# User Manual for IMS - Ticketing Software

IMS Himalayan Shangrila Pvt. Ltd.

## 1. Getting Started

## 1.1 Staring the Software

To start the IMS - Ticketing software, Double click on IMS - Ticketing Software Icon in Desktop. Or Go to installation directory and Double click on IMS - Ticketing software Icon.

## 1.2 Common Shortcuts

Action	Shortcut
New	Ctrl + N
Edit	Ctrl + E
Delete	Ctrl + D
Save	Ctrl + S
Undo	Ctrl + Z

## 2. Input Forms and Data Entry Instruction

## 2.1 Login Form

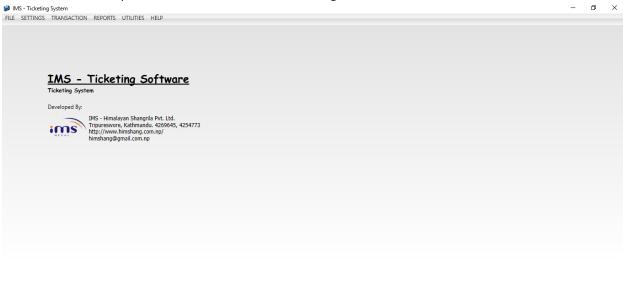
It is the 1<sup>st</sup> Input interface after running the software. Type your login id and password at designated fields and click on Login button to proceed. Click cancel to close the software.



## 2.2 Main Window

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It is the master Interface which acts as container of all other interfaces. It consist of Menu ribbon at top. Click on desired menu button to go to different Interfaces.



Terminal: 001

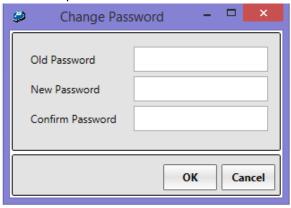
User:

## 2.3 File Menu

It is the first Menu Title in Menu Ribbon. It further consist 3 sub menus as follows

## 2.3.1 Change Password

This form is used to change your login password. Please Type your old password, new password and confirm password in designated fields and click on Ok button. Click on cancel to cancel operation.



## 2.3.2 Logout

Click on Logout menu to log out of software

#### 2.3.3 Exit

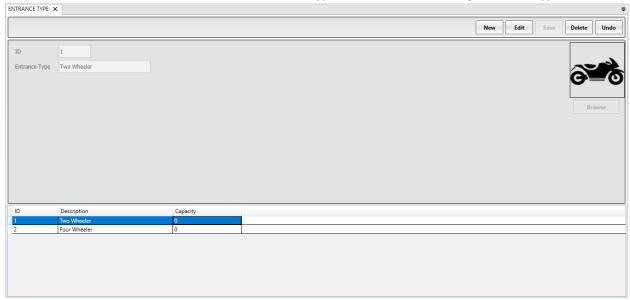
Click on Exit menu to close software

## 2.4 Master Settings

It is the second menu title in menu strip and consists of 9 sub menus for master entries.

### 2.4.1 Entrance Type

This Form is used to add new Entrance Type or edit/Delete existing Entrance Types.



## **New Entrance Type**

- 1. Click on New or Press Ctrl + N to start Entry.
- 2. Type Entrance Type.
- 3. Click on Browse button to browse and select an image of entrance type from disk.
- 4. Click on Save or press Ctrl + S to save new entrance type.
- 5. Newly saved Entrance Type will appear in the grid at bottom.

#### **Edit existing Entrance Type**

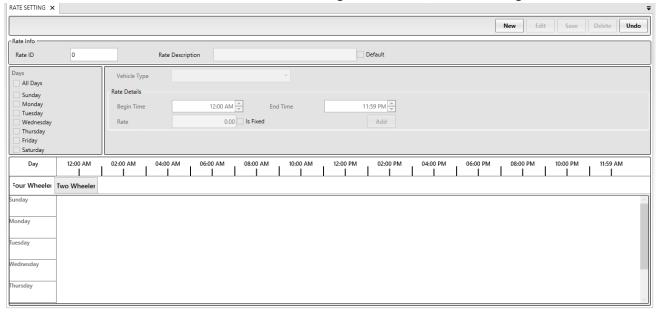
- 1. Select desired Entrance Type on grid by double clicking.
- 2. Data will be loaded on entry Fields.
- 3. Click on Edit or press Ctrl + E to start edit.
- 4. Make necessary edits.
- 5. Click on Save or press Ctrl + S to save data.

