

CustomLinc Reporting

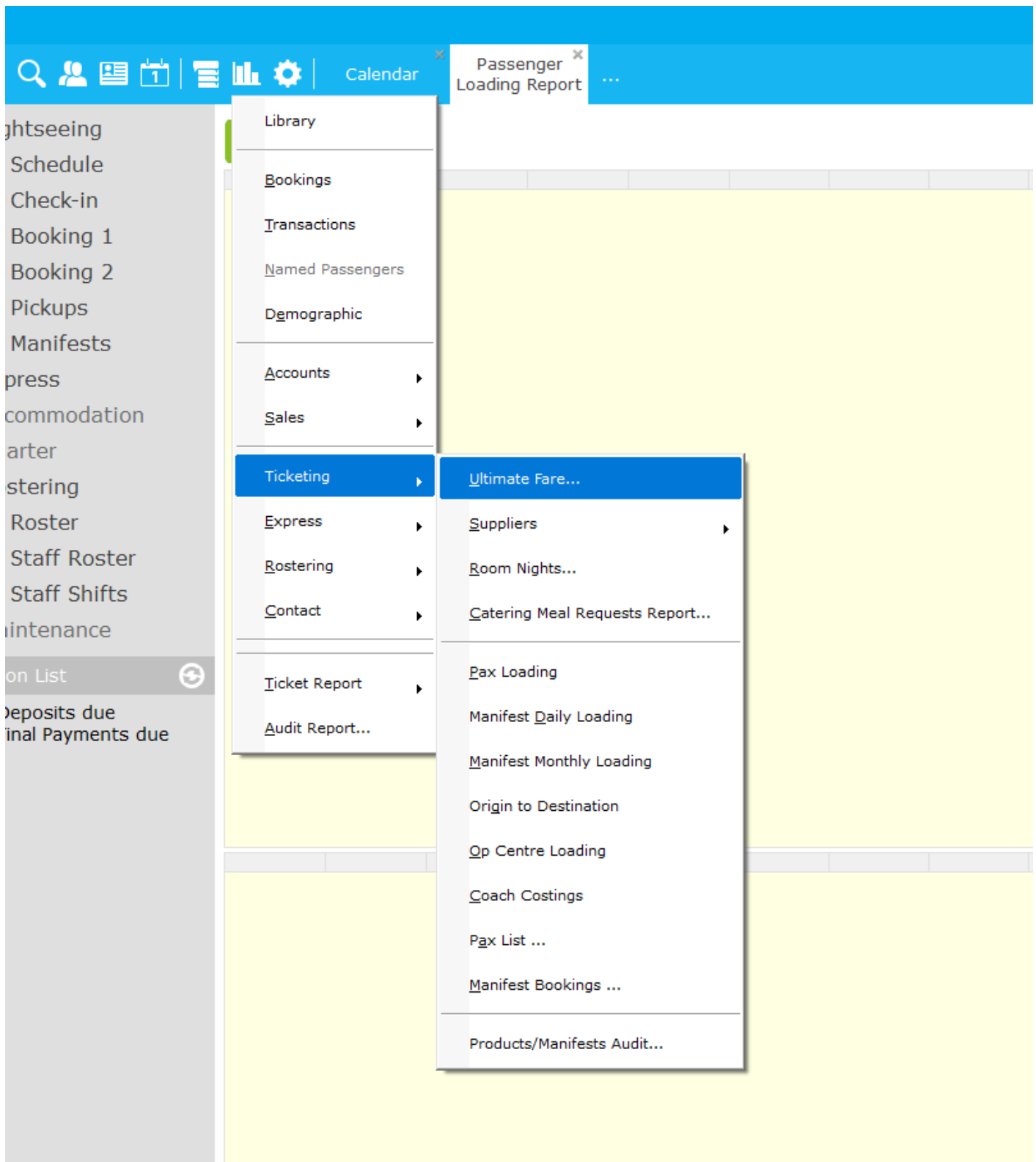
Everything Related to CustomLinc Reporting

- [Fare Report by Product](#)
- [How to run a Customlinc Report](#)
- [How To Run a Catering Report](#)

Fare Report by Product

This will provide a report which breaks down Product sales over a certain time period by product, fare type, add-ons, discounts, refunds and commissions.

Under Reports > Ticketing > Ultimate Fare



This is the dialog box you will be presented with. This date is based off travel date and not booking date.

You run the report on the product category, where you can narrow down to components, and specific products

Ultimate Fare Report

Scope

From Date

To Date

Report on

Booking Ref
☐ Create CSV file

Source of Business

Wholesaler

Display SRVs

Calculate SRVs

☒ Sightseeing
☐ Express
☐ Exclude Package Tours
☐ Exclude Package Component Tours

Run

Close

Or Report on Locations for Express

Location From

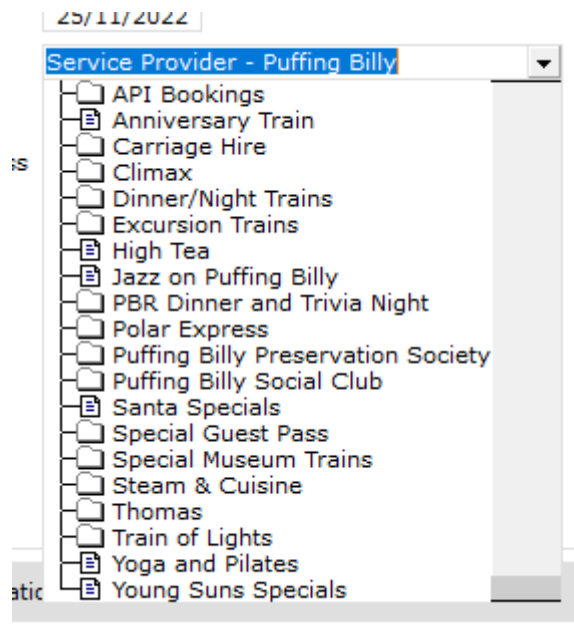
Location To

Type

Report Type

You can even choose by add-on product, like Grazing Boxes, and sightseeing products with the relevant mapped Express Service, if appropriate.

