

How to: Make a Booking for a Walk-Up

1. Go to **Sightseing > Manifest**
2. **Right click** the **Manifest** you would like to book a product for. (The manifest will have **Green Text**)

In this example we will make a booking for the 14:15 Bel - Lak with a 16:40 Lak - Bel Return.

3. Go to **Make Booking**, click on the product you wish to sell.

The screenshot shows the CustomLine Desktop interface. On the left is a navigation menu with categories like Sightseeing, Express, Charter, and Rostering. The main area displays a manifest for 'Puffing Billy v2' on Tuesday, 28/07/2026. A right-click context menu is open over the 14:15 Bel-Lak manifest entry, with 'Make Booking' selected. The manifest table includes columns for Code, Description, Depart, Max, Tot, Ava, Can, Yield, and Status. Below the manifest, there is a summary table for the selected booking.

Code	Description	Depart	Max	Tot	Ava	Can	Yield	Status
Puffing Billy v2								
1000B-L 1	10:00 Bel-Lak 12:25 Lak-Bel		262	262	0	11	100%	
	10:00 Belgrave - Lakeside		262	262	0	11		
	12:25 Lakeside - Belgrave		262	261	1	1		
1100B-L 1	11:00 Bel-Lak 14:15 Lak-Bel		262	262	0	40	100%	
	11:00 Belgrave - Lakeside		262	262	0	9		
	14:15 Lakeside - Belgrave		262	258	4	40		
1415B-L 1	14:15 Bel-Lak 16:15 Lak-Bel		262	262	0	44	100%	
	14:15 Belgrave - Lakeside		262	262	0	3		
	16:15 Lakeside - Belgrave		253	9	44			

	Max	Pax	Av
Belgrave to Lakeside	262	133	0
Belgrave to Lakeside - 16:15 Lakeside to Belgrave	262	129	0

4. Fill in **Party Name**, Select **Walk Up** in Channel and input the **fares** you would like to sell.

CustomLine Desktop

POS Add Search Contacts Members Calendar Menu Reports Settings Calendar Search Booking Manifests Booking List Lock

Search

Quick Links

- Sightseeing
- Schedule
- Availability
- Check-in
- Booking 1
- Booking 2
- Pickups
- Manifests
- Express
- Services
- Loadings
- Check-in
- Booking 1
- Booking 2
- Accommodation
- Charter
- Quote
- Movements
- Booking 1
- Booking 2
- Rates
- Rostering
- Rental

Details

Product * 1415-B-L - 14:15 Belgrave to Lakeside

Departing Tue * 28/07/2026 14:15 0 Seat Avail

Returning Tue * 28/07/2026 15:10

Party Name * TEST

Email

Mobile Phone # Phone #

Agent Direct Booking - Australian Dollar

Sub Agent

Name / Ref

Pickup Point * Belgrave Station @ 14:15 - 1 OLD MOI

Status * Confirmed

Channel * Walk Up Party Ref

Source Booking Ref

Country / State Postcode

Notes

Private Notes

Additional Information

Description

Description	Qty	Broch (pp)	Brochure
Adults	1	\$51.50	\$51.50
Aust Conc. Cards	1	\$41.50	\$41.50
Children (4-15yrs)		\$26.00	
Toddlers (1-3yrs)		\$16.50	
Infants (Under 1yr)		\$0.00	
Tour Guides		\$51.50	
Booking Total			\$51.50
Balance Owing			

Receipt Promotions Options Special Prices

Date Pax Description

Date/Time	Subject	From	To	Reason	Type	Method
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5. Click **Update** in the bottom right.

CustomLine Desktop

Contacts Members Calendar Menu Reports Settings Calendar Search Booking Manifests Booking List Lock Dyla

Details

Product * 1415-B-L - 14:15 Belgrave to Lakeside

Departing Tue * 28/07/2026 14:15 0 Seat Avail

Returning Tue * 28/07/2026 15:10

Party Name * TEST

Email

Mobile Phone # Phone #

Agent Direct Booking - Australian Dollar

Sub Agent

Name / Ref

Pickup Point * Belgrave Station @ 14:15 - 1 OLD MOI

Status * Confirmed

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Private Notes

Additional Information

Description

Description	Qty	Broch (pp)	Brochure	Price
Adults	1	\$51.50	\$51.50	
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Children (4-15yrs)		\$26.00		
Toddlers (1-3yrs)		\$16.50		
Infants (Under 1yr)		\$0.00		
Tour Guides		\$51.50		
Booking Total				\$93.00
Balance Owing				

Receipt Promotions Options Special Prices

Date Pax Description

Date/Time	Subject	From	To	Reason	Type	Method
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Send... Changes Ticket to Printer Update Cancel

6. Click Receipt

ne #

Phone #

Direct Booking - Australian Dollar

it *

Belgrave Station @ 14:15 - 1 OLD MOI

Confirmed

Walk Up

Party Ref

809227

Booking Ref

187459

State

Postcode

Total Sales Tax - GST (10.00%)

Total Payable ex Sales Tax (10.00%)

Receipt

Promotions

Options

Special Prices

Date

Pickup

Pax

Description

Sat 19 Sep 2026

14:15

2

1415-B-L - 14:15 Belgrave to Lakeside [187459]

Partv Total

Date/Time

Subject

From

To

Reason

Notes

al Information

28 Jul 2026 at 10:05

Dylan Healey

Travel

53

10.00%

Conventional Product

7. Click the Payment Type dropdown and Select **Visa** or **Mastercard**.

It does not matter which one you choose.

