Castle simple user guide

This is a simple Castle user guide with the aim to demonstrate the basic steps to make sales and refunds using Castle.

Castle user guideline

General info:

1. Turn on the HHT by pressing and holding the "Power on/off" button.

2. Once the HHT is on, wait for a few minutes for the HHT to load data. The time it takes might vary. If the data loading fails, you can turn off the HHT and turn it on again.

3. If everything is loaded correctly, press the green button and enter your password to unblock the HHT. If you enter a wrong password, a message will warn you, you can press the OK key and try again.

4. Keys: Some keys are programmed to have double function depending on the screen the user is in.

- Number keys: these keys can be numbers or letters. If you would like to press the same number more than once, wait for a second before you press the same key again. [1 az]
- Red key: its main function is to cancel a step, or to go back one step. [x]
- Yellow key: its main function is to delete the previous text entered, but also to go up a menu in a menu list. Remember that to go back is the Red key! [←]
- Green key or OK key: used to confirm a step, or go forward. [OK]
- Hash key #: used to go down on a list. [#;]

5. Other general configuration: can be found in the menu 3.other functions.

```
START MENU
1.Excursion Sales
2.Packages Sales
3.Other Functions
4.SMS
5.Lock Terminal
```

6. In order to save the battery life, you can configure the screen idle time. Just like cell phones, it turns off when it is idle for a few minutes which saves battery usage. The steps to configure the standby time are: 3.Other Functions – 11.Configuration – 1.Level Guide – 3.Standby.

To make a sale:

1. Once the HHT is unlocked, you will see the "Start menu". Choose the first one, 1.Excursion sales and refunds.

```
START MENU
1.Excursion Sales
2.Packages Sales
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```

2. **Excursions:** choose whether it's a sale or a refund

3. **Touroperator:** choose guest's TTOO.

4. **Hotel:** you can use the hash key [#;] to move down the list or enter the first word of the hotel name, this will bring up all the hotels starting with that name.

5. **Excursions:** you can use the yellow key to go up or the hash key to go down. Excursions, tickets and Ancillaries are all presented here, unfortunately they are not grouped.
   Another thing to keep in mind is that the filter in this screen only shows the first match it finds… so keep in mind that there might be other matches not shown.
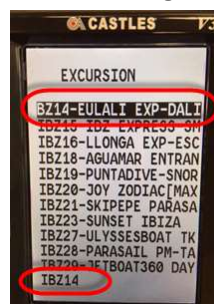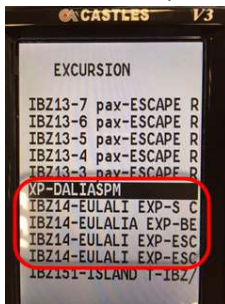
6. **Excursion date:** the operating days available for the excursion are shown here.

7. **Pickup:** you should inform the guest the available pickup details. Please note that those that have Pickups as "Direct" means that the product selected is a ticket or ancillary (not excursion) with no transportation, so there is no pickup service.

8. **Price Type:** just informative, click OK to continue.

9. **Currency:** choose from the currencies available for the sale. Each destination might have different currency configurations.

10. **Paxes:** Pax tapes might vary form destination to destion to destination.
    *Please note it's a bit tricky here. In order to go up and down you would use the green and red keys , respectively. Because when you press the green key it means to confirm the pax number and it moves down for the next pax type. If you need to modify a pax number, you can use the Red key to go up and the yellow key to modify. Once you finish the pax numbers, press the green key for next step. If there are no kids or infants, just press Ok and it will move forward, there is no need to put 0.

11. **Room:** This field is mandatory, so you can put 0 as default if you do not have the information.

12. **Guest Language:** select the preferred language of the guest.

13. **Amount:** the total amount is shown. Press OK to continue.
    *You might see the <SPECIAL> option below the total price, it is displayed if you have permission to offer discounts. For those with this option, If you have to apply a discount, then go down with the hash key to <SPECIAL>. You will be prompted to register the discount reason, which is mandatory. Please talk to your manager if you would like to request this option.

14. **Pax Name:** enter the lead guest name.

15. **Observations:** enter notes for the guest if you wish to. These notes will appear on the guest ticket. This is optional.

16. **Private observations:** notes here are for internal use, it won't be seen by the guest.

17. **Select:**
    - 1. End of sale → if you want to proceed to payments and finish the sale.
    - 2. Sell + Tickets → if you are selling more products to the same guest.
    - 3. Return → to go back to the previous screen.

18. Choose the payment method between Cash, Credit card, External Card. Please note external cards are only available in certain destinations, consult your manager for details.

19. Finalize the sale by handing the ticket to the guest.

When the HHT has poor or no connection

1. You can make offline sales if the guest is paying with cash.

2. Follow the above steps to make a normal sale until the very end.

3. After you press the final "confirm" an error message pops out to inform you the offline connection status.
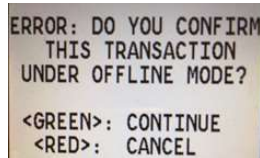

4. Press OK to continue the offline sale.

5. An offline ticket will be printed for the guest. Just for your information at the bottom of the ticket it is noted as < offline ticket >. For the guest it is as good as a normal ticket.
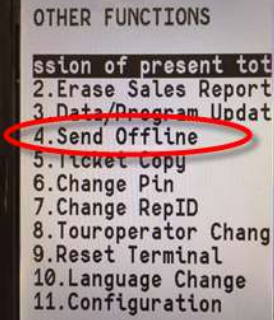

6. However, internally the purchase information is not integrated in the operational system yet. So as soon as you have connection again you must use the HHT to send the information.

7. When you have connection again, you will see the number of offline tickets pending to be sent:

8. Unblock your HHT.

9. Go to 3.Other functions.
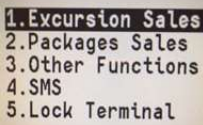
10. Choose 4.Send offline.

11. This will print you another ticket to inform you whether the ticket has been integrated. Please review carefully to see if it is approved or denied.

To cancel and refund:

1. Once the HHT is unlocked, you will see the "Start menu". Choose the first one for "excursion sales and refunds".
2. **Excursions:** choose 2.Excursions refund.
3. **Ticket number:** You have to enter the ticket number to be refunded. In order to make it easier, a ticket number template is already there, you shall erase some zeros and complete it with the missing digits of the ticket number, then press OK.
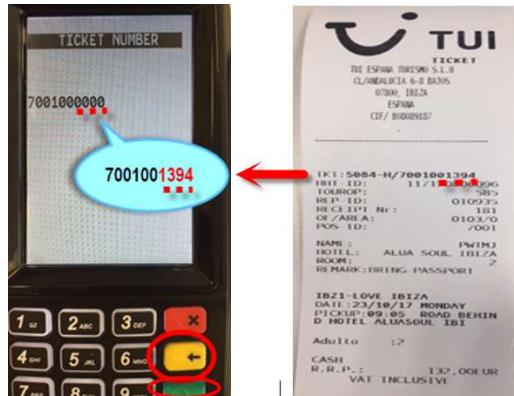
4. **Confirm HHT:** confirm the HHT ID that made the sale originally. The default number is the HHT you are using. If you are returning a ticket sold by another HHT you have to enter the HHT ID of that ticket, which is found on the ticket, below the ticket number.

5. **Pax Adulto:** here the original number of guests are displayed, you can cancel one or more guests by typing in the new number of (remaining) guests, which can be 0 (a total cancellation) or any other number if they are partial cancellations.

6. **Exc. Cancellation:** in this screen you can see the new price, after the cancellation.
   *It is tricky here, in order to move to the next page you have to use the hash key #; .

7. In the EXC. Cancellation screen other ticket details are displayed, press OK to complete the cancellation/refund. You can return to the previous screen with the yellow key .

Offline refunds:

Offline refunds are not possible because in order to cancel a service the HHT must connect to the central Operational system to retrieve the ticket information.