

Ticket reservation  
system for passenger ferry lines  
“TROLIS”  
Version 3.1

User’s (agent’s) guide

Copyright 1999 - 2000 “PRODATA”

20th August 2000

# Contents

<b>1</b>	<b>Introduction</b>	<b>2</b>
1.1	What is “TROLIS” . . . . .	2
1.2	System main features . . . . .	2
1.3	Three main modifications of the “TROLIS” system . . . . .	3
<b>2</b>	<b>Interface description</b>	<b>5</b>
2.1	Using keyboard . . . . .	5
2.2	Entering dates . . . . .	6
2.3	System Login and Main Menu . . . . .	6
2.4	Working with windows : . . . . .	7
2.5	Quitting system . . . . .	7
<b>3</b>	<b>Working with TROLIS</b>	<b>8</b>
3.1	Bookings -> Passenger booking	
	- main booking screen . . . . .	8
3.1.1	Booking screen overview . . . . .	8
3.1.2	Creating and editing bookings . . . . .	10
3.1.3	Entering ticket information . . . . .	13
3.1.4	Operations with bookings . . . . .	15
3.1.5	Additional booking screen features . . . . .	15
3.1.6	Exiting booking screen . . . . .	16
3.2	Bookings search . . . . .	16
3.2.1	Searching in CHUI mode . . . . .	16
3.2.2	Searching in GUI mode . . . . .	16
3.3	Bookings -> Check-in -	
	passengers check-in . . . . .	18
3.4	Other “TROLIS” system functions . . . . .	18
<b>4</b>	<b>Conclusion</b>	<b>20</b>
4.1	Potentials of TROLIS . . . . .	20
4.2	About Authors . . . . .	20
4.3	System documentation . . . . .	20

# Chapter 1

## Introduction

### 1.1 What is “TROLIS”

TROLIS - **T**icket **R**eservation **O**nLine **I**nternet **S**ystem, - system of ticket reservation, specialized for ferry lines. The word *Internet* in this abbreviation has important role – system is optimized for maximum performance for remote work through the slow connections from any point of Internet access. “Application Server” technology gives you full impression that you’re working at the local network, even if the database server locates thousands miles away from you. TROLIS is also developed in a traditional (for such class of applications) way - with direct terminal access., which can be used by small agencies without purchasing full-featuring client application.

Current document describes version 3.1.6 of “TROLIS” system .

### 1.2 System main features

System designed to provide following main functions:

#### Common (user):

- preliminary and final place reservation
- bookings with “open date”
- ticket price calculation according to existing tariffs
- searching for any earlier formed bookings
- booking confirmation
- bookings on behalf of another agency (only for privileged agents)
- preliminary and final passenger and transport lists
- passengers’ and cars’ check-in
- ticket sales reports for agency and for ship owner

- passengers and cars traffic statistic reports (through the WEB interface)

#### Special (system):

- managing voyages, ferry lines, vessels, ports, etc.; generation of new voyages
- managing plans of cabins, cabin categories, as well as control of free and reserved places
- creating and managing tariffs for every vessel by season and in a range of dates
- managing agencies (commission rates, access rights) and individual users (agents)
- restricting access to each ferry lines for each agency

Some special “TROLIS” system features and fundamental differences from other similar systems are described below:

System booking module works in WYSIWYG (What You See Is What You Get) manner. Working with it looks like working with certain text editor, where you can either save your work, or discard all your changes. Each change of particular booking is kept in the history with the date, time, agent and agency, which had operated with this booking. Reservation algorithm always operates in a stateless mode (without saving previous state), that allows it to work very fast. This also decreases overall amount of transferred data between client application and server database, which is essential when working through Internet.

Each user (agent) of the system belongs to one and only one agency, which simplifies authentication of users thus, the system correctly determines which agency booking belongs to, and then creates financial and sales reports. Agents of privileged agencies can also create booking on behalf of any other agency, assigning it to that agency. This possibility added to the system for those situations, when some agencies cannot get direct access to the system (due to connection problems for example) or doesn't have system client at all.

Privileged agencies also have full access to *all booking of all agencies*, being able to edit these bookings, change categories of cabins, number of places and even cancel booking or ticket. All these actions are also kept in the history, so every agency can always see all information about it's booking manipulations and modifications - who and when. Usually privileged agencies are general agent and those, who make check-ins.

### 1.3 Three main modifications of the “TROLIS” system

There are three main modifications of the “TROLIS” system ,whose interface depends on agency's needs and financial possibilities. Below is a short description of these variations for future references when we'll talk about their specific features:

**GUI** - **Graphical User Interface** - graphical client for Windows 95/98/NT/2000, which works with external database in “Application Server” mode. The most complete and preferable client application. System management and administration task are implemented only in this mode.

