

# **CASHIER MANUAL THEATER TICKETING MANUAL**

## ***GENERAL REVISION 6***

Standard 101 Keyboard Version

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**THEATER CASHIER MANUAL - TICKETPRO TICKETING SYSTEMS**

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## THEATER CASHIER MANUAL - TICKETPRO TICKETING SYSTEMS

### 1.0 OVERVIEW

The TicketPro cashier's manual describes the functions available to cashiers'. The manual is laid out to coincide with the menu structure that you, as a cashier, will encounter.

### 2.0 GENERAL INSTRUCTIONS

#### 2.1 KEYBOARD FUNCTIONS

**ENTER** Is used to select a highlighted menu option. It is also used to confirm entry of a sale.

**PAGE UP - PAGE DOWN** Is used to go back and forth between sales while conducting multiple sales.

**HOME** Is used to toggle between uppercase and lowercase film codes in theaters with more than 4 auditoriums

**END** Is used to display future movies when in the Film Code field, used to display future shows when in the Show field.

**NUMBER KEYS 0 - 9** Are used to immediately select the next show in that Auditorium

**F1** Is a help key and is also used to make multiple sales. Pressed when in the amount tendered field.

**F2** Is used to display previous show information and reserved seat selection

**F3** Is used for manual selection of seats during reserved seat sales.

**F4** Is used to cancel an entire entry, if pressed when in multiple sales will cancel the current sale and return to the previous sale.

**F6** Is used to enter the miscellaneous item selling screen from the film code field.

**F7** Is used after selecting the film to bring up a synopsis of the film.

**\*** Is used to reserve and collect reserved seats via name.

**Backspace** Backspace is used as a backspace key, used in the Ticket Type field

**F8** Toggles between single and group ticket sales.

**F9** Is used to enter the menu

**F10** Is used only when taking a check, pressed in the Amt. Tendered field

**Space** is used to turn on, or activate the receipt print function if so equipped.

**Card Swipe:** Is used when payment is being paid by credit or gift card if the system is equipped to accept credit or gift cards.

### 3.0 STARTUP

When you first come in, the manager should inform you that the system is ready for you to login. The Terminal and ticket printer should be turned on. you should check the ticket stock to make sure there is enough stock for the expected business. The terminal screen will display:

Theater Name

Please Login

At this point, you should type **tickets** or **tst**, and press ENTER. All logins and passwords must be in lower case. Once you have logged in, the system will display a security screen.

SECURITY SCREEN

Enter User ID
Enter Password

You will have been assigned a user ID and temporary password by your manager. Your user ID is usually your first name. After you type in your ID, press **ENTER**. You should now type in your password and press **ENTER**. If you do not begin logging in within 10 seconds an illegal access attempt will be recorded and you will be returned to a login prompt. The password is not displayed as you type it. This is for security purposes. You should safeguard your password and not reveal it to anyone. If you have entered the information correctly, Ie: spelling, case, etc. , The ticket selling screen will be displayed shortly. If you did not enter the information correctly, the system will inform you that the ID and password do not match. Should three unsuccessful attempts be made to access the system, You will be returned to the Login screen and an Illegal entry attempt will be recorded in the system.

### 4.0 THE TICKET SELLING SCREEN

#### SAMPLE TICKET SELLING SCREEN

<b>Film Code [ ]</b>	<b>Show [ ]</b>	<b>seller</b>	<b>Amount: \$0.00</b>
	<b>Tickets [ ]</b>		<b>Tendered: \$0.00</b>
	<b>Film Categories</b>		<b>Change: \$0.00</b>
A	G	M	S SHREK 3 Y
B	H	N	T Z
C CLICK	I I JONES 4	O	U
D	J	P PIRATES 2	V
E	K	Q	W
F	L	R	X

CINEMA 1				CINEMA 2			
CLICK	01:00 PM	02:50 PM	S:000 R:250	I JONES 4	01:15 PM	02:45 PM	S: 000 R: 250
CLICK	03:00 PM	04:50 PM	S:000 R:250	I JONES 4	03:15 PM	04:45 PM	S: 000 R: 250
CLICK	05:00 PM	06:45 PM	S:000 R:250	I JONES 4	05:15 PM	06:45 PM	S: 000 R: 250
CLICK	07:00 PM	08:50 PM	S:000 R:250	I JONES 4	07:15 PM	08:45 PM	S: 000 R: 250
CLICK	09:00 PM	10:50 PM	S:000 R:250	I JONES 4	09:15 PM	10:45 PM	S: 000 R: 250

