

BusValley

Ticket Edit & Partial Cancellation

Client Proposal

Prepared: 17 September 2026

Platforms: Admin Backend • Mobile App • Passenger Website

This document outlines the plan to add **partial (per-seat) ticket cancellation** and **post-booking ticket edit**, including **permission-based admin controls** for who can cancel or edit.

Confidential — for BusValley client review

1. Current System (What Works Today)

BusValley already supports full ticket cancellation with policy-based fees and refund handling across admin and passenger channels. The gaps below are the focus of this proposal.

Feature	Status
Full ticket cancellation	Available (Admin + Passenger API/App)
Cancel fee by cancellation policy	Available
Online cancel & refund lists	Available
Role-based admin permissions (CRUD menus)	Available
Partial (per-seat) cancellation	Not available
Edit ticket after booking	Not available

Today, cancel applies to the **whole ticket**. Seats are stored together on one booking row, so staff and passengers cannot cancel only some seats or change date/seat/pickup after booking.

2. What We Will Build

A. Partial Ticket Cancellation

User selects which seats to cancel (not always the full booking).

- Cancel fee calculated with the existing cancellation policy (pro-rated for selected seats).
- Refund follows the same rules as full cancel (wallet auto-refund where applicable; otherwise pending for operations).
- Cancelled seats become available again on the trip.
- Remaining seats stay valid on the same booking.
- Supported for Admin, Agent (if permitted), and Passenger (own bookings).

B. Edit Ticket

After booking, allowed users can update:

- Seats
- Journey date
- Pickup stand
- Drop stand
- Note

The system will:

- Check seat availability for the new date / trip segment.
- Recalculate fare if needed (or apply agreed admin rules for fare difference).
- Keep payment and booking history consistent.

C. Permission-Based Control (Admin)

New permissions will appear under **Role** → **Permissions**, using the same Create / Read / Edit / Delete model already used in BusValley admin.

New permission	Purpose
Partial cancel ticket	Who can cancel selected seats (office / online)
Edit ticket	Who can change seats, date, pickup, drop, note

Suggested access matrix:

Role	Partial cancel	Edit ticket
Super Admin	Always	Always
Agent	Optional (grant in Role UI)	Optional
Company / office staff	Optional	Optional
Passenger (app / website)	Own bookings only	Limited (to be confirmed)

Existing cancel and refund permissions remain unchanged. These are **additional** controls so management can decide exactly who may edit or partially cancel.

3. Platforms in Scope

Platform	Work included
Backend (Laravel admin + API)	Core logic, permissions, refunds, seat inventory, APIs
Mobile app	Partial cancel UI + edit ticket UI
Passenger website	Same flows as mobile

4. Delivery Plan (Phases)

Phase 1 — Backend foundation (priority)

- Partial cancel engine (seat selection, fee, refund, seat release).
- Ticket edit engine (availability + field updates).
- New admin permissions and Ticket List actions.
- APIs for mobile and website.

Phase 2 — Admin UI

- Partial cancel screen from Ticket List.
- Edit ticket form.
- Role permission screens updated.

Phase 3 — Mobile + Website

- Passenger / agent flows wired to the new APIs.
- Arabic / RTL support.

Phase 4 — QA & go-live

- Test all roles, refund cases, and multi-seat bookings.
- Deploy behind permissions (enable role by role).

5. Time Estimate

Area	Hours
Backend (logic + admin + permissions + APIs)	50–70
Mobile app	30–45
Passenger website	20–30

Area	Hours
QA / UAT	10–15
Total	110–160 hours

Calendar estimate: about **3–4.5 weeks** with one developer, or about **2–3 weeks** if backend and apps run partly in parallel.

6. Decisions Needed from Client

Please confirm the following so we can lock Phase 1 scope:

1. **Passenger edit:** full edit, or only note / pickup-drop?
2. **Fare change on edit:** charge/refund difference automatically, or admin adjusts manually?
3. **Agent access:** allow partial cancel and/or edit by default, or only after permission grant?
4. **Round-trip bookings:** include in Phase 1 or Phase 2?

7. Outcome

After delivery:

- Management can grant or deny who edits or partially cancels tickets.
- Customers can cancel selected seats with the correct refund.
- Staff can correct bookings (date, seats, stands, note) without recreating tickets.
- Mobile, website, and admin stay in sync through shared APIs.

Next step: Confirm the four decisions in Section 6, then we lock Phase 1 scope and start backend development.