



## Tourism Pahang Statistic System (TPSS)

### User Manual (User)

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Version 1.0

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# 1. Introduction

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This User Manual (UM) provides the information necessary for Users to effectively use the Tourism Pahang Statistic System (TPSS).

This system consists of 3 part which consist of creating report and managing hotel profile functions including key in the number of tourists from local and foreign country. The main objective of this system is to help the hotel/ resort owner to key in data, view it in report and analyze the statistical data.

The main objective of TPSS system is to help the hotel or resort management to identify their current performance and the data collected will help them to forecast and create marketing strategy.

On the other hand, TPSS also gives benefits to the state government in order to help and focus to promote Pahang State and indirectly gives benefits to the state economy and also to the Tourism industry.

## 2. Overview

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Tourism Pahang Statistic System (TPSS) is a system built to record and calculate statistic of tourist visited and stay in hotel and resort around Pahang. The TPSS is a Web-based system and design to fit in any size of screen such as computer monitor and phone screen. This system can be use on any operating system (OS) on any device with internet connection.

### 2.1 Conventions

This document provides screen prints and corresponding narrative to describe how to use the Tourism Pahang Statistic System (TPSS).

When an action is required on the part of the reader, it is indicated by a line beginning with the word "Action:" For example:

**Action:** Click on OK.

Fields or buttons to be acted upon are indicated in bold italics in the Action statement; links to be acted upon are indicated as links in underlined blue text in the Action statement.

**Note:** The term 'user' is used throughout this document to refer to a person who requires and/or has acquired access to the Tourism Pahang Statistic System (TPSS).

### 2.2 Caution & Warning

- Please do not share your username and password to any party because it will make the data collection of tourist's numbers will become inaccurate.
- This system belongs to Tourism Pahang. Any access from invaders and not related party will be banned and will be charged.

## 3. Getting Started

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### 3.1 Set-up Considerations

TPSS screens are designed to be viewed at any size of computer or smartphone screen. The system is design to fit latest technology.

To make sure the system has more security, the system required PHP 7 and above. Please use PHP 7 and above only to make the system can run smoothly.

1. Use only the computer or smartphone with internet connectivity.
2. Can be accessed on any browser such as Internet Explorer, Microsoft EDGE, Google Chrome or Mozilla Firefox.

### 3.2 User Access Considerations

1. The user of TPSS can make following actions:
  - a. Insert tourist data statistic
  - b. View and print or download the report
  - c. Update profile

### 3.3 Accessing the System

1. For the user to access the system, they must register and waiting for system administrator to approve the account. They will get the email (using in registration) after the account has been approved. At the **Homepage**, click **Register** and fill the form. After that, click **Submit** button.

The image shows a 'User Registration' form with the following fields and elements:

- USER NAME:** Username
- HOTEL NAME:** Hotel's Name
- CITY:** Bera
- EMAIL ADDRESS:** Email
- PASSWORD:** Password
- CONFIRM PASSWORD:** Confirm Password
- Security:** I'm not a robot checkbox and reCAPTCHA icon.
- Button:** REGISTER
- Footer:** Already have account? [Sign in](#)

2. After account has been approved by System Administrator, user can click **User Login** to login to the system.
  
3. To reset the password for the account:
  - a. Go to the **User Login** and click **Forgotten password?**
  - b. Insert the username or email registered
  - c. The system will create temporary password and send to the registered email
  - d. The user now can login with the temporary password
  - e. After login, click **Change Password** and fill the temporary password and new password and click **Submit**
  
4. To change the password:
  - a. Login to the system
  - b. After login, click **Change Password** and fill the current and new password and then click **Submit**

## 3.4 System Organization & Navigation

### 3.4.1 First Time Login

1. For the first time login, user need to fill the hotel details form. after user has fill the form, click **Submit**.

The screenshot shows the TPSS (Tourism Pahang Statistic System) interface. On the left is a dark sidebar with navigation options: Dashboard, HOTEL MANAGEMENT (Insert Domestic/International Statistic, Statistic Data), REPORT CENTRE (Yearly/Monthly Report), and ACCOUNT (Profile, Change Password, Change Email, Change Destination, Logout). The main content area is titled 'Hotel Details Form' and contains a green welcome message: 'Welcome! Please fill the details before continue to the system.' Below this is the form itself, which includes the following fields:

- Hotel's Name:
- Address:
- Street:
- Destination:
- Postcode:
- Phone Number:
- Fax Number:
- Website/Email:
- Number of Room:
- Price : From:
- Price : To:
- Rating:
- Orchid Rating:

At the bottom of the form, there are two buttons: 'Submit' (blue) and 'Reset' (red).

### 3.4.2 Homepage

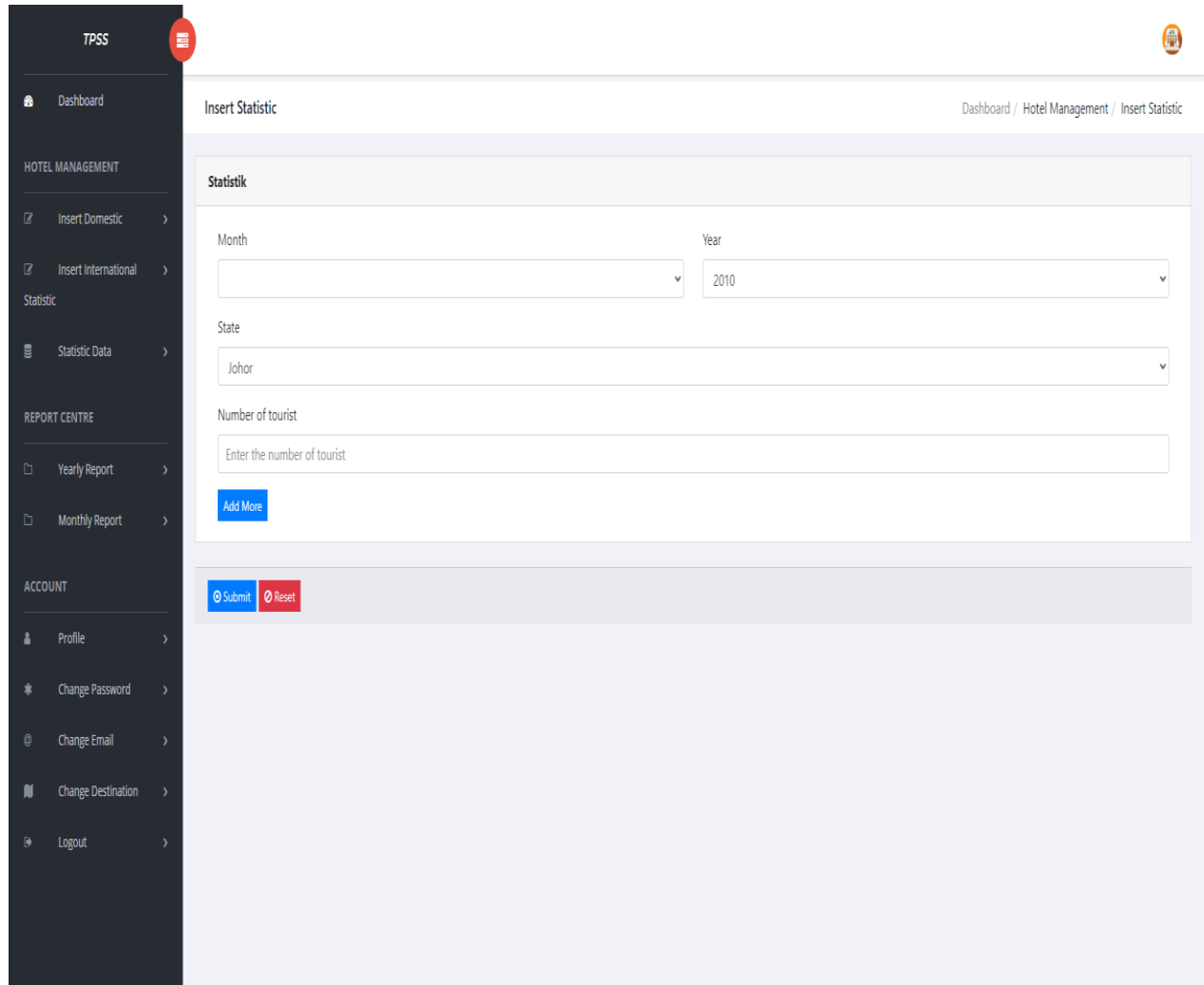
Homepage for the system contains the reminder for the user to fill the data and dashboard for the user, total tourist by Quarter, Year and Current Month, Top list of Countries for current year and previous month.

