

ABSTRACT

The system development project was developed to improve the existing operations at Michelle Travel Co., Ltd. The emphasis is on computerizing various activities needed for making travel arrangement for customers. Currently, invoices, payment advice, itinerary, cancellation advice, and reports on hotel and airline are prepared manually. The existing system presented problems such as slow issuing of invoice, payment advice, cancellation advice, itinerary and other reports, slow services to customers and management. Both users and management have expressed dire need for computerization of the existing system.

Considering requirements of users, the proposed system was designed to provide the right amount of information to the right people at the right time. Techniques of structured analysis such as data flow diagrams, context diagrams, and data dictionary are used for analysis phase. The detailed design is accomplished by designing database, and using structure charts for software design, report design, and screen design. Entity relationship schema is used for database design. Key areas computerized are creation and maintenance of Customer database, hotel database, airline database, and package tour database, creation of invoice, payment advice, itinerary, cancellation advice, receipt, and preparation of hotel, airline, and exception reports. The new system programmed in Foxpro provides user interfaces which respond in a matter of seconds, and this system generates reports that are consistent, accurate, timely, economically feasible, and relevant.

The major hard copy outputs are invoice, payment advice, cancellation advice, itinerary, hotel report, airline report, customer report, package-tour report, exception report, and receipt.

Finally, the major outcome of this project is a computerized system that would provide Michelle Travel Co., Ltd. with an effective tool to provide better services to the customers as well as management as regards making travel arrangements.