**A. Client needs**

The Business to Customer (B2C) process is as following

1.The customer views the trips on the overview

2. Customer clicks on a trip and navigates to the detail page

3. Between this click and the actual display, we check the availability again.

4. The customer places the trip in the shopping cart.

5. The system checks the availability of the hotel, flight and tickets again.

6. Upon payment, the various components are booked via the APIs.

7.GP Travel Deluxe receives a confirmation e-mail.

8. In the event of a problem (for example, no tickets available), GP Travel Deluxe will be informed immediately so that manual action can be taken.

**B. System description**

**B.1 WooCommerce Web shop system**

GP Travel system is a built Wordpress Web site with WooCommerce integration

Figure1 System description within its environment

**B.2 Interface systems**

The webshop has interfaces with the following systems:

1. Customer communication
   1. E-mail
2. Payment systems
   1. Mollie
   2. Bunq bank
3. Booking
   1. Xs2event for f1 ticket
   2. Duffle for flight tickets
   3. Ratehawk for hotel room
4. Administration
   1. E-boekhouden.nl
   2. Tax declaration

**C. Technical requirements**

C.1 Functional requirements

c.1.1 The website needs to provide an clear overview of available packages

● Content page (with various reusable sections)

● Product overview (travel)

F1 package information and travel entry

**C.2 Interface requirements**

c.2.1 Customer communicates preferred package to business

● Contact page

When entering a trip in the backend, the following data is recorded:

● Date from/to (manual entry)

● Departure and arrival airport (manual entry, IATA code)

● Match ID (manual entry)

Filtering options:

● Date (from/to)

● City

c.2.2 Business prepares payment including margin

The system determines the cheapest price based on this data. Links & APIs

● Hotel information → RateHawk API

● Match tickets → XS2Event API

● Flight tickets → Duffel API. Other preferred APIs are also negotiable, but

that could affect the hours.

c 2.3 Customer needs to perform payment within 2 days

- payment customer 🡪 API booking (mollie)

c.2.4 Business does needed administration

- prepare invoice 🡪 API e-boekhouden

- prepare tax 🡪 API bunq

**C.3 Performance requirements**

c.3.1 reliability

- 99 percent uptime

c.3.2 availability

- payment system needs to work 99 percent of time, and recovery within 2 days of any problems

c.3.3 maintainability

- solving bugs once in 2 months, and upon call within 2 days recovery

c.3.4 safety

- encrypted data

- GDPR Personal data protection