

Service Management

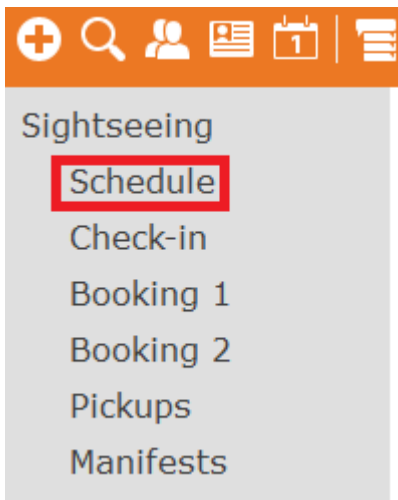
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Adding a Stop Sell to a Sightseeing Service

The purpose of this procedure is to detail the steps for adding a stop sell to a sightseeing service in CustomLinc. This functionality can be used when there is no underlying express product e.g. Day out with Thomas.

Stop Sell can be used to disable bookings for services e.g. on a a Total Fire Ban (TFB) day

1. From within CustomLinc click **Schedule** under the **Sightseeing** menu on the left of the screen



2. From the list of displayed sightseeing services, right click the required day and select **Stop Sell / Max Pax ...**

Puffing Billy				
LP - Locals Pass		1		
LUN-STD - Steam & Cuisine Luncheon 12:45pm Belgrave departure - Ret...	03:22			
XJ10:00BEL-LKR2 - Carriage Hire 10:00am Belgrave departure / 12:45p...	03:45			
XJ10:00BEL-LKR2 - 10:00am Belgrave departure / 12:45pm Lakeside Ret...	03:45	2/242		14/236
XJ10:00BEL-MKR2 - 10:00am Belgrave departure / 11:45am Menzies Cre...	02:05			
XJ11:15BEL-GEMR - 11:15am Belgrave departure / 2:45pm Gembrook R...	05:30			
XJ11:15BEL-LAKR - 11:15am Belgrave departure / 2:00pm Lakeside Ret...	03:50	2/2		
XJ11:15BEL-LCAR - Carriage Hire 11:15am Belgrave departure / 2:00pm...	03:50			
XJ11:15BEL-LCR2 - Carriage Hire 11:15am Belgrave departure / 3:55pm...	05:30			
XJ11:15BEL-LKR2 - 11:15am Belgrave departure / 3:55pm Lakeside Return	05:30			
XJ12:20LAK-GEMR - 12:20pm Lakeside departure / 2:45pm Gembrook R...	03:00			
XJ12:45BEL-LAKR - 12:45pm Belgrave departure / 3:15pm Lakeside Ret...	03:30	2/2		
XJ12:45BEL-LCAR - Carriage Hire 12:45pm Belgrave departure / 3:15pm...	03:30			
XT10:00BEL-LKR2 - 10:00 Bel dep / 12:45 Lakeside Return Travel Agent	03:45			
XT10:00BEL-MKR2 - 10:00 Bel dep / 11:45 Men Ck Return Travel Agent	02:05			

Make Booking

View Booking List

View Pax List

View Options...

View Web Page

Stop Sell / Max Pax...

Recalc Total Pax

3. In the displayed window a date range can be specified to apply the stop sell over multiple service days if required.

Ensure the **Status** dropdown is changed to the appropriate option. Different options can be selected from this drop down if the stop sell is only required on particular sales channels. These include:

Confirmed - Bookings are fully enabled

Stop Sold - All Channels - Bookings are fully disabled

Stop Sold - External Channels - Bookings cannot be made online but can be made by Booking Offices and the CSC

Stop Sold - Internal Channels - Only online bookings can be made

Day out with Thomas(TM) Departing Lakeside Station at 1:30pm Ticket

Details

From Date	<input type="text" value="19/11/2022"/>
To Date	<input type="text" value="19/11/2022"/>
Max Pax	<input type="text" value="0"/>
Yield Minimum	<input type="text" value=""/>
Status	Stop Sold - All Channels ▼
	<input type="checkbox"/> or On Request
	<input type="checkbox"/> Allow Groups Only

Manifests

Status	Avail	Manifest
		Open Picnic Packs and Snack Packs
		4 DOWT at LVC Departing Lakeside 1:30pm

4. Click the **OK** button to save the changes

A stop sell has been added the against the service. The service will be displayed as red in the schedule.



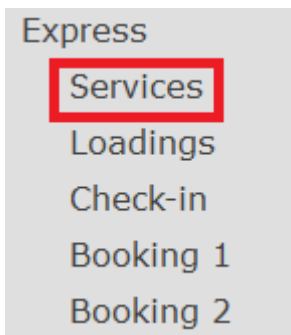
To remove the stop sell, this same process can be used and the status set to **Confirmed** instead.

Adding a Stop Sell to an Express Service

The purpose of this procedure is to detail the steps for adding a stop sell to an express service in CustomLinc. Adding a stop sell to an express service will also apply a stop sell to any of the associated sightseeing products if all associated services are stop sold.

