
The Osebo Travel & Ticketing Book

A plain-language, step-by-step guide to running a travel counter on Osebo – from your suppliers and commission rules through the request, the held seat and the ticket itself, to the money taken in four tenders and the day a supervisor signs off and posts to the books.

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How to use this book

This guide walks you through the **Osebo Travel & Ticketing Suite** – the product for a counter that sells travel. Air tickets, tour packages and visa work, the money taken for them in four tenders, and the day that money is closed, signed off and posted to a ledger. It is sold on its own because a booking shares almost nothing with a shipment or a payroll but the customer and the invoice.

Work through Part 1 once, in order, before you sell anything in earnest – your suppliers and your commission rules decide what every later ticket is worth, and a ticket issued before them earns the agency nothing on paper. After that you will live in Parts 3 to 5, which are the working day, and Part 7, which is how the day ends.

Every figure in this book comes from one real workspace – **Osebo Travel & Tours**, code **OSB3**. It has been used: **28 bookings** across **6 carriers**, **36 tickets** of which **25 are issued**, **20 passengers** on the register, **8 corporate accounts**, and **GHS 335,535.00** taken across **5 weekly closures**. Where this book quotes a number, that number is on the screen beside it.

The big picture – four moves

Whatever your counter runs on today – a WhatsApp group, a GDS and a cash book, a spreadsheet per client – this product does four things, and the menu is organised around them:

- **Find out who is going, and whether they can.** Passengers, passports, corporate accounts and the request that comes before any seat is held. Parts 2 and 3.
- **Hold the seat, then issue the document.** Bookings, segments, the ticketing deadline, and the ticket itself. Parts 4 and 5.
- **Take the money, in whatever form it arrives.** Cash, card, mobile money, transfer – or on account, which is not money yet. Part 5.
- **Close the day and post it.** The closure a supervisor signs off, and the journal the books accept. Parts 7 and 8.

The one idea to hold on to: the ticket is the document, the sale is the money

A travel desk has two things that look like one thing, and keeping them apart is most of what this product is for.

The **ticket** is the document the passenger travels on. It has a number, a fare, taxes, a carrier and a passenger, and it either exists or it does not. The **sale** is the money your counter is owed for it – the fare plus your service fee – and it sits in the till whether or not anybody has paid yet.

Issuing a ticket writes a sale. Taking payment is a separate act, recorded separately, and it is perfectly normal for a ticket to be issued and the money to arrive three weeks later on a corporate invoice. The daily closure counts the money, not the documents, which is why a week with four tickets in it can close at nothing and a week with one can close at GHS 31,167.00.

★ IMPORTANT

If you remember one sentence from this book: **a ticket is a promise to an airline, a sale is a promise to you.** Every screen in Part 5 and Part 7 is about keeping the two from being confused.

The commercial mechanic: you are paid twice, and only one of them is yours to set

A travel desk earns on every ticket in two ways, and the product states them apart on every screen because they behave completely differently.

- **Commission** is the airline's money, paid to you out of the fare at a rate you negotiated with them. You do not choose it per ticket; it comes off the commission rule for that carrier. On this desk it came to **GHS 16,930.00**.
- **Service fee** is your money, charged to the passenger on top of the fare because you did the work. You set it, per ticket, and nobody else has a view on it. On this desk it came to **GHS 6,250.00**.

Together they are the **agency revenue – GHS 23,180.00** of a gross **GHS 335,535.00**, which is 6.9%. The gross is almost all other people's money passing through your hands: the fare belongs to the airline and the taxes belong to governments. A desk that reads its gross as its income is a desk about to spend an airline's remittance.

▲ WATCH OUT

The commission is **excluded from the till entry** deliberately. What you are owed by the passenger is fare plus service fee; the commission is settled with the airline, not collected at the counter. A closure that counted commission as takings would have the desk hand over money it never had.

Who can do what, and the trap in it

The suite ships with two seats, and they are both real roles on your organisation – not labels:

- **Ticket Agent** – sells, holds, issues, takes payment, manages passengers and corporate accounts, and reads the closure register. Cannot change fares or settings, and cannot approve a day.

- **Ticketing Supervisor** – everything an agent can do, plus voiding a ticket, changing the desk's settings and signing off a closure.

▲ WATCH OUT

Being the owner of the company is not the same as holding a seat. Osebo's permission system answers "yes" to an owner for almost everything, and the ticketing screens deliberately do not accept that answer – every save checks the tables for a role your own organisation granted. An owner with no Ticketing role can open every screen in this product and save on none of them. If a button is there and the save refuses, that is what has happened: give yourself the role in **Admin → People & seats**.

This is also what a **seat** means for billing. A seat is a person holding one of those two roles – not a head on your payroll. The colleague who raises a travel request, and the passenger who flies, cost nothing at all. You pay for the counter, not for the people who ask it for things.

How to read a figure in this book

Three habits will save you from the commonest misreadings:

- **Money is shown as the client reads it.** GHS 1,250.00, not 125000. Type it the same way – the product stores the minor units for you.
- **A register opens on its own filter.** The passenger list opens on everybody; the expiring-passport view is a different list, reached by its chip. A total you read on one is not a total of the other.
- **A date on a screen is the date the screen means.** A ticketing deadline is the end of that day, not the morning. A passport that expires today is valid today, and this product says so – it does not round it to expired.

What this product does not do

Said plainly, because finding out later is expensive:

- **It is not a GDS.** It does not search live availability, hold inventory with an airline, or issue an e-ticket into a carrier's system. You do that where you do it today; this records what you did, prices it, and takes the money.
- **It does not lodge a visa application.** The visa register is a clock and a file – whose passport is at which embassy, and how long it has been there. The embassy still wants the forms.
- **It does not pay an airline.** The settlement screens reconcile what a carrier says you owe against what your own tickets say. Paying is a bank transfer like any other.

- **It does not replace your ledger.** A closure posts a journal into Osebo Accounting if you hold it; if you do not, the closure is still the authoritative record of the day and exports cleanly.

Part 1 – Setting up the counter

Five screens, once. Every one of them decides what a later ticket is worth, which is why none of them can be left until after the first sale.

Step 1. Check the workspace and its currency

The one screen in this product that is about your company rather than about travel. The currency you set here is the currency every figure in the suite is stated in – this desk runs in **GHS**, so every fare, fee and closure in this book is in cedis.

Do this now

1. Open **Admin** → **Workspace**.
2. Confirm the company name and code. The code (here **OSB3**) prefixes your ticket numbers, so it appears on documents a passenger keeps.
3. Set the currency. Change it later and historical figures keep the currency they were taken in – the product does not retrospectively re-denominate your takings.

ORGANIZATION

Osebo Travel & Tours

OSEBO TRAVEL & TICKETING SUITE

365d left

DA

Demo Administrator

Tenant Owner

OSEBO TRAVEL & TICKETING SUITE

Workspace

Osebo Travel & Tours - what you are called, where you are, and what you are paying for

The counter

People & seats

Billing

7

DESK SEATS BILLED

—

NO SEAT COUNT SET

0

HELD BY INVITATIONS

—

UNCAPPED PLAN

Company

Company name

Osebo Travel & Tours

Timezone

Africa/Accra

This is what your colleagues see on the desk and in the invitations you send.

Your response targets and business hours are measured in this.

Industry

Ports & Terminal Operations

Contact email

hello@osebotravel.com

Industry benchmarks compare you with other Osebo companies in this industry.

Phone

+233 30 296 4420

Website

https://osebotravel.com

Address

Ring Road Central, Asylum Down

Your logo

Printed on every invoice, quote, receipt and payment voucher you send, and used as the faint watermark behind the page on the templates that carry one. PNG, JPG, WEBP or SVG, up to 2 MB — a wide, transparent PNG sits best in a document header.

Nothing uploaded — documents carry no mark

Upload a logo

Choose File

No file chosen

Save

Looking for something else?

Who can sign in

People & seats.

Your plan and invoices

Billing.

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Figure 1 – Workspace – the one screen about the company rather than about travel. The currency set here is the currency every figure in the product is stated in; this desk runs in GHS.

♦ GOOD TO KNOW

Selling in another currency is a per-ticket decision, not a company one. A ticket can be priced in USD on a GHS desk; the closure reports both, and never totals across them.

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Step 2. Put your people on the counter

A desk of one cannot show who did what. This counter has **7 people**, of whom two are supervisors and the rest sell.

Do this now

1. Open **Admin → People & seats**.
2. Invite each person who will work the counter, and give them **Ticket Agent**.
3. Give **Ticketing Supervisor** to whoever signs off the day – and to at least one person who is not the person who closes it.
4. Anybody who only needs to raise travel requests needs no seat at all. Leave them without one.



★ **IMPORTANT**

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Step 3. Record your suppliers

Everybody you buy from, in one list: airlines you hold stock with, the consolidator you buy through, the visa agent you use. This desk has **8** – six carriers, a consolidator and a visa service.

Do this now

1. Open **Money** → **Suppliers**.
2. Add each airline you ticket on, with its **IATA code** and the currency it settles in.
3. Add your consolidator separately from the airlines whose stock it sells you. They are different payables.
4. Add any visa or ground service you pay – the visa register bills against them.

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Demo Administrator

Tenant Owner

TRAVEL & TICKETING

Suppliers

Who this desk buys from, and therefore who owes it commission. A supplier is whoever the money is settled with — usually a consolidator — which is not the same as the airline that flies the aeroplane.

+ Add Supplier

Commission Rules

SUPPLIERS

8

Everyone this desk has ever bought through

STILL TRADING

8

Retired suppliers keep their history

NO AGREED RATE

8

Priced at the house default until a rule is written

Worth checking

8 suppliers have no commission rule of their own, so their tickets earn whatever the house default says — or nothing at all, if no house default has been written either. Writing the rate down once is what stops a consultant typing it on every ticket, and what stops the figure being quietly wrong when they don't.

Find a supplier

NAME, CODE, EMAIL OR PHONE

Satguru or SGT

Part of any of them is enough.

KIND

Any kind

What the agency buys from them.

STANDING

Still trading

Retired suppliers stay reachable — their historic tickets still name them.

Suppliers

8 suppliers

SUPPLIER	KIND	CONTACT	SETTLES IN	RULES IN FORCE	STANDING
Accra Visa Services VIS	Visa service	Nothing on file	GHS	None	Trading No agreed rate
Africa World Airlines AFR	Airline	Nothing on file	GHS	None	Trading No agreed rate
British Airways BRI	Airline	Nothing on file	GBP	None	Trading No agreed rate
Emirates EMI	Airline	Nothing on file	USD	None	Trading No agreed rate
Ethiopian Airlines ETH	Airline	Nothing on file	USD	None	Trading No agreed rate
KLM Royal Dutch Airlines KLM	Airline	Nothing on file	EUR	None	Trading No agreed rate
Sunrise Consolidators Ltd CON	Consolidator	Nothing on file	USD	None	Trading No agreed rate
Turkish Airlines TUR	Airline	Nothing on file	USD	None	Trading No agreed rate

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Figure 3 – Suppliers: the airlines, the consolidator and the visa service. The currency on each is the currency *THEY* invoice you in, which is often not your own – Emirates in USD and KLM in EUR on a desk selling in cedis.

