

How to: Check Capacity Availability for a Walk-Up Booking

To see correct information on the Availability Screen, please find a guide here: [How to: Setup your Ava... | BookStack](#)

OR ask for your team or the IT Team to assist.

First you will need to be familiar with the Product Codes used within CustomLinc.

We have two types of journeys:

- Single Journeys e.g. Belgrave to Lakeside OR Lakeside to Belgrave
- Return Journeys e.g. Belgrave to Lakeside to Belgrave

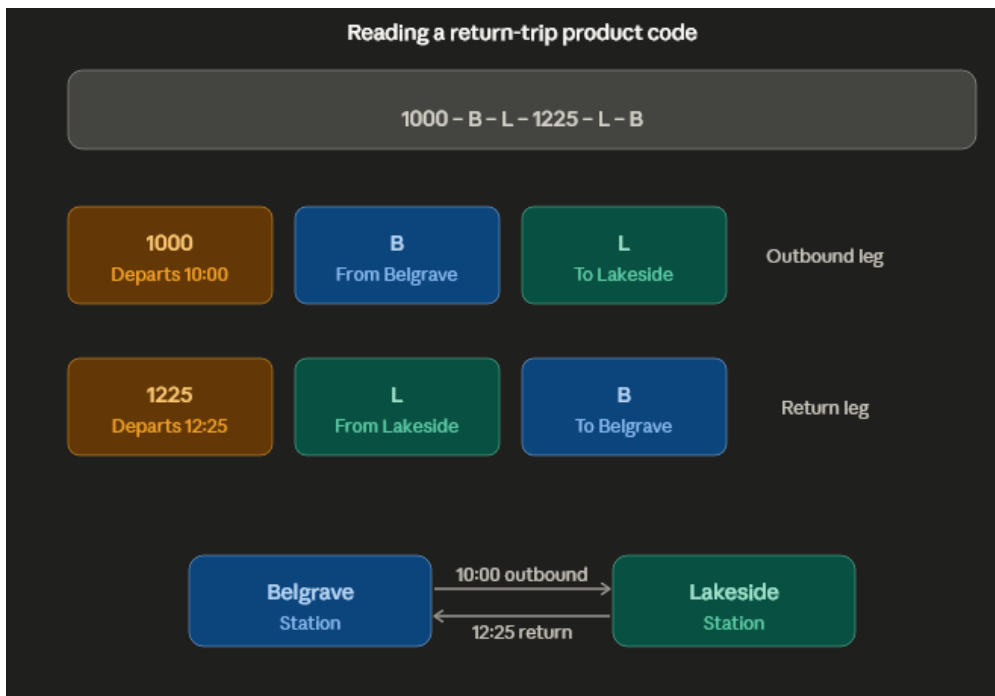
These are our location codes.

- B = Belgrave
- M = Menzies
- N = Nobelius Packing Shed
- L = Lakeside
- G = Gembrook

Our Product Codes work as **Departure Time - Depart Location - Arrival Location - Departure Time - Depart Location - Arrival Location**

For example, a 10AM Belgrave to Lakeside Return is 1000-B-L-1225-L-B

A 10am Belgrave to Lakeside Single is 1000-B-L



1. Select Sightseeing > Availability. It should default to current date, but you can adjust the dates in the top left if needed.

The screenshot shows a software interface with a navigation menu on the left. The 'Availability' option is highlighted in blue. The main area displays a table with the following data:

	Fr 26 Jun	Sa 27 Jun	Su 28 Jun	Mo 29 Jun
Duffing Billy v2				
1000B-L 1225L-B - 10:00 Bel-Lak 12:25 Lak-Bel	318/0	318/0	317/1	318/0
- 1000-B-L-1225-L-B - 10:00 Belgrave to Lakeside - 12:25 Lakeside to Belgrave	137/0	114/0	106/1	89/0
- 1000-B-L - 10:00 Belgrave to Lakeside	181/0	199/5	211/1	229/0
- 1225-L-B - 12:25 Lakeside to Belgrave	163/18	204/0	211/1	229/0
1000B-M 1135M-B - 10:00 Bel-Men 11:35 Men-Bel				
- 1000-B-M-1135-M-B - 10:00 Belgrave to Menzies Cree...				
- 1000-B-M - 10:00 Belgrave to Menzies Creek				
- 1135-M-B - 11:35 Menzies Creek to Belgrave				
1100B-G 1505G-B - 11:00 Bel-Lak-Gem 15:05 Gem-Lak-Gem				
- 1100-B-G-1505-G-B - 11:00 Belgrave to Gembrook - ...	0/0	0/0	0/0	0/0
- 1100-B-L - 11:00 Belgrave to Lakeside				
- 1100-B-L-1600-L-B - 11:00 Belgrave to Lakeside - 16:00 Lakeside to Belgrave				
- 1235-L-G - 12:35 Lakeside to Gembrook				
- 1235-L-G-1505-G-L - 12:35 Lakeside to Gembrook 15:05 Gembrook to Lakeside				
- 1505-G-L - 15:05 Gembrook to Lakeside				
- 1600-L-B - 16:00 Lakeside to Belgrave				
1100B-L 1415L-B - 11:00 Bel-Lak 14:15 Lak-Bel				
- 1100-B-L-1415-L-B - 11:00 Belgrave to Lakeside - 14:15 Lakeside to Belgrave				
- 1100-B-L - 11:00 Belgrave to Lakeside				
- 1415-L-B - 14:15 Lakeside to Belgrave				
1230B-L 1520L-B - 12:30 Bel-Lak 15:20 Lak-Bel				
- 1230-B-L-1520-L-B - 12:30 Belgrave to Lakeside - 15:20 Lakeside to Belgrave				
- 1230-B-L - 12:30 Belgrave to Lakeside				

2. Confirm which product you are after.

	Tu 01 Sep	We 02 Sep	Th 03 Sep
Puffing Billy v2			
0830B-L 1230L-B - 8:30 Bel-Lak 12:30 Lak-Bel			
0850B-L 1100L-B - 8:50 Bel-Lak 11:00 Lak-Bel			
0910B-L 1205L-B - 9:10 Bel-Lak 12:05 Lak-Bel			
1000B-L 1225L-B - 10:00 Bel-Lak 12:25 Lak-Bel	167/83	207/43	
- 1000-B-L-1225-L-B - 10:00 Belgrave to Lakeside - 12:...	23/27	10/40	
- 1000-B-L - 10:00 Belgrave to Lakeside	75/152	82/158	
- 1225-L-B - 12:25 Lakeside to Belgrave	144/83	197/43	

3. Your focus will be mainly on the second number. i.e. 23/27 on the return prodct means there is 23 bookings, and 27 available tickets.

Reading the schedule output

Filter	Tu 01 Sep	We 02 Sep	Th 03 Sep
Puffing Billy v2			
0830B-L 1230L-B - 8:30 Bel-Lak 12:30 Lak-Bel			
0850B-L 1100L-B - 8:50 Bel-Lak 11:00 Lak-Bel			
0910B-L 1205L-B - 9:10 Bel-Lak 12:05 Lak-Bel			
1000B-L 1225L-B - 10:00 Bel-Lak 12:25 Lak-Bel	167/83	207/43	157/93
- 1000-B-L-1225-L-B - 10:00 Belgrave to Lakeside - 12:...	23/27	10/40	13/37
- 1000-B-L - 10:00 Belgrave to Lakeside	75/152	82/158	75/162
- 1225-L-B - 12:25 Lakeside to Belgrave	144/83	197/43	144/93

Date columns

Each column = one operating day. Numbers show that day's booking status for the service.

Manifest row

Shows max booked / min available for a single leg. Mostly can be ignored for this purpose.

Combined return product

1000-B-L-1225-L-B = book both legs together. 23 booked, 27 seats still available.

Down product only

1000-B-L = 10:00 Belgrave to Lakeside, one way. 75/152 = 75 booked, 152 available.

Up product only

1225-L-B = 12:25 Lakeside to Belgrave, one way. 144/83 = 144 booked, 83 available.

The X/Y format

X = passengers already booked

Y = seats still available (capacity left)

e.g. 23/27 → 23 on board, 27 spare

Revision #5

Created 2026-06-24 07:10:43 UTC by Dylan Healey

Updated 2026-06-24 07:55:18 UTC by Dylan Healey