

# How to: Make a booking with Quick Ticket (POS)

The workstation you are trying to do this from needs to be setup to sell tickets via 'Quick Ticket' if the POS option in step 1 is not visible. Please contact IT and request for access.

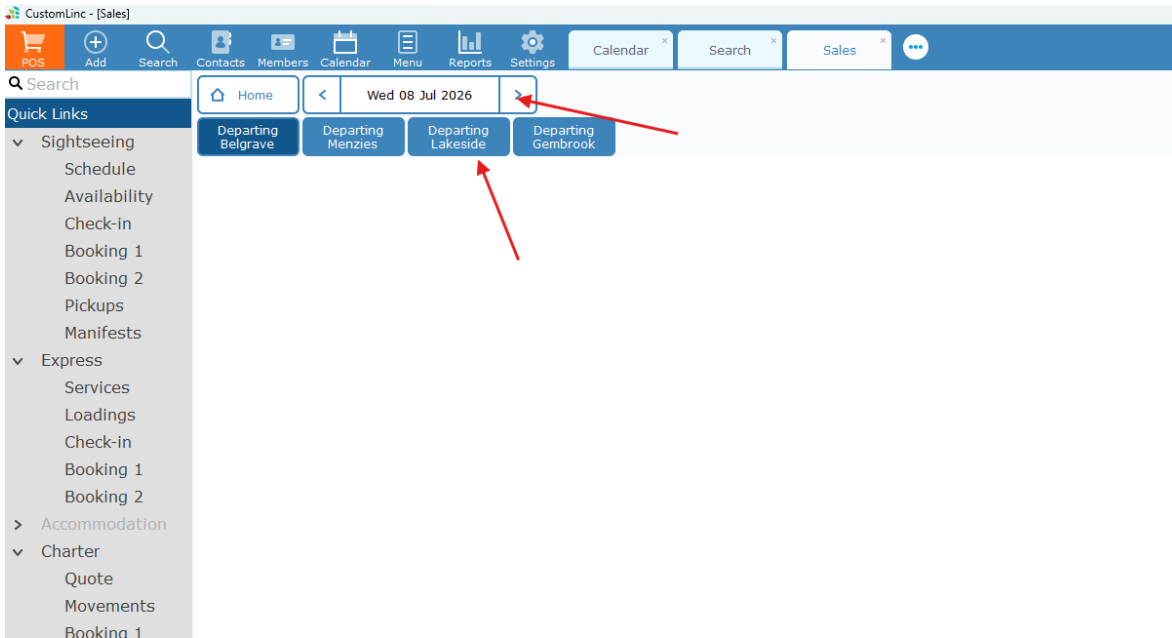
**Currently the booking made will not receive a Carriage Allocation. Please confirm there is room on a carriage prior to booking.**

1. Open CustomLinc and click POS in the top left.

The screenshot shows the CustomLinc Express Schedule interface. The top navigation bar includes 'POS', 'Add', 'Search', 'Contacts', 'Members', 'Calendar', 'Menu', 'Reports', 'Settings', 'Calendar', 'Daily Banking', 'Express Schedule', 'Search', 'Contacts', 'Schedule', 'Availability', 'Booking Status Messages', and '181405 CHI HARU SA'. The main area displays a calendar for the week of 09/07/2026 with a table of train services. A red arrow points to the 'POS' button in the top left corner.

Service	Dep	Th 09 Jul	Fr 10 Jul	Sa 11 Jul	Su 12 Jul	Mo 13 Jul	Tu 14 Jul	We 15 Jul	Th 16 Jul	Fr 17 Jul	Sa 18 Jul	Su 19 Jul	Mo 20 Jul	Tu 21 Jul	We 22 Jul	Th 23 Jul	Fr 24 Jul
<b>Puffing Billy v2</b>																	
10:00 BEL_LAK - DOWN: ...	10:00	317/0	320/0	317/0	318/0	319/0	315/0	307/0	319/0	319/0	316/0	320/0	261/0	262/0	262/0	262/0	262/0
10:00 BEL_MNZ - DOWN: ...																	202/0
11:00 BEL_GMB - DOWN: ...	11:00																189/0
11:00 BEL_LAK - DOWN: ...	11:00											264/0	262/0	262/0		200/0	
11:35 MNZ_BEL - UPI Ge...																	204/0
12:25 LAK_BEL - UPI Ge...	12:25	318/0	320/0	320/0	317/0	318/0	318/0	318/0	317/0	320/0	319/0	317/0	262/0	262/0	263/0	261/0	262/0
12:30 BEL_LAK - DOWN: ...	12:30																262/0
14:15 BEL_LAK - DOWN: ...	14:15	317/0	322/0	318/0	318/0	318/0	318/0	317/0	318/0	319/0	318/0	318/0	264/0	262/0	263/0	261/0	261/0
14:15 LAK_BEL - UPI Ge...	14:15												262/0	262/0	246/0	262/0	
15:05 GEM_BEL - UPI Ge...	15:05																190/0
15:20 LAK_BEL - UPI Ge...	15:20																262/0
16:15 LAK_BEL - UPI Ge...	16:15												243/0	198/0	237/0	265/0	
16:40 LAK_BEL - UPI Ge...	16:40	319/0	322/0	294/0	318/0	318/0	235/0	298/0	305/0	266/0	288/0	284/0					262/0
18:00 TOL - DOWN: Belg...	18:00	264/0	263/0	261/0	262/0	262/0	261/0	263/0	260/0	262/0	262/0	263/0					

2. Select the Date and the Departing Location



3. here you'll see the Type of Journey, The available seats & the fares available.