---

**CHUI** - **CH**aracter **U**ser **I**nterface - terminal (character) client, which works with database server in direct (host) mode and is accessible via any terminal emulator. This mode is operating system independent.

**CHUI/AS** - **CH**aracter **U**ser **I**nterface - terminal (character) client, which works through intermediate (local) database server, which in it's turn operates with remote database server in "**A**pplication **S**erver" mode. This variation is the mostly suitable for the large agencies, which have low connection to the main server or due to some reasons cannot have a **G**UI client running on each workplace. Installation of that type of client requires installation of local database server and thus requires a license from PROGRESS Software Corporation. The local server hardware may have not very high performance. It may be middle performance UNIX or Linux (preferable) server.

System installation also includes **statistics module** which is designed in **WEB** interface and is to be installed on the database server computer. Only privileged users can access this module. Statistics module is designed to generate information about the overall amount of passengers and cars carried by ferry line on per voyage, week or month basis, as well as per ferry and ferry line basis. There also available reports on nationality and agency consistence of each voyage. Passenger and transport lists are also available in the voyage statistics reports..

System *does not include* Internet booking module. This module is optional. The design and implementation of it depends on a particular customer. Even more problematic would be On-line ticket payment implementation, as well as booking validity confirmation. These questions goes out of scope of programming and are questions of business organization.

# Chapter 2

## Interface description

### 2.1 Using keyboard

“TROLIS” system in all its interface types has a common keyboard interface (as far as possible). Thus, user can feel comfortable when migrating from one interface type to another. Below are described most commonly used keys and corresponding functions, invoked when pressing them:

- “ENTER” - fixation (completion) of information field entry; button with an entry focus (in GUI) activation; launching of various processes.
- “F4” (CHUI) or “Esc” (GUI) - step back, cancellation of requests, refusal of execution; closing interface windows without fixing changes. Will hereinafter be referred as “F4/Esc”.
- “F1” - help key. Acts with fields, which are logically related to system registries. Shows a popup window with list of corresponding registry valid values. User then may choose suitable value from this list. There is an icon with the sign (“?”) in GUI interface, which is active for the mouse click. The list of valid values also shows when user enters incorrect (impossible) value to the field, related with some registry.
- “F2” - is used mainly in the information entry dialogs. Pressing this key completes entering of information from wherever user is in the dialog and closes it. It is equivalent of pressing <OK> button in GUI or entering last field in the form.
- “F3” (CHUI) - key for accessing top menu in the booking screen.
- “TAB” (CHUI É GUI) - moving between subwindows in the main booking screen. In other windows (GUI only) - moving to the next field entry (equivalent to “ENTER” key) as usual for Windows interface.
- “F7” - (Recall) - resets field value to the previous entry when mistaken entry is entered. Works only before finishing “Enter” key is pressed.
- When user enters information to the field - standard editing keys are available such as “Insert”, “Delete”, “Backspace”, “Home” É “End”.

---

Following keys and mouse actions are available in various browsing lists - for example in search results, passenger lists, etc.:

- “Enter” or mouse double-click - provides a certain action with current line of browser - for example editing information of the line in separate dialog.
- “Cursor-Up”, “Cursor-Down” - moves one line up or down.
- “Page-Up”, “Page-Down” - moves to the previous/next screen within a browser.
- “Home”, “End” - moves to the beginning/end of the browser.
- Positioning browse selector with the mouse is also possible in GUI interface. And so is for scroll bars to scroll through the entries of the browse. When appropriate value is found - click mouse left button in the desired line for it’s selection.
- Not all columns is seen across in some browsers. You can use “Cursor-Left” and “Cursor-Right” in such cases for navigation through the columns of those browsers. The horizontal scroll bar is also available in this case.
- Some browses has a quick search feature (registry lists, check-in list). You can press first symbol (letter) of the entry for quick reposition to it. If entry doesn’t exist or feature doesn’t work in that context - nothing will happen.

When working with the booking main screen, and also in some other windows and dialogs - some special key combinations (called “*shortcuts*”) are available for the special functions. In the booking screen all special operations (booking saving, ticketing, cancellation, etc.) have it’s special shortcut. Usually combination consists of “Ctrl” key and one Latin character key and will be pointed to as “Ctrl-X”. In GUI Most such functions in GUI booking screen are duplicated by icons (activated by mouse-click) on the top of the screen.

## 2.2 Entering dates

All dates in the “TROLIS” system are entered in a format of “Year-Month-Day”. When four-digit year field is required - all four digits of the year are mandatory. All dates must be entered in a “*thorough*” manner. It means, that entering separators, slashes or dots isn’t allowed. When user enters a logically wrong value of the date - error message appears, saying what’s wrong with the date.