The screenshot displays the TPSS dashboard interface. On the left is a dark sidebar menu with categories: HOTEL MANAGEMENT (Dashboard, Insert Domestic/International Statistic, Statistic Data), REPORT CENTRE (Yearly/Monthly Report), and ACCOUNT (Profile, Change Password, Change Email, Change Destination, Logout). The main content area is titled 'Welcome, darulmakmurhotel' and includes a 'Reminder' section with ten yellow bars for each month from February to October 2020, each with a close button. Below this are four quarterly statistics cards: 1st Quarter (2020) with 510, 2nd Quarter (2020) with 0, 3rd Quarter (2020) with 0, and 4th Quarter (2020) with 18300. Two total tourist cards follow: Total of Tourist (2020) with 18810 and Total of Tourist (November-2020) with 18300. At the bottom, there are two horizontal bar charts for 'Top 5 Countries (2020)' and 'Top 5 Countries (October-2020)'. The 2020 chart shows Malaysia (18300), China, Japan, and Bahrain.



### 3.4.3 Inserting data

The user must insert the data for the Domestic and International. For the domestic data, click ***Insert Domestic*** and for the International, click ***Insert International***.



The screenshot shows the 'Insert Statistic' form in the TPSS system. The form is titled 'Statistik' and contains the following fields:

- Month:** A dropdown menu.
- Year:** A dropdown menu with '2010' selected.
- State:** A dropdown menu with 'Johor' selected.
- Number of tourist:** A text input field with the placeholder text 'Enter the number of tourist'.

Below the input fields, there is a blue 'Add More' button. At the bottom of the form, there are two buttons: a blue 'Submit' button and a red 'Reset' button. The left sidebar menu is visible, showing options like 'Dashboard', 'HOTEL MANAGEMENT', 'REPORT CENTRE', and 'ACCOUNT'.

### 3.4.4 Exiting the System

Click the ***Logout*** at the bottom of Side Menu, and the user will logout from the system.