## **Delete existing Entrance Type**

- 1. Select desired Entrance Type on grid by double clicking.
- 2. Data will be loaded on entry Fields.
- 3. Click on Delete or press Ctrl + D to Delete Selected Entrance Type.

#### 2.4.2 Rate Setting

This Form is used to add new Entrance Charge Tariff or edit/Delete existing Tariffs.



#### **New Tariff**

- 1. Click on New or Press Ctrl + N to start Entry.
- 2. Type the Tariff Description. Check on default checkbox if the rate is default rate.
- 3. Now check on the effective tariff days of week and then select a Entrance type from the combo box.
- 4. Now enter the End Time for effective period for tariff.
- 5. Enter the Rate. Check on Is Fixed if the amount is fixed for entered period.
- 6. Click on Add button and the tariff is added to timeline below. Now you cannot change day of week or Entrance Type until End Time reaches 11:59 PM.
- 7. Repeat Steps 7-9 until End Time reaches 11:59 PM.
- 8. Repeat Steps 3 7 until Tariff is entered for all entrance type and all 7 days of week
- 9. Click on Save or press Ctrl + S to save new Tariff.

#### **Edit existing Tariff**

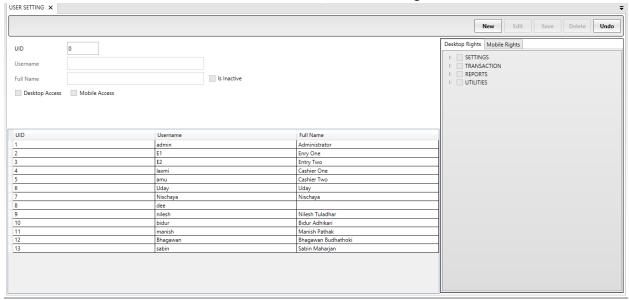
- 1. Enter the Rate ID and press Enter Key.
- 2. Data will be loaded on entry Fields.
- 3. Click on Edit or press Ctrl + E to start edit.
- 4. Make necessary edits.
- 5. Click on Save or press Ctrl + S to save data.

#### **Delete existing Products**

- 1. Enter the Rate ID and press Enter Key.
- 2. Data will be loaded on entry Fields.
- 3. Click on Delete or press Ctrl + D to Delete Selected Tariff.

#### 2.4.3 User Manager

This Form is used to add new users or edit/Delete existing Users.



#### **New User**

- 1. Click on New or Press Ctrl + N to start Entry.
- 2. Type username, full name.
- 3. From the right pane choose user rights.
- 4. Click on Save or press Ctrl + S to save new user.
- 5. Newly saved user will appear in the grid at bottom.

#### **Edit existing User**

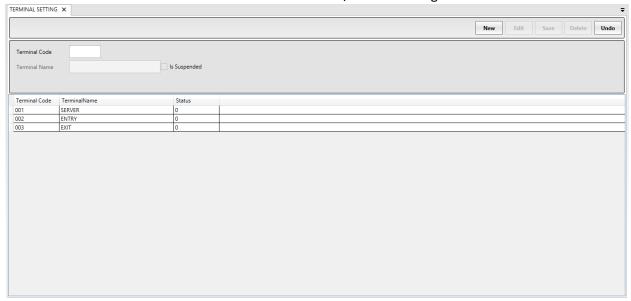
- 1. Select desired user on grid by double clicking.
- 2. Data will be loaded on entry Fields.
- 3. Click on Edit or press Ctrl + E to start edit.
- 4. Make necessary edits. Check on Is Inactive if you want to restrict access to an existing user
- 5. Click on Save or press Ctrl + S to save data.

#### **Delete existing User**

- 1. Select desired user on grid by double clicking.
- 2. Data will be loaded on entry Fields.
- 3. Click on Delete or press Ctrl + D to Delete Selected user.

#### 2.4.4 Terminal Setting

This Form is used to add new Teminal or edit/Delete existing Teminal.



#### **New Teminal**

- 1. Click on New or Press Ctrl + N to start Entry.
- 2. Enter all necessary filds.
- 3. Click on Save or press Ctrl + S to save new Teminal.
- 4. Newly saved Teminal will appear in the grid at bottom.

