DATA ENTRY TRAINING

Arch Travel CRM

Module 8 — Ticketing & Ticket Inventory

Issue ticket invoices, record refunds, keep group seat inventory and book passengers on ticket groups.

TRAINING GUIDE · SIMPLE ENGLISH

TICKET INVOICE | REFUND | INVENTORY | GROUP BOOKING | DAILY SALE | ERRORS | CHECKLIST

For trained staff and customers

Contents

How to use this guide 3
1 Module introduction and menu path 4
2 Prerequisites: set up these first 5
3 Step-by-step data entry 6
Part A New Ticket Invoice 6
Part B Ticket Refund 8
Part C Ticket Inventory (group seats) 8
Part D Book seats on a group 10
4 Field tables for every screen 11
5 After you save: find, edit, print 13
6 Common errors and how to fix them 14
7 Quick checklist 16

START HERE

How to use this guide

This guide teaches you to enter data in the **Ticketing & Ticket Inventory** module of Arch Travel CRM. Follow the parts in order the first time. Later, use Section 4 (field tables) and Section 7 (checklist) as a quick reference.

Field names

Names written like **Customer:** are shown exactly as they appear on the screen.

Buttons and menus

Names written like **Save** are buttons or menu items you click.

Required

In the field tables: **Yes** you must fill it **No** optional **Auto** the system fills it.

Messages

Text in *italics* is a message the system shows. ... stands for a name or number.

TIP
Practise with demo data first. Use the checklist in Section 7 before you finalise anything.

WARNING
Never share your password. Sign out when you leave your desk.

NOTE
Your menu shows only the screens your administrator has given you. If a menu item is missing, ask your administrator.

SECTION 1

1 Module introduction and menu path

Ticketing covers airline tickets. A **Ticket Invoice** bills a customer for one or more tickets on a PNR. A **Ticket Refund** reverses a ticket. **Ticket Inventory** holds group seats bought from an airline or supplier, and **Group Booking** sells those seats to customers.

MENU PATH

Tickets (top menu) → **New Ticket Invoice** (menu item)

You will use these menu items in this guide:

MENU GROUP	ITEMS USED IN THIS GUIDE
Tickets → Invoices	Ticket Dashboard · New Ticket Invoice · Ticket Lists
Tickets → Refunds	New Ticket Refund · Ticket Refund Lists
Tickets → Groups	Ticket Inventory · Search Group · Umrah Group Tickets · Ticket Booking List · Daily Sale · Group Dashboard

HOW THE WORK FLOWS

Inventory (Seats on a PNR) → **Book** (Group booking or invoice) → **Invoice** (Tickets, fares, accounts) → **Refund** (If cancelled)

SECTION 2

2 Prerequisites: set up these first

Make sure the items below exist before you start. Ask your administrator if one is missing.

SET UP THIS FIRST	WHERE	WHY IT IS NEEDED
Customer	Admin → New Customer	**Customer:** on every invoice and booking.
Airline / supplier accounts	Chart of Accounts / Admin Backend	**Ticket Airline:**, **Airline:** or **Service Provider:** (the payable).
Exchange rate	SAR rates	**Exchange Rate (PKR per SAR):**.
Posting right	Roles & Permissions	Without it you can only save as Draft.

SECTION 3

3 Step-by-step data entry

Follow the parts in order. Each part matches one screen or task.

Part A — New Ticket Invoice

Open **Tickets → New Ticket Invoice**. The page is **Ticket Invoice**.

Ticket Invoice — header

1 Invoice
`Invoice No:` is given on save. Choose `Invoice Date:` and `Customer:`. Add `Order Reference:` and `Note:`.

2 Status
Choose `Invoice Status:`. Save as Draft if you are not allowed to post.

Ticket Invoice Details — a ticket

1 Airline and PNR
Choose `Ticket Airline:`, `Issue Date:`, type `PNR:`.

2 Payable account
Choose **one** payable: `Airline:` **or** `Service Provider:`, not both.

3 Sectors
Click `Add Sector` and fill Flight No., From, To, Departure, Time, Arrival, Baggage, Class, RBD. Choose `Route Type:`.

