

## SeatKit – Complete User Manual

For Bus, Event, Cinema & Multipurpose Seat Booking Systems  
Version 1.0.0

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### 1. Introduction

SeatKit is a modern booking engine designed for selling Bus, Event, and Cinema seats online. It provides:

- an intuitive visual seat selector
- secure online payments
- automated ticket generation
- customer dashboard
- admin panel with booking management

This manual walks you through installation, configuration, and daily operation — written in simple, clear language.

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### 2. Installation Guide

#### Step 1 — Upload the Plugin

1. Go to WordPress Admin → Plugins → Add New
2. Click Upload Plugin
3. Upload seatkit.zip
4. Click Activate

SeatKit is now installed.

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### 3. Essential Page Setup (⚠ VERY IMPORTANT)

SeatKit does NOT auto-create pages.  
You must create two pages manually.

**● RULE #1 – Account Page Slug must be: seatkit-account**

- Page title can be anything:
  - Customer Account
  - My Bookings
  - Dashboard

- **BUT the slug must be:**  
👉 seatkit-account

Add shortcode inside this page:

[seatkit\_account]

This page shows:

- ✓ Booking history
- ✓ Ticket downloads
- ✓ Outstanding payments
- ✓ Login / customer profile

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**🔴 RULE #2 – Trips Page Slug must be: trips**

- **Title can be:**
  - All Trips
  - Available Buses
  - Events Listing
- **BUT the slug must be:**  
👉 trips

Shortcode:

[seatkit\_trips]

This page lists all available upcoming trips/events.

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#### 4. Shortcodes Overview

##### 1. [seatkit\_trips]

Shows all upcoming trips or events.  
Used on Trips Page (/trips).

##### 2. [seatkit\_account]

Shows user login, booking history, ticket downloads, payment status.  
Used on Account Page (/seatkit-account).

##### 3. [seatkit\_trip id="123"]

Shows the full booking page for a specific Trip ID.  
Useful for:

- banners
- direct ads
- direct trip links

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## 5. Configuring SeatKit

Go to: [SeatKit](#) → [Settings](#)

You can configure:

- **Company Name**
- **Currency**
- **Razorpay Keys (India)**
- **Stripe Keys (Global)**
- **Ticket Header Color**
- **Cancellation Rules**
- **Deduction Percentage**
- **Reservation Expiry Timer**
- **Default Payment Gateway**

**⚠ Important: Expiry Timer Depends on WP Timezone**

Set timezone correctly:

[Settings](#) → [General](#) → [Timezone](#)

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## 6. Seat Builder (Layouts)

SeatKit provides two layout modes:

**Free Version**

- **Auto-Generate Seat Layout**
- **Perfect for buses or simple row-based events**
- **Clean, balanced layout auto-creation**

**Pro Version**

- **Drag & Drop Layout Builder**
  - **Cinema-grade complex layouts**
  - **VIP zones, premium areas, left-right split, etc.**
  - **Multi-zone configurations**
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## 7. Creating a Trip

Go to [SeatKit](#) → [Trips](#) → [Add New](#)

**Configure:**

- **Trip Type (Bus / Event / Cinema)\***
  - **Layout**
  - **Base Price**
  - **Start/End Date & Time**
  - **Cancellation Window**
  - **Metadata (Route, Boarding, Venue)**
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**8. Customer Booking Experience**

1. **Customer opens /trips**
  2. **Selects a trip**
  3. **Chooses seats visually**
  4. **Enters passenger details**
  5. **Pays via Razorpay or Stripe**
  6. **Receives confirmation & PDF ticket**
  7. **Can return anytime to /seatkit-account to download tickets**
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**9. Payments (Razorpay + Stripe)**

✓ **Razorpay (Free Feature)**

**Supports UPI, Cards, Wallets, NetBanking.**

✓ **Stripe (Free Feature)**

**Global cards payment.**

✓ **Partial Payments (Pro Feature)**

**Customer pays a percentage to reserve seats.**

**Payment Selection Logic**

**If both gateways are active:**

- **User sees radio buttons**
  - **Must choose one**
  - **Checkout button activates accordingly**
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**10. Real-Time Seat Locking (Pro)**

- When a seat is selected, it locks immediately
- Prevents double booking
- Lock expires automatically after configured minutes
- Released if payment fails

This ensures maximum reliability.