## 2.3 System Login and Main Menu

Right after the launch, - the system login dialog appears on the screen. It contains three fields in GUI and CHUI/AS types of interface, and two fields in CHUI. User enters his user id (`login`) and password (`password`) into the first two fields. The third field is need for reservation server’s IP address. It usually has some value after installation of the system, but this value may be changed when it’s necessary.

After successful user registration main system menu is showing on the screen. It means that all procedures of connection and authentication are passed with success. Main menu is different in GUI and CHUI variations of system. Menu consists from menu items , where common actions are made and submenu, which also consists of menu items and other submenus. So we can speak of menu hierarchy or menu tree. Use “Enter” and “F4/Esc” or mouse (in GUI) for the navigation through this tree.

**CHUI- menu:** Each menu item and submenu has two - four symbol abbreviation (quick access). Entering this short name in the special field at the bottom of menu screen gives you direct access to this menu item with the future return to the same point on the tree.

**GUI- menu:** GUI menu works exactly like any other menu in Windows system interface. “TROLIS” menu content may change dynamically from version to version Some menu items can be inaccessible (disabled) depending on user access rights.

## 2.4 Working with windows :

Each menu item and corresponding window can be activated many times, thus each time you have *independently working copy of window* and the *independent copy of data* within it. This feature of the system is very useful for simultaneous work with several bookings. (You would have to launch several copies of CHUI terminals for that). Only thing you must remember, that when you open new window, all other windows are minimizing to the Windows Taskbar. They subsequently can be recalled to the screen thereafter. It’s also important, that when you are working with *any dialog* window, you are unable to switch to another window until you close dialog. **Please note!** It is not recommended to open the same booking in several windows, because you can be pained with changes made by you in all these booking screens.

## 2.5 Quitting system

To exit “TROLIS” system just enter “QUIT” and press “Enter” in CHUI interface, or choose menu item “Quit” in GUI (pressing main “TROLIS” window’s close icon or combination of “Alt-F4” to that window is also allowed).



# Chapter 3

## Working with TROLIS

### 3.1 Bookings -> Passenger booking - main booking screen

#### 3.1.1 Booking screen overview

Booking main screen consists of menu line in CHUI or line of icons in GUI interface, booking status line and three subwindows (browsing lists). There is also a system status (help) line at the bottom of the screen .

Access to CHUI menu is providing by “F3” key. GUI menu function is replaced by a line of icons at the top of booking window. Each action related to menu or icon in both of variants is doubled by keyboard shortcut consisting of “Ctrl” and Latin letter. For example if you want to save booking you may press “Ctrl-B”, for ticketing - “Ctrl-T”, etc..

Right above the menu (or icon line) there is an information (booking status) line which displays following information:

*Booking Nr.* - system number of current booking on the screen. It is equal to zero for new booking.

*Status* - booking status - the following values are possible:

- “B” - booking
- “T” - ticket
- “CB” - cancelled booking
- “CT” - cancelled ticket
- “IB” - Internet booking (booking, made in Internet booking interface, and to be confirmed by privileged agent)
- “WL” - Waiting list

*Booking agent* - booking owner agency id

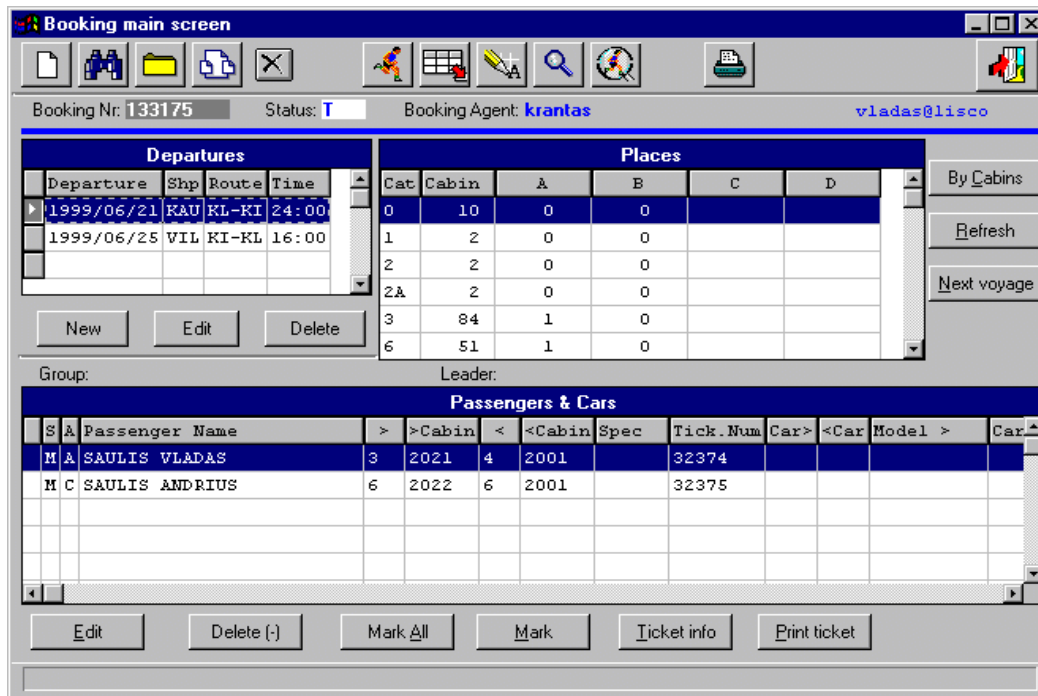


Figure 3.1: Main booking screen

*Signature* - current user (agent) and current agency ids, separated by "@"

