



NeFeSy Fast Ticket
Advanced Web Ticketing Software

FASTTICKET is an additional unit of FastBOOK featuring an interface specifically designed for tickets to be quickly issued

Usually in short distances when ticket sale is usually busy and too many passengers are willing to purchase a ticket as departure times approach.

This unit is used by harbour ticket office staff or other offices of the Company in charge of ticketing.

The quick interface called **FASTTICKET** is used along with FastBOOK booking system. The management of sold tickets is integrated and available online.

Booking for the same trips can be made by agencies as well as private users accessing the online system from the company website.



The screenshot displays the FASTTICKET interface with the following details:

- FASTTICKET** NeFeSy Fast Ticket Advanced Web Ticketing Software
- EMMISSIONE** (Emission) section with fields for 'Biglietto' (Ticket), 'Andata e Ritorno' (Out and Return), 'Ultimo emesso:' (Last issued), 'Blocco Tariffe' (Rate Block), 'OMAGGIO' (Gift), and 'VOUCHER ADV' (Advanced Voucher).
- Tratta** (Route) table:

TRATTA	DATA	ORA	MEZZO/NAVE	LIST.	DISP. COM, AUTO, PAX
A Napoli - Ischia Porto	02-12-2009	19.00	STANDARD	BS	MT 110/110 mt 160/160 Px 500/500
R Ischia Porto - Napoli	02-12-2009	22.00	STANDARD	BS R	MT 110/110 mt 160/160 Px 500/500
- Passaggio** (Passage) table:

Codice	Descrizione	Trf	Qta	Prezzo Andata	Prezzo Ritorno	Importo
DCK	PASSAGGIO A	OR	1	9.65	5.70	15.35
AB	AUTO FINO 4,5m	OR	1	50.29	0.00	50.29
Totale						65.64
- ANDATA** (Out) section for Napoli - Ischia Porto with a list of departure times (e.g., 02-12-2009 19.00 BS).
- RITORNO** (Return) section for Ischia Porto - Napoli with a list of departure times (e.g., 02-12-2009 22.00 BS R).
- Dati fatturazione** (Billing Data) section:

Cliente	AGE PROVA	000011
Indirizzo	VIA ROLLA	16152
Partita IVA	GENOVA	01234567890
- Utente** (User): PAOLO C. GIÒGE Cassa Tariffe
- Buttons**: STAMPA (Print), ESC, SOLO ANDATA (Only Out), ANDATA / RITORNO (Out / Return), FATTURA (Invoice), Check-In, Esegui check-in (Perform check-in).
- Footer**: Navigation bar with categories: PAX, AUTO, MOTO, CAMPER, VEIC.COMM., BUS, ACCESSORI. Sub-categories include AUTO FINO 4m OR, AUTO FINO 4,5m OR, AUTO OLTRE 4,5m OR, AUTOC. FINO 4M OR, AUTOC. FINO 4,5M OR, AUTOC. OLTRE 4,5M OR, AUTO FINO 4m RE, AUTO FINO 4,5m RE, AUTO OLTRE 4,5m RE.

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TICKET COUNTER OPERATIONS

The FASTTICKET interface shall be used via a browser and all operations are carried out online.

The ticket desk operator connects to the system specifying his/her own area, the ID code and the password. Then the system is ready to issue tickets and the procedure starts as defined by the ticket desk location (one-way and return routes, available routes).

A quick glance at the interface layout shows the special features of this sale method: the left-hand side of the screen displays the list of one-way and return tickets which can be selected by route and date; as a default the system displays the first trip for which a ticket may be issued starting from the specified date (the date of the current day is displayed as a default). When operators select a one-way/return ticket, the system displays the relevant price list showing buttons in the lower part of the screen.

To choose a ticket, the operator should simply click on the category and select the desired fare; the system will automatically add any possible related items (e.g. FUEL PRICE, VEHICLE + PASSENGER COMBINATIONS, etc.).

The price will be automatically updated for each data entry or quantity change as well as discounts or concessions.

If an invoice is immediately required, the operator may use a window for data to be entered/selected. In case of company agreements, during this stage the system will display the relevant fixed fares.

Once services have been entered, operators may click on the “print ticket” button to confirm the ticket. The system will generate a transaction including:

- ➔ Availability check (the operation is completed only if all items are available)
- ➔ Registration of the ticket on record
- ➔ Printing flow goes to the device associated with the ticket desk

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The operating sequence for ticket issue may be summarised in 3 steps:

- ① 1 ROUTE SELECTION
- ② 3 FARE SELECTION
- ③ 4 TICKET PRINT

If the printing device jams, the operator can print the last issued ticket again. The system will keep track of the reprint.

The ticket desk carrying out direct sales may also be enabled for CHECK-IN booking and management.

The Company always monitors the **volume of sold tickets** (global, by line, ticket office, operator, ticket desk and shift).

PASSES

The system can issue travel passes concerning a given o. of trips, which are valid for one route. In this case, the system also prints any relevant additional ticket.

COMMUTERS CARDS

The system manages data concerning “commuters cards”. Each card has a start date, an expiry date, the authorisation for the card to be used on bank holidays and the maximum amount of trips allowed daily

MULTIPLE TRIPS TICKETS

The system manages the counters of different ITEMS (passengers, vehicles, trailers, etc), by monitoring the intermediate transits concerning the stops of the route.

Price lists may concern both individual and compound routes.

All booking management operations (cancellations, changes and item additions) consider multiple trip routes.

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OFFLINE SALE

In case the internet connection stops working temporarily, the ticket office can still continue with selling operations.

In this case the trips calendar as well as the price lists automatically uploaded on the local device during the last connection to the system are used

CHECK-IN

The operator may check-in existing system bookings. A quick search of bookings is carried out through a specific window. This may be done by booking reference or barcode reading.

As a confirmation of the completed transaction, the system issues a ticket as well as a boarding pass.

TICKET TYPE

The following ticket types may be issued by the system

- ▶ Simple ticket
- ▶ INVOICE ticket
- ▶ VOUCHER ticket

In case of invoice tickets, the operator is required to select the customer through a specific selection window. The customer may be searched by company name or VAT number. If the client is not in the database, the operator may enter his/her name on the spot.

The system will check the VAT number is unique to make sure the information already stored on record is not entered again.

VOUCHER TICKETS

All bookings made via Call Centers, Agency Network and Private customers generate a booking confirmation (voucher) with a barcode.

The ticket office is required to convert vouchers into tickets. This operation may be done automatically through a simple reading of the barcode.

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CACCREDITED CUSTOMERS

The system manages INFORMATION ABOUT CUSTOMERS benefiting from customised commercial conditions (customised price list) or standard price lists.

The record is organised by COMPANY NAME and VEHICLE REGISTRATION PLATES. Such data are automatically held by the system during booking operations and may be easily selected by the operator resulting in quicker input operations.

OVERDRAFT MANAGEMENT

An overdraft is managed for each client and agency. The overdraft is the maximum amount for bookings/ticket issue.

This limit may be set on a monthly/annual basis or with no time limit. Once this limit has been reached, bookings are blocked by the system.

SHIFTS

The system provides a comprehensive and dynamic management of shifts divided by operator. Shift end reports display the following data:

- ▶ Summary of tickets issued
- ▶ Detailed information on tickets sold by type (items, price lists and fares)
- ▶ Closing of accounts with VAT summary