♦ GOOD TO KNOW

The currency on a supplier is the currency **they** invoice you in, which is often not your own. Emirates settles in USD and KLM in EUR on this desk, while the counter sells in GHS. Nothing is converted silently; the profitability screens show both.

Step 4. Set your commission rules

What each carrier pays you, per ticket. Until a rule exists for a carrier, tickets on it earn the agency nothing and the profitability screen will say so rather than guessing.

Do this now

1. Open **Money** → **Commission rules**.
2. Add a rule per carrier, as a **percentage of the base fare** or a flat amount.
3. Where a carrier pays differently by route or cabin, add the narrower rule – the most specific match wins.
4. Leave a carrier with no rule only if it genuinely pays you nothing.

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Commission Rules

What this desk earns, written down once instead of typed on every ticket. Rules overlap on purpose — a carrier-specific deal beats a supplier-wide one, and a closed window stops last year's rate re-pricing this year's sales.

+ Add Rule

Suppliers

IN FORCE TODAY

0

Rules whose window covers today

ON FILE

0

Including the expired ones, which explain historic figures

HOUSE DEFAULT

None

Used when nothing more specific has been agreed

Worth checking

There is no house default — no rule that names neither a supplier nor a carrier. Any ticket that does not match one of the rules below is priced at nothing, and a consultant reading zero commission cannot tell that from a fare the airline genuinely pays nothing on. A rule with no supplier and no carrier is the fallback.

Narrow the list

SUPPLIER

Any supplier

Blank shows every rule, including the house default.

APPLIES TO

Anything sold

What the rule governs.

WINDOW

In force today

Expired rules are the explanation for commission already earned.

Rules

0 rules

APPLIES TO	SUPPLIER	CARRIER	COMMISSION	SERVICE FEE	WINDOW	PRIORITY	STANDING
No commission rules yet Start with the house default — a rule naming neither a supplier nor a carrier — then add the exceptions you have negotiated. + Add Rule							

How a contest is decided

The narrowest rule wins. One naming both a supplier and a carrier beats one naming either, which beats the house default. Then the highest priority. For two equally narrow rules — a promotional rate on top of a standing one. Then the most recent start date. The renegotiation, not the deal it replaced.

Whatever the rules say, a consultant can still override the commission and the fee on an individual ticket — and a figure entered by hand is never overwritten by a rule.

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Figure 4 – Commission rules – what each carrier pays you, per ticket. A carrier with no rule earns the agency nothing and the profitability screen says so rather than guessing.

▲ WATCH OUT

Commission is calculated **on the base fare, never on the gross**. Taxes are not yours and no airline pays you on them. A rule written against the total would overstate this desk's earnings by roughly the tax take on every ticket.

Step 5. Point the closure at your ledger accounts

The last setup screen, and the one that decides whether a signed-off day reaches the books or sits waiting. Every component of a closure – fares, taxes, fees, each tender – needs an account to post to.

Do this now

1. Open **Admin** → **Posting & settings**. ⚠ This screen belongs to Osebo Accounting: if you do not hold it the row is not in your menu, and you can skip this step entirely.
2. Map each line: sales, tax payable, service fee income, and one account per tender (cash, card, momo, transfer).
3. Press **Review** and read the warnings. A component with no account refuses the entire batch, not just its own line.
4. If you do not hold Osebo Accounting, leave this and use **Posting review** as an export.

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Demo Administrator

Tenant Owner

SUBSCRIPTION · PLAN PAYMENT & RENEWAL

Plan Payment & Renewal

Osebo Travel & Tours - your assigned plan and everything billed with it — plan tiers and negotiated pricing are managed by the platform administrator.

Osebo Travel & Ticketing Suite

Monthly billing

Plan set by administrator

← My Subscription

Billing

Osebo Travel...

0

GHS / MONTH

1

SUITES + ADD-ONS

02 Oct 2027

PLAN RENEWS

Insights & Recommendations

Generated from this report's data

Plan changes are managed by your platform administrator

Your plan tier was assigned when the workspace was set up. From here you can renew and switch billing cycle — to move to a different tier, contact support@oseboworkforce.com.

What you pay for

GHS 0.00 / monthly

Your plan, and the cycle it is billed on.

COMPONENT	TYPE	BILLING	RECURRING AMOUNT
Osebo Travel & Ticketing Suite Plan	Core Plan	Monthly - renews 02 Oct 2027	GHS 0.00 / month
Osebo Travel & Ticketing Suite	Industry Suite	Renews with plan	Included
Plan — billed monthly in GHS			GHS 0.00 / month

One subscription, one renewal date. What it costs is agreed with our team rather than picked from a price list — renewals and the billing cycle stay yours to change here.

Renewal opens on 29 Sep 2027. This subscription is paid up to 02 Oct 2027, so there is nothing to settle yet — paying now would buy a period you already have. Come back from 29 Sep 2027, or add seats and pay for those at any time.

Osebo Travel & Ticketing Suite — Monthly

Current cycle

GHS 0 / month

You are on this cycle — it renews 02 Oct 2027 and bills automatically.

Active Cycle

Osebo Travel & Ticketing Suite — Annual

GHS 0 / year

Switch to Annual

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Figure 5 – Posting settings. Every component of a closure needs a ledger account, and one without refuses the entire batch rather than its own line – which the screen says before anything is pressed.

✓ TIP

Do this before your first closure, not after. A week's takings held up by an unmapped account is a week your books are behind, and the mapping takes four minutes.

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Part 2 – Who is travelling

Two registers that look similar and are not: the **passenger**, who flies, and the **customer**, who pays. On a corporate trip they are different people, and the product never confuses them.

Step 6. Build the passenger register

Everybody who has travelled or will. This desk has **20**, each with a passport, a nationality and – where they travel for a company – an employer.

Do this now

1. Open **Travellers → Passengers**.
2. Add a passenger with their name **exactly as the passport prints it**. The airline will.
3. Record the passport number, issuing country and expiry.
4. Where they travel for a client, set the employer. That is what makes a corporate booking bill the company rather than the person.

Step 7. Watch the passports, because this is where trips die

An expired passport is the commonest reason a booking fails, and it fails as late as a failure can: the fare is paid, the ticket issued, the day closed and posted, and every record of the sale is entirely correct. Nothing downstream can notice. The register is the only cheap place to catch it.

Do this now

1. Open **Travellers** → **Passengers** and read the chips across the top.
2. Open **Expiring** – on this desk, **3 passengers** fall inside ninety days.
3. Open **Expired** – **2 passengers** on this desk cannot board at all today.
4. Act on the expired list first. Renewal in Ghana is not a same-week affair.

The screenshot shows the Osebo Travel & Ticketing Suite interface. At the top, there's a header with the organization name 'Osebo Travel & Tours', a '365d left' indicator, and a user profile for 'Demo Administrator'. Below the header, the main section is titled 'Passengers' with a subtitle explaining that passengers are not customers but are recorded for corporate trips. There are two buttons: 'Ticket Desk' and 'Add Passenger'. Below this, there's a summary section with four categories: 'ON THE REGISTER' (20), 'EXPIRED' (2), 'EXPIRING SOON' (3), and 'NO EXPIRY RECORDED' (0). Each category has a brief description. Below the summary is a search bar with the text 'Find a passenger'. There are two input fields: 'SURNAME, PASSPORT NUMBER OR EMPLOYER' and 'PASSPORT'. The first field contains 'Mensah, G1234567 or Ghana Mining'. The second field has a dropdown menu set to 'Expiring within 90 days'. Below the search fields, there's a 'Filter' button. Below the filter is a table titled 'Passengers' with 3 passengers. The table has columns: PASSENGER, PASSPORT, TRAVELS FOR, CONTACT, and DOCUMENT. The passengers listed are Yaa Agyeman, Akosua Danso, and Ama Mensah. At the bottom of the page, there's a footer with '2026 © Osebo Travel & Ticketing Suite.' and 'Designed & Developed By Marvalinks Digital'.

PASSENGER	PASSPORT	TRAVELS FOR	CONTACT	DOCUMENT
Yaa Agyeman Ghanaian	GZJQNCUZ Ghana	West Africa Health Trust CUS-TYOIB	+233 24 6495129 yaa@example.test	7 days left 09 Oct 2026
Akosua Danso Ghanaian	GCDF7NRV Ghana	Takoradi Oilfield Services CUS-HRWEL	+233 24 9486001 akosua@example.test	80 days left 21 Dec 2026
Ama Mensah Ghanaian	GUHUHOAY Ghana	Ghana Mining Ltd CUS-WE7OD	+233 24 5370363 ama@example.test	45 days left 16 Nov 2026

Figure 7 – The same register filtered to passports expiring inside ninety days. The filter is its own list – a total read here is not a total of the register behind it.

▲ WATCH OUT

Most destinations want **six months' validity beyond your return date**, not one day. A passport that is technically valid on the day of travel is routinely refused at check-in. Treat the ninety-day warning as the real deadline.

Step 8. Open a corporate account for a client who travels on terms

A corporate account is a customer with travel terms on top – a credit limit, a currency and payment days. This desk has **8**. It is not a second customer record: it points at the one customer your ledger already invoices.

Do this now

1. Open **Corporate** → **Corporate accounts** and press **New account**.
2. Pick the client. If they are not on the list, add them from the same screen – the client goes on the shared customer register, not a travel-only copy.
3. Set the credit limit as the client reads it: **250000.00**, not 25000000.
4. Leave payment terms blank to use the client's own default from the customer register.

ORGANIZATION

Osebo Travel & Tours

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Demo Administrator

Tenant Owner

TRAVEL & TICKETING

Corporate Accounts

The companies this desk has an arrangement with — their credit, their terms and their travel policy. The company itself is a customer on the one register finance invoices from; everything here is what travel adds to it.

Travel requests

New account

ACTIVE ACCOUNTS

8

Companies travelling on terms

WITH A CREDIT LIMIT

7

The rest travel with no agreed ceiling

POLICY BREACHES UNSIGNED

0

Out of policy, nobody has said why

ON THIS PAGE

8

Matching the filters below

Find an account

COMPANY, CUSTOMER NUMBER, EMAIL OR PHONE

Ghana Mining Ltd

Searched against the customer register, because that is where the company's name lives.

