

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.

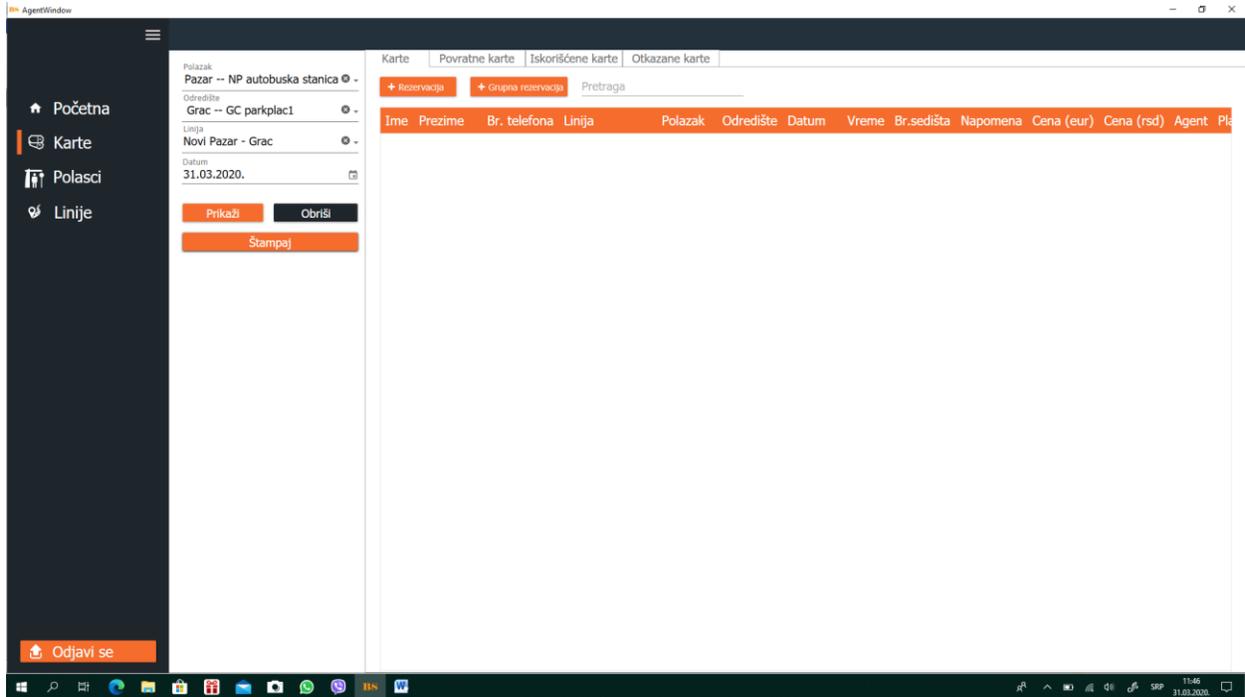
When calling, a ticket reservation can be made in two ways, i.e. the agent can run the process in two ways. The first way is to ask the passenger about the destination he is leaving from and where he wants to go, then the system itself will offer him all the lines connecting the two places, after as 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:

The screenshot shows the 'AgentWindow' interface for the BusSharp system. On the left is a dark sidebar with a menu containing 'Početna', 'Karte', 'Polasci', and 'Linije', along with an 'Odjavi se' button at the bottom. The main window title is 'Karte' and it has several tabs: 'Karte', 'Povratne karte', 'Iskorišćene karte', and 'Otkazane karte'. Below the tabs are buttons for '+ Rezervacija', '+ Grupna rezervacija', and 'Pretraga'. A search form is visible with fields for 'Polazak', 'Odredište', 'Linija', and 'Datum' (set to 31.03.2020.). Below the form are buttons for 'Prikaži', 'Obrisi', and 'Štampaj'. The main content area shows a table with columns: 'Ime', 'Prezime', 'Br. telefona', 'Linija', 'Polazak', 'Odredište', 'Datum', 'Vreme', 'Br.sedišta', 'Napomena', 'Cena (eur)', 'Cena (rsd)', 'Agent', and 'Pl'. The table is currently empty. The Windows taskbar at the bottom shows the system clock as 11:47 on 31.03.2020.

