USER MANUAL

EARTHED TRAVEL AGENCY

[Online Booking System for Tour]

User Requirements

A good internet connection

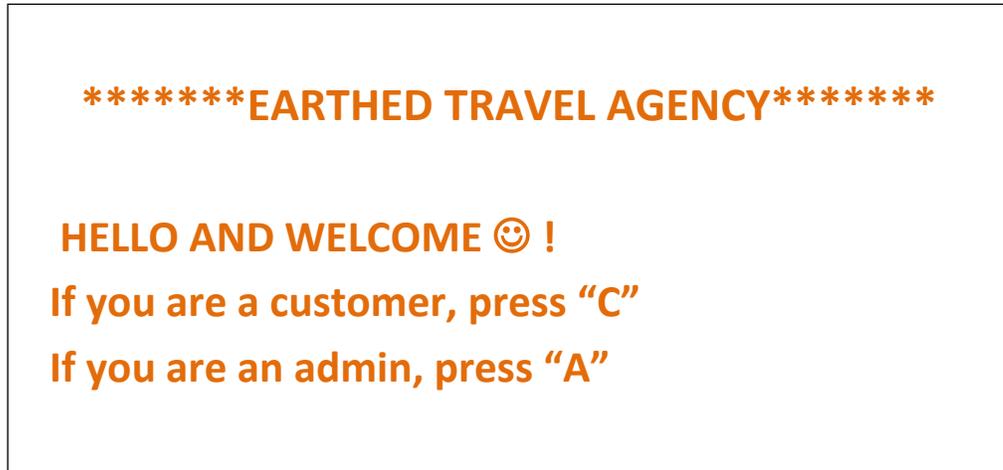A bank account

An email id

Identity card (Voter Id/Pan card)

Welcome Users ☺

It's a simple guide to our program designed for the customers like you who wish to book a travel package by Earthed travel agency. Here our sole purpose is to give you some instructions how to fill up the online form so that you can confirm your tour from home with ease.

Guidelines for Booking:-

The agency provides excellent travel experience to our customers. Basically we facilitate tour to five famous visiting places. These are Goa,Ooty,Delhi,Ujjain, Jabalpur.We have also our residential accommodation for our customers. You just need to choose one among these. Then you can proceed. The following sample is given below.

The first page displayed when you open the portal will be like this.

*******EARTHED TRAVEL AGENCY*******

HELLO AND WELCOME ☺ !
If you are a customer, press "C"
If you are an admin, press "A"

CUSTOMER SECTION

You can do three processes here as a customer. First one is booking obviously. You can also cancel your tour before the set off due to some emergency. You can also register complaint so that we can get our best feedback.

A page will appear for your initialisation....

Press 'B' for booking, 'C' for cancellation, 'D' for registering complaint
If you press any other than B,C,D , it shows
"Wrong input"

After entering the booking, the destination list will appear.

1.Goa   2.Ooty 3.Ujjain 4.Jabalpur 5.Delhi

Enter your option

If you want to Goa, then enter 2. Likewise if you want go for Delhi, then enter 5.

Now you have selected any one option. Let's say your option is 1 which is Goa. Now you are provided with a Travel chart for Goa.

GOA

Distance-750 km

Days available- Everyday

Transporting mean- 4 seater / 9 seater

Hotels available- North 16 Goa
Riverside regency resort
Estrela Do Mar Beach Resort

Hotel accommodation-

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1.One single bed+One double beds
2.One double
3.Two double +One single
4.Four double
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If you choose any option other than 1-5, you will receive a message "Wrong Input."
Or it will display
Press "Y" for other destination
Press "C" to continue with the booking
Press any other alphabet to go back to the main menu

If you choose to continue with your booking, the following will be displayed as you are required to submit your details

The mode of transport and the accommodation facilities are fixed for all the venues.

Vehicle types are :
    1.four seater
    2.nine seater

Accommodation facilities:
    1.One single bed +One double bed
    2.One double
    3.Two double bed+One single bed
    4.Three double
    5.Four double

The next page will display like this:

Enter your name:

  (must be less than 20 letters)

Enter your phone number:

Enter your address:

  (must be less than 30 letters)

Enter the number of people accompanying you:

 (It must be less than 10)

Enter the destination code:

Enter the date of journey (DDMMYYYY):

Enter the duration of the tour (days):

Enter the choice of vehicle (1 or 2):

Enter the accommodation choice(1-5):

After your choice the computer will compute the total cost by comparing the base cost with the service tax. Then it will ask you for the confirmation

    Do you want to continue? (Y or N)

Transporting and accommodation details;

In which type of vehicle you are going to travel?

