HOW TO USE TRIPLLI · 4 OF 6

A ticket end to end

One real enquiry, from the first message to the receipt, built from catalogue items.

Step 1. Start the ticket

Step 2. Fill in what they told you

Step 3. Build the days

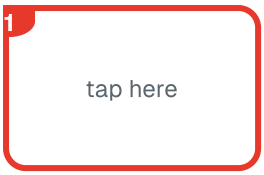
Step 4. Price it

Step 5. Make the estimate and send it

Step 6. They say yes

Step 7. The money

Screens from a live Triplli account, October 2026. Everything shown works the same on a phone.



A red box is a thing to tap. Where a screen needs several taps, the boxes are numbered in the order you do them, and the list beside the picture uses the same numbers.

The screenshots are taken on a laptop. On a phone the same screen stacks: the library of catalogue items that sits on the left of a laptop opens as a sheet when you tap Add on the trip, and the price panel sits at the foot of the screen.

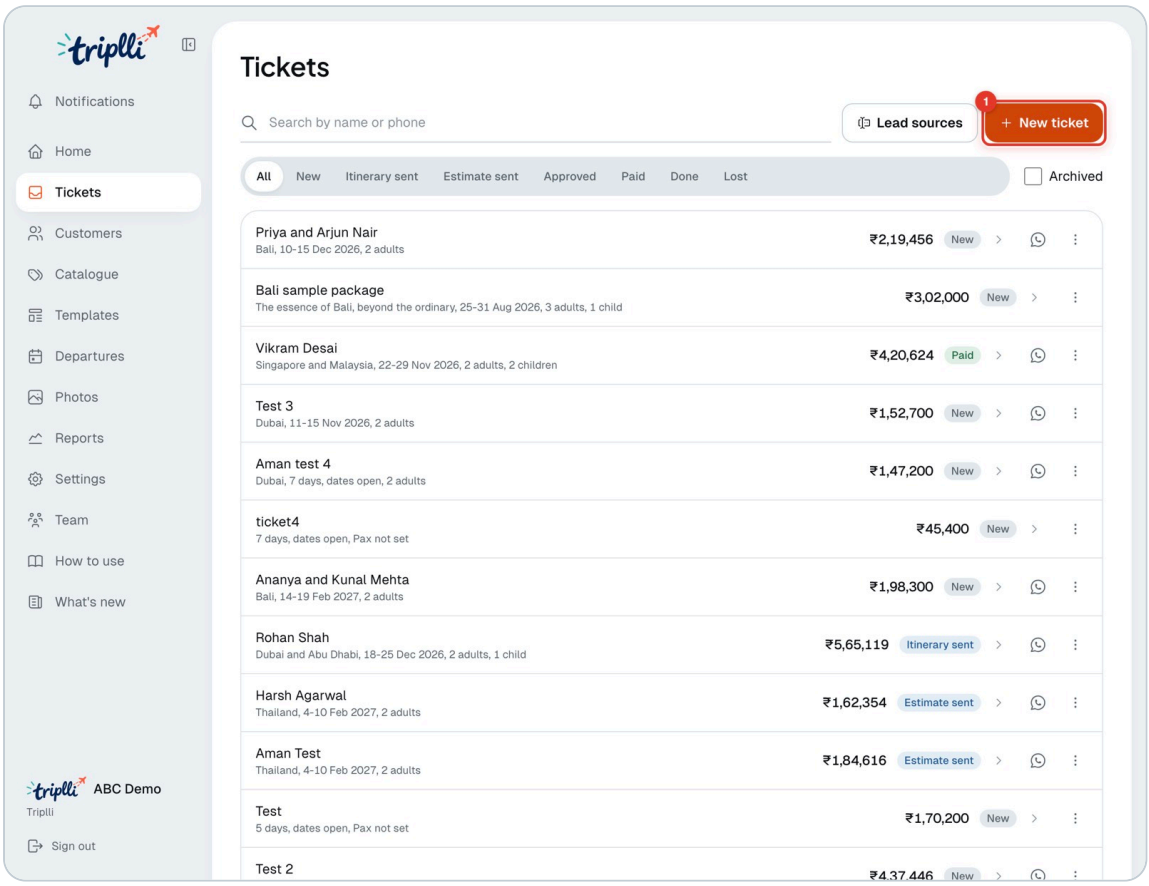
Ticket	One enquiry, from the first message to the last payment. It is born when you type a customer's name and it never turns into anything else. Every document carries its number.
Catalogue	Your own list of hotels, days, transfers, flights and anything else you sell, each with your cost. It is what a trip is built from, and it fills itself as you work.
Template	A trip with no prices: days and the items on them. Imported into a ticket, it brings the days and takes today's rate for each item from your catalogue.