## 4. Using the System


### 4.1 Manage Statistic Data

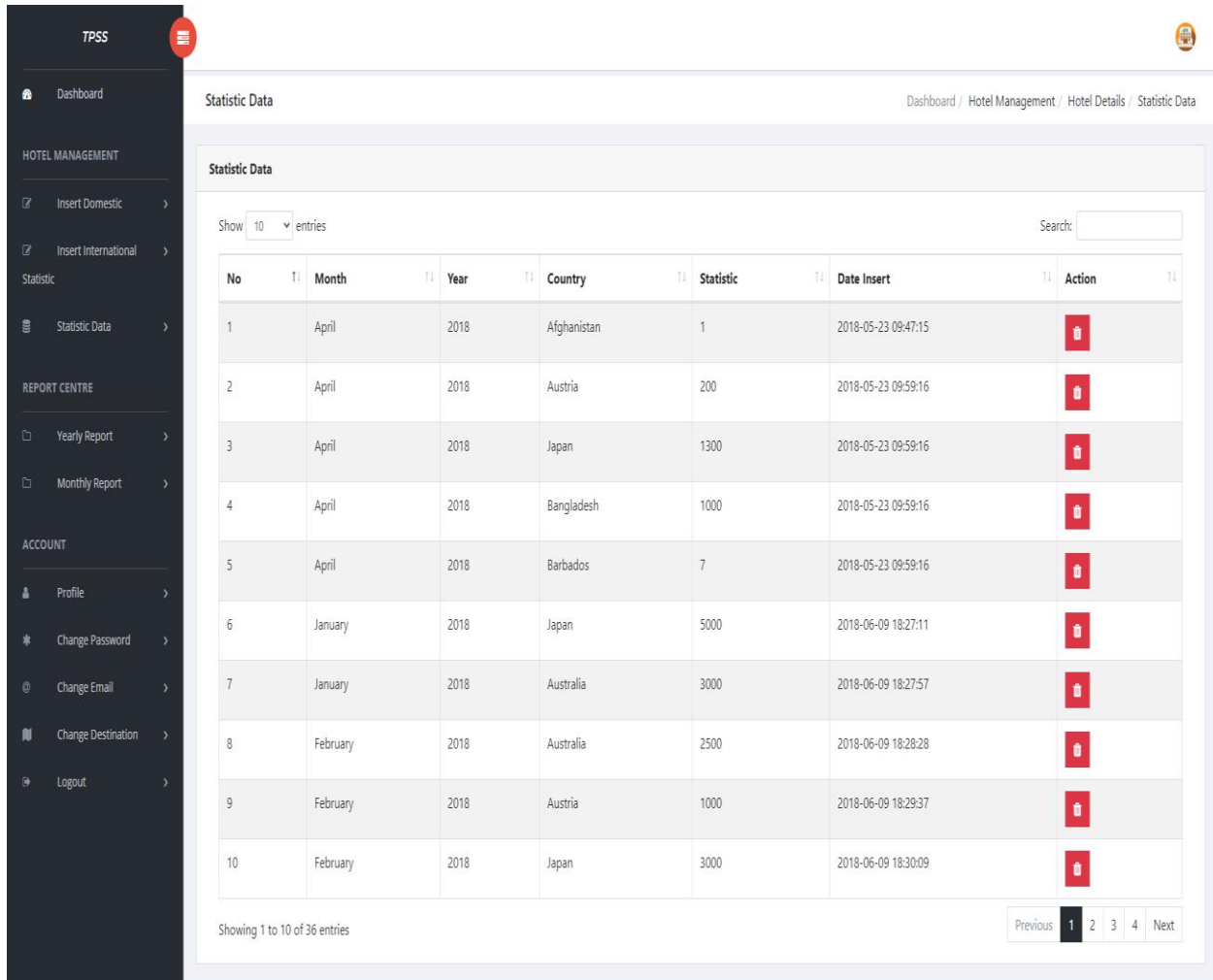
#### 4.1.1 Insert Data Statistic

1. Users can insert the data for:
  - a. Domestic tourist
  - b. International tourist
2. To insert the data, user must:
  - a. Choose the month and year
  - b. Choose the country
  - c. Insert the data (number only) for the number of tourists
  - d. To insert multiple data, click **Add More** to insert multiple country at one time
  - e. Click **Submit** to submit the data.
  - f. If the data has been submitted, the system will show **Success** message. If the data already exist, the system will show an **Error** message.











The screenshot displays the 'Insert Statistic' form in the TPSS system. The form is organized into two main sections for data entry. The first section includes dropdown menus for 'Month' (selected as 'November') and 'Year' (selected as '2020'), followed by a 'Country' dropdown (selected as 'Germany'). Below these is a text input field for 'Number of tourist' containing '300', which is highlighted in blue. The second section features a 'Country' dropdown (selected as 'Australia') and a 'Number of tourist' text input field containing '120'. A 'Remove' button is positioned to the left of the second row's input fields. At the bottom of the form, there are three buttons: 'Add More' (blue), 'Submit' (blue with a checkmark), and 'Reset' (red with a circular arrow). The left sidebar contains a navigation menu with categories: 'HOTEL MANAGEMENT' (including 'Insert Domestic' and 'Insert International'), 'Statistic Data' (including 'Statistic Data'), 'REPORT CENTRE' (including 'Yearly Report' and 'Monthly Report'), and 'ACCOUNT' (including 'Profile', 'Change Password', 'Change Email', 'Change Destination', and 'Logout').

