer will be able to view the promos online using the website and also be able to book their desired promos.
Promo / Package Manager	The Reservation Consultant can create and input the available promos and packages in the website for customer view and avail.

Record and Transactions	The Administrator can track past records and transactions of customers.
Generate Billing and Payment Options	The system will provide a billing statement. Present payment options such as credit card, debit cards or PayPal. Generate Official Receipt after payment is made.
Email Confirmation / Validation	A confirmation e-mail will be sent to the user's e-mail to confirm that the account is a valid user.
Captcha	Upon registration a test will be given to tell if the one registering is a human or a bot.
Administrator	The admin of the site will be able to manage the webpage contents and the accounts of the users.
Encryption	The user's email and password will be encrypted for the safety of the account.

UML for Proposed System

Used Case Diagram



Used Case Narratives

Title: Package Overview

Description: This use case describes the steps associated with checking the availability of a flight or packages.

Actors:

1. Customer

2. System

Creation Date: June 18, 2016 Date of Update: July 1, 2016

Version: 2.0 Person-In-Charge: Renzo Beltran

Flow of Events

Precondition:

1. The Customer will inquire and heads to the Check Availability page

Main Success Scenario:

- 1. The Customer will select or find a certain promo they desire
- 2. The Customer checks available flights for the desired promos
- 3. The System complies the data.
- 4. The System sends the Customer to a page where the desired promo and flight is overviewed.

Alternative Sequence:

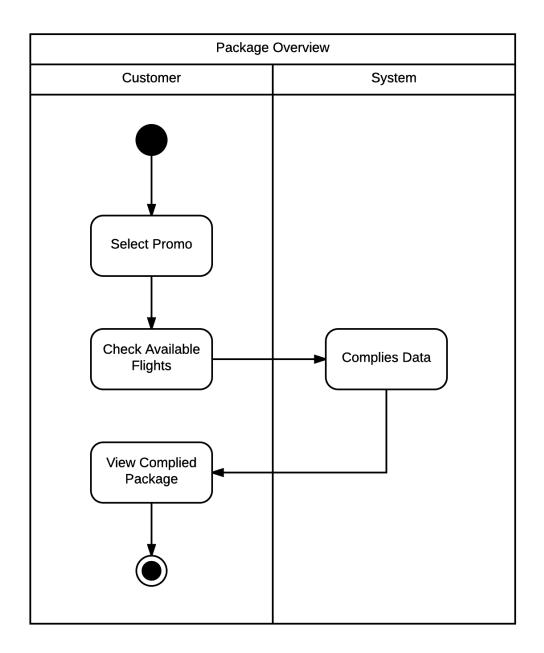
A1. None

Error Sequence:

- E2. Customer's desired booking is not available
 - 1. The Customer could visit the website some other time for updates on the availability.

Post-Conditions:

1. The Customer's desired promo is available and clicked and heads to the Online Reservation page



Title: Online Reservation

Description: This use case describes the steps associated with Reservation of a flight or packages.

Actors:

- 1. Customer
- 2. System

Creation Date: June 18, 2016 Date of Update: July 1, 2016

Version: 2.0 Person-In-Charge: Renzo Beltran

Flow of Events

Precondition:

1. The Customer's desired booking is available and is clicked and heads to the Reservation page

Main Success Scenario:

- 1. The Customer will click the Reserve Booking button
- 2. The System will check if the customer has no pending reservation
- 3. The System will compute for the reserved package and fees.
- 4. The System will show an itinerary of the computed fees.

Alternative Sequence:

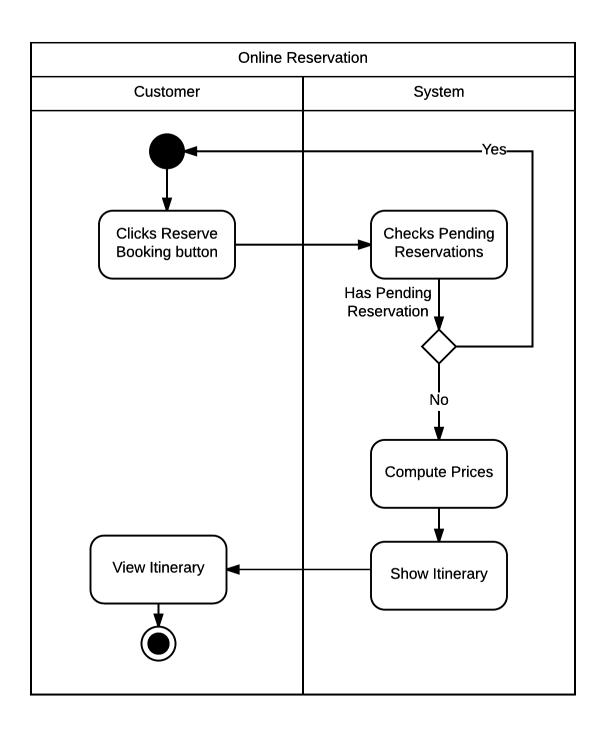
A1. None

Error Sequence:

- E1. Customer has pending reservation
 - 1. The System notifies the Customer that a pending reservation is occurring
 - 2. The System prioritizes the first pending reservation until cancelled by the Customer

Post-Conditions:

1. The Customer will pay for the reservation and proceeds to the Pay Reservation Page



Title: Online Payment

Description: This use case describes the steps associated with Online Payment of Reservation

Actors:

- 1. Customer
- 2. System
- 3. Finance Officer

Creation Date: June 18, 2016 Date of Update: June 1, 2016

Version: 1.0 Person-In-Charge: Renzo Beltran

Flow of Events

Precondition:

1. The Customer will pay for the reservation and proceeds to the Pay Reservation Page

Main Success Scenario:

- 1. The Customer will click to the Pay via Credit Card page.
- 2. The System will check the Customer's Information for a valid Credit Card number.
- 3. The System will validate the Credit Card's validity.
- 4. The System will send a confirmation to the Customer saying that the booking has been settled and paid.
- 5. The System will send a notification email to the Finance Officer that a Customer is settled and paid.