CINEMA 3				CINEMA 4			
SHREK 3	01:30 PM	02:55 PM	S:000 R:250	PIRATES 2	01:10 PM	02:45 PM	S:000 R:250
SHREK 3	03:30 PM	04:55 PM	S:000 R:250	PIRATES 2	03:10 PM	04:45 PM	S:000 R:250
SHREK 3	05:30 PM	06:55 PM	S:000 R:250	PIRATES 2	05:10 PM	06:45 PM	S:000 R:250
SHREK 3	07:30 PM	08:55 PM	S:000 R:250	PIRATES 2	07:10 PM	08:45 PM	S:000 R:250
SHREK 3	09:30 PM	10:55 PM	S:000 R:250	PIRATES 2	09:10 PM	10:45 PM	S:000 R:250

The ticket selling screen displays information about the movies that are currently showing, the current date, time and your user ID.

The first four auditoriums are shown at the bottom. Displayed are the movie title, start and finish time, seats sold and seats remaining. If your theater has more than four auditoriums, the **ARROW KEYS** are used to view the other auditoriums. The **DOWN ARROW** key moves you to auditoriums 5 through 8. The **UP ARROW** returns you the first screen. The **LEFT AND RIGHT ARROW** keys toggle between the first five and second five shows for the day. Should you move to an undefined section, The Up arrow and Left arrow keys will move you back to the original screen.

The show will flash if the seats remaining have reached a preset sellout level. Your manager will instruct what to do in the event this happens. If your theater has more than four auditoriums, a box displaying the auditorium numbers will be displayed in the upper right hand corner of the selling screen. The Auditorium number will flash if a show in that auditorium is approaching sell out. You can view the auditorium using the arrow keys to move the auditoriums at the bottom of the screen. Pressing the **F2** key will display the start time, finish time and seats remaining for the previous show. **F2** is a toggle key.

## 4.1 TICKET SELLING

All of the movies that are scheduled to have shows for the current day are displayed under Film Categories with a letter preceding their title. If your theater has more than ten auditoriums, The **HOME** key toggles between uppercase film codes and lower case film codes if the manager has programmed films using lower case letters. This is usually the first letter of the movie. At the top left of the screen the **FILM CODE** field is where the cursor will be. The film code is the letter used to select a particular movie.

Ie: Pressing C will select CLICK then display the available shows for that day.

An alternate way to select a movie is to press **ENTER** when in the Film code field. This automatically selects the next available show regardless of auditorium. It should be noted that where there are multiple shows with the same starting time, the selling screen will alternately select each show. This option should therefore be used with caution.

A third method of selection is available by pressing the number corresponding to the auditorium  
Use the number keys for each auditorium, 1 for 1, 01 for 10.

Ie; Pressing 1 will select the next available show in auditorium 1 and place you in the tickets field.

This will then place you in the ticket type field. The film categories screen only displays the films currently available for that day. Pressing the **END** key when in the film code field will display all films that have been programmed.

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**4.2 AVAILABLE SHOWS**

Once a film code letter has been selected, the ticket selling screen will display the available shows for that film for the current day. If **END** is pressed while in this field, the selling screen will display all current and future programmed shows. Pressing the **RIGHT ARROW** key will display any additional shows.

SAMPLE TICKET SELLING SCREEN - AVAILABLE SHOWS

<b>Film Code [ B]</b>	<b>Show [ ]</b>	<b>seller</b>	<b>Amount: \$0.00</b>
	<b>Tickets [ ]</b>		<b>Tendered: \$0.00</b>
CLICK [PG13]	<b>Available Shows</b>		<b>Change: \$0.00</b>
A 01:00 PM [1]	G	M	S Y
B 03:00 PM [1]	H	N	T Z
C 05:00 PM [1]	I	O	U
D 07:00 PM [1]	J	P	V
E 09:00 PM [1]	L	Q	W
F	K	R	X

