Introduction

The Bus Ticket Booking System is an automated solution designed for purchasing bus tickets online. You can customize it to feature your brand on your website and mobile apps, available on both Android and IOS platforms, allowing your customers to conveniently book tickets for various routes and destinations. This system effectively manages passenger information for each bus schedule, offering you the flexibility to set seat availability, plan routes, and provide interactive seat maps for customers to choose their preferred seats. With the Bus Ticket Booking System, you have the freedom to reserve tickets from anywhere with an internet connection. Furthermore, you can empower your customers to check bus availability, select their preferred seats, and utilize our features, such as Bus Tracking and Driver App, to track buses in real-time, guide your drivers effectively, and assist passengers in locating their buses, among other capabilities.

Main Functionalities of Bus Ticketing System:

- Admin Panel.
- Counter Panel.
- Agent App (Android POS).
- Website for Customers.
- Mobile App (Android + iOS).
- Parcel Manager.
- Driver App (Android POS).

Main Modules:

- Route Management. (plugin)
  - Route
    - Sub Route
- Service Points Management (core)
  - Country
  - Service Point
  - Counter
- Utility (core)
  - Fleet Management
  - Timezone Management
  - Currency Management
  - Language Management
- Schedule Management. (plugin)
- DepartureManagement (plugin)
- Seat Management (plugin)

    - Dynamic Seat Plan Maker (Including Double Decker).
- Ticket Price Management (plugin)
    - Route wise pricing
        - Seat Category Wise (Ex. Business, Economy).
        - Incremental Price
        - Passenger Type Wise (Adult, Child, Senior).
        - Day wise
        - Package
- Accounts.
    - Expense
- Reservation (plugin)
- Parcel (plugin)
- Parking (plugin)
- Fuel Management. (plugin)
- Report.
- User
    - User Privilege.
    - Agent Management.
- Offer
    - Coupon Management.
    - Discount

Admin Panel

- Route Management.
- Schedule Management / Swapping.
- Dynamic Seat Plan Maker (Including Double Decker).
- Ticket Price Management.
- Agent Management.
- Accounts.
- Reservation.
- Fuel Management.
- Strong Reporting.
- User Privilege.
- Coupon Management.

Counter Panel

- Ticket Sell/ Book/ Cancel.
- With Seat/ No Seat Ticketing.
- Return Tickets.
- Departure Sheet/ Passenger Manifest.
- Counter Income/Expense.
- Fleet/Staff Assigning.
- Reporting.
- Discount.

- Ticket Reschedule.

Agent App

- Ticket Sell/ Book/ Cancel.
- With Seat/ No Seat Ticketing.
- Return Tickets.
- Departure Sheet/ Passenger Manifest.
- Reporting.
- Offline Ticketing.
- Discount.
- Ticket Rescheduling.
- Seat Assigning.
- Commission.

Website for Customer

- Sell Tickets.
- Reprint Tickets.
- Cancel Request.
- Bus Tracking.
- Coupon and Discount.
- Customer Profile.
- Booking history.
- Reserves history.
- Make payment.

Mobile App (Android + iOS)

- Dashboard.
- Sell Tickets.
- Reprint Tickets.
- Cancel Request.
- Customer Profile.
- Bus Tracking.
- Coupon.

Parcel Manager

- Parcel Add/Edit/Delete.
- Parcel Assign.
- Parcel Receive and Delivery.

- Parcel Tracking.
- Reporting.

Driver App

- Trip Start.
- Ticket Sale on Running Trip With Print.
- Ticket Validity Check.
- Board/Unboard Passenger.
- Passenger list.
- Notification.
- Deposit.
- History.
- Report.
- Upcoming -

    a. Ticket Sale with Print.
    b. Ticket Cancel.
    c. Ticket Book.
    d. Book Cancel.
    e. Departure Expense.
    f. Passenger list/ Manifest.

Additional

- Payment Gateway Integration.
- SMS Gateway.
- Email Sending.
- Security Ensure.

Counter Panel:

- **Sell Ticket:**

To sell a ticket, counter agents have to follow these steps:

1. Go to the Counter Panel.
2. Select Boarding location, Destination and trip date then click “Search”.

A list of coaches will appear from where you can see the details of the coaches such as departure time, AC/Non-AC type, available seat numbers, seat fare, departure sheet, info and view seat.

3. From the "View Seat" option you will be able to see all the available seat details.

4. To sell a ticket, select a seat from the available seat options. After that, provide the passenger's info including Mobile, Name, Gender and Age Type.

5. After providing the required information, click "Confirm Selling". A message will appear, click "yes" to confirm.

6. A new tab will appear from where you can print out the ticket by clicking "Print". Before you click "Print", make sure that your printer is connected to your computer.

The color of the seats will change according to the seat status once they are sold.

- ## Cancel Sold Ticket:

Follow the steps below to cancel a sold ticket –

Step 1: First, select the seat you want to cancel. As a counter agent, either search a seat by providing its PNR (Passenger Name Record) number or by clicking on the seat from the associated departure details.

Step 2: A new tab "Print Preview" will appear where you can cancel the selected seat or multiple seats by selecting the seats you want to cancel by clicking on the "Cancel Ticket" option.

Step 3: In The "Cancel Ticket" tab, you can add a return amount in the "Return amount per seat" text box. And the return amount will be based on your cancellation policy. You can also set the penalty amount from the backend.

Step 4: You can also add a remark regarding your company's cancellation policy in the "Remark" text box.

Step 5: Select a counter from where the passenger can get his refund.

Step 6: Finally, click "submit" to cancel the ticket.

Note 1: The counter agent can directly cancel a ticket, or put it in the review section for the admin's approval.

Note 2: The color of the seats will change according to the seat status once they are sold.

- **Provide Complimentary Tickets:**

Complimentary ticket refers to tickets that are given free of charge.

