

i-Ticket — The Complete Bus Operations Platform

Sales Presentation for Bus Companies

Platform: <https://i-ticket.et> | **Telegram:** https://t.me/i_ticket_busBot **Version:** v2.14.0 | **Date:** February 2026 **Contact:** +251 911 550 001 / +251 911 178 577

What Is i-Ticket?

i-Ticket is Ethiopia's only **all-in-one** bus operations platform. It's not just a ticketing system — it covers everything from the moment a passenger searches for a trip to the moment the bus returns to the station.

One platform. Every operation. Zero gaps.

Traditional Approach	With i-Ticket
One tool for ticketing	Everything in one platform
Paper manifests	Digital manifests with QR verification
Call drivers to ask location	Live GPS map for everyone
React to breakdowns	AI predicts breakdowns before they happen
Lengthy manual file compilation	Real-time dashboards and one-click Excel reports
Manual record keeping	Automated audit trail

Feature Groups at a Glance

#	Group	For Whom	One-Line Value
1	Sell More Tickets	Passengers & Revenue	Reach customers where they are — web, Telegram, phone
2	Run Smoother Operations	Operations Team	Create trips in seconds, not minutes
3	Track Every Bus Live	Passengers, Dispatch & Management	Know where every bus is, in real time
4	Board & Account for Every Passenger	Station Staff & Compliance	No-shows, replacements, manifests — all digital
5	Protect Your Fleet	Fleet & Maintenance Team	Predict breakdowns before they happen
6	Protect Your Revenue	Finance & Management	Automated safeguards against lost revenue
7	Works Your Way	Decision Makers	Use standalone or alongside your current system

GROUP 1: SELL MORE TICKETS

"Reach passengers where they are — and make buying effortless"

1.1 Guest Booking — No Registration, No Barrier

The biggest reason Ethiopian passengers don't book online: **"I don't want to create an account."**

i-Ticket removes that barrier completely:

1. Search for a trip on the website
2. Select your seats
3. Pay with TeleBirr
4. Receive your ticket via SMS

No account. No email. No OTP. No password. The phone payment itself is the verification.

Every bus company that enables guest booking immediately reaches the large segment of travelers who would never create an account.

1.2 Telegram Bot — Booking in Amharic

A full booking experience through **Telegram** — the messaging app used by 60+ million Ethiopians.

Passengers chat with **@i_ticket_busBot** in English or Amharic:

- Search trips by city name (handles typos and misspellings)
- See available seats and prices
- Select seats and enter passenger details
- Pay via TeleBirr
- Receive tickets with QR codes directly in the chat
- Track their bus with `/whereismybus`

No app download required. No website visit needed. Just open Telegram and type `/book`.

1.3 TeleBirr Payment — Trusted & Familiar

Feature	Detail
Users	50M+ TeleBirr users in Ethiopia
Payment window	10 minutes — unpaid bookings auto-cancel, seats release
Customer fee	None — TeleBirr transaction fee is absorbed by i-Ticket
Security	Server-side amount calculation, replay protection
Confirmation	Instant SMS with ticket details and short code

Passengers pay the way they already trust. No new payment method to learn.

1.4 Visual Seat Selection

Passengers see a **map of the bus** with color-coded seats:

- **Green** = Available
- **Red** = Already booked
- **Blue** = Your selection

Pick a window seat, a front seat, or auto-assign — the choice is theirs.

Seat preference matters in Ethiopian bus travel. This feature alone drives higher booking conversion.

1.5 Multi-Passenger Booking

Book up to **5 passengers** in one transaction:

- Family groups with adults and children
- Each passenger gets their own seat, ticket, and QR code
- Children don't need phone numbers or IDs
- **One payment covers everyone**

Perfect for Ethiopian family travel patterns.

1.6 Three Booking Channels, One Seat Pool

Channel	How It Works
Website	Passengers book at i-ticket.et
Telegram	Passengers book via @i_ticket_busBot
Counter/Manual	Staff sells tickets from the cashier portal

All three channels draw from the **same seat pool in real time**. No double-booking, no confusion, no manual reconciliation.

GROUP 2: RUN SMOOTHER OPERATIONS

"Your operations team will save hours every single day"

2.1 Trip Templates — Create a Trip in 10 Seconds

Save your most common routes as **reusable templates** with:

- Prices and durations pre-set
- Bus type and amenities pre-configured
- Intermediate stops pre-defined
- Default pickup/dropoff terminals

To create a trip: **select template** → **pick date and time** → **done**. Templates are sorted by most-used, so the top route is always one click away.