## **Edit existing Teminal**

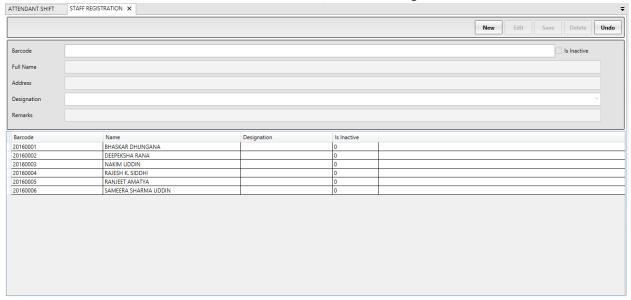
- 1. Select desired Teminal on grid by double clicking.
- 2. Data will be loaded on entry Fields.
- 3. Click on Edit or press Ctrl + E to start edit.
- 4. Make necessary edits.
- 5. Click on Save or press Ctrl + S to save data.

## **Delete existing Teminal**

- 1. Select desired Teminal on grid by double clicking.
- 2. Data will be loaded on entry Fields.
- 3. Click on Delete or press Ctrl + D to Delete Selected Teminal.

#### 2.4.5 Staff Registration

This Form is used to add new Staff or edit/Delete existing Staffs.



#### **New Staff**

- 1. Click on New or Press Ctrl + N to start Entry.
- 2. Enter all necessary fields.
- 3. Click on Save or press Ctrl + S to save new Staff.
- 4. Newly saved Staff will appear in the grid at bottom.

## **Edit existing Staff**

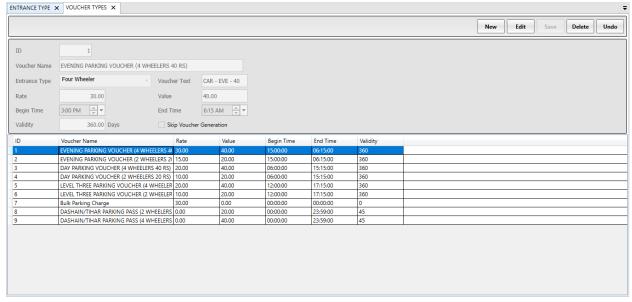
- 1. Select desired Staff on grid by double clicking.
- 2. Data will be loaded on entry Fields.
- 3. Click on Edit or press Ctrl + E to start edit.
- 4. Make necessary edits.
- 5. Click on Save or press Ctrl + S to save data.

## **Delete existing Staff**

- 1. Select desired Staff on grid by double clicking.
- 2. Data will be loaded on entry Fields.
- 3. Click on Delete or press Ctrl + D to Delete Selected Staff.

#### 2.4.6 Voucher Types

This Form is used to add new Voucher Types or edit/Delete existing Voucher Types.



## **New Voucher Type**

- 1. Click on New or Press Ctrl + N to start Entry.
- 2. Enter all necessary fields.
- 3. Click on Save or press Ctrl + S to save new Voucher Type.
- 4. Newly saved Voucher Type will appear in the grid at bottom.

#### **Edit Voucher Types**

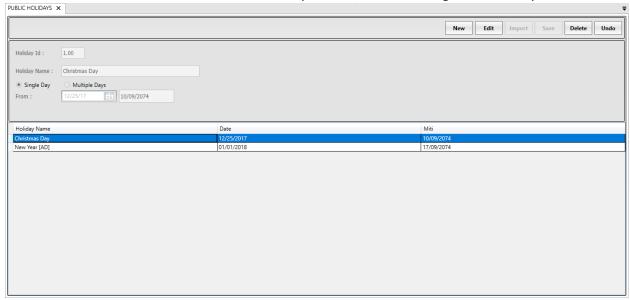
- 1. Select desired Voucher Type on grid by double clicking.
- 2. Data will be loaded on entry Fields.
- 3. Click on Edit or press Ctrl + E to start edit.
- 4. Make necessary edits.
- 5. Click on Save or press Ctrl + S to save data.

#### **Delete Voucher Types**

- 1. Select desired Voucher Type on grid by double clicking.
- 2. Data will be loaded on entry Fields.
- 3. Click on Delete or press Ctrl + D to Delete Selected Voucher Type.