Counter agents with certain privileges can provide complimentary tickets.

To provide a complimentary ticket –

Step 1: .i) Go to the “Sell” option.

ii). From the ticket details, check off the ‘complimentary” box.

- **Provide Discount on a Ticket:**

Counter agents can provide a discount for tickets by two different methods:

i) Seat wise: Agents can provide discount seat wise.

ii) By invoice: Agents can also provide a discount by adding it to the invoice.

Discount can be of two types:

i) Flat amount.

ii) Percentage.

To provide a seat-wise discount, agents have to follow the steps –

Step 1: Go to the “Sell” option.

Step 2: Enter a discount percentage in the “Discount” box.

Note: Admin can also set a specific discount amount for tickets.

- **Update Information of Sold Ticket:**

Step 1: Search a sold ticket by using its PNR number and update its information including name, mobile number, boarding point, and dropping point, etc.

- **Re-Print Sold Ticket:**

Agents might need to reprint tickets. In that case, they need to follow the step below:

Step 1: Search the specific ticket with the PNR number or from the departure sheet and click the "Print" button to reprint the ticket.

- **Issue SMS of Sold Ticket:**

Agents can send and resend SMS regarding the sold tickets to the concerned passengers.

- **Create and Manage Extra Baggage Charges:**

To create and manage extra baggage charges, agents can follow either of the two options given below:

Option 1: From the "Sell" option, add necessary extra baggage charges in the "Extra Baggage Charges" box.

Option 2: Click on a sold ticket. From the "Ticket Status" tab, click on the "Extra Baggage" option. Here, enter the number of extra baggage, enter the amount per baggage, and click "Submit".

- **Book Ticket:**

Ticket booking refers to holding tickets for a certain time. Within this period, the booked tickets will not be available for sale until the booking time ends.

A counter agent should follow these steps below to book a ticket for a certain time –

Step 1: Select Boarding location, Destination and trip date then hit "Search".

Step 2: Select a coach and click on its “view seat” option.

Step 3: Hit the “Book” option to book tickets.

Step 4: Select the seat you want to book. You can also choose multiple seats.

Step 5: Provide contact info, name, boarding point, dropping point and other info.

Step 6: Enter the date and time for how long you need to book the ticket. Agents can change the booking period if necessary.

Step 7: And submit by clicking “Confirm Booking”.

Note 1: The color of the booked tickets should change based on their status.

Note 2: As long as a ticket is “booked”, it will remain unavailable for the public unless the ticket gets canceled.

Note 3: The ticket will get canceled automatically if it isn’t issued within the “booked” time.

- ## Issue Booked Ticket:

Agents can issue a single ticket or multiple tickets at the same time.

Step 1: To issue a booked ticket agents have to search the ticket with its PNR number that was given when the ticket was booked.

Step 2: Click on the booked seat. From the new tab, click on “Issue Ticket”.

Step 3: Again select the booked seat or multiple seats that were booked and click on “Confirm Selling”.

Step 4: When a new tab appears, hit the “Print” button to finalize the issue process.

- ## Cancel Booked Ticket:

Agents can cancel both “sold” and “booked” tickets.

To cancel a ticket –

Step 1: Search the ticket with the PNR number or from the seat details.

Step 2: Click on the specific ticket. From the new tab click on the “Cancel Ticket” option.

Step 3: A new tab will appear from where you have to select the seat and enter a remark (optional).

Step 4: Click on the “Submit” button to confirm cancellation.

Note 1: To cancel a “Sold” ticket, the agent has to provide a return amount per seat and select a counter name from the “Cancel Ticket” tab.

- ## Departure Sheet:

A departure sheet contains the information of the fleet, driver, guide, helper, seat, etc. Every trip has its own departure sheet.

- ## Assign Fleet, Driver , Guide and Helper in a Departure Sheet:

To assign a fleet, driver, guide, etc. to a departure sheet follow these steps:

Step 1: From the coach list, click on the “info” of a specific trip.

Step 2: Click on “Departure Expense”.

Step 3: Select fleet, driver, guide, and helper from the required field and hit the “submit” button.

- ## Set Departure Expenses:

Agents can set departure expenses such as toll fees, fuel costs, etc.

Step 1: From the coach list, click on the “info” of a specific trip.

Step 2: Click on “Departure Expense”.

Step 3: Add the amount per expense and add a note in each account head section.

- ## The “Info” of Individual Coaches Contain:

The “Info” of individual coaches contain sold detail, booked detail, sold cancel detail, and booked cancel detail.

- ## Head Office Deposit:

Agents can make head office deposits by following these steps below:

Step 1: Go to the “menu” option.

Step 2: Click on “Head Office Deposit”.

Step 3: To make a deposit, enter an amount in the “Amount” box.

Step 4: You can also add a note regarding the transaction.

Step 5: Then select the nearest bank or make a direct cash deposit from the options.

Step 6: And finally, click “Submit” to complete the deposit process.

Note: The voucher can be admin-approved if the user wants it to be.

- ## My Sales:

Agents can see their own sale records from the “My Sales” option. My Sales contains sale information including sale dates, time, route, sub-route, PNR, type, sub-total, discount, and total.

To see sale details –

Step 1: Go to the “Dashboard” option from the “Menu” panel.

Step 2: Click on “My Sales” from the left.

Step 3: Select dates and transaction methods and click on the “Search” button to see the sales of the specific days.

Step 4: To export the report on an excel sheet, click on “Export to Excel”, and to print the report, click on “Print”.

- ## Counter Statement:

The Counter Statement holds the information of counter income and counter expense.

Opening balance: Opening balance is the amount of money the counter has when it is opened.

- ## Counter Income:

Step 1: From the menu panel, select “Counter Income”.

