

**KAMPALA INTERNATIONAL UNIVERSITY  
SCHOOL OF COMPUTER STUDIES  
ONLINE TICKET ORDERING SYSTEM (OTOS)  
CASE STUDY: SCANDINAVIA EXPRESS SERVICES**

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**A PROJECT REPORT SUBMITTED TO KAMPALA INTERNATIONAL  
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FULFILLMENT OF THE REQUIREMENTS FOR THE  
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BUSINESS COMPUTING**


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**DECLARATION**

I Magezi Edgar do hereby declare that this project report is my own production and the work herein has not been submitted in whole or in part for any academic award by any other student of this very university or any other university, college or institution.

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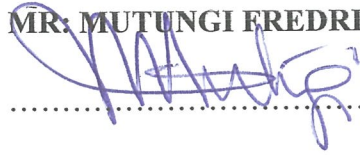
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**APPROVAL**

This work has been supervised and submitted by my approval

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## **DEDICATION**

I would like to dedicate this report to my parents Mr. and Mrs. Rwecurenga, who have continuously provided for me and taught me to live by my life principles I hold dear.

I would also like to dedicate this report to my siblings (Fiona, Shallon and Ian) for the endless support and encouragement they have given me and all the guidance especially during the times when I was faced with critical decisions.

## ACKNOWLEDGEMENT

I wish to extend sincere appreciation to the following whose efforts greatly contributed to the successful realization of the project.

First and foremost I would like to thank the lord my god for the gifts of life and the blessings he has accorded me through my family, friends and mentors which has enabled me to come this far successfully. I will always trust in thee.

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Am particularly grateful to my supervisor Mr. Mutungi Fredrick for sparing his time to come and guide me plus all the support he has provided during his research period especially when things were tight.

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Finally I would be selfish if I didn't thank my group mates and friends for pushing me and helping me go the extra mile as I strived to complete the tasks given which contributed to the success of this project. May God richly bless you.

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## LIST OF ABBREVIATIONS

1. B2C - Business-to-customer
2. B2G - Business-to-Government
3. MySQL - My Structured Query Language
4. HTML - Hyper Text Mark-up Language
5. EDI - Electronic Data Interchanger
6. ER - Entity Relationship
7. DML - Data Manipulation Language
8. DDL - Data Definition Language
9. WWW - World Wide Web
10. HTTP - Hyper Text Transfer Protocol
11. GUI - Graphical User Interface

## ABSTRACT

The purpose of this project was to develop an online ticket ordering system that will ease and facilitate the clients of Scandinavia Express Services.

The use of online system fastens the process of recording personal information of clients and booking of tickets. The system will market the company as well as provide information about the products and services offered by Scandinavia Express Services.

I started by examining the mode of operation of Scandinavia Express Services .This involved recognizing the key roles played by the staff and the strategies used by clients to order for tickets. The data was obtained from both primary and secondary sources.

I then reviewed the weakness of their mode of operation and thus developed a system based on the requirements of the users aiming at addressing the weakness and challenges faced with the previous operation.

Finally recommendations were made to raise awareness on the role played by online ticket ordering system and promote usability while learning from other players in the transport industry.

## CHAPTER ONE

### 1.0 Introduction

Online shopping is the process consumers go through to purchase products or services over the Internet. Online shopping is convenient for its speed and ease of use. ([www.en.wikipedia.org/wiki/ Online\\_shopping.htm](http://www.en.wikipedia.org/wiki/Online_shopping.htm))

Buying online introduced new ways of reducing costs by reducing the number of staff needed. It is a more effective way of getting products to people and spreading into different demographics.

Online ordering helps gain a tremendous competitive advantage in keeping customers and getting new ones. Firms that don't offer this service risk losing the business to a competitor that does. On the other hand, the company that will offer online ordering will give clients many benefits that will lessen the chance that they will go to a competitor. (<http://www.eprinterorder.com>)

Online ordering system uses e-mail to fax gateways, the emails are collected at an internet provider where the e-mail is located and the sent via the fax to the company. This is all done automatically and the company can reply via fax to email gateway. Therefore people from all over the world are able to reach that particular company, order tickets and request for information about the company services.

Online ticket ordering system is a system for online ticket generation and ordering. User can easily book and order the tickets for travel online, pay them online and then print his tickets at home printer and go directly to the station. There is no need to wait in queues or be stressed to get tickets just before the day of travel.

### 1.1 Background

The only way passengers with Scandinavia express services can get to know information about their travel is by physically going to their main station which is inconveniencing in many different ways.

The current system of ticket ordering at Scandinavia is done manually where by the client uses a telephone, fax, fill reservation forms or move to the station and see whether the tickets are due or finished. This is quite tiresome as at times you find that the tickets are finished and the buses are gone. There is lack of enough information about the travel schedules therefore at times clients are left behind.

## **1.2 Problem statement**

Bookings to travel with Scandinavia express services are often made by use of telephone, fax, filling reservation forms or moving to the station and wait for the bus itself to see whether one can get a seat in the bus which is tiresome to both the attendant and the clients. The passengers do not know whether the Scandinavian buses are due or gone. Their current system doesn't provide information about the travel schedules, information about the clients that have booked. Due to this fact the project will aim at developing an online ticket ordering system which will enable many clients to order for tickets and provide necessary travel information.

## **1.3 AIM**

### **1.3.1 General objective**

The general objective was to design and develop an online ticket ordering

System that helps the passengers to book and purchase tickets online.

### **1.3.2 Specific objective**

- To review available literature about the existing online system
- To design a system that will provide information stored in the database, online applications, necessary travel information and data security of login issues.
- To enable online marketing of the company, its services to its current and potential clients.

- To validate the system developed. This eases the work of the sales personnel during information cross checking and verification. Authentication procedures will be put in place to disable unauthorized information access.

#### **1.4 Scope**

Physically the researcher used the system in Scandinavia Express Services specifically in East African countries in the transport sector and these include Uganda, Kenya and Tanzania in the transport sector. The system will also deal with the bookings by the passengers and their luggage and technically the researcher hopes to use a number of languages in the design and development of the system these include among others mySQL, HTML, Dream Weaver, PHP and java script. These languages will be dealt with using a computer operating under windows XP environment

#### **1.5 Significance**

The project will help improve on the communication between passengers and technicians/managers of the buses to ensure that quick services are rendered to the public. This will be guaranteed since everything will be available and provided by the system.

The system will also increase the number of passengers traveling with Scandinavia bus services since it will be accessible online and will be delivering quickly.

Designing the system will further help the researcher/student increase his practical computer knowledge, which provides relevant skills in the field of computer science.

## CHAPTER 2

### LITERATURE REVIEW

#### **2.0 Introduction.**

This chapter is an account of what has been published on the topic by accredited scholars and researchers. However, more often; it is part of the introduction to an essay, research or report. The purpose of the chapter is to convey to the reader, what knowledge, ideas have been best

#### **2.1 Online ticket ordering/ electronic ticket ordering**

This ordering is a key enabler of choice and is central to any travel companies' agenda for modernizing and improving accessibility to their company by the people through the use of the ordering system put in place.

This electronic ticket ordering service will deliver a solution enabling several different methods that can be used in the ordering of tickets

Clients will be able to order for tickets online from their homes or work place using the internet.

The firms that offer online ordering of tickets gain a tremendous competitive advantage in keeping customers and getting new ones. Because corporations recognize the benefits of ordering tickets online, firms that don't offer this service risk losing the business to a competitor that does. On the other hand, the company that will offer online ticket ordering will give clients many benefits that will lessen the chance that they will go to a competitor. If a customer leaves a firm that has setup an online system, he will incur another set up charge, time delays in getting the system set up, the need to re-create the order database, and retraining of his employees on how to use the system set up, the need to re-create the order database, and retraining of his employees on how to use the system.

(<http://www.eprinterorder.com>)

### **2.1.1 A Ticket**

A ticket is a pass entitling the holder to board a train, a plane, or other means of transportation (<http://www.allwords.com/word-ticket.html>)

A ticket is a voucher to indicate that one has paid for admission to a theatre, movie theater, amusement park, zoo, museum, concert, or other attraction, or permission to travel on an airplane, train, bus, public transit, boat etc., typically because one has paid the fare.

### **2.1.2 E-ticket**

An electronic ticket or e-ticket is used to represent the purchase of a seat on a passenger airline, usually through a website or by telephone.

Electronic tickets have been introduced in road, urban or rail public transport as well. For example, in February 2007 the Czech bus reservation system AMSBUS introduced the ([http://en.wikipedia.org/wiki/electronic\\_ticket.htm](http://en.wikipedia.org/wiki/electronic_ticket.htm))

E-Ticket is a system for online ticket generation and sales. Users can easily book and order the tickets to a cultural or sport event online, pay them online and then print his electronic tickets at home printer and go directly to the station. There is no need to wait in queues or be stressed to get tickets just before the travel.

The system communicates with the terminals at location and can check validity of each ticket in real time. There are several types of tickets used.

### **2.1.3 Types of tickets**

#### **Single tickets**

These tickets are valid for one journey from A to B. Cost varies according to distance traveled.

#### **Day Return tickets**

These tickets are valid for one journey in each direction between A and B - and usually

offering a discount over the cost of two single tickets. Both journeys must be completed on the day of purchase.

### **Day Travel Tickets**

Day travel tickets are valid for one day's unlimited travel on the services of a given bus company or companies.

### **Multi-Journey Tickets**

These are valid for a set number of journeys between any two points on a given bus service at a discount over single fares.

### **Season Tickets**

These seasonal tickets are valid for an unlimited number of journeys between any two points on a given bus service.

