



Tour Operator and Government Offices Manual

FerryCloud ticketing system operating procedures.

This Manual is intended for use by tour operators and government offices, as a guide to the online purchasing of Gozo Channel ferry tickets.



Prepared by **SG Solutions Ltd.**

Version History

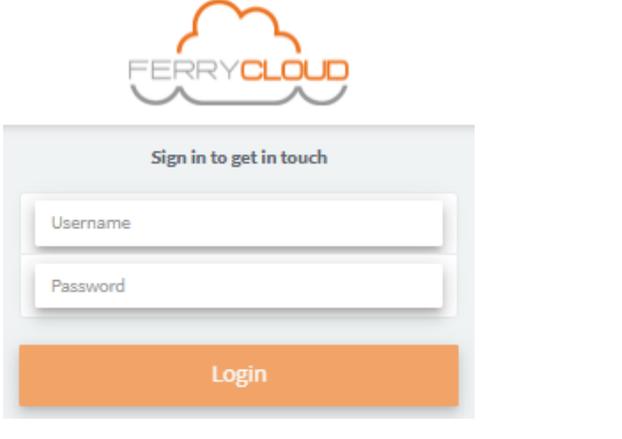
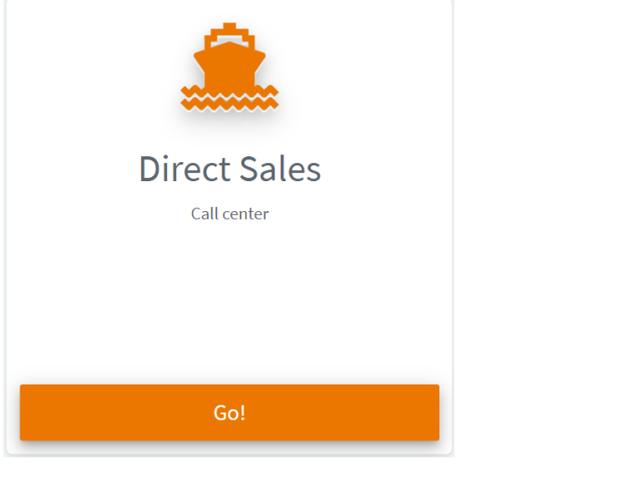
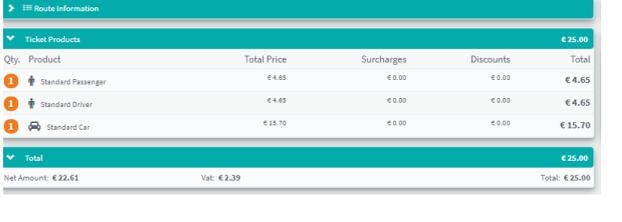
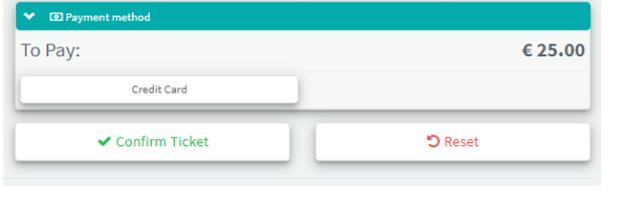
Version	Modified Date	Modified By	Approved By
1.0	29/09/2022	Jon Sultana (SG Solutions)	
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Procedure 1 – Purchase a Ticket

- How To**
1. Purchase a ticket.
 2. Generate an invoice and send documents.