Step 2: Select a Head, add a note regarding the income, and enter the income amount.

Step 3: Then click “Save”.

- ## Counter Expense:

Step 1: From the menu panel, select “Counter Expense”.

Step 2: Select a Head, add a note regarding the expense, and enter the expense amount.

Step 3: Then click “Save”.

- ## Dashboard:

To see the dashboard information –

Step 1: Go to “Dashboard” from the “Menu” panel. The dashboard contains the information below:

i) Today Sold Tickets.

ii) Today Sold Amount.

iii) Today Booked Ticket.

iv) Today Cancel Ticket.

v) Today Expense.

vi) Today Income.

- **Reschedule/Swap Specific Seats:**

Counter agents can swap seats for convenience by following this process below –

Step 1: Go to the Counter Panel.

Step 2: Click on the “View Seat” button of a specific departure. Agents can also select seats by searching with the PNR number.

Step 3: Select the seat you want to reschedule by clicking on it.

Step 4: Click the “Reschedule” button from the pop-up page, then you can see the sold seat(s) information at the top of the page.

Step 5: Swap seats by selecting suitable seats from a specific departure’s available seat list. Seats can be rescheduled date wise or departure-wise.

Step 6: After selecting the preferred seats, click the “Confirm Selling” button.

Note 1: Rescheduling charges may apply.

Note 2: No refund if the new ticket price is lower than the previous price.

Note 3: You can select extra seats as well, just pay the extra amount.

Admin Panel:

- ## Service Points and Managing:

Service points are origin and destination areas where tickets are sold. Admin can manage the service points by following the steps below:

Step 1: Log in to the Admin Panel by providing your username, and password.

Step 2: From the left column, click on “Information”.

Step 3: From the “Information” dropdown menu, choose “Service Point”.

Step 4: Select country, and service point.

Step 5: Click on the “Add” button.

Note 1: Admin can choose multiple languages if necessary.

Note 2: Admin can edit, activate, or inactivate a service point.

- ## Create Counter:

A counter is a place from where tickets are sold. A counter can also be used as boarding or dropping points.

A counter can be only used as boarding and dropping points. The Admin can create a counter by following these steps:

Step 1: From the Admin Panel, click on “Departure”.

Step 2: From the dropdown menu, select “Counter”.

Step 3: Click the “+” icon to create a new counter.

Step 4: Select counter name, service point, and enter counter code. Then click on the “Add” button. A new counter will be added to the counter list.

Note: There are other optional fields where you can add phone numbers, addresses etc. in multiple languages.

- ## Create Route:

An Admin or authorized person can create routes by following these steps below:

Step 1: From the “Departure” dropdown menu, select “Route”.

Step 2: Click on the “+” icon to add a route.

Step 3: Enter the route name and enter a short title that refers to

the route.

After following the above steps, the new route will be displayed in the route list. Now, the admin has to set up the sub-routes by following the steps below:

Step 4: Click on “Counter Setup” from the row of the newly created route.

Step 5: Then click on “Add Stoppage” and select counter names. Admin must arrange the stoppages in the correct order. Admin can also drag and drop the stoppages to arrange them in their correct orders.

Step 6: Set arrival times, and then click “Save”.

Here, arrival time refers to the time it takes to go from one counter to the next.

Step 7: Now click “Sub-route Reorganize”. The sub-routes will be created. Admin can see the details of the sub-routes by clicking on the “detail” option of the individual sub-route. They can also edit the titles of the sub-routes by clicking on the “Edit” menu.

Note 1: Routes are also referred to as sub-routes.

Note 2: If there are multiple counters under the same service point, then the counters will be considered as boarding points and dropping points as well.

- **Add New Sub-Route:**

To add a new sub-route or re-organize the sub-routes the admin should follow the procedure below:

Step 1: From the “Route” menu, click on the “Counter Setup” of the route you want to re-arrange.

Step 2: Click on “Add Stoppage” if you want to add a new sub-route

otherwise, go to Step 4.

Step 3: Select a counter, add “Arrival time”, and click on “Sub-route Re-organize”. A new sub-route should be created.

If there is no need to add a new sub-route, and you only want to reorganize the sub-routes, then follow this procedure below after following

Step 4: Check the orders of the sub-routes and drag and drop them in the correct orders if necessary. Check the time as well and change them as needed, and click “Save” and then click “Sub-route Re-organize”. The sub-routes should be re-arranged.

- **Edit Boarding/Dropping Points of Specific Sub-Routes:**

Admin can edit boarding and dropping points of specific sub-routes by following the steps below –

Step 1: From the “Route” menu, click on the “Details” of a specific title.

Step 2: Click on a specific sub-route, then click the “edit” button.

Step 3: A new tab will appear from where you can edit the boarding point,

dropping point, stoppage, departure time, serial, etc.

You can also add a new stoppage by clicking on the “Add Stoppage” button.

Step 4: After the editing is done, click the “Update” button.

- **Activate/Inactivate Sub-Routes:**

Active sub-route: Active sub-route refers to the sub-routes where tickets are actively sold.

Active sub-routes can be found in the counter panel, admin panel, and website as well.

Inactive sub-route: Inactive sub-routes refer to the sub-routes that are

currently out of use for some reason. Tickets cannot be purchased in inactive sub-routes.

Inactivated sub-routes can be found in the admin panel but will be hidden from the counter panel and website as well.

Archived sub-route: Archived sub-routes refer to the routes that are inactivated and are less likely to be activated in the future.

Archived sub-routes are only found inside the admin's "sub-route setup" tab. These sub-routes will be hidden from the list, counter panel, and website as well.

Step 1: From the "Route" menu, click on the "Counter Setup".

Step 2: Click on "Sub-route setup" and activate/inactivate/archive

sub-routes as needed by shuffling the radio buttons.