### **Single-ride ticket**

With single ride tickets it is a one-way ride between two specified fare zones thus it is a continuous travel only no stopovers. Trip must start within four hours of the time the ticket is issued. You do not have to stamp this ticket in the ticket canceling machine; keep it handy for inspection. Not refundable or transferable

### **Two-ride ticket**

With the two ride ticket they are two one-way trips between two specified fare zones. Continuous travel only no stopovers. No expiry date thus can be purchased in advance. Before boarding, you must cancel a ride by stamping your ticket in the machine with the date and time; then keep your ticket handy for inspection (Havant borough public transport)

## **2.2 Online ticket ordering channels**

According to Daniel Amor (2004) companies all over the world can use the internet without having a direct link to it. They can use e-mail to fax gateways, the emails are



collected at an internet provider where the e-mail is located and the sent via the fax to the company. This is all done automatically and the company can reply via fax to email gateway. Therefore people from all over the world are able to reach that particular company, order tickets and request for information about the company services.

The booking process involves a number faces depending whether full or partial booking system is in place locally. The ordering system allows clients to choose and agree on the time, date to book into the bus.

### **2.3 Advantages of online ticket ordering**

According to the Scottish Government, Research of Friday, (2007) a review of the integrated public transport ticket ordering has been carried out and there appears to be widespread general agreement that public transport integration is an objective, and that it is potentially beneficial on many levels.

Online ticket ordering can make your life easier by not having to physically go to your nearest travel agency office. Everything can be done at the comfort of your room. However you need to know which website to go to so that you won't end up spending more time and not getting the best deal out there. Otherwise, online ticketing is a must for your economical travel arrangement. (<http://www.articlesbase.com/flights-articles/>)

Through online ticket ordering, simpler and more transparent and easily understood ticketing can contribute towards reduced deterrence of potential users by enabling more seamless travel and reducing factors such as confusion over eligibility or times of travel using discounted tickets. Integrated ticketing schemes are usually centered on densely populated areas with existing developed transport infrastructure.

You can book without a credit card for departures within the next 3 days; you can also book without the need for a credit card. You simply pay your ticket at the terminal before your departure

A passenger also may find it easier to make changes to their travel itinerary using an e-ticket, as the travel agency need only update their database with the requested changes

rather than incur the expense of physically issuing new tickets.

(<http://computer.howstuffworks.com>.)

Online ticket Booking System provides details and terms of the bookings offered by various departments. Bookings are available for all categories of people including young children and adult mothers and fathers and students and cover a wide range of topics including personal development, management, IT skills, academic practice, and diversity & equality. The system also provides how the passengers should use it. It should give the details of how it works. C.Sue (2001)

Information systems as competitive weapon claims that web user interfaces for booking do not fulfill the needs of the user in cases where the user is flexible with regard to locations, dates accommodation and other factors neither do they accept more open data. Current user interfaces requires the user to retrieve overview data by extensive searching i.e. try many destinations, many dates etc. by letting the user provide requirements and wishes up front it is quite easy to provide overview data .These data may then help the user to decide where to go, when to go or if to go. (Ives, Lear month, G 1984)

In spite of their advantages, online ticket ordering has some disadvantages. A computer crash could cause a passenger's reservation and other information to simply vanish. Most networks have backup systems in place to prevent such an occurrence, and passenger printouts of e-ticket documents can guard against this, but it remains a possibility and has happened in the past.

Also, frequent flyers, such as business travelers, might make last-minute changes to their plans and forget to use the original e-tickets or apply their value to another flight. In that case, the old paper ticket might serve as a simple reminder.

#### **2.4 Online marketing**

This is a type of marketing that can be defined as achieving objective through the use of electronic communications technology such as the internet, email, E-books, database and mobile phone wireless and digital TV

Dave Chaffey (2005), working from a relationship marketing perspective, has defined e-marketing as applying digital technologies which form online channels to contribute marketing activities aimed at achieving profitable acquisition and retention of customers through improving our customer knowledge(profile, behavior, value and loyalty drivers), then delivering integrated targeted communications and online services that much their individual needs.

Smith and Chaffey (2001) describes five key online marketing activities (the '5Ss') which can be applied by an organization to implement various online marketing tactics. For example, the 5S's are:

**Sell** grow sales

**Serve** add value and give in depth information about products or the industry sector

**Speak**- create a dialogue, asking questions through online research surveys and learning about customer's preferences through tracking-which contents are most interested in.

**Save** costs of print and post

**Sizzle** extend the brand online

Smith and Chaffey (2005), claim that internet technology can be used to focus marketing on the customer while at the same time lining to other business operations to achieve profitability, anticipating and satisfying the market niche.

## **2.5 E-Business and E-commerce**

E-commerce consists primarily of the distributing, buying, selling, marketing and servicing of products or services over electronic systems such as the internet and other computer networks. The information technology industry might see it as an electronic business application aimed at commercial transactions.

Ecommerce is short form for Electronic commerce. Ecommerce is quite simply selling products or services online over the internet (<http://www.internetworld.com/>). It may be business-to-business ecommerce or business-to-consumer ecommerce.

An e-commerce website will display, offer, and sell its products or service electronically through personal computers connected to the internet.

According to Daniel Amor (2004), e-business is the “secure flexible and integrated approach to delivering differentiated business value by combining the systems and processes that run core business operations with the simplicity and reach made possible by the internet technologies.

Andrews, Whit (1998) in his tome, “at far too many sites, buyers be lost’ applies,” defined electronic business as a process where two or more parties conduct business transactions via the internet and some type of network.

Many experts take the definition one-step further by not limiting the definition solely to information interchange between two parties, but also including all the steps within a business cycle such as ads, invoices and customer support.

E-commerce, in the context of information interchange, has been around since the 1970’s within large corporations privately networked to share information with business partners; this is labeled (EDI) Electronic Data Interchange. However, the word e-commerce no longer carries that connotation but now refers to online retailing.

Electronic business or “e-business” is any business process that is empowered by an information system. Today it is commonly done by web-based technologies. The term “e-business is coined by Lou Gerstner CEO of IBM

### **B2C, B2B, B2G**

E-business applications may be available to

- The general public (all users of the internet)
- Internal users or employees (accessing an intranet)
- A specified, target group of customers, employees and partners (accessing an extranet)

E-Business is often further broken down according to the type of users involved in a transaction. Therefore you will see e-business activities classified as:

- Business-to-customer (B2C): exchange of information, products or services between a business and a consumer.
- Business-to-business: trading and interaction between businesses
- Business-to-government(B2G):online communication between business entities and government, also known as e government

([http://www.business.vic.gov.au/BUSVIC/STANDARD/1001/pc\\_50918.html](http://www.business.vic.gov.au/BUSVIC/STANDARD/1001/pc_50918.html))

### **Factors to consider in developing an e-commerce site**

1. Total purpose and scope of the project
2. Complexity of graphics and programming requirements
3. Database and e-commerce requirement
4. Estimated total development time needed to complete the project
5. How fast do you need your site launched

([http://www.gvu.gatech.edu/user\\_surveys/](http://www.gvu.gatech.edu/user_surveys/))

## **2.6 The internet**

According to chuck Musciano and Bill Kennedy (2000), the internet is a world wide collection of computer networks sharing digital information via a common set of networking and software protocols. Nearly anyone can connect a computer to the internet and immediately communicate with other computers and users that are on the net.

The internet uses the principle of network layer interconnection between two computers any where in the world following certain hardware, software and protocol specifications that can communicate reliably, in a matter of seconds. Standardization of practices and procedures for moving data across networks has made the internet possible.

A network host needs to maintain a globally unique IP address in order to function on the internet. Without that address, a computer can never efficiently transfer data across the internet. ([http://navigatotrs.com/internet\\_architecture.html](http://navigatotrs.com/internet_architecture.html).)

## 2.7 Website.

A website is a site location on the World Wide Web. One of the most important parts of any website is the home page or index page, as it aggregates the design elements and information architecture it is the first page a user sees when he visits the site ([http://www.webopedia.com/TERM/w/web\\_site.html](http://www.webopedia.com/TERM/w/web_site.html))

It is the site location on the World Wide Web. Each website contains a home page, which is the first document users see when they enter the site. The site might also contain additional documents and files. Each site is owned and managed by an individual, company, or organization ([www.dads.state.tx.us/handbooks/amh/C/3000/3610.htm](http://www.dads.state.tx.us/handbooks/amh/C/3000/3610.htm))

## 2.8 Relational databases

Relational database managements system, or RDMS, maintain, enforce, and use relationships between data.

Entity relationship (ER) modeling is a simple and clear method of expressing the design of database. ER modeling is not new. It is first proposed by Chen, in 1976 but it has only emerged as the dominant modeling paradigm for databases in the last 10 years or 12 years.

MySQL database management system (DMS) and the SQL database query language will be used for defining and manipulating databases. MySQL command integer is usually used to create databases and tables in web database application and to test queries. All these statements will directly be entered into the command interpreter and executed. The statement could also be included in server-side PHP scripts. Hugh Williams and David Lane, (2002). SQL is a query language that interacts with a DBMS. SQL is a set of statements to manage databases, tables, and data

The data definition language (DDL) is a set of SQL statements used to manage a database. The MySQL command interpreter will be used to create database and tables. SQL statements will be used to delete, alter, and drop database and tables, as well as managing indexes.

The data manipulation language (DML) encompasses all SQL statements used for manipulating data. There are four statements, which form the DML statements set: SELECT, INSERT, DELETE AND UPDATE.

According to Hughs E. Williams and David Lane(2002),”there are many database applications in which restrictions need to be applied to control user access” some applications deal with sensitive information such as bank account details, while others provide information or services only to paying customers. These applications need to authenticate and authorize user requests, typically by collecting a username and password, and checking these against a list of valid users. As well as authenticating those who have access to a service, web application often need to protect the data that is transmitted over the internet from those who should not see it

**PHP** Hugh E.Williams and David Lane, (2002), describe PHP as a scripting language that provides fast, customized access to DBMSs. PHP is an ideal tool for developing application logic in the middle tier of a three-tier application.