1.1	<p>Login to FerryCloud as an agency user.</p> <p>https://gozochannel.ferrycloud.com/ferrycloud/app/#/login/landing</p> <p>Enter your username and password to login.</p>																															
1.2	<p>Go to the Direct Sales module.</p>																															
1.3	<p>Select the desired speed buttons.</p>	 <table border="1"> <thead> <tr> <th>Qty</th> <th>Product</th> <th>Total Price</th> <th>Surcharges</th> <th>Discounts</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Standard Passenger</td> <td>€ 4.65</td> <td>€ 0.00</td> <td>€ 0.00</td> <td>€ 4.65</td> </tr> <tr> <td>1</td> <td>Standard Driver</td> <td>€ 4.65</td> <td>€ 0.00</td> <td>€ 0.00</td> <td>€ 4.65</td> </tr> <tr> <td>1</td> <td>Standard Car</td> <td>€ 15.70</td> <td>€ 0.00</td> <td>€ 0.00</td> <td>€ 15.70</td> </tr> <tr> <td colspan="2">Total</td> <td colspan="2"></td> <td></td> <td>€ 25.00</td> </tr> </tbody> </table> <p>Net Amount: € 22.61 Vat: € 2.39 Total: € 25.00</p>	Qty	Product	Total Price	Surcharges	Discounts	Total	1	Standard Passenger	€ 4.65	€ 0.00	€ 0.00	€ 4.65	1	Standard Driver	€ 4.65	€ 0.00	€ 0.00	€ 4.65	1	Standard Car	€ 15.70	€ 0.00	€ 0.00	€ 15.70	Total					€ 25.00
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Total					€ 25.00																											
1.4	<p>Click on the Credit Card payment method.</p>																															

1.5 Input your payment details. Ensure to check the **Terms and Conditions** checkbox.

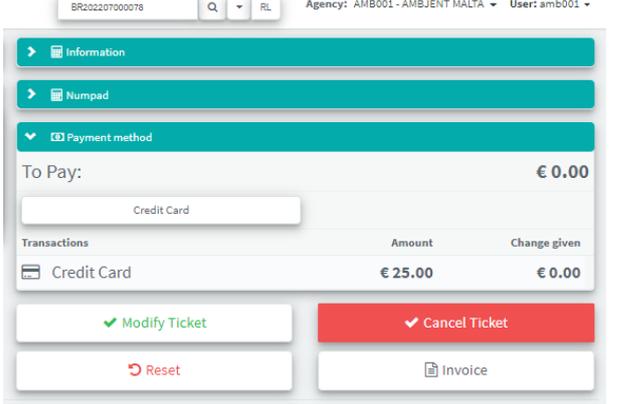
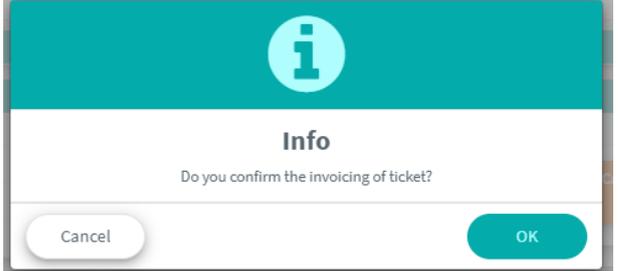
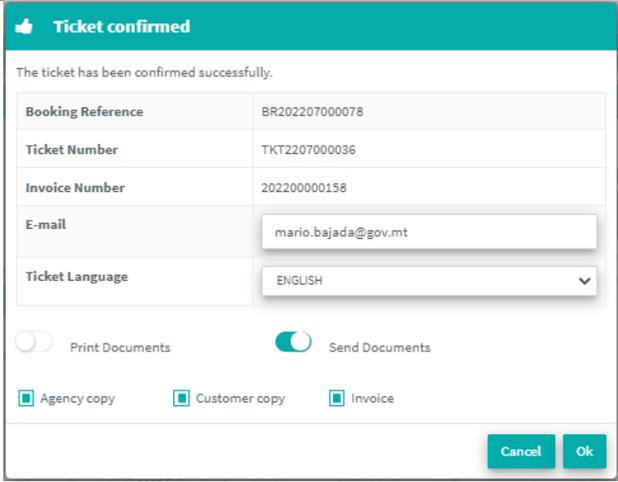
Click **Continue**.

1.6 Once the payment has been processed successfully, the tickets, Agency copy and ticket confirmation documents (including the actual tickets) are presented on screen.

Note that you are able to print or download the documents directly from this window.