Alternative Sequence:

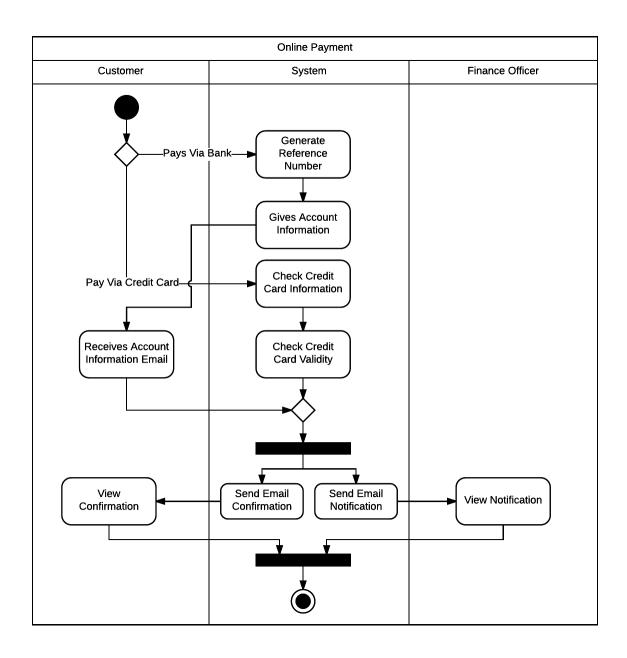
- A1. Customer has no credit card
 - 1. The Customer will click the Pay via Bank
 - 2. The System will generate a reference number to track the reservation.
 - 3. The System will give the account Name and account number of the company.
 - 4. The System sends a notification to the Finance Officer that a Customer has decided to pay via bank.
 - 5. The Finance Officer tracks the reference number to determine if the customer is paid or not.
 - 6. The Customer will receive a confirmation that the transaction is paid.

Error Sequence:

- E1. The Customer has no credit card information
 - The Customer will head to the Account Management page to input their credit card information

Post-Conditions:

1. The Customer is able to print the Sales invoice and documents required for the booking



Title: Account Management

Description: This use case describes the steps associated with editing the profile for information

Actors:

- 1. Customer
- 2. System

Creation Date: June 18, 2016 Date of Update: July 1, 2016

Version: 2.0 Person-In-Charge: Renzo Beltran

Flow of Events

Precondition:

1. The Customer is already a registered member, will have information for updating

Main Success Scenario:

- 1. The Customer will head to the Account Management page.
- 2. The Customer will input desired information to be updated.
- 3. The System will check if the information is valid.

Alternative Sequence:

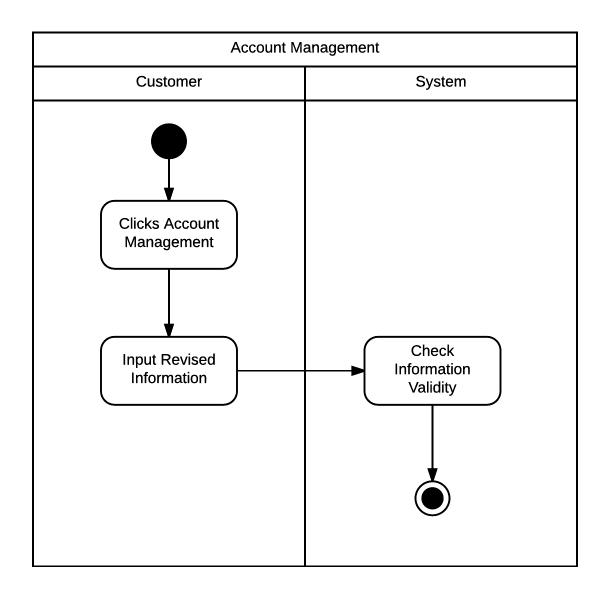
A1. None

Error Sequence:

E1. None

Post-Conditions:

1. The Customer's information is edited.



Title: Help Desk

Description: This use case describes the steps associated with the Online chat tool

Actors:

- 1. Customer
- 2. System
- 3. Reservation Consultant

Creation Date: June 25, 2016 Date of Update: July 1, 2016

Version: 2.0 Person-In-Charge: Renzo Beltran

Flow of Events

Precondition:

1. The Customer has concerns about the bookings and is in need of clarification.

Main Success Scenario:

- 1. The Customer clicks the Help Desk button.
- 2. The System will pop up a chat box that will let the Customer contact the Reservation Consultant.
- 3. The Customer types their concern and questions.
- 4. The System will notify the Reservation Consultant that the Customer has concerns and in need of assistance.
- 5. The Reservation Consultant types the answers about the concerns of the Customer.