Scripts can manage the http authentication challenge directly. Scripts will be written to test the variable and send a response containing the WWW- authentication header to challenge the browse. When a request contains a username and password, the script can authenticate and authorize the request using any logic that is required. The user credentials set in the variable are then passed onto the function authenticated. This function uses the supplicated authentication scheme of checking that the password is the same as the username. It is critical to implement a secure scheme that stores passwords in a database.

**HTTP** (Hyper Text transfer protocol) is a stateless protocol that allows applications to distribute resources across more than one web servers. This allows an application to distribute requests across many web servers, thus dividing the load and permitting scaling of the application. HTTP is a special server protocol, which encrypts confidential ordering data for customer protection.

**HTML** (hyper text mark up language) is a document-layout and hyper link-specification language. It defines the syntax and placement of special, embedded directions that are not

displayed by the browser, but tell it how to display the contents of the document, including text, images, and other support media.

The language will also tell you how to make a document interactive through special hypertext links, which connect your document with other documents on either your computer or someone else's, as well as with other internet resources, like (FTP) file transfer protocol. Developers rely upon the html standard to program the software that formats and displays common html documents.



## CHAPTER THREE

### SYSTEM STUDY AND INVESTIGATION

#### 3.0 Introduction

In order to achieve the objectives stated, certain operational strategies were structured to actualize the objectives. These include the study design, procedures, data collection methods, processing and system analysis.

#### 3.1 Data collection techniques

The following were of significant use in the gathering data from Scandinavia Express services.

##### Interviews

This method was used to gather information from the employees of Scandinavia Express Services and the managing director. During the interview, the employees expressed all the problems that they encounter with the current manual system and proposed what they expect the new system to do.

##### Document review and analysis

Our understanding of the world is largely determined, by our ability to organize information. Company documents like receipts, vouchers and LPO's were reviewed and supplemented with information gathered from the company journals, brochures and calendars.

##### Observation

This is the cheapest method of data collection. Using the naked eyes and camera during the trips to the Scandinavia Express service station, to observe the daily operations. Important data was captured such as the company logo, departments, information flow, and the way clients make their bookings.

## **Sampling**

This study focused on Scandinavia Express Services clients within the central region especially Kampala.

## **3.2 SYSTEM DESIGN**

### **3.2.1 Requirements specification**

#### **Functional requirements**

- Authentication of authorized users to access the online database.
- Ease to use for the authorized users and no access to non-authorized users.
- Provide clients with displays of the services and their fees.
- Permit monitoring and update of existing client accounts and addition of new ones.

#### **Non functional requirements**

- Only the web manager is able to view and update existing customer accounts and add new ones.
- System does not permit customer to view details of customer's accounts.
- System warns the user before any transaction is submitted.

#### **System requirements**

These were classified into hardware and software requirements and tools for the website:

- **Software requirements**

Macromedia MX 2005 i.e. dream weaver, flash, fireworks

PHP and MySQL

Cascading style sheets

Web browser like micro soft internet explorer, Netscape, opera5 and mozilla fire fox that offer quality display for viewing the web pages.

Photoshop

Scripting language like html and JavaScript

Microsoft windows operating system or Linux.

- **Hard ware requirements**

Processor Intel Pentium, Celeron, Cyrix

Memory 186MB RAM

Disk space 10GB

Portable USB flash disk 256MB

Bandwidth of not less than 10Mbps

Cycle speed 100MHZ

At least 1024\*786 pixels screen resolution and a 32-bit color quality

### **3.2.2 Functions of the new system**

- Communicate with clients via email
- Promote services offered via the site and or email
- To provide public information about the service.
- The company will use the internet for online banking and paying of the company bills in the near future.
- Research information about your clients and competitors using websites
- Provide technical or customer service by email
- Manage and distribute internal company documents via an intranet
- Enable clients of Scandinavia Express Services to order for services online.
- Allow customers to keep track of orders they have

### **3.2.3 System analysis and design**

#### **The current system**

Clients of Scandinavia Express Services have to go to the main station to place orders for the tickets.

Upon delivering, payments are in cheque, or on delivery after which the records of transactions are stored in files. The current system does not provide for security because any employee can easily access records.

#### **Systems design**

From this project, analysis will be through data flow diagrams, context diagrams, and that design is done in three basic stages.

#### **Stage1:**

##### **Graphic user interface (GUI) design**

This involved designing the physical layout of individual web pages. The layout is such that it allows easy navigation through the website this will be achieved using HTML, JavaScript and style sheets.

#### **Stage 2:**

##### **Database design**

The database acts as the store for all information on customers, products and orders made.

The database was designed with the aid of entity relationship (E-R) diagrams.

MYSQL was used as the relational database management system because it is fast, secure and it is cross platform.

Three essential data types or entities form the basis of Scandinavia Express Services

First, there is service its self: each has attributes such as a name and type. Secondly there is the client who has attributes such as an address, and a phone number. Last, and importantly in selling services online, is a client purchase order. It is the order that forms a relationship between customers and products.

**Stage 3:**

Interface and database integration (programming). At this stage, the interface is integrated with the backend (database).all users requests were translated to database queries and database output translated and displayed at the interface.

This was achieved by using PHP programming language.