### 4.1.2 Delete Statistic Data

1. To delete the data, click the **Statistic Data**.
2. Click the  icon and the system will show the pop-up window “Are you sure you want to delete this data?”.
3. Click **Yes** to confirm and **Cancel** abort.



The screenshot shows the TPSS interface with a sidebar on the left containing navigation options like Dashboard, Hotel Management, Report Centre, and Account. The main content area displays a table titled 'Statistic Data' with columns for No, Month, Year, Country, Statistic, Date Insert, and Action. The table contains 10 rows of data, each with a red trash icon in the Action column. Below the table, there is a pagination control showing 'Showing 1 to 10 of 36 entries' and a page navigation bar with buttons for Previous, 1, 2, 3, 4, and Next.

No	Month	Year	Country	Statistic	Date Insert	Action
1	April	2018	Afghanistan	1	2018-05-23 09:47:15	
2	April	2018	Austria	200	2018-05-23 09:59:16	
3	April	2018	Japan	1300	2018-05-23 09:59:16	
4	April	2018	Bangladesh	1000	2018-05-23 09:59:16	
5	April	2018	Barbados	7	2018-05-23 09:59:16	
6	January	2018	Japan	5000	2018-06-09 18:27:11	
7	January	2018	Australia	3000	2018-06-09 18:27:57	
8	February	2018	Australia	2500	2018-06-09 18:28:28	
9	February	2018	Austria	1000	2018-06-09 18:29:37	
10	February	2018	Japan	3000	2018-06-09 18:30:09	

## 4.2 Report Centre

### 4.2.1 View Report & Print Report/Download

1. User can view report like:
  - a. Yearly report (International & Domestic)
  - b. Quarter report (International & Domestic)
  - c. Monthly Report (International & Domestic)
  
2. To view the report:
  - a. Choose any following report page.
  - b. User can choose by year, month, and quarter.

The screenshot shows the TPSS Yearly Report interface. At the top, there's a 'Year' dropdown menu set to 2010, with 'Submit' and 'Reset' buttons. Below this are four cards representing the quarters: 1st Quarter (2020) with a value of 510, 2nd Quarter (2020), 3rd Quarter (2020), and 4th Quarter (2020) with a value of 18300. The main section is titled 'Yearly Report : 2020' and includes a 'Show 10 entries' dropdown, buttons for 'Copy', 'CSV', 'Excel', 'PDF', and 'Print', and a search bar. A table displays the following data:

Country	Value
Bahrain	10
China	300
Japan	200
Malaysia	18300

At the bottom of the table, it says 'Showing 1 to 4 of 4 entries' and includes 'Previous', '1', and 'Next' pagination buttons.

3. To print or download the report, click any button above the table.

Copy    CSV    Excel    PDF    Print

4. You can choose to copy, download (CSV, Excel & PDF format) and directly print from the system.

## 4.3 Manage Account

1. Manage account section let user to:
  - a. Update profile
  - b. Change password
  - c. Change email registered
  - d. Change destination (if hotel change to another destination)
  - e. Logout
  
2. To update profile:
  - a. Go to **Profile**
  - b. Click **Edit** button
  - c. After edit the form, click **Submit** button.
  
3. To change password:
  - a. Go to **Change Password**
  - b. Enter the **Current Password** and **New Password**
  - c. Click **Submit** button
  
4. To logout from the system, click **Logout** button at the bottom of side menu.

## 5. Troubleshooting and Support

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### 5.1 Error on system

1. If you found any difficulties / error using TPSS system, please contact our support below.

### 5.2 Support

**Table 1 - Support Points of Contact**

Contact	Phone	Email
1. Norhasrul Nizam	+6 019-983 1903	hasrul@pkbf.gov.my
2. Ahmad Syihabudin	+6 012-676 7643	syihabstar@gmail.com