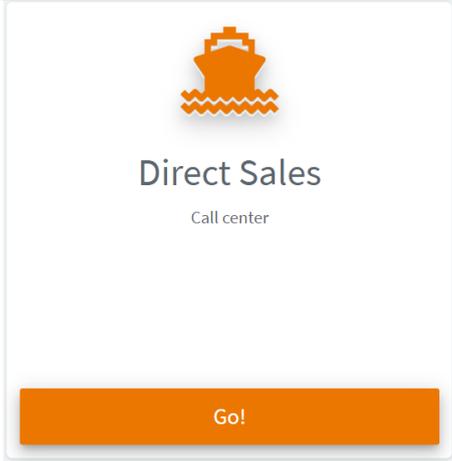
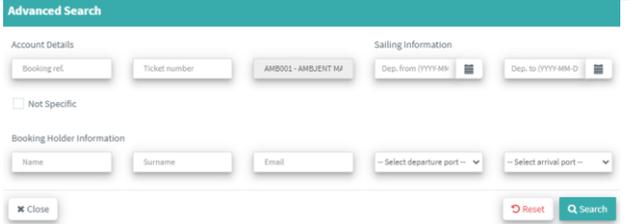
Product Type Code	Description	Qty	Surcharge	Discount	Length	Total
Vehicle	SPV Standard Car	1		0		15.71
Passenger	SFD Standard Driver	1				4.65
	SFP Standard Passenger	1				4.65
Sub-Totals: EUR						25.00

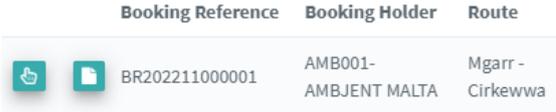
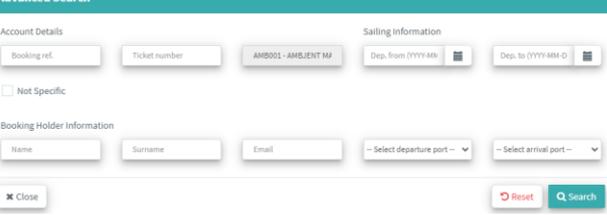
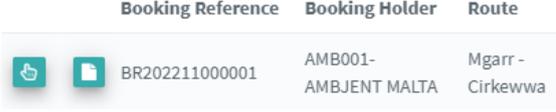
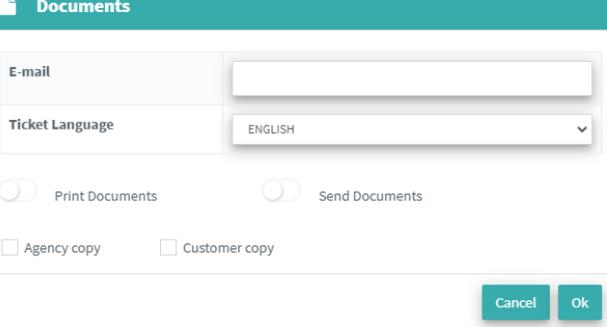
Total: EUR 25.00
 Commission: EUR 0.00
 VAT on commission: EUR 0.00
 Net due: EUR 25.00

<p>1.7</p>	<p>Press the Retrieve Last (RL) button, or use the Advanced Search functionality or paste the Booking Reference number in the search field.</p> <p>Once the booking is loaded on screen, click Invoice.</p>	
<p>1.8</p>	<p>Press OK.</p>	
<p>1.9</p>	<p>Notice that the Ticket confirmed window appears on screen.</p> <p>Enable the Agency copy, Customer copy and Invoice checkboxes. Notice that you are able to print and/or send documents from this window too.</p> <p>Press Ok.</p>	