SECTION 4

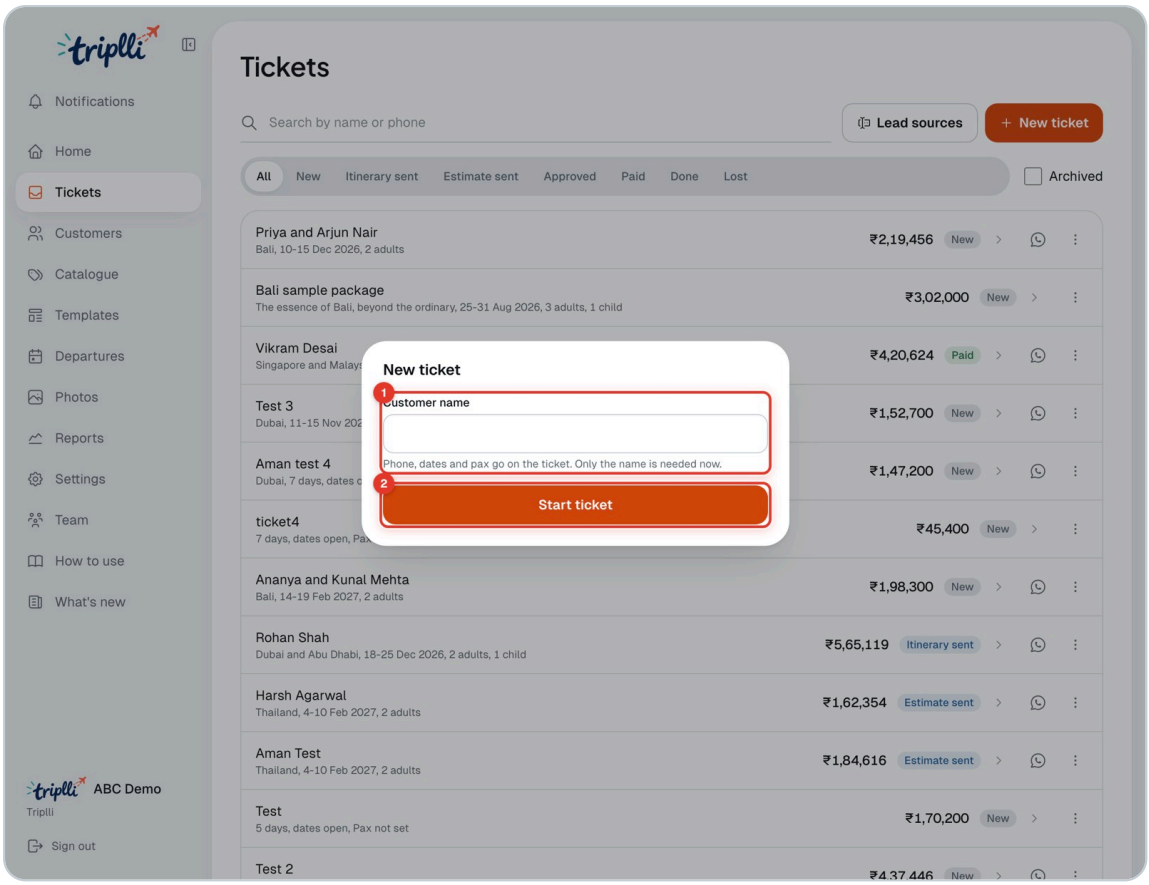
A ticket end to end

One real enquiry, from the first message to the receipt, built from catalogue items. Five nights in Bali for two, as it was actually done on the screens below.

