

Capacity Management

Operational guides for managing Belgrave-Gembrook services in CustomLinc.

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- [Adjusting the Train Capacity \(Manifest\)](#)
- [Adjusting the Belgrave-Gembrook Return Allocation](#)

Capacity Overview & Quick Reference

Key Concepts: Manifests and Legs

In CustomLinc, a **manifest** represents the overall service (e.g. the 11:00 Bel-Lak-Gem / 15:05 Gem-Lak-Bel service). It appears as a **green highlighted row** in the Manifests view. Within each manifest, individual **legs** represent each segment of that journey — for example, Belgrave to Lakeside, or Lakeside to Gembrook. Legs appear as indented grey rows beneath the manifest.

1100B-G 1	11:00 Bel-Lak-Gem 15:05 Gem-Lak-Bel		176		176	0/56	0%
11:00	Belgrave - Lakeside		176		176		
12:35	Lakeside - Gembrook		176		176		
15:05	Gembrook - Lakeside		176		176		
16:00	Lakeside - Belgrave		176		176		
11:00	Belgrave - Gembrook Allocation (Return)		56		56	0/56	

Changing capacity at the *manifest level* flows down and updates the relevant legs automatically. However, the **Belgrave - Gembrook Allocation (Return)** leg is a special product and must be adjusted separately using a different procedure.

Quick Reference Guide

What you want to change	Where to right-click	Key settings	Extra step?
All Return service (Excl. Bel-Gmb) or single-journey capacity	Green manifest row	Set max Pax to...	No — legs update automatically
Belgrave-Gembrook Return capacity (typically 56)	Belgrave - Gembrook Allocation (Return) leg row	Set max Pax to... and Set Allocation on Allocation Groups	Yes — set Allocation Group to match

Maintenance Notes

- Review and update capacities whenever rolling stock or service configurations change.
- Always verify leg capacity figures after making changes to confirm they have applied correctly.

Adjusting the Train Capacity (Manifest)

Overview

Use this procedure to change the capacity for general and single-journey passengers. This affects the four main legs: Belgrave–Lakeside, Lakeside–Gembrook, Gembrook–Lakeside, and Lakeside–Belgrave.

< Wed 01/07/2026 > Vessel/Vehicle: All These are not Today's Manifests

Manifest Filter

Code	Description	Depart	Max	Tot	Ava	Can	Yield	Status
1000B-L 1	10:00 Bel-Lak 12:25 Lak-Bel		258	69	189	4	27%	
10:00	Belgrave - Lakeside		258	69	189	4		
12:25	Lakeside - Belgrave		258	69	189	4		
1100B-G 1	11:00 Bel-Lak-Gem 15:05 Gem-Lak-Bel							No Departure
11:00	Belgrave - Lakeside							
12:35	Lakeside - Gembrook							
15:05	Gembrook - Lakeside							
16:00	Lakeside - Belgrave							
11:00	Belgrave - Gembrook Allocation (Return)							
1415B-L 1	14:15 Bel-Lak 16:15 Lak-Bel							
14:15	Belgrave - Lakeside							
16:15	Lakeside - Belgrave							
1415B-L 1	14:15 Bel-Lak 16:40 Lak-Bel		250	50	200		20%	
14:15	Belgrave - Lakeside		250	50	200			
16:40	Lakeside - Belgrave		250	50	200			

Do not manually edit these individual legs — changing the manifest will update them automatically.

Steps

1. In CustomLinc, navigate to **Sightseeing > Manifests**.
2. Locate the relevant service. The manifest is the **green highlighted row** showing the full journey. Individual legs appear indented beneath it.
3. **Right-click** on the green manifest row.
4. Hover over **Stop Sell / Max Pax...** and select **This Manifest**.
5. In the dialog:
 - Set the **From** and **To** dates for the change, or use *Select Recurring Days...* to target specific days of the week.
 - Tick **Set max Pax to...** and enter the new capacity in the field to the right.
6. Click **Finish**.
7. Verify the change by reviewing the four leg rows beneath the manifest — their capacity figures should now reflect the updated value.

Important Notes

- Always right-click on the **green manifest row**, not an individual leg. Right-clicking a leg will only modify that single leg & will stop that leg getting updated max capacities via the manifest.