Procedure 2 – Retrieve and Re-print a Ticket

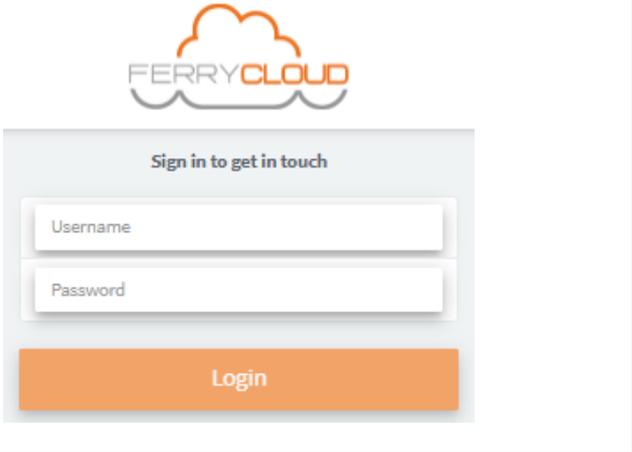
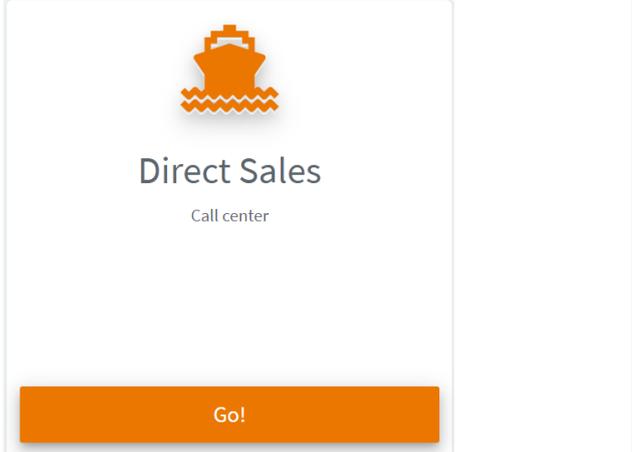
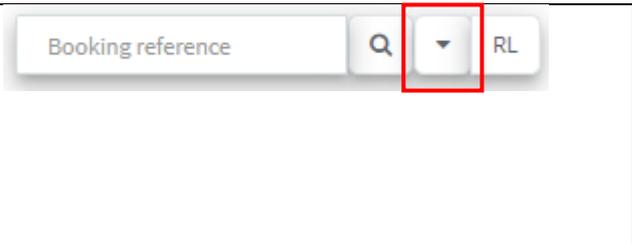
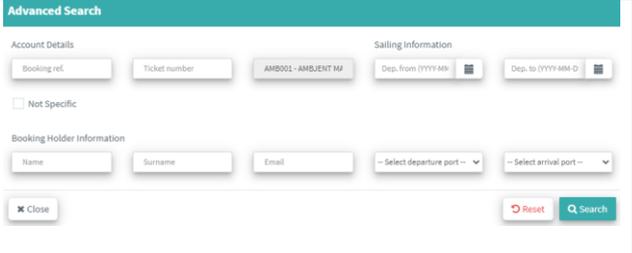
- How To**
1. Retrieve a previously generated booking.
 2. Re-print tickets.

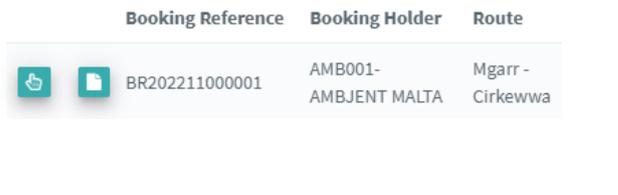
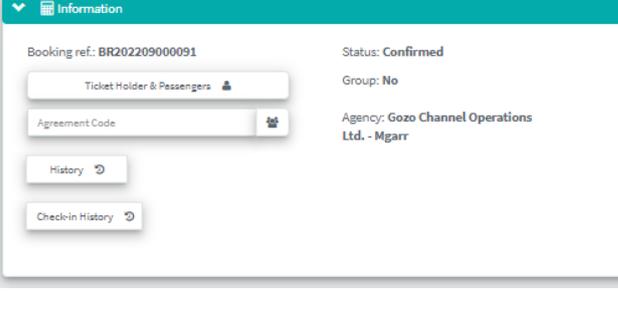
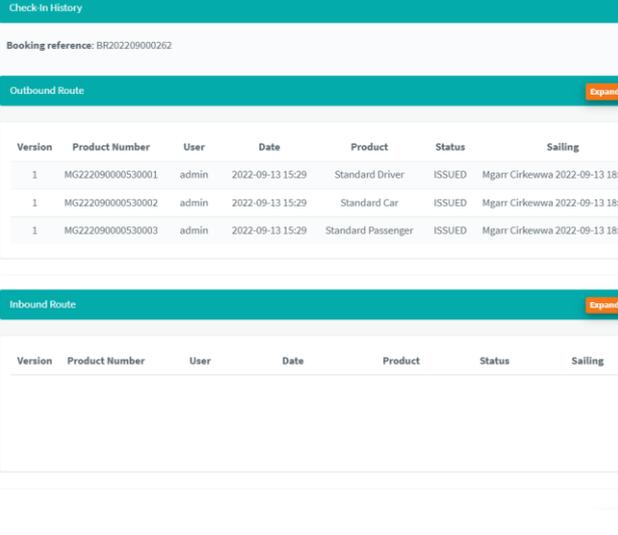
<p>1.1</p>	<p>Login to FerryCloud as an agency user.</p> <p>https://gozochannel.ferrycloud.com/ferrycloud/app/#/login/landing</p> <p>Enter your username and password to login.</p>	
<p>1.2</p>	<p>Go to the Direct Sales module.</p>	
<p>1.3</p>	<p>Press the Retrieve Last (RL) button or paste the Booking Reference number in the search field.</p> <p>Otherwise use the Advanced Search functionality.</p>	
<p>1.4</p>	<p>Input the desired parameters and click Search.</p>	