- **Coach Number:**

A coach number refers to the number given to a specific trip. To set up a coach number, the admin has to follow the steps below:

Step 1: From the "Departure" menu, click the "Coach" option.

Step 2: Enter the title of the coach, and select routes from the "route" option.

Step 3: Then click "Edit".

To edit the coach title and route, follow these steps below:

Step 1: After the new coach is added to the list, click on the associated "Edit" button.

Step 2: Change the coach title and route and click "Update".

- ## Add/Edit Ticket Prices:

Adding ticket prices:

Ticket prices are set up based on specific subroutes. Admin can add ticket prices by following the procedures below –

Step 1: From the admin panel, go to the "Departure" menu and click "Ticket Price".

Step 2: Then select a route name and click on it.

Step 3: A new tab will appear, click "Add" to add ticket prices to the subroutes.

Step 4: Enter a start date and an end date, and provide ticket prices. Then click "Add". The ticket prices will be added to the subroutes.

End date is only required when the ticket price range is set temporarily.

There is no need to set up an End Date while setting up regular/fixed ticket prices.

Editing ticket prices:

To edit ticket prices, the admin should follow these steps:

Step 1: From the admin panel, go to the "Departure" menu and click "Ticket Price".

Step 2: Then select a route name and click on it.

Step 3: A new tab will appear, click “Edit” to edit ticket prices or dates for the sub-routes.

Step 4: Edit the dates, or ticket price amount as needed, and then click “Save” to save the progress.

Ticket prices are set up based on four categories:

i) Fleet type wise:

Ticket prices may vary depending on the fleet type. Fleet types examples: Business class, Economy class etc.

ii) Passenger type wise:

Ticket prices may vary depending on the passenger type. Example: Child, adult, seniors etc.

iii) Seat type wise:

Ticket prices may vary depending on the seat type. Example: Common, VIP etc.

iv) Day wise:

Ticket prices may vary depending on the day. Admin can set ticket prices for a specific amount of days of the week or month. Example: Weekday ticket price, weekend ticket price.

- ## Manage Schedules:

Schedule:

The schedule of a specific trip refers to the timetable of that trip. Every trip must have a separate schedule; and although the schedule will not be displayed in the counter panel or on the website, the admin uses this routine to create departure.

Schedules are created based on a few trip characteristics - to access the schedule feature and add or edit it, one must have the required permissions.

Creating a Schedule:

The admin has to follow the procedure below to create a schedule for a trip –

Step 1: From the “Departure” menu click on “Schedule”.

Step 2: Click on the “+” icon to create a new schedule.

Step 3: Select route, fleet type, coach number, fleet maker, seat, departing time, and schedule type before clicking the “Add” button.

To add schedules, admin users need access to the **Schedule(152)** module and also need the **Add Bus schedule(7)** permission.

To grant access to the Schedule module the admin has to follow these steps –

Step 1: From the dashboard, go to “User & Control”.

Step 2: Click on “Privilege” and hit the “permission” button from the “agent” section.
Step 3: From the permission list, go to “Schedule” from where you will find separate permissions such as follows:

Editing a Schedule:

The admin has to follow the procedure below to edit a schedule for a trip –

Step 1: From the “Departure” menu click on “Schedule”.

Step 2: Click on the “edit” button of the schedule that you want to edit.
Step 3: Make your changes and after you are done, click the “Update” button.

To edit schedules, admin users need access to the **Schedule(152)** module and also need the **Edit Bus Schedule(29)** permission.

- ## Distribute Seats:

Admin can distribute seats to the counters from the Schedule module.

Seats can be distributed in two ways –

i) Schedule-based seat distribution – seats are based

on specific schedules. Only the assigned admin users can distribute reserve seats for specific counters.

A counter that has the privilege of specific reserved seats will be able to sell those seats as well as other seats. But counters that don't have the privilege of reserved seats, cannot sell those seats.

ii) Specific departure based seat distribution

To distribute seats, the user must have access to the **Schedule(152)** module and the permission - **Sit Distribute(8)**.

Schedule-based seat distribution will be the same for every departure within a specific schedule.

To distribute seats from departure, assigned users have to follow the procedure below:

Step 1: From the "Departure" menu, go to the "Departure" module.

Step 2: Click on the "+" icon on the left column of a specific route.

Step 3: Click on the "Details" button of a specific departure.

Step 4: Select a counter and select the seats you need to reserve for that counter.

Step 5: Click "Save".

Note: Assigned users can reserve the same seats for multiple counters.

- ## Create Departure:

A departure is created by the admin based on specific types of schedules. There are two types of schedules upon which the departures are based –

i) Weekly schedule.

ii) Monthly schedule.

In a departure, the user can add a range of dates, assign a driver, a guide, and a helper as well.

The user needs the **Departure(154)** permission to access the departure module, and also needs **Add Departure(9)** permission to add departures. If the user wants to edit a departure, he must have the **Edit Departure(12)** permission as well as the permission to access the module.

Add a departure

To add a departure, the user has to follow the procedure below:

Step 1: From the “Departure” menu, go to the “Departure” module.

Step 2: Click on the “+” icon from the top area.

Step 3: Select a start date and an end date, and select a route, then click the “Next” button.

Step 4: Activate/inactivate online counters Website, Android, and iOS as needed. You can also toggle the “trip create” option to activate/inactive trips.

Step 5: Then click “save” to complete the process.

- ## **Assign Fleet, Driver, Guide, Helper, Fleet type & Coach Name in Departure**:

To assign fleet, driver, guide, helper, etc. to an existing departure, the user has to follow the procedure below:

Step 1: From the “Departure” menu, go to the “Departure” module.

Step 2: Click on the “+” icon on the left column of a specific route.

Step 3: Click on the “Details” button of a specific departure. From the Details, you can assign fleet type, fleet, driver, guide, helper, coach name, etc.