The screenshot shows a dropdown menu for 'Service Provider - Puffing Billy'. The menu is expanded, revealing a tree structure of services. The top-level item is 'Puffing Billy', which is expanded to show several sub-items, each with a folder icon and a document icon. The sub-items are: 'Climax Paradise Hotel dinner trai', 'CLIMAXPARADISE - Climax Pa', 'Film Night 30 July 2022', 'XSFILM - Film Night July 2022', 'DOWT at LVC Departing Lakeside', 'FT-09:30 - Day out with Thoma', 'DOWT at LVC Departing Lakeside', 'FT-11:30 - Day out with Thoma', 'DOWT at LVC Departing Lakeside', 'FT-13:30 - Day out with Thoma', 'Family Day to Castlemaine and M', 'GOLDFIELDS - Family Day to C', 'Grazing Boxes', 'FT-09:30 - Day out with Thoma', 'FT-11:30 - Day out with Thoma', 'FT-13:30 - Day out with Thoma', 'POLAR10:00 - THE POLAR EXP', and 'TOL - 6:00pm Lakeside depart'.



On issuing the report, you will see the breakdown of the selected products by pax and \$ figure.

Summary

Billable Fare (Gross for each Fare Type)

FOC - Adults Return (IV)
FOC - Children (IV)
PBR Staff member or volunteer AND Plus 1
Adults Polar Express
Children (4-15yrs) Polar Express
Infants under 1 year
Toddlers (1-3yrs) Polar Express
Billable Fare

Actual Fare (Net receipted for each Fare Type)

FOC - Adults Return (IV)
FOC - Children (IV)
PBR Staff member or volunteer AND Plus 1
Adults Polar Express
Children (4-15yrs) Polar Express
Infants under 1 year
Toddlers (1-3yrs) Polar Express
Actual Fare