Stop Sell can be used to disable bookings for services e.g. on a a Total Fire Ban (TFB) day

1. From within CustomLinc click **Services** under the **Express** menu on the left of the screen



2. From the list of displayed express services, right click the required day and select **Stop Sell / Max Pax ...**

Service	Dep	We 11 Jan	Th 12 Jan	Fr 13 Jan	Sa 14 Jan
Puffing Billy					
15:15 LAK_BEL - UP: Lake...	15:15	2/250	0/250	0/250	2/250
14:45 GEM_BEL - UP: Gem...	14:45				5/176
14:00 LAK_BEL - UP: Lake...	14:00	2/250	0/2		
13:45 LAK_BEL - UP: Lake...	13:45				
12:45 LAK_BEL - UP: Lake...	12:45	8/250	0/2		
12:45 BEL_LAK - DOWN: B...	12:45	2/250	0/2		
11:45 #14 PASS - UP: Men...	11:45				
11:15 BEL_LAK - DOWN: B...	11:15	2/250	0/2		
11:15 BEL_GEM - DOWN: ...	11:15				
11:00 BEL_LAK - DOWN: B...	11:00				
10:00 BELM/CK - DOWN: ...	10:00				
10:00 BEL_LAKE - DOWN: ...	10:00	8/250	0/2		

Print Manifest... ▶

Print Tickets...

Email/ Fax Manifest...

Make Booking

View Booking List

View Pax List

View Seating Plan(s)

Show ▶

Sort ▶

Assign Vehicle...

Build SRVs...

Loco/Car Allocation...

Stop Sell / Max Pax...

- In the displayed window a date range can be specified to apply the stop sell over multiple service days if required.

Ensure the **Change the Status to...** checkbox is ticked and the **Status** dropdown changed to the appropriate option. Different options can be selected from this drop down if the stop sell is only required on particular sales channels. These include:

Confirmed - Bookings are fully enabled

Stop Sold - All Channels - Bookings are fully disabled

Stop Sold - External Channels - Bookings cannot be made online but can be made by Booking Offices and the CSC

Stop Sold - Internal Channels - Only online bookings can be made

Ensure that a reason has been added to the **Notes** field

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

Step1

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

I want to...

Change the Status to...
 Set max Pax to...

Set the Max on specific Fare Types
 Set the Max on specific Options

Notes

Total fire ban day

4. Click the **Finish** button to save the changes
5. When prompted enter your CustomLinc credentials and click **OK**

Audit Verification

Details

Logon Id

Password

A stop sell has now been added the against the service. The service will be displayed as red in the schedule with an SS prefix

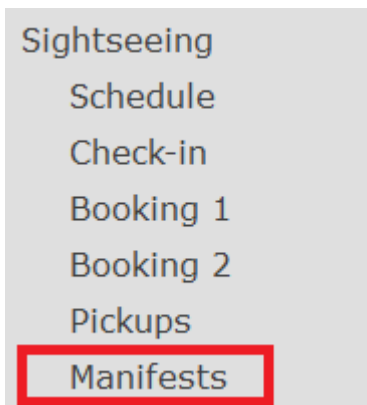
SS0/250

To remove the stop sell, this same process can be used and the status set to **Confirmed** instead.

Adding a Stop Sell to a Manifest

The purpose of this procedure is to detail the steps for adding a stop sell via a manifest in CustomLinc. This functionality can be used for a services such as a lunch train or any other sightseeing service using a manifest.

1. From within CustomLinc click **Manifests** under the **Sightseeing** menu on the left of the screen



2. From the manifests window on the right, use the date picker to select the date, right click the manifest to be stop sold and select **Stop Sell / Max Pax ...** and **This Manifest**

← Thu 12/01/2023 →
Reconcile
Print
These are not Today's Manifests

Manifest Filter

Code	Description
PICNIC PAC	Picnic Packs and Snack Packs
SGAM	Schools Group and Agents Menu
SANDGROU	Seniors and Groups Menu
LVCDSHIRE	LVC Devonshire Tea
XM11:15BE	11:15 Belgrave to Lakeside 2pm return

	SRV #		Pax
	Code		Product

- Print Manifest ▶
- Print SRVs...
- Print ▶
- Reconcile...
- Create SRVs...
- Make Booking ▶
- Assign Locos/Cars...
- Assign Crew... ▶
- Loco/Car Allocation...
- Stop Sell / Max Pax... ▶
- View Pax List
- Audit Trail...

This Manifest

All Manifests for Today

3. In the displayed window a date range can be specified to apply the stop sell over multiple days if required.

Ensure **Change the Status to...** checkbox is ticked and the dropdown is changed to the appropriate option. Different options can be selected from this drop down if the stop sell is only required on particular sales channels. These include:

Confirmed - Bookings are fully enabled

Stop Sold - Bookings are fully disabled

Stop Sold - External Channels - Bookings cannot be made online but can be made by Booking Offices and the CSC

Stop Sold - Internal Channels - Only online bookings can be made

Ensure that a reason has been added to the **Notes** field in the window.

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

Step 1

From to **1 Departure**

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

I want to...

Change the Status to...

Change status for all Products linked to this Manifest

Set max Pax to...

- 4. Click the **Next** button
- 5. The next window will display a list of services impacted by the change, ensure the **Change Status** box is checked for each service to be modified

Please enter the appropriate maximums for each item.

Status for all Products

Product Name	Current Status	Change Status
11:15am Belgrave departure / 2:00pm Lakeside Return	Confirmed	<input checked="" type="checkbox"/>
11:15 Bel dep / 14:00 Lakeside Return Tour Operator	Confirmed	<input checked="" type="checkbox"/>

- 6. Click the **Finish** button to save the changes
- 7. When prompted enter your CustomLinc credentials and click **OK**

Audit Verification

Details

Logon Id

Password

A stop sell has now been added the against the service(s). The service will be displayed as red in the schedule

To remove the stop sell, this same process can be used and the status set to **Confirmed** instead.