



---

## **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.

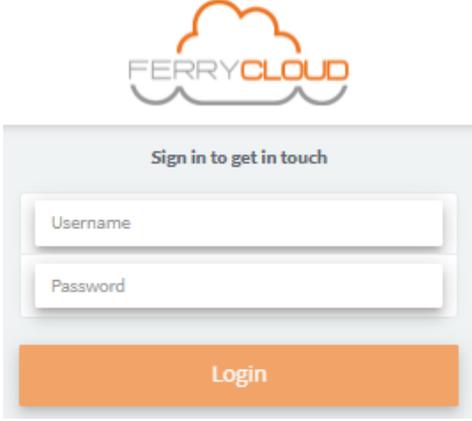
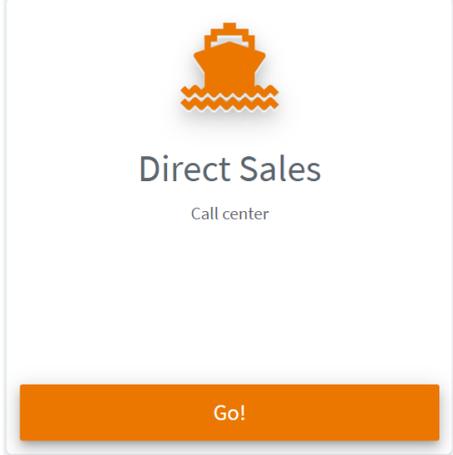
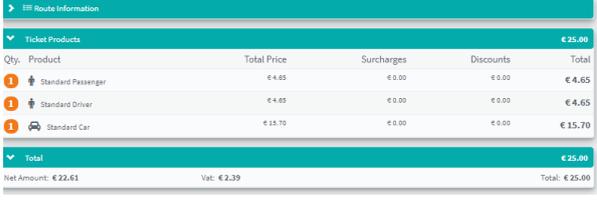
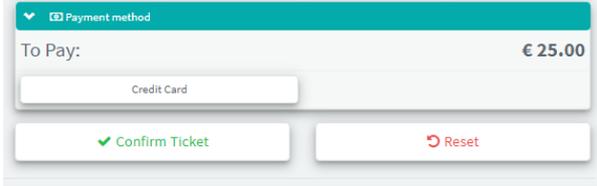
Date: 29/01/2025

## Contents

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

## Procedure 1 – Purchase a Ticket

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

1.1	<p>Login to FerryCloud as an agency user.</p> <p><a href="https://gozochannel.ferrycloud.com/ferrycloud/app/#/login/landing">https://gozochannel.ferrycloud.com/ferrycloud/app/#/login/landing</a></p> <p>Enter your username and password to login.</p>																															
1.2	<p>Go to the <b>Direct Sales</b> 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"><b>Total</b></td> <td></td> <td></td> <td></td> <td><b>€ 25.00</b></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	<b>Total</b>					<b>€ 25.00</b>
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																											
<b>Total</b>					<b>€ 25.00</b>																											
1.4	<p>Click on the <b>Credit Card</b> 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.

**Payment Successful and Booking Confirmed**  
Booking Reference - BR202207000078

**Agency Copy**

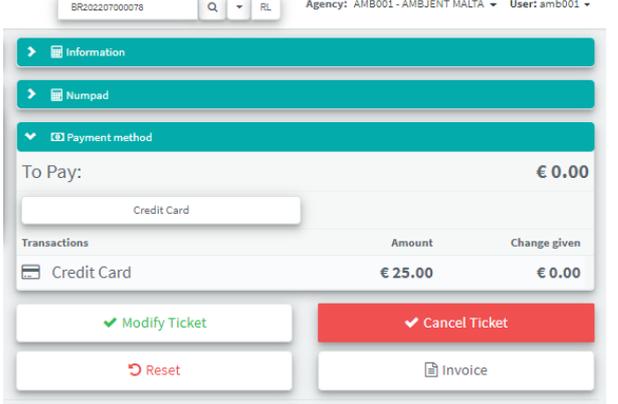
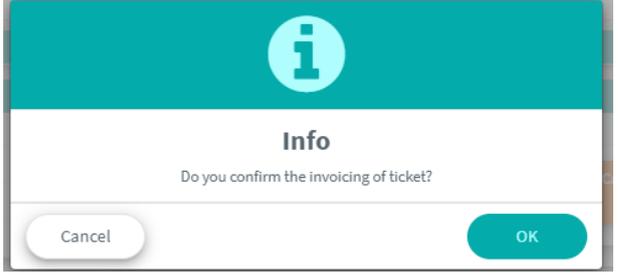
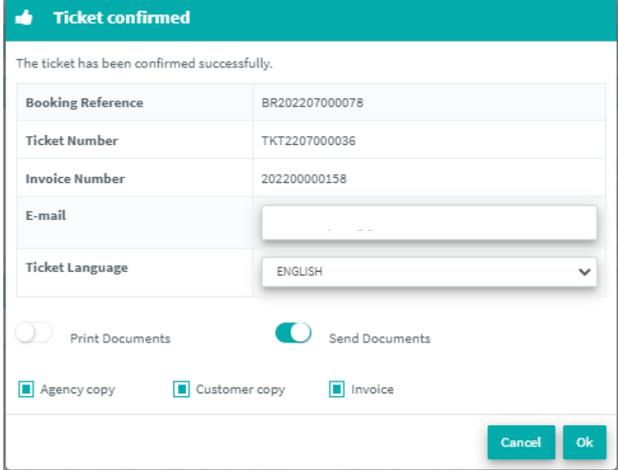
Booking Reference: BR202207000078

