

TERP Lite — Ticketing Module User Guide

Version 5.23.0 · For travel agencies, sub-agents, and Hajj/Umrah operators

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1. Overview

The Ticketing module handles end-to-end airline ticket sales for travel agencies:

- Single-pax and multi-pax invoices

- Multi-currency with FX rate
- Auto-calc supplier amount, profit, commissions, service fees, CC charges
- Hotel, Car, Tour Service line items (mixed invoice support)
- Settlement (cash/cheque/card/multi-method split)
- Supplier payment tracking
- ADM/ACM penalty register with payment
- Refund/Void with credit note generation
- Bulk import from Excel/CSV
- Customer & Supplier aging reports
- P&L report by date range/agent/supplier
- Auto GL posting to journal

Roles

- **Booking Staff** — creates invoices, books seats
 - **Ticketing Staff** — issues tickets, updates ticket numbers
 - **Accountant** — settles invoices, pays suppliers, runs reports
 - **Manager** — approves refunds, reviews ADM cases
 - **Party (Customer)** — views own tickets via self-service portal
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2. Setup & Master Data

Before issuing your first ticket, set up master data in this order:

2.1 Countries

Path: Ticketing → Countries

- Add country code (2-letter ISO), full name, currency code
- Used in airports, cities, and party addresses

2.2 Cities

Path: Ticketing → Cities

- Link to country
- Used for airport assignment

2.3 Airports

Path: Ticketing → Airports

- IATA code (3-letter), full name, city
- Used as origin/destination in sectors

2.4 Airlines

Path: Ticketing → Airlines

- IATA code (2-letter), name, default commission %
- Default commission auto-fills on ticket creation

2.5 Routes

Path: Ticketing → Routes

- Common sector definitions (e.g., CMB-DXB-CMB)
- Speeds up data entry on invoice form

2.6 Flight Schedules

Path: Ticketing → Flight Schedules

- Optional: store recurring flight numbers, departure times
- Reference during booking

2.7 Payment Methods

Path: System → Payment Methods (*under Accounts*)

- CASH, CHEQUE, CARD-VISA, CARD-MASTER, BANK-TRANSFER, etc.
- Each maps to a GL account head

2.8 Parties (Customers & Suppliers)

Path: Accounts → Parties

- Customer = the person buying the ticket (or corporate account)
- Supplier = airline/consolidator that bills you (BSP, IATA agent)
- Mark **PartyType** correctly (CUSTOMER, SUPPLIER, or BOTH)
- Optional: assign credit limit

2.9 Account Heads

Path: Accounts → Chart of Accounts

- Auto-seeded for ticketing: Sales-Tickets, Cost-Tickets, Commission-Earned, Service-Fee, CC-Charges, ADM-Expense
 - Customize codes/descriptions to match your CoA
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3. Daily Workflow

A typical day at the counter:

[Customer walks in]

↓

1. Open Ticket Invoice → New

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2. Select Customer → enter PAX name → sector → travel date

↓

3. Enter Published Fare + Tax + Discount → Save line

↓

4. Auto-calc shows: Supplier Amount, Selling Price, Profit

↓

5. Add more passengers if group booking

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6. Save Invoice as DRAFT → review → Commit

↓

7. Open Settlement → record customer payment

↓

8. Print invoice for customer

↓

[End of day]

↓

9. Pay Supplier (BSP, airline) - batch all due tickets

↓

10. If airline raises ADM → log it → settle later

4. Creating a Ticket Invoice

Path: Ticketing → Ticket Invoice

4.1 Invoice Header (Top section)

Field	Required	Notes
Document No	Auto	Format: TKT-yyyymm-NNNN
Document Date	Yes	Defaults today
Customer (Party)	Yes	Type-ahead search
Reference No	No	Your internal ref/PO
Narration	No	Free text
Currency	Yes	Default LKR, can change
FX Rate	Yes	Auto-fills 1.0, edit for foreign currency

Important: Once you commit, header customer cannot change. To change, void and recreate.