*Group* - passenger group name for group bookings

*Leader* - group officials name for group bookings (last two fields are in the middle of the window in GUI variant)

All remaining space of the Booking screen is occupied by three browsers (we'll call them just 'windows') in whose all information about the booking is viewed, entered and stored. Information about one or two possible voyages is stored to the "Departures" window. Available places by categories and cabin are showing in the "Places" window. The required amount of places for each voyage is entering also here. When any amount of places is entered - corresponding amount of lines in the "Passengers & Cars" window is creating, each line for one new passenger. Later you can enter all necessary passenger and car data for each line in "Passengers & Cars" window. You may use "TAB" key (or mouse in GUI) for clockwise navigation between these three information windows. During creation of the booking additional dialogs may appear (for passenger and car entries, for searching), but all process of booking creation and editing is spinning around these three windows.

Creation and further editing of booking are always processed in the editor mode - each change of booking must be saved or discarded. In order to save booking you must press "Ctrl-B" for booking or "Ctrl-T" for ticket. If you will try to close unsaved booking main window - you will get a warning message. Press "No" otherwise.

### 3.1.2 Creating and editing bookings

When you first enter the booking main screen, input focus<sup>1</sup> is in the “Routes” window. Pressing “Enter” or “+” key is enough to create the first voyage. New line of the voyage entry appears in the “Routes” window. You have to enter following information here:

- *Dep.Date* - departure date
- *Shp* - three-letter abbreviation of the vessel
- *Line* - short abbreviation of the ferry line
- *Time* - departure time (taken from the schedule later on)

First voyage departure date is set to today’s date by default, but you can change it. So called “open date” is implemented by pressing “Space” key while being in the departure date field. Next field is the vessel abbreviation (“Shp” field) . You may leave this field blank if this vessel is unique for the ferry line. In case of incorrect value entered or after pressing “F1” - the list of vessels shows. Next field is the ferry line abbreviation (“Line” field). It consists of two pairs of port abbreviations - one for departing port, second - for arriving port. Line abbreviation is entering without the separator (dash). For example, to choose ‘Klaipeda - Stockholm’ line you have to type “KLST” abbreviation in. In case of an incorrect input you will get the list of all possible lines. Same happens when pressing “F1”. After line code is entered, you will get the list of all available voyages for that line, starting from entered departure date. You must choose one of the available voyages by pressing the “Enter” key. At this moment you still can change your mind and change the voyage date by pressing “F1”. If the voyage date you chose is desirable - press “Enter” one more time, - and here you’ll get the “Places” window, filled out by available places by cabins’ categories. Note: You can brake up the voyage entry at any time by pressing “F4/Esc” key.

In order to enter the second (backward) voyage you must press either the “+” (plus) key, or <New> button below. To delete voyage information - press the “-” (minus) key or <Delete> button. You are also able to edit voyage information by pressing “Enter” key or <Edit> button. You may change any information (even change ferry line) when editing a voyage, - all previous voyage’s places will be released and new ones will be reserved after the booking save. You may get a dialog box with message to approve the change of the voyage.

When forming a voyage with “open date”, you have to know, that no actual place reservations are made. Instead you have only booking information saved to the database for future use. Note! Only one voyage with “open date” can be entered in each booking.

The next step would be making the reservation itself. You usually move to the “Places” window (by pressing “TAB” key) in order to do that. Then place the browse marker with “Up” and “Down” arrow keys to the desired cabin category and press the “Enter” key. You’ll get two fields for entering numbers of places. Now you may enter the number of passengers for that category into the first field and press “Enter”. Second field is used for “exclusive” places only. It is the amount of fully reserved cabins included (not in addition!) into first field’s amount. Usually you

---

<sup>1</sup>Input focus is a place in the window, where all keyboard symbols will be placed at that moment

can leave this field blank and mark exclusive cabins later on in the passenger window. After entering of both amounts the same amount of blank lines are generated in the “Passengers & Cars” window (new blank lines won’t be generated for the other voyage, - old lines are updated instead). You can repeat this process for all other categories. You must enter amount of places for both voyages if they exist. You can press “N” key or <Next> button to go to the next voyage, not necessary to go through “Routes” window and back. Also remember, that you can always get back for entering additional places at any time in the future. Only additional amount of places are entered in that case.