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:

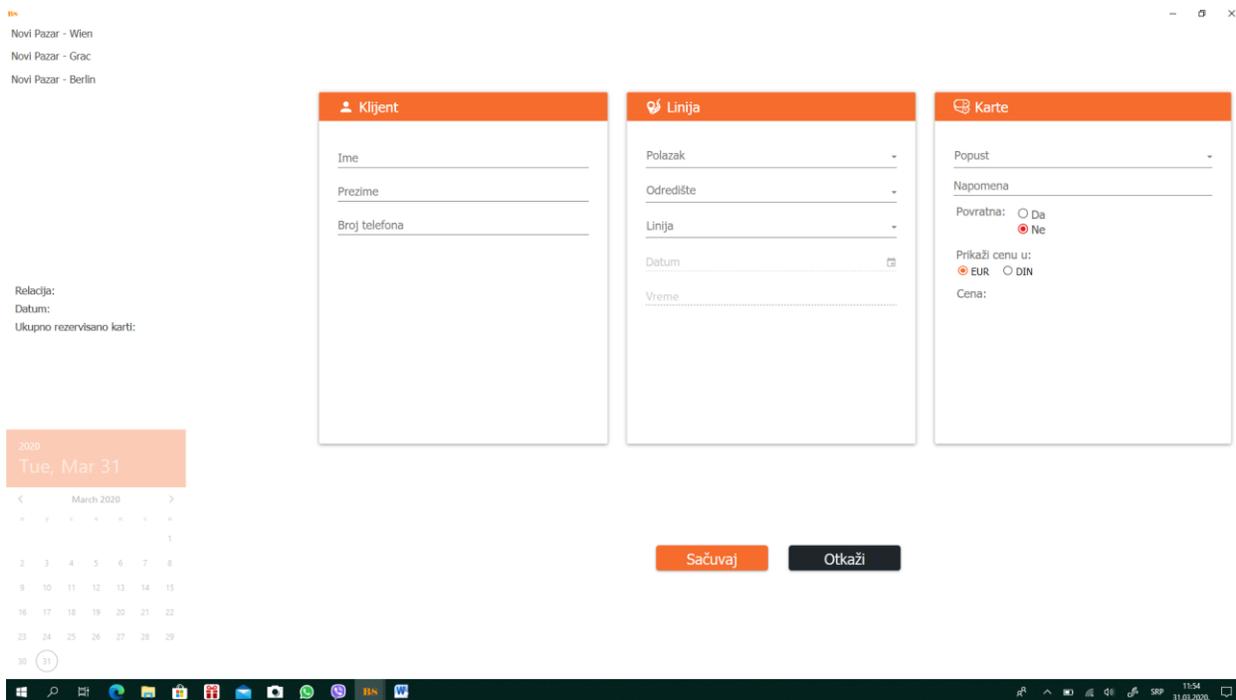
Tickets - that is, the reservation of tickets is the process of new reservations or corrections of existing tickets.

Return tickets - here the agent can see a list of return tickets along a certain line