#### 2.4.7 Public Holidays

This Form is used to add Public Holidays or edit/Delete existing Public Holidays.



## **New Public Holiday**

- 1. Click on New or Press Ctrl + N to start Entry.
- 2. Enter all necessary fields.
- 3. Click on Save or press Ctrl + S to save new Public Holiday.
- 4. Newly saved Public Holiday will appear in the grid at bottom.

## **Edit Public Holiday**

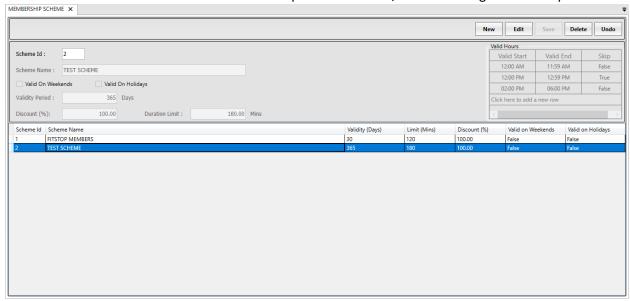
- 1. Select desired Public Holiday on grid by double clicking.
- 2. Data will be loaded on entry Fields.
- 3. Click on Edit or press Ctrl + E to start edit.
- 4. Make necessary edits.
- 5. Click on Save or press Ctrl + S to save data.

## **Delete Public Holiday**

- 1. Select desired Public Holiday on grid by double clicking.
- 2. Data will be loaded on entry Fields.
- 3. Click on Delete or press Ctrl + D to Delete Selected Public Holiday.

## 2.4.8 Membership Scheme

This Form is used to add Membership Scheme or edit/Delete existing Membership Scheme.



## **New Membership Scheme**

- 1. Click on New or Press Ctrl + N to start Entry.
- 2. Enter all necessary fields.
- 3. Click on Save or press Ctrl + S to save new Membership Scheme.
- 4. Newly saved Membership Scheme will appear in the grid at bottom.

#### **Edit Membership Scheme**

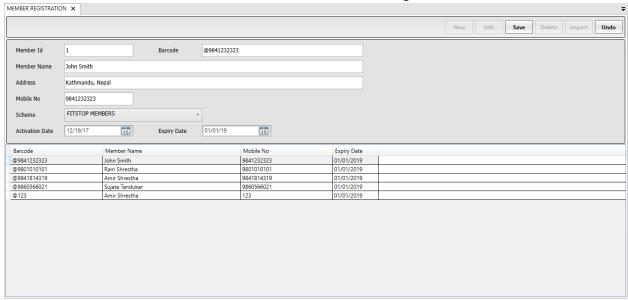
- 1. Select desired Membership Scheme on grid by double clicking.
- 2. Data will be loaded on entry Fields.
- 3. Click on Edit or press Ctrl + E to start edit.
- 4. Make necessary edits.
- 5. Click on Save or press Ctrl + S to save data.

#### **Delete Membership Scheme**

- 1. Select desired Membership Scheme on grid by double clicking.
- 2. Data will be loaded on entry Fields.
- 3. Click on Delete or press Ctrl + D to Delete Selected Membership Scheme.

## 2.4.9 Member Registration

This Form is used to add Member or edit/Delete existing Member.



#### **New Member**

- 1. Click on New or Press Ctrl + N to start Entry.
- 2. Enter all necessary fields.
- 3. Click on Save or press Ctrl + S to save new Member.
- 4. Newly saved Member will appear in the grid at bottom.

#### **Edit Member**

- 1. Select desired Member on grid by double clicking.
- 2. Data will be loaded on entry Fields.
- 3. Click on Edit or press Ctrl + E to start edit.
- 4. Make necessary edits.
- 5. Click on Save or press Ctrl + S to save data.

## **Delete Member**

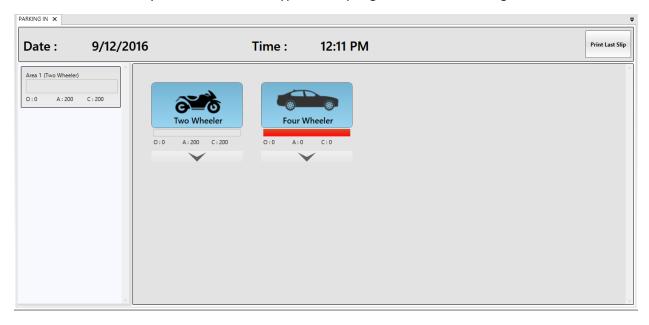
- 1. Select desired Member on grid by double clicking.
- 2. Data will be loaded on entry Fields.
- 3. Click on Delete or press Ctrl + D to Delete Selected Member.