4.2 Adding a Line Item (Passenger)

Click **Add Line** → opens passenger sub-form:

Basic Info:

- **Stock Type:** TICKET / HOTEL / CAR / SERVICE / TOUR
- **Ticket Number** (10-13 digits, often prefixed by airline code)
- **PAX Name** (as on passport: e.g., AHMED/MOHAMMED MR)
- **Sector** (e.g., CMB-DXB-CMB)
- **PNR Number** (5-6 char code from GDS)
- **GDS** (Amadeus, Galileo, Sabre, Direct)

Travel Details:

- **Issue Date** — when ticket issued (auto today)

- **Travel Date** — outbound flight date
- **Return Date** — for round trip
- **Travel Class** — Y (Economy), C (Business), F (First)
- **Ticket Type** — INTL / DOMESTIC / GROUP / INFANT / CHILD

Airline & Supplier:

- **Airline** — pick from master
- **Supplier Party** — who bills you (often consolidator, not airline directly)
- **Agent Party** — if sold through sub-agent

Pricing (the heart of profitability):

Field	What it means
Published Fare	Airline's full published fare
Market Fare	What you'd quote to walk-in customer
Tax Amount	YQ, YR, government taxes, airport charges
STD Commission % / Amt	Standard commission airline pays
ADM/ACM Exp	Penalty already incurred
Supplier Amount	Auto = (PublishedFare - STDCommission) + Tax
Service Fee % / Amt	Your service charge to customer
Extra Earning % / Amt	Hidden margin (your profit on top)
CC Charges % / Amt	Card processing fee passed to customer
Discount	Discount given to customer
Selling Price	Auto = SupplierAmt + ServiceFee + ExtraEarn + CCCharges - Discount
Profit	Auto = SellingPrice - SupplierAmt

Tip: Set ServiceFeePct as a default per airline. Saves time.

Staff & Tracking:

- Booking Staff — who took the booking
- Ticketing Staff — who issued the ticket
- Tour Code — corporate fare code
- LPO No — Local Purchase Order reference
- Remarks — internal notes

4.3 Hotel Item (Stock Type = HOTEL)

Different fields appear:

- Hotel Name, City, Check-in/out dates, Nights, Room Type
- Supplier rate per night, Selling rate per night, Total
- Auto-calc total nights × rate

4.4 Tour Item (Stock Type = TOUR)

- Tour Destination, Tour Start/End, PAX Count, Tour Guide
- Useful for Umrah/Hajj package sales

4.5 Saving & Committing

- **Save Draft** — saves but doesn't post to GL, can still edit
- **Commit** — locks invoice, posts journal entries, status becomes `COMMITTED`
- **Cannot Edit** a committed invoice — use Refund/Void to reverse

After commit:

- Invoice appears in Ticket List
- Available for settlement
- GL entries posted to journal
- Customer balance updated

5. Settlement (Customer Payment)

Path: Ticketing → Ticket List → select invoice → Settlement button **OR Path:** Ticketing → Ticket Settlement (*if menu shortcut exists*)

5.1 Single Payment

1. Open invoice → Settlement
2. Pick Payment Method (CASH, CARD, etc.)
3. Reference No (cheque #, card auth, transfer ID)
4. Enter amount (defaults to balance due)
5. Notes (optional)
6. Save

5.2 Split Payment

Customer pays half cash, half card? Add multiple settlement lines:

Line	Method	Reference	Amount
1	CASH	—	50,000
2	CARD-VISA	AUTH123456	30,000
3	BANK-TRANSFER	TXN789	20,000

Total settled auto-totals to confirm against invoice total.

5.3 Partial Payment

If customer only pays part now:

- Enter the partial amount
- Invoice remains `OUTSTANDING` until fully paid
- Shows in Customer Aging Report

6. Supplier Payments

Path: Ticketing → Pay Supplier (Tickets)

For weekly BSP/IATA settlement runs.