Alternative Sequence:

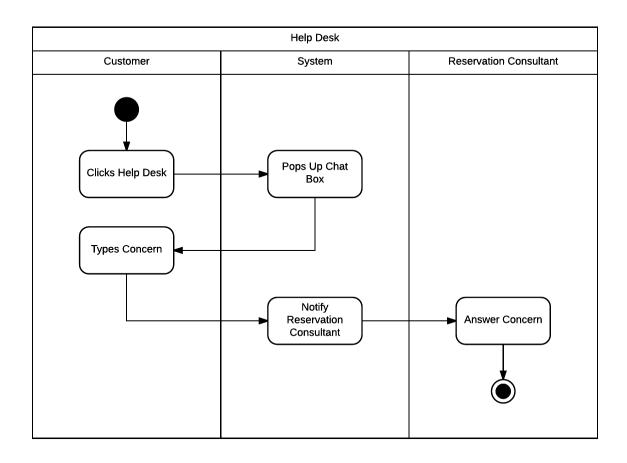
A1. None

Error Sequence:

E1. None

Post-Conditions:

2. The Customer's questions and concern are satisfied.



Title: Record Transaction

Description: This use case describes the steps associated with recording of transactions

Actors:

1. System

Creation Date: June 18, 2016 Date of Update: July 1, 2016

Version: 3.0 Person-In-Charge: Renzo Beltran

Flow of Events

Precondition:

1. A transaction has been made

Main Success Scenario:

- 1. The System assigns a transaction identification code to the transaction.
- 2. The System compiles the transaction to a database.
- 3. The System updates the record for any revisions or additions to the data.

Alternative Sequence:

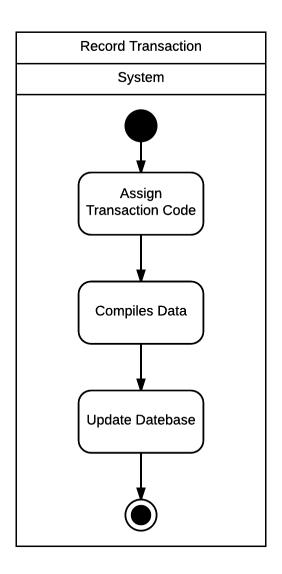
A1. None

Error Sequence:

E1. None

Post-Conditions:

1. The transaction has been recorded into the database and can be accessed by officers of the company.



Title: Suggestive Package

Description: This use case describes the steps associated with suggesting of packages to the customer.

Actors:

- 1. Reservation Consultant
- 2. System
- 3. Customer

Creation Date: June 18, 2016 Date of Update: July 1, 2016

Version: 2.0 Person-In-Charge: Renzo Beltran

Flow of Events

Precondition:

1. The customer is registered and wants to let their friends know about the packages.

Main Success Scenario:

- 1. The Customer clicks the Suggest to a Friend button.
- 2. The Customer inputs the desired friend's Email.
- 3. The System will generate a code for the suggestion of the Customer.
- 4. The System notifies the Reservation Consultant and emails the generated code for tracking.
- 5. The System emails the customer's friend the promo.

Alternative Sequence:

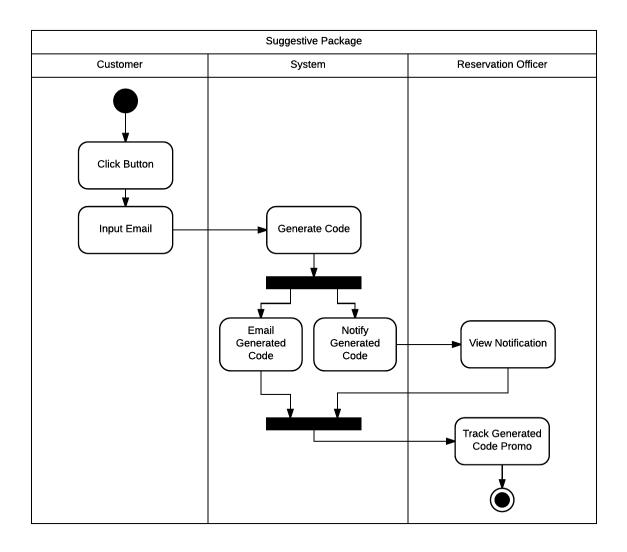
A1. None

Error Sequence:

E1. None

Post-Conditions:

1. The Promo has been reviewed and taken into consideration by the customer's friend.



Title: Package Management

Description: This use case describes the steps associated with creating promos and packages.

Actors:

1. Reservation Consultant

2. System

Creation Date: June 25, 2016 Date of Update: July 1, 2016

Version: 2.0 Person-In-Charge: Renzo Beltran

Flow of Events

Precondition:

1. The Reservation Consultant is able to retrieve valid accommodations for creating packages and promos.

Main Success Scenario:

- 1. The Reservation Consultant clicks the button Package Management.
- 2. The Reservation Consultant will input necessary information to view for the Customer about the packages and promos.
- 3. The System will check for numerical prices and computes the total fees
- 4. The System will show the computed prices and compiled packages for the Reservation Consultant to view.
- 5. The Reservation Consultant will confirm that the data is confirmed for viewing to the Customer.