STANDING

Active only

Closed accounts stay on the record with their history.

Filter

Accounts

8 accounts

COMPANY	ACCOUNT MANAGER	TRAVELLERS	CREDIT LIMIT	TERMS	STANDING
Ghana Mining Ltd CUS-WE70D	Nobody owns this relationship	0	GHS 250,000.00	30 days	Active
Accra Commercial Bank CUS-EDXIZ	Nobody owns this relationship	0	GHS 500,000.00	45 days	Active
Takoradi Oilfield Services CUS-HRWEL	Nobody owns this relationship	0	GHS 180,000.00	30 days	Active
Gold Coast Telecom CUS-OVGVR	Nobody owns this relationship	0	GHS 320,000.00	60 days	Active
West Africa Health Trust CUS-TYOIB	Nobody owns this relationship	0	GHS 60,000.00	14 days	Active
Ashanti Cocoa Exporters CUS-OKGGL	Nobody owns this relationship	0	No limit agreed	45 days	Active
Legon Business School CUS-ZGV4IJ	Nobody owns this relationship	0	GHS 90,000.00	30 days	Active
Labadi Beach Hospitality CUS-EXB5A	Nobody owns this relationship	0	GHS 140,000.00	30 days	Active

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Figure 8 – Corporate accounts: eight clients with travel terms on top of the customer record finance already invoices. Not a travel-only copy of the company.

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Demo Administrator

Tenant Owner

TRAVEL & TICKETING · CORPORATE ACCOUNT

New Corporate Account

A corporate account is an existing customer with travel terms attached. Pick the company; it is never typed again here.

← Back to accounts

The company

Customer *

+ Add a client

ACCOUNT MANAGER

Choose a customer...

Nobody yet

From the register finance invoices from. A company can hold one corporate account, so a name missing here may already have one.

The consultant at this desk who owns the relationship — who the client rings and who chases the trip.

Terms and credit

ACCOUNT CURRENCY *

CREDIT LIMIT

PAYMENT TERMS

SERVICE FEE, PER TICKET

GHS

No limit

30

Ordinary fee

What the credit limit and the fare cap are stated in. The desk may still sell this client a fare in another currency.

Leave blank when no ceiling was agreed. Typed as the client reads it — 25000.00, not 2500000.

Days. Blank uses the customer's own default from the register, which is what finance already bills on.

Blank for the desk's ordinary fee. Zero means this client negotiated it away — a different thing.

Travel policy

Every rule here flags a trip and records who let it through anyway. None of them refuses a booking — a refusal is worked around by phone, and then nothing is recorded.

HIGHEST CABIN ALLOWED

NOTICE REQUIRED

FARE CAP, PER PASSENGER

PREFERRED CARRIERS

No cabin rule

No notice rule

No cap

KL, AF, ET

A ceiling, not an instruction. Flying below it is never flagged.

Days before departure. Late fares cost the client more, which is the reason the rule exists.

In the account currency above. Per passenger, so a delegation is measured per seat.

IATA codes, comma separated — KL, AF, ET. Stored upper-cased so one airline is one entry.

☐ This client mandates the preferred carriers

Left unticked, the list is a preference and flying something else is noted but not a breach. Ticked, it becomes one — and somebody has to sign for it.

Standing and notes

ACCOUNT STANDING

NOTES

Active

Closing an account keeps its history and its invoices. It stops the desk picking it for new trips.

Anything the next consultant needs to know about this account that is not a rule.

✓ Create account

Cancel

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Figure 9 — Opening an account. The client is picked from the shared customer register, and a client who is not on it yet can be added from this dialog rather than abandoning the form. The credit limit is typed as the client reads it.

★ IMPORTANT

A blank credit limit means **no limit was agreed** — it does not mean zero. A limit of zero means this client runs no credit at all. The product keeps the two apart on every screen, and a request measured against a blank limit is reported as untested rather than approved.

Part 3 – The request before the booking

The queue that exists before any seat does. A client's colleague asks to go somewhere; nothing is held, no deadline is running, and the only question is whether the trip is within what their company agreed. This desk has **12** such requests on the books.

Step 9. Take a travel request

"Can I go to Lagos on the 14th?" – typed up, so the answer is a record rather than a WhatsApp message somebody has to find again.

Do this now

1. Open **Reservations** → **Travel requests** and press **Record request**.
2. Pick the corporate account, or leave it blank for a walk-in or a leisure trip.
3. Pick the passenger. If they are new, add them from the same screen rather than abandoning the form.
4. Enter the route, the dates, the number travelling, the cabin and the budget.
5. Save it as a draft while you are still gathering, or record it to start the clock.

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TRAVEL & TICKETING · TRAVEL REQUEST

New Travel Request

A trip somebody asked for. No seat is held and no deadline is running — this is the question before the booking.

← Back to requests

Who is asking

Corporate account

+ Open an account

Requested by *

+ Add a passenger

No account — walk-in or leisure

Choose somebody...

ⓘ Leave blank for a walk-in or leisure trip. With no account there is no travel policy to check against.

ⓘ The person who wants to travel, from the travel register. Not a login — the client's staff have none here.

The trip

FROM

TO

DEPARTS

RETURNS

ACC or Accra

LOS or Lagos

dd/mm/yyyy

dd/mm/yyyy

ⓘ An airport code or a city name. Either is fine on a request.

ⓘ Where they are going.

ⓘ Also what the notice-period rule on the account is measured from.

ⓘ Blank for one way. The same day is fine — Kumasi and back is an ordinary trip.

PASSENGERS *

CABIN

BUDGET, PER PASSENGER

CURRENCY *

1

Not stated

0.00

GHS

ⓘ How many seats. The budget below is per passenger, so a delegation is measured per seat.

ⓘ What they are asking for. Above the account's ceiling it is flagged, not refused.

ⓘ As the client reads it — 1250.00, not 125000. Blank is a normal request, not a request for nothing.

ⓘ What the budget is stated in. Where it differs from the account currency the credit limit cannot be tested, and the request says so.

Why, and anything else

PURPOSE

NOTES

Quarterly board meeting at the Lagos office.

ⓘ What the trip is for. It is the first thing an approver reads and often the only thing they need.

ⓘ Anything the consultant filling this needs to know that is not part of the request.

ⓘ Saving checks the trip against the account's travel policy. Anything out of policy is flagged on the request for somebody to sign — nothing here is refused.

Record request

Cancel

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Figure 10 – Taking a travel request. Nothing is held and no deadline is running – this is the question that comes before any seat. A new passenger or a new corporate account can be opened from the label row rather than leaving a half-typed request.

♦ GOOD TO KNOW

With **no corporate account there is no travel policy to check against** – which is not the same as having been checked and passed. The request screen says so plainly rather than showing a green tick it has not earned.

Step 10. Read the policy verdict, and understand what it is not

Where the request names a corporate account, the product measures it against that client's agreed terms the moment it is saved: the budget against the credit limit, the cabin against any ceiling, the currency against the one the limit is stated in.

Do this now

1. Open a saved request and read the panel under the trip.
2. A request inside policy says so and needs nothing from you.
3. A request outside it is **flagged, and not refused** – the finding is recorded and the request carries on.
4. Where you overrule a finding, type why. The reason is stamped with your name and stays on the request for good.

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ACC → JNB

For Ghana Mining Ltd, requested by Kofi Boateng.

← Back to requests

The account

The trip

ROUTE	DEPARTS	RETURNS	PASSENGERS	CABIN
ACC → JNB	20 Oct 2026 In 18 days	26 Oct 2026	2	Economy

BUDGET, PER PASSENGER
GHS 18,000.00

STATUS
Approved

BOOKING
No seat held yet

Site inspection

Travel policy

0

Within the client's policy

Nothing on this request breaks a rule on the account, and nothing needs a signature.

Approval

0

No approval was opened

The request moved status without an approval chain being written, which should not happen. Worth looking at before trusting its status.

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Figure 11 – One request, with its policy verdict underneath. A finding is recorded and the request carries on: out of policy is flagged, never refused.

▲ WATCH OUT

A limit in another currency is reported as **untested**, not as passed. If the client's limit is in USD and the trip is budgeted in GHS, the product will not invent a rate to compare them – it tells you it could not test it, which is the honest answer and the one a finance manager wants.

Step 11. Approve, decline, or let it go to a booking

A request moves through six states, and the register is organised around them. On this desk: **3 approved, 3 submitted, 2 drafts, 2 already booked, 1 declined** and **1 cancelled**.

Do this now

1. Open **Reservations** → **Travel requests** and work the **Submitted** chip.
2. Approve what is within policy, or what you are prepared to overrule and have said why.
3. Decline what you are not, with a reason the requester will read.
4. From an approved request, press **Make a booking** – the route, dates, passenger and payer carry across.

Find a request

ROUTE OR PURPOSE

ACC, Lagos, board meeting

Part of an origin, a destination or why they are going.

ACCOUNT

Every account

Blank covers walk-in and leisure requests too.

STATUS

Any status

Where the request has got to, not whether the trip has gone.

Unsigned only

Filter

Requests						12 requests
TRIP	ACCOUNT	REQUESTED BY	DEPARTS	BUDGET	STATUS	POLICY
ACC → LOS 3 passengers · Economy	Labadi Beach Hospitality	Fifi Tetteh	11 Oct 2026	GHS 11,000.00	Draft	In policy
ACC → NBO 2 passengers · Economy	West Africa Health Trust	Yaa Agyeman	14 Oct 2026	GHS 15,000.00	Submitted	In policy
ACC → LHR Economy	Ghana Mining Ltd	Ama Mensah	16 Oct 2026	GHS 24,000.00	Booked	In policy
ACC → JNB 2 passengers · Economy	Ghana Mining Ltd	Kofi Boateng	20 Oct 2026	GHS 18,000.00	Approved	In policy
ACC → IST Economy	Gold Coast Telecom	Esi Appiah	23 Oct 2026	GHS 17,000.00	Cancelled	In policy
ACC → DXB Business	Gold Coast Telecom	Nana Owusu	26 Oct 2026	GHS 42,000.00	Approved	In policy
ACC → LHR Business	Takoradi Oilfield Services	Kwame Asante	01 Nov 2026	GHS 68,000.00	Submitted	In policy
ACC → DXB Economy	Accra Commercial Bank	Yaw Darko	01 Nov 2026	GHS 21,000.00	Booked	In policy
ACC → ABJ 2 passengers · Economy	Labadi Beach Hospitality	Maame Serwaa	04 Nov 2026	GHS 13,000.00	Approved	In policy
ACC → CDG Economy	Legon Business School	Kobina Mensah	11 Nov 2026	GHS 22,000.00	Submitted	In policy
ACC → AMS Economy	Ashanti Cocoa Exporters	Kwesi Baah	26 Nov 2026	GHS 19,000.00	Draft	In policy
ACC → JFK First	West Africa Health Trust	Kojo Antwi	01 Dec 2026	GHS 180,000.00	Declined	In policy

Figure 12 – The request queue – twelve, across every state a request can be in. The chips are the states, and each is also the way into exactly the rows it counted.