When entering amount of places in the first field you may (and usually should) enter additional “special marks” (hints) for reservation algorithm. All marks must follow the number of places. Some marks may have internal meaning between your reservation agents. Other marks are specially designed for this system and are fixed in the “TROLIS” system. They cannot be used in other meaning:

Special mark	Description	Acts on tariff	Acts on reservation algorithm
C	cruise mark	yes	causes system to choose the same cabin for both voyages
V	specail tariff mark	yes	no
S	student tariff	yes	no
G	group mark	no	forces reservation algorithm to begin with new free cabin and continues consequently for all persons in the booking
N	new cabin mark	no	begin reservation from the first free cabin
H	hotel mark	no	no
Pn	passengers per cabin	yes, 'n' - is number of passengers in cabin for correct tariff	no
Dnn	discount value	yes, 'nn' - percent value of discount	no
!	special care mark for passenger	no	no

All marks can be entered in any order, for example: '2CGP2D30!' or '3GC'. All these marks also can be entered beside of each passenger in passenger edit dialog (see later below).

One additional symbol exists and can be entered only when entering amount of places. It is “+” symbol. It must be entered as last entry in field. This symbol tells system, that you want to force generation of new passenger entry, even if you entering the second voyage place count.

Note! The authors of “TROLIS” system leave the right for themselves to add new special marks in future releases of the system.

Figure 3.2: Passenger information dialog

After you have finished with the creation of places, you may pass to the next step - entering information about each passenger. Press “Tab” key to enter the “Passengers & Cars” window. Each line in this window is for one and only one passenger. Information is entered and changed by pressing “Enter” key (or double-clicking the mouse) on the passenger line. Following information is shown on the screen (see figure):

Some fields in the dialog may be inaccessible (disabled), depending on voyage count and reservation system tuning. You can edit all fields in dialog, including category and place count fields. Reservation system will take care of you changes automatically after booking save. As the result of change of categories, the system may release some places and reserve new ones. Some fields are closely related to the registries. These fields have a question mark icon on the right. The list of particular registry is activated by pressing “F1” key or pushing “?” icon by mouse. This list also shows when an incorrect value is entered. Such fields are marked by “\*” in the description below.

Passenger information dialog consists of three logical parts.. In the first part you can see information about voyage(s), categories, cabin number and number of places in the cabin. The second part holds all information about passenger. Third part is for entering passenger car information. Below is a description of all fields in the passenger dialog:

- *Cat\** - cabin category; in attempt to enter non-existent category of cabin, system will show the list of valid categories for that voyage. Entering spaces or clearing this field is interpreted as you want to exclude this voyage for that passenger. The case when both of categories are empty also may take place, but you’d better have to delete this passenger from the list in the main screen of booking.

- *Plcs* - number of places, taken by passenger in the cabin
- *Cabin* - passenger cabin number. Cabin number changes is not implemented in this version of “TROLIS”. These changes can be done in the “Places” window, and only when per-cabin reservation mode is set.
- *L/F Name* - Last and First names of the passenger (strictly in this order). Names may be entered in either keyboard register, they are automatically converted to uppercase.
- *Native Name* - last and first passenger names in the native (for passenger) language. This field is needed only for agent’s reference, and doesn’t show in any reports.
- *Sex\** - passenger sex.
- *Age\** - age category of passenger - is essential for obtaining right tariff value
- *Nation\** - passenger nationality (citizenship)
- *DoB* - date of birth
- *Personal ID* - passenger personal ID or passport number - this value later is printed out to the passenger
- *Remarks(Tel,...)* - any comments on a passenger for future references
- *Car to (Car from)\** - passenger transport unit code. Note! You must clear this field if you want to delete transport.
- *Length* - transport unit’s length. By default is filled out by the standard value.
- *Model* - transport model
- *Car Numb* - transport registration number
- *Trail.Numb* - transport trailer registration number (if exists)

When entering data into passenger dialog you can quickly finish dialog by pressing “F2” key, while being in any place of this dialog. After the dialog is completed - all corresponding values in the “Passenger & Cars” window will be updated as well. The number of places in the cabin is shown in the “Cabin” columns, separated by the slash character. To delete all information about the passenger together with reserved place - press “-” key or <Delete> button.

### 3.1.3 Entering ticket information

When all data about passengers is entered you can begin enter ticket information. Ticket information window is called from “Passengers & Cars” window by pressing “T” key or <Ticket Info> button on each passenger browse line. To make one ticket for several passengers you have to mark them with “M” or “A” (for all) key or using <Mark> or <Mark All> buttons. The “M” (<Mark>) key also has an inverse action, i.e. clears the mark. After all marks are made you may call the ticket information window by pressing “T” (<Ticket Info>).

