5. Ticket reservation

When booking tickets, it is assumed that the traveler calls the agent by phone or to come to the point of sale or to fill out a reservation on the site, in all three cases the agent checks the reservation data and enters the reservation in the system with all necessary information.
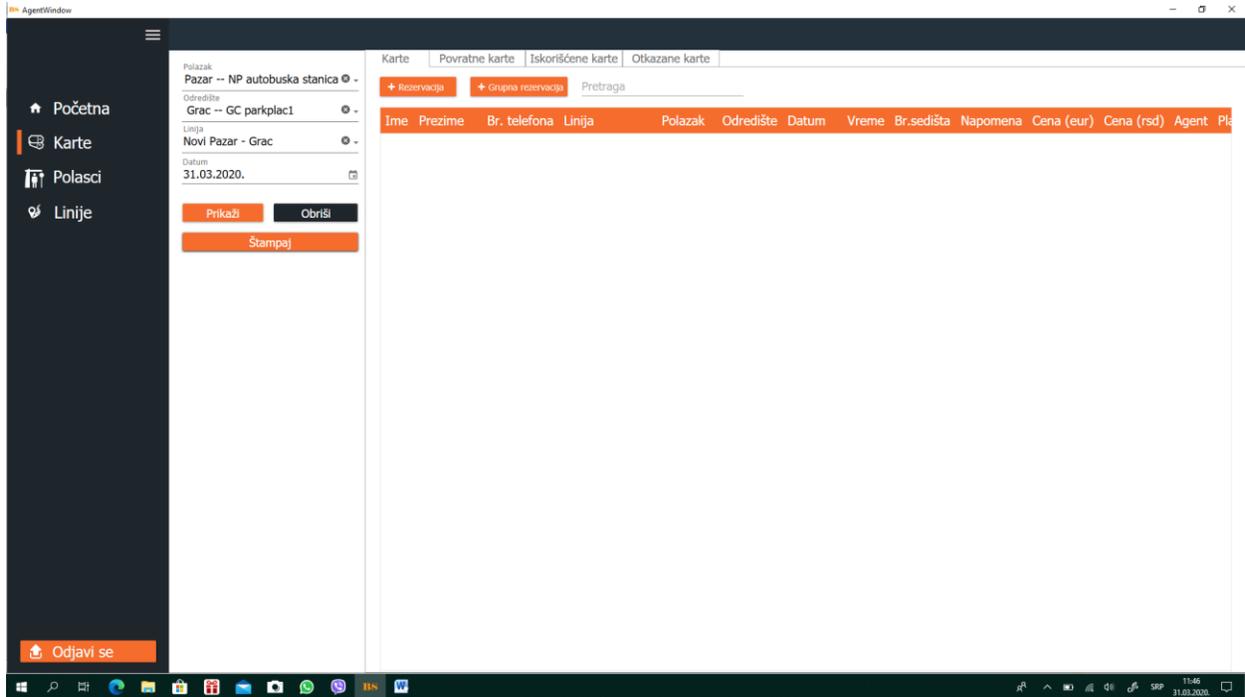
When calling, a ticket reservation can be made in two ways, i.e. the agent can run the process in two ways. The first way is to ask the passenger about the destination he is leaving from and where he wants to go, then the system itself will offer him all the lines connecting the two places, after as well as the dates when the departures, after selecting this data it remains to enter data about the passenger.
This process would look like this in the BusSharp system:

The agent enters the left menu in the **Ticket** field and gets the following window:

In the Data Entry Window, on the left side, there are options for filtering lines, ie departures by places of departure and arrival, line names and dates, so you can always see through these filters which departures they have and how many reservations are already on each departure:

Regarding the specific procedures with ticket reservation, the following is possible:
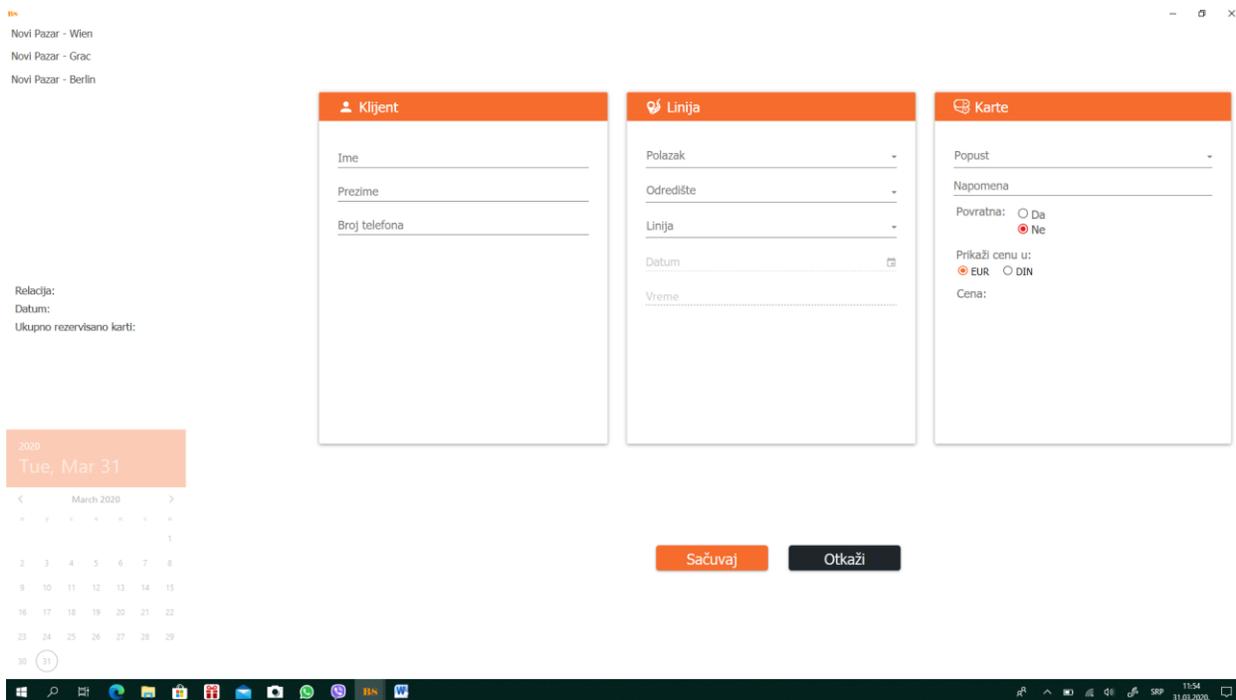
Tickets - that is, the reservation of tickets is the process of new reservations or corrections of existing tickets.