## 2.5 Transaction

It is the Third menu title in menu strip and consists of 5 sub menus for Transaction entries.

#### 2.5.1 Entrance

This interface is used to generate Entrance Slip that contains the information and barcode about entry Time and Entrance type. The slip is given to Entrant during Entrance.



## **Issue New Entrance Slips.**

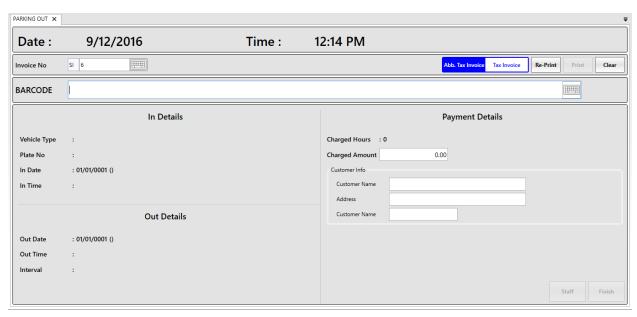
1. Click on the Entrance Type Button to Generate Entrance Slip.

## **Reprint Tickets.**

1. Click on Print Last Slip Button to reprint last generated slip

#### 2.5.2 Exit

This interface is used to scan the Entrance slip given to Entrant during Entrance and Issue the bill for Entrance charge of stayed duration.



#### Issue New Bill.

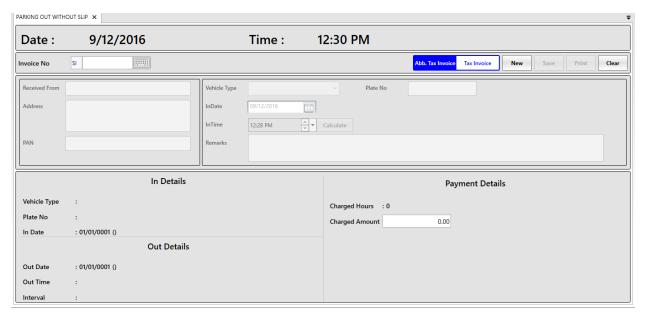
- 1. Scan the Entrance Slip. The software automatically calculates Stayed Duration and Charged Amount.
- 2. Enter Customer Name, Address and PAN is applicable.
- 3. Click on Tax Invoice toggle button if you want to switch between Tax Invoice and Abbreviated Tax Invoice.
- 4. Click on Finish button to save transaction and print the bill.
- 5. Click on Staff button if the Entrant is Organization Staff.

## Reprint Bill.

- 1. Click on Reprint Button.
- 2. Enter the Invoice No. Transaction Data will be loaded on respective fileds.
- 3. Click on print Button.

## 2.5.3 Exit without Slip

This interface is used to collect Entry charge in case of lost or damaged Entrance Slip.



#### Issue New Bill.

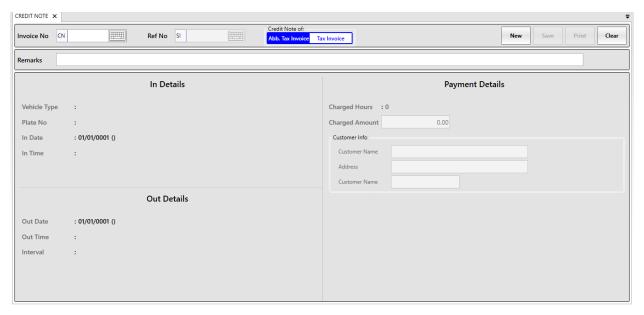
- 1. Click on New or Press Ctrl + N to start Entry.
- 2. Enter Customer Name, Address and PAN is applicable.
- 3. Select Entrance Type from the drop down list.
- 4. Enter Entrance Date and Time then click On Calculate Button. The software automatically calculates Stayed Duration and Charged Amount.
- 5. Click on Tax Invoice toggle button if you want to switch between Tax Invoice and Abbreviated Tax Invoice.
- 6. Click on save button to save transaction and print the bill.