2.2 Batch Trip Creation

Create up to **10 trips at once** across multiple dates:

- "Same time every day" — select 5 dates, one departure time, 5 trips created
- "Custom time per date" — different times for different days
- Return trips — automatically swaps origin/destination and reverses stops

Example: Monday to Friday, Addis→Hawassa + Hawassa→Addis = **10 trips, one action.**

2.3 CSV/Excel Schedule Import

Have existing schedules in spreadsheets? Import up to **50 trips** at once:

- Smart column auto-detection (fuzzy-matches your headers)
- Row-by-row validation before import
- Conflict checking for staff and vehicle overlaps
- Downloadable template to get started

Zero manual re-entry when switching to i-Ticket.

2.4 Trip Status Lifecycle — Nothing Falls Through the Cracks

Every trip moves through clear stages with **automatic transitions**:

SCHEDULED → DELAYED → BOARDING → DEPARTED → COMPLETED
↘ CANCELLED

What Happens	Automatic Response
Trip is 30 min past departure	Auto-marks as DELAYED
1+ hour past departure	Auto-marks as DEPARTED
Past arrival + 2 hour buffer	Auto-marks as COMPLETED
Trip departs	Halts online booking, generates manifest, staff set to ON_TRIP
Trip completes	GPS deactivates, staff reset to AVAILABLE

No trip is ever left in limbo. No manual status updates forgotten.

2.5 Intermediate Stops — How Ethiopian Buses Actually Work

Every trip can define stops along the way:

Addis Ababa → Mojo → Ziway → Shashemene → Hawassa

- Displayed in search results and booking pages
- Used for GPS ETA calculation between stops
- Passengers select pickup/dropoff per stop
- Return trips auto-reverse the stop order

This models the **actual Ethiopian bus experience** — passengers board and alight at intermediate towns.

2.6 Complete Staff Management

Manage your entire workforce from one dashboard:

Staff Role	What They Can Do
Drivers	Assigned to trips, GPS tracking, trip logs
Conductors	Assigned to trips, boarding management
Cashiers	Sell tickets, record manual sales, process replacements
Mechanics	Vehicle inspections, work order completion
Finance	Revenue reports, commission tracking

Each role sees **only what they need** — no clutter, no confusion, no unauthorized access.

GROUP 3: TRACK EVERY BUS LIVE

"Know where every bus is — and let your passengers know too"

3.1 Driver GPS Tracking — No Installation Needed

The driver opens a page on their phone. That's it. GPS starts sending the bus location every **10 seconds**.

- Works on **any smartphone** with a browser
- No app download, no special hardware
- Three-layer reliability: Wake Lock + Audio Keep-Alive + Heartbeat Watchdog
- Works even when the screen is locked

For phones with aggressive battery optimization, **OsmAnd backup tracking** is available — a free GPS app that works with the screen completely off.

3.2 Passenger Live Map — "Where Is My Bus?"

Every passenger with a ticket can **watch their bus move on a map** in real time:

Feature	Detail
Updates	Every 12 seconds
Map	Interactive with road route overlay
GPS trail	Shows where the bus has been
Speed	Current speed displayed
ETA	Estimated arrival with countdown
Access	No login needed — just enter ticket code

Public tracking page: i-ticket.et/track/TICKET-CODE

No other Ethiopian bus platform offers real-time passenger tracking.

3.3 Company Fleet Map — Your Dispatch Center

Operations managers see **all active buses on one map**:

- **15-second refresh** — positions stay current
- **Search** by plate number, route, or driver name
- **Filter** by status: Live / Stale / No GPS
- **Click any bus** to zoom in and see route details
- **"Fit All"** button zooms out to show your entire fleet

This is a **live dispatch center** — see your entire operation at a glance.

3.4 Telegram Bus Tracking

Passengers type `/whereismybus` in Telegram and instantly see:

- Bus location and status
- Current speed
- Estimated arrival time
- **"Track on Map"** button — opens the live map
- **"Show Location"** — sends a Telegram location pin (opens in Google Maps)

Every time a passenger shares the bus location, it's **free marketing** for your company.

3.5 Offline GPS — Zero Data Loss

When the bus enters an area with no cellular signal (tunnels, rural zones):

- Up to **1,000 GPS positions** are stored on the driver's phone
- Covers approximately **2 hours 46 minutes** of travel
- When signal returns, all positions **flush automatically**
- The GPS trail on the map fills in retroactively

No data is ever lost, even in Ethiopia's connectivity gaps.

GROUP 4: BOARD & ACCOUNT FOR EVERY PASSENGER

"From boarding to no-shows — every passenger is tracked"

4.1 Digital Manifests — Auto-Generated

When a trip departs, the system automatically generates a **passenger manifest** listing:

- Every passenger name, phone, and seat number
- Booking source (online, Telegram, manual, walk-in)
- Boarding status (Pending, Boarded, No-Show, Replacement)
- Summary counts at the bottom

Exportable to **Excel** with one click. No more handwritten lists.