Passenger	Cat	Spec	Tariff Name	Type	Place	Car	Meal	Other	Total
N SAULIS VLADAS	2		KLKI-NS-99/2000	ADT	900,00	0,00	0,00	0,00	900,00
SAULIS ANDRIUS	2		KLKI-NS-99/2000	CLD	450,00	0,00	0,00	0,00	450,00

Figure 3.3: Ticket and price window

Figure 3.4: Ticket options dialog

When you are entering ticket for first time - additional ticket options dialog window is appearing in the ticket information window. You have to enter ticket number and some extra information to that dialog. In all other situations you can call this dialog by pressing “O” key or <Ticket Options> button.

Ticket options dialog contains fields for the ticket number, tariff code, and payment method. The ticket number is taken from the preprinted ticket blank (no other option yet). When you change the ticket number you must also choose the reason of change from the corresponding list-box. Next field - preferred tariff code already has a suggested value, based on voyage information and your local currency, but you can change it if you like. Then you must choose the payment type and fill the other field, which depends on it. To complete a dialog - press <Ok> or “F2” key. After a dialog is closed, - all calculated tariff values will appear in the ticket information window.

If the system hasn’t found some appropriate values in the tariff table, the following message appears: *“Warning! Some tariffs needs to be justified!”*, and question marks (“?”) next to missing values will be shown. You may edit those values by pressing “E” key or <Edit> button.

Then press <ok> or “F2” key to save all ticket and tariff information. Note! Ticket information is finally saved only after the whole booking or ticketing save by pressing “Ctrl-T” (or appropriate icon) from the booking main screen.

When you close ticket information window, ticket number appears in the one or several lines of passenger information subwindow. In order to add a passenger to the existing ticket, you must mark it and, in addition, any one line with that ticket number. All additional passengers will be marked with “N” symbol in the first column of the ticket information window. If you want

to delete a passenger from the ticket - press “-“ key or <Delete> button and save information (press <OK>).

In some special cases you may want to enter additional information to the whole ticket (reforming of ticket or ticket return). Press “S” key or <Add Special> button to get special information dialog. You may choose special operations and enter additional amounts (with appropriate signs) in this dialog. In result you’ll get a special line(s) in the ticket information window. These lines belong to the whole ticket - not to each passenger.

### 3.1.4 Operations with bookings

As it has been stated here before, all bookings may pass through several stages when they can be saved, modified or even cancelled, changing their status. (see 3.1.1). Every booking is saved by “Ctrl-B” shortcut for booking itself and by “Ctrl-T” for ticket. In GUI modification these actions duplicated by corresponding icons. After each modification booking must be saved. If you try to exit booking screen and booking hasn’t been saved - you’ll get a warning dialog: *“Are you sure you want to discard your changes?”*. Answering “Yes” means, that you want leave the booking unchanged and exit anyway. If you want to save the booking - answer “No” - and you will get back to the booking screen.

Booking cancellation is done by “Ctrl-D” shortcut or by pressing the corresponding icon. All reserved places will be released after cancellation and booking takes the status of ‘CB’ or ‘CT’ (cancelled booking/ticket). The booking isn’t deleted completely in this case, and later can be reverted to the new booking.

To begin with new booking you have to press “Ctrl-N” shortcut (or icon).

Every action (saving, canceling), which has been applied to each booking, is also saved to the history. You can review history screen by pressing “Ctrl-S” combination or icon.

### 3.1.5 Additional booking screen features

There are some more additional functions in the booking screen, which are accessible for you at any time.

Suppose, you receive a call from the client when you edit some booking. Client asks you for available places in some other ferry line or voyage. Yes, it is possible to see this information, while editing the booking. You have “Ctrl-R” shortcut (or icon) for it. This shows all voyage information in a separate window. Choose voyage (you can filter them by ferry line) and press “Enter” key, and you’ll see available cabins for that voyage.

Sometimes, you (main agent especially) may receive an order from other agency and you might want to make booking on behalf of that agency (in order to have a correct sales report). There is “Ctrl-A” combination (and icon) to do that. You’ll get the list of all available agencies on the screen and can choose the needed one. You must save booking after changing the agency (see 3.1.5).

You can also enter, edit and review comments on each booking by using “Ctrl-E” key, which calls comments’ entry dialog. These comments are related to the whole booking. Note! If you want to enter comments besides particular passenger - use remarks field in the passenger information dialog. After you has entered or changed comments you must also save the booking.



One more note! you cannot change any comments on the cancelled booking. So do it before canceling!

When you are making a booking for a group trip, it is recommended, that you would enter information about group name and group leader (responsible person). Pressing “Ctrl-G” shortcut (or icon) calls group information dialog for that. As usual, - don’t forget to save the booking. It is possible to search booking by the name of the group later.