4 Passenger
Type `Ticket Number:` (format ___-____-___-__), `Title:`, `Surname:`, `Given Name:`, `CNIC:`, `PAX:`, `Passport No:`, `Expiry Date:`, `Nationality:`.

5 Airline side
Type `Basic Fare:`, `Air Comm (%):`, `Taxes:`, `Air WH (%):`, `Airline Charges:`. `Airline Payable:` is calculated.

6 Customer side
Type `Charges:`, `Customer WH (%):`, `Discount (%):`. `Customer Receivable:` and `Profit/Loss:` are calculated.

7 **Add the ticket**
Click **Add Ticket**. Repeat for each passenger. **Copy** copies a ticket line.

Ticket Invoice — totals and save

1 **Check totals**
Net Cost (PKR):, **Net Sale (PKR):**, **Profit/Loss (PKR):** and the SAR equivalents.

2 **Save**
Click **Save**. Use **Print** for the invoice.

> ⚠ **WARNING**
> *You are not allowed to post ticket invoices; save as Draft.* means your role cannot post. Save as Draft and ask a manager.

Part B — Ticket Refund

Open **Tickets → New Ticket Refund**.

Ticket Refund

1 Refund
Refund No: shows *Auto*. Choose Refund Date: and Refund Status:.

2 Ticket
Choose the Ticket:. Passenger, Customer:, PNR:, Invoice No: fill from the invoice.

3 Account
Choose the one Airline: or Service Provider: the ticket was bought from.

4 Amounts
Fill Basic Fare:, Taxes:, Airline Charges:, Air Comm (%):, Air WH (%): → Airline Receivable:; then Charges:, Customer WH (%):, Discount (%): → Customer Payable:.

5 Save
Click Save, then Print. Refund List opens the list.

Part C — Ticket Inventory (group seats)

Open **Tickets → Ticket Inventory** and click Add New.

Ticket Inventory form

1 Header
Airline *and* *PNR* are **required**. Tick Active.

2 Sector & Flights
Sector From, Sector To, outbound and return flight no, date, departure and arrival (HH:MM), Baggage.

3 Sale prices
Adult Price, Child Price, Infant Price (ticket only).

4 Seats
Total Seats. Split with Max Ticket-Only Seats and Max Umrah Seats. Held, Sold and Available update by themselves.

5 **Purchase cost**

Service Provider, Cost Currency, Cost Exchange Rate (PKR per SAR), Cost per Seat, Infant Cost (per infant). Total Purchase Cost (PKR) is calculated.

6 **Save**

Add Notes. Click Save, Save and Close or Save and New. You see *Saved successfully*.

NOTE

The **Ledger Posting** block shows Ledger Status, Posted Amount (PKR) and Posted On for the purchase.

Part D — Book seats on a group

Search Group

1 Find
Open **Tickets → Search Group**. Filter by `Sector`, `Travel Date`, `Category`, `Airlines` or search text.

2 Select
Click `SELECT` on a group with seats (FULL means no seats).

Group Booking

1 Reservation
Choose `Customer` and `Family Head`; type `Adults`, `Childs`, `Infants`.

2 Passengers
Fill each row: Pax Type, Title, Passport No, Surname, Given Name, DOB, Passport Expiry.

3 Register
Click `Register`. Later `Confirm` or `Cancel Booking`.

Customer website (Umrah Group Tickets)

1 Book
Agents use **Book Ticket Seats**: `Customer`, *contact, passengers (Surname* , Passport No , *Date of Birth*), then `Send Booking Request`.

SECTION 4

4 Field tables for every screen

Field names are written exactly as on screen.