Options

Grazing Box for 2
Grazing Box for 2 + Picnic Blanket

Total Options

Actual Fare after Commission Paid**Discounts**

20% Special Discount
Companion
Polar Express - 15 % discount for staff/volunteer

Total Discounts**Refunds**

Other
Passenger Cancelled

Total Refunds

NET FARE (Amount Received)**Option Costs**

Grazing Box for 2
Grazing Box for 2 + Picnic Blanket
Total Options

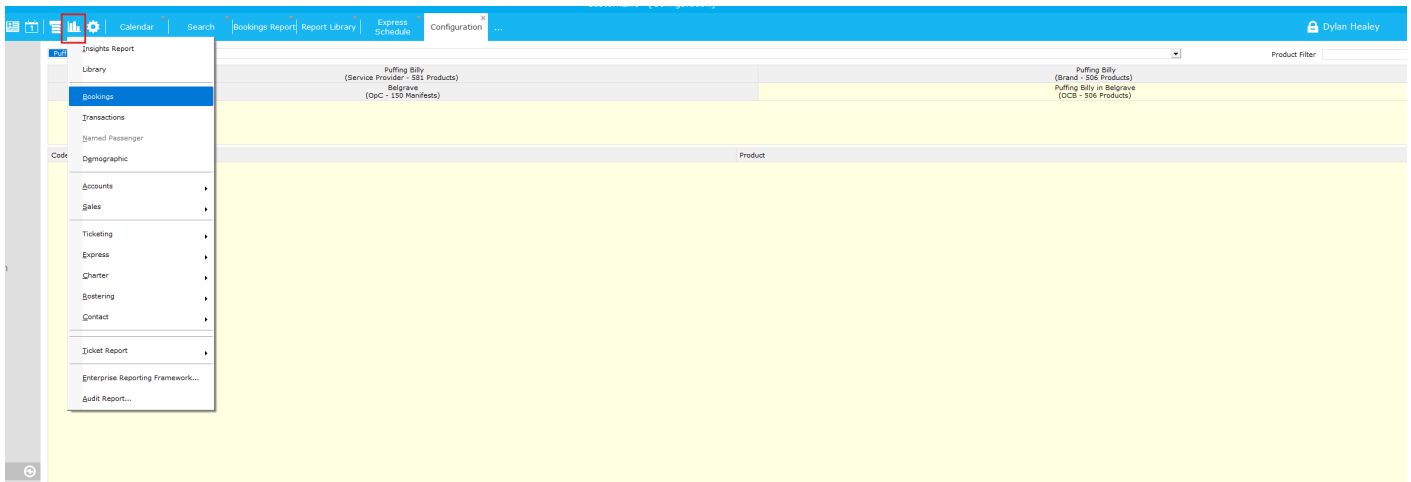
NET

This can then be printed out of CustomLinc into a PDF or CSV

How to run a Customlinc Report

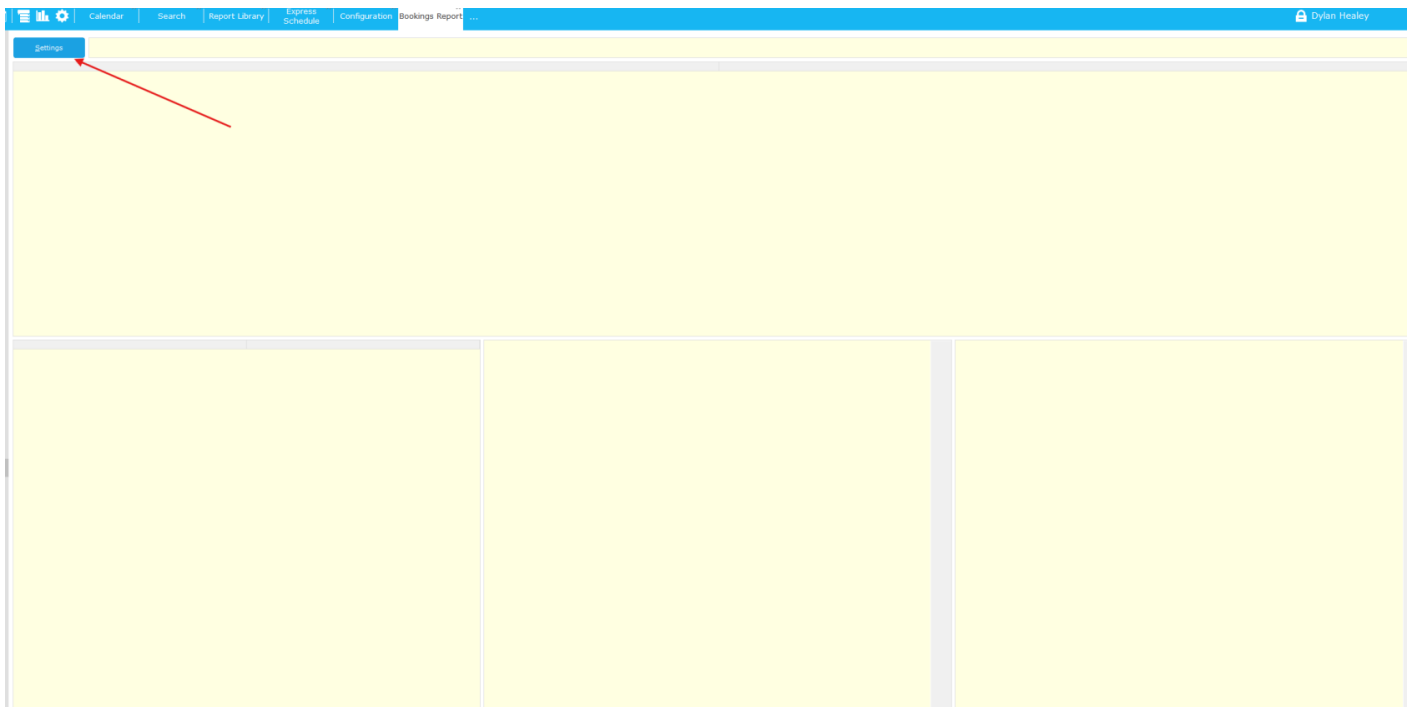
You can run several types of reports within CustomLinc to give more detailed information for large sections of bookings.

