# WANDERLUX TRAVEL ONLINE SYSTEM

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This report is submitted in partial fulfillment of the requirements for the
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# DECLARATION

I hereby declare that this project report entitled

**WANDERLUX TRAVEL ONLINE SYSTEM**

is written by me and is my own effort and that no part has been plagiarized without citations.

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# DEDICATION

*Bismillahirrahmanirrahim*

*Thousand appreciations to all are helping hands..*

*To my beloved parents, abah and ibu..*

*To my beloved siblings..syaza, sabiq, saffa', su'ad and sadiq..*

*To my inspiration...mohd syukri...*

*To all my fellow friends..for ups and downs throughout the wonderful three years together..*

*To my best friends supportive ummu habibah, nurul ain, nadia..*

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## ABSTRACT

Nowadays, most of the travel agency company in our country used the old fashion system to manage and maintain their services but now, the computerized system is needed in helping the system admin and staffs in managing reservation process more efficiently and secure. Therefore, a research has been done to help this department in managing their services. For that, one system will be developed which is Wanderlux Travel Online System.

This system will be used by the multiple level users which are system admin, staffs and public users. This system is used to make the reservation of the package holiday, flight or hotel. To make the reservation, users need to fulfill the customer information, reservation information and made a payment for the reservation and for every form users need to submit it. This is because; the records that have been filling by the users will be record by the system. System admin do the import and export data, backup and recovery and the reservation procedure.

All related information has been gathered from interview, facts and finding. This system use System Development Life Cycle (SDLC) and Database Life Cycle (DBLC) as methodology for database design process. Some problems have occurred such as human-errors in recording, and missing of files. Therefore, the computerized system that will be developed is for solving the problems that occurs or might occur and also to make all the reservation activities smoothly and increase the service.

# ABSTRAK

Pada masa ini, syarikat pelancongan dalam Malaysia masih menggunakan sistem manual dalam menyelenggarakan servis-servis yang disediakan, namun pada masa kini, sistem berkomputer diperlukan bagi membantu sistem admin dan kakitangan dalam menguruskan proses tempahan dengan lebih berkesan dan terjamin. Dengan itu, satu penyilidikan telah dijalankan bagi membantu syarikat ini dalam menguruskan semua servis yang disediakan. Rentetan dari itu, sebuah sistem akan dibangunkan iaitu Sistem Tempahan Wanderlux Travel atas talian.

Sistem ini akan digunakan oleh beberapa peringkat pengguna iaitu system admin, kakitangan dan pengguna awam. Sistem ini adalah sistem tempahan stadium. Sekiranya, pengguna ingin membuat tempahan, pengguna hanya perlu mendaftar dahulu sabagai pengguna kepada sistem ini bagi mendapatkan kata laluan and nama. Selepas daftar, pengguna boleh terus menggunakan sistem ini. Untuk membuat tempahan, pengguna hendaklah mengisi borang pengguna, tempahan dan borang bayaran. Selepas, semua borang lengkap, pengguna hendaklah menghantarnya. Ini kerana, semua data berkenaan akan disimpan oleh sistem. Tugasan sistem admin adalah membuat *import export* data, *backup dan recover* sistem jika kegagalan berlaku pada sistem dan menguruskan pangkalan data. Kakitangan akan menguruskan maklumat kakitangan yang lain dan prosedur tempahan

Semua maklumat didapati dari temubual dan fakta.Semua maklumat diperolehi daripada kaedah temuduga dan pancarian fakta. Sistem ini menggunakan *Sistem Development Life Cycle (SDLC)* dan *Database Life Cycle (DBLC)* sebagai metodologi dalam rekabentuk proses pangkalan data. Terdapat sedikit masalah seperti salah simpan data dan kehilangan fail.Kerana

itu, sistem berkomputer akan dibangunkan untuk mrngatasi masalah ini dan untuk memastikan semua tempahan proses berjalan denagn lancar dan sekaligus pertingkatkan perkhidmatan.

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| | |
|---|---|
| **DDL** | **Data Definition Language** |
| **DFD** | **Data Flow Diagram** |
| **DML** | **Data Manipulation Language** |
| **DCL** | **Data Control Language** |
| **DBMS** | **Database Management System** |
| **ERD** | **Entity Relationship Diagram** |
| **FK** | **Foreign Key** |
| **GUI** | **Graphical User Interface** |
| **LAN** | **Local Area Network** |
| **PHP** | **Personal Homepage Hypertext Preprocessor** |
| **PSM1** | **Projek Sarjana Muda 1** |
| **PK** | **Primary Key** |
| **RDBMS** | **Relational Database Management System** |
| **SDLC** | **Structured Development Life Cycle** |
| **DBLC** | **Database Life Cycle** |
| **SQL** | **Structured Query Language** |

# CHAPTER 1

# INTRODUCTION

## 1.1 Project Background

Travel agency company is developed to manage the customer needs when it comes to plan their vacation on going somewhere. One of the travel agency companies is Wanderlux Travel Sdn. Bhd. The company receives the booking travel from customers through the telephone or customers come to this agency to make a booking. The staffs record the information in the computer. Then, according to the date that requested by the customer, the staffs make a call to check the flight ticket and to make the hotel reservation. If the date is not suitable, the staffs give the feedback to the customer back and confirm the new date. When the customers agree about the date, the staff confirms the flight ticket and also the hotel reservation. Until this moment, all the data about the customer, the flight reservation, the hotel reservation and even the payment are kept through manual filing system.