Quick Links	Home	<	Sat 12 Sep 2026	>	Departing Belgrave	Departing Menzies	Departing Lakeside	Departing Gembrook					
Sightseeing					08:30 Belgrave to Lakeside - 12:30 08:30 to 13:25 229 places available	Adult \$66	Concession \$52.50	Child \$33	Toddler \$25	Infant \$0	Family (2A 2C) \$165		
Express					11:00 Belgrave to Lakeside 11:00 to 14:55 93 places available	Adult \$51.50	Concession \$41.50	Child \$26	Toddler \$16.50	Infant \$0			
Charter					12:30 Belgrave to Lakeside 12:30 to 13:35 245 places available	Adult \$51.50	Concession \$41.50	Child \$26	Toddler \$16.50	Infant \$0			
					12:30 Belgrave to Lakeside - 15:20 12:30 to 16:12 45 places available	Adult \$66	Concession \$52.50	Child \$33	Toddler \$25	Infant \$0	Family (2A 2C) \$165		
					10:00 Belgrave to Menzies Creek 10:00 to 10:25 138 places available	Adult \$39	Concession \$31	Child \$20.50	Toddler \$12.50	Infant \$0			
					14:15 Belgrave to Lakeside 14:15 to 15:10 242 places available	Adult \$51.50	Concession \$41.50	Child \$26	Toddler \$16.50	Infant \$0			
					10:00 Belgrave to Menzies Creek - 10:00 to 11:30 138 places available	Adult \$43.50	Concession \$35	Child \$22	Toddler \$16.50	Infant \$0	Family (2A 2C) \$108		
					14:15 Belgrave to Lakeside - 16:35 14:15 to 17:25 242 places available	Adult \$66	Concession \$52.50	Child \$33	Toddler \$25	Infant \$0	Family (2A 2C) \$165		
					11:00 Belgrave to Gembrook - 14:15 11:00 to 16:50 139 places available	Adult \$84.50	Concession \$68	Child \$42	Toddler \$32	Infant \$0	Family (2A 2C) \$212		
					11:00 Belgrave to Lakeside - 15:50 11:00 to 16:50 93 places available	Adult \$66	Concession \$52.50	Child \$33	Toddler \$25	Infant \$0	Family (2A 2C) \$165		

Currently

Return products are coloured Light Blue

Single Way products are coloured Green

4. Click on the appropriate fare(s) for the product. You will see it populate the fares on the far-right side.

The screenshot shows the 'CustomLine - [Sales]' interface. The main area displays a list of bookings with columns for Departing location, Time, Adult price, Concession, Child price, Toddler price, Infant price, and Family price. The right-hand side features a summary panel with a 'Total' amount and buttons for 'Edit Party', 'Promotions', 'Options', 'Cash', 'Card', and 'Other'. A red arrow points to the 'Card' button.

Departing	Time	Adult	Concession	Child	Toddler	Infant	Family
Belgrave	08:30 to 12:30	\$66	\$52.50	\$33	\$25	\$0	Family (2A 2C) \$165
Belgrave to Lakeside	11:00 to 13:25	\$51.50	\$41.50	\$26	\$16.50	\$0	
Belgrave to Lakeside	12:30 to 15:25	\$51.50	\$41.50	\$26	\$16.50	\$0	
Belgrave to Lakeside	12:30 to 15:25	\$66	\$52.50	\$33	\$25	\$0	Family (2A 2C) \$165
Belgrave to Menzies Creek	10:00 to 10:25	\$39	\$31	\$20.50	\$12.50	\$0	
Belgrave to Lakeside	14:15 to 15:10	\$51.50	\$41.50	\$26	\$16.50	\$0	
Belgrave to Menzies Creek	10:00 to 11:30	\$43.50	\$35	\$22	\$16.50	\$0	Family (2A 2C) \$108
Belgrave to Lakeside	14:15 to 16:30	\$66	\$52.50	\$33	\$25	\$0	Family (2A 2C) \$165
Belgrave to Gembrook	11:00 to 14:50	\$84.50	\$68	\$42	\$32	\$0	Family (2A 2C) \$212
Belgrave to Lakeside	11:00 to 16:50	\$66	\$52.50	\$33	\$25	\$0	Family (2A 2C) \$165

5. Click **Card** in the bottom right.

This screenshot is identical to the one above, showing the 'CustomLine - [Sales]' interface. The main area displays a list of bookings with columns for Departing location, Time, Adult price, Concession, Child price, Toddler price, Infant price, and Family price. The right-hand side features a summary panel with a 'Total' amount and buttons for 'Edit Party', 'Promotions', 'Options', 'Cash', 'Card', and 'Other'. A red arrow points to the 'Card' button.

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6. Select **Walk Up** for the Channel & Source. Click **OK**.

7. Select Payment Type - **EFTPOS - Integrated** and confirm that Process on Pindpad is selected and click **OK**

8. The connected EFTPOS terminal should now prompt for payment. Complete payment.

9. Once completed a tax receipt & appropriate tickets will automatically print - **The ticket will NOT have a seating allocation on it.**
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Revision #3

Created 2026-07-08 05:01:44 UTC by Dylan Healey

Updated 2026-07-08 23:57:13 UTC by Dylan Healey