

Agency Manual

FerryCloud ticketing system operating procedures.

This Manual is intended to set standard operating procedures for Gozo Channel (Operations) Ltd. (GCOL) agencies in operating the new FerryCloud e-ticketing system.

Date: 29/01/2025

Contents

Procedure 1 – Purchase a Ticket	3
Procedure 2 – Retrieve and Re-print a Ticket	6
Procedure 3 – Retrieve and Check the Ticket Status	8
Procedure 4 – Inputting of Quantity Using Numpad	10

Procedure 1 – Purchase a Ticket

How To

1. Purchase a ticket (agency).

2. Generate an invoice and send documents.

4.4			
1.1	Login to FerryCloud as an agency user.		
	have the ended of the description of the second sec		
	https://gozochannel.terrycloud.com/terry		
	cloud/app/#/login/landing		
		Sign in to get in touch	
	Enter your username and password to		
	login.	Username	
		Password	
		Login	
		Logii	
1.2	Go to the Direct Sales module.		
		<u>A</u>	
		Direct Sales	
		Call center	
		Go!	
1.3	Select the desired speed buttons.	Image: Information	
		Ticket Products Qty. Product Total Price Surcharges	€25.00 Discounts Total
			€0.00 €4.65
		Image: Standard Driver 0.000 Image: Standard Car 615.70	€ 0.00 € 15.70
		✓ Total	€ 25.00
		Net Amount: €22.61 Vat: €2.39	Total: € 25.00
1.4	Click on the Credit Card payment	✓ I Payment method	
	method.	To Pay:	€ 25.00
		Credit Card	
			eset

1.5	Input your payment details. Ensure to	×
	check the Terms and Conditions	
	checkbox	Payment Details
	Click Continue	Fields with an ' * ' are required.
	chek continue.	Card Type *
		VISA
		Card Number *
		Expiry *
		02 💙 2024 💙
		cvv • e
		Cond Holder Name 8
		MR JON SULTANA
		E-mail *
		jonsultana@sgsolutions.com.mt
		Total amount that will be charged to your C 25.00
		card is
		Continue
		Clear
		Cancel
		Canter
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.	<page-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></page-header>
		Total: EUR 25.00 Commission EUR 0.00 VAT on commission: EUR 0.00 Net dair: EUR 25.00

2.1	Press the Retrieve Last (RL) button, use the Advanced Search functionality or paste the Booking Reference number in the search field. Once the booking is loaded on screen, click Invoice.	BR20220700076 Q BR20220700076 Q BR20220700076 Q	RL Agency: AMBOOL-AMBJENT MALTA V User: ambOOL V
2.2	Press OK .	Do you conf Cancel	В Info firm the invoicing of ticket? ОК
2.3	Notice that the Ticket confirmed window appears on screen. Enable the Agency copy, Customer copy and Invoice checkboxes. Notice that you are able to print and/or send documents from this window too. Press Ok.	Ticket confirmed The ticket has been confirmed successful Booking Reference Ticket Number Invoice Number E-mail Ticket Language Print Documents Agency copy Customer	lly. BR202207000078 TKT2207000036 202200000158 ENGLISH Send Documents copy Invoice Cancel Ok

	Procedure 2 – Retrieve and Re-print a Ticket	
How To	 Retrieve a previously generated booking. Re-print tickets. 	

1.1	Login to FerryCloud as an agency user. <u>https://gozochannel.ferrycloud.com/ferry</u> <u>cloud/app/#/login/landing</u> Enter your username and password to login.	Sign in to get in touch Username Password
1.2	Go to the Direct Sales module.	Go !
1.3	Press the Retrieve Last (RL) button or paste the Booking Reference number in the search field. Otherwise use the Advanced Search functionality.	Booking reference Q - RL
1.4	Input the desired parameters and click Search .	Advanced Search Account Details Saling Information Booking ref. Ticket number AMBOOL-AMBJENT NJ Dep. to (YVYY MAK 0) Image: Comparison of the co