Alternative :	Sequence:
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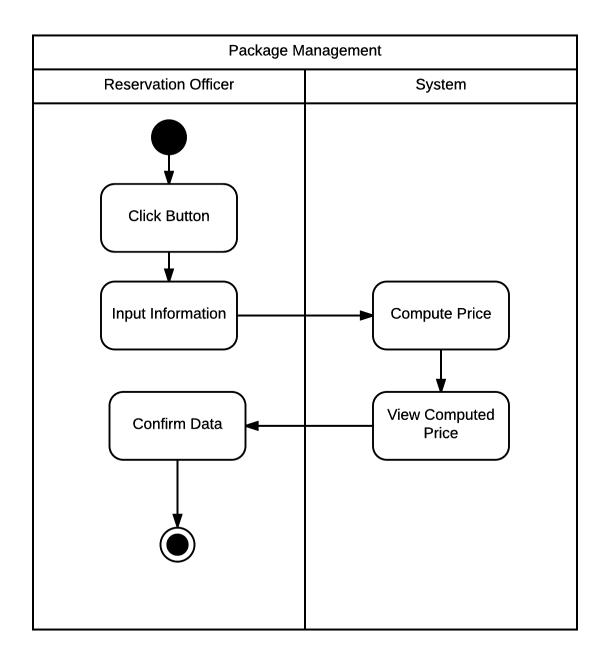
A1. None

Error Sequence:

E1. None

Post-Conditions:

1. The Reservation Consultant has created a promo.



Title: Book Flight

Description: This use case describes the steps on booking a separate flight from the packages

Actor:

- 1. Customer
- 2. System

Creation Date: October 24, 2016 Date of Update: October 27, 2016

Version: 1.1 Person-In-Charge: Renzo Beltran

Flow of Events

Precondition:

1. The customer decides to find a separate flight for their bookings.

Main Success Scenario:

- 1. The customer will click select Custom Bookings button.
- 2. The system will check for available separated bookings.
- 3. The system will retrieve for available separated bookings
- 4. The system will view the available separated bookings.
- 5. The customer will select the desired flight booking.
- 6. The system notifies the customer that the desired booking is created.
- 7. Use Case ended.

Alternative Sequence:

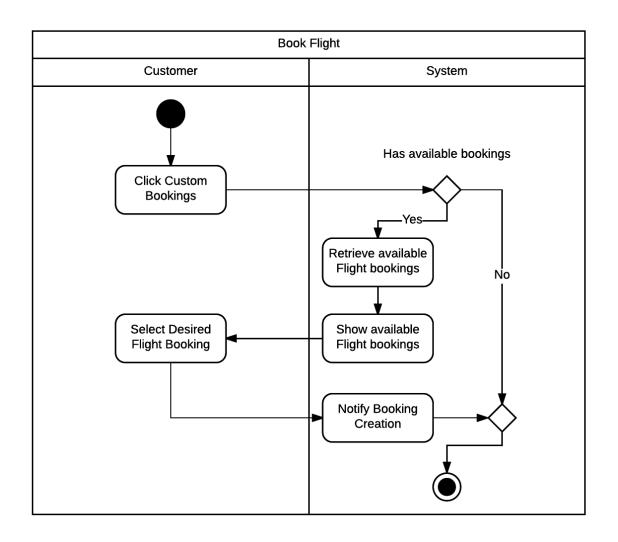
1. None

Error Sequence:

- 1. No Available bookings
 - a. The system will notify the customer that there are no available bookings.

Post Condition:

 The Customer will pay for the reservation and proceeds to the Pay Reservation Page



Title: Book Hotel

Description: This use case describes the steps on booking a separate Hotel booking from the packages

Actors:

- 1. Customer
- 2. System

Creation Date: October 24, 2016 Date of Update: October 27, 2016

Version: 1.1 Person-In-Charge: Renzo Beltran

Flow of Events

Precondition:

1. The customer decides to find a separate flight for their bookings.

Main Success Scenario:

- 1. The customer will click select Custom Bookings button.
- 2. The system will check for available separated bookings.
- 3. The system will retrieve for available separated bookings
- 4. The system will view the available separated bookings.
- 5. The customer will select the desired Hotel booking.
- 6. The system notifies the customer that the desired booking is created.
- 7. Use Case ended.

Alternative Sequence:

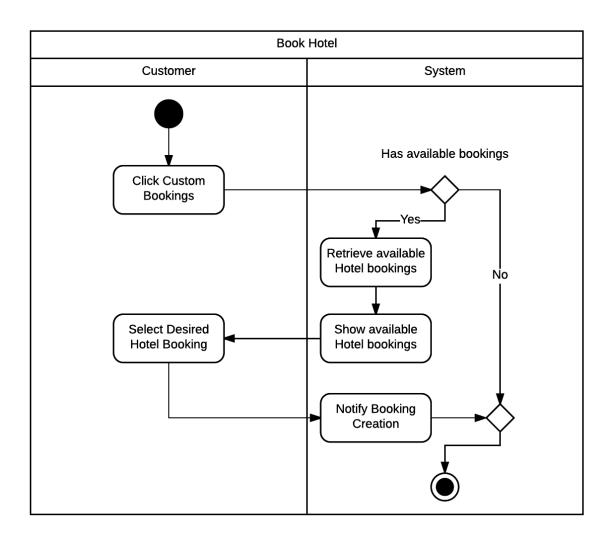
1. None

Error Sequence:

- 1. No Available bookings
 - a. The system will notify the customer that there are no available bookings.

