

SOP

Online Ticket Booking Sites (Ropeways)for reference

<https://udankhatola.com/>

Or

[Bookmyshow](#)

Physical Tickets From Counter

- a. Single QR for multiple heads on a single ticket.(Max number of head can be customized as per site / location (Deafult would be 8 nos per ticket / QR)
- b. Single sms/ email / whatsapp for multiple head booking
- d. Time slot with journey date along with date & time of booking, Site name , number of heads, Sequence no & type of tickets to be printed on ticket generated (Both on physical & online)
- e. Sequence no on the ticket number as per slot
- f. If any party ask for GST – we should have the option for GST / NAME / Address , if any to be printed on the copy

Online Tickets

- a. use the field as used in <https://udankhatola.com/>
- b. While booking only Name, mobile, email, origin state to be captured or mandatory
- c. At the time of booking an Disclaimers which need to be checked (As agreed) to proceed (Disclaimer to be provided by us which should be dynamic can be changed whenever required)
- d. Time slot with journey date along with date & time of booking, Site name , number of heads, type of tickets to be printed on ticket along with sequence no (Both on physical & online)
- e. Default 3 hr booking gap for online slot on same day (Time Gap can be customized from admin panel) location wise.
- f. If any party ask for GST – we should have the option for GST / NAME / Address , if any to be printed on the copy.

Admin Page

- a. First and foremost, booking page should be as simplified , full Dynamic from admin page
- b. Create Site with roles and responsibilities on which an sub admin user under that site or project can have all roles and responsibilities for that site
- b. From admin page we should be able to enable / disable QR code print on Tickets. (Physical Tickets only) which to be generated from EDC machine (Counter) Site specific
- c. Time slot to be created as per site specific with time slot quota (number of tickets per slot) also on online before 3 hr (dynamic) of the slot time booking for same slot should not be available.(Disclaimer on slot should be dynamic e.g “ Tickets for this slot may be available @ counter / This Slot ticket is only available from Counter only “
- d. From the Admin page we should be able to add / modify – (start & stop booking) site / location specific. (Both for Physical & online)
- e. From the admin page we should be able to have monthly tickets (Can be renamed as Fast Track Ride) season wise (seasonal on & off) with assigning the quota for those tickets as per user / site / hour basis
- f. From admin page we should be able to monitor the sms balance
- g. Want to deliver the soft tickets via WhatsApp (Business account) whatsapp api integration
- h. SMS & email delivery status report.
- i. From admin page we should be able to add bank details site specific (TID and other bank details which is required for for EDC machines) & payment gateway details for online booking (Dynamic) location wise / site wise
- j. Optimizing the application for fast loading “Sync option in case of network outage”
- k. Single sms/ email / whatsapp for multiple head booking

ANNEXURE

- l. Time slot to be available at the time of booking which shows the available tickets for that slot (Time slots & tickets per slots can be modified from admin page site wise) (with an option to show the available tickets On / OFF)
- m. Auto Backup system of whole system and which can be restored in case of any issues
- n. API integration will call from different site – which can be done from admin .
- o. From Admin panel we should be able to turn on & Off the online booking features in case of project shut down for maintenance.
- p. Advance ticket can be generated for next 30 days period only (Which can be modified as per type of ticket . In case of multi location ticket it may vary.
- q. *An Commission on per ticketing option is required if we sale via any travel agent / tourist agent and for the same an reporting is required to know under which head the what is the commission (An commission master need to enter and that will popup in case) optional. (Guide Registration with details & mobile no and the commission is based on number of tickets sold) need your guidance to implement the same.*

Reporting

1. Sales report – All report should reflect correct data (should match with dashboard figures and extracted report)
2. Report on basis of time slot required for analysis
3. Option to search with order ID – which should reflect whole history of the ticket
4. Export to excel & Pdf data with date range in all report section , user wise , location wise, ticket type wise etc.
5. All sale report should have the breakup with assessable value with GST component in separate column.
6. There should be an identification for online booking and EDC booking site specific
7. Time of first & last ticket & Time & ticket & time of scan
8. User wise scan report
9. user wise ticket report
10. day end report
11. Advance ticket report with user detail in case of any emergency maintenance at site we can return there ticket .
12. unique ticket sl no specifying site + user + online or physical information
13. Online ticket sl no should be different but should be site specific
14. Every tickets will have some header and footer with logo

Physical system at site level

1. POS machine on which , ticketing can be generated and for collecting the amount there are below sources
 - a. Cash
 - b. Card / UPI (from the application it should send the trigger to EDC for payment on confirmation ticket should be generated

User should able to download the statement before logout (user specific)

Application Development



ANNEXURE

1. Proper Software Documentation.
2. Bimonthly source code to be shared with us.
3. Support on Saturday & Sunday & holiday is must.
4. DRIL person is entitled to work side by side on the development and he should be aware of all developments and progress day wise.

Flow of ticketing

ONLINE

1. User will select the destination / location
2. Select Date of journey & Time Slot
3. Select the type of tickets & number of tickets & agree all disclaimer
4. Enter details (Full name / Mobile number / email address / orgin
5. Payment
6. Tickets generated along with date & time of booking and journey information Slot
7. Single QR for single / multiple tickets
8. Each Location should have an unique user-friendly URL " Should be site name in the url"

Followed with an PPT presentation

OFFLINE

POS System to be used for generating tickets at counters connected with EDC for payment

1. Enter the mobile number
2. Type & number of tickets only current slot ticket is only available (Shows the available tickets)
3. Choose payment option
4. Get the print tickets
5. Single QR for single / multiple tickets
6. Tickets generated along with date & time of booking and journey information Slot

SCANNER

1. Scan should reflect the number of tickets and info of tickets
2. Scanning of tickets can have other option rather than mobile
3. Each scanning of tickets should put the date and time stamp on the dashboard

Format of reports will be shared , also like to have the existing report with add on fields .

More point is suggested for the betterment of the site