If the customer asks you for booking confirmation, you can print it by using “Ctrl-P” combination or printer icon in GUI.

### 3.1.6 Exiting booking screen

To exit the booking main screen use “Ctrl-X” combination in all modifications of interface. In GUI you may also use the icon with the door pictogram as well as simple close of the window, as it is in the Windows system.

## 3.2 Bookings search

### 3.2.1 Searching in CHUI mode

Booking search is launched from the separate menu in CHUI mode. Go to the menu item “Find booking. . .” or type in the “AGFB” combination in the line below menu and press “Enter”. You will get the request form showed on the screen. You may enter any request parameters to this form, even leave all fields blank.

If you enter booking number to the first field, you will directly get into desired booking, if it exists. In all other cases you will get intermediate browse screen with the list of bookings which fits your request. You may choose one of them and load it into the booking screen by pressing “Enter” key. After you finish with that booking, you will return to this list again. To close this list use “F4” key.

If you enter any value to the “*Last Name*” field, - system switches to the passenger name search mode (using other conditions as well). In this case the resulted list will look slightly different, showing passenger names instead of voyages. It is enough to enter only few beginning letters of the name, and even one letter. All passenger names, beginning with those letters will be shown in the results list. You can also use patterns (wildcards) for the unclear name search. Use the “.” (dot) for replacing any one letter and “\*” (asterisk) for more than one. Please note, that search speed in this case will be much slower. (up to several minutes with large database).

### 3.2.2 Searching in GUI mode

Booking search in GUI mode is closely tied to the main booking screen and is called from it by using “Ctrl-F” combination or by pressing the icon. The booking search dialog window opens on the screen, letting you enter search parameters. This dialog window also holds all search results after the search and in between booking loads.

When you have entered all search request values - press <Search (F7)> button or “F7” key. The browse below will be filled by the search results. Like in CHUI mode, the search list differs, depending whether passenger name field has been entered or not. When it is not entered -

**Find Booking** [X]

Booking Nr: 
 Passenger Name: 
 Pass/ID:

Port From: 
 Port To: 
 Booking Statuses: 
 Group:

Date from: 
 To: 
 Agent: 
 Tick Nr:

Passenger list
 Return results no: 
 Car Nr:

BookCode	DepartDate	Sex	Passenger Name	Nation	BR	Line	Cat	X	Cabn	Car	BS	Agent
200292	2000/02/28	MA	SAULIS	LT	-	KL-KI	1			BUS	B	lisco
136651	1999/07/27	A	SAULIS	BG	-	KI-KL	2			CAR	CB	kranta
200158	1999/12/30		SAULIS		-	KL-ST	3				CB	lisco
200158	2000/01/01		SAULIS		-	ST-KL	3				CB	lisco
200221	2000/01/10	MA	SAULIS	LT	-	KL-KI	2			CAR	CB	litask
200224	2000/01/10	MA	SAULIS	LT	-	KL-KI	2			CAR	CT	litask
200226	2000/01/12	MA	SAULIS		-	KL-KI	2				T	lisco
200338	2000/04/13		SAULIS		-	KL-ST	4				B	lisco
133175	1999/06/21	MC	SAULIS ANDRIUS	LT	-	KL-KI	6		2022		T	kranta
133175	1999/06/25	MC	SAULIS ANDRIUS	LT	-	KI-KL	6		2001		T	kranta

Group name:  Group leader:

[Passengers](#)

Figure 3.5: Booking search dialog

passenger names, related to booking will be shown in the area below the list together with the group name if exists.

After search is complete you may load any booking to the main booking screen by pressing “Enter” or “F2” key or by pushing “Go to booking” button. When you’ll come back next time to the search dialog - all previous search results will be available, until new search will be made.

GUI mode search dialog has one extra flag (check-box). It’s used for searching all passengers for one particular voyage [CHUI interface has a special menu item (“Passengers by voyage”) for that]. This flag is very useful when intensively working with passengers of one voyage (some kind of check-in). In order to use this flag correctly you must enter the first (“from”) date, both of the ports fields and mark “*Passenger List*” check-box. After that the results list switches to the passenger names mode. Passengers with incomplete information (without key information, required in the passenger list) are shown in red color.

You should remember, that at the time, when you are calling the search dialog, system provides a booking save check, because it is very probable, that you may load another booking to the place of the current one.

To make search as fast as possible one of the fields holds the number of returned results. It defaults to 50 results. It is good enough for almost all queries. You can, indeed, increase this value, but it may take much more time to get results on slow Internet connections.

### 3.3 Bookings -> Check-in - passengers check-in

Check-in window has one big list for passenger, two parameter fields and a small browse for the voyage list “*Ferry line*” field is used for the ferry line abbreviation entry (like in the booking window). After entering the “*Departure date*” - the list of voyages beginning from this date appears in the right browse list. Then you may choose the exact voyage from this list. The list of passengers of that voyage appears in the big list below.