Ticket Holder:  
AMB001- AMB/JENT MALTA  
mario.bajkada@gazo.mt  
+356-23316200

**Outbound Route**

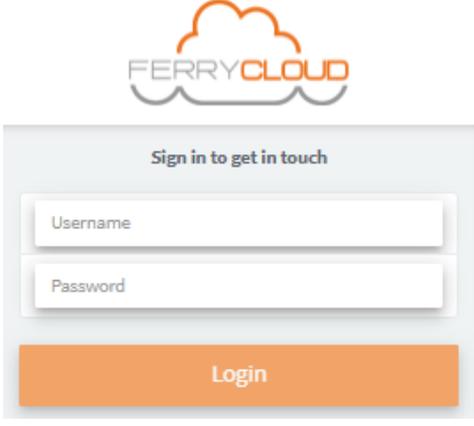
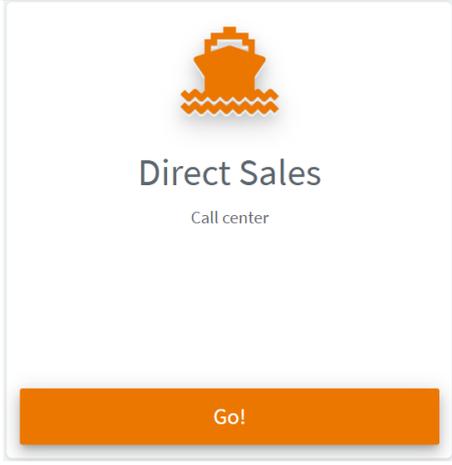
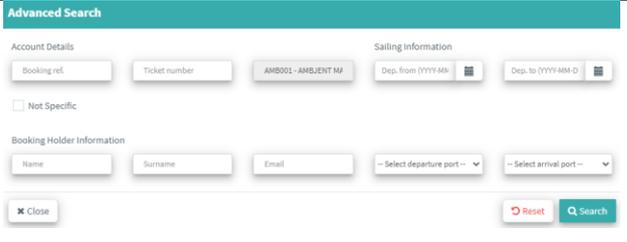
Product Type Code	Description	Qty	Surcharge	Discount	Length	Total
Vehicle	SFV Standard Car	1		0		15.71
Passenger	SFD Standard Driver	1				4.65
	SFP Standard Passenger	1				4.65
Sub-Totals: EUR						25.00

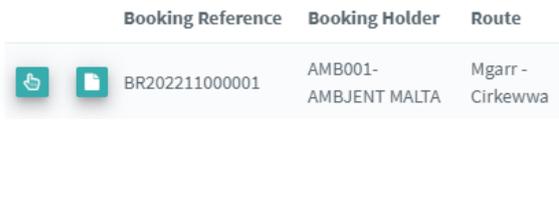
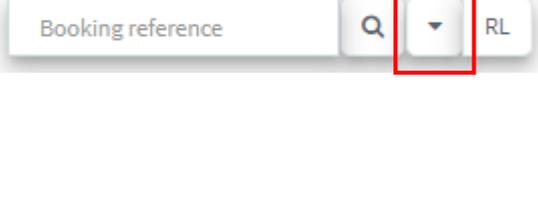
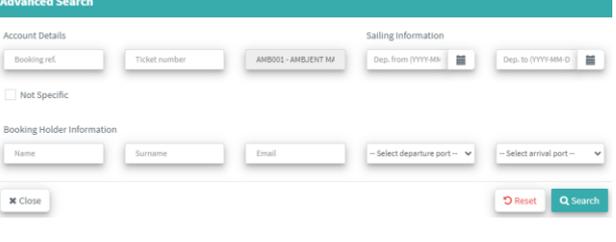
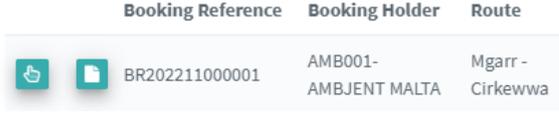
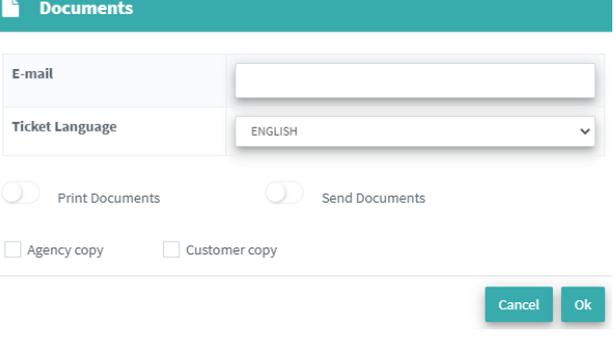
Total: EUR 25.00  
Commission: EUR 0.00  
VAT on commission: EUR 0.00  
Net due: EUR 25.00