To do this click **Reports** tab in the top left

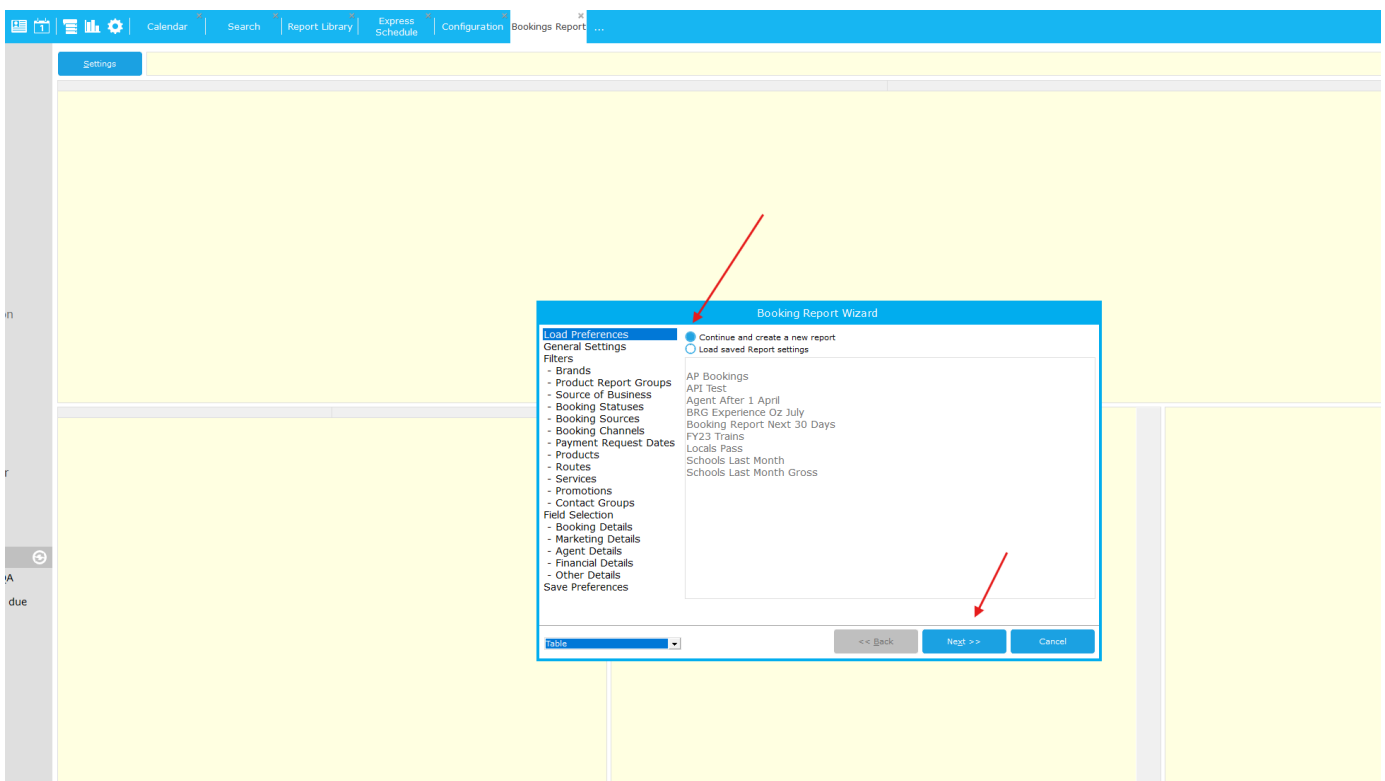


For this example we will run a **Bookings** report.

After clicking, bookings you will need to go to **Settings**



Select **continue and create a new report** then **Next**



Configure your search parameters.

Here I have selected to define my own dates of Date of Travel from 1/12/2024 to 31/12/2024, and only for travel booked under the agent WINE HOP

Booking Report Wizard

Load Preferences
General Settings
 Filters
 - Brands
 - Product Report Groups
 - Source of Business
 - Booking Statuses
 - Booking Sources
 - Booking Channels
 - Payment Request Dates
 - Products
 - Routes
 - Services
 - Promotions
 - Contact Groups
 Field Selection
 - Booking Details
 - Marketing Details
 - Agent Details
 - Financial Details
 - Other Details
 Save Preferences

Output Type: List
 Date range: User Defined
 From Date: 01/12/2024
 To Date: 31/12/2024
 Use: Date of Travel
 Group or FITs: All Bookings
 Sales Office:
 Booked By:
 Agent: WINE HOP
 Account Manager:
☒ Sightseeing
☒ Express
☐ Accommodation
☐ Charter
☐ Exclude Package Products
☐ Exclude Package Components
☐ Package Bookings Only
☐ Include Last Year's Bookings
☐ Include Open Dated Bookings
☐ Include Advanced Sales Fields
☐ Bookings with public notes
☐ Unreconciled Bookings Only

Table
 << Back Next >> Cancel

The next area is **filters**, here you can filter for certain things such as products, promotions and booking channels.