✓ TIP

The **approved and not yet booked** count on the ticket desk is the one to watch. An approved request is a promise your desk has made; until it becomes a booking, nobody is holding anything.

Part 4 – Holding the seat

A booking is a held reservation with a deadline attached. This is the part of the day with a clock on it, and the deadline queue is the screen a working desk lives in.

Step 12. Open a booking

This desk has **28**, and the ticket desk shows where each one has got to: **3 still being quoted**, **5 held and unticketed**, **7 ticketed and not yet flown**, and **13 travelled**.

Do this now

1. Open **Reservations** → **Bookings** and press **New booking**.
2. Pick the payer – the company or the walk-in who settles the invoice, which is not necessarily anybody on the flight.
3. Add the passengers from the register.
4. Record the PNR from wherever you actually made the reservation.
5. Set the **ticketing deadline** the airline gave you.

Figure 13 – The booking register: twenty-eight files. The carrier and route lead each row because that is what a client says on the phone; the desk's own reference sits under it.

The **payer and the passenger are deliberately separate fields** and must not be collapsed. A corporate trip is flown by a client's employee and invoiced to their employer; a desk that records only the traveller cannot raise the invoice, and one that records only the company cannot check a passport.

Step 13. Add the segments

Each flight on the booking: carrier, number, route, times and cabin. This desk's 28 bookings carry segments across six carriers – **KLM 7**, **Emirates 5**, **Ethiopian 5**, **British Airways 4**, **Africa World 4** and **Turkish 3**.

Do this now

1. On the booking, press **Add segment**.
2. Enter the carrier's **IATA code** – it is what the commission rule matches on.
3. Enter the flight number, origin, destination, and the departure and arrival times.
4. Set the cabin. A corporate policy ceiling is checked against it.

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Booking 0DFYN6
Record locator 0DFYN6 - our reference BKG-FU5WQC

Register Edit booking

What must happen next

Ticketed — the deadline no longer applies
Every passenger holds a document and the airline has its money. What is left is the journey itself.

The booking

STATUS Ticketed	INVOICED TO Accra Commercial Bank CUS-EDXIZ	CONSULTANT Adjoa Larbi	BOOKED THROUGH Manual	QUOTED IN GHS
TRAVEL 11 Oct 2026 returning 18 Oct 2026	TICKETING DEADLINE Tue 29 Sep 2026, 23:59	OUR REFERENCE BKG-FU5WQC		

Itinerary

1 legs

LEG	FLIGHT	DEPARTS	ARRIVES	CABIN	STATUS
ACC → DXB Leg 1	EK EK418 Emirates	11 Oct 2026, 22:10	12 Oct 2026, 06:25	Economy	Confirmed

Passengers

2 travelling

PASSENGER	TYPE	PASSPORT	EXPIRES	ON THIS BOOKING
Yaw Darko Lead passenger — the person the desk rings	Adult	GHFWQ1R8	02 Oct 2029	Booked
Efua Addo	Adult	GCHXJBZI	12 Sep 2026 Expired	Booked

Tickets

2 issued or pending

TICKET	PASSENGER	FARE + TAXES	SERVICE FEE	AGENCY KEEPS	STATUS
Not yet issued EK - Consolidator	Yaw Darko	GHS 12,838.00	GHS 250.00	GHS 670.00	Issued In the till
Not yet issued EK - Consolidator	Efua Addo	GHS 12,643.00	GHS 250.00	GHS 760.00	Issued In the till

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Figure 14 – One booking, end to end. The payer and the passengers are deliberately separate – a corporate trip is flown by a client's employee and invoiced to their employer.

▲ WATCH OUT

The carrier code is not cosmetic. A segment with the wrong code is priced against the wrong commission rule, and the error surfaces weeks later as a carrier settlement that does not reconcile.

Step 14. Work the deadline queue

The one screen that costs money to ignore. A ticketing deadline is the airline's, not yours: miss it and the seats go back, usually without a message.

Do this now

1. Open the **Ticket desk** and read the two deadline tiles.
2. **Deadline passed** – on this desk, 2. The airline may already have released these seats; ring them.
3. **Must ticket today** – 2. These go back tonight if nothing is issued.
4. Click either tile to open exactly the bookings it counted.

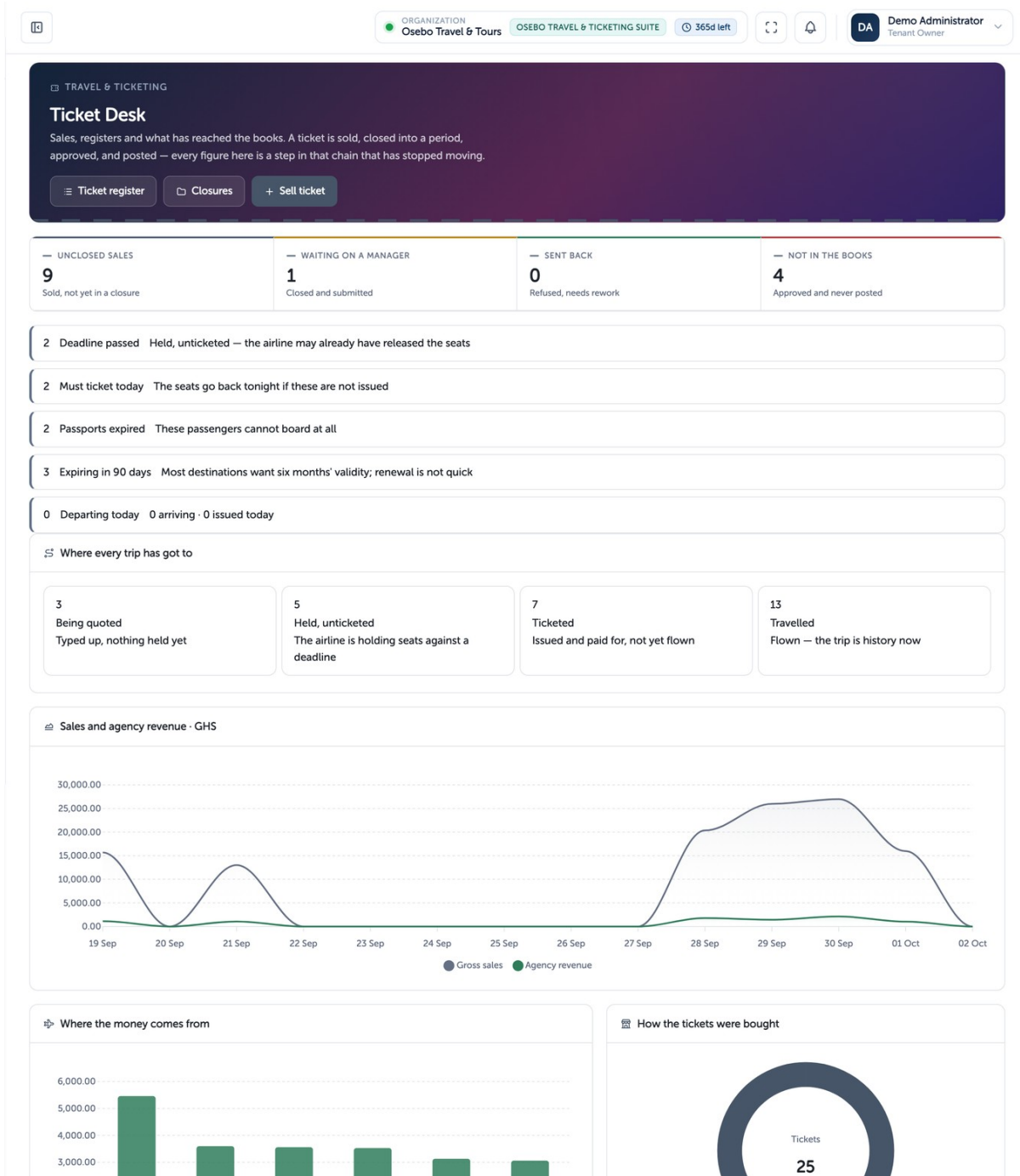


Figure 15 – The ticket desk. The two deadline tiles are the ones that cost money to ignore: seats held past their date, and seats that go back tonight.

★ IMPORTANT

A deadline is **the end of that day**, not the morning. A booking whose deadline is today is still live until midnight, and the product counts it as due rather than late — a desk told it had already missed something it had not would learn to ignore the tile.

Part 5 – Issuing, and taking the money

The centre of the product. Issuing turns a held seat into a document and writes what you are owed; payment is a separate act that may happen minutes or weeks later.

Step 15. Issue the ticket

This desk has **36 tickets**, of which **25 are issued** and **11 are still held against a booking**.

Do this now

1. Open the booking and press **Issue** against a passenger.
2. Enter the **base fare**, the **taxes** and your **service fee**, each as the client reads them.
3. The commission is folded on from the carrier's rule – you do not type it.
4. Save. The product allocates the ticket number and writes the till entry in the same breath.

Find a ticket

TICKET NUMBER, BOOKING REF OR CUSTOMER

HPL202608001 or Ama Mensah

STATUS

Any status

Open means some of the ticket is still unpaid.

SOLD FROM

dd/mm/yyyy

The day the ticket was sold,
not paid.

SOLD TO

dd/mm/yyyy

Leave blank for everything
since the start date.

Part of any of them is enough – an Amadeus or Sabre booking reference finds the ticket too.

Leave blank for everything since the start date.

Figure 16 – The ticket register. Issued and held tickets side by side, because a held ticket is a seat somebody is still expecting and an issued one is a document and a debt.

The ticket number is allocated **inside the save**, under a lock on the counter. It is the only reason two agents pressing Issue in the same second cannot be handed the same number.

35

Issuing twice is refused outright rather than re-issued. A second till entry for one ticket would have the day's closure count the money twice – a reconciliation failure that surfaces at the end of the day against a supervisor with no way to tell which of the two is real. **A reissue is a new ticket**, which is Step 17.

Step 16. Take the payment

Four tenders, and a fifth thing that is not a tender at all. This desk took **GHS 335,535.00** across 25 sales.

Do this now

1. Open **Money** → **Ticket register** and find the sale.
2. Press **Take payment** and choose the tender: cash, card, mobile money, bank transfer or cheque.
3. Enter what actually arrived. A part payment is recorded as a part payment, not rounded up.
4. Where the client is on account, record nothing – the sale stays unpaid and the invoice is the instrument.