<p>2.1</p>	<p>Press the Retrieve Last (<b>RL</b>) button, use the <b>Advanced Search</b> functionality or paste the <b>Booking Reference</b> number in the search field.</p> <p>Once the booking is loaded on screen, click <b>Invoice</b>.</p>	
<p>2.2</p>	<p>Press <b>OK</b>.</p>	
<p>2.3</p>	<p>Notice that the <b>Ticket confirmed</b> window appears on screen.</p> <p>Enable the <b>Agency copy</b>, <b>Customer copy</b> and <b>Invoice</b> checkboxes. Notice that you are able to print and/or send documents from this window too.</p> <p>Press <b>Ok</b>.</p>	

## Procedure 2 – Retrieve and Re-print a Ticket

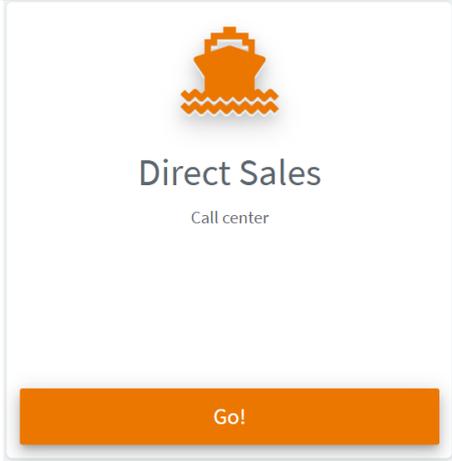
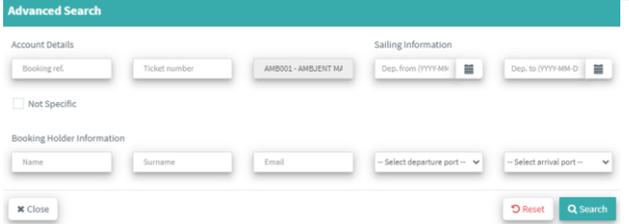
- How To**
1. Retrieve a previously generated booking.
  2. Re-print tickets.

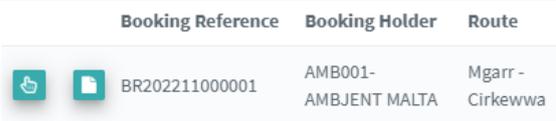
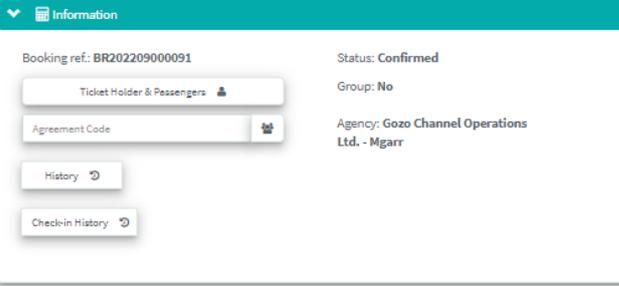
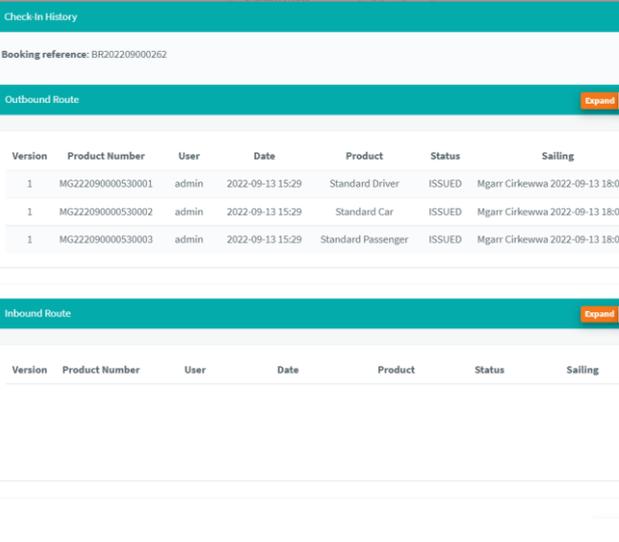
<p>1.1</p>	<p>Login to FerryCloud as an agency user.</p> <p><a href="https://gozochannel.ferrycloud.com/ferrycloud/app/#/login/landing">https://gozochannel.ferrycloud.com/ferrycloud/app/#/login/landing</a></p> <p>Enter your username and password to login.</p>	
<p>1.2</p>	<p>Go to the <b>Direct Sales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

