



## A STUDY ON E-TICKET SYSTEM

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### Abstract:

The Online Ticketing System an Internet based application that can be accessed throughout the Net and can be accessed by anyone who has a net connection. This application will reserve the tickets. This online ticket reservation system provides an interface where any user of internet can access it. User is required to login to the system and needs a credit card for booking the tickets. Tickets can be checked at the entrance by scanning QR-code. But all this excitement vanishes after standing in hours in long queues to get tickets booked. Our app provides complete information regarding current crowd at that place by prediction. Ticket reservations are done using credit card and can be cancelled if needed. Our online tickets ticketing system is one of the best opportunities for those who cannot afford enough time to get their tickets reserved standing in long queues. People can book tickets online at any time of day Or night. Our ticketing system also provides option to cancel the tickets which are reserved previously.

**Key Words:** IRCTC Train Ticket Booking, Bus Ticket, Railway Ticket Make My Trip Flight, Safe Travels, Google Trips

### Introduction:

Ticketing distribution, either directly from the airline or originated from a travel agency, has been the standard way to deliver travel documents since scheduled air transportation commenced. In today's environment a passenger must have a "paper" ticket in order to travel. The public has been conditioned and continuously reinforced that a travel document receipt, commonly referred to as an "airline ticket" is the only way to obtain the transportation service desired. That is, there will not be service provided without it.

### Objectives:

- To analyze the perception of customers regarding the advancement of technology of e-ticketing.
- To trace the problems faced by the customer online reservation of bus tickets.
- To measure the level of satisfaction of the customers towards E-Tickets

### Review of Literature:

Santosh Electronic tickets, or e-tickets, are becoming increasingly popular as an alternative to traditional paper tickets. Traveling by plane, rail, or bus, as well as attending a concert, sporting event, or movie all need the usage of electronic tickets. Electronic tickets, or "e-tickets," have various advantages over paper tickets, notably being more practical, less wasteful, and more secure. But it has some downsides as well. Let's find more details about Advantages and disadvantages of E Ticketing.

Justin Bieber at Scotiabank from etickets.com. It was super easy to buy the tickets, and the prices were cheaper than other places. I even found a promo code that helped me stay within my budget. Overall, it was a good experience.

Joel R. Goheen is said to have initiated e-tickets in the airline industry in 1994. E-tickets were used by united airlines that year. In June 2008 the international air transport association (IATA) made it mandatory for associate member to replace multilayered paper ticketing system.

Alfawaer, Awni and Al-Zoubi (2011) an e-ticket as "a paperless electronic document used for ticketing travelers, mainly in the commercial airline industry"

Ravi, Ashvini and Rs, Lekshmi (2014) In IRCTC the serious issue looked by the travelers during online reservation are service charges, network issue, programmed retraction of waitlisted ticket, changes in name and loading up station and so forth This investigation planned to track down the general significance of the different previously mentioned issues on the user.

Kumar, R Ganesh (2017) the training was done in Indian Railway Catering and Tourism Corporation E-tickets is a completely possessed auxiliary of the Ministry of Railways, Government of India. The task was done in Bangalore district of the organization. The organization is into giving providing food services to travelers moving and the travel industry services moreover.

Kevin (2012) Web-based Bus Reservation and Ticketing System is a generic web portal application that aids bus customers to reserve a seat in a certain bus company anytime and anywhere and variety of buses that satisfy the customer's requirements are provided.

G. Davidoff and Doris The electronic ticketing approach seems to have some major effect on the current CRSs. air fares and ticketing provides a good understanding of the information provided by the CRSs.

#### **Statement of the Problem:**

This thesis will study the effects on airline passengers of a ticketing method put in practice by several airlines. Electronic ticketing is yet another attempt, by new and established airlines, at reducing their own domestic distribution cost structure. This ticketing method may rapidly become more widely used in the industry. However, there are mixed opinions, depending on which organization responds, on passenger adaptation trends to this ticketing method. None of these responses are backed by conventional market analysis or sound academic research.

#### **Types of E Ticketing:**

- Bus Tickets
- Railway Tickets
- Airline Tickets
- Train Tickets
- Cinema Tickets

#### **Bus Tickets:**

Bus Logic presents fully automated bus ticket sale process as well as the automated fare collection services and sold tickets control (inspection) system. Entire Bus Logic system development is based on many years of experience gained in the direct collaboration with the bus operators. Therefore Bus Logic Bus Booking System meets the requirements of public transport service providers and other bus operators for an integrated ticketing solution with multiple features like Ticket sale on the bus, automated fare collection.