Step 4: Now, click the “Save” button to complete the process.

- ## **Change Specific Departure Times From Departure Details:**

To change specific departure time from the departure details assigned user has to follow the below procedure:

Step 1: From the “Departure” menu, go to the “Departure” module.

Step 2: Click on the “+” icon on the left column of a specific route.

Step 3: Click on the “Details” button of a specific departure.

Step 4: Edit Departure date and time, and the Start time and click “Save.” The departure time refers to the time of a coach’s departure. Start time refers to the time when the passengers are required to check-in with the counter.

- ## Change Seat Templates For Specific Departure:

If for some reason, a coach has to be replaced by another coach for a specific departure, the seat layouts must be changed as well.

To change seat templates for a specific departure, assigned users should follow the below procedure:

Step 1: From the “Departure” menu, go to the “Departure” module.

Step 2: Click on the “+” icon on the left column of a specific route.

Step 3: Click on the “Details” button of a specific departure.

Step 4: Click the “Edit” button of “Seat Template” and select the new seat template.

Step 5: Then assign a new seat template, and assign new seats from the old seat list.

Step 6: Click “Save” to update the seat template.

- ## Manage Departures:

To hold or omit multiple departures, admin users should follow the procedure below:

Step 1: From the “Departure” menu, go to the “Departure” module.

Step 2: Click on the “Manage Departure” option.

Step 3: Provide a date range, select a route, and select departure time, and click “Next”.

Step 4: Admin users can manage online counters or third-party counters, and manage trips by toggling the respective buttons.

Step 5: Click “Save”.

- ## View The Passenger List:

Admin users can view the passenger list from a specific departure by following the below procedure –

Step 1: From the “Departure” menu, go to the “Departure” module.

Step 2: Click on the “+” icon on the left column of a specific route.

Step 3: Click on the “Sale Details” button of a specific departure and you can view the sale details.

- ## Insert/Edit Fleets:

How to insert fleets:

Admin users can insert fleets by following the below procedure –

Step 1: From the “Information” menu, go to the “Fleets” module.

Step 2: Click the “+” icon to insert a new fleet.

Step 3: Enter a bus registration number, fleet makers, seat template, fleet type in the required fields. Users can also enter other details to store additional information.

Step 4: Click “Add” to insert a new fleet.

Permissions: **Fleets(145)** to access the fleet module, and **Add Fleet(1)** to add fleets.

How to edit fleets:

Admin users can edit fleets by following the below procedure –

Step 1: From the “Information” menu, go to the “Fleets” module.

Step 2: From the list of fleets, click on the “Edit” button of a specific fleet and make the necessary changes.

Step 3: Then click “Update” to save the changes.

Permissions: **Fleets(145)** to access the fleet module, and **Edit Fleet(45)** to edit fleets.

- ## Insert/Edit Fleet Type:

How to insert fleet type:

Admin users can insert fleet type by following the below procedure –

Step 1: From the “Information” menu, go to the “Fleet Type” module.

Step 2: Insert fleet type, select AC type, and click “Add”.

Permissions: **Fleet Type(144)** to access the fleet type module, and **Fleet Type Add(3)** to insert fleet types.

How to edit fleet type:

Admin users can edit fleet type by following the below procedure –

Step 1: From the “Information” menu, go to the “Fleet Type” module.

Step 2: Click on the “Edit” button of a fleet type and make necessary changes.

Step 3: Click “Update” to save the changes.

Permissions: **Fleet Type(144)** to access the fleet type module, and **Fleet Type Edit(44)** to edit fleet types.

- ## Insert & Edit Fleet Makers:

How to Insert Fleet Makers:

Admin users can insert fleet makers by following the below procedure –

Step 1: From the “Information” menu, go to the “Fleet Makers” module.

Step 2: Insert a maker’s name, manufacturing country, and click “Add”.

Permissions: **Fleet Makers(146)** to access the fleet makers module, and **Fleet Makers add(4)** to insert fleet makers.

How to Edit Fleet Makers:

Admin users can edit fleet makers by following the below procedure –

Step 1: From the “Information” menu, go to the “Fleet Makers” module.

Admin users can assign or cancel makers from the fleet makers list.

Step 2: Click the “Edit” button to change the makers and country.

Step 3: Click “Update” to save the changes.

Permissions: **Fleet Makers(146)** to access the fleet makers module, and **Fleet Maker Edit(41)** to insert fleet makers.

- ## Insert/Edit Staff:

Add staff:

Admin users can add staff by following the procedure below:

Permission needed: **Staff(156)** to access the Staff module, and **Add Staff(11)** to add staff.

Step 1: Go to “Staff” from the “Information” menu.

Step 2: Enter staff name, phone number, and select staff type. Admin users can fill up the other fields to store additional information.

Step 3: Click on the “Add” button.

Edit staff:

Admin users can edit staff by following the procedure below:

Permission needed: **Staff(156)** to access the Staff module, and **Edit Staff(57)** to edit staff.

Step 1: Go to “Staff” from the “Information” menu.

Step 2: From the staff list, click on the “Edit” button of the staff you want to make changes for.

Step 3: Make necessary changes, and click on the “Update” button.

- ## Insert/Edit Seat Category:

Add Seat Category:

Seat category refers to the type of seats such as Business, Economy, etc.

Admin users can add seat categories by following the procedure below:

Permission needed: **Seat Category(226)** to access the Seat Category module.

Step 1: Go to “Seat Category” from the “Information” menu.

Step 2: Enter the seat category and click “Add”.

Edit Seat Category:

Admin users can edit seat categories by following the procedure below:

Permission needed: **Seat Category(226)** to access the Seat Category module.

Step 1: Go to “Seat Category” from the “Information” menu.

Step 2: From the list, click on the “Edit” button of the seat category you want to make changes for.