Belgrave – Gembrook Return Management

Adjusting the Belgrave-Gembrook Return allocation is a separate procedure. See [Adjusting the Belgrave-Gembrook Return Allocation](#).

Adjusting the Belgrave–Gembrook Return Allocation

Overview

Use this procedure to change the capacity for the **Belgrave - Gembrook Allocation (Return)** product — the full return journey product, typically set to 56 seats. This procedure includes an extra step: you must also update the Allocation Group to match the new value, otherwise the seat reservation will be out of sync.

How Capacity is Structured

Each leg on a Belgrave–Gembrook service has a total capacity of **176 passengers**, made up of two components:

Component	Capacity	Notes
Bel - Lak & Lak - Gmb Return / single-journey passengers	120	Covers Bel-Lak, Lak-Gem, and return equivalents
Belgrave - Gembrook Allocation (Return)	56	Full return journey product; seats are reserved via Allocation Groups
Total per leg	176	

Note: The 56 Belgrave–Gembrook Return passengers are already counted within each leg's 176-seat capacity. Adjusting the Return allocation changes how many of those 176 seats are reserved for that product specifically.

Steps

1. In **Sightseeing > Manifests**, locate the relevant service and find the **Belgrave - Gembrook Allocation (Return)** row at the bottom of the manifest's legs.
2. **Right-click** on the *Belgrave - Gembrook Allocation (Return)* leg row.

Time	Origin - Destination	Capacity	Product
16:00	Lakeside - Belgrave	250	
11:00	Belgrave - Gembrook Allocation (Return)	56	
12:00-L 1	12:30 Bel-Lak 15:20 Lak-Bel	250	
12:30	Belgrave - Lakeside	250	
15:20	Lakeside - Belgrave	250	
14:15B-L 1	14:15 Bel-Lak 16:15 Lak-Bel	250	
14:15	Belgrave - Lakeside	250	
16:15	Lakeside - Belgrave	250	
14:15B-L 1	14:15 Bel-Lak 16:40 Lak-Bel	250	
14:15	Belgrave - Lakeside	250	
16:40	Lakeside - Belgrave	250	

3. Hover over **Stop Sell / Max Pax...** and select **This Manifest**.

4. In the dialog:

- Set the **From** and **To** date range, or use *Select Recurring Days...* as needed.
- Tick **Set max Pax to...** and enter the new capacity value.
- Tick **Set Allocation on Allocation Groups** — this is critical and must not be skipped.

Belgrave - Gembrook Allocation (Return)

Only the items selected will be modified across the specified Date Range.

Step 1

From: to 0 Departures

Or... [Select Recurring Days...](#)

I want to...

Change the Status to... Movement Status

Change status for all Products linked to this Manifest

Set max Pax to...

Stop Sell specific Products Release specific Products

Set the Max on specific SRVs **Set Allocation on Allocation Groups**

Set the Max on specific Options

Set the Max on specific Fare Classes

Notes Show on Bookings

<< Back Finish Cancel

5. Click **Finish**. The Allocation Groups screen will appear.

6. On the Allocation Groups screen, find **Belgrave to Gembrook Return** and set its **Allocation** value to the *same number* entered for max Pax in the previous step.

Please enter an Allocation for the Allocation Groups.

Allocation	Allocation Group
56	Belgrave to Gembrook Return
	Gembrook to Belgrave

<< Back Finish Cancel

7. Click **Finish** to save.

8. Does the entire train capacity need to be increased because of this?

If yes, please also adjust the manifest accordingly — see the *Adjusting the Main Manifest Capacity* guide.

An example of this would be an **extra** carriage being added to the carriage set specifically for Bel-Gmb.

Important Notes

- The "**Set Allocation on Allocation Groups**" checkbox must always be ticked when changing this leg. Skipping it will cause a mismatch between the max Pax limit and the reserved seat allocation, which may result in overbooking.
- Only update the **Belgrave to Gembrook Return** allocation group. Leave *Gembrook to Belgrave* blank unless specifically instructed otherwise.
- This leg's capacity does **not** change automatically when you adjust the main manifest — both procedures must be performed independently if both values need updating.