Step 1. Start the ticket

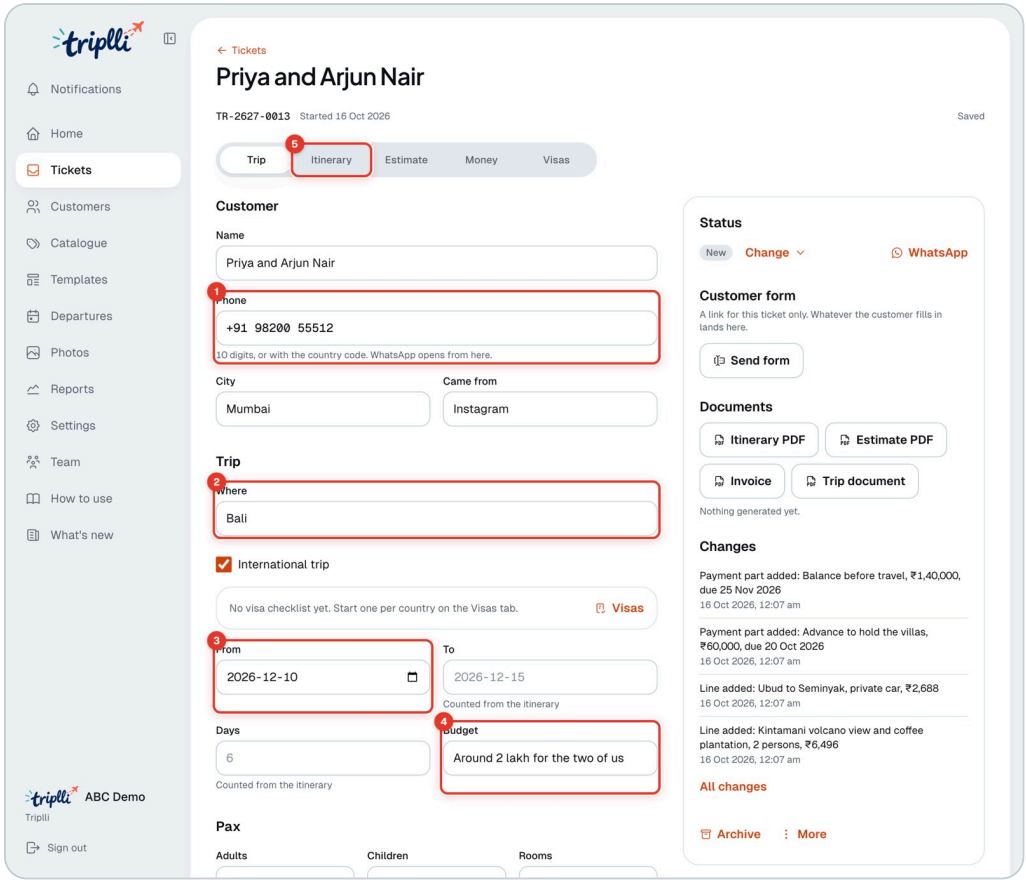


1 **New ticket**, at the top of Tickets.



1. Type the **customer's name**. Nothing else is needed yet.
2. **Start ticket**. The ticket exists from this moment, with its number.