Step 3: Make necessary changes, and click on the “Update” button.

- ## Add/Edit Admin Group:

Add Admin Group:

Admin groups are created to provide some privileges to the users of those groups.

Admin users can add admin groups by following the procedure below:

Permission needed: **User & Control(248)**, **Admin Group(130)**, and **Add Admin Group(25)**.

Step 1: Go to “Admin Group” from the “User & Control” menu.

Step 2: Enter a group title, select an operator/brand, and click “Save”.

Edit Admin Group:

Admin users can edit admin groups by following the procedure below:

Permission needed: **User & Control(248)**, **Admin Group(130)**, and **Edit Admin Group(26)**.

Step 1: Go to “Admin Group” from the “User & Control” menu.

Step 2: From the list, click on the “Edit” button of the group you want to make changes for.

Step 3: Make necessary changes, and click on the “Save” button.

- ## Assign Privileges to a Specific Group:

Privileged admin users can assign privileges to specific groups by following the procedure below:

Step 1: Go to “Privilege” from the “User & Control” menu.

Step 2: Select an operator to which you want to give privileges, click the “permission” button of the group where you want to assign the operator.

Step 3: Assign the necessary privileges by checking off the boxes. Users can also cancel the privileges by unchecking the boxes.

- ## Add/Edit Users:

Add Users:

admin users can add users by following the procedure below:

Step 1: Go to “Users” from the “User & Control” menu.

Step 2: Click the “+” icon on the top.

Step 3: Enter name, user name, and password.

Step 4: Confirm password, select a counter, and select the group name (based on the specific user’s privileges).

Step 5: Click the “Add” button.

Edit Users:

Admin users can edit users by following the procedure below:

Step 1: Go to “Users” from the “User & Control” menu.

Step 2: Click the “Edit” button of the user you want to make changes for.

Step 3: Make necessary changes, and click the “Submit” button.

- ## Manage Third-Party Agents:

There are two types of third-party agents in the bus system –

i) System agent.

ii) Brand/operator agent.

Third-party agents are independent ticket sellers who work for commission while system agents work on a fixed salary. Third-party agents are given a credit limit, and they can sell tickets within this limit.

First, they need to deposit an amount at the counter to buy tickets, and when their credit limit is over, they will not be able to sell any more tickets without re-depositing a further amount.

There are two types of commission for these agents –

i) Percentage – agents will get a certain percentage of their ticket sales.

ii) Flat amount – agents will get a certain flat amount for each ticket they sell.

Third-party agent privileges:

Third-party agents are given some privileges based on their operations by admin users. To access the privileges, the agents will have to be users of a specific group.

Add third-party agents:

To add third-party agents, the admin users have to follow the steps below:

Step 1: Go to "Agent' from the "User & Control" menu.

Step 2: Enter agent name, agent type, username, password, and other required details. Set a credit limit, enter commission type and amount.

Step 3: Click the "Add" button to complete the process.

Edit third-party agents:

To edit third-party agents, the admin users have to follow the steps below:

Step 1: Go to “Agent’ from the “User & Control” menu.

Step 2: From the agent list, click the “Edit” button of the agent whose details need to be edited.

Step 3: Make necessary changes, and click the “Update” button to complete the process.

- ## Manage Pocket Counters:

How to add pocket counter:

Pocket counters refer to independent counters that work on commission rather than a fixed salary. Pockets counter users are not counted as employees of the system.

Admin users can create pocket counters, however, at first, they have to ensure that they already have a counter. Otherwise, they have to create a counter to turn it into a pocket counter.

Follow the steps below to create a pocket counter –

Step 1: From the “Departure” menu click “Counter”.

Step 2: After ensuring you already have a counter, click on the “Edit” button of the corresponding counter.

Step 3: Check the box marked as “Pocket Counter”, select commission type, and add a commission amount.

Step 4: Click “Update” to save the process.

How to manage commissions:

Commissions are always set by default. However, in some cases, admin users can customize commissions route-wise.

To manage commission admin users should follow the procedure below:

Step 1: Go to “Pocket Counter” from the “Information” menu.

Step 2: A list of pocket counters will be displayed. Click on the “Set Commission” button of the counter you want to make changes for.

Step 3: A list of the routes will be displayed. Click on a specific route to display its sub-routes.

Step 4: Uncheck the “Default” box and enter a commission amount.

Step 5: Click “Save” to complete the process.

- ## Customize Seat Colors:

Admin users can customize seat colors for sold seats, reserved seats, available seats, etc. by following the steps below:

Step 1: Go to “Site Settings” from the “Information” menu.

Step 2: From the “Seat Color” menu, customize the seat color and click the “Save” button.

- ## Set Online Ticket Processing Fee:

Online ticket processing fees can be of two types:

i) Percentage amount.

ii) Flat amount.

Admin users can set online ticket processing fee by following the steps below:

Step 1: Go to “Site Settings” from the “Information” menu.

Step 2: From the “Time Setting” menu, choose your preferred online ticket processing fee type, and enter an amount.

Step 3: Click the “Save” button.

- ## **Manage Departure Access Time For Counters:**

Departure is usually available for the counters till the departure time. However, if admin users want to extend the availability time then they have to follow the steps below:

Step 1: Go to “Site Settings” from the “Information” menu.

Step 2: From the “Time Setting” menu, go to “Counter Agent Departure Access Time(Min)”, and enter a time.

Step 3: Click the “Save” button.

For Specific Counters:

Admin users can also set departure access times for specific counters by following the procedure below:

Step 1: Go to “Counter” from the “Departure” menu.

Step 2: Click on the “Edit” button of a specific counter.

Step 3: Enter a departure access time in the “Departure Access Time (Min)” box.

Step 4: Click the “Update” button.