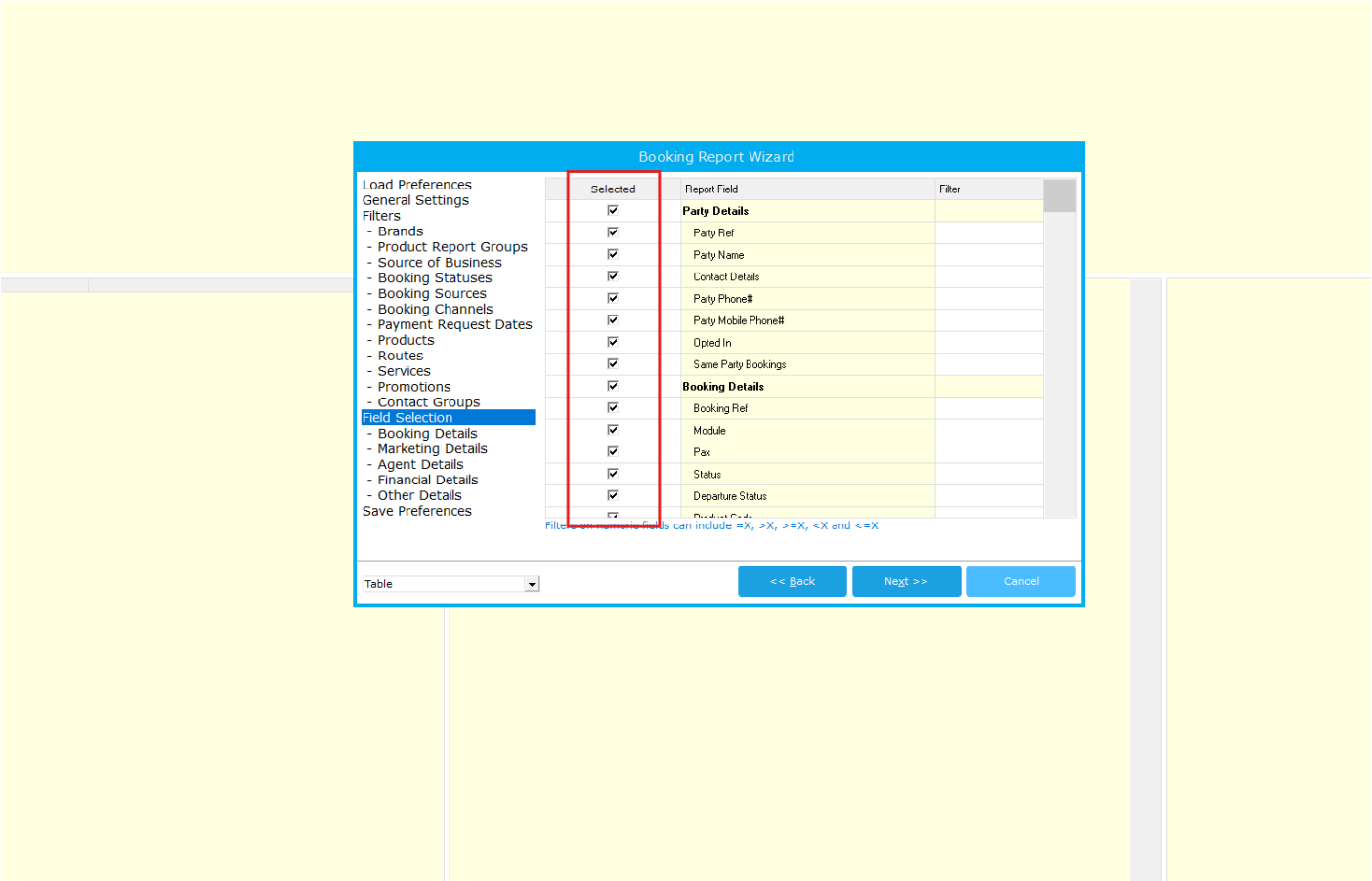
Booking Report Wizard

Load Preferences
General Settings
Filters
 - Brands
 - Product Report Groups
 - Source of Business
 - Booking Statuses
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 - Booking Channels
 - Payment Request Dates
 - Products
 - Routes
 - Services
 - Promotions
 - Contact Groups
 Field Selection
 - Booking Details
 - Marketing Details
 - Agent Details
 - Financial Details
 - Other Details
 Save Preferences

Selected	Brand
☒	Puffing Billy
☒	Puffing Billy Railway Social Club

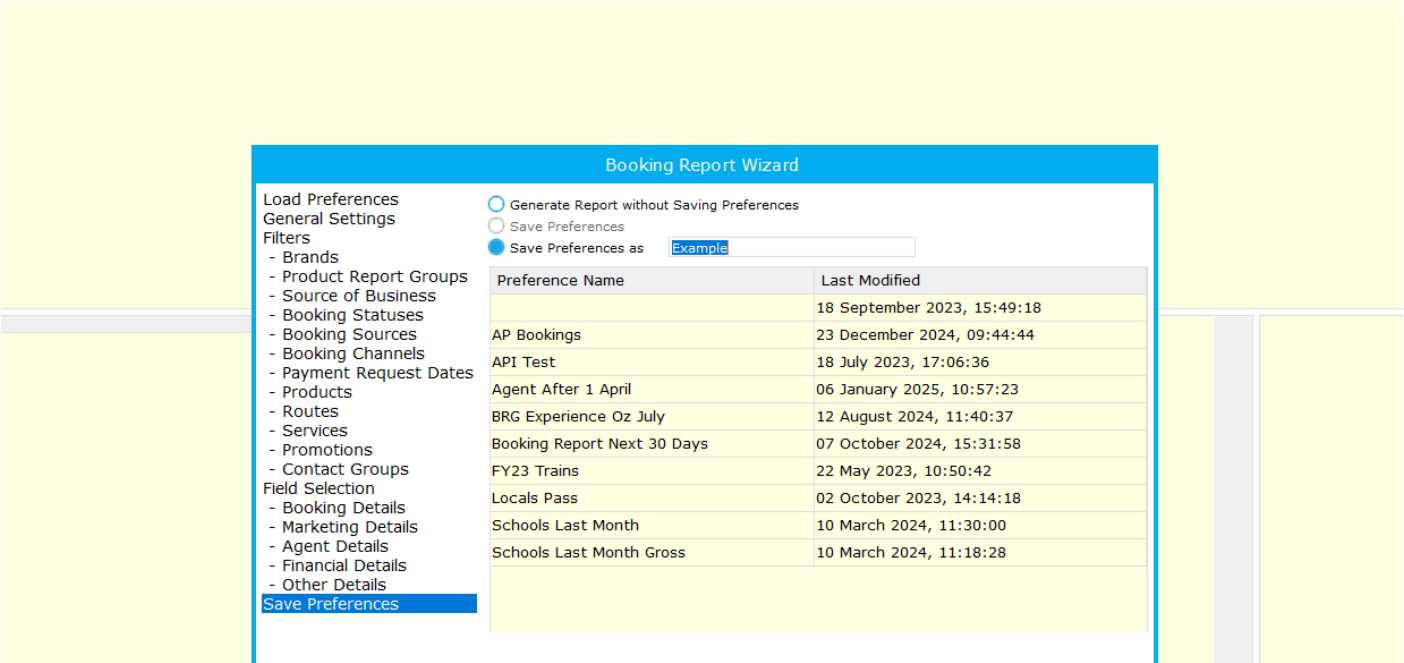
Table
 << Back Next >> Cancel

The next area is **Field Selection**, this is where you will choose what information you want to see from the data that is grabbed. This includes, party numbers, pax, product codes, party name, cost and so much more.