1.5	<p>Once the booking has been loaded, press the Hand Icon to retrieve the booking.</p> <p>Note that the Direct Sales screen now shows desired booking.</p>	
2.1	<p>Press the Retrieve Last (RL) button or paste the Booking Reference number in the search field.</p> <p>Otherwise use the Advanced Search functionality.</p>	
2.2	<p>Input the desired parameters and click Search.</p>	
2.3	<p>Once the booking has been loaded, press the Paper Icon.</p>	
2.4	<p>Select Customer Copy. Note that the system provides the option to re-print the tickets and/or send them via email to a desired email address.</p> <p>Once ready, click Ok.</p>	

Procedure 3 – Retrieve and Check the Ticket Status

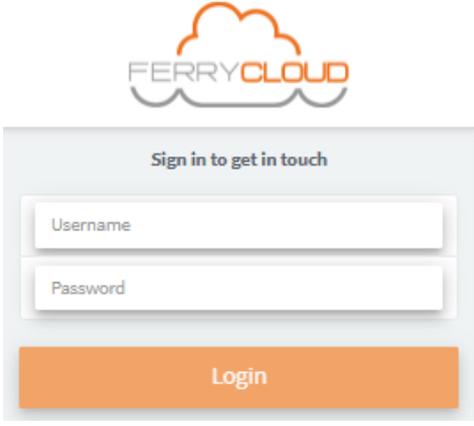
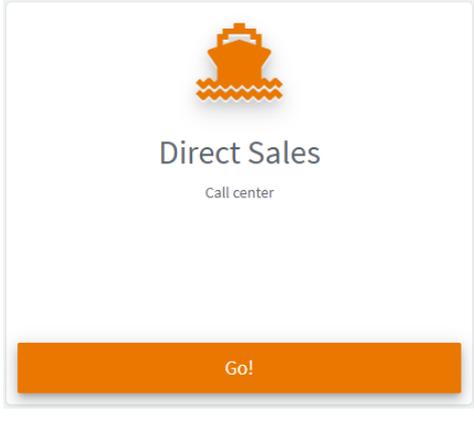
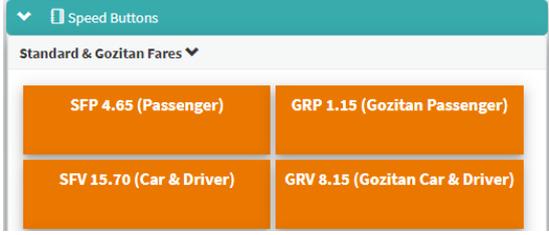
- How To**
1. Retrieve a previously generated booking.
 2. Check the status of each Ticket.