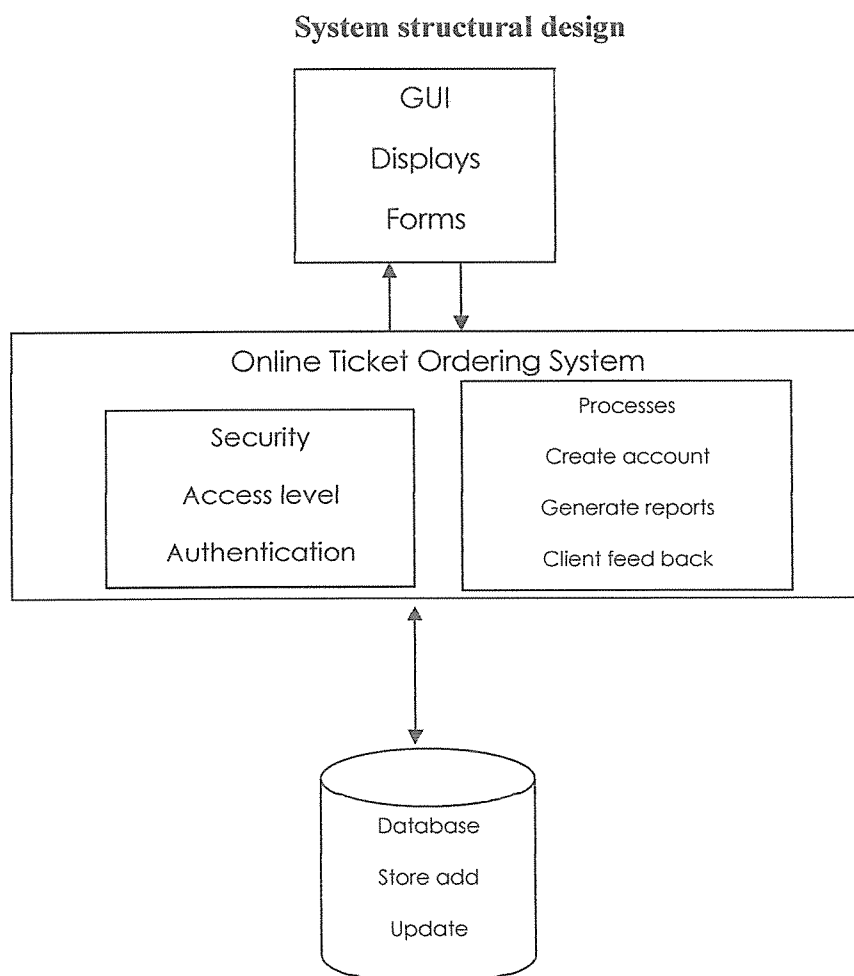


Figure1: System structural design

### Conceptual model

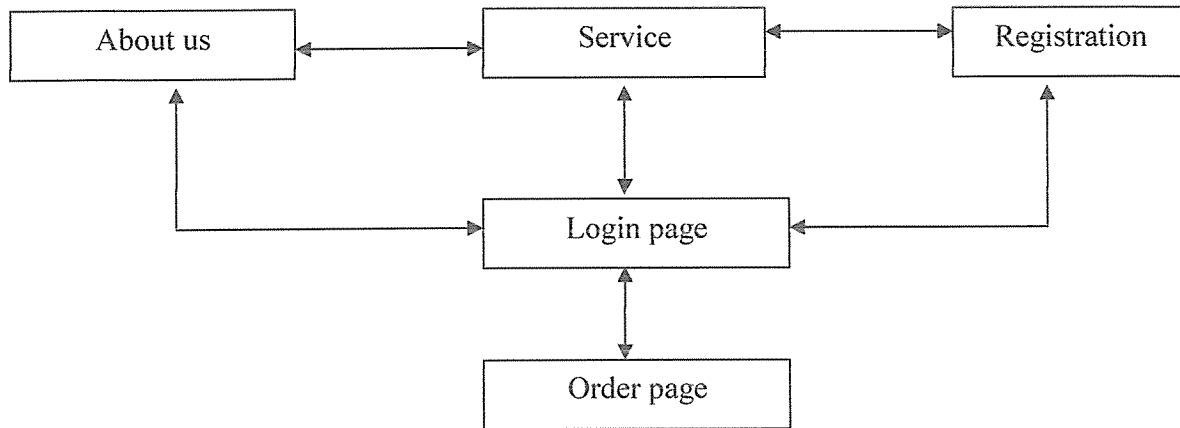


Figure2: Conceptual model

### Conceptual organ gram for the home page

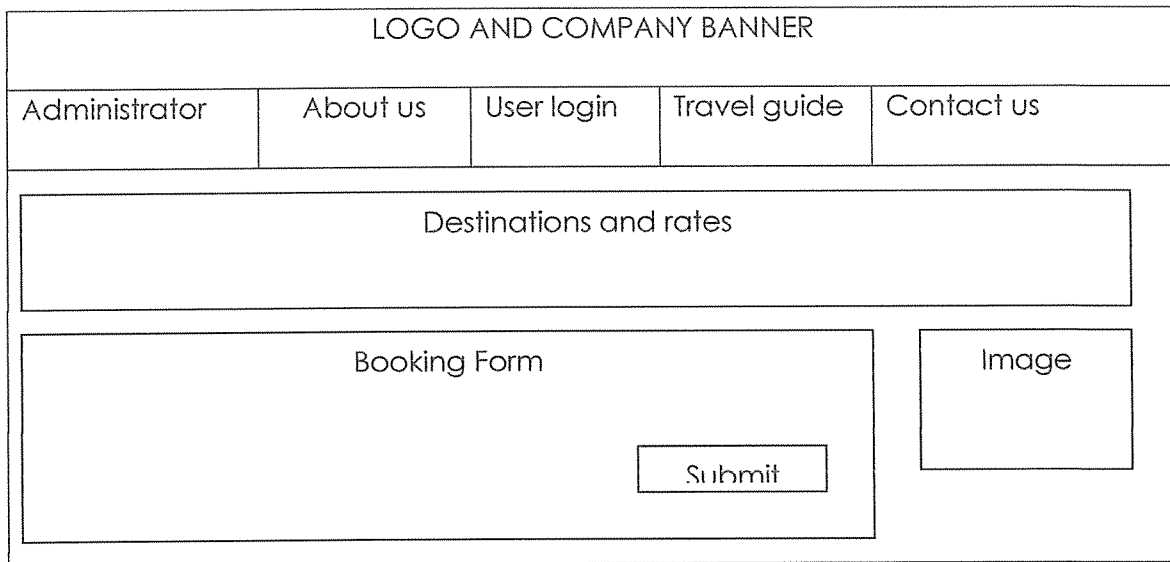


Figure 3: Conceptual organ gram for the home page

### Conceptual organ gram for the about us page

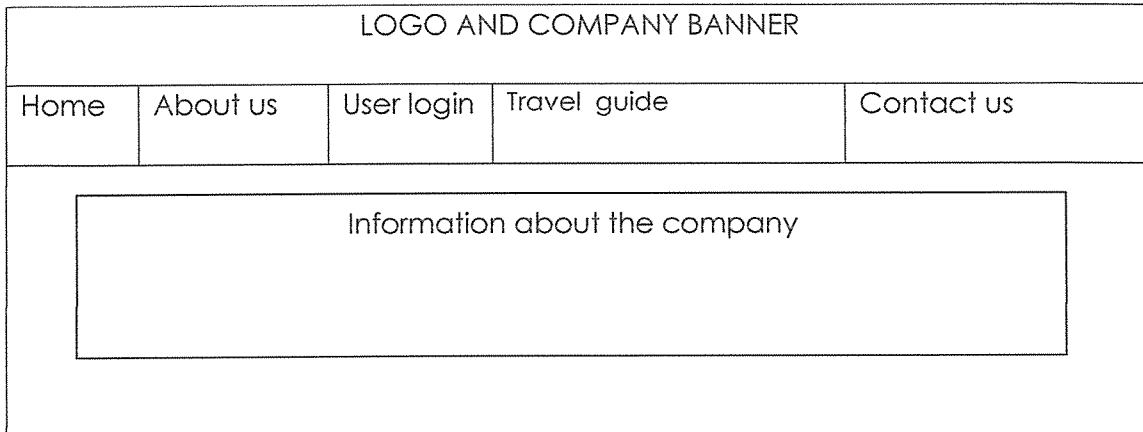


Figure 4: Conceptual organ gram for the about us page

### Conceptualized organ for the order page

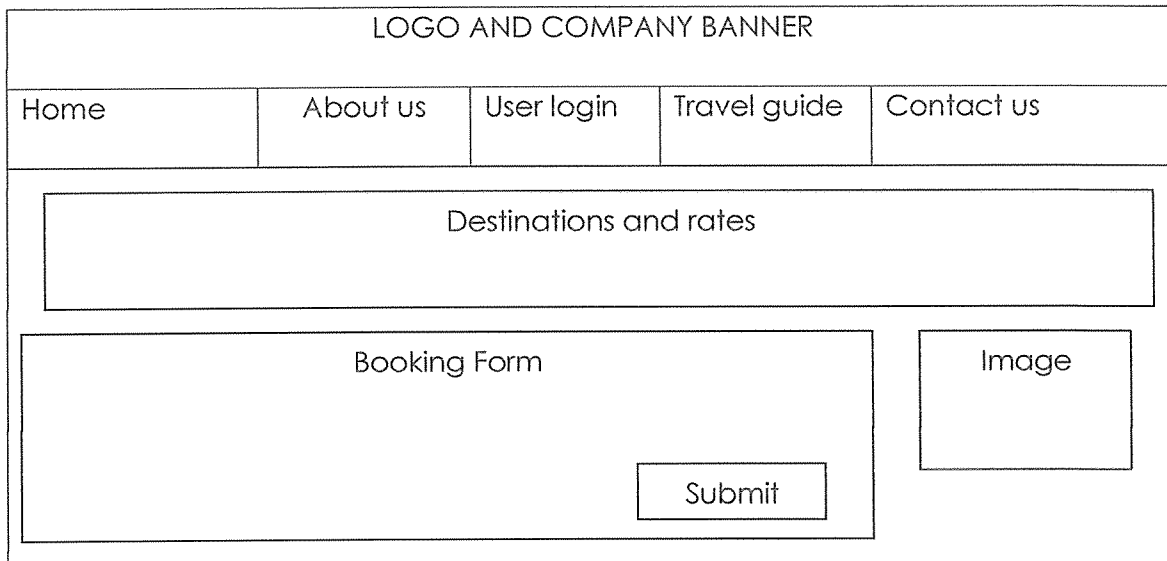


Figure 5: Conceptual organ gram for the order page

**Conceptualized organ for the contact us page**

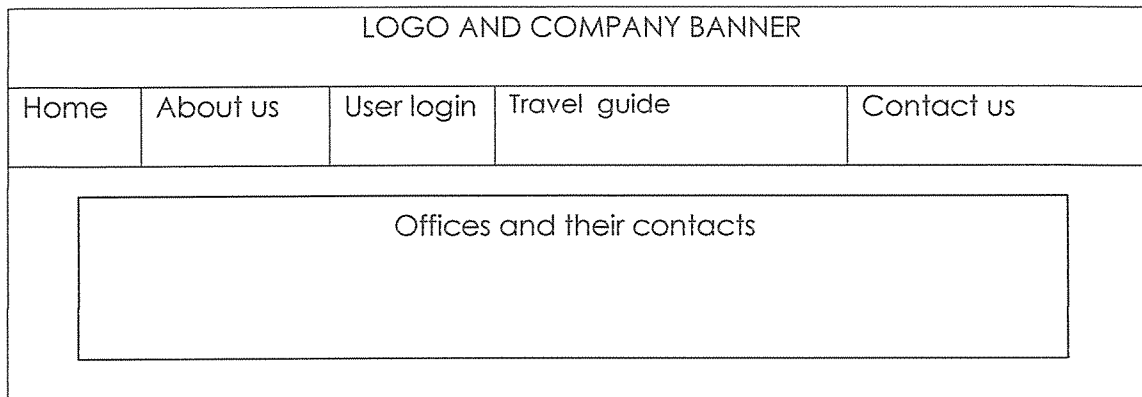


Figure 6: Conceptual organ gram for the contact us page