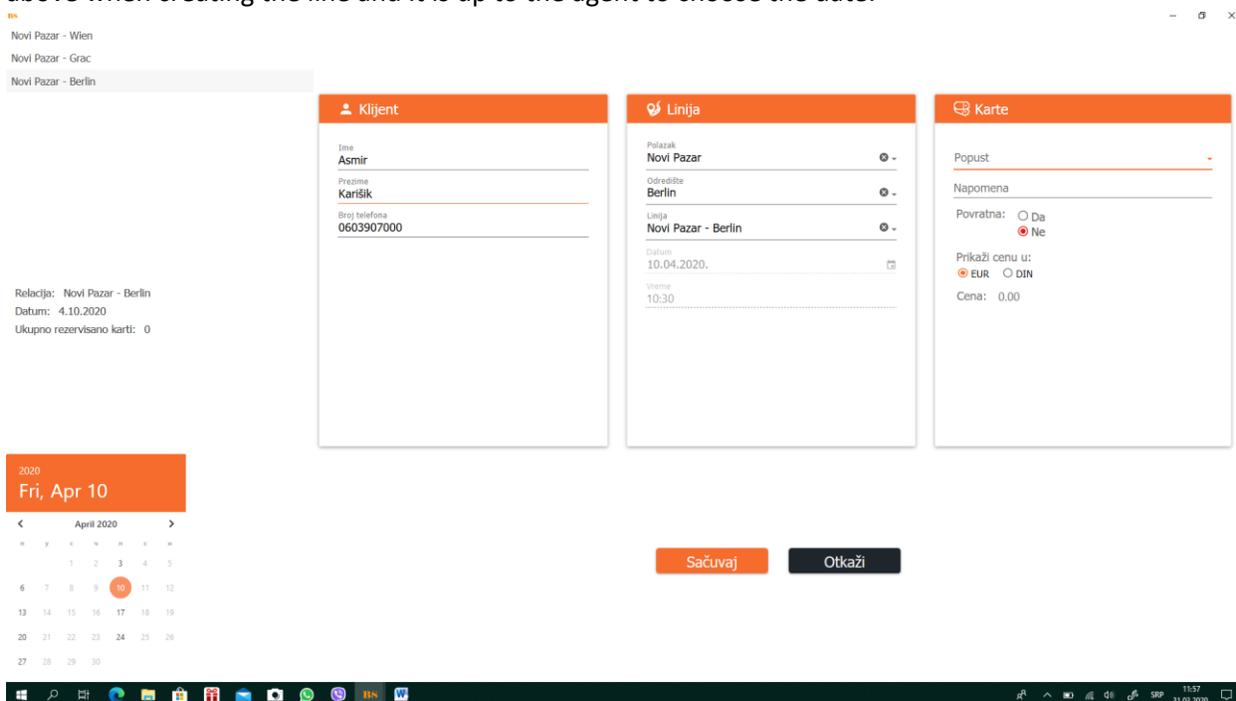
Used tickets, here you can see the display of tickets by departures that have passed and that report can be filtered and searched.

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.

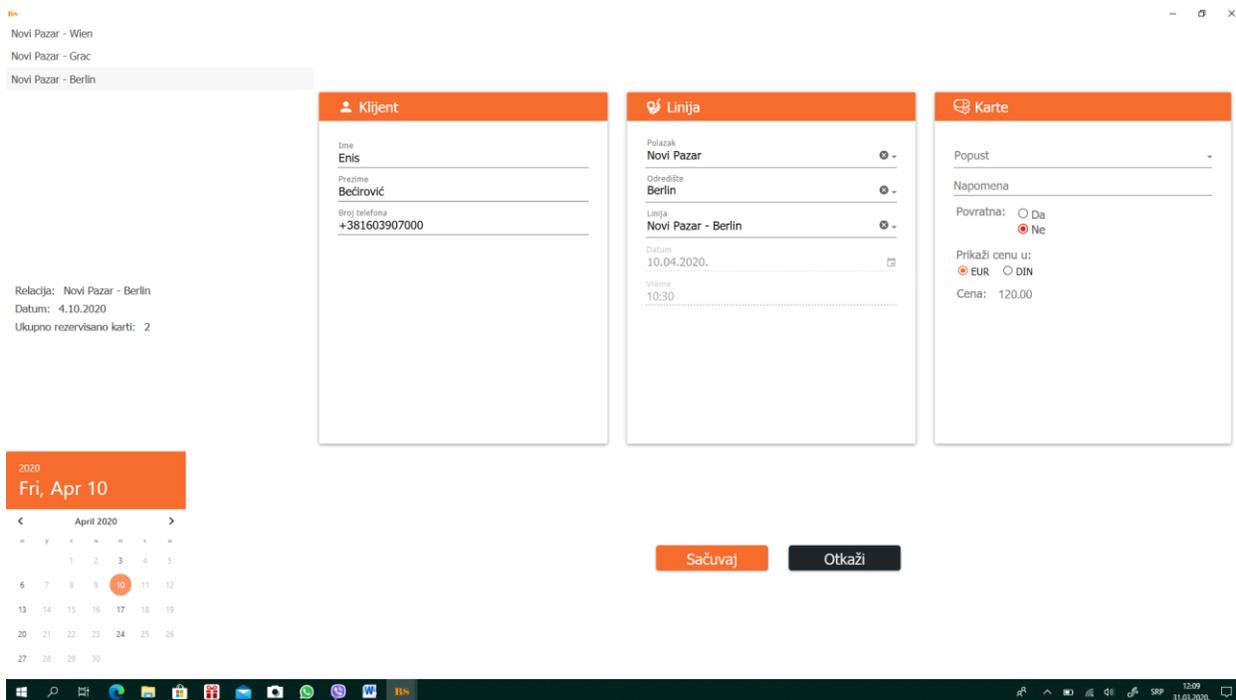
The ticket reservation process starts by entering the **Tickets** button and later by clicking on **+ Reservation** or **+ Group reservation**. Click on **+ Reservation** to get the following window:



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:

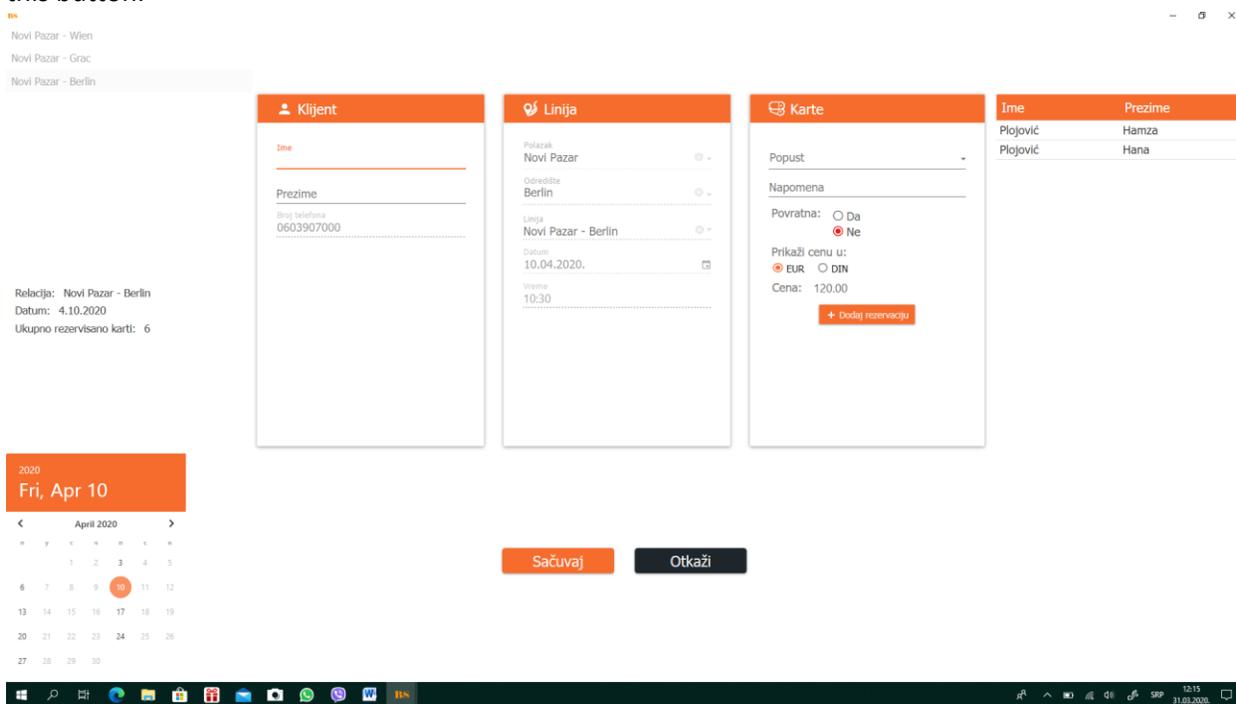


When the line and date are selected, the name of the line and the date of departure as well as the number of current reservations on that departure are immediately displayed on the left side of the window:



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:



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 screenshot shows a software interface for managing bus reservations. The window title is "AgentWindow". The interface is divided into several sections:

- Left sidebar:** Contains navigation icons and a search bar. The search bar is filled with "Novi Pazar -- NP autobuska stanica". Below it, the destination is set to "Berlin -- Berlin st.126". The route is "Novi Pazar - Berlin". There are buttons for "Prikaži" (Show), "Obrisi" (Delete), and "Štampaj" (Print).
- Top navigation:** Includes tabs for "Karte", "Povratne karte", "Iskorišćene karte", and "Otkazane karte". Below these are buttons for "+ Rezervacija", "+ Grupa rezervacija", and "Pretraga".
- Main table:** A table with columns: "Ime", "Prezime", "Br. telefona", "Linija", "Polazak", "Odredište", "Datum", "Vreme", "Br.sedišta", "Napomena", "Cena (eur)", "Cena (rsd)", "Agent", and "Plaćena". The table contains 7 rows of passenger data.