1.5	Once the booking has been loaded, press the Hand Icon to retrieve the booking.	Booking Reference Booking Holder Route
	Note that the Direct Sales screen now shows desired booking.	BR202211000001 AMB001- Mgarr - AMBJENT MALTA Cirkewwa
2.1	Press the Retrieve Last (RL) button or paste the Booking Reference number in the search field.	Booking reference Q - RL
	Otherwise use the Advanced Search functionality.	
2.2	Input the desired parameters and click Search .	Advanced Search Account Details Sailing information Booking ref. Ticket number AMEDOL-AMEJENT MM Dep. from (YYY 4b) Dep. for (YY 4b)
2.3	Once the booking has been loaded, press the Paper Icon .	Booking Reference Booking Holder Route BR202211000001 AMB001- AMBJENT MALTA Mgarr - Cirkewwa
2.4	Select Customer Copy . Note that the	Documents
	the tickets and/or send them via email to	E-mail
	a desired email address.	Ticket Language ENGLISH V
	Once ready, click Ok .	Print Documents Send Documents
		Agency copy Customer copy
		Cancel Ok

		Procedure 3 – Retrieve and Check the Ticket Status
How To	1. 2.	Retrieve a previously generated booking. Check the status of each Ticket.

1.1	Login to FerryCloud as an agency user. <u>https://gozochannel.ferrycloud.com/ferry</u> <u>cloud/app/#/login/landing</u> Enter your username and password to login.	Sign in to get in touch Username Password
1.2	Go to the Direct Sales module.	birect Sales Call center
1.3	Press the Retrieve Last (RL) button or paste the Booking Reference number in the search field. Otherwise use the Advanced Search functionality.	Booking reference Q RL
1.4	Input the desired parameters and click Search .	Advanced Search Account Details Sailing Information Booking ref. Ticket number AMB001-AMB/ENT M/ Dep. from (YYY 4M) Image: Dep. form (YY 4M) <

1.5	Once the booking has been loaded, press		Book	ting Refer	rence E	Booking Hold	er	Route	
	the Hand Icon to retrieve the booking. Note that the Direct Sales screen now shows desired booking.	6	B R20	22110000	001 /	AMB001- Ambjent Mal	TA	Mgarr - Cirkewwa	
	5								
2.1	Expand the Information panel. Notice that the status is 'Confirmed'. For more details, click Check-in History.	Book	Information ing ref: BR20220900 Ticket Holder & P eement Code listory D	00091	*	Status: Confirr Group: No Agency: Gozo (Ltd Mgarr	ned Channel (Operations	
2.2	Within the Check-in History panel, you are able to view further details related to	Check-In F Booking re	listory ference: BR20220900026	2					
	for both inbound and outbound routes.	Outbound	Route						Expand
		Version	Product Number	User	Date	Product	Status	Sai	ling
		1	MG222090000530001	admin 20	022-09-13 15:29	Standard Driver	ISSUED	Mgarr Cirkewwa 2	022-09-13 18:00
		1	MG222090000530002 MG222090000530003	admin 20 admin 20	022-09-13 15:29 022-09-13 15:29	Standard Car Standard Passenger	ISSUED	Mgarr Cirkewwa 2 Mgarr Cirkewwa 2	022-09-13 18:00
		Inbound R	loute						Expand
		Version	Product Number	User	Date	Product		Status	Sailing

Procedure 4 – Inputting of Quantity Using Numpad How To 1. Input the desired quantity of a ticket using the numpad.

1.1	Login to FerryCloud. <u>https://gozochannel.ferrycloud.com/ferrycloud/app/#/login/landing</u> Enter username and password to login.	Username Password	Sign in to get i	in touch		
1.2	Go to the Direct Sales module and click GO .		Direct S Call center	ales a		
1.3	In the Numpad panel, input the quantity of the desired ticket.	✓ ■ Numpad 7 4	8	20 9 6 3	100 50 40	
		C	0	,	10	
1.4	Click on the desired speed button to register the quantity of that ticket.	Standard & Gozita	tons In Fares ❤	(DD 1-15 (Core)		
		SFP 4.65 SFV 15.70	an Car & Driver)			

1.5	In the Ticket Products panel, note that the	Ticket Products				€ 93.00
	quantity of the selected speed button	Qty. Product	Total Price	Surcharges	Discounts	Total
	reflects the quantity inputted within the	20 🛉 Standard Passenger (1) 4.65-E	€93.00	€0.00	€0.00	€ 93.00
	numpad.					