Post Condition:

 The Customer will pay for the reservation and proceeds to the Pay Reservation Page



Title: Cancel Booking

Description: This use case describes the steps on cancelling reservations

Actors:

1. Customer

2. System

Creation Date: October 24, 2016 Date of Update: October 27, 2016

Version: 1.1 Person-In-Charge: Renzo Beltran

Flow of Events

Precondition:

1. Customer must be signed in.

2. The customer has made a reservation.

Main Success Scenario:

- 1. The customer will go to the check reservation page.
- 2. The customer will choose the reservation to be cancelled.
- 3. The system checks if the requested cancellation is available.
- 4. The system notifies the customer that his reservation is cancelled.
- 5. Use Case ended.

Alternative Sequence:

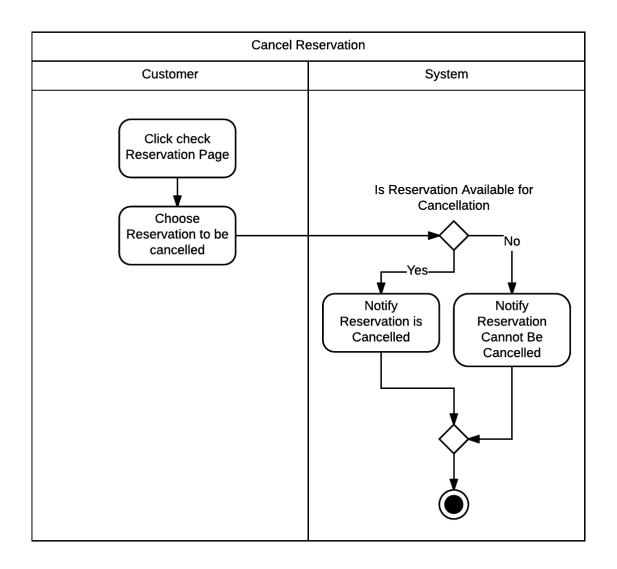
1. None

Error Sequence:

- 1. The requested reservation cannot be cancelled.
 - a. The system will notify the customer that his reservation cannot be cancelled due to a specific reason.

Post Condition:

1. The customer has no pending reservations.



Title: Edit Bookings

Description: This use case describes the steps on editing booking

Actors:

1. Reservation Consultant

2. System

Creation Date: October 24, 2016 Date of Update: October 27, 2016

Version: 1.1 Person-In-Charge: Renzo Beltran

Flow of Events

Precondition:

1. Reservation Consultant must be signed in.

Main Success Scenario:

- 1. The Reservation Consultant will go to the check booking page.
- 2. The Reservation Consultant will choose the reservation to be edited.
- 3. The Reservation Consultant proceed to edit the booking.
- 4. The system checks if the edited booking is valid.
- 5. The system notifies the Reservation Consultant that booking is edited.
- 6. Use Case ended.

Alternative Sequence:

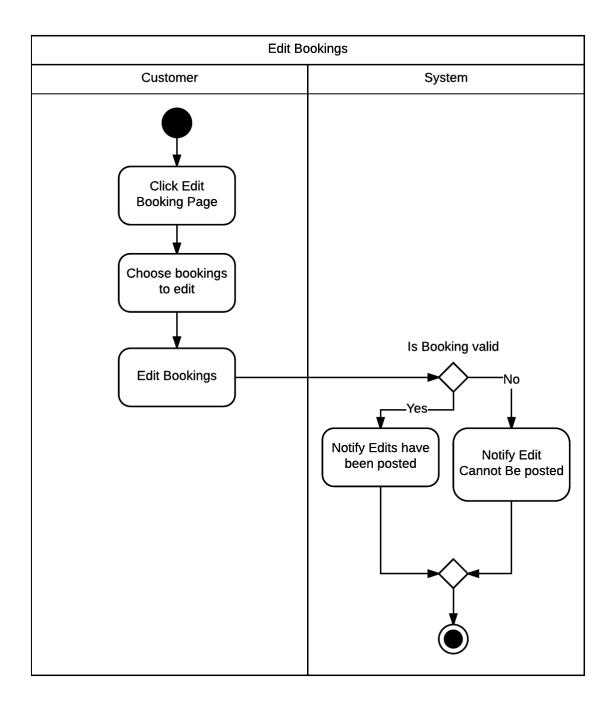
1. None

Error Sequence:

- 1. The requested edit is not valid.
 - a. The system will notify the Reservation Consultant that his edit cannot be added due to a specific reason.