Ime	Prezime	Br. telefona	Linija	Polazak	Odredište	Datum	Vreme	Br.sedišta	Napomena	Cena (eur)	Cena (rsd)	Agent	Plaćena
Suad	Ujkanovic	+38160 8282029	Novi Pazar - Berlin	Novi Pazar	Berlin	10/4/2020	10:30	1		120.00	14040.00	agent	Ne
Šemsudin	Kurtović	0600777007	Novi Pazar - Berlin	Novi Pazar	Berlin	10/4/2020	10:30	2		120.00	14040.00	agent	Ne
Enis	Bećirović	+381603907000	Novi Pazar - Berlin	Novi Pazar	Berlin	10/4/2020	10:30	3		120.00	14040.00	agent	Ne
Senadin	Plojović	+381600777007	Novi Pazar - Berlin	Novi Pazar	Grac	10/4/2020	10:30	4		60.00	7020.00	agent	Ne
Plojović	Hamza	0603907000	Novi Pazar - Berlin	Novi Pazar	Berlin	10/4/2020	10:30	5		120.00	14040.00	agent	Ne
Plojović	Hana	0603907000	Novi Pazar - Berlin	Novi Pazar	Berlin	10/4/2020	10:30	6		120.00	14040.00	agent	Ne
Plojović	Halid	0603907000	Novi Pazar - Berlin	Novi Pazar	Berlin	10/4/2020	10:30	7		120.00	14040.00	agent	Ne

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:

Ime	Prezime	Broj telefona	Linija	Polazak	Odredište	Datum	Vreme	Br.sedišta	Potvrđi
Asim	Bajrić	+381648817512	Wien	Novi Pazar				0	
hana	Plojovic	+381603907000	Wien	Novi Pazar				0	
hafsa	Plojovic	+381603907001	Wien	Novi Pazar				0	
Meris	Skenderovic	0631709819	Wien	Novi Pazar				0	

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:

Ime	Prezime	Broj telefona	Linija	Polazak	Odredište	Datum	Vreme	Br.sedišta	Napomena	Cena (eur)	Cena (rsd)	Agent
Adem	Plojović	+381608282029	Novi Pazar - Wien	Novi Pazar	Wien	21/3/2020	10:00	2		30.00	3510.00	agent
Lepa	Brena	+381603907000	Novi Pazar - Wien	Novi Pazar	Wien	21/3/2020	10:00	1		30.00	3510.00	agent
Asim	Bajrić	+381648817512	Novi Pazar - Wien	Novi Pazar	Wien	21/3/2020	10:00	4		55.00	6435.00	agent
Probni	Putnik	+381638300450	Novi Pazar - Wien	Novi Pazar	Wien	21/3/2020	10:00	3		30.00	3510.00	agent
Prvi	Putnikovic	+3803907001	Novi Pazar - Wien	Novi Pazar	Wien	21/3/2020	10:00	1		30.00	3510.00	agent
Drugi	Putnikovic	+3803907001	Novi Pazar - Wien	Novi Pazar	Wien	21/3/2020	10:00	2		30.00	3510.00	agent
Dete	Putnikovic	+3803907001	Novi Pazar - Wien	Novi Pazar	Wien	21/3/2020	10:00	3		30.00	0.00	agent
Treci	Putnikovic	+3803907001	Novi Pazar - Wien	Novi Pazar	Wien	21/3/2020	10:00	4		30.00	3510.00	agent
Amela	Hodzic	+381628665520	Novi Pazar - Wien	Novi Pazar	Wien	26/3/2020	10:00	3	drugi red	30.00	3510.00	agent
hana	Plojovic	+381603907000	Novi Pazar - Wien	Novi Pazar	Wien	26/3/2020	10:00	1		55.00	6435.00	agent
hafsa	Plojovic	+381603907001	Novi Pazar - Wien	Novi Pazar	Wien	26/3/2020	10:00	2	dete	55.00	6435.00	agent
Halid	Plojovic	xxx	Novi Pazar - Wien	Novi Pazar	Wien	26/3/2020	10:00	4	HALid	30.00	3510.00	agent
Hamza	Plojovic	xxx	Novi Pazar - Wien	Novi Pazar	Wien	26/3/2020	10:00	1	drugi putnik grupne	30.00	3510.00	agent
sabina	Plojovic	xxx	Novi Pazar - Wien	Novi Pazar	Wien	26/3/2020	10:00	2		30.00	3510.00	agent

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.