- ## **Manage Auto Cancelation of Booked Tickets:**

Booked tickets will be automatically canceled at a specific time before departure if the customer doesn’t confirm Admin users can set this time by following the steps below:

Step 1: Go to “Site Settings” from the “Information” menu.

Step 2: From the “Time Setting” menu, go to “Booked Ticket Cancel before departure (Min)” and enter a time.

Step 3: Click the “Save” button.

- **Manage Auto Cancellation of Reserved Tickets:**

A reserved/hold ticket will be automatically canceled at a specific time before departure if the customer doesn’t issue/confirm the ticket. Admin users can set this time by following the steps below:

Step 1: Go to “Site Settings” from the “Information” menu.

Step 2: From the “Time Setting” menu, go to “Reserve Ticket Cancel after reserve (Min)” and enter a time.

Step 3: Click the “Save” button.

- **Manage Ticket Processing Time:**

Customers are given a specific amount of time by the system to complete their ticket purchasing process after they click on a seat.

Admin users can manage this ticket processing time by following the steps below:

Step 1: Go to “Site Settings” from the “Information” menu.

Step 2: From the “Time Setting” menu, go to “Ticket Process Time After click reserve/sale (Min)” and enter a time.

Step 3: Click the “Save” button.

- **Set System Images (logo, Icons etc.):**

Admin users can manage system images including logo, favicon, icon, etc. by following the below procedure:

Step 1: Go to “Site Settings” from the “Information” menu.

Step 2: Go to “Company Info” and choose files from your computer to add/update the logo, icon, etc.

Step 3: Click the “Save” button.

- **Set Operator/Brand Images:**

Admin users can manage operator/brand images including logo, favicon, icon, etc. by following the below procedure:

Step 1: Go to “Site Settings” from the “Information” menu.

Step 2: Go to “Settings” and choose files from your computer to add/update the logo, icon, etc.

Step 3: Click the “Save” button.

- **Set the Limit of Maximum Ticket Sales Per Invoice for Counters:**

Admin users can set the limit of maximum ticket sales per invoice for counters by following the below procedure:

Step 1: Go to “Site Settings” from the “Information” menu.

Step 2: From the “Company Info” menu, go to “Counter Sale Max Seat Each Invoice” and enter the maximum number of seat counters can sell per invoice.

Step 3: Click the “Save” button.

- **Set the Limit of Maximum Online Ticket Sales Per Invoice:**

Admin users can set the limit of maximum online ticket sales per invoice by following the below procedure:

Step 1: Go to “Site Settings” from the “Information” menu.

Step 2: From the “Company Info” menu, go to “Online Sale Max Seat Each Invoice” and enter the maximum number of seats that can be sold online per invoice.

Step 3: Click the “Save” button.

- ## Set the Admin Panel Maximum Inactivity Time Limit:

After logging in to the Admin Panel, admin users can stay inactive for a certain time. After the time ends, the admin users will be locked out from the panel. This time is referred to as the Admin panel maximum inactivity time limit.

To set the maximum inactivity time limit for the admin panel, admin users have to follow these steps below:

Step 1: Go to "Site Settings" from the "Information" menu.

Step 2: From the "Company Info" menu, go to "Admin panel max inactivity time (Hour)" and select a time.

Step 3: Click the "Save" button.

- ## Set the Counter Panel Maximum Inactivity Time Limit:

After logging in to the Counter Panel, counter users can stay inactive for a certain time. After the time ends, the users will be locked out from the panel. This time is referred to as the Counter panel maximum inactivity time limit.

To set the maximum inactivity time limit for the counter panel, admin users have to follow these steps below:

Step 1: Go to "Site Settings" from the "Information" menu.

Step 2: From the "Company Info" menu, go to "Counter panel max inactivity time (Hour)" and select a time.

Step 3: Click the "Save" button.

- ## Set the Reporting Time Before Departures for Passengers:

Reporting time refers to a specific time before departure within which the passengers must report to the counter.

Admin users can set the reporting time for passengers by following the steps below:

Step 1: Go to “Site Settings” from the “Information” menu.

Step 2: From the “Company Info” menu, go to “Reporting Time before Departure (Min)” and select a time.

Step 3: Click the “Save” button.

- ## Reservation:

The reservation of a bus refers to reserving a bus for different purposes such as tours, picnics, etc.

Reservation can be done by an individual or an organization. To reserve a bus admin users must fill up the required fields of the reservation section including contact info, fleet info, trip info, fare etc. An admin user must provide quotations to the client before reserving a bus.

- ## Create & Edit Reservation Quotations:

Quotations or Quotes are documents that the admin users provide to the customers. A quotation contains service information including contact info, trip info, fleet info, etc.

Create a Quotation:

Admin users can create quotations by following these procedures:

Step 1: From the Admin Panel, click on “Reservation”.

Step 2: From the drop-down menu select “ Reservation Quotation”.

Step 3: Fill up the required fields with the necessary information and click the “Add” button.

Step 4: Add payment in the next section, and click “Save”. Then click the “Create Reservation” button.

Note that Admin users can also delete, and print quotations.

Edit a Quotation:

Admin users can edit quotations by following these procedures:

Step 1: From the Admin Panel, click on “Reservation”.

Step 2: From the drop-down menu select “ Reservation Quotation”.

Step 3: From the quotation list, select the “Edit” button of the quotation you want to edit.

Step 4: Make necessary changes and click the “Update” button.

- ## Manage Reservations:

Admin users must create a quotation first to manage reservations.

Edit a Reservation:

Admin users should follow the procedure below to edit a reservation:

Step 1: From the Admin Panel, click on “Reservation”.

Step 2: From the drop-down menu select “ Reservation”.

Step 3: From the reservation list select the “Edit” button of a specific reservation to edit the reservation.

Step 4: You can add or remove reservations from here. And After making necessary changes, click the “Update” button.