We recommend using as few of these as required to keep your data relevant.

Finally if you want to reuse this report in future you can save the report, **Save Preferences** will only be available if you loaded a saved report at the start. **Save Preferences As** allows you create a new saved report.



Hit finish and your report will be generated.

Bookings Report														
Booking Dates: 01/12/2024-31/12/2024, Use Date Type: Date of Travel, Group Or FITs: All Bookings, Sales Office: , Booked By: , Agent: WINE HOP, OCBA=Pulling Billy;Puffing Billy Railway Social Club, Product: , Include Direct Bookings, Booking Statuses=Agent Allocation;Boarded;Carrage Hire max pax adjustment;Confirmed;Confirmed - Outstanding balance;Gift Voucher;Gift Voucher redeemed;No Show;Pending GYG;Pending web payment;Quoted;Upgraded														
Row	Party Ref	Party Name	Contact Details	Party Phone#	Party Mobile Phone#	Opted In	Same Party Bookings	Booking Ref	Module	Pax	Status	Departure Status	Product Code	Product Name
1	1572862	WINE HOP				Unsubscribed	1	887790	Sightseeing	24	Boarded	Closed	XU10:00BEL-LAKS	10:00 Bel dep to Lakeside / Single TO
2	1572871	WINE HOP				Unsubscribed	1	887799	Sightseeing	48	Boarded	Closed	XU14:15BEL-LAKS	2:15pm Bel dep to Lakeside / Single TO
3	1572872	WINE HOP				Unsubscribed	1	887800	Sightseeing	24	Boarded	Closed	XU10:00BEL-LAKS	10:00 Bel dep to Lakeside / Single TO
4	1572875	WINE HOP				Unsubscribed	1	887803	Sightseeing	48	Boarded	Closed	XU14:15LAK-BELS	2:15pm Lakeside dep to Belgrave / Single TO
5	1572876	WINE HOP				Unsubscribed	1	887804	Sightseeing	24	Boarded	Closed	XU10:00BEL-LAKS	10:00 Bel dep to Lakeside / Single TO
6	1572880	WINE HOP				Unsubscribed	1	887808	Sightseeing	48	Boarded	Closed	XU14:15LAK-BELS	2:15pm Lakeside dep to Belgrave / Single TO
7	1572883	WINE HOP				Unsubscribed	1	887811	Sightseeing	24	Boarded	Closed	XU10:00BEL-LAKS	10:00 Bel dep to Lakeside / Single TO
8	1572884	WINE HOP				Unsubscribed	1	887812	Sightseeing	24	Boarded	Closed	XU11:00BEL-LAKS	11:10 Bel dep to Lakeside / Single TO
9	1572885	WINE HOP				Unsubscribed	1	887813	Sightseeing	48	Confirmed	Closed	XU14:15LAK-BELS	2:15pm Lakeside dep to Belgrave / Single TO
10	1572886	WINE HOP				Unsubscribed	1	887814	Sightseeing	24	Boarded	Closed	XU10:00BEL-LAKS	10:00 Bel dep to Lakeside / Single TO
11	1572888	WINE HOP				Unsubscribed	1	887816	Sightseeing	48	Boarded	Closed	XU14:15LAK-BELS	2:15pm Lakeside dep to Belgrave / Single TO
12	1572890	WINE HOP				Unsubscribed	1	887818	Sightseeing	24	Boarded	Closed	XU10:00BEL-LAKS	10:00 Bel dep to Lakeside / Single TO
13	1572893	WINE HOP				Unsubscribed	1	887821	Sightseeing	48	Boarded	Closed	XU14:15BEL-LAKS	2:15pm Bel dep to Lakeside / Single TO
14	1572894	WINE HOP				Unsubscribed	1	887822	Sightseeing	24	Boarded	Closed	XU10:00BEL-LAKS	10:00 Bel dep to Lakeside / Single TO
15	1572896	WINE HOP				Unsubscribed	1	887824	Sightseeing	24	Boarded	Closed	XU11:00BEL-LAKS	11:10 Bel dep to Lakeside / Single TO
16	1572897	WINE HOP				Unsubscribed	1	887825	Sightseeing	48	Boarded	Closed	XU14:15BEL-LAKS	2:15pm Bel dep to Lakeside / Single TO
17	1572900	WINE HOP				Unsubscribed	1	887828	Sightseeing	24	Boarded	Closed	XU10:00BEL-LAKS	10:00 Bel dep to Lakeside / Single TO

From here you can double click an item in this list to be taken to the actual booking, you can also right click and export as a **.CSV** if you would like to look at this in excel.

You can traverse between the report and bookings with the tabs at the top.