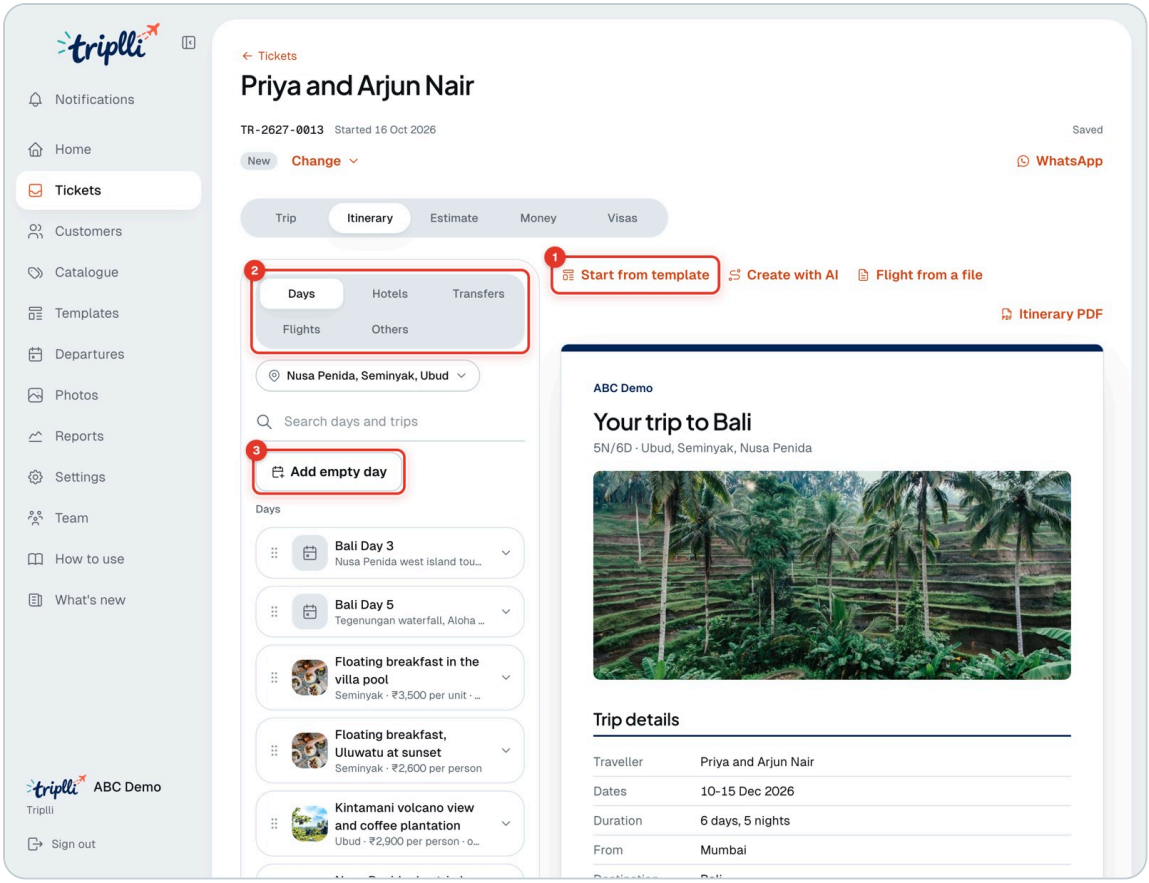
Step 2. Fill in what they told you



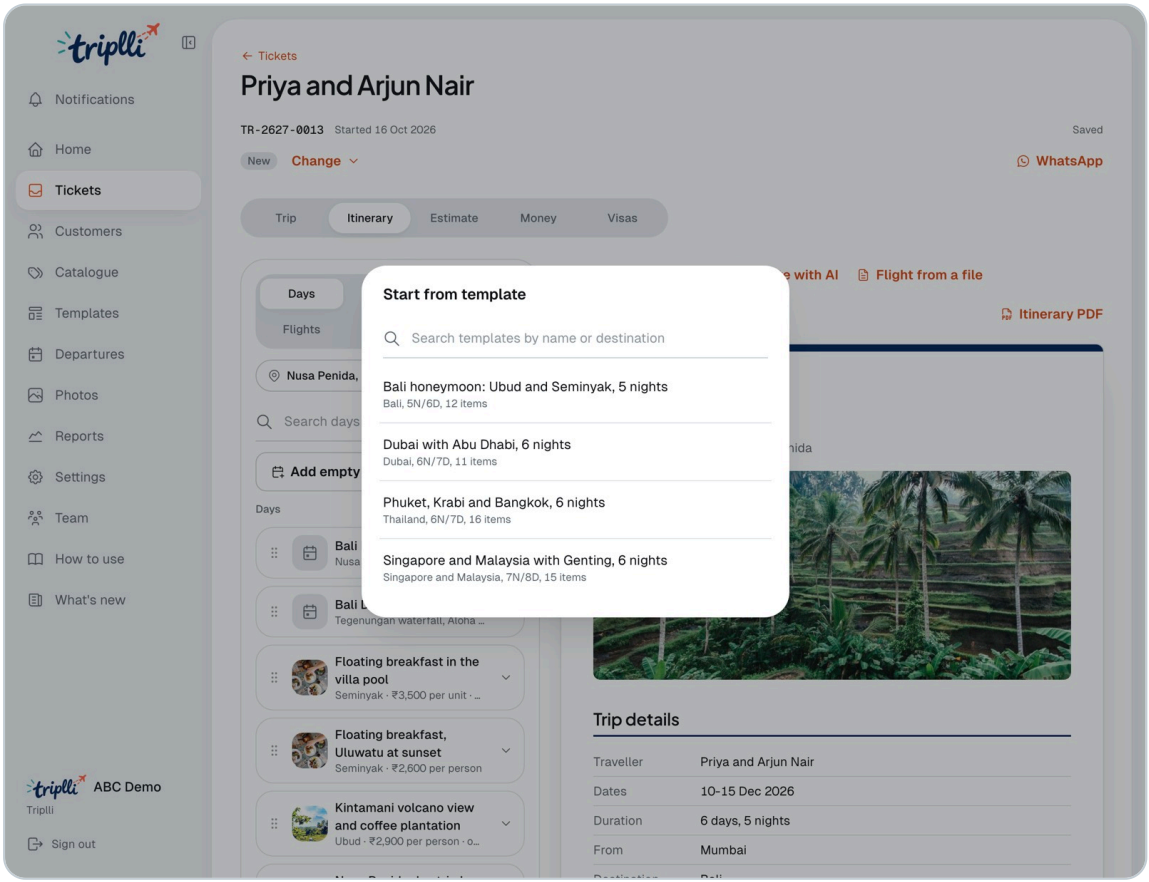
1. **Phone**, which is also what WhatsApp opens from, and what makes them a customer.
2. **Where** they want to go.
3. **From** and **To**, or a number of days when the dates are not fixed.
4. **Budget** in their words, exactly as they said it.
5. **Itinerary** when you are ready to build the trip.

Would you rather they filled this in? On the right of the Trip tab, **Send form** makes a link for this ticket alone. Whatever they type lands here.