1. 4 seater
2. 9 seater

Choose any of the following type of housing facility ;

1. One single bed + One double beds
2. One double bed
3. Two double beds + One single bed
4. Three double beds
5. Four double beds

The overall expected expense of this tour is displayed to you. You have to take the print out of the bill and submit the cash directly or you can send the money through challan within five days before the date of journey.

Your booking has been confirmed

Earthed Travel Agency

Name	T ushar Shekhar
Customer Id	TS1456023G
Duration	3 days
Vehicle	9 seater
Resort	One single + Two double beds
Total Expense	Rs. 29,000/-

Print Out

In our program, there is a facility of cancellation of booking also. You can cancel it only before five days of date of journey. 10% of your payment is not refundable as per the company policy.

Enter your Customer Id :

The program saves the database of every customer it come across. As soon as you enter the serial number , it shows your submitted information

Earthed Travel Agency

Name-	Tushar Shekhar
Customer Id-	13TS1211G
Duration-	3 days
Date-	12-11-13

Below your details, a message will appear for your confirmation of cancellation.

Are you sure you want to cancel the booking ? (Y/N)

You have to press "Y" for confirmation.

After entering "Y", you get the following message.

Your response has been submitted successfully. The balanced amount will be refunded to you in ten working days.

Thank you for your valuable time. Visit again ☺

Guidelines for complain

There is a provision for our customers for registering complaint against any inconvenience. So that we get a chance to review the faults in our system management.

In the main menu, you have to choose "D" and It will first ask your ID as ;

Enter your Customer ID:

If your ID is matched with our database, then the details will appear

Then it will display like this

Your complaint has been successfully registered.

If your ID doest not match with our database, it will display

The ID you entered does not exist.
Press '0' to go back to the main menu.

<u>ADMIN SECTION</u>

Through the main menu by pressing "A" you can enter into the admin section.

Then it will display the following;

1.Display personal details of all the customers
2.Display by date
3.Display by vehicle
4.Display by destination
5.Search by ID
6.Search by name
7.View the complains
8.Terminate

Enter your choice (1 to 8):

If you enter 1, it will display the details as follows

Customer ID- 13TS1211G
Name- Tushar Shekhar
Ph number- 8543212345
Address-Powai,Mumbai-400076
Company-6

Customer ID- 13TS1111H
Name- Tejas Gupta
Ph number- 8512342345
Address-Thane,Mumbai-400036
Company-3
....

If you enter 2, it will ask the date on which you want want to see the tour plans ;
    Enter the date(DDMMYY):

Then the customer details matched with this date will be displayed

Customer Id-984131212
Vehicle- 4 seater
Destination- Goa
Accomodation- One double bed + One single bed
Duration(days)- 3

Customer Id-121231213
Vehicle- 9 seater
Destination-Jabalpur
Accomodation-Three double bed+One single bed
Duration(days)- 6

If there is no booking on that particular day, it will display - "No match found"

If you enter 3, it will ask for the vehicle type that booked by the passengers ;

 Enter the vehicle type:

   The details will be displayed as this;

        Customer Id- 712231213
        Destination-Goa
        Accomodation-One double bed
        Date-241213
        Duration-5

        Customer Id-459590064
        Destination-Ujjain
        Accomodation-One single bed+One double bed
        Date-211213

        ....

If you enter 4, it will ask the destination:

    Enter the destination:

It will display the details associated with the destination

Customer Id-12341206
Vehicle-4 seater
Accommodation-One double bed +One single bed
Date-120613
Duration(days)-5

Customer Id-12341206
Vehicle-4 seater
Accommodation-One double bed +One single bed
Date-120613
Duration(days)-5   ....

If it does not match with our database, it will show
"No match found"

If you enter 5,it will ask for the customer ID;

Enter the customer ID:

It shows the details of that customer linked with
that ID ;

Customer name- Suresh Nadia
Destination-Delhi
Vehicle- 9 seater
Accommodation-Two double bed+Two single bed
Date-121314
Duration-6

If you enter 6, it will ask the name;
Enter the name:

Suppose there are more than one persons associated with this name, so it will display both.

Customer ID-998230911
Destination-Jabalpur
Vehicle-4 seater
Accomodation-One double bed
Date- 230911
Duration-5

If you enter 7, you can see the all the complaints of your customers

128121114- Your price was so high as compared to the present condtion. It would have been much less.

887030410- Vehicle condtion was not so good. Often break down. Waste lots of time.

973421003- Single bed room was ok.But that double bed room was so much congested, so we faced many problems.

 If there is no complaints registered that have not reviewed , it will display

No complaints to display

If you enter 8. It will show

THIS WILL LEAD TO LOSS of ALL DATA
RELATED TO THE CUSTOMERS !!

Do you still want to terminate the program ?

Press "Y" to terminate
Press "0" to go back to the main menu
Press "e" to go back to the admin menu