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Sell Ticket

One screen: the ticket, who it is for, and what they handed over. The customer is found or created here rather than on a separate trip.

← Back to Register

The Ticket

TICKET NUMBER

OSB3202610062

ⓘ Allocated when you save, so two agents selling at once can never be given the same number. This is what it would be right now.

SOLD ON *

02/10/2026

ⓘ The day the sale happened. It also decides which month's sequence the number takes.

TICKET CURRENCY *

GHS

ⓘ What the ticket is PRICED in — often USD. What the customer pays in is recorded further down.

TICKET AMOUNT *

0.00

ⓘ In whole and decimal units as the customer reads them — 1250.00, not 125000.

TAX

0.00

ⓘ Leave blank when the fare is quoted tax-inclusive or no tax is charged.

PASSENGERS

ⓘ How many people this one ticket covers. Blank means one.

Customer

FIND AN EXISTING CUSTOMER

0201234567, ama@example.com, CUS-HPL-0004 or Ama Mensah

ⓘ Type a phone number, an email, a customer number or a name. Matches appear as you type; a phone typed any way round finds the same person.

ⓘ Nobody selected above? Fill these in and the customer is created with the ticket. If the phone, email or customer number already identifies somebody, the ticket attaches to them instead of making a second profile.

NAME

PHONE

EMAIL

ⓘ A name alone never merges two people — two John Mensahs are two customers.

ⓘ Any format. +233 20 123 4567 and 0201234567 are treated as the same number.

ⓘ Needed for an emailed receipt. Without one, the email button does not appear.

Journey

ROUTE

CARRIER

CLASS

ⓘ However the desk writes it — ACC-LHR, Accra to Kumasi.

ⓘ Airline, bus operator or whoever is carrying them.

ⓘ Economy, business, VIP — free text, because operators name these differently.

NOTES

ⓘ Anything the next person handling this ticket would want to know.

Booking & Invoice

ⓘ All optional. Fill these in when the ticket was issued somewhere else, or when the invoice needs to read as something other than the route.

ISSUED IN

BOOKING REFERENCE

Figure 17 – Issuing. Base fare, taxes and your service fee are typed as the client reads them; the commission is folded on from the carrier's rule and is never typed.

★ IMPORTANT

On account is not a payment. Ghana Mining and Gold Coast Telecom are invoiced monthly on this desk, so their tickets sit unpaid by design. The unpaid column exists for exactly this, and the closure in Part 7 will refuse to swallow it quietly.

✓ TIP

Record the tender honestly even when it makes the day harder to balance. The closure reconciles the drawer against card and mobile money **separately** – a card payment recorded as cash is a cash shortage and a card surplus, and the net of the two is zero, which is how a real shortage hides.

Step 17. Refund, exchange or void

Three different things that all look like "undo", and the product keeps them apart because the money moves differently in each.

Do this now

1. Open the ticket and choose the action.
2. **Void** – the same day, before the airline has reported it. The ticket and its sale are reversed entirely.
3. **Refund** – after that. The fare goes back less whatever the carrier keeps, and your service fee is yours to waive or keep.
4. **Exchange** – the passenger is still travelling, on a different ticket. The new ticket records what it was exchanged from.

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Refunds & Voids

A void cancels a ticket inside the airline's window and returns everything. A refund is a claim that takes weeks and loses a penalty. They are different things, and this page keeps them apart.

OPEN CLAIMS
0
Raised and not yet settled either way

WAITING ON AN AIRLINE
0
Lodged, nothing received

OWED TO CUSTOMERS
GHS 0.00
0 claim(s) the airline has already paid

FINANCING THE AIRLINE
GHS 0.00
0 paid out before the carrier paid us

Find a claim

TICKET NUMBER, PNR OR BOOKING REFERENCE
0577123456789 or QX7T4P
ⓘ Part of any of them is enough – a passenger rings quoting the record locator, not our reference.

STAGE
Any stage
ⓘ Where the claim has got to.

WHERE THE MONEY IS
Anywhere
ⓘ Owed to the customer means the airline has paid and we have not passed it on.

Refund claims

0 claims

TICKET	PASSENGER & PAYER	RAISED	CLAIM IS WORTH	AIRLINE PAID	CUSTOMER PAID	STAGE
No refund claims A claim is raised from a ticket. If the ticket was issued today, void it instead – that costs nothing.						

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Figure 18 – Refunds. Void, refund and exchange are three different things that all look like undo, and the money moves differently in each – which is why they are three controls and not one.

▲ **WATCH OUT**

Only a **Ticketing Supervisor** may void. Voiding is the one action that erases a sale rather than reversing it, and it is restricted for the same reason a till has a manager's key.

Part 6 – Visas and packages

Two desks that sit beside the ticket counter and settle differently: visa work, which is a clock, and tour packages, which are a product you price rather than a seat you resell.

Step 18. Run the visa register as a clock

The register's value is not "who has a visa". It is **whose passport is at an embassy, and how long has it been there** – because while it is there the passenger cannot travel anywhere else, and nobody outside your desk is counting the days. This desk has **10 files**.

Do this now

1. Open **Travellers** → **Visa applications** and press **Open a visa file**.
2. Pick the passenger and the destination, and set the visa type.
3. Record the embassy, your reference, the embassy fee and your own service fee separately.
4. Set the **expected decision date** – that is what the register counts against.
5. Move the file along as it moves: documents pending, ready, submitted, processing, decided, passport returned.

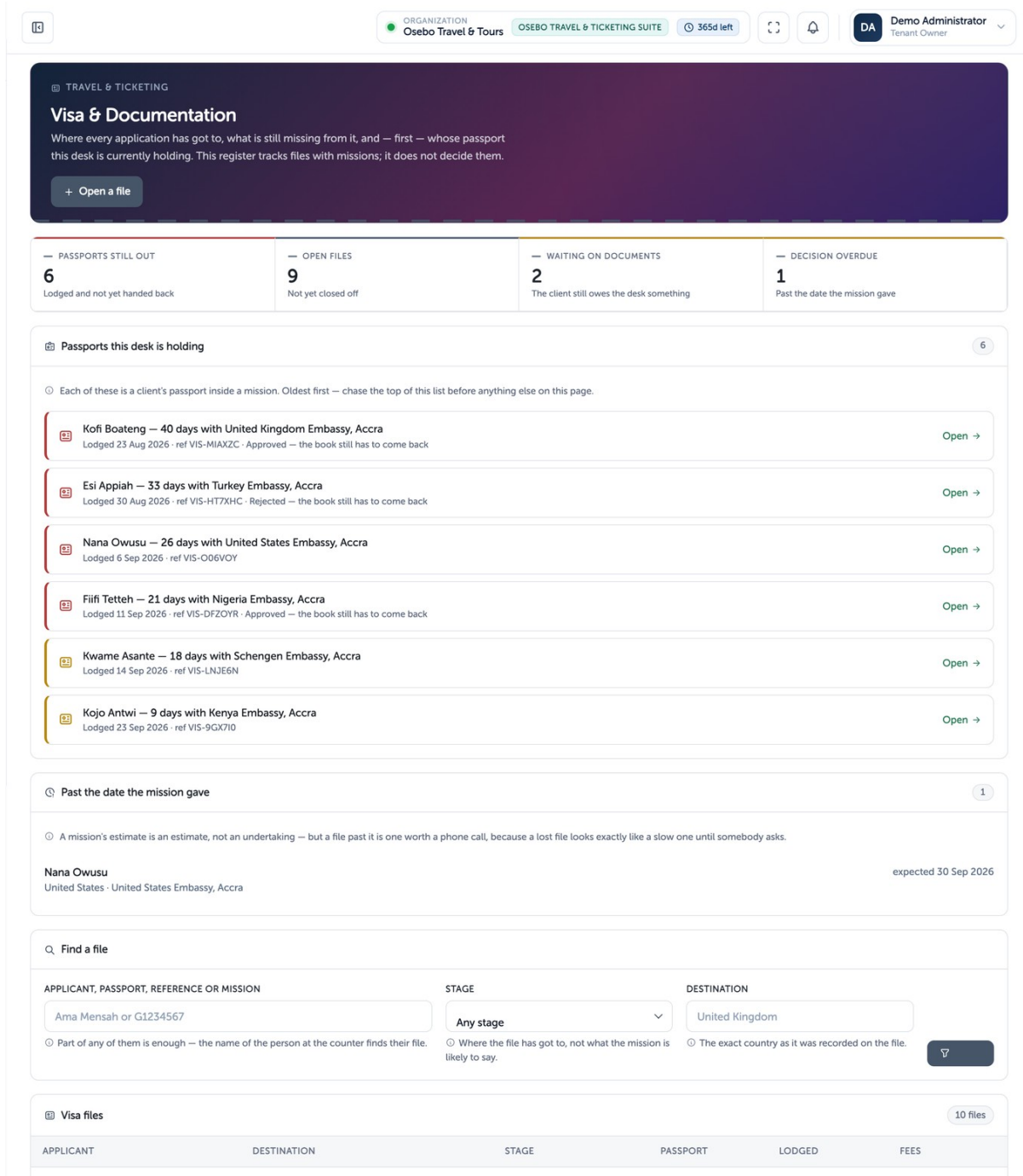


Figure 19 — The visa register, read as a clock. Ten files at every step of the legal path, because a list where everything is approved cannot answer the question the register exists for: whose passport is at an embassy, and for how long.

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Kwame Asante

Schengen - Business - Schengen Embassy, Accra

All files

Edit the file

This traveller's passport has been out for 18 days.

Lodged 14 Sep 2026 with Schengen Embassy, Accra. It stays out until somebody records the return below — the stage does not say where the book is.

Where the file has got to

Processing

Step 5 of 7 — Processing. This register tracks the application. The decision is the mission's alone.

The checklist

No checklist recorded

Add what the mission asks for and the file will say what is still outstanding.

Add the requirements

The file

APPLICANT	PASSPORT
Kwame Asante	GWAM9SMT
DESTINATION	VISA TYPE
Schengen	Business
MISSION	THEIR REFERENCE
Schengen Embassy, Accra	VIS-LNJE6N
APPOINTMENT	TRIP
None booked	No booking attached
OWNED BY	
Demo Administrator	

Fees

EMBASSY FEE (THEIRS)	SERVICE FEE (OURS)
GHS 258.00	GHS 250.00
CHARGED TO THE CLIENT	
GHS 508.00	

The embassy fee is the mission's and is not refunded on a refusal. Only the service fee is the desk's.

What happens next

→ Approved

→ Rejected

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Figure 20 – One visa file. The step that matters is passport returned, not approved – an approved visa with the passport still at the embassy is a passenger who cannot board.

♦ GOOD TO KNOW

The file walks a fixed path and will not skip a step. A file cannot be "approved" without having been submitted, because a register that allowed it could not answer the only question it exists for.