### Reprint Bill.

- 1. Enter the Invoice No. Transaction Data will be loaded on respective fileds.
- 2. Click on print Button.

## 2.5.4 Credit Note [Entrance]

This interface is used to issue a credit note in case a customer refuges to pay the Entry charge or mistake Bill Issue



## **Steps**

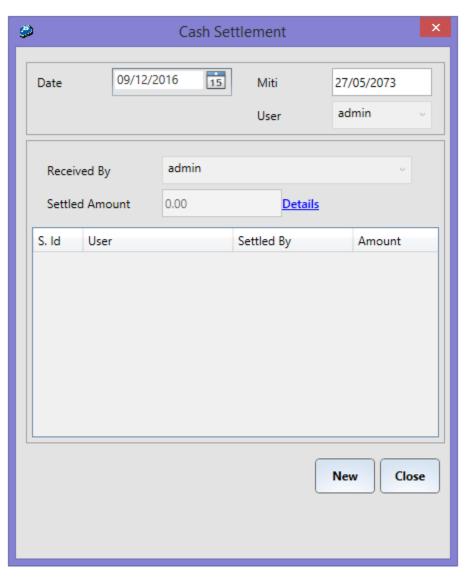
- 1. Click on New Button.
- 2. Type Bill No in Ref No Textbox and press Enter
- 3. Details of transaction will be loaded.
- 4. Click on save button to issue and print credit note.

## **Reprint Tickets.**

- 1. Click on Reprint Button. Bill No Field will become editable.
- 2. Type the Credit Note no in Invoice No field and press enter key.
- 3. The Credit Note details will load in the grid. Click on Print Button.

## 2.5.5 Cash Settlement

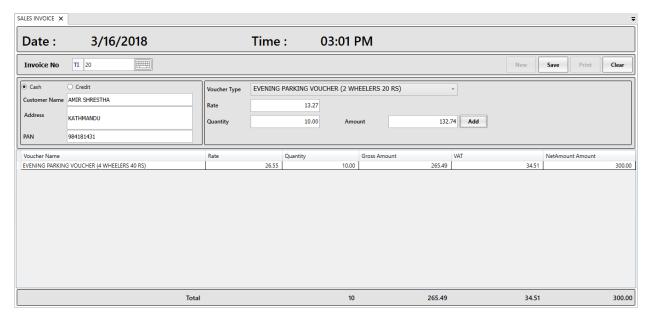
This interface is used to settle the cash collected by a cashier at the end of his/her shift.



- 1. Click on New Button.
- 2. Click on Details Link next to Settled Amount. A dialog box will appear.
- 3. Enter the Denomination of Settled Amount.
- 4. Click on Save Button to save and print Settlement Slip.

#### 2.5.6 Tax Invoice

This interface is used to issue Sales Bill for other purposes than entrance, such as Membership Charge, Voucher Sales etc.



#### Issue New Bill.

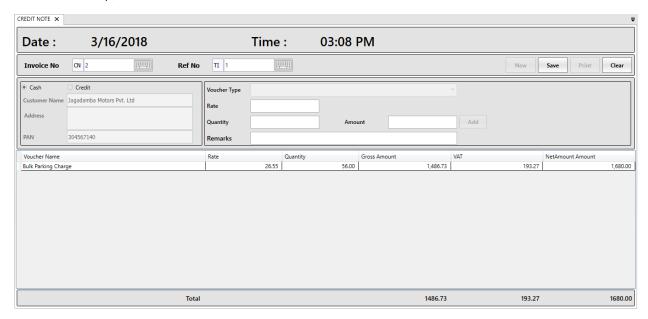
- 1. Once the interface is open, click on New button or press Ctrl + N.
- 2. Chose the Payment mode (Cash/Credit)
- 3. Enter Customer Name, Address and PAN is applicable.
- 4. Select a Voucher type from the Dropdown list.
- 5. Enter the quantity and click on add button. Selected voucher will be added to Grid below
- 6. Once all the items are added click on Save button or press Ctrl + S to save Bill.

## Reprint Bill.

- 1. Enter the bill no you want to reprint in the Invoice No Field and press Enter.
- 2. Transaction Data will be loaded on respective fields.
- 3. Click on print Button.