CalendarSearchReport LibraryExpress ScheduleConfigurationBookings Report887803 WINE HOP

SettingsBooking Dates: 01/12/2024-31/12/2024, Use Date Type: Date of Travel, Group Or FITs: All Bookings, Sales Office: , Booked By: , Agent: WINE HOP, OCBA=Pulling Billy;Puffing Billy Railway Social Club, Product: , Include Direct Bookings, Booking Statuses=Agent Allocation;Boarded;Carrage Hire max pax adjustment;Confirmed;Confirmed - Outstanding balance;Gift Voucher;Gift Voucher redeemed;No Show;Pending GYG;Pending web payment;Quoted;Upgraded

Row	Party Ref	Party Name	Contact Details	Party Phone#	Party Mobile Phone#	Opted In	Same Party Bookings	Booking Ref	Module	Pax	Status
1	1572862	WINE HOP				Unsubscribed	1	887790	Sightseeing	24	Boarded
2	1572871	WINE HOP				Unsubscribed	1	887799	Sightseeing	48	Boarded
3	1572872	WINE HOP				Unsubscribed	1	887800	Sightseeing	24	Boarded
4	1572875	WINE HOP				Unsubscribed	1	887803	Sightseeing	48	Boarded
5	1572876	WINE HOP				Unsubscribed	1	887804	Sightseeing	24	Boarded
6	1572880	WINE HOP				Unsubscribed	1	887808	Sightseeing	48	Boarded
7	1572883	WINE HOP				Unsubscribed	1	887811	Sightseeing	24	Boarded
8	1572884	WINE HOP				Unsubscribed	1	887812	Sightseeing	24	Boarded
9	1572885	WINE HOP				Unsubscribed	1	887813	Sightseeing	48	Confirmed
10	1572886	WINE HOP				Unsubscribed	1	887814	Sightseeing	24	Boarded
11	1572888	WINE HOP				Unsubscribed	1	887816	Sightseeing	48	Boarded
12	1572890	WINE HOP				Unsubscribed	1	887818	Sightseeing	24	Boarded
13	1572893	WINE HOP				Unsubscribed	1	887821	Sightseeing	48	Boarded
14	1572894	WINE HOP				Unsubscribed	1	887822	Sightseeing	24	Boarded
15	1572896	WINE HOP				Unsubscribed	1	887824	Sightseeing	24	Boarded
16	1572897	WINE HOP				Unsubscribed	1	887825	Sightseeing	48	Boarded
17	1572900	WINE HOP				Unsubscribed	1	887828	Sightseeing	24	Boarded

How To Run a Catering Report

This article will show you how to run a catering report.

1. Once logged into Custom Linc, navigate to Sightseeing > Manifests.

The screenshot displays the CustomLinc Desktop interface. On the left, a 'Quick Links' sidebar lists various categories under 'Sightseeing', including 'Manifests' which is highlighted with a red box and a red arrow. The main content area shows a date filter set to 'Thu 08/10/2026' and a 'Vessel/Vehicle' dropdown set to 'All'. Below these are 'Reconcile' and 'Print' buttons. A table lists manifest entries with columns for Code, Description, Depart, Max, Tot, Ava, Can, Yield, and Status. The table contains three main entries: 1000B-L 1, 1100B-L 1, and 1415B-L 1, each with a detailed description of the route and associated values. At the bottom, there is a section for 'Code' and 'Product'.

Code	Description	Depart	Max	Tot	Ava	Can	Yield	Status
1000B-L 1	10:00 Bel-Lak 12:25 Lak-Bel		414	415	-1	164	100%	
	10:00 Belgrave - Lakeside		414	401	13	92		
	12:25 Lakeside - Belgrave		414	415	0	72		
1100B-L 1	11:00 Bel-Lak 14:15 Lak-Bel		262	262	0	5	100%	
	11:00 Belgrave - Lakeside		262	262	0	5		
	14:15 Lakeside - Belgrave		262	261	1			
1415B-L 1	14:15 Bel-Lak 16:15 Lak-Bel		414	414	0	66	100%	
	14:15 Belgrave - Lakeside		414	413	1	9		
	16:15 Lakeside - Belgrave		414	414	0	57		

2. Select the desired date you would like.

CustomLinc Desktop

POS Add Search Contacts Members Calendar Menu Reports Settings Calendar x Contacts x Manifests x

Search < Thu 08/10/2026 > Vessel/Vehicle: All Reconcile Print

Quick Links

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

Action List

2 Bookings for QA
2 Deposits due

Code	Description	Depart	Max	Tot	Ava	Can	Yield	Status
1000B-L 1	10:00 Bel-Lak 12:25 Lak-Bel		414	415	-1	164	100%	
10:00	Belgrave - Lakeside		414	401	13	92		
12:25	Lakeside - Belgrave		414	415	0	72		
1100B-L 1	11:00 Bel-Lak 14:15 Lak-Bel		262	262	0	5	100%	
11:00	Belgrave - Lakeside		262	262	0	5		
14:15	Lakeside - Belgrave		262	261	1			
1415B-L 1	14:15 Bel-Lak 16:15 Lak-Bel		414	414	0	66	100%	
14:15	Belgrave - Lakeside		414	413	1	9		
16:15	Lakeside - Belgrave		414	414	0	57		

Code	Product

- Right click on a train service (any service will do, the report displays all services on the set date).