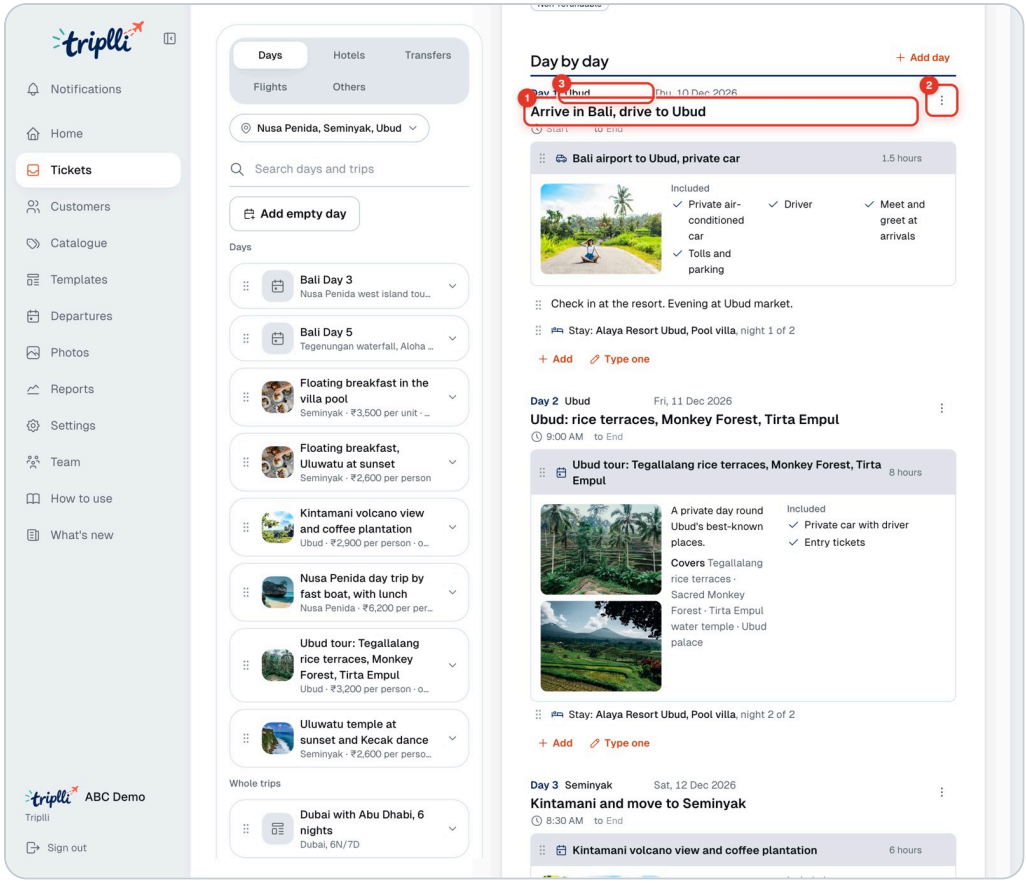
Step 3. Build the days



1. **Start from template** when you have built this trip before. It is the fastest route and the one used here.
2. Or build it up from the **library**: drag a Day onto the trip and its transfers and hotel come with it.
3. Or **Add empty day** and write it yourself.



1. Tap the template. Its days and its items arrive at once, each priced at your catalogue's rate today.

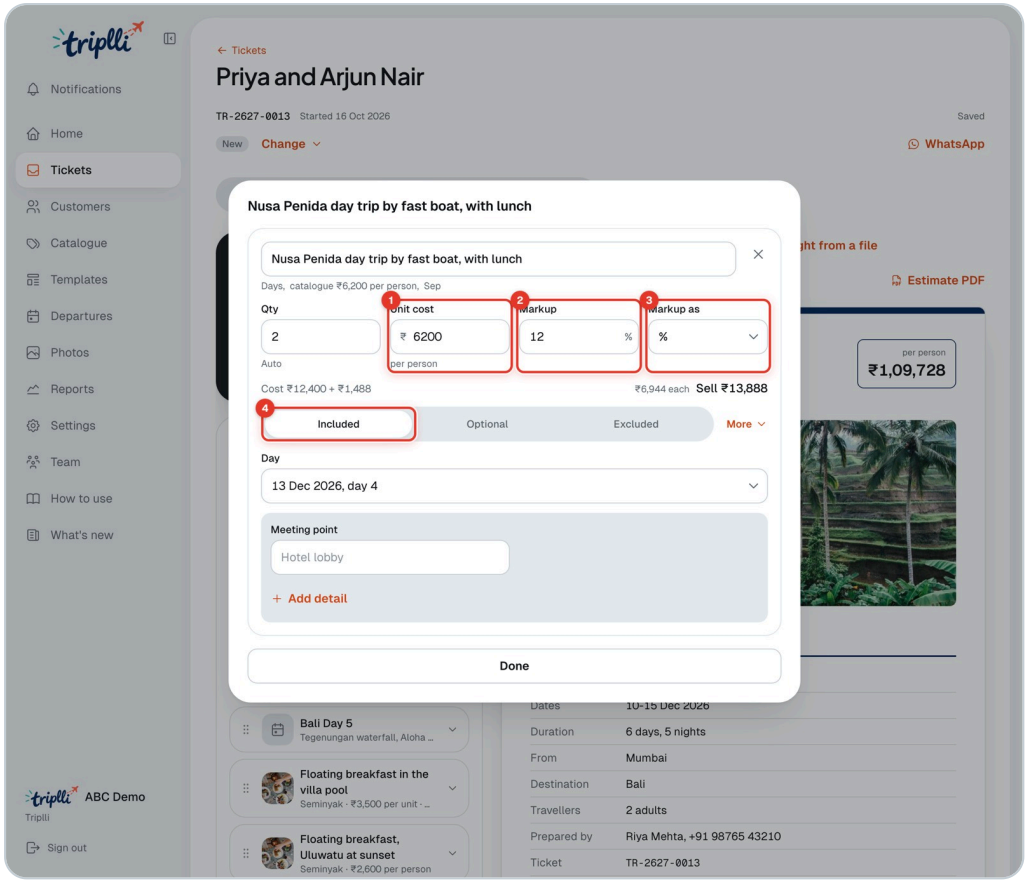


1. A day's **title** is typed straight on the page, as are its timings. Everything on the page is the document the customer will read.
2. The **day menu** moves a day up or down, adds one after it, or removes it.
3. The **city** is where the day is spent. It prints beside the day and it is what the library uses to offer you the right hotels and days.