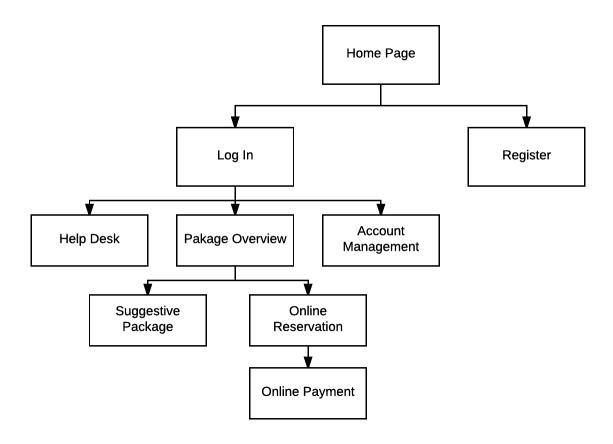
Post Condition:

1. The Reservation Consultant has edited the bookings.

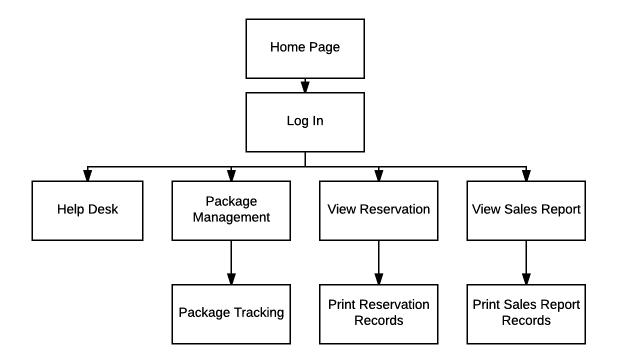


Site Map

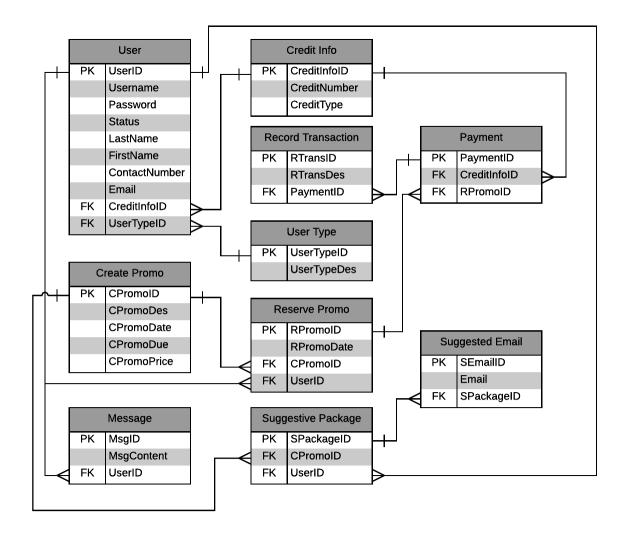
Customer



Administrator



Database Schema



Data Dictionary

Table	Table: User Type								
Key	Field Name	Data Type	Length	Nullable	Default Value	Description			
PK	UserTypeID	Int		No	Auto Generated	User Type ID			
	UserTypeDes	NvarChar	200	No	None	User Type Description			

Table	Table: User								
Key	Field Name	Data Type	Length	Nullable	Default Value	Description			
PK	UserID	Int		No	Auto Generated	User ID			
	Username	NvarChar	20	No	None	User's Username			
	Password	NvarChar	20	No	None	User's Password			
	Status	NvarChar	20	No	None	User's Status			
	LastName	NvarChar	45	No	None	User's Last Name			
	FirstName	NvarChar	45	No	None	User's First Name			
	ContactNum ber	Int	20	No	None	User's Contact Number			
	Email	NvarChar	50	No	None	User's Email			
FK	CreditInfoID	Int		No	None	Credit Info ID for Credit Info			
FK	UserTypeID	Int		No	None	Type ID for User Type			

Table	Table: Create Promo								
Key	Field Name	Data Type	Length	Nullable	Default Value	Description			
PK	CPromoID	Int		No	Auto Generated	Created Promos'			
	CPromoDes	NvarChar	200	No	None	Create Promos' Description			
	CPromoDate	Date		No	None	Created Promos' Date			
	CPromoDue	Date		No	None	Created Promos' Due Date			
	CPromoPrice	Money		No	None	Created Promos' Price			

Table	Table: Suggestive Package								
Key	Field Name	Data Type	Length	Nullable	Default Value	Description			
PK	SPackageID	Int		No	Auto Generated	Suggested Package ID			
FK	CPromoID	Int		No	None	Created Promos' ID from Create Promo			
FK	UserID	Int		No	None	User ID for User			

Table	Table: Suggested Email								
Key	Field Name	Data Type	Length	Nullable	Default Value	Description			
PK	SEmailID	Int		No	Auto Generated	Suggested Email ID			
	Email	NvarChar	50	No	None	Suggested Friends' Email			
FK	SPackageID	Int		No	None	Suggested Package ID from Suggestive Package			

Table	Table: Reserve Promo								
Key	Field Name	Data Type	Length	Nullable	Default Value	Description			
PK	RPromoID	Int		No	Auto Generated	Reserve Promo ID			
	RPromoDate	Date		No	None	Reserve Promo Date when it was acquired			
FK	CPromoID	Int		No	None	Created Promos' ID			
FK	UserID	Int		No	None	User's ID from User			

Table	Table: Message								
Key	Field Name	Data Type	Length	Nullable	Default Value	Description			
PK	MsgID	Int		No	None	Message ID			
	MsgContent	NvarChar	500	No	None	User's Message Content			
FK	UserID	Int		No	None	User's ID for User			

Table	Table: Credit Info								
Key	Field Name	Data Type	Length	Nullable	Default Value	Description			
PK	CreditInfoID	Int		No	None	Credit ID			
	CreditNumber	Int		No	None	Credit Card Number			
	CreditType	NvarChar	30	No	None	Credit Card Type			