Process

1. Pick Supplier (e.g., "IATA - BSP")
2. System lists all unpaid ticket items for that supplier
3. Tick which tickets you're paying this run
4. System sums total
5. Enter Payment Method, Reference No, Date
6. Save

Each ticket item's `SupplierPaymentStatus` changes:

- `UNPAID` → `PAID`
- `SupplierPaidAmount` , `SupplierPaymentDate` , `SupplierPaymentRefID` updated

GL entries auto-posted:

- DR Supplier Payable → CR Cash/Bank

7. ADM / ACM Register

ADM = Agent Debit Memo (airline charges you for an error) **ACM** = Agent Credit Memo (airline credits you back)

Path: Ticketing → ADM / ACM Register

7.1 Recording an ADM

When airline sends a debit memo:

1. New → Pick ADM Type (ADM or ACM)
2. Reference Number (airline's memo #)
3. Date issued
4. Airline + Supplier Party
5. Original Ticket Item — link to specific ticket if known
6. Amount
7. Reason (refund mishandling, fare difference, name change penalty, etc.)
8. Status: OPEN

7.2 Paying an ADM

Path: Ticketing → Pay ADM Penalties

1. Select OPEN ADM(s)
2. Enter payment method + reference + date
3. Save → Status flips to PAID, GL entries posted

7.3 ACM (Credit from Airline)

Same form, ADMType = ACM, Amount negative or treated as reduction. Reduces supplier payable on next run.

8. Refund / Void

Path: Ticketing → Refund / Void

8.1 Use Cases

- Customer cancels trip (full refund)
- Customer changes flight (partial refund + change fee)
- Ticket voided same-day (full void, no penalty)
- Airline refunds partial

8.2 Process

1. Search original invoice by number/PAX name
2. Pick line item(s) to refund
3. Enter:
 - Refund Amount (can be less than ticket if penalty)
 - Refund Date
 - Payment Method to refund to (CASH back, credit to party, refund to card)
 - Reference No
 - Reason
4. Choose: **Issue Refund** (cash back) or **Issue Credit Note** (party balance)

5. Confirm

8.3 What Happens

- `tbl_TicketInvoice.RefundedAmount` updated
 - If credit note: `tbl_CreditNote` record created
 - GL entries reverse the original sale
 - Invoice status may become `REFUNDED` or `PARTIALLY_REFUNDED`
 - Original ticket item Status → `REFUNDED`
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9. Credit Notes

Path: Ticketing → Credit Notes

9.1 Creating

Auto-created during refund (if Credit Note option chosen), or manually:

1. New → Pick Party, Date, Amount, Reason
2. Original invoice ref (optional)
3. Save

9.2 Applying

On a NEW invoice for same party:

- “Apply Credit Note” button shows available credits
- Select credit → reduces new invoice’s balance due
- `tbl_CreditNoteUsage` records the application

Used credits cannot be reused.

10. Bulk Import

Path: Ticketing → Bulk Ticket Import

For agencies switching from another system or end-of-day uploads from GDS export.

10.1 Template

Download template (Excel) with required columns:

- TicketNo, PaxName, Sector, IssueDate, TravelDate
- AirlineCode, CustomerName, PublishedFare, Tax
- ServiceFee, Discount, etc.

10.2 Process

1. Fill template (one row per ticket)
2. Upload via the form
3. System validates each row, shows errors
4. Click Import → creates invoices in DRAFT status
5. Review drafts, commit individually or in batch

Warning: Import does NOT auto-commit. Always review before posting.

11. Reports

11.1 Ticket P&L Report

Path: Ticketing → Ticket P&L Report

Filter by:

- Date range (issue date or travel date)
- Customer party
- Supplier party
- Airline
- Booking staff / Ticketing staff
- Status

Shows: Selling, Supplier Cost, Commission, Service Fee, Profit, Margin %

11.2 Customer Aging Report

Path: Ticketing → Customer Aging Report

Outstanding amounts by customer, bucketed:

- Current (0-30 days)
- 31-60
- 61-90
- 90+

11.3 Supplier Aging Report

Path: Ticketing → Supplier Aging Report

What you owe airlines/consolidators, same aging buckets.