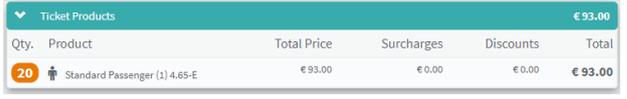
1.1	<p>Login to FerryCloud as an agency user.</p> <p>https://gozochannel.ferrycloud.com/ferrycloud/app/#/login/landing</p> <p>Enter your username and password to login.</p>	
1.2	<p>Go to the Direct Sales module.</p>	
1.3	<p>Press the Retrieve Last (RL) button or paste the Booking Reference number in the search field.</p> <p>Otherwise use the Advanced Search functionality.</p>	
1.4	<p>Input the desired parameters and click Search.</p>	

<p>1.5</p>	<p>Once the booking has been loaded, press the Hand Icon to retrieve the booking.</p> <p>Note that the Direct Sales screen now shows desired booking.</p>	 <p>The screenshot shows a summary of a booking with the following details:</p> <table border="1"> <thead> <tr> <th>Booking Reference</th> <th>Booking Holder</th> <th>Route</th> </tr> </thead> <tbody> <tr> <td>BR202211000001</td> <td>AMB001-AMBJENT MALTA</td> <td>Mgarr - Cirkewwa</td> </tr> </tbody> </table>	Booking Reference	Booking Holder	Route	BR202211000001	AMB001-AMBJENT MALTA	Mgarr - Cirkewwa																						
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BR202211000001	AMB001-AMBJENT MALTA	Mgarr - Cirkewwa																												
<p>2.1</p>	<p>Expand the Information panel. Notice that the status is 'Confirmed'.</p> <p>For more details, click Check-in History.</p>	 <p>The screenshot shows the 'Information' panel for booking reference BR202209000091. The status is 'Confirmed'. Navigation options include 'Ticket Holder & Passengers', 'Agreement Code', 'History', and 'Check-in History'. The agency is Gozo Channel Operations Ltd. - Mgarr.</p>																												
<p>2.2</p>	<p>Within the Check-in History panel, you are able to view further details related to each individual ticket within the booking, for both inbound and outbound routes.</p>	 <p>The screenshot shows the 'Check-in History' panel for booking reference BR202209000262. It displays two sections: 'Outbound Route' and 'Inbound Route'. The 'Outbound Route' section contains a table with the following data:</p> <table border="1"> <thead> <tr> <th>Version</th> <th>Product Number</th> <th>User</th> <th>Date</th> <th>Product</th> <th>Status</th> <th>Sailing</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>MG222090000530001</td> <td>admin</td> <td>2022-09-13 15:29</td> <td>Standard Driver</td> <td>ISSUED</td> <td>Mgarr Cirkewwa 2022-09-13 18:00</td> </tr> <tr> <td>1</td> <td>MG222090000530002</td> <td>admin</td> <td>2022-09-13 15:29</td> <td>Standard Car</td> <td>ISSUED</td> <td>Mgarr Cirkewwa 2022-09-13 18:00</td> </tr> <tr> <td>1</td> <td>MG222090000530003</td> <td>admin</td> <td>2022-09-13 15:29</td> <td>Standard Passenger</td> <td>ISSUED</td> <td>Mgarr Cirkewwa 2022-09-13 18:00</td> </tr> </tbody> </table> <p>The 'Inbound Route' section is currently empty.</p>	Version	Product Number	User	Date	Product	Status	Sailing	1	MG222090000530001	admin	2022-09-13 15:29	Standard Driver	ISSUED	Mgarr Cirkewwa 2022-09-13 18:00	1	MG222090000530002	admin	2022-09-13 15:29	Standard Car	ISSUED	Mgarr Cirkewwa 2022-09-13 18:00	1	MG222090000530003	admin	2022-09-13 15:29	Standard Passenger	ISSUED	Mgarr Cirkewwa 2022-09-13 18:00
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1	MG222090000530003	admin	2022-09-13 15:29	Standard Passenger	ISSUED	Mgarr Cirkewwa 2022-09-13 18:00																								

Procedure 4 – Inputting of Quantity Using Numpad

How To 1. Input the desired quantity of a ticket using the numpad.