Return tickets - here the agnet can see a list of return tickets along a certain line
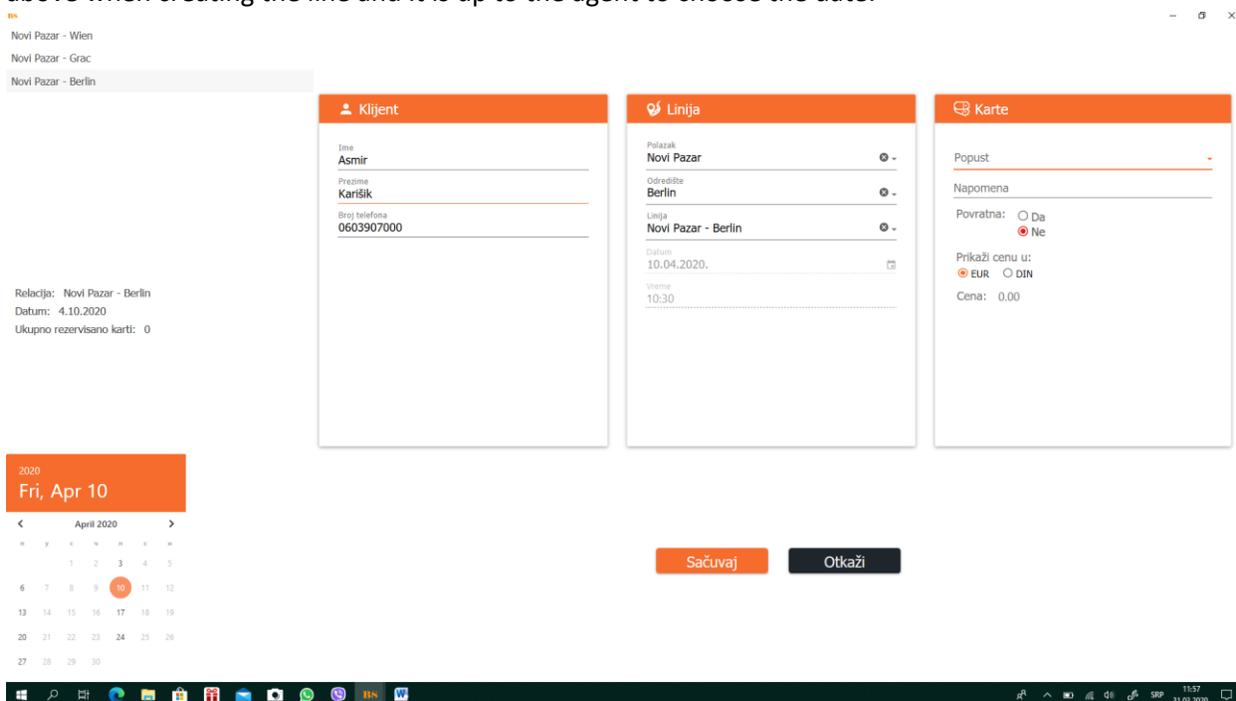
Used tickets, here you can see the display of tickets by departures that have passed and that report can be filtered and searched.

Canceled tickets - a ticket that is canceled is kept due to the records of unwanted passengers, ie those who make reservations and then cancel them.
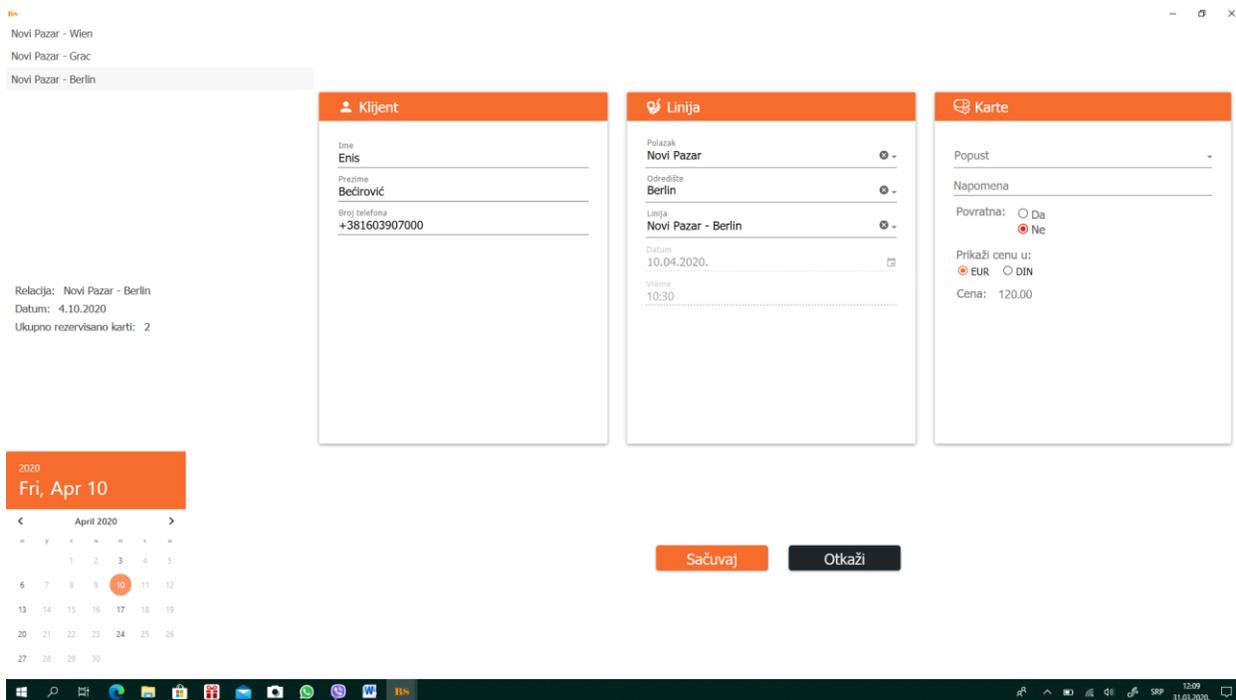
The ticket reservation process starts by entering the **Tickets** button and later by clicking on **+ Reservation** or **+ Group reservation**. Click on **+ Reservation** to get the following window:

Novi Pazar - Wien
Novi Pazar - Grac
Novi Pazar - Berlin

Klijent

Ime

Prezime

Broj telefona

Linija

Polazak

Odredište

Linija

Datum

Vreme

Karte

Popust

Napomena

Povratna: ○ Da
○ Ne

Prikaži cenu u:
● EUR ○ DIN

Cena:

Relacija:
Datum:
Ukupno rezervisano karti:

2020
Tue, Mar 31

< March 2020 >

Sačuvaj   Otkaži

The agent can immediately select a line from the offered lines in the upper left corner and will get possible dates in the lower left corner that is the dates when that line departs from the place of departure. In this case, if he clicks on Novi Pazar - Berlin gets possible departures on Sundays and Fridays, as mentioned above when creating the line and it is up to the agent to choose the date:

Novi Pazar - Wien
Novi Pazar - Grac
Novi Pazar - Berlin

Klijent

Ime
Asmir

Prezime
Karišik

Broj telefona
0603907000

Linija

Polazak
Novi Pazar   ⊗ ₋

Odredište
Berlin   ⊗ ₋

Linija
Novi Pazar - Berlin   ⊗ ₋

Datum
10.04.2020.

Vreme
10:30

Karte

Popust

Napomena

Povratna: ○ Da
● Ne

Prikaži cenu u:
● EUR ○ DIN

Cena: 0.00

Relacija: Novi Pazar - Berlin
Datum: 4.10.2020
Ukupno rezervisano karti: 0

2020
Fri, Apr 10

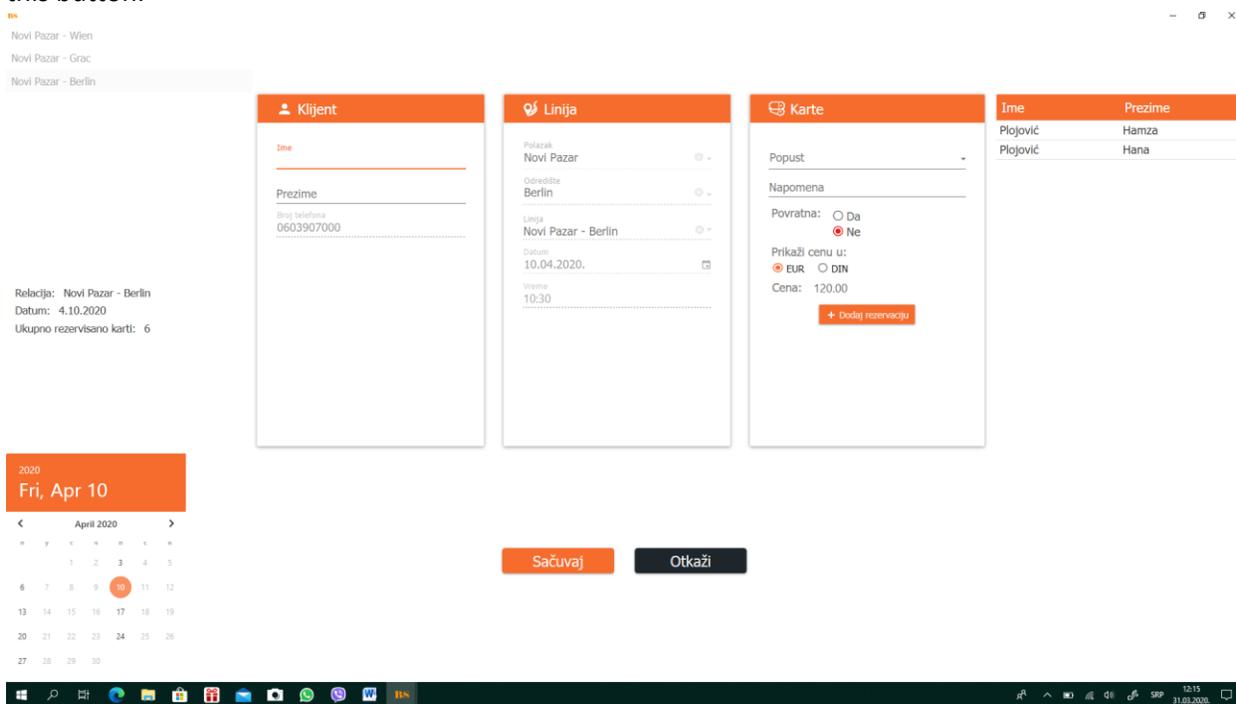< April 2020 >

Sačuvaj   Otkaži

When the line and date are selected, the name of the line and the date of departure as well as the number of current reservations on that departure are immediately displayed on the left side of the window:

👤 Klijent

Ime
Enis

Prezime
Bečirović

Broj telefona
+381603907000

🐑 Linija

Polazak
Novi Pazar   ⊗ ⌄

Odredište
Berlin   ⊗ ⌄

Linija
Novi Pazar - Berlin   ⊗ ⌄

Datum
10.04.2020.

Vreme
10:30

🎫 Karte

Popust

Napomena

Povratna: ○ Da
            ● Ne

Prikaži cenu u:
● EUR   ○ DIN

Cena: 120.00

Relacija: Novi Pazar - Berlin
Datum: 4.10.2020
Ukupno rezervisano karti: 2

2020
Fri, Apr 10

< April 2020 >

		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

[Sačuvaj]   [Otkaži]

It is also possible to list discounts if one exists or to make a note about a traveler of any kind.