#### **Airline Tickets:**

E-tickets in the airline industry were devised in about 1994, and have now largely replaced the older multi-layered paper ticketing systems. Since 1 June 2008, it has been mandatory for IATA members to use e-ticketing. Where paper tickets are still available, some airlines charge a fee for issuing paper tickets. A reservation is confirmed, the airline keeps a record of the booking in its computer reservations system. Customers can print out or may be provided with a copy of a e-ticket itinerary receipt which contains the record locator or reservation number and the e-ticket number. It is possible to print multiple copies of an e-ticket itinerary receipt

#### **Besides Providing Itinerary Details, An E-Ticket Itinerary Receipt Also Contains:**

An official ticket number including the airline's 3-digit ticketing code, a 4-digit form number, a 6-digit serial number, and sometimes a check digit Carriage terms and conditions (or at least a reference to them) Fare and tax details, including fare calculation details and some additional data such as tour codes. The exact cost might not be stated, but a "fare basis" code will always identify the fare used. A short summary of fare restrictions, usually specifying only whether change or refund are permitted but not the penalties to which they are subject

- Form of Payment
- Issuing Office
- Baggage Allowance

#### **Train Tickets:**

Started offering electronic tickets on all train routes. These tickets can be ordered over the internet and printed (as a PDF file), printed at a Quik-Trak kiosk, or at the ticket counter at the station. Electronic tickets can also be held in a smart phone and shown to the conductor using an app. Mobile tickets are common with operators of US commuter train networks (e.g. MTA LIRR and Metro North) but they are usually only offered on the US version of the App Store and only accept US-issued credit cards as the app's payment page asks the user for the credit card's ZIP code to complete the purchase. Several European train operators also offer self-printable or downloadable tickets. Often tickets can also be delivered by SMS or MMS. Railway operators in other countries also issue electronic tickets.

#### **Sport, Concert, and Cinema Tickets:**

Many sport, concert venues, and cinemas use electronic ticketing for their events. Electronic tickets, or "eTickets" as they are sometimes referred, are often delivered as PDFs or another downloadable format that can be received via email or through a mobile app. Electronic tickets allow organizers to avoid the cost of producing and distributing physical tickets by transferring costs to the customer, who must own electronic hardware and purchase internet access in order to receive their ticket. A printed copy of these tickets or a digital copy on a mobile phone should be presented on coming to the venue. These tickets now normally also have a barcode, which may be scanned on entry into the venue to streamline crowd processing. Electronic tickets have become increasingly prevalent in the entertainment industry over the last decade. In some cases,

spectators who want to see a match may not need a printable electronic ticket. If someone with a membership to a football team books a ticket online, the member can just verify his/her reservation with a membership card at the entrance. This is common with teams in the English Premiership League.

**Benefits:**

- Itinerary changes and refunds can be handled through the telephone eliminating the wait for the mail.
- Expedient reservations, check-in and boarding.
- Significant time reduction per passenger from booking to boarding.
- Reduction of ticket stock, printing hardware cost, in-house storage of tickets as it automates much of the sales reporting functions at the airport.
- Opportunity to improve passenger service.
- Eliminates passenger anxiety from losing the ticket.
- Reduces human interaction, something the business passenger appreciates.
- Streamlines passenger document processing throughout the company.
- Improves accuracy and timeliness of accounting and credit card systems.
- Automates the sale transaction.
- Improves audit trails and reduces fraud.
- Reduces paper waste, thus conforming with ecological advocated practices.

**Conclusion:**

The researcher analyzed clearly validates and supports the stated that electronic ticketing travel changes the travel behavior of domestic airline passengers. The analysis performed in each of the established criterion that defined this statement. There were several categories that were of significant value to supporting this positive conclusion: change in customer ticketing purchase patterns, change in the time investment, change in anxiety, and change in the service and value provided. These changes are largely influenced by factors internal and external to the customer as well as previous use of electronic or "ticketless" products. Identifying these elements of change is key in understanding the effects on behavior and in controlling the variables that cause this behavior change. While the categories are important as a unit, they are not mutually exclusive or independent. That is, a change in the customer's anxiety is directly correlated to a change in the customer's perception of product value. Nonetheless, each change was analyzed within the parameters of the category affected.

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