1.5	<p>Once the booking has been loaded, press the <b>Hand Icon</b> to retrieve the booking.</p> <p>Note that the Direct Sales screen now shows desired booking.</p>	
2.1	<p>Press the Retrieve Last (<b>RL</b>) button or paste the <b>Booking Reference</b> number in the search field.</p> <p>Otherwise use the <b>Advanced Search</b> functionality.</p>	
2.2	<p>Input the desired parameters and click <b>Search</b>.</p>	
2.3	<p>Once the booking has been loaded, press the <b>Paper Icon</b>.</p>	
2.4	<p>Select <b>Customer Copy</b>. 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 <b>Ok</b>.</p>	

## Procedure 3 – Retrieve and Check the Ticket Status

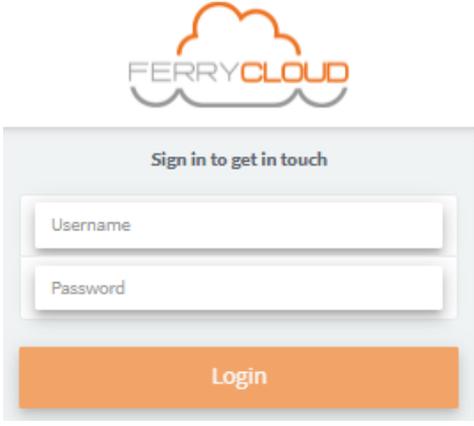
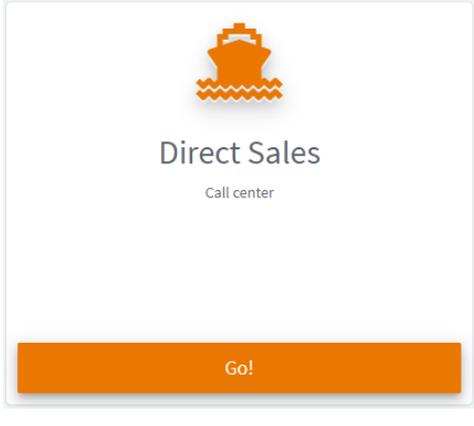
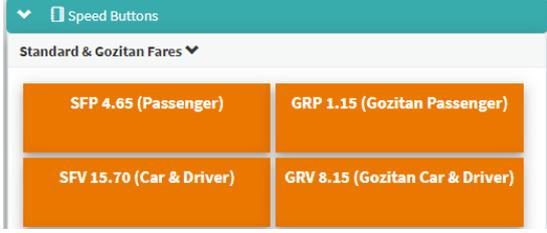
- How To**
1. Retrieve a previously generated booking.
  2. Check the status of each Ticket.

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

<p>1.5</p>	<p>Once the booking has been loaded, press the <b>Hand Icon</b> to retrieve the booking.</p> <p>Note that the Direct Sales screen now shows desired booking.</p>	 <p>Booking Reference: BR202211000001  Booking Holder: AMB001- AMBJENT MALTA  Route: Mgarr - Cirkewwa</p>																																										
<p>2.1</p>	<p>Expand the <b>Information</b> panel. Notice that the status is 'Confirmed'.</p> <p>For more details, click <b>Check-in History</b>.</p>	 <p>Booking ref: BR202209000091  Status: Confirmed  Group: No  Agency: Gozo Channel Operations Ltd. - Mgarr</p> <p>Buttons: Ticket Holder &amp; Passengers, Agreement Code, History, Check-in History</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>Check-in History  Booking reference: BR202209000262</p> <p>Outbound Route</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>Inbound Route</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> </td> </tr> </tbody> </table>	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	Version	Product Number	User	Date	Product	Status	Sailing							
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																																						
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	<p>Login to FerryCloud.</p> <p><a href="https://gozochannel.ferrycloud.com/ferrycloud/app/#/login/landing">https://gozochannel.ferrycloud.com/ferrycloud/app/#/login/landing</a></p> <p>Enter username and password to login.</p>	
1.2	<p>Go to the Direct Sales module and click <b>GO</b>.</p>	
1.3	<p>In the <b>Numpad</b> 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.

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	