Table	Table: Payment									
Key	Field Name	Data Type	Length	Nullable	Default Value	Description				
PK	PaymentID	Int		No	None	Payment ID				
FK	CreditInfoID	Int		No	None	Credit ID for Credit Info				
FK	RPromoID	Int		No	None	Reserve Promos' ID for Promos				
FK	RHotelID	Int		No	None	Reserve Hotel ID for Hotel Reservation				
FK	RFlightID	Int		No	None	Resere Flight ID for Flight Reservation				

Table	Table: Record Transaction							
Key	Field Name	Data Type	Length	Nullable	Default Value	Description		
PK	RTransID	Int		No	None	Record Transaction ID		
	RTransDes	NvarChar	200	No	None	Record Transaction Status or Description		
FK	PaymentID	Int		No	None	Payment ID from Payment		

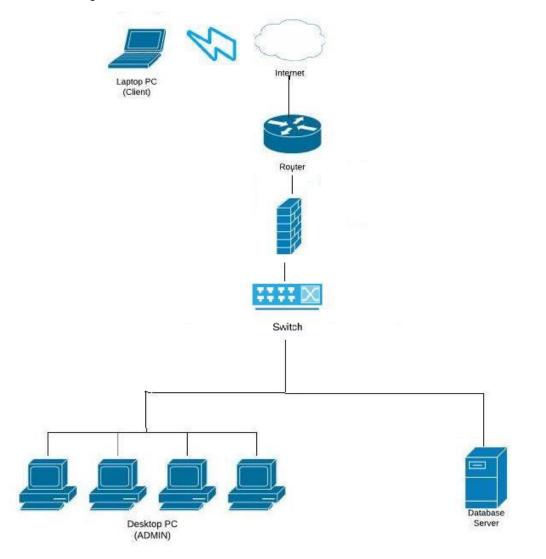
Table: Create Flight									
Key	Field Name	Data Type	Length	Nullable	Default	Description			
					Value				
PK	CFlightID	Int		No	Auto	Create			
					Generated	Flight ID			
	CFlightDes	Nvarchar	200	No	None	Create			
						Flight			
						Description			
	CFlightDate	Date		No	None	Create			
						Flight Date			
	CFlightPrice	Money		No	None	Create			
						Flight Price			

Table: Reserve Flight						
Key	Field Name	Data Type	Length	Nullable	Default Value	Description
PK	RFlightID	INT		No	Auto Generated	Reserve Flight ID
	RFlightDate	Date		No	None	Reserve Flight when date is acquired
FK	CFlightID	INT		No	None	Create Flight ID
FK	UserID	INT		No	None	User ID from User

Table: C	reate Hotel Reservation	on				
Key	Field Name	Data Type	Length	Nullable	Default	Description
					Value	
PK	CHotelResID	Int		No	Auto	Create
					Generated	Hotel
						Reservation
						ID
	CHotelResDes	Nvarchar	200	No	None	Create
						Hotel
						Reservation
						Description
	CHotelResDate	Date		No	None	Create
						Hotel
						Reservation
						Date
	CHotelResPrice	Money		No	None	Create
						Hotel
						Reservation
						Price

Table: Rese	rve Hotel					
Key	Field Name	Data Type	Length	Nullable	Default Value	Description
PK	RHotelID	Int		No	Auto Generated	Reserve Hotel ID
	RHotelDate	Date		No	None	Reserve Hotel Date when it was acquired
FK	CHotelResID	Int		No	None	Create Hotel Reservation ID
FK	UserID	Int		No	None	UserID from User

Network Diagram



Network Diagram of the System

The figure shows the network design of the system which uses internet to run. Any device can connect to the system by using internet connection through Wi-Fi, data or DSL connection.

Software Requirements

Product	Description
Microsoft Windows 10	Our system will be running on a windows 10 OS but Windows 7 and higher versions are recommended for better experience.
Oracle MySQL Standard Edition	MySQL is the world's most popular open source database.
Google Chrome and Mozilla Firefox	Any updated browser will be able to launch the website but the group recommends Google Chrome and Firefox.
PHP 7.0.12	It is a free open source programming language which is widely use in the industry.
Converge iBiz 10MBPS	This company is one of the first to offer fiber optic connections for the internet therefor will have a better connection for the server.
Avira Antivirus Server 2016	Antivirus software prevents the system from outside program threats.
PHP MyAdmin	Used for managing the database over the web to create and delete database. Create, alter, drop, delete, import and export functions will be easier by using this software.

Hardware Requirements

Products	Description
Dell PowerEdge T330 Tower Server	All in One Server PC and Backup.
LG 21:9 UltraWide FHD IPS Monitor	Desktop Monitor
EPSON L210 Printer	All-in-one high-capacity integrated ink tank system, for cost-effective, reliable color printing.
Asus RT-14UHP Router	High Power N300 3-in-1 Wi-Fi Router / Access Point / Repeater
Cyberpower PR750LCDTAA (UPS)	provides battery backup, power and surge protection for corporate servers, department servers, storage appliances, network devices, and telecom installations requiring Active PFC power source compatibility.