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## 11. PDF Ticket System

A PDF ticket includes:

- Company Branding
- Passenger Info
- Seat Numbers
- QR Code
- Fare Breakdown
- Payment Details

Customers can download tickets from:

- Booking Confirmation Email
  - Account Page
  - Admin Bookings Page
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## 12. Email Notifications

Free Emails

- Booking Confirmation
- Cancellation Confirmation
- Refund Approved/Rejected

Pro Emails

- Reservation Expiry Reminder
- Payment Due Reminder
- Abandoned Checkout Recovery

Important

For best inbox delivery:

👉 Install WP Mail SMTP and enable SMTP authentication.

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### 13. Admin Booking Manager

Admins can:

- Create bookings manually
- Modify seats
- Edit customer details
- Approve / Reject refunds
- Download PDF tickets
- Delete bookings
- Check visual seat availability

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### 14. Refund & Cancellation Rules

Found in:

SeatKit → Settings → Policies

You can set:

- Cutoff Hours
- Cancellation Deduction
- Refund Workflow

Process:

1. Customer requests cancellation
2. Admin sees "Cancellation Requested"
3. Approves or rejects
4. Auto email sent

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### 15. Database Tables

SeatKit creates the following tables:

- seatkit\_trips
- seatkit\_bookings
- seatkit\_layouts
- seatkit\_tickets
- seatkit\_transactions

- seatkit\_locks (Pro Only)

These are optimized and safe.

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## 16. Troubleshooting

Seats Not Showing?

Assign a layout to the trip.

Timer Wrong?

Update WP timezone.

Tickets Not Downloading?

Set folder permissions: /uploads/seatkit/tickets/ → 755

Emails Going to Spam?

Enable SMTP using WP Mail SMTP.

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## 17. Support

For Pro upgrade, help or custom work:

👉 WhatsApp: +91 80852 27003

👉 Website: <https://seatkit.digiindian.com>

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## 18. Mandatory Rules (Highlight These)

● RULE 1 — Account Page Slug must be: seatkit-account

● RULE 2 — Trips Page Slug must be: trips

Without these, the plugin will not function correctly.

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## 19. Security, Integrity Monitoring & Telemetry (Accurate & Transparent)

SeatKit includes lightweight background systems to ensure plugin stability and integrity. These systems run on the SeatKit License Server only, not inside WordPress.

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### 19.1 Tamper Protection (File Integrity Check)

SeatKit checks if critical plugin files have been unexpectedly modified.

If a mismatch is detected:

- A security event is recorded on the SeatKit server
- Helps diagnose corruption, malware, or unauthorized edits

- **No customer or personal data is ever involved**

This ensures a safe and reliable booking system.

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## 19.2 Ethical Telemetry (Technical Diagnostics Only)

SeatKit sends a limited set of non-personal, technical data to ensure plugin compatibility across hosting environments.

Telemetry Collects:

- **Domain Name (for license verification)**
- **WordPress Version**
- **PHP Version**
- **Plugin Version**
- **Server Type**

This helps the SeatKit team:

- **improve performance**
- **prevent plugin conflicts**
- **ensure safe updates**

✓ **Always Lightweight**

✓ **No personal data**

✓ **No booking data**

✓ **No customer information**

! **Telemetry cannot be disabled in v1.0.0**

A toggle will be added in a future update.

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## 20. Data Privacy & Compliance

SeatKit follows the principles of:

- **GDPR (General Data Protection Regulation)**
- **CPRA/CCPA**
- **Indian IT Act Privacy Guidelines**

Data is collected **ONLY** for:

- **plugin compatibility**
- **license verification**

- performance diagnosis
- security integrity

No profiling, marketing, advertisements, or tracking of individuals occurs.

SeatKit stores no personal user data on its licensing server.

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## 21. What SeatKit NEVER Collects

SeatKit does NOT collect:

- Customer names
- Customer phone numbers
- Customer email addresses
- Booking information
- Seat numbers
- Passenger details
- Transaction details
- Payment information
- Admin credentials
- Emails, SMS, or communication data
- Any personal information from users
- Any ticket contents
- Any customer account data

SeatKit works strictly with technical environment data only.

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## 22. Final Notes

SeatKit is built to be:

- Secure
- Lightweight
- Fast
- Scalable
- User-friendly

Follow the mandatory page rules, configure your settings, and enjoy a professional-grade booking system for your business.