It is possible to sell group tickets. It is the sale of tickets for people who want to travel in the same vehicle. The sale of group tickets is done by clicking on **+Group reservation**. The following window is clicked on this button:

👤 Klijent

Ime

Prezime

Broj telefona
0603907000

🐑 Linija

Polazak
Novi Pazar   ⊗ ⌄

Odredište
Berlin   ⊗ ⌄

Linija
Novi Pazar - Berlin   ⊗ ⌄

Datum
10.04.2020.

Vreme
10:30

🎫 Karte

Popust

Napomena

Povratna: ○ Da
            ● Ne

Prikaži cenu u:
● EUR   ○ DIN

Cena: 120.00

[+ Dodaj rezervaciju]

Ime	Prezime
Plojović	Hamza
Plojović	Hana

Relacija: Novi Pazar - Berlin
Datum: 4.10.2020
Ukupno rezervisano karti: 6

2020
Fri, Apr 10

< April 2020 >

		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

[Sačuvaj]   [Otkaži]

Unlike the part where individual reservations are entered, in the Group Reservations part, after entering the first reservation, the names of the person for whom the reservation has already been made can be

seen in the far right part. passenger arrangements by vehicles these persons are always accommodated in one vehicle.

After entering all reservations, you get the following window with a list of passengers, which can always be further modified as needed.

The **Return Tickets** section shows all return tickets that are currently active. And their overview can be filtered by place of departure, place of arrival, inija and date in order to have a clear insight into the expectations of future passengers based on return tickets:

The **Used tickets** section contains data on our passengers who have traveled before and this part can be filtered by place of departure, place of arrival, line and date of departure:

The **Canceled Tickets** section shows information about people who have canceled their departures. This information is available to agents and administrators to know if there are people who book reservations and then cancel them often.

This completes the booking process and all reservations are entered into the system. The process of organizing the departure goes on.