

1. Introduction

TicketPro is comprehensive vehicle entry and exit management software built for entities environments. It helps enforce transparency, streamline data collection, and generate automated reports by allowing authorized personnel to issue tickets, open gate barriers, and monitor operator activity.

2. Installation & Setup

Our experienced technical team will handle the complete installation and deployment of TicketPro on your preferred server infrastructure. This includes:

- Backend environment setup
- Software configuration
- Integration with your entry/exit systems

You won't need to worry about technical complexities — from database configuration to barrier control setup. The system is fully tested, secured, and made ready for operational use.

3. Key Features

Vehicle Ticketing

- Issue digital tickets with auto-generated receipt numbers.
- Capture license plate, category, and timestamp.

Entry & Exit Surveillance

- Park Officers at entrance and exit stations manage vehicle flow.
- Ensures accountability and real-time record logging.

Operator Shifts

- Tracks login, logout, and shift duration.
- Manager view for oversight and export.

Multi-Entities Support

- Separate databases for each entity.
- Administrators can add or manage entities dynamically.

Digital Receipt Printing

- Integrated with thermal receipt printers.

- Auto-popup and print support after transaction.

Boom Barrier Integration

- Triggers relay via Python using Modbus TCP protocol. Supports inBIO controller via assigned IP.
- Supports Waveshare Modbus POE relay controllers via assigned IP.
- Each gate is mapped to a specific relay channel for precise control.

Additional Fee Activation

- Automatically charges extra if vehicles overstay
- Admins can enable/disable via payment Scheme
- System calculates based on configured time and fee
- Extra charge displayed and must be paid at exit

Daily Sales Report

- Displays current sales summary grouped by date and category.
- Export PDF formats.

Maintenance Mode

- Backup and restore any entity database.
- Clean old records before a selected date.

Announcements

- Admins can send notices to all or selected entities.
- Scrolling banner displays on every user's dashboard.

Authorization System

- Role-based access:
 - Admins: All permissions.
 - Managers: Scoped to their assigned entity.
 - Park Officers: Entrance or Exit only.

Settings Panel

- Manage ticket pricing per vehicle category.
 - Control access, assign posts, and set preferences.
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4. User Roles

□ Administrator

- Full access to all modules.
- Creates users, adds new Entity, manages roles, and system maintenance.

□□ Manager

- Manages one Entity.
- Handles pricing, announcements, and shift validations.

□ Park Officer

- Assigned to Entrance or Exit post.
 - Only sees Entry/Exit Dashboard with vehicle admission and barrier access.
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5. Usage Workflow

1. **Login** using assigned credentials.
 2. **Dashboard** displays based on user role and assigned entity.
 3. **Entry/Exit Officers:**
 - Admit vehicles.
 - Collect payment (optional).
 - Print ticket and trigger boom barrier.
 4. **Managers/Admins:**
 - View records and statistics.
 - Post announcements.
 - Manage system settings and prices.
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Entrance Gate Layout

- Vehicle approaches entrance
- Driver is informed of the fee and pays
- Ticket is generated and issued
- Barrier is triggered and opens automatically
- Vehicle enters the premises

Exit Gate Layout

- Vehicle approaches exit
 - Operator scans or verifies the ticket
 - System checks validity and time
 - Pending payments are settled
 - Barrier opens
 - Vehicle exits, and the system logs the event
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System Communication

- TicketPro server is located at the Admin/Manager's Office
- Entrance and Exit cubicles connect via LAN or Wi-Fi

- Admin views live logs and operator activity
- Reports, ticket data, and logs sync continuously
- Admins can:
 - Generate reports
 - Update prices
 - Remotely block/allow access

6. Database Backup/Restore

- Navigate to **Settings > Maintenance**
 - Choose an entity and click **Backup**
 - To restore:
 - Upload .sql file from the same entity.
 - Click Restore and wait for success confirmation.
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7. Shift Management

- Automatically logs operator activity:
 - Login time
 - Logout time
 - Total hours
 - Can be exported by managers/admins.
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8. Export to PDF

- On any reporting page (Sales, Admission, Exit), click the **Export** button.
 - Generates a downloadable .pdf summary report.
 - Automatically includes current filters (entity, date, operator).
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9. Contact Support

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