CINEMA 1		CINEMA 2	
CLICK	01:00 PM 02:50 PM S:000 R:250	I JONES 4	01:15 PM 02:45 PM S: 000 R: 250
CLICK	03:00 PM 04:50 PM S:000 R:250	I JONES 4	03:15 PM 04:45 PM S: 000 R: 250
CLICK	05:00 PM 06:45 PM S:000 R:250	I JONES 4	05:15 PM 06:45 PM S: 000 R: 250
CLICK	07:00 PM 08:50 PM S:000 R:250	I JONES 4	07:15 PM 08:45 PM S: 000 R: 250
CLICK	09:00 PM 10:50 PM S:000 R:250	I JONES 4	09:15 PM 10:45 PM S: 000 R: 250

CINEMA 3		CINEMA 4	
SHREK 3	01:30 PM 02:55 PM S:000 R:250	PIRATES 2	01:10 PM 02:45 PM S:000 R:250
SHREK 3	03:30 PM 04:55 PM S:000 R:250	PIRATES 2	03:10 PM 04:45 PM S:000 R:250
SHREK 3	05:30 PM 06:55 PM S:000 R:250	PIRATES 2	05:10 PM 06:45 PM S:000 R:250
SHREK 3	07:30 PM 08:55 PM S:000 R:250	PIRATES 2	07:10 PM 08:45 PM S:000 R:250
SHREK 3	09:30 PM 10:55 PM S:000 R:250	PIRATES 2	09:10 PM 10:45 PM S:000 R:250

The Available shows are displayed where the film titles were previously. By selecting the letter associated with the show required you will be placed in the tickets field. An alternate method of selecting The show is by pressing enter. This will automatically select the next available show and place you in the tickets field.

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**4.3 TICKET TYPES**

Once a film and show have been selected, the selling screen displays available tickets for that show.

SAMPLE TICKET SELLING SCREEN - TICKET TYPES

<b>Film Code [ B ]</b>	<b>Show [ A ]</b>	<b>seller</b>	<b>Amount: \$0.00</b>
	<b>Tickets [ ]</b>		<b>Tendered: \$0.00</b>
CLICK [PG13] 01:00	<b>Available Ticket</b>		<b>Change: \$0.00</b>
A ADULT \$ 6.00	J	S SENIOR \$ 4.00	
B	K	T	
C CHILD \$ 4.00	L	U	
D	M MATINEE \$4.00	V	
E	N	W	
F	O	X	
G	P PASS \$ 0.00	Y	
H	Q	Z	
I	R		
CLICK 07:00 PM 08:50 PM S:000 R:250	I JONES 4	07:15 PM 08:45 PM S: 000 R: 250	
CLICK 09:00 PM 10:50 PM S:000 R:250	I JONES 4	09:15 PM 10:45 PM S: 000 R: 250	
<b>CINEMA 3</b>		<b>CINEMA 4</b>	
SHREK 3 01:30 PM 02:55 PM S:000 R:250	PIRATES 2	01:10 PM 02:45 PM S:000 R:250	
SHREK 3 03:30 PM 04:55 PM S:000 R:250	PIRATES 2	03:10 PM 04:45 PM S:000 R:250	
SHREK 3 05:30 PM 06:55 PM S:000 R:250	PIRATES 2	05:10 PM 06:45 PM S:000 R:250	
SHREK 3 07:30 PM 08:55 PM S:000 R:250	PIRATES 2	07:10 PM 08:45 PM S:000 R:250	
SHREK 3 09:30 PM 10:55 PM S:000 R:250	PIRATES 2	09:10 PM 10:45 PM S:000 R:250	

You may enter a number and type Ie: 2A (Two Adults). Or you may enter the letter associated with the ticket type required Ie: AAC (Two adults, one Child). Once you have entered the number and type of tickets required, press **Enter**. The maximum number of single tickets that can be issued is set by the manager. If more than the preset maximum is required, then pressing **F8** will alter the transaction type from **Tickets** to **Group**. A group ticket will allow the preset maximum to be exceeded. The **BACKSPACE** key is used to delete any unwanted ticket types.

Once in the tendered field. You may enter the amount of money given here and when enter is pressed to confirm the sale, the tickets will print and the change amount will be displayed. No tickets will be printed until enter is pressed when in the tendered field. It is not necessary to enter the amount tendered and the decimal should not be used when entering the amount tendered. Errors made while in the amount tendered field can be corrected by using the **BACKSPACE** key. If at any time a mistake is made or the customer changes their mind, **F4** cancels the entire entry and returns you to the film code field. If payment other than cash is required, swipe the credit card or gift card before moving into the tendered field, If a check is being taken for payment, type in the

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amount tendered then Pressing **F10** will open a window of requesting additional information.