**Context diagram for the online system**

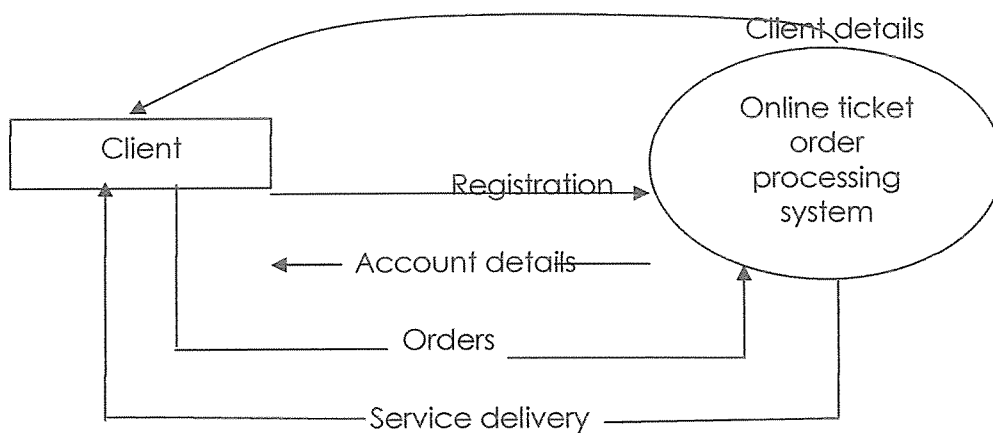


Figure7: Context diagram for the online system

**Data flow diagram**

Entities

Client

Processes

Registration

Ordering process

Authentication



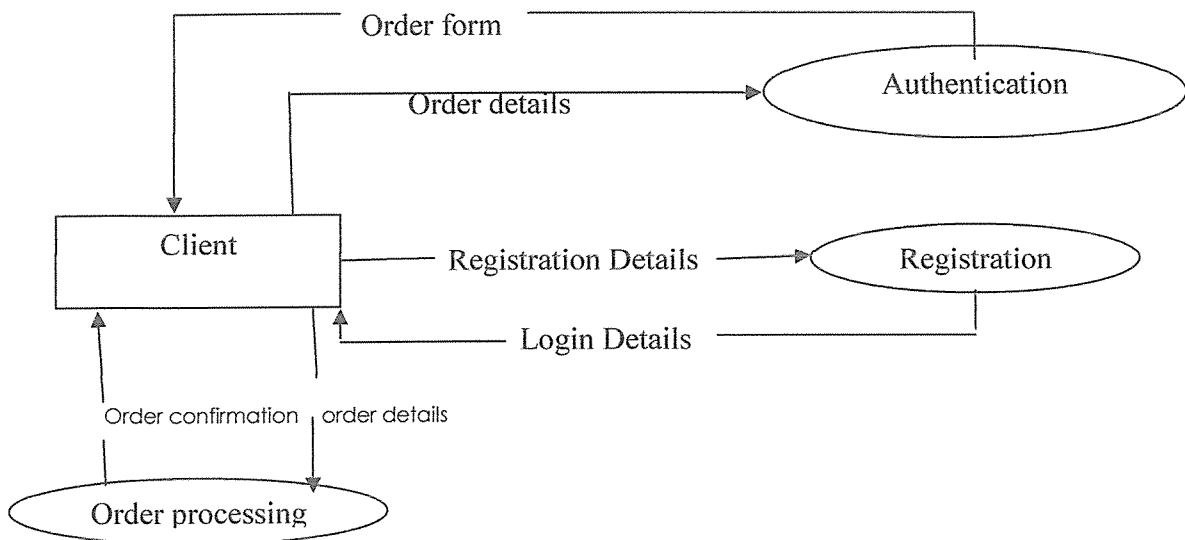


Figure 8: Data Flow Diagram

**Flow chart for the ordering process**

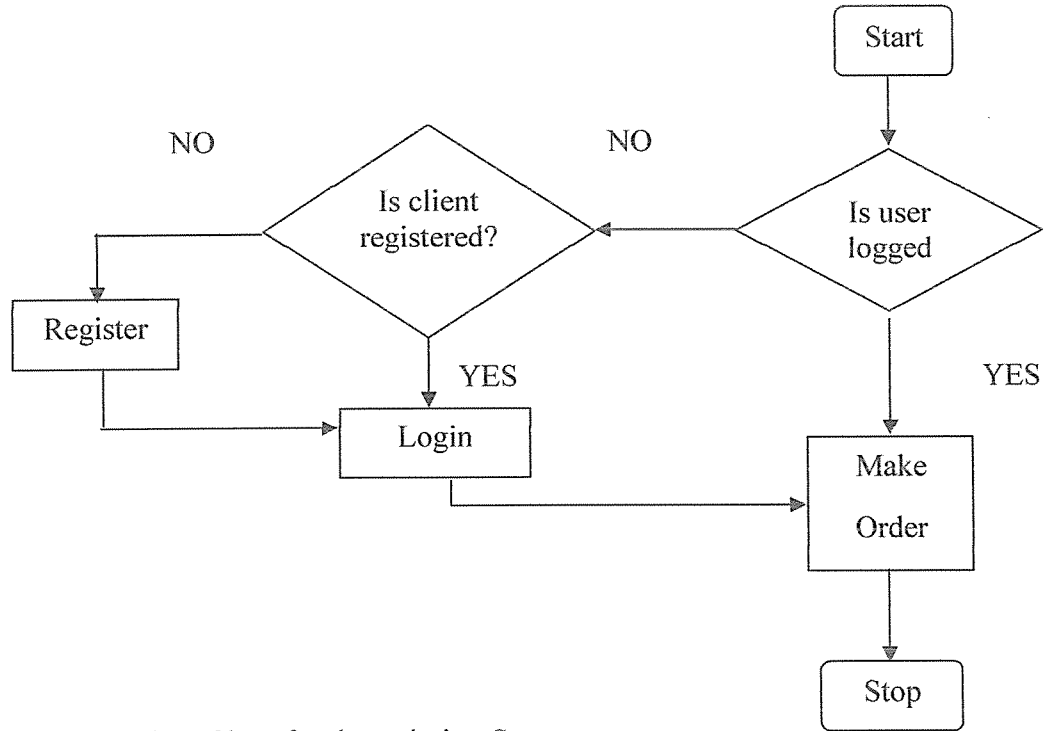
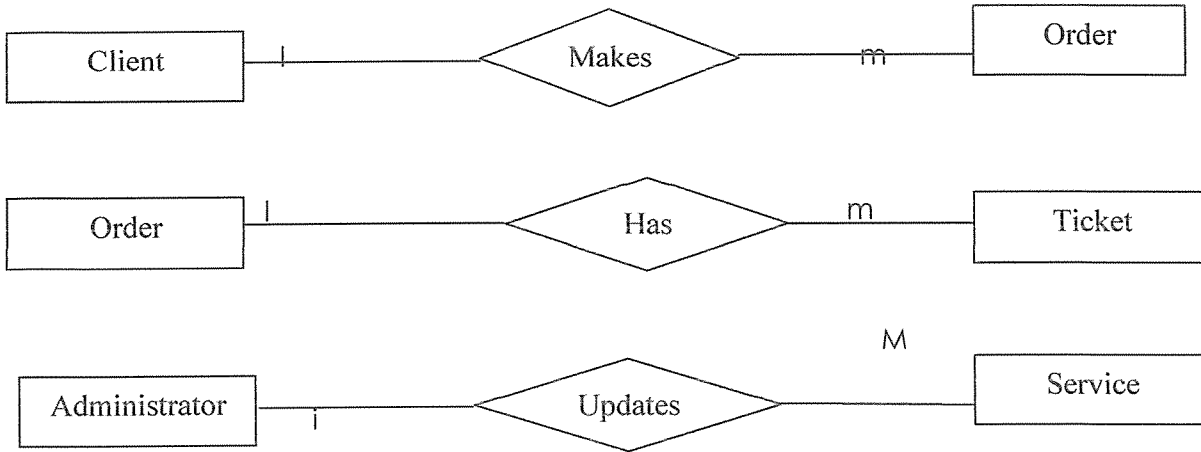


Figure 9: Flow Chart for the ordering System

### ER model

#### Mappings



### ER DIAGRAM

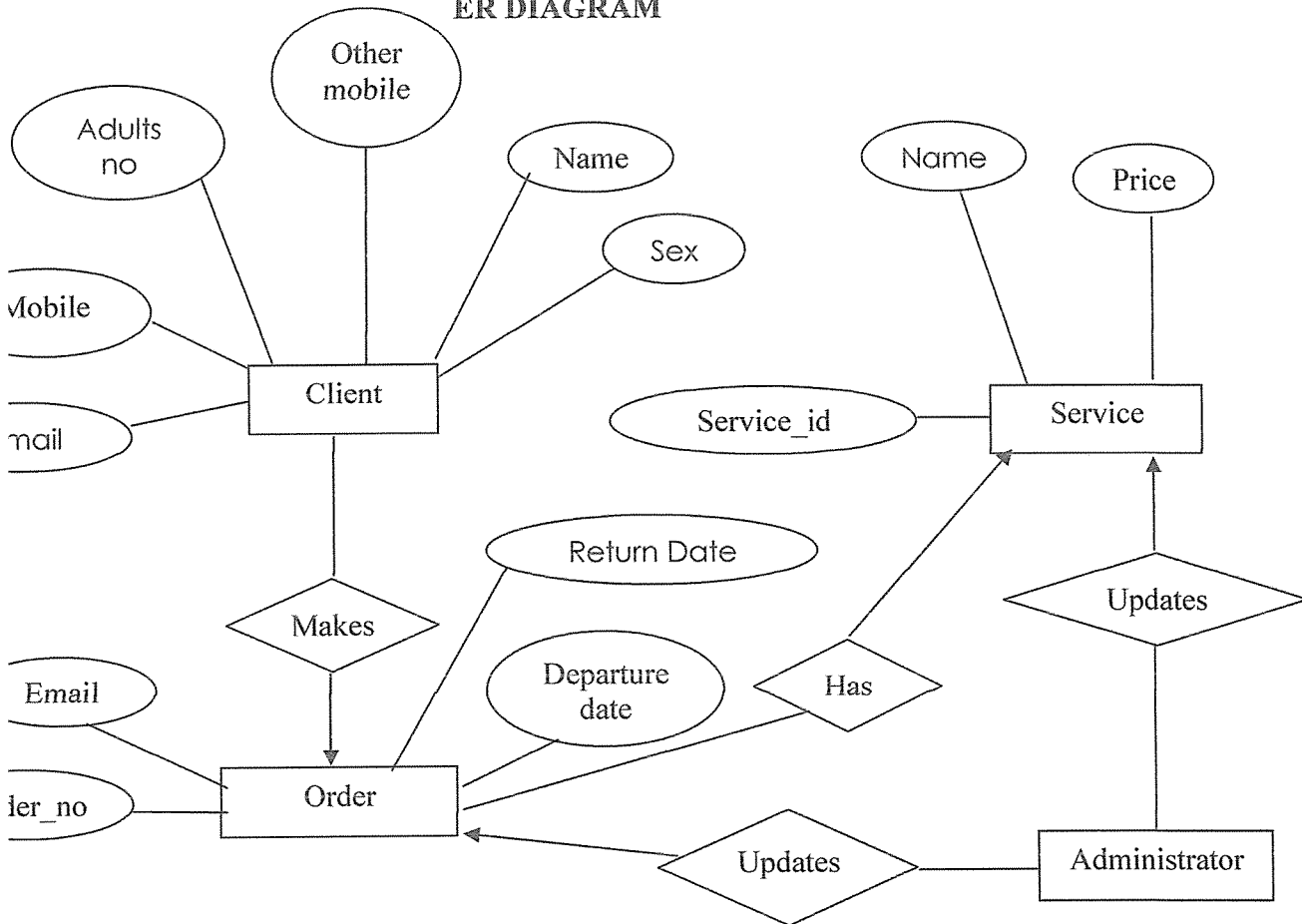


Figure 10:ER Diagram

## Tables

**Table 1: Service**

Field name	Data type	Size	Description
Service_id*	Varchar	10	Uniquely identifies the service
Name	varchar	20	Gives the service's name
Price	Int	10	Cost of the service in shs