1.1	<p>Login to FerryCloud.</p> <p>https://gozochannel.ferrycloud.com/ferrycloud/app/#/login/landing</p> <p>Enter username and password to login.</p>	
1.2	<p>Go to the Direct Sales module and click GO.</p>	
1.3	<p>In the Numpad panel, input the quantity of the desired ticket.</p>	
1.4	<p>Click on the desired speed button to register the quantity of that ticket.</p>	

1.5	In the Ticket Products panel, note that the quantity of the selected speed button reflects the quantity inputted within the numpad.	 <table border="1"> <thead> <tr> <th colspan="5">Ticket Products</th> <th>€ 93.00</th> </tr> <tr> <th>Qty.</th> <th>Product</th> <th>Total Price</th> <th>Surcharges</th> <th>Discounts</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>20</td> <td>Standard Passenger (1) 4.65-E</td> <td>€93.00</td> <td>€0.00</td> <td>€0.00</td> <td>€93.00</td> </tr> </tbody> </table>	Ticket Products					€ 93.00	Qty.	Product	Total Price	Surcharges	Discounts	Total	20	Standard Passenger (1) 4.65-E	€93.00	€0.00	€0.00	€93.00
Ticket Products					€ 93.00															
Qty.	Product	Total Price	Surcharges	Discounts	Total															
20	Standard Passenger (1) 4.65-E	€93.00	€0.00	€0.00	€93.00															

Purchasing notes for agents

The following points apply to all purchasing agents and should be noted carefully in the purchasing process and the validation of Gozo Channel ferry tickets:

- 1- For financial security reasons, the maximum number of tickets to be purchased in any e-payment transaction is 60 (sixty) tickets. Tickets are printable on A4 paper, can be downloaded as a PDF file and can be forwarded by e-mail. Tickets are validated electronically at the Gozo Channel embarkation points.
- 2- Purchasing of ferry tickets from the Gozo Channel's points of sales will remain an option. In the case of **government offices**, the acquisition of ferry tickets by purchase orders are no longer accepted. In the case of **tour operators**, the discount on bulk purchasing applies only on electronic purchases.
- 3- Tickets have a validity period of six months. GCOL recommends that tickets are e-purchased and printed on a demand basis. GCOL will **not refund** any expired tickets.
- 4- It is a security requirement that children's ticket are validated at the embarkation points. Children's tickets can be acquired at the Gozo Channel sales points.
- 5- It is important that agents select the correct vehicle ticket during online purchasing. Due checking of the e-ticket and the vehicle length by GCOL personnel at the vehicle check-in point, will be part of the embarkation procedure. Any differences between the ticket purchased for a commercial vehicle and the actual price of a commercial vehicle must be paid at the Mġarr Vehicle Ticket booth.
- 6- Every tour/commuter group member must have, as is the current procedure, a ticket in his or her possession to pass through the turnstiles and the embarkation gate at the Mġarr Passenger Terminal. A Tour Operator is responsible for providing each member of his or her tour with a ticket. Gozo Channel (Operations) Ltd emphasises that the retention of this policy is necessary for the individual safety of each tour member.
- 7- Each tour/commuter group member ticket must be individually validated so that passengers are recorded on the manifest of the vessel that they are embarking on. This policy requirement ensures that Gozo Channel (Operations) Ltd can reconcile the validated tickets with the number of passengers aboard a ferry sailing in an emergency. A Tour Operator can provide each tour member with a ticket as follows – either as a printed hard copy OR as a single e-ticket forwarded to a tour member's personal mobile device. THE PRESENTATION BY A TOUR OPERATOR OF ALL TICKETS IN A SINGLE PDF DOCUMENT ON HIS OR HER MOBILE WILL NOT BE ACCEPTED FOR EMBARKATION BY THE GOZO CHANNEL (OPERATIONS) LTD OFFICERS AT THE MĠARR PASSENGER TERMINAL.
- 8- In administering the forwarding of a single e-ticket to tour members' personal mobile devices, a Tour Operator can separate the tickets saved as a PDF document into separate individual tickets by this or a similar tool: <https://www.pdf2go.com/split-pdf>