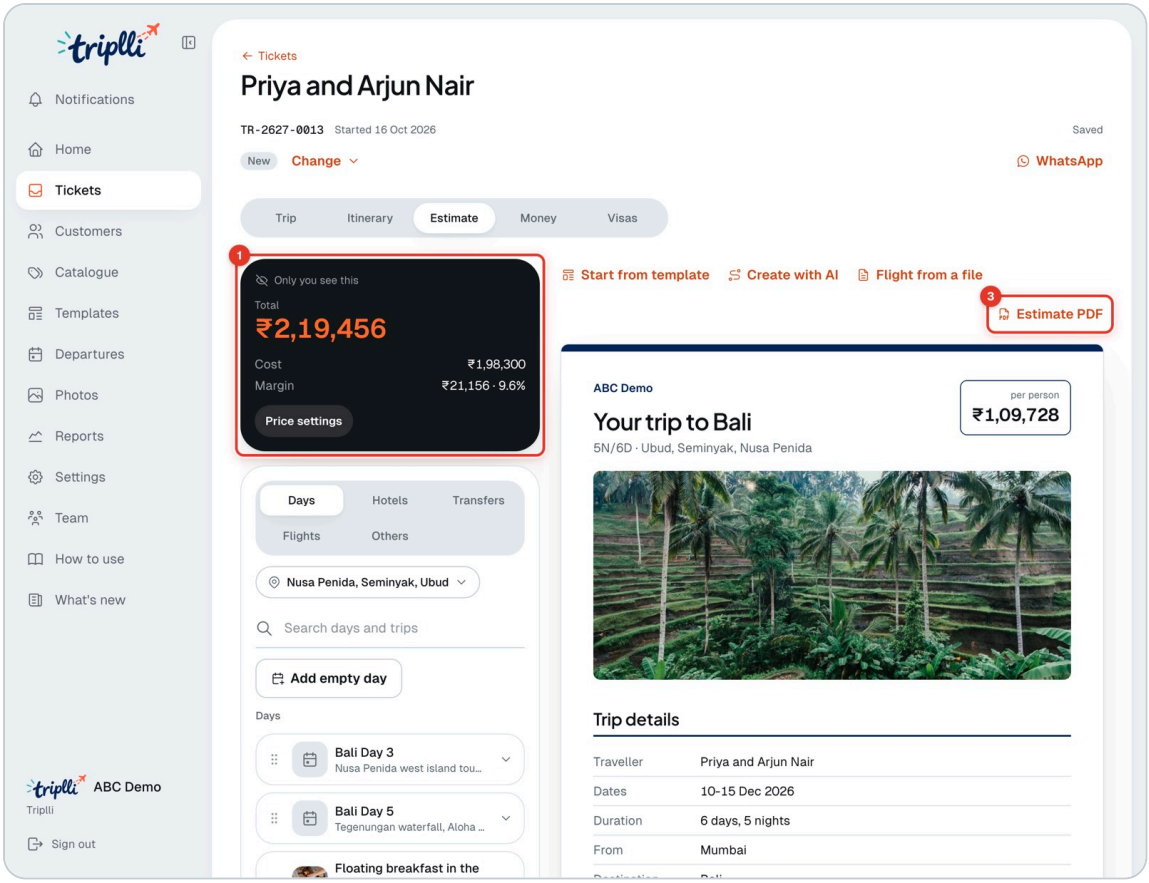
Under each day, **Add** picks an item from the catalogue for that day and **Type one** writes a line that belongs to no item. **Itinerary PDF**, at the top right, makes the document with the days, the travel and the photos, and no money at all: send it when they want to see the trip before the price.

Step 4. Price it

The **Estimate** tab is the same page as the itinerary, with the money showing. Tap any line to price it.