▲ WATCH OUT

The step that matters is **passport returned**, not **approved**. An approved visa with the passport still at the embassy is a passenger who cannot board. This desk has one file sitting exactly there.

Step 19. Price a tour package from its parts

A package is sold as one price and built from three: what the supplier charges you, your markup, and your service fee. This desk has **6**.

Do this now

1. Open **Reservations** → **Tour packages** and press **New package**.
2. Name it as the client will see it, with the destination and the dates.
3. Enter the **supplier cost**, the **markup** and the **service fee** separately.
4. Set the capacity. The register counts what is left.
5. List the inclusions – flights, transfers, accommodation, whatever is in it.

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Tour Packages
Dated departures, the seats left on each one, and what the desk keeps per seat. A package is priced from its parts – supplier cost, markup and service fee – so a sold-out departure can still say whether it made money.

+ New departure

Include past departures

ON SALE
6
Active and not yet departed

SEATS SOLD
0
Counted in people, not bookings

DEPARTURES LISTED
6
Matching this filter

Find a departure

PACKAGE NAME OR DESTINATION
Dubai 5 nights

Part of either is enough – "Dubai" finds every Dubai departure.

Departures

6 departures

PACKAGE	DEPARTS	SEATS	PRICE	OURS PER SEAT	STATE
Dubai City Break – 5 nights Dubai	20 Oct 2026 to 26 Oct 2026	25 left 0 of 25 taken	GHS 2,420.00 cost 1,850.00 + markup 420.00 + fee 150.00	GHS 570.00	On sale
Istanbul Discovery – 4 nights Istanbul	28 Oct 2026 to 03 Nov 2026	18 left 0 of 18 taken	GHS 2,160.00 cost 1,650.00 + markup 390.00 + fee 120.00	GHS 510.00	On sale
Umrh Package – 10 nights Jeddah	02 Nov 2026 to 08 Nov 2026	40 left 0 of 40 taken	GHS 4,000.00 cost 3,200.00 + markup 600.00 + fee 200.00	GHS 800.00	On sale
Cape Town Summer – 7 nights Cape Town	15 Nov 2026 to 21 Nov 2026	20 left 0 of 20 taken	GHS 3,110.00 cost 2,400.00 + markup 560.00 + fee 150.00	GHS 710.00	On sale
Zanzibar Beach – 6 nights Zanzibar	01 Dec 2026 to 07 Dec 2026	16 left 0 of 16 taken	GHS 2,730.00 cost 2,100.00 + markup 480.00 + fee 150.00	GHS 630.00	On sale
Kenya Safari – 5 nights Nairobi	16 Dec 2026 to 22 Dec 2026	12 left 0 of 12 taken	GHS 3,550.00 cost 2,750.00 + markup 650.00 + fee 150.00	GHS 800.00	On sale

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Figure 21 – Tour packages, priced from their parts. Supplier cost, markup and service fee are entered separately and the price is re-derived on every save, so it can never disagree with its own components.

The price is **re-derived from its parts on every save** and never typed. A package carrying a hand-typed total disagrees with its own components the moment anybody edits one, and the disagreement reads to a client as a pricing error on your side.

Part 7 – Closing the day

Where this product reaches the books, and the reason it exists rather than a spreadsheet. A day is counted, closed, signed off by somebody who did not count it, and posted. This desk has closed **5 weeks**: four approved, one waiting.

Step 20. Count the drawer and close the period

Closing is a claim about money: this is what the counter says it took, broken down by tender, for a period that is now frozen.

Do this now

1. Open **Money** → **Daily closure** and press **Close a period**.
2. Choose the dates. A week is as valid as a day; this desk closes weekly.
3. Read the preview: how many tickets, how much in each tender, and what is unpaid.
4. Enter what you **actually counted** in each tender – not what the screen expects.
5. Press **Close**.

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Sales Closures

A period's takings, closed as one batch. The closure is the unit everything downstream reads — the cash count, the approval, and the ledger.

[Close a Period](#)

TICKETS IN OPEN PERIODS
9
Sold and not yet swept into any closure

AWAITING APPROVAL
1
Closed, waiting on a person

REOPENED AFTER REJECTION
0
Tickets released for correction

APPROVED
4
Signed off, including posted batches

STATUS: All statuses | PERIOD ENDS ON OR AFTER: dd/mm/yyyy | PERIOD STARTS ON OR BEFORE: dd/mm/yyyy | [Filter](#) | [Reset](#)

Closure Register

5 closures

PERIOD	TICKETS	INVOICED	COLLECTED	CASH COUNT	STATUS
CLS-20260921-20260927 21 Sep 2026 – 27 Sep 2026	1	GHS 13,006.00	GHS 13,006.00	Not counted	Pending Approval
CLS-20260914-20260920 14 Sep 2026 – 20 Sep 2026	3	GHS 38,587.00	GHS 29,535.00	Not counted	Approved
CLS-20260907-20260913 07 Sep 2026 – 13 Sep 2026	6	GHS 76,170.00	GHS 76,170.00	Not counted	Approved
CLS-20260831-20260906 31 Aug 2026 – 06 Sep 2026	3	GHS 39,087.00	GHS 13,791.00	Not counted	Approved
CLS-20260824-20260830 24 Aug 2026 – 30 Aug 2026	3	GHS 40,263.00	GHS 40,263.00	Not counted	Approved

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Figure 22 – The closure register. Five weeks closed, four signed off and one still waiting – a register where every day is approved cannot show the screen a supervisor actually works.

★ IMPORTANT

Type the counted figure even when it disagrees with the expected one. The variance is the entire point of the exercise; a desk that types the expected number into the counted box has performed a ritual, not a count.

▲ WATCH OUT

Variances are reported **per tender and never netted**. A cash shortage of GHS 400 against a mobile-money surplus of GHS 400 is two separate problems, and a screen that showed "balanced" would hide both.

Step 21. Deal with the unpaid tickets honestly

A closure will refuse a period containing a ticket nobody has finished paying for – and the refusal is correct. The money is billed, not banked, and a closure that swept it in would post takings the desk never took.

Do this now

1. Read the refusal: it names the tickets.
2. If the money should have arrived, find it and record the payment. Then close.
3. If the client is genuinely on account – invoiced monthly, as this desk's corporate clients are – ask finance for a waiver.
4. A waiver is granted for **exactly that window**, used once, and consumed by the close that uses it.

ORGANIZATION

Osebo Travel & Tours

OSEBO TRAVEL & TICKETING SUITE

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DA

Demo Administrator

Tenant Owner

TRAVEL & TICKETING

CLS-20260921-20260927

21 Sep 2026 – 27 Sep 2026 · 1 ticket closed as one batch.

← Back to Register

STATUS

Pending Approval

Where this batch is in its life

TICKETS

1

Swept into this closure

CURRENCIES

1

Rows, never columns – a currency is never dropped

CASH COUNT

Not counted

Counted per currency, never converted

Totals By Currency

CURRENCY	TICKETS	INVOICED	COLLECTED	COUNTED	VARIANCE
GHS	1	13,006.00	13,006.00	–	Not counted

Tickets In This Batch

1 on the batch

TICKET	SOLD	INVOICED	TENDERED
OSB3202609148 Labadi Beach Hospitality	21 Sep 2026	GHS 13,006.00	GHS 13,006.00 · Card

Batch

REFERENCE

CLS-20260921-20260927

PERIOD

21 Sep 2026 – 27 Sep 2026

CLOSED BY

Demo Administrator

CLOSED AT

02 Oct 2026 20:53

APPROVED BY

–

APPROVED AT

–

Week closed at the counter.

Approval

Step 1 is with Akosua Mensah.

✓ Approve

✗ Reject & Reopen

Approval Trail

STEP	WHO	OUTCOME
1	Akosua Mensah	Pending

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Figure 23 – A closure waiting on a manager. The variances are stated per tender and never netted: a cash shortage against a mobile-money surplus is two problems, and a net of zero would hide both.

♦ GOOD TO KNOW

On this desk two of the five closed weeks carried an unpaid balance under a waiver – **GHS 31,167.00** in the week of 31 August and **GHS 10,087.00** in the week of 14 September. Both are on the closure for anybody to read, which is the difference between a waiver and a fudge.

Step 22. Have somebody else sign it off

The closure goes to a supervisor, who approves it or sends it back. On this desk the week of **21 September** is sitting there now.

Do this now

1. As the supervisor, open **Money → Daily closure** and find the period waiting.
2. Read the variances and the unpaid line before anything else.
3. Approve it, with a comment if the variance needs one.
4. Or send it back with a reason – the counter reworks it and resubmits.

TRAVEL & TICKETING

CLS-20260921-20260927
21 Sep 2026 – 27 Sep 2026 · 1 ticket closed as one batch.

[← Back to Register](#)

STATUS	TICKETS	CURRENCIES	CASH COUNT
Pending Approval Where this batch is in its life	1 Swept into this closure	1 Rows, never columns – a currency is never dropped	Not counted Counted per currency, never converted

Totals By Currency

CURRENCY	TICKETS	INVOICED	COLLECTED	COUNTED	VARIANCE
GHS	1	13,006.00	13,006.00	—	Not counted

Tickets In This Batch 1 on the batch

TICKET	SOLD	INVOICED	TENDERED
OSB3202609148 Labadi Beach Hospitality	21 Sep 2026	GHS 13,006.00	GHS 13,006.00 · Card

Batch

REFERENCE
CLS-20260921-20260927

PERIOD
21 Sep 2026 – 27 Sep 2026

CLOSED BY
Demo Administrator

CLOSED AT
02 Oct 2026 20:53

APPROVED BY
—

APPROVED AT
—

Week closed at the counter.

Approval

Step 1 is with Akosua Mensah.

[✓ Approve](#) [✗ Reject & Reopen](#)

Approval Trail

STEP	WHO	OUTCOME
1	Akosua Mensah	Pending

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Figure 24 – The same closure from the supervisor's side. The person who closed it cannot be the person who approves it – the product refuses, because a count the counter checks itself is not a check.

★ IMPORTANT

The person who closed it cannot be the person who approves it. The product refuses, and the reason is the whole purpose of the step: a count the counter checks itself is not a check. If your desk has one supervisor, this is the argument for a second.

Step 23. Post it to the books

An approved closure is a finished fact about money. Posting turns it into a journal your ledger accepts.

Do this now

1. Open **Money** → **Daily closure** and open the approved period.
2. Press **Posting review** on the closure itself – posting belongs to a period, so there is no menu row for it.
3. Read the batch: the accounts each line will hit, and the total.
4. Fix any component with no account mapped – one unmapped line refuses the whole batch.
5. Post. The journal reference goes back onto the closure.