Receipt Booking # 185233

Receipt Details					
Balance Owing	118.50				
New Balance Owing	118.50				
Price Adjustment	0.00				
<table border="1"> <tr> <td>1</td> <td>Adult</td> </tr> <tr> <td>1</td> <td>Australian Concession Card</td> </tr> </table>		1	Adult	1	Australian Concession Card
1	Adult				
1	Australian Concession Card				
Cash					
Rounded To					
Amount Tendered					
Change					
Payment Type	MasterCard				
Amount	VISA				
☒ Process on Pinpad					
Other Receipt Type					
Amount	Ref #				

Receipt All

Split Pax >>

Print Receipt

Print Ticket

Set as Conf...

Auto Fill

OK

Cancel

8. Double left click the amount, it will autot fill with the total balance owing.

Receipt Booking # 185233

Receipt Details					
Balance Owing	118.50				
New Balance Owing	118.50				
Price Adjustment	0.00				
<table border="1"> <tr> <td>1</td> <td>Adult</td> </tr> <tr> <td>1</td> <td>Australian Concession Card</td> </tr> </table>		1	Adult	1	Australian Concession Card
1	Adult				
1	Australian Concession Card				
Cash					
Rounded To					
Amount Tendered					
Change					
Payment Type	MasterCard				
Amount	☐ Process through Gateway ☒ Process on Pinpad				
Other Receipt Type					
Amount	Ref #				

Receipt All

Split Pax >>

Print Receipt

Print Ticket

Set as Conf...

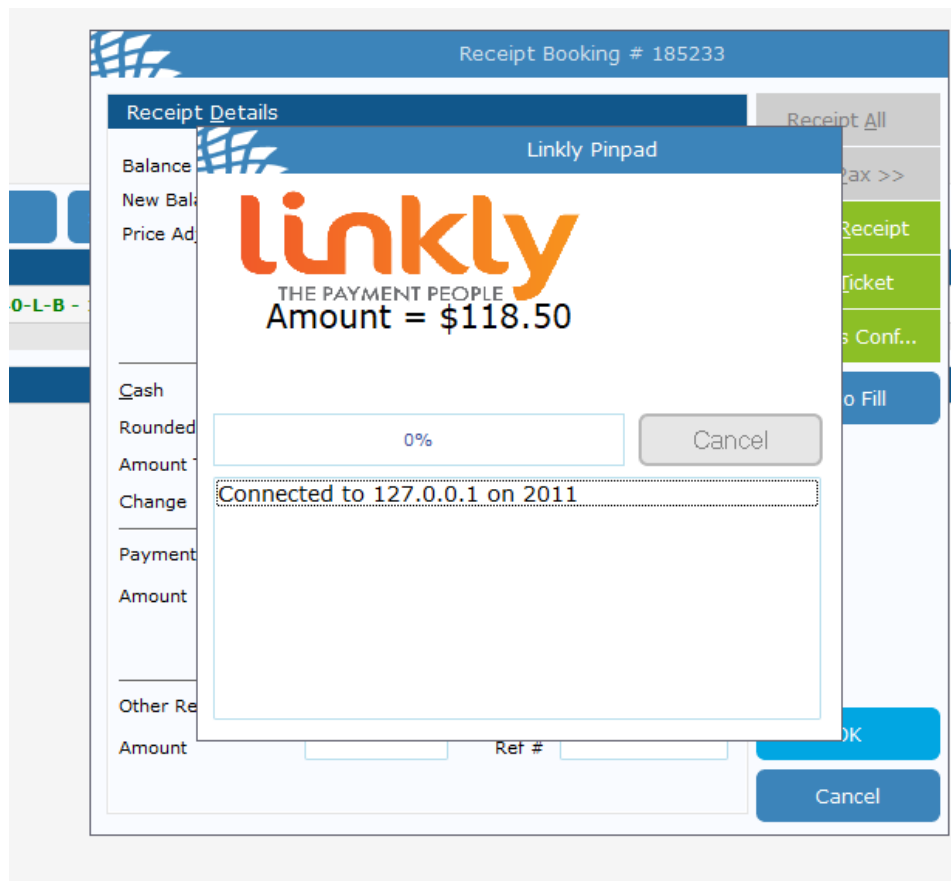
Auto Fill

OK

Cancel

9. Click Ok, then finish the transaction on the EFTPOS machine.

It may take 20-30 seconds the first time of the day to logon.



10. Once complete, it should auto exit out. Then you can press Ticket to Printer as normal.

Revision #3

Created 2026-07-20 03:49:14 UTC by Dylan Healey

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