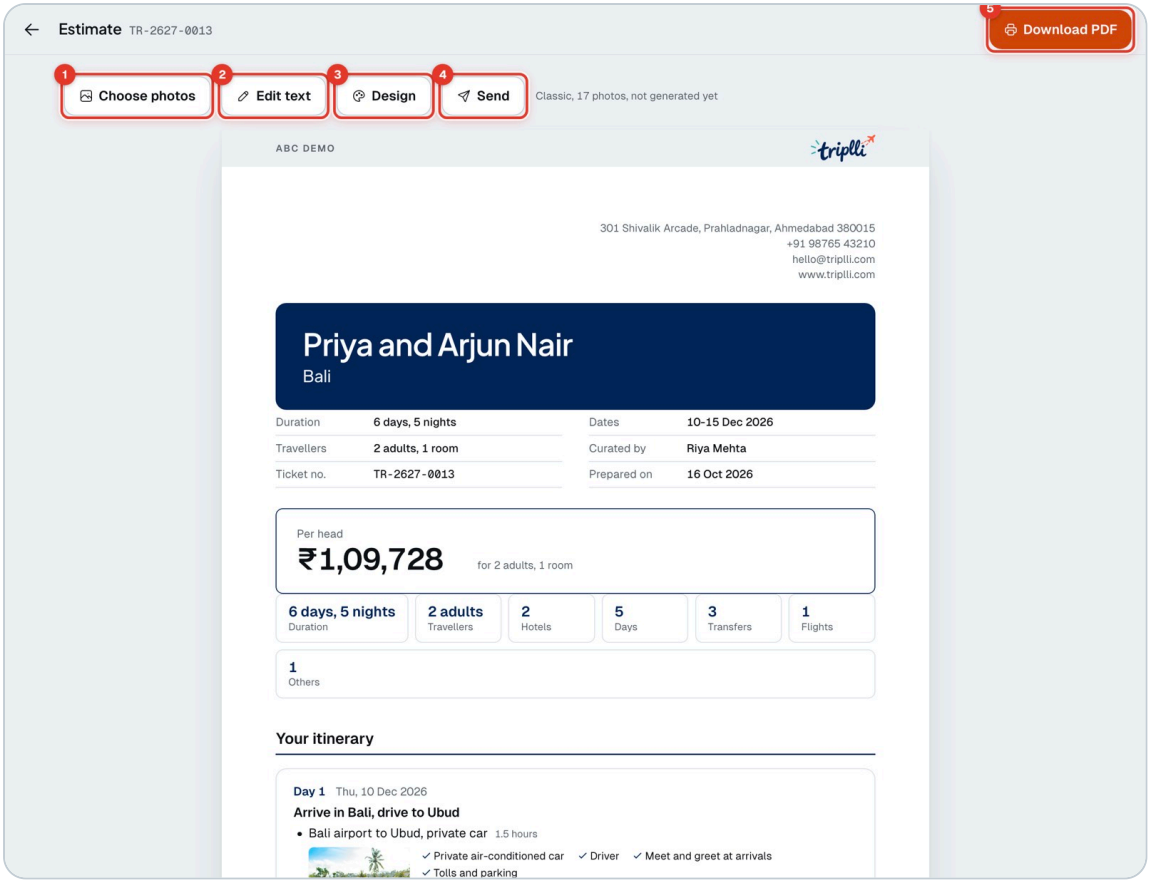


1. **Unit cost** is your cost, from the catalogue, and yours to change on this trip.
2. **Markup** is what you add. Nothing is prefilled and nothing is suggested.
3. **Markup as** is a percentage, a rupee amount per unit, or a rupee amount on the whole line.
4. **Included**, **Optional** or **Excluded** decides whether the line is in the price, offered beside it, or printed as not included.



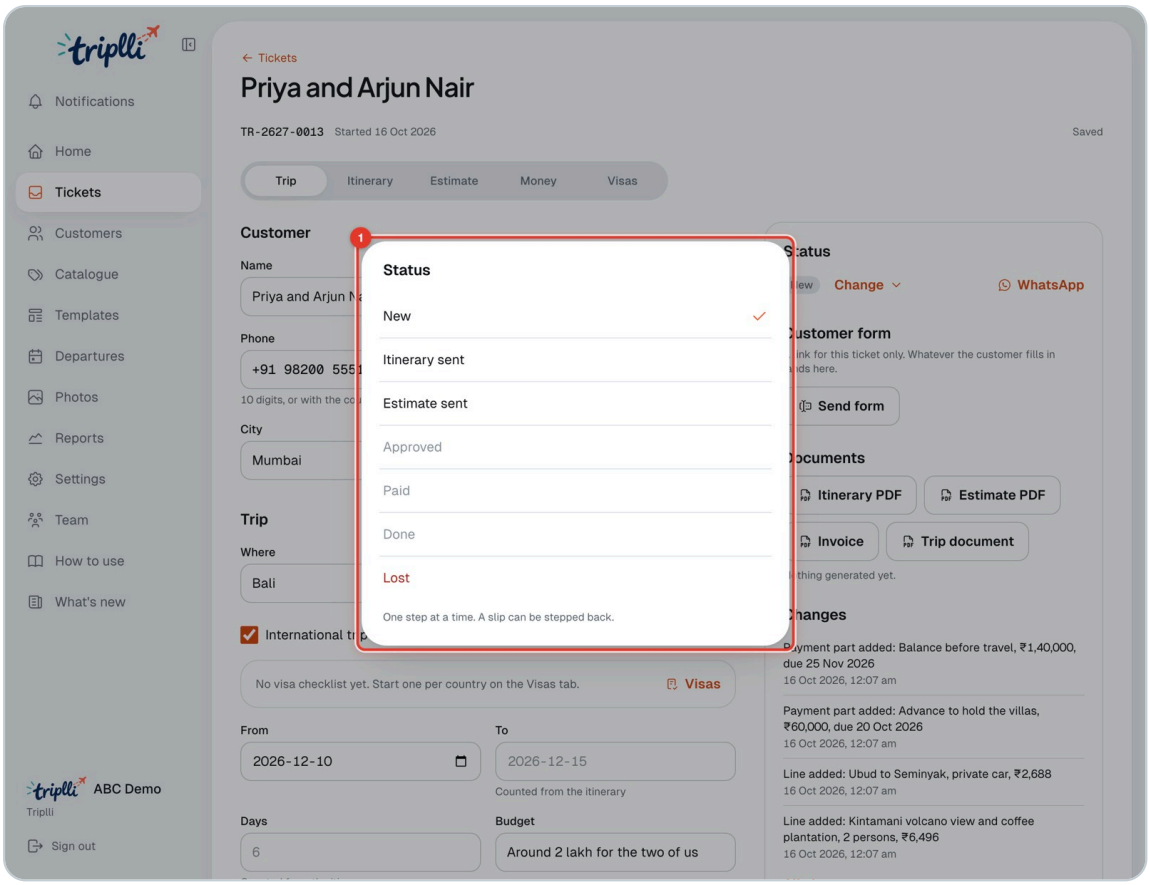
1. The dark panel is **yours alone**: total, cost and margin, updating as you type. It never prints anywhere, at any setting.
2. **Price settings** decides how the customer reads the price: per adult and child, per head, or one trip total, and how much detail prints.
3. **Estimate PDF** when the numbers are right.

