

THEATER TICKETING MANUAL

CONCESSION SELLER MANUAL

GENERAL REVISION 05302002

**TICKETPRO SYSTEMS
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Amount Tendered: this key is used when No more items are to be entered to the transaction . Pressing This key will display the subtotal and allows you to enter the amount of cash that the customer gives you. You then enter that amount using the numeric keys or the 10, 20, 50 keys and the decimal if change is given

Total: This key commits the sale and displays amount total. If amount tendered was used, it will also display the change due.

MENU: this key is used to enter a terminal menu allowing selection by number.

Up and Dn keys: these keys allow you to scroll through a transaction to view the individual items that are part of and order. Also used when logging out to display additional choices.

Each time a square is pressed a short beep is heard. This beep is **not** confirmation of the entry. You must watch the display to verify that your keypress has been entered.

3.0 START UP

At the start of the day, your manager will have turned the concession units on and started the computer system. The display will show a message relating to the theater. This message is displayed any time the unit is idle. Pressing any of the numeric keys (0 - 9) will stop the message and display Please login: at This point enter your numeric id as assigned By the manager. Your code is private and allows management to keep records of your sales. You should always protect your code.

As you press the numbers of your code, the display will show an asterisk confirming each number entered. Upon successfully entering your code the display will show a welcome message and your name. You are now ready to sell.

4.0 SELLING

The keys on the left side of the keypad should be labeled with each item that they represent. Ie: lg. Drink , sm. Pop, etc. Pressing these keys will bring up its price and description on the display. Tax is added to each individual item as it is entered. If a customer wants 5 small drinks, pressing the numeric key 5 before pressing small drink will enter 5 small drinks and the total amount. Once the customer is finished adding items, tell them what their total is, and press the amount tendered key. Enter the amount of cash that the customer gives you, using the decimal if change is given, and press the total key. This will then display the amount total and the change due. Pressing total will commit the sale and display the amount total. Once the display shows amount total, it is ready for the next sale.

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5.0 LOGOUT MENU

When your shift is over or you leave for a break, Pressing the logout key automatically brings up a menu.

Item 1 is Cash Adjustment. A managers access code is necessary to access this area.

Item 2 is Final Logout. This will log you off of the stand.

Item 3 is Lock Stand. Any time you are away from your stand you should lock the stand so that others can not make sales using your id.

Item 4 is Void items: a managers access code is necessary to access this area.

Item 5 is Items Wasted : a managers access code is necessary to access this area.

Item 6 is Stand Count: this item allows you to enter the physical stand counts. The system will scroll through each item allowing you to put in your physical counts.

Item 7 is Stock Update: a managers access code is necessary for this area.

Item 8 is return to sales. This item returns the terminal to accept sales.

At the end Of your shift, upon logging out a report is generated of your individual sales and the amount of money you should have in your drawer. The manager will check the computer records and physical counts, if applicable, against the actual cash.

6.0 TROUBLESHOOTING

These are possible problems that you may encounter and their solutions. Any time you encounter a problem please notify the management so they can keep track of what type of problems are occurring.

Problem: the display shows that my login code is incorrect

Solution: call the manager to verify that your login code is correct. If you have forgotten your login code, the manager can assign you a new one.

Problem: there is no message on the display but the keys beep when I press them.

Solution: The manager has not enabled that stand for operation.

Problem: the keypad does not respond to keypresses.

Solution: If the display is on and the keypad does not beep when keypresses are made, It is necessary to have the manager reset the stand. This includes turning the unit off and disabling and re enabling it from the managers station.

Problem: the display is unreadable because it is too dark or too light.

Solution: on one side of the display is a small knob that controls the contrast of the led screen. Adjusting this knob should correct the problem.

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