**Table 2: Service order**

Field name	Data type	size	Description
Order_no*	Int	5	Uniquely identifies particular order
service_id	Varchar	10	Uniquely identifies the service
Departure_date	Varchar		Specific date of travel
Return_date	Varchar		Specific date of return
Total	int	15	Total amount top be paid by client
email	Varchar	10	Email address of client

**Table 3: Client**

Field name	Data type	Size	Description
sex	Varchar	10	Identifies the sex of the client
Names	Varchar	30	Gives full name of the client
mobile	Varchar	30	Phone number of client
Other mobile	Varchar	30	Phone number of the client
adults	Varchar	3	Gives the number of adults travelling
Email	Varchar		Email address of client

**Activities that were undertaken during data collection**

Activity	Duration(day)
Meeting management	1
Interviews and discussions	1
Observation of procedures	1
Study on the existing system	1
Defining and analyzing system requirements	2
Review of literature and other data	2

**Table 4: Activities during data collection**

The study took less than one and a half months where half a month was dedicated to collecting data, and the other time dedicated to project development and report writing

## CHAPTER FOUR

This chapter shows the implementation and testing phase of the system

### 4.1 Implementation

After the design, the system was implemented. That involved installing software called wamp5 on the computer which was used. Wamp5 incorporates PHP5, apache 1.3.33 and MySQL 4.1.7

#### PHP

PHP is a scripting language that is usually embedded or combined with html to provide fast, customized access to data bases. PHP can manage a whole mySQL server as well as a single database.

#### Apache

Apache is a web server that enables the viewing of PHP files in a browser like internet explorer and mozilla fire fox.

#### MySQL

MySQL is a fast, reliable, and easy to use relational database management system that stores data in separate tables rather than putting all the data in one big store room. This adds speed and flexibility. The SQL part of MySQL stands for “Structured Query language.” SQL is the most common standardized language used to access database and is defined by the ANSI/ISO SQL standard

The implementation was in three stages i.e. graphical user interface design and integration using html, MySQL and PHP respectively. This involved using specific syntax which helped in creating that database, and hyper text structures in HTML

#### 4.1.1 Graphical user interface (GUI) design

This involved designing the physical layout of individual web pages. The layout is such that it allows easy navigation through the website this was achieved using html, java

script and style sheets. I used text editors and graphic editors to edit both text graphical content on the pages. Some of the applications I used for editing include:

Macromedia flash 8, fireworks MX, adobe Photoshop, dream weaver mx and many others.

#### **4.1.2 Designing of the database tables**

All the database tables were designed using MySQL relational database management system. I used the SQL query language to create individual tables and insert or edit data therein and selecting data from there language.

#### **4.1.3 Interface and database integration (programming)**

This was the final stage of implementation. At this stage, the interface was integrated with the backend (database). All users requested were translated to database queries and database output was translated and displayed at the interface. This was achieved using PHP5. I wrote PHP scripts to capture the data from the forms provided on the various HTML pages and store it in the database. PHP is also useful in retrieving information from the database.

#### **PHP was used in three primary ways**

##### **Server-siding scripting**

I used PHP to create dynamic web content, which was best suited for the task. To generate html, I used the PHP parser and a web server (apache) to send the document. Apache contains a parser, which comprises the PHP code.

##### **Command line scripting**

I used PHP to run from the command line, PHP can also be used to write command-line scripts for system administration tasks, such as backup and log parsing.

## Client-side GUI applications that are full blown and cross platform.

Forms are used to capture information from the user of the system. Some of these are displayed in the proceeding pages.

### The Scandinavia Express Service home page

The screenshot shows a web browser window with the address `http://localhost/booking/index.php`. The page header includes the Scandinavia Express logo and a navigation menu with links for [Administrator](#), [About Us](#), [User Login](#), [Travel Guide](#), and [Contact Us](#). A secondary menu lists routes: [Kampala](#), [Kigali](#), [Dar-es-Salaam](#), [Nairobi](#), and [Bujumbula](#). A table below displays the prices for these routes.

From	To	Price
Kampala	Kampala	UGSHS 20,000
Kigali	Kigali	RWF 15,000
Dar-es-Salaam	Dar-es-Salaam	TZ 10,000
Nairobi	Nairobi	KS 20,000
Bujumbula	Bujumbula	BJF 95,000
Kampala	Kigali	UGSHS 40,000
Kigali	Dar-es-Salaam	RWF 20,000
Dar-es-Salaam	Nairobi	TZ 11,000
Nairobi	Bujumbula	KS 10,000
Kampala	Nairobi	UGSHS 60,000
Nairobi	Kigali	RWF 17,000
Kigali	Dar-es-Salaam	TZ 13,000
Dar-es-Salaam	Nairobi	KS 20,000
Nairobi	Bujumbula	BJF 79,000
Kampala	Bujumbula	UGSHS 50,000
Bujumbula	Kigali	RWF 19,000
Kigali	Dar-es-Salaam	TZ 12,000
Dar-es-Salaam	Nairobi	KS 13,000
Nairobi	Bujumbula	BJF 68,000

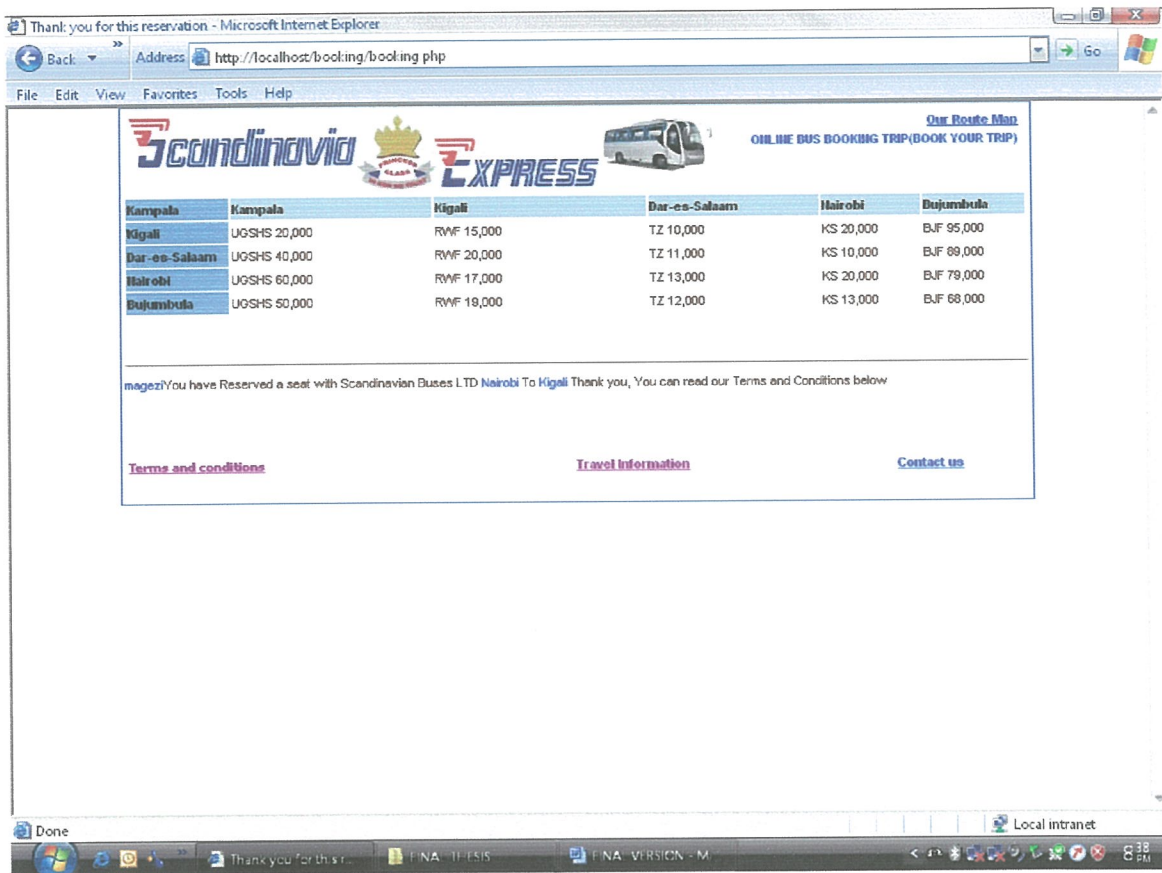
Below the table is the "Scandinavian OnLine Bus Ticket Booking Form". It contains the following fields:

- Name \* (text input)
- Sex \* (dropdown menu: "Select Your Sex")
- Mobile \* (text input)
- From \* (dropdown menu: "Select Location")
- Departure Date \* (calendar icon)
- Adults \* (spin button: "1")
- Email \* (text input)
- Other Phone \* (text input)
- Amount \* (text input)
- To \* (dropdown menu: "Select Location")
- Return Date (calendar icon)
- Children \* (spin button: "1")

A "Submit" button is located at the bottom right of the form. A small image of a bus is visible on the right side of the form area. Below the form are links for [Terms and conditions](#) and [Travel Information](#).