CustomLinc Desktop

POS Add Search Contacts Members Calendar Menu Reports Settings Calendar x Contacts x Manifests x

Search < Thu 08/10/2026 > Vessel/Vehicle: All Reconcile Print

Quick Links

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

Action List

2 Bookings for QA
2 Deposits due
5 Final Payments due
4 Follow up due

Code	Description	Depart	Max	Tot	Ava	Can	Yield	Status
1000B-L 1	10:00 Bel-Lak 12:25 Lak-Bel		414	415	-1	164	100%	
10:00	Belgrave - Lakeside		414	401	13	92		
12:25	Lakeside - Belgrave		414	415	0	72		
1100B-L 1	11:00 Bel-Lak 14:15 Lak-Bel		262	262	0	5	100%	
11:00	Belgrave - Lakeside		262	262	0	5		
14:15	Lakeside - Belgrave		262	261	1			
1415B-L 1	14:15 Bel-Lak 16:15 Lak-Bel		414	414	0	66	100%	
14:15	Belgrave - Lakeside		414	413	1	9		
16:15	Lakeside - Belgrave		414	414	0	57		

Code	Product
1000-B-L	10:00 Belgrave to Lakeside
1000-B-L-1225-L-B	10:00 Belgrave to Lakeside - 12:25 Lakeside to Belgrave
1225-L-B	12:25 Lakeside to Belgrave

4. Select "Print > Print Catering Report".

The screenshot displays the CustomLinc Desktop application interface. The top navigation bar includes icons for POS, Add, Search, Contacts, Members, Calendar, Menu, Reports, and Settings, along with tabs for Calendar, Contacts, and Manifests. A search bar and a date filter (Thu 08/10/2026) are visible. The left sidebar contains a 'Quick Links' section with categories like Sightseeing, Express, Accommodation, Charter, Rostering, Rental, and Maintenance. The main area shows a table of manifests with columns: Code, Description, Depart, Max, Tot, Ava, Can, Yield, and Status. A context menu is open over the table, with 'Print' highlighted. A secondary menu is open from 'Print', with 'Print Catering Report' highlighted. Red arrows indicate the selection path from the 'Print' button in the top bar to the 'Print' menu item, and then to the 'Print Catering Report' option.

Code	Description	Depart	Max	Tot	Ava	Can	Yield	Status
1000B-L 1	10:00 Bel-Lak 1		414	415	-1	164	100%	
10:00	Belgrave - La		414	401	13	92		
12:25	Lakeside - Be							
1100B-L 1	11:00 Bel-Lak 1						0%	
11:00	Belgrave - La							
14:15	Lakeside - Be							
1415B-L 1	14:15 Bel-Lak 1						0%	
14:15	Belgrave - La							
16:15	Lakeside - Be							

Product
10:00 Belgrave to Lakeside
10:00 Belgrave to Lakeside - 12:25 Lakeside to Belgrave
12:25 Lakeside to Belgrave

5. A dialog box will appear. You can choose to create an excel csv file, or open directly into Custom Linc. (You can print it from Custom Linc, see next step.)

Customline Desktop

POS Add Search Contacts Members Calendar Menu Reports Settings Calendar Contacts Manifests

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
- Rostering
- Rental
- Maintenance

Action List

- 2 Bookings for QA
- 2 Deposits due
- 5 Final Payments due
- 4 Follow up due

Manifest Filter

Thu 08/10/2026 Vessel/Vehicle: All Reconcile Print

Code	Description	Depart	Max	Tot	Ava	Can	Yield	Status
1000B-L-1	10:00 Bel-Lak 12:25 Lak-Bel		414	415	-1	164	100%	
10:00	Belgrave - Lakeside		414	401	13	92		
12:25	Lakeside - Belgrave		414	415	0	72		
1100B-L-1	11:00 Bel-Lak 14:15 Lak-Bel		262	262	0	5	100%	
11:00	Belgrave - Lakeside		262	262	0	5		
14:15	Lakeside - Belgrave		262	261	1			
1415B-L-1	14:15 Bel-Lak 16:15 Lak-Bel		414	414	0	65	100%	
14:15	Belgrave - Lakeside		414	413	1	9		
16:15	Lakeside - Belgrave		414	414	0	57		

Code	Product	Max
1000-B-L	10:00 Belgrave to Lakeside	414
1000-B-L-1225-L-B	10:00 Belgrave to Lakeside - 12:25 Lakeside to Belgrave	414
1225-L-B	12:25 Lakeside to Belgrave	414

Catering Report Form

OpCentre Puffing Billy v2

☐ Create CSV file

Print Cancel

6. This will show you the options listed for that day. For each service, and a total at the bottom. To print, select "Print Report" at the top.

Preview of printed page 1 of 2 pages

Previous Page Next Page First Page Last Page Specific Page Zoom In Zoom Out Fit Reset Zoom Fit Whole Page Print Report Print Selected End Find Next Cancel

Puffing Billy v2

Booked Options Report for 08/10/2026

Parameters

Option	Vessel	#Pax	Note	Main Nationalities
Puffing Billy v2				
10:00 Bel-Lak 12:25 Lak-Bel ()				
Classic Scones and Tea		1		Australia 100%
Grazing Box for 2		2		USA 100%
11:00 Bel-Lak 14:15 Lak-Bel ()				
Grazing Box for 2 - GLUTEN FREE		1		China 100%
14:15 Bel-Lak 16:15 Lak-Bel ()				
Classic Scones and Tea		4		Australia 75%, Malaysia 25%
Grazing Box for 2 + Picnic Blanket		1		Australia 100%
Summary				
Classic Scones and Tea		5		
Total		5		
Grazing Box for 2		2		
Total		2		
Grazing Box for 2 + Picnic Blanket		1		
Total		1		
Grazing Box for 2 - GLUTEN FREE		1		
Total		1		