12. Dashboards

12.1 Ticketing Dashboard

Path: Ticketing → *(opens automatically)*

Shows today's KPIs:

- Tickets issued today
- Total sales LKR
- Profit LKR
- Top-selling airline
- Outstanding customer balance
- Outstanding supplier balance
- Recent ADM count

12.2 Party Ticket Dashboard

Path: Accounts → Party → select party → Ticket Dashboard

Per-customer view:

- Total tickets issued

- Total spend
 - Outstanding balance
 - Recent transactions
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13. Party-side Self Service

If your customer has a Party Portal login:

My Tickets

Path: Party Portal → My Tickets

Customer sees their own ticket history:

- Ticket number, PAX, sector, date, amount
- Status (issued, refunded)
- Download invoice copy

My Dashboard

Path: Party Portal → My Dashboard

Their summary:

- Outstanding balance
 - Last 5 tickets
 - Travel calendar
-

14. GL Integration

Every ticket transaction posts to General Ledger automatically:

Ticket Issue (Commit)

DR Customer Receivable	(Selling Price)
CR Sales - Tickets	(Selling Price)
DR Cost of Tickets	(Supplier Amount)
CR Supplier Payable	(Supplier Amount)

Customer Settlement

DR Cash/Bank	(Payment Amount)
CR Customer Receivable	(Payment Amount)

Supplier Payment

DR Supplier Payable	(Payment Amount)
CR Cash/Bank	(Payment Amount)

Refund (Cash Back)

DR Sales - Tickets	(Refund Amount)
CR Cash/Bank	(Refund Amount)

ADM Posted

DR ADM Expense	(ADM Amount)
CR Supplier Payable	(ADM Amount)

All journals auto-tagged with `RefType='TICKET' , RefID=InvoiceID` for traceability.

15. Troubleshooting

"Cannot commit — total mismatch"

- Selling Price calc isn't matching line items
- Click **Recalculate** on header → retry

"Customer credit limit exceeded"

- Customer has too much outstanding
- Either collect outstanding first, or override (Manager role)

"Supplier amount blank after commit"

- Published Fare or Tax was 0
- Re-enter and recommit

"Invoice missing from Aging Report"

- Status must be COMMITTED (not DRAFT)
- Customer party must have outstanding balance

"ADM showing OPEN even after payment"

- Cache issue → close ADM form → reopen
- Check `tbl_TicketADM.Status` and `PaidAmount` in DB

"Refund refused — already refunded"

- Each ticket item can only be refunded once
- For partial → original refund must have left balance

"GL out of balance after refund"

- Check `tbl_JournalEntry` entries for this invoice
- All entries should have `RefType='TICKET'` and `RefID=InvoiceID`
- Contact developer if mismatch

Appendix A — Field Glossary

Field	Meaning
BSP	Billing Settlement Plan (IATA-managed weekly settlement)
IATA	International Air Transport Association
ADM	Agent Debit Memo (airline charges agent)
ACM	Agent Credit Memo (airline credits agent)
PNR	Passenger Name Record (booking reference)
GDS	Global Distribution System (Amadeus/Galileo/Sabre)
YQ/YR	Carrier-imposed surcharges (fuel, etc.)
LPO	Local Purchase Order

Tour Code	Corporate/Net fare code
Published Fare	Airline's full advertised price
Market Fare	Walk-in fare without commission
Sector	Origin-Destination pair (CMB-DXB)
Stock Type	Type of item: TICKET, HOTEL, CAR, SERVICE, TOUR

Appendix B — Permissions Matrix

Role	View Tickets	Create	Commit	Refund	Pay Supplier	View Reports
Booking Staff	✓	✓	✗	✗	✗	Own only
Ticketing Staff	✓	✓	✓	✗	✗	Own only
Accountant	✓	✗	✗	✓	✓	All
Manager	✓	✓	✓	✓	✓	All
Party	Own only	✗	✗	✗	✗	Own only

Configure per role via: Admin → Roles → Permissions

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