Passengers with incomplete information (without key information, required in the passenger list) are shown in red color (same as in the search dialog). If you want to change or add some passenger information - just press the “Enter” key. You’ll get a simplified passenger information dialog, where fields in red color will show what information is still required.

All passengers by default have empty boarding status (“*Boarded*” column). To change boarding status you should press (“F3”) key or push <Change boarding status> button.

During process of check-in some booking and their status may intensively change, so to get the latest list of passengers to be boarded, you must refresh the list from time to time. You can do this by pressing “F5” key or “<Refresh>” button.

### 3.4 Other “TROLIS” system functions

All remaining “TROLIS” system functions includes registry maintainance (“*Registries*” menu), report generation (“*Reports*” menu) and system administration (“*System*” menu). The database management of “TROLIS” system, system administration tasks and system setup will be more closely discovered in the “*TROLIS System administration guide*”.

**Check-in for voyage**

Ferry Line:  Departure Date:

Shp	Depart.Date	Time
KAU	1999/08/02	24:00
VIL	1999/08/04	24:00
KAU	1999/08/05	24:00
VIL	1999/08/07	24:00

Passenger Name	Sex	Nat	Boarded	Cat	X	Cabn	CAR	BS	Agent	BookCode
FISCHER SIEGFRIED	MA	CA	Boarded	6		2037		T	krliet	135505
FLECKEN HELGARD	A	DE	Boarded	3		2004		T	krantas	127816
FLECKEN RONALD	A	DE	Boarded	3		2004		T	krantas	127816
GLEISBERG EKKEHARD	MA	DE	Boarded	3		2011		T	krantas	129720
GLEISBERG MONIKA	FA	DE	Boarded	3		2011		T	krantas	129720
HARTUNG LORETE	FA	CH	Boarded	3		2012		B	krantas	130199
HARTUNG MARIANE	FA	CH	Boarded	3		2013		B	krantas	130199
HARTUNG MARKUS	MA	CH	Boarded	3		2013	CAR	B	krantas	130199
HEINS HINRICH	MA	DE	Boarded	3		2052		T	litaship	135614
HIRSCHER ANTON	MA	DE	Boarded	3		2007		T	krantas	127816
HIRSCHER ERNTS	MA	DE	Boarded	3		2007		T	krantas	127816
HOFFMAN DOROTHEA	FA	DE	Boarded	3		1008		T	krantas	127685
HOLZ-FAY KATHE	FA	DE	Boarded	3		1007		T	krantas	127685
IDSELIES ELVIRA	FA	DE	Boarded	3		2053		T	litaship	135614
IDSELIES HELMUT	MA	DE	Boarded	3		2054		T	litaship	135614
IDSELIES HORST	MA	DE	Boarded	3		2053		T	litaship	135614
ISERNHAGEN HEINRICH	MA	DE	Boarded	3		1001		T	krantas	127685

Figure 3.6: Check-in window

# Chapter 4

## Conclusion

### 4.1 Potentials of TROLIS

At this moment TROLIS system is still in the active development stage, so you can expect, that new modules and features will be coming. For example - Internet booking is still waiting for it's implementation, as well as invoicing and the direct connection to the accounting systems.

Reservation system kernel itself is implemented so, that it is possible to call it from any other system and any programming language and interface. So, it is possible to easy integrate bookings into any another system.

All questions about the system and any suggestions are welcome to the following e-mail address:

`vladas@prodata.lt`.

### 4.2 About Authors

TROLIS system is created by the "PRODATA" and, in particular, by it's owner Vladas Saulis. All distribution and support rights are reserved for the "PRODATA". System was developed in 1999. RDBMS PROGRESS V8.3 (<http://www.progress.com>) had used for the development.

Hers is a complete address and other necessary information for contacts:

PE "PRODATA"

Debreceno 35-8

Klaipeda, LT-5810

LITHUANIA

tel. +370 6 341423, mob. +370 86 76486

e-mail: `vladas@prodata.lt`

Web: <http://www.prodata.lt/trolis>

### 4.3 System documentation

"TROLIS" user's guide is developed by use of  $\LaTeX$  typesetting system and the Linux OS. Adobe PDF document converted with Pdf $\LaTeX$  module. HTML version is generated using latex2html

---

and transferred to the following Web page

<http://www.prodata.lt/trolis/eng> .

This documentation of the “TROLIS” system tries to follow all modifications of the system and will be updated, when necessary. All comments on the content, design and errors (typos, spelling and style) shall be sent to the addresses above.

August 20, 2000  
PE “PRODATA”

*Edited with L<sup>A</sup>T<sub>E</sub>X and L<sup>Y</sup>X typesetting system*