#### 2.5.7 Credit Note

This interface is used to issue a credit note in case a customer wants refunds for Membership/Vouchers or mistake Bill Issue



## **Steps**

- 1. Click on New Button.
- 2. Type Bill No in Ref No Textbox and press Enter
- 3. Details of transaction will be loaded.
- 4. Click on save button to return all items in the bill.
- 5. To return partial items double click on the item, its detail will load on the entry Panel above. Enter the return quantity and click on add.
- 6. Click on save button to issue and print credit note.

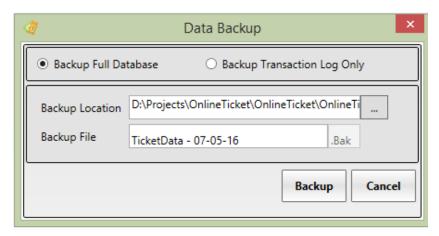
## **Reprint Tickets.**

- 1. Click on Reprint Button. Bill No Field will become editable.
- 2. Type the Credit Note no in Invoice No field and press enter key.
- 3. The Credit Note details will load in the grid. Click on Print Button.

#### 2.6 Utilities

## 2.6.1 Data Backup

This interface is only available if user is logged into Server terminal. Otherwise the backup will be taken at predefined location.

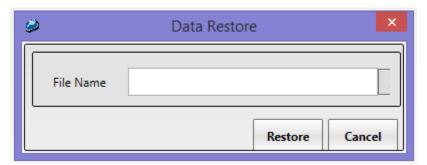


#### Steps

- 1. Choose a backup option.
- 2. Select the location where you want to save the backup file.
- **3.** Type the name of backup file.
- 4. Click on Backup button.
- **5.** Backup will be taken and the interface will close automatically.

#### 2.6.2 Data Restore

This interface is only available if user is logged into Server terminal.



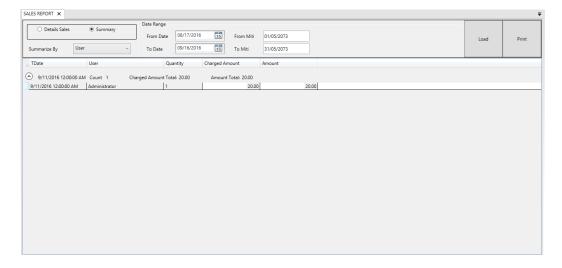
#### Steps

- 1. Browse to the backup location and choose a valid backup file you want to restore from.
- 2. Click on Restore button.
- **3.** Backup will be taken and the interface will close automatically.

## 2.7 Reports

## 2.7.1 Sales Report

This report will show the summary/details of daily sales

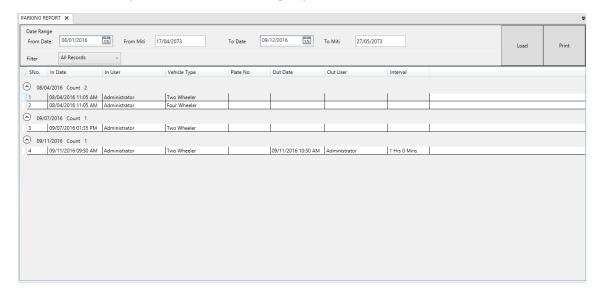


## **Steps**

- 1. Enter the report filter criteria and click on load button to load report.
- 2. Click on preview button to see how report looks after printing.
- **3.** Click on Print button to print the report.
- **4.** Click on Export button and select an Export format to export report to Excel, csv, xml or PDF.

## 2.7.2 Parking Report

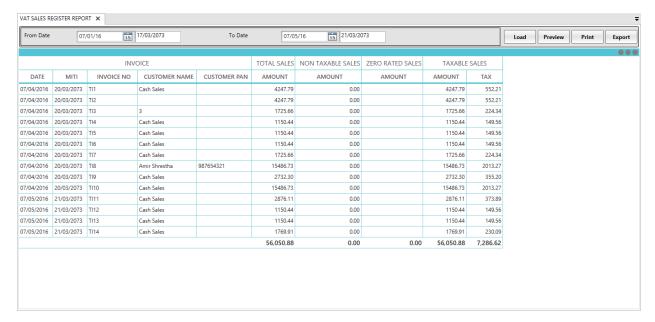
This report will show the Parking Report



**Steps:** Same as Sales Report

#### 2.7.3 Vat Sales Register Report

This report will show the Vat Sales Register.