Payment:

Admin users can also receive and return reservation payments by following these steps:

Step 1: From the Admin Panel, click on “Reservation”.

Step 2: From the drop-down menu select “ Reservation”.

Step 3: From the reservation list select the “Pay” button of a specific reservation.

Step 4: Click on the “Receive” button to receive an amount, or, click the “Return” button to return an amount. You can also add a note.

Step 5: Click “Submit”.

View History:

Admin users can view payment history by following the steps below:

Step 1: From the Admin Panel, click on “Reservation”.

Step 2: From the drop-down menu select “ Reservation”.

Step 3: From the reservation list, select the “History” button of a specific reservation to view its payment history.

- ## Assign Fleets for Reservation:

Assign Fleets:

Admin users can assign fleets for reservation by following these procedures below:

Step 1: Go to “Fleet Distribute” from the “Maintenance” menu.

Step 2: Click on a specific quotation and view its fleet info.

Step 3: Select a fleet from the fleet list.

Step 4: Click on the “Save” button to complete the process.

Edit fleets:

Step 1: Go to “Fleet Distribute” from the “Maintenance” menu.

Step 2: Click on a specific quotation and view its fleet info.

Step 3: Select the “Edit” button beside a specific fleet from the fleet list.

Step 4: Click on the “Update” button to complete the process.

- ## Add/Edit Products:

To Add Products:

Step 1: Go to “Products” from the “Information” menu.

Step 2: Enter product name, unit, and click the “Add” button.

To Edit Products:

Step 1: Go to “Products” from the “Information” menu.

Step 2: Click the “Edit” button beside the product you want to edit.

Step 3: Make necessary changes and click the “Update” button.

- ## Add/Edit Suppliers:

To Add Suppliers:

Step 1: Go to “Suppliers” from the “Information” menu.

Step 2: Enter the supplier company name, contact info, and click “Add”.

To Edit Suppliers:

Step 1: Go to “Suppliers” from the “Information” menu.

Step 2: Click the “Edit” button beside the suppliers you want to edit.

Step 3: Make necessary changes and click the “Update” button.

- ## Add/Edit Product Purchase:

Bus companies purchase products such as car parts, office accessories, etc. To add or edit product purchases admin users should follow the steps below:

To add product purchase:

Step 1: From the dashboard menu, click on the “Purchase” menu.

Step 2: Click the “Product Purchase” option from the drop-down menu.

Step 3: Enter the purchase date, product name, supplier name, quantity, price, add a note, etc. and click the “Save” button.

To edit product purchase:

Step 1: Go to “Product Purchase” from the “Purchase” menu.

Step 2: Click the “Edit” button beside the purchase you want to edit.

Step 3: make necessary changes and click the “Update” button.

- ## Pay Suppliers:

Admin users have to follow the steps below in order to pay product suppliers:

Step 1: Go to the “Supplier Payment” option from the “Finance” menu.

Step 2: Fill out the required fields including payable amount, due account, purchase date, etc., and click the “Save” button.

- ## Add/Edit Filling Stations:

Admin users can add and edit filling stations by following the procedures below:

To Add a Filling Station:

Step 1: Go to “Filling Station” from the “Information” menu.

Step 2: Enter the name of the filling station, you can also fill out the other fields to store additional information.

Step 3: Click the “Save” button.

To Edit a Filling Station:

Step 1: Go to “Filling Station” from the “Information” menu.

Step 2: Click on the “Edit” button of a specific filling station from the displayed list.

Step 3: Make necessary changes and click the “Update” button to save the changes.

- ## Manage Fuel Purchase:

Admin users can manage fuel purchase by following the below procedure:

To Add Fuel Purchase:

Step 1: Go to “Fuel Buy” from the “Fuel Info” menu.

Step 2: Enter the purchase date, reference type, filling station, fleet, quantity, unit price, and note if needed. Fill out the other fields according to the reference type.

Step 3: Click the “Save” button.

To Edit Fuel Purchase:

Step 1: Go to “Fuel Buy” from the “Fuel Info” menu.

Step 2: Click on the “Edit” button of a specific fuel purchase from the displayed list.

Step 3: Make necessary changes and click the “Update” button to save the changes.

- ## Manage Fuel Payment:

Admin users should follow the steps below to pay the filling stations for fuels:

Step 1: Go to “Fuel Payment” from the “Finance” menu.

Step 2: Select a filling station, enter the payment amount, and add a note.

Step 3: Click on the “Pay” button.

- ## Create Seat Templates:

To create seat templates:

To create seat templates or seat layouts admin users must understand the row and column layouts of a bus.

Spaces in a bus are divided into a few types:

1. Door – space issued for bus door.

2. Driver space – the space issued for the driver seat.

3. Seats – passenger seats: these seats can be divided into multiple sub-categories. Example: Common, VIP, etc.

4. Engine – space issued for the bus engine.

5. Corridor – the passage between the rows of seats.

6. False – the space issued under a specific space type. When a type uses multiple rows or columns, the rows and columns except the main one are considered as False types.

7. Blank – the empty space usually beside the door.

Seat layouts are created depending on the number of rows and columns.

To create a seat template admin users should follow the procedure below:

Step 1: Go to "Seat Template" from the information menu.

Step 2: Click on the "+" icon to create a new seat template.

Step 3: Add the number of rows and columns, add a template title, and click the "Next" button.

Step 4: Enter space numbers, select types, enter passenger seat numbers and click the "Save" button.

- **Assign Seat Templates:**

Admin users can assign the same seat template to single or multiple operators as necessary.

They can assign seat templates easily by following the steps below:

Step 1: Go to “Seat Template” from the information menu.

Step 2: From the seat template list, select a template and click the “Assign” button.

Step 3: Select specific operator/operators and click “Save”.