ORGANIZATION
Osebo Travel & Tours

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Plan Payment & Renewal

Osebo Travel & Tours: your assigned plan and everything billed with it — plan tiers and negotiated pricing are managed by the platform administrator.

Osebo Travel & Ticketing Suite Monthly billing Plan set by administrator

My Subscription Billing

Osebo Travel... 0 1 02 Oct 2027
YOUR PLAN GHS / MONTH SUITES + ADD-ONS PLAN RENEWS

Insights & Recommendations

Generated from this report's data

Plan changes are managed by your platform administrator
Your plan tier was assigned when the workspace was set up. From here you can renew and switch billing cycle — to move to a different tier, contact support@oseboworkforce.com.

What you pay for

GHS 0.00 / monthly

Your plan, and the cycle it is billed on.

COMPONENT	TYPE	BILLING	RECURRING AMOUNT
Osebo Travel & Ticketing Suite Plan	Core Plan	Monthly - renews 02 Oct 2027	GHS 0.00 / month
Osebo Travel & Ticketing Suite	Industry Suite	Renews with plan	Included
Plan — billed monthly in GHS			GHS 0.00 / month

One subscription, one renewal date. What it costs is agreed with our team rather than picked from a price list — renewals and the billing cycle stay yours to change here.

Renewal opens on 29 Sep 2027. This subscription is paid up to 02 Oct 2027, so there is nothing to settle yet — paying now would buy a period you already have. Come back from 29 Sep 2027, or add seats and pay for those at any time.

Osebo Travel & Ticketing Suite — Monthly Current cycle

GHS 0 / month

You are on this cycle — it renews 02 Oct 2027 and bills automatically.

Active Cycle

Osebo Travel & Ticketing Suite — Annual

GHS 0 / year

Switch to Annual

Figure 25 – Posting review. The accounts each line will hit, before anything is posted. One component with no account refuses the whole batch, and this is where it says which.

▲ **WATCH OUT**

The ticket desk's **Not in the books** tile counts closures that were approved and never posted – **4** on this desk as it stands. An approved closure that never posts is a week of takings your accounts have never heard of, and nothing else on any screen will tell you.

Part 8 – Reading the desk

What the month actually did, and whether it was worth doing. Three screens, each answering a question the others cannot.

Step 24. Read the ticket desk

The landing screen, and the only one composed entirely from the others. Everything on it is a step in the chain that has **stopped moving**.

Do this now

1. Open **Ticket desk**.
2. Read the top row left to right: unclosed sales, waiting on a manager, sent back, not in the books.
3. Read the attention row: deadlines passed, must ticket today, passports expired, expiring.
4. Read the pipeline: being quoted, held, ticketed, travelled.
5. Click anything. Every figure is a way into the rows it counted.

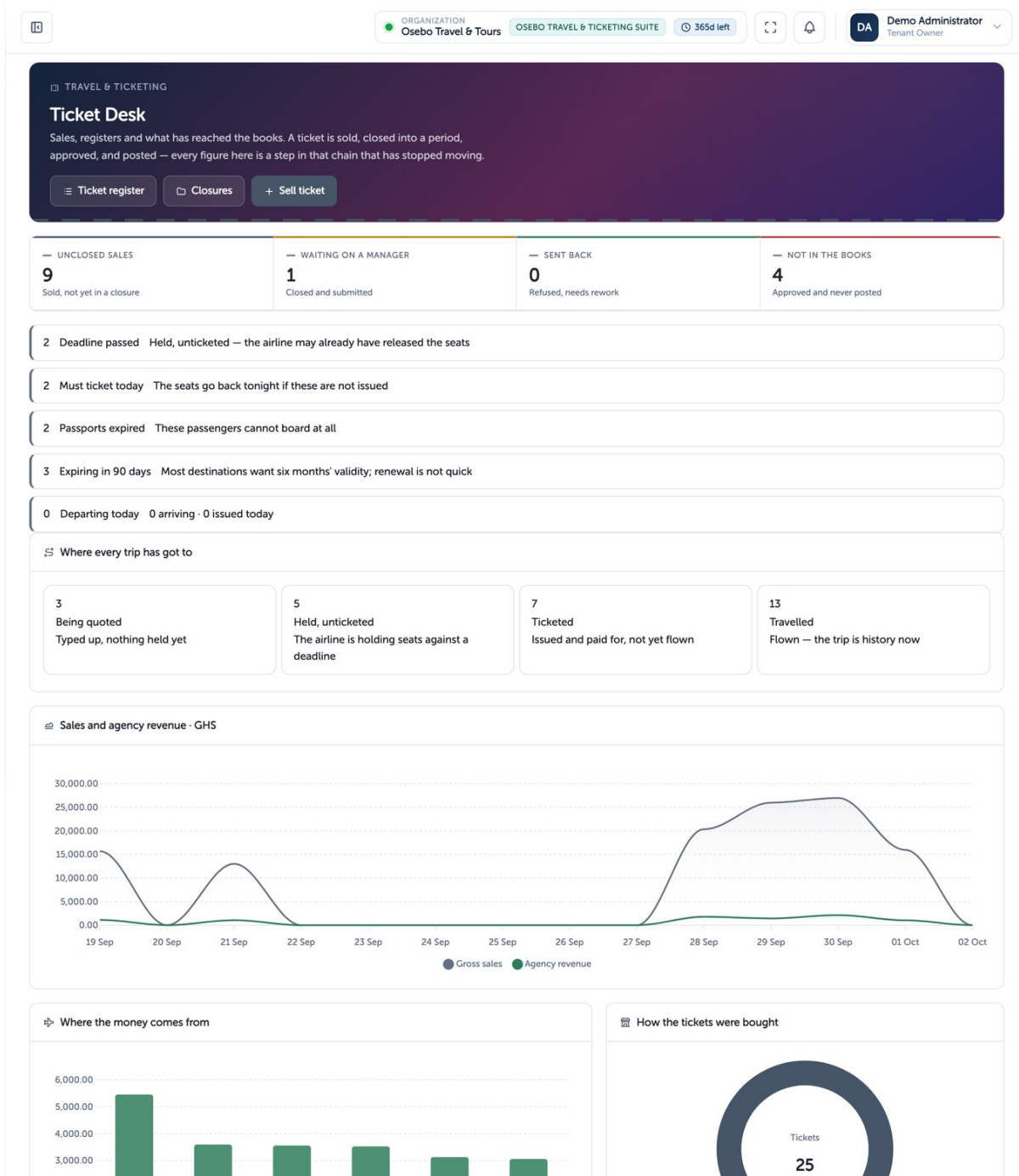


Figure 26 – The ticket desk read as a list of things that have stopped moving. Nine sales not yet in a closure, one closure waiting on a manager, and four approved closures that have never reached the books.

✓ TIP

Read it as a list of things that have stalled, not as a dashboard of how well you are doing. A healthy desk shows small numbers here and its revenue in Step 26.

Step 25. Read the sales trend

Gross against agency revenue, by day. The gap between the two lines is the point: the upper is money passing through, the lower is money you keep.

Do this now

1. On the ticket desk, read the **Sales and agency revenue** chart.
2. Watch the lower line, not the upper one.
3. A spike in gross with no movement in revenue is a desk selling expensive seats for nothing.
4. Use the carrier mix beside it to see which airlines that gross is going to.

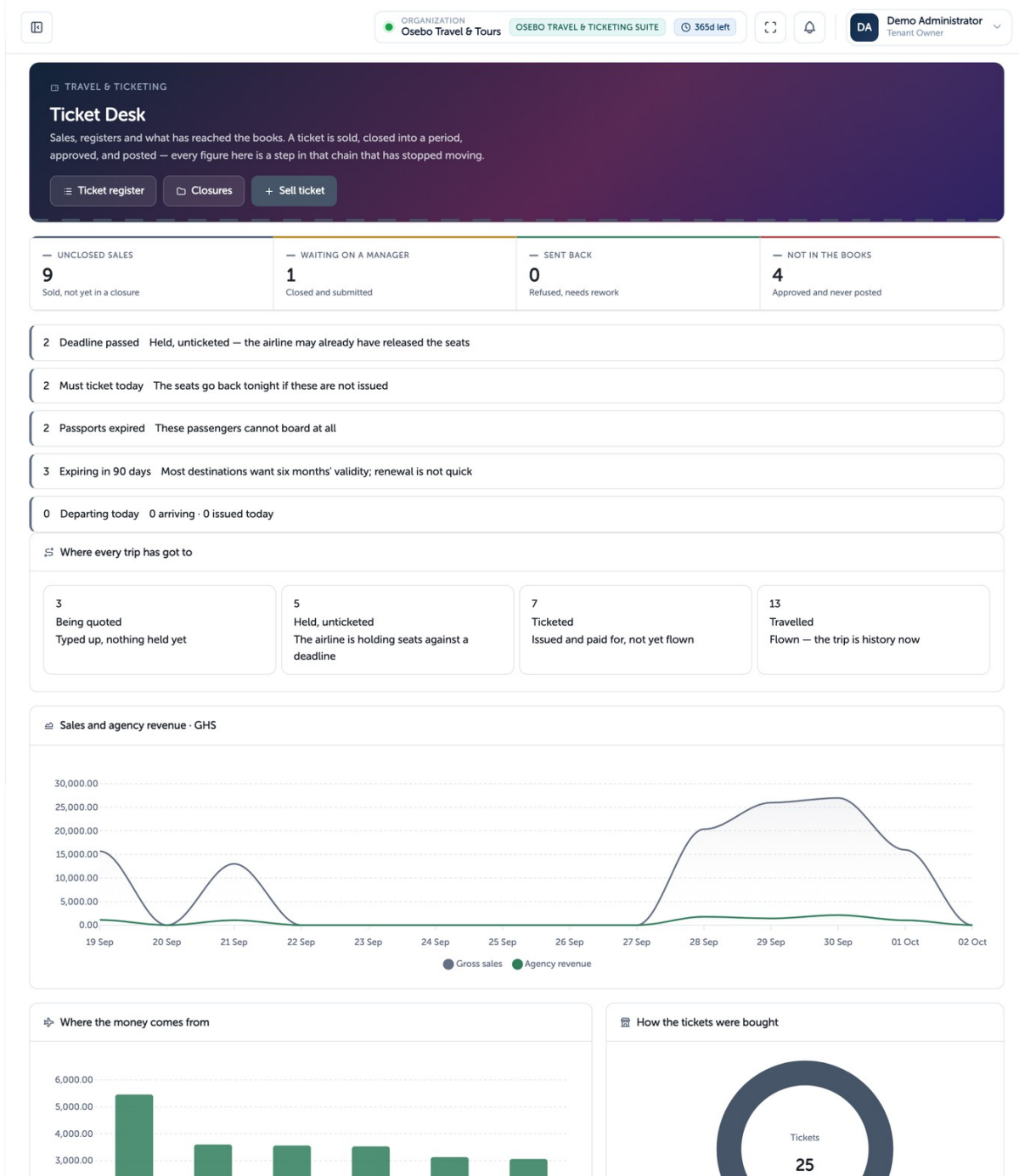


Figure 27 – Gross against agency revenue, over the last fortnight. The gap between the lines is the point: the upper is money passing through to airlines and governments, the lower is money the desk keeps. This window is fourteen days, not the life of the desk.