System Costing

System Cost				
Item	Cost			
Windows 10 Pro	Php 9393.00			
Oracle MySQL Standard Edition (Yearly)	Php 94,164.00			
Godaddy Web Hosting with Free Domain (Monthly)	Php 739.00			
Godaddy Domain Fee (Yearly)	Php 8.64			
Dell PowerEdge T330 Tower Server	Php 43723.00			
LG 21:9 UltraWide FHD IPS Monitor	Php 9403.00			
Logitech Keyboard & Mouse	Php 940.00			
Cyberpower PR750LCDTAA (UPS)	Php 15985.00			
Avira Antivirus Server (Yearly)	Php 16126.00			
Asus RT-14UHP Router	Php 3000.00			
EPSON L210 Printer	Php 7500.00			
Converge iBiz 10MBPS (Monthly)	Php 4000.00			
Total Cost	Php 157,258.64			

Project Development Timeline

Electronic Customer Relationship Management with Reservation Systems for First Choice Travel Hub

ID	Task Project	Member	Start Date	End Date	Duration
1	Documentation Phase	All Members	6/3/2016	7/2/2016	30 days
2	Seek for a company	Joshua Opao	6/3/2016	6/5/2016	2 days
3	Interview the company	All Members	6/6/2016	6/6/2016	2 days
4	Data Gathering	All Members	6/7/2016	6/11/2016	5 days
5	Data Analysis	All Members	6/9/2016	6/15/2016	7 days
6	Analysis of the existing system	All Members	6/11/2016	6/22/2016	12 days
7	Gather ideas for the proposed system	All Members	6/10/2016	6/15/2016	6 days
8	Analysis of the gathered ideas for the proposed system	All Members	6/11/2016	6/17/2016	7 days
9	Document Polishing	All Members	7/1/2016	7/4/2016	4 days

Transition and Training Plan

Introduction

For the group to fully implement the proposed system for the company, full cooperation is required for all the end users for the transition and training plan. The group will explain and show on how the system supposed to work, so that the end users will have an idea and will be able to appreciate it. By teaching the end users on how to run the program, it will avoid or lessen the error that will occur. It is a requirement to teach them one by one in order for them to fully understand the use of the system. Their process will be transitioned from manual to automatic system for them to have a smooth and easy process. The group will prioritize teaching those who are in the travel agency first because they are the one that will mostly use the system. The focuses are the reservation consultant and the finance officer since they are the one that will generate reports using the system. After all the end users understand and grasp on how the system works, their work will be more efficient and easier for them because they will be able to accomplish more in that short amount of time.

Transition Plan

Activity	Person in Charge	Period(days)
Schedule Orientation	Renzo Beltran	1
Preparation for the Orientation	Joshua Opao	2
Hardware/Software Procurement	All members	3
Hardware/Software Installation	All members	10
System Implementation	All members	5
Testing and Troubleshooting	All members	4
Total number of days:		25

Training Plan

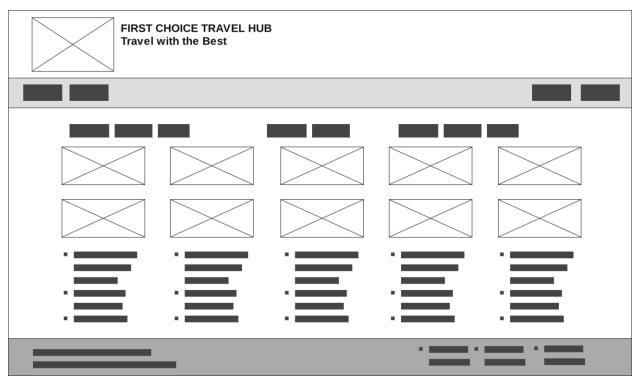
Task	Person in charge	Period(days)
Training meeting	All members	1
Determine training requirements	Ron Chan	1
Create a training plan (Needed courses for training) (Scheduling of training)	Robert Sy	2
Brief Introduction of System to employees	All members	1
Reservation consultant training	All members	4
Finance officer training	All members	4
Other employees training	All members	3
Evaluation of training	All members	1
Total number of days:		17

Risk Management

RISK	DESCRIPTION	IMPACT ON	LIKELIHOOD	OVERALL	SOLUTION
		PROJECT	OF	THREAT	
			OCCURANCE		
1	Incompetent skills of	HIGH	MEDIUM	HIGH	Members must be
	other members				trained accordingly.
2	Design failure	HIGH	HIGH	HIGH	Thorough and
					extensive testing of
					the system
3	Relationship with the	HIGH	MEDIUM	HIGH	Must communicate
	client (Awareness of				with client
	client to the process				throughout the
	of system)				project
4	System failure	HIGH	HIGH	HIGH	High database
					memory and
					system recovery
					feature required
5	Security	HIGH	HIGH	HIGH	Encryption of data
6	Web pages' load slow	HIGH	MEDUIM	HIGH	Good PHP coding.
	and incorrectly				Small graphics (if
					any)

Risk ID	Title	Cost Impact on Project	Probability
1	Incompetent skills of other	PHP 20,000	15%
	members		
2	Design failure	PHP 10,000	8%
3	Webpage loads	PHP 7,000	12%
4	Relationship with the client	PHP 7,000	25%
5	System failure	PHP 35,000	10%
6	Security failure	PHP 150,000	30%

System Design



FIRST CHOICE TRAVEL HUB Travel with the Best	
REGISTE	R
Username	
First Name	
Last Name	
Contact Number	I
Email	I
	Submit