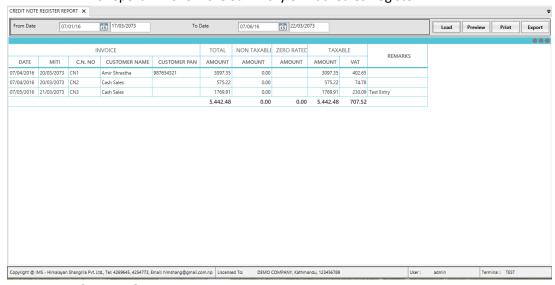


## **Steps**

- 1. Enter From date and to Date and click on load button to load report.
- 2. Click on preview button to see how report looks after printing.
- **3.** Click on Print button to print the report.
- **4.** Click on Export button and select an Export format to export report to Excel, csv, xml or PDF.

#### 2.7.4 Abbreviated Sales Register Report - Summary

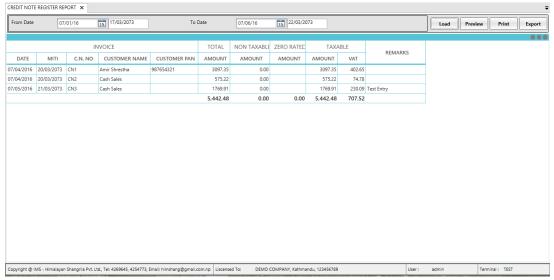
This report will show the Summary of Abb. Sales Register



Steps: - Same as Vat Sales Register Reports – Summary

## 2.7.5 Abbreviated Sales Register Report - Details

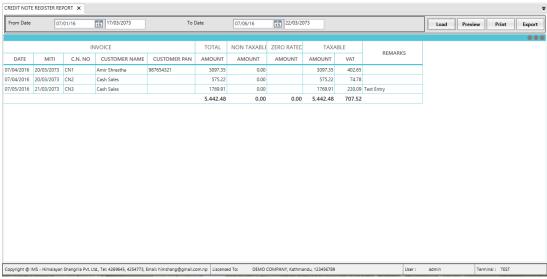
This report will show the details of Abb. Sales Register



Steps: - Same as Vat Sales Register Reports – Summary

## 2.7.6 Credit Note Register

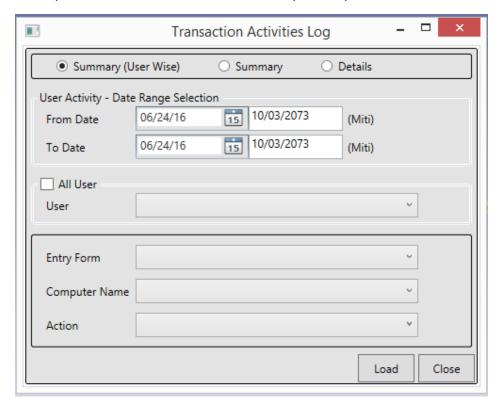
This report will show the Credit Note Register.



Steps: - Same as Vat Sales Register Reports – Summary

## 2.7.7 Transaction Activity Log

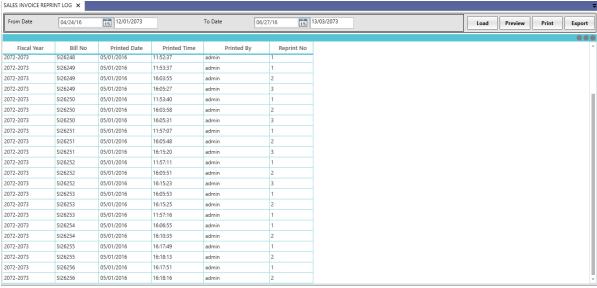
This report will show the details of each activity done by user.



Steps: - Same as Daily Sales Report

## 2.7.8 Sales Invoice Reprint Log

This report will show the details of each invoice reprint.



Steps: - Same as Daily Sales Report

#### 2.7.9 ANNEX 7 REPORT

This report shows ANNEX 9 REPORT as required by the Government of Nepal.