Cash is a tender type 9, Checks are type 0, Credit Cards are type 1.

Pressing **F1** when in the tendered field allows you to make multiple film or show sales within the same transaction. Pressing **F1** keeps the current selection of film, show, and tickets in memory and places you back in the film code field to select other films or shows. The amount field will display the previous selections and add the multiple transaction. Pressing **F4** while in a multiple sale takes you back to the previous sale placing you in the tendered field. Repeated pressing of **F4** will eventually cancel all transactions. Page up and Page down will toggle between selections.

### 4.4 MISCELLANEOUS SALES

Pressing **F6** while in the film code field will bring up a screen with miscellaneous sales items that have been defined by your manager. Selling is accomplished identical to selling tickets. The items will be defined by a letter and will appear in the tickets field. Upon successful completion of a sale, two receipts will print. One if for the customer and one for your drawer. If a receipt does not print, notify your manager as soon as possible.

## 5.0 TERMINAL MENU

By pressing **F9** from the ticket selling screen when in the film code section, the screen blanks and then displays a terminal menu.

SAMPLE TERMINAL MENU

- |  |
|--|
| <ul style="list-style-type: none"><li>1 - Operators Logout and report</li><li>2 - Gift Card Functions</li><li>3 - Redeem Gift Certificates</li><li>4 - Void Tickets</li><li>5 - Lock Terminal</li><li>6 - Password Change</li><li>7 - Return to Selling Screen</li></ul> |
|--|

### 5.1 OPERATORS LOGOUT AND REPORT

This option is selected when your shift is complete and you wish to log off of the system and print your final cash report. Once selected, you will be asked to confirm that you wish to logout and print cash report. press **Y** and press enter. Depending upon the current system settings, you may be requested to supply the total cash, checks, and other monies related to ticket selling in a field provided. you may also be asked to confirm if your report has been printed successfully or not. Please note that once a final report has been selected it is **Not** possible to return to the menu or selling screen without logging out. Upon completion of logging out the screen will blank and then return to the login screen. You are now properly logged out of the system and your cash report has been printed in the office. Any Voids or over rings that you have **MUST** be taken care of by the manager **BEFORE** you log out.

## 5.2 GIFT CARD FUNCTIONS

This option allows the operator to do a balance inquiry and load gift cards.

To do a balance inquiry, select “B” and you will then be asked to swipe the card or enter the information in manually. Upon entering the information correctly, a ticket will print showing the balance on the card as well as display on the screen.

To sell or load a gift card, select option “L” and you will then be asked to swipe the card or enter the information in manually. Upon entering the required information, you will then be requested to enter the amount to load on the card. After entering this amount the payment method maybe selected allowing multiple payment by cash, credit card, coupon or other form. The total of any or all three options must add up to the initial amount specified to be loaded. If an amount is entered in the credit card field then a request will be made to either swipe the card or manually enter the card details. If an other form of payment has an amount specified then a description must be entered for that amount. Once the amounts equal the initial amount specified the system will firstly authorize any credit card involved and if successful will then load and display the balance for the card. Receipts will be printed automatically for the load specifying the amount and type of payment made.

**Note 1:** You cannot use a gift card as a payment to load another gift card. Also you cannot load multiple gift cards with a single payment. Each card must be processed separately.

## 5.3 REDEEM GIFT CERTIFICATES

This option allows system printed gift certificates to be redeemed. Once a gift card has been redeemed, it can not be used again. Upon entering this selection, you are prompted to scan or manually enter the gift certificate number. After successfully entering the required information, the gift card is redeemed and voided for future use.

## 5.4 VOID TICKETS

This option allows you to void tickets or miscellaneous items, if your access level allows it. If you're access level is not high enough, a supervisor login screen will appear. The actual tickets must be available to be voided. Since these must be marked accordingly and returned to the manager for reconciliation at the end of the shift. Any tickets that are voided are displayed on the final cash report.

Upon entering this item, select if you want to void (M)iscellaneous items or (T)ickets.

To void a Miscellaneous transaction , the system will ask you for the following information:

The code letter of item.

The value of the item will be displayed

The quantity of the items to be voided.