Ticket Invoice

FIELD (AS ON SCREEN)	WHAT TO ENTER	REQUIRE
Invoice Date:	Date.	Yes
Customer:	Who pays.	Yes
Invoice Status:	Draft or posted.	Yes
Ticket Airline:	Airline.	Yes
Issue Date:	Ticket issue.	Yes
PNR:	Booking ref.	Yes
Airline: / Service Provider:	Exactly one payable.	Yes
Ticket Number:	Unique per invoice.	Yes
Surname: / Given Name:	At least one.	Yes
Basic Fare: / Taxes: / Charges:	Amounts.	No
Airline Payable: / Customer Receivable: / Profit/Loss:	Calculated.	Auto

Ticket Refund

FIELD (AS ON SCREEN)	WHAT TO ENTER	REQUIRE
Refund Date:	Date.	Yes
Ticket:	Ticket refunded.	Yes
Airline: / Service Provider:	Exactly one.	Yes
Amounts	Not negative.	No
Airline Receivable: / Customer Payable:	Calculated.	Auto

Ticket Inventory

FIELD (AS ON SCREEN)	WHAT TO ENTER	REQUIRE
Airline *	Airline.	Yes
PNR *	PNR.	Yes
Sector / flights / dates	Route.	No
Adult / Child / Infant Price	Sale.	No
Total Seats / Max Ticket-Only / Max Umrah	Seat pool.	No
Service Provider / Cost per Seat	Purchase.	No
Held / Sold / Available	Calculated.	Auto

Group Booking

FIELD (AS ON SCREEN)	WHAT TO ENTER	REQUIRE
Customer	Who books.	Yes
Adults / Childs / Infants	At least one adult.	Yes
Passenger rows	One per seat.	Yes

SECTION 5

5 After you save: find, edit, print

TASK	HOW
Find invoices	**Tickets → Ticket Lists**: search by Invoice, PNR or Ticket No, customer, dates, status.
Find refunds	**Tickets → Ticket Refund Lists**.
Inventory	**Ticket Inventory** list shows Total Seats, Held, Sold, Available; **Show in Excel**.
Group bookings	**Ticket Booking List**.
Daily sale	**Daily Sale**: **Start Date**, **End Date**, **Show**.

SECTION 6

6 Common errors and how to fix them

The messages below are the real messages the system shows. ... stands for a name or number.

Ticket invoice

MESSAGE ON SCREEN	WHAT IT MEANS AND HOW TO FIX IT
Please Select Invoice Date!	Choose **Invoice Date:**.
Please Select Customer!	Choose **Customer:**.
Please Select Ticket Airline!	Choose **Ticket Airline:**.
Please Select Issue Date!	Choose **Issue Date:**.
Please Enter PNR!	Type **PNR:**.
Please enter the Ticket Number.	Type it.
Please enter the passenger Surname or Given Name.	Type a name.
Please add at least one ticket	Click **Add Ticket**.
Please Select one Payable Account (Airline or Service Provider)!	Choose one.
Please Select only one Payable Account (Airline or Service Provider)!	Clear one.
Ticket number already used on another invoice: ...	Check the number.
No seats left on PNR ...	Inventory is full.
These tickets have a refund and cannot be removed: ...	Refunded tickets stay.

Refund

MESSAGE ON SCREEN	WHAT IT MEANS AND HOW TO FIX IT
Please Select Refund Date!	Choose the date.
Please Select Ticket!	Choose **Ticket:**.
Refund amounts cannot be negative.	Fix amounts.
You are not allowed to post refunds; save as Draft.	Save as Draft.

Group booking

MESSAGE ON SCREEN	WHAT IT MEANS AND HOW TO FIX IT
At least one adult is required.	Add an adult.
Each infant must travel with an adult.	Fix counts.
This group is locked for booking.	Choose another group.
This group has already departed.	Choose a future group.
A confirmed booking cannot be set back to Reserved.	Cancel instead.
Start Date cannot be after End Date.	Fix Daily Sale dates.

SECTION 7

7 Quick checklist

Invoice

- [ ] Date, customer, airline, PNR
- [ ] One payable account
- [ ] Every ticket added with fares
- [ ] Totals checked
- [ ] Printed

Refund

- [ ] Ticket chosen
- [ ] Same supplier account
- [ ] Amounts checked

Inventory & groups

- [ ] Airline and PNR
- [ ] Seats and prices
- [ ] Purchase cost
- [ ] Passengers complete before Register

Trainee name

Date

Trainer