▲ WATCH OUT

The chart is the **last fortnight**, not the life of the desk. Reading a lifetime total beside it is the commonest misreading of this screen: on the day this was taken it covered 19 September to 2 October and peaked around GHS 27,000 in a day, while the desk's whole takings were GHS 335,535.00. Part 8's profitability screen is where you ask the lifetime question.

♦ GOOD TO KNOW

Over everything this desk has sold, gross was **GHS 335,535.00** and agency revenue **GHS 23,180.00** – a margin of **6.90%**, which the profitability screen states in those words. That ratio, not the gross, is what a travel desk is actually worth.

Step 26. Read profitability per booking

The screen that tells you which work pays. A booking's revenue is its commission plus its service fees, against what it cost you to service.

Do this now

1. Open **Analytics** → **Profitability**.
2. Read the top row first: gross sales, agency revenue, net profit and the margin between them.
3. Use the tabs below to cut the same figure by consultant, customer, corporate account, carrier, route, destination, supplier or month.
4. Look for bookings with many segments and no service fee – complexity you gave away.
5. Compare carriers: a route you sell constantly on a carrier paying you nothing is a route to renegotiate or stop.

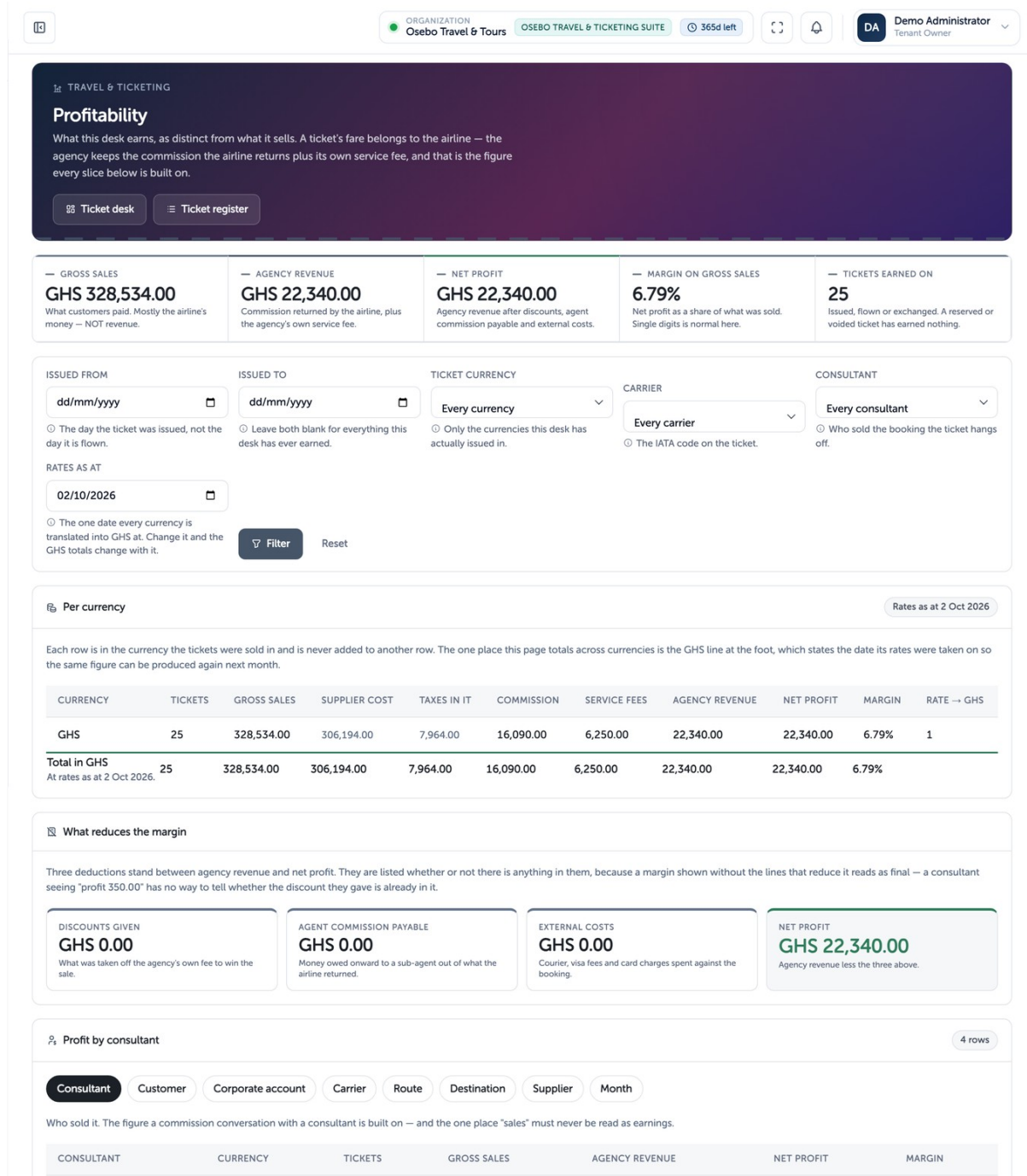


Figure 28 – Profitability. GHS 328,534.00 gross against GHS 22,340.00 of agency revenue – a margin of 6.79% on twenty-five tickets. The screen states what each figure is not: gross sales is "mostly the airline's money – NOT revenue".

◆ GOOD TO KNOW

The screen states plainly what each figure is **not**. Gross sales carries the words "What customers paid. Mostly the airline's money – NOT revenue", and tickets earned on says "A reserved or voided ticket has earned nothing". On this desk: **25 tickets earned on**, supplier cost **GHS 312,355.00**, taxes **GHS 8,185.00**, commission **GHS 16,930.00**, service fees **GHS 6,250.00**.

▲ WATCH OUT

Three deductions sit between agency revenue and net profit – discounts given, agent commission payable and external costs – and they are **listed whether or not there is anything in them**. A margin shown without the lines that reduce it reads as final, and a consultant seeing "profit 350.00" has no way to tell whether the discount they gave is already in it.

Step 27. Reconcile with a carrier, if you are accredited

If your agency is **IATA-accredited** you receive a BSP statement and these screens reconcile it against your own tickets. If you buy through a consolidator – most desks do – you will not have one, and this section does not apply to you.

Do this now

1. Open **Settlement** → **BSP statements**.
2. Import the statement for the period.
3. Read the lines that agree as a count, and work the ones that do not.
4. Record any agency debit or credit memo against the ticket it concerns.

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BSP Reconciliation

What the airlines say this agency owes them, against what its own tickets say. The lines that agree are a count; the lines that do not are the work.

Debit & credit memos

Import a statement

LINES NEEDING ATTENTION
0
Unmatched, unreadable or disagreeing

AT STAKE
—
Largest currency, ignoring direction

NEXT REMITTANCE
Not set
A direct debit, not an invoice

PAST ITS REMITTANCE DATE
0
A missed remittance suspends ticketing

Remittance periods

0 periods

PERIOD	COVERS	REMITTANCE DUE	LINES	STATUS
No statement has been imported yet A BSP statement arrives as a CSV or a spreadsheet. Import one and this register fills itself. Import a statement				

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Figure 29 – BSP reconciliation, for an IATA-accredited agency. A desk that buys through a consolidator will not have a statement and will not see this group in its menu at all – nothing is missing.

♦ **GOOD TO KNOW**

Tickets bought through a consolidator are reconciled **against the consolidator**, not against BSP. If the Settlement group is not in your menu, that is why, and nothing is missing.

Words this product uses

- **Agency revenue** – commission plus service fees. What the desk keeps, as against the gross that passes through it.
- **Base fare** – the airline's price before taxes. Commission is calculated on this and never on the total.
- **BSP** – the IATA Billing and Settlement Plan. A statement accredited agencies receive and reconcile against.
- **Closure** – a frozen period of takings, counted by tender, approved by somebody who did not count it.
- **Commission** – the airline's money, paid to you out of the fare at a negotiated rate.
- **Corporate account** – a customer with travel terms on top: a credit limit, a currency and payment days.
- **Exchange** – a new ticket replacing one the passenger is no longer using, recorded against the original.
- **PNR** – the reservation reference in whatever system actually holds the seats.
- **Sale** – the till entry: what the counter is owed for a ticket, whether or not it has been paid.
- **Seat** – for billing, a person holding Ticket Agent or Ticketing Supervisor. Not a head on your payroll.
- **Service fee** – your money, charged to the passenger for doing the work. You set it.
- **Ticketing deadline** – the end of the day by which the airline needs the ticket issued or it releases the seats.
- **Void** – same-day reversal of a ticket and its sale, before the carrier has reported it.
- **Waiver** – finance's exact-dated, single-use authorisation to close a period containing an unpaid ticket.

Setup checklist

Everything in Part 1, in one place. Tick it once and the desk is ready to sell.

- Workspace name, code and currency confirmed.
- Every person on the counter invited and given **Ticket Agent**.
- At least **two** people holding **Ticketing Supervisor**, so a closure is never self-approved.
- Every airline, consolidator and visa service on the supplier register, with its IATA code and settlement currency.
- A commission rule for every carrier you ticket on.
- Posting settings mapped: sales, tax, fee income, and one account per tender.

The routine

What a working desk does, and how often.

- **Every morning** – the ticket desk's two deadline tiles, then the expired-passport list.
- **Every sale** – issue, then take the payment and record the tender honestly.
- **Every day or week** – count the drawer and close the period.
- **Every closure** – a supervisor who did not count it signs it off.
- **Every approved closure** – post it, and watch the **Not in the books** tile return to nought.
- **Every month** – profitability by booking and by carrier, and the visa register for anything sitting too long at an embassy.

Where to go next

This product sits beside the rest of Osebo, and two joins are worth knowing about:

- **Osebo Accounting** – if you hold it, a posted closure lands as a journal and the corporate accounts invoice from the same customer register. If you do not, the closure is still the authoritative record and exports cleanly.
- **Arc** – the assistant that comes with the suite. Ask it about a booking, a passenger or a closure in plain words rather than hunting a screen for it.

For what the suite costs and how seats are counted, see the product page on the Osebo website. The short version is in Part 1: you pay for the counter, not for the people who ask it for things.