Step 5. Make the estimate and send it



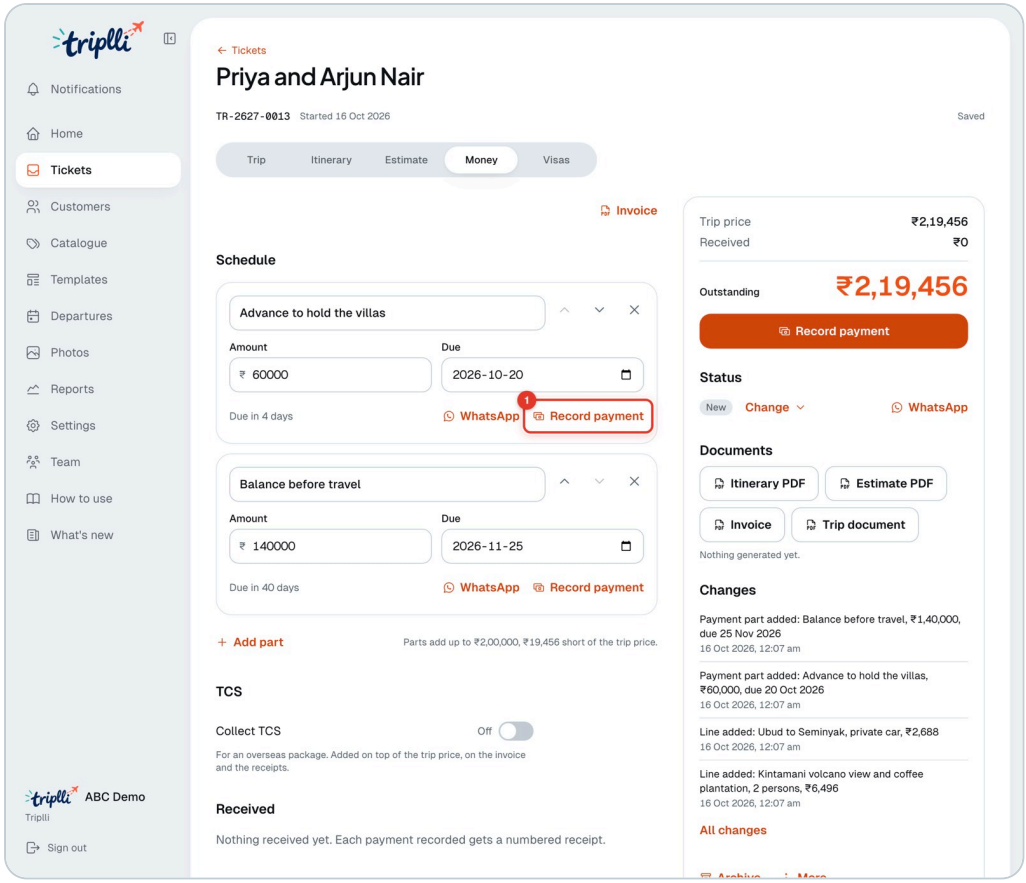
1. **Choose photos** for the cover, the days and the hotels.
2. **Edit text** for the terms, cancellation, inclusions, exclusions and notes on this document.
3. **Design** picks one of the designs, your colour, and which sections print.
4. **Send** marks it sent and opens WhatsApp with the customer's number. You write the message yourself, in your words; Triplli never messages anyone.
5. **Download PDF** keeps a copy on the ticket exactly as it went out.

Step 6. They say yes



1 **Change**, at the top of the ticket, moves it one step: new, itinerary sent, estimate sent, approved, paid, done. Marking it approved is the booking. Lost is one tap at any point and no reason is asked.

Step 7. The money



1 Type the parts you agreed, each a label, an amount and a due date, then **Record payment** as each one comes in. A receipt is made and numbered for every payment, and the invoice and the trip document are on the ticket when you want them.

Home lists what needs doing next, most urgent first: new enquiries, payments due, estimates waiting on a reply, trips starting this week. Chasing people is still yours to do, in your own words.