4.2 QR Code Ticket Verification

Every ticket has a unique **QR code**. At the station:

1. Staff scans the QR code with any phone camera
2. System instantly shows: passenger name, seat, trip, payment status
3. Passenger is marked as **BOARDED**
4. Duplicate scans are caught — prevents ticket re-use

Fast, secure, and impossible to forge.

4.3 No-Show Management

After a trip departs, staff can mark passengers who didn't board as **NO-SHOW**:

Rule	Why
Only allowed after DEPARTED status	Intermediate stops mean passengers may board later
Already-scanned tickets can't be marked	Prevents marking boarded passengers
Idempotent — re-marking is a no-op	Staff can't accidentally double-count
Full audit trail	Every no-show action is logged

No-show data builds a historical record that helps predict future no-show patterns.

4.4 Replacement Ticket Sales — Recover Lost Revenue

When passengers don't show up, those seats can be **resold at the station**:

Feature	Detail
Who can sell	Staff and cashiers only (not online)
Payment	Cash only
Price	Same full ticket price
Seat	Auto-assigned from no-show seats
QR code	Generated instantly
Boarding status	Replacement passengers marked as BOARDED immediately

Revenue that would have been lost is recovered. Every replacement sale is tracked with a full audit trail linking it to the original no-show.

4.5 Boarding Summary Dashboard

The trip detail page shows a real-time boarding summary:

Metric	Example
Total Passengers	47
Boarded	42
No-Shows	5

Replacements Sold	3
Released Seats	2 (available for replacement)

Color-coded in the manifest: **Green** = Boarded, **Red** = No-Show, **Blue** = Replacement.

GROUP 5: PROTECT YOUR FLEET

"Know which bus will break down — before it does"

5.1 AI-Powered Risk Scoring (0-100)

Every vehicle in your fleet gets a **real-time risk score** calculated from:

Factor	What It Measures
Odometer vs service interval	How far past or close to scheduled service
Time since last service	Days since last maintenance
Defect trend	Are inspections finding more defects over time?
Fuel efficiency	Is fuel economy getting worse?
Compliance expiry	Registration/insurance expiry dates

Score	Meaning	What Happens
0-39	Low risk	Normal operation
40-59	Medium	Schedule maintenance soon
60-79	High	Maintenance required
80-100	Critical	Trip departure blocked until inspected

*Predictive maintenance delivers **300-500% ROI** across the transport industry.*

5.2 Pre-Trip Safety Gate

Before a bus departs, the system checks its risk score:

- **Below 70:** Green light — no warnings
- **70-84:** Orange warning — admin sees alert, can proceed
- **85 or above:** **Departure blocked** unless a PRE_TRIP inspection was completed within 24 hours

This prevents the worst scenario: **a bus breaking down mid-trip with a full load of passengers.**

5.3 Vehicle Inspections & Work Orders

Inspections (PRE_TRIP, POST_TRIP, PERIODIC):

- Tracked with defect counts and severity
- Inspection history feeds into the risk scoring algorithm
- PASS / PASS_WITH_DEFECTS / FAIL status

Work Orders (auto-generated when maintenance is due):

- Labor cost, parts cost, and total tracked
- Assigned to specific mechanics
- Status flow: OPEN → IN_PROGRESS → COMPLETED
- Daily check at 2 AM catches upcoming maintenance

5.4 Fleet Health Dashboard

One screen shows the health of your **entire fleet**:

- Overall fleet health gauge (0-100)
- Risk distribution chart — how many buses at each level
- High-risk vehicle list with specific warnings
- Trend chart — is your fleet getting healthier or worse?
- Vehicle-by-vehicle comparison

5.5 Reports with Excel Export

Report	What It Shows
Maintenance Costs	Spending by vehicle, task type, time period
Vehicle TCO	Purchase price + all maintenance + fuel = true cost per bus
Downtime	Time each vehicle was out of service and why
Fleet Analytics	Comprehensive fleet-wide performance metrics
Route Wear	Which routes cause the most vehicle wear

All exportable to Excel with one click.

GROUP 6: PROTECT YOUR REVENUE

"Automated safeguards that prevent lost money"

6.1 Auto-Halt — Reserve Seats for Walk-Ins

When online seats drop to a threshold (default: **10 remaining**), online booking **automatically pauses** — reserving the remaining seats for walk-in and counter sales.

Control Level	What It Does
Automatic	Pauses online at threshold
One-time resume	Admin opens online for a specific trip

Per-trip bypass	Disable auto-halt for specific trips
Company-wide	Turn off auto-halt entirely

Manual/counter sales are **NEVER blocked** — even at zero seats, your cashier can always sell.