This page has a booking form that captures the relevant information to enable client book a ticket. On entering the relevant information and submission you are given a confirmation message.

Below is the page showing the confirmation message



### The Scandinavia Express Service administrator page

The administration page has several clients who have expressed interest to book tickets with Scandinavia Express Services. The administrator has the privileges to make adjustments on the information therein. The administrator can add, edit or delete the content with in the tables.



Below is the sample of the administration page with clients.

The screenshot shows a Microsoft Internet Explorer browser window displaying the 'Scandinavia Online Bus Ticket Booking' administration page. The browser's address bar shows 'http://localhost/booking/admin.php'. The page header includes the 'Scandinavia EXPRESS' logo and a 'Our Route Map ONLINE BUS BOOKING TRIP' link. Below the header, there is a 'Log out' link and a table of booking records. The table has 13 columns: Booking Name, Mobile, Sex, Email, Phone, City From, City TO, Departure Date, Return Date, Adults, Children, Amount, and Status. There are six rows of data, all for a user named 'mawanda moses' with a mobile number of 782086452 and an email of mawanda@yahoo.com. The status of the bookings varies between 'NO' and 'YES'. At the bottom of the table, there are 'Next' and 'Last' navigation links. The Windows taskbar at the bottom shows the system time as 8:35 PM and the date as 8/13/2009.

Booking Name	Mobile	Sex	Email	Phone	City From	City TO	Departure Date	Return Date	Adults	Children	Amount	Status
mawanda moses	782086452	Male	mawanda@yahoo.com	782086452	1	2	13/08/2009	13/08/2009	3	2	76867	NO
mawanda moses	782086452	Male	mawanda@yahoo.com	782086452	001	002	13/08/2009	13/08/2009	3	2	76867	NO
mawanda moses	782086452	Male	mawanda@yahoo.com	782086452	Kampala	Nairobi	13/08/2009	13/08/2009	3	2	76867	YES
mawanda moses	782086452	Male	mawanda@yahoo.com	782086452	Kampala	Nairobi	13/08/2009	13/08/2009	3	2	76867	YES
mawanda moses	782086452	Male	mawanda@yahoo.com	782086452	Kampala	Nairobi	13/08/2009	13/08/2009	3	2	76867	YES

The administrator can edit the records on the form below

scandinavia online booking - Microsoft Internet Explorer  
Address: http://localhost/booking/view.php?id=5

File Edit View Favorites Tools Help

Our Route Map  
ONLINE BUS BOOKING TRIP

Scandinavian Online Bus Ticket Booking

GuestName:	mawanda mozes
Mobile:	782086452
Sex:	Male
Email:	mawanda@yahoo.com
Phone:	782086452
City From:	Kampala
City TO:	Nairobi
Departure Date:	13/08/2009
Return Date:	13/08/2009
Adults:	3
Children:	2
Amount:	76867
Status:	YES

Update record

Done Local intranet  
scandinavia online F NA TESIS F NA VERSION - M 8:36 PM

## 4.2 System testing

The online ordering system was uploaded on an apache server to test its functionality.

This was to ensure that all subsystems created are functioning as planned. There was programmer testing for usability and code errors. Few prototypes users were input to test the system and point out on any flaws.

PHP scripts were written to test the variables and send a response containing the www-authenticate header to challenge the browser. When a request contains a username and password, the PHP script authenticates and authorizes the request using logic that is required. The user credentials set in the variables are then passed onto the function authenticated.

To test the new online ticket ordering system, I registered as a new user by inputting the required information in the registration form. Registration enabled me get a user account and password, which I then used to log into the system the login was successful. Logging in enabled me access to the orders page where I placed an order for the ticket the action was successful.

## CHAPTER FIVE

### 5.1 Introduction

This chapter gives a concise summary of major finding of the project, conclusions and what I recommend. The recommendations are based on my analysis and interpretation of the findings.

### 5.2 Discussions.

The system has been successful in creating a facility that will market Scandinavian Express Services at a cheap, immediate and cost effective portal to capture a niche in the competitive market.

One of the objectives of the new system was to design a system that will provide information stored in the database, online applications and the necessary travel information and data security of login in issues. The system has been successful in enabling ease with which the client can place an order for the ticket by simply logging in and selecting the service. A well defined authentication system has been put in place to ensure security of client details using passwords.

### 5.3 Summary of the major findings and improvements

- It has established that the formulation of registration forms is easily done by the use of software like MySQL, PHP, and HTML
- The use of an online ticket ordering system fastens the process of recording personnel information of clients and delivery of services.
- It has been found out that the time of inserting client information has been shortened and there is effective computation of accurate client orders
- The delivery operations have enhanced and this will reduce on the errors associated with the client orders
- Another finding is that order procedures are now faster and a lot of client's information can be kept for future references.

#### **5.4 Future research**

Areas that need improvement in the near future include the following

- Back up system
- Internet security like firewall
- The system can be stretched out in future to help Scandinavian Express Services
- To ease transactions with major travel agents.

#### **5.5 Constraints**

Some hindrances to the project were mainly during data collection where Scandinavian Express Services staff and management have been very busy to consult on issues concerning the acquisition of accurate information.

The managers were reluctant to reveal any information about the services and modes of operation for fear of and suspicion that the researcher may be a competitor in the business.

Another limitation was the period given to come up with the project. The project, which was meant to last 2 months, lasted less than one and ½ months thus it was not fully implemented as earlier planned.

#### **5.6 Recommendation**

##### **Training**

It is essential for the employees and regular clients of Scandinavian Express Services to get training on how to use the system. This is vital because it enables end users appreciate the system more.

##### **Conversion**

The new system should be used concurrently with the existing traditional system as back up.

##### **Testing**

The new system should be tested by the company's system administrator to see to it that it runs smoothly with the recommended operating system.

Testing includes checking to see that all links are functioning properly, as well as the other functionalities of the system. After the system has been tested and found to be reliable, the administrator should launch it.

Performance targets should be set in order to appraise the system and any problems that are found be documented for future review.

## **5.7 conclusions**

I have realized that traditional client ticket ordering and marketing systems are not immediate and cost effective. Thus, the need to develop an online system to solve the above mentioned problem. However, the online ticket ordering system is meant to function with the traditional manual system in the eventuality of a disaster.

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<http://computer.howstuffworks.com/internet-channel.html?ch=computer&sub=sub>  
internet 2/28/2009 10:00am

[http://www.webopedia.com/term/w/web\\_site.html](http://www.webopedia.com/term/w/web_site.html) 4/3/2009 6:45

([www.dads.state.tx.us/handbooks/amh/C/3000/3610.html](http://www.dads.state.tx.us/handbooks/amh/C/3000/3610.html))\ 3/29/2009 1:00 pm

<http://www.allwords.com/word-ticket.html> 21/6/2009 10:25 am

[http://en.wikipedia.org/wiki/ Online\\_shopping.htm](http://en.wikipedia.org/wiki/Online_shopping.htm) 4:00pm 26<sup>th</sup> June 2009

<http://www.eprinterorder.com> 4:35pm 26<sup>th</sup> June 2009

([http://en.wikipedia.org/wiki/electronic\\_ticket.htm](http://en.wikipedia.org/wiki/electronic_ticket.htm) 19/6/2009 5:00pm

<http://havant-travel.info/info-1>, Havant borough public transport

<http://www.scottishexecutive.gov.uk/> 29/5/2009 8:00pm

<http://www.articlesbase.com/flights-articles/>)

<http://computer.howstuffworks.com>

<http://www.articlesbase.com/flights-articles/advantages-and-disadvantages-of-buying-airline-tickets-online-447497.html> 27/6/2009 4:00 pm



**APPENDIX**

**INTERVIEW GUIDE FOR THE COMPANY WORKERS**

1) Personal Background

Sex: .....

Age: .....

Title: .....

2) What services do Scandinavia Express services provide to clients?

.....  
.....

3) What is the current system you are using for ticket ordering?

.....  
.....

4) What are the challenges you are facing with using the current system?

.....  
.....

5) How do your clients get to know about their travel schedules?

.....  
.....

6) Have clients ever missed the buses?

.....

7) If yes, what was the cause?

.....  
.....

8) What measures have you put in place to ensure that such incidences do not happen?

.....

## QUESTIONNAIRE FOR CLIENTS

**Dear respondent,**

I am a student of Kampala International University carrying out an academic research on the topic “Online Ticket Ordering System: case study of Scandinavia Express Services.” You have been randomly selected to participate in the study and are therefore kindly requested to provide an appropriate answer by either ticking the best option or give explanation where applicable. The answers provided will only be used for academic purposes and will be treated with utmost confidentiality.

NB: do not write your name anywhere on this paper.

1) Sex

Male

Female

2) Age

15-23

23-30

31-40

41-50

3) Where do you come from?

.....  
.....

4) Where are you traveling to?

.....  
.....

5) What is the departure time for your journey?

.....  
.....

6) How often do you travel with Scandinavia Express services?

.....

7) What are some of the services provided to you by Scandinavia Express Services?

.....  
.....

8) What are some of the weaknesses of the current system of ticket ordering?

.....  
.....

9) How does Scandinavia express services avail information to its clients?

.....