This make the Wanderlux Travel had to pay more for the telephone billing. It is also make the customer waiting for the confirmation about the reservation. How about if the customer want it urgent? When the confirmation process is taking a long time, it will make the customer change their mind to switch to other travel agency. This gives a bad impact to the company. There are a time when people will go vacation especially when school holidays. At this time, many customers come to make a reservation. When the number of customer increased, it is hard to manage the system. How to keep data in order and secure where only the authorize staff can access it. If there are any changes, how to track all the data that are related. Furthermore, if any unexpected incident such as robbery or fire happened, is the any back up for all the important information?

Thus, as the solution for the entire problem, I built a system called Wanderlux Travel Online System. This system is keeps all the information of the company operation from customer's data, reservation's information until the payment information in computerized system with database. The Wanderlux Travel Online System System keeps track all of the operation information securely orderly and even with backup. It is easy for searching and retrieving data, and making changes to all stored data.

The Wanderlux Travel Online System is able to be used by authorized staff and customer only. It is implemented in a LAN network where two or more computers can run same activities in the same time. Wanderlux Travel Online System will be developed in Windows operating System, so that it will be more user- friendly. The modules that include in this system involve all the reservation of travel facilities payments, latest information about festivals in Malaysia that occurred and generate report.

## 1.2 Problem Statements

The current system that Wanderlux Travel Sdn Bhd used to manage their business is not suitable for nowadays. There are several problems influence to develop a new system to replace the current system that they are using now.

Current information management system of Wanderlux Travel company still manual means that information of the customers still recorded on papers, record book, some time unable to respond customers requirement immediately, and also ineffectiveness in store, retrieve and update information. The current system is no serving the travel information and reservation information online, whenever customers want to know some information of the packages, customers have to come and check by themselves at Wanderlux Travel staff.

The main problem is the management and organizer. The current system is poor in management and not systematic in all the activities. For example, a lot of documents are not updated and sometimes data are lost. The 'to-be' system helps this organization to arrange these data using computerized technique. It is also able to detect the customers, packages that they have taken with payment that they have made and also the travel agent that conduct which organize by them. These give them the track record for all the places and packages that organized by them.

The second problem is timing. The current system takes a long time to deliver the data to be checkup by the staff. The customer has to contact the Wanderlux travel staff to check whether their application is append or not. With the new system, it also can reduce this problem because the management task take a short time especially in decision making like places with the packages and the payment of the packages will be published online. This helps the customer to well organize their schedule before they attend to the vacation.

The other problem that appears is no database and retrieving information. By using manual system, data are only being stored in files. Therefore, the possibilities of data loss is high since the file may easily get damage or lost if it is not being taken good care of.

The 'to-be' system is covering this problem and save the customer for the management analysis. In order to solve these problems, it is important that the organization have to re-manage the system information and database to be more efficient and effective.

## 1.3 Objectives

There are some objectives that have to achieve for through the system. The objectives are:

### 1.3.1 To make the processing and accessing data be more faster

To be fast in data processing and accessing by using query and index are required. This is because query is help to improve data retrieval and performance speed. In my case, the company operation info such as Booking Reservation details that is kept in the Wanderlux Travel Online System can be access easily and in time.

### 1.3.2 To give the integrity of the data

Data integrity enforced through for the proper use of primary and foreign key rule. The primary key helps to avoid data redundancy and inconsistency. So, there would not be a redundancy data while using the system for searching or adding a new data.

1.3.3 To protected the data

Data stored in the company database must be protected from being access by unauthorized users. In this system, users are provided with password security that allows the assignment of access rights to specific authorized users. Password security usually enforced at logon time.

1.3.4 To reduce processing time of application process through online system

Through the online reservation, customer can make online reservation for their application. They can select which one the packages in Malaysia. Then, the systems verify the status of reservation. It can reduce time to search and waiting time. The processing times to apply a reservation take long time. This because all the procedure are used manual application. With the online reservation, all process becomes efficiency. Staff can receive the reservation of application in a short time.

1.3.5 Help customers to make better choice

With the online application, customer can see all the services such as the hotel reservation and the packages that are provided for each place and can make better choice because all details can be access that has been saved in the database. The customers' will choose the interesting places and suitable packages that they wanted.

1.3.6 To be one stop center for customer reservation

All customer application saves in one database. Data in the database is centralized and customer can make their application and choose the ideal package from range of packages to get a nice vacation. With the centralized database, it is also make it easy to backup the data and recovery to ensure the availability of consistent data.

1.3.7 To generate reports

Reports that required by the management of Wanderlux Travel will generate. System produce reports for each package and also produce monthly report to be used by manager to make easy manage the process and accessing data.

## 1.4 Scope

The project is done at Wanderlux Travel Sdn. Bhd. with emphasis on system user, system modules and system technology.

### 1.4.1 Scope of system User

Scope for system user is divided into two users; there are external user and internal user.

1.4.1.1 External user

The external user of Wanderlux Travel Online System is the customer who makes a reservation through the web site. The customers choose the desired country and choose the hotel. When make a reservation, the customers choose the available date by themselves. If the customer agrees with the reservation that they had been made, the customer will proceed to the payment.