6.2 24-Hour Staff & Vehicle Validation

Before any trip is created, the system checks all trips within **24 hours** for conflicts:

- Same **driver** assigned to overlapping trips
- Same **conductor** double-booked
- Same **vehicle** without adequate turnaround time

Returns **specific conflict details**: which person, which trip, when. Admin can override with a documented reason.

No more accidental double-assignments that lead to last-minute scrambles.

6.3 Zero Overselling — Guaranteed

When two people try to book the last seat at the exact same moment:

Protection	How It Works
Database locking	Only one booking wins the last seat
10-second timeout	Prevents transactions from hanging
Duplicate detection	Back-button resubmission blocked
Rate limiting	Prevents automated booking abuse

At scale, race conditions **will** happen. i-Ticket prevents every single one.

6.4 Price Change Alerts

If your team changes a trip's price while a customer is mid-booking:

- Customer is **immediately notified**
- Must accept the new price before continuing
- Prevents disputes: "I thought it was 850 ETB!"

Checks every **30 seconds** during the booking process.

6.5 10-Minute Payment Window

After selecting seats, the passenger has **10 minutes** to complete payment. If they don't pay:

- Booking auto-cancels
- Seats release back to the pool
- No manual intervention needed

No seats are held hostage by abandoned bookings.

GROUP 7: WORKS YOUR WAY

"Use it standalone, or alongside your current system — your choice"

7.1 Three Deployment Options

i-Ticket adapts to **your situation**, not the other way around:

Option	How It Works	Best For
Standalone	i-Ticket handles everything — online sales, counter sales, GPS, fleet, manifests	Companies starting fresh or replacing an old system
Parallel	i-Ticket runs alongside your current system — adds online/Telegram booking as a new channel	Companies with an existing ticketing process
Complementary	Use i-Ticket only for GPS tracking and fleet management — keep your current ticketing	Companies that only want tracking and maintenance

In parallel mode, sales from your existing system are recorded as **manual tickets** in i-Ticket. The seat count stays accurate across both systems.

7.2 Complete Company Isolation

Every bus company on i-Ticket operates in a **completely separate environment**:

- Own dashboard, own data, own reports
- Own staff accounts and role permissions
- Own trip schedules and pricing
- Own financial records and commissions
- **No company can see another company's data**

The only shared resource is the city database — everything else is yours alone.

7.3 Security & Compliance

Area	Protection
Data isolation	Every API call is filtered by company — no cross-company data leaks
Encryption	TLS 1.2+ with Cloudflare Full Strict SSL, HSTS preload
Authentication	bcrypt password hashing, 30-day sessions, brute force protection
Payment	Server-side calculation only — never trusts client values
Audit trail	Every action logged with timestamp, user, and details
Compliance	INSA security audit documentation prepared and submitted
Infrastructure	AWS cloud, PostgreSQL 16, 99.9% uptime, daily backups

7.4 Bilingual — English & Amharic

The entire platform works in both languages:

- Website interface

- Telegram bot conversations
- SMS ticket confirmations
- Error messages and notifications

Your passengers interact in **the language they're comfortable with**.

7.5 Role-Based Portals — Everyone Sees What They Need

Portal	Who Uses It	What They See
Company Admin	Management	Full dashboard, all operations, reports, analytics
Staff	Drivers, Conductors	Their assigned trips, GPS tracking, boarding
Cashier	Station ticket sellers	Ticket sales, manifest lookup, replacement tickets
Mechanic	Maintenance team	Work orders, inspections, vehicle status
Finance	Accounting	Revenue reports, commission tracking, tax reports
Sales	External agents	Their referrals, commission dashboard

No training needed for each role — they only see what's relevant to them.

WHY i-TICKET — THE SUMMARY

#	Value	Impact
1	More passengers	Guest booking + Telegram reaches customers no other platform can
2	Faster operations	Trip templates and batch creation save hours every day
3	Real-time visibility	GPS tracking for passengers, dispatch, and management
4	Full accountability	Digital manifests, QR verification, no-show tracking
5	Fewer breakdowns	AI predicts maintenance needs — 25-40% cost reduction
6	Revenue protection	Auto-halt, payment windows, zero overselling
7	Zero risk to adopt	Works alongside existing systems — no disruption

PRICING — SIMPLE & TRANSPARENT

Item	Cost
Setup	Free
Monthly fee	Free
GPS tracking	Free
Fleet management	Free
Telegram bot	Free
Reports & analytics	Free

Commission	5% on online/Telegram bookings only
Manual/counter sales	0% — no commission
TeleBirr fee	Absorbed by i-Ticket — invisible to you and passengers

You only pay when i-Ticket brings you new revenue. Everything else is included.

READY TO SEE IT LIVE?

We'd love to give you a **personalized demo** with your own routes, vehicles, and schedules.

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