### BUDGET

Paper 2 reams.....	ush 20, 000=
Literature research and compilation.....	ush 50, 000=
Preparation of report.....	ush 25, 000=
Transport .....	ush 50,000=
Refreshments.....	ush 30,000=
Typesetting, Printing and photocopy.....	ush 40,000=
Pens/pencils.....	ush 1, 000=
<b>Total .....</b>	<b>ush 22,500=</b>

### Pseudo code for the function

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  <tr>
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cellpadding="0" cellspacing="1">
      <tbody><tr>
        <td bgcolor="#4474c2" height="25"><span style="color: rgb(255, 255, 255);
font-weight: bold; font-size: 14px;">&nbsp;   Scandinavian OnLine Bus Ticket Booking
Form</span></td>
      </tr>
      <tr>
        <td bgcolor="#4474c2"> <form method="post" onsubmit="return
validateBusLeadForm(this)" action="booking.php"><table width="99%" align="center"
bgcolor="#ffffff" border="0" cellpadding="3" cellspacing="0">
          <tbody><tr>
            <td width="12%"></td>
            <td width="63%"></td>
            <td rowspan="7" width="25%"><table width="100%" border="0"
cellpadding="0" cellspacing="0">
              <tbody><tr>
                <td align="right"></td>
              </tr>
            </tbody></table></td>
          </tr>
          <tr>
            <td colspan="2">
              <table width="100%" cellpadding="2" cellspacing="0">
                <tbody>
                  <tr valign="top">
                    <td width="24%"><b>Name</b> <span
class="MandatoryColor">*</span> </td>
```

```

        <td width="33%">
            nput name="guestName" class="inputControl" maxlength="20" type="text">
                <div id="leadnameerror" style="color: red; font-weight:700;"
class="font9"></div>
                </td>
            <td width="18%" align="left"><b>Email</b> <span
class="MandatoryColor">*</span> </td>
            <td width="20%">
                <input name="email" class="inputControl" maxlength="40"
type="text">
                <div id="emailerror" style="color: red;" class="font9"></div>
</td> </tr>
<tr valign="top">
<td width="24%"><b>Sex</b> <span class="MandatoryColor">*</span>
</td>
<td width="33%">
    <select name="sex" class="inputControl">
        <option value="--">Select Your Sex</option>
        <option value="Male">Male</option>
        <option value="Female">Female</option>
    </select>
    <div id="mobileerror" style="color: red;" class="font9"></div>
</td>
    <td width="18%" align="left"><b>Other Phone</b> <span
class="MandatoryColor">*</span> </td>
    <td width="20%">
        <input name="phone" class="inputControl" maxlength="20"
type="text">
        <div id="phone" style="color: red;" class="font9"></div>
</td>
</tr>
<tr valign="top">

```

```

        <td width="24%"><b>Mobile</b> <span
class="MandatoryColor">*</span> </td>
        <td width="33%">
            <input name="mobile" class="inputControl" maxlength="20"
type="text">
            <div id="mobile" style="color: red;" class="font9"></div>
</td>
        <td width="18%" align="left"><b>Amount</b> <span
class="MandatoryColor">*</span> </td>
        <td width="20%">
            <input name="booking_amount" class="inputControl" maxlength="20"
type="text" id="booking_amount">
            <div id="phoneerror" style="color: red;" class="font9"></div>
</td>
        <tr valign="top">
            <td width="24%"><b>From</b> <span
class="MandatoryColor">*</span> </td>
            <td width="33%">
                <select name="cityFromId" class="inputControl">
                    <option value="--">Select Location</option>
                    <option value="Nairobi">Nairobi</option>
                    <option value="Kampala">Kampala</option>
                    <option value="Kigali">Kigali</option>
                    <option value="Dares-laam">Dares-laam</option>
                    <option value="Bujumbula">Bujumbula</option>
                    <option value="Lusaka">Lusaka</option>
                </select>
            </td>
            <td width="18%" align="left"><b>To</b> <span
class="MandatoryColor">*</span> </td>
            <td width="20%">
                <select name="cityId" class="inputControl">

```

```

        <option value="--">Select Location</option>
        <option value="Kampala">Kampala</option>
        <option value="Nairobi">Nairobi</option>
        <option value="Dares-laam">Dares-laam</option>
        <option value="Kigali">Kigali</option>
        <option value="Bujumbula">Bujumbula</option>
        <option value="Lusaka">Lusaka</option>
    </select>          </td>

</tr>
</tbody>
</table>          </td>
</tr>          <tr>
<td colspan="2"><table width="575" cellpadding="0" cellspacing="0">
    <tbody>
        <tr valign="top">
            <td width="26%"><b><span><b>Departure Date</b> <span
class="MandatoryColor">*</span></span></b></td>
            <td width="34%">
                <input name="startDateStr" class="inputControl" id="startDateStr"
size="16" maxlength="20" readonly="true" type="text">
                
                <script type="text/javascript">
                    Calendar.setup({
                        inputField    : "startDateStr", // id of the input field
                        ifFormat      : "%d/%m/%Y", // format of the input field
                        button        : "f_trigger_b", // trigger for the calendar (button ID)
                    });
                </script>
            </td>
        </tr>
    </tbody>
</table>
</td>
</tr>

```



```

        step      : 1,
        date      : "
    });
</script>
<div id="startdateerror" style="color: red;" class="font9"></div>
</td>

    <td width="19%" align="left"><span><b>Return Date&nbsp;</b></span>
id="ctl00_ContentPlaceholder1_BE_CoachSearchBar1_lblStar2"
class="MandatoryColor"></span></span></td>

    <td width="21%">

        <input name="endDateStr" class="inputControl" id="endDateStr"
size="16" maxlength="20" readonly="true" type="text">

        <script type="text/javascript">
            Calendar.setup({
                inputField   : "endDateStr", // id of the input field
                ifFormat     : "%d/%m/%Y", // format of the input field
                button       : "f_trigger_c", // trigger for the calendar (button ID)
                step         : 1,
                date         : "
            });
        </script>
        <div id="enddate" style="color: red;" class="font9"></div>
</td>

</tr>
</tbody>
</table></td>

```

```
</tr>
```

```
<tr>
```

```
<td colspan="2"><table width="100%" cellpadding="0" cellspacing="0">
```

```
<tbody>
```

```
<tr>
```

```
<td width="26%"><b>Adults</b> <span  
class="MandatoryColor">*</span></td>
```

```
<td width="34%"><select name="adults" id="adults">
```

```
<option selected="selected" value="1">1</option>
```

```
<option value="2">2</option>
```

```
<option value="3">3</option>
```

```
<option value="4">4</option>
```

```
<option value="5">5</option>
```

```
<option value="6">6</option>
```

```
</select></td>
```

```
<td width="19%"><b>Children</b> <span class="MandatoryColor">*</span></td>
```

```
<td width="21%"><select name="children" id="adults">
```

```
<option selected="selected" value="1">1</option>
```

```
<option value="2">2</option>
```

```
<option value="3">3</option>
```

```
<option value="4">4</option>
```

```
<option value="5">5</option>
```

```
<option value="6">6</option>
```

```
</select></td>
```

```
</tr>
```

```

        </tbody>
</table></td>
</tr>    <tr>
        <td colspan="2"><span class="highlights1">Fields marked * are
mandatory</span></td>
        </tr>    <tr>
        <td colspan="2" align="right">
                <input src="images/Searcho.gif" name="submit" type="image">
</td>    </tr>
</tbody></table></form></td>
</tr>    <tr>
        <td bgcolor="#4474c2" height="5"></td>
</tr>
</table></td>
</tr>    <tr>
        <td onclick="myPopup()"><b><u><a href="incs/Terms and Conditions.php">Terms
and conditions </a></u></b></td>
</tr>    <tr>
        <td onclick="myPopup1()"><b><u><a href="incs/Travel info.php">Travel
Information</a></u></b></td>
</tr>    <tr>
        <td onclick="myPopup2()">&nbsp;</td>
</tr>    <tr>
        <td>    </td>
</tr> </table>
<p>&nbsp;</p>
</div>
</body>
</html>

```

```

<p>
    <?php
        echo "<hr>";

$guestName=$_POST['guestName'];
$cityFromId=$_POST['cityFromId'];
$cityId=$_POST['cityId'];
$con = mysql_connect("localhost","root","");
if (!$con)
{
    die('Could not connect: ' . mysql_error());
}
mysql_select_db("user_booking", $con);
$sql="INSERT INTO book (guestName,sex, mobile, cityFromId,startDateStr,adults
,email, phone, booking_amount ,cityId , endDateStr, children)
VALUES
($_POST[guestName'],$_POST[sex'],$_POST[mobile'],$_POST[cityFromId'],$_POST
[startDateStr'],$_POST[adults'],$_POST[email'],$_POST[phone'],$_POST[booking_a
mount'],$_POST[cityId'],$_POST[endDateStr'],$_POST[children])";
if (!mysql_query($sql,$con))
{
    die('Error: ' . mysql_error());
}
echo " <font color='blue'>".$_guestName. "</font>". "You have Reserved a seat with
Scandinavian Buses LTD <font color='blue'>".$_cityFromId."</font> ". "To <font
color='blue'>".$_cityId. "</font>". " ";
echo "Thank you, You can read our Terms and Conditions below<br>";
mysql_close($con)
?>
</p><br /><br />

```

```
<table width="759" height="25" border="0">
  <tr>
    <td width="351" align="left" valign="top"
onclick="myPopup()"><h3><b><u><a href="incs/Terms and Conditions.php"
class="style1">Terms and conditions</a></u></b></h3></td>
    <td width="252" align="left" valign="top" onclick="myPopup1()"><b><u><a
href="incs/Travel info.php">Travel Information</a></u></b></td>
    <td width="65" align="left" valign="top" onclick="myPopup4()"><b><u><a
href="incs/contactus.php">Contact us</a></u></b></td>
  </tr>
</table>
</td>
</tr>
</table>
</body>
</html>
```