Terminal to apply void to.

The Operator of this terminal.

The type of refund being given. If cash is being returned the code is 9. If credit cards or checks are being accepted your manager will have other codes for different transaction types.

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To void a ticket the system will ask you for the following information:

The show Id. This is found on the ticket and is a five digit number.

The Ticket Type. Such as A for Adult, C for Child, Etc.

The number of tickets to void.

The ticket price will be displayed.

The type of refund being given. If cash is being returned the code is 9. If credit cards or checks are being accepted your manager will have other codes for different transaction types.

SAMPLE TICKET

<b>CINEMA 1</b>		<b>01</b>	
ADULT	A001235	ADULT	A001235
\$ 6.00		\$ 6.00	
CLICK	107621	CLICK	
05 / 29 / 06	05:00 PM	05 / 29 /06	
001930316:45		107621	05:00 PM
			001930316:45

The number 107621 on the sample ticket is an example of a credit or gift card transaction code.

The show Id number is a five digit number and different for each show and film. The show Id is made up of the first five digits of the number indicated on the last line of the above ticket. On the above example the show Id number is 00193.

It is not necessary to enter leading zeros and they will not be displayed but they are included as part of the first five digits. Once this is entered, a window will open displaying the show date, auditorium number, film title and show time. If this is correct, continue to enter the ticket type. Once the ticket type has been entered, the current price of that ticket will display in the ticket price field.

Enter the number of tickets to be voided. The terminal number and operator Id will automatically be placed in the field. ( When voiding from the managers station, you will have to type in the operators name and terminal number) You will then be asked for a refund code. If cash is being given, pressing enter will accept the default code of code 9 which is for cash sales. The system will void the tickets and return you to the terminal menu screen. Other refund codes are the same as the tender accepted codes.

## **5.5 LOCK TERMINAL**

This option allows you to lock the terminal so that ticket selling using your Id can not take place. Any time you leave your station, Ie break, you should lock your terminal. The person that takes your place should have their own Id. When this option is selected, the screen displays the security screen. To log back in and unlock the terminal, simply follow standard login procedures using your Id and password.

## 5.6 PASSWORD CHANGE

This option allows you to change the temporary password given to you by the manager. Your password should be kept secret so no one can use your Id to make sales. Should you forget your password, the manager can assign you a new temporary password.

## 5.7 RETURN TO SELLING SCREEN

This option allows you to return to the selling screen.

## 6.0 RESERVED SEATING

Reserved seat selling must be enabled by the manager for this function to be available. Selling a reserved seat is identical to normal ticket selling unless the patron wished to pick the seats. Otherwise the computer selects the best available seats as programmed by the manager.

**F3 & F2:** The **F3** key is pressed from the tickets field AFTER the number and type of seats have been selected. A window will open with a block diagram of the theatre with the screen being at the bottom of the screen. Select the block that the customer wants, then use the arrow keys to the seat(s) that is desired, and press enter. Pressing **F2** will return you to the Block Diagram, Pressing Block again returns you to the selling screen. The rest of the sale proceeds as normal.

\* : This key is used when taking advance day phone reservations. Select the film and show as normal, In the tickets field just put the quantity NOT type of tickets, then press \*. This will open a window requesting the name and phone number of the patron. This “reserves” seats for this patron but does not assign seats. Seats are only assigned when the patron shows up to purchase the tickets. When the patron comes to purchase the tickets, press \* from the Film code field and a window will open requesting the name, type in the name and press enter. Using the arrow keys, highlight the patrons name and press enter, this will return you to the selling screen in the tickets field. Put in the type of ticket and proceed as a normal sale.

## 7.0 ADVANCE SALES

Advance sales for current movies are completed by selecting the film, then pressing the “end” key. The available shows screen will change to show the next 26 available shows. Select the letter associated with the show you want to sell to and ticket selling is as normal. If you require a show further than what is initially displayed, the right arrow will display the next 26 available shows.

Advance sales for movies that have not started playing yet is accomplished by pressing the “end” key from the Film Code box. Available films are then displayed in the Film Categories window. Select the letter associated with the film you wish to sell to and ticket selling is as normal.

## 8.0 TROUBLE SHOOTING

*Never turn off your terminal in the hopes that it will correct the problem, It just makes things worse.*

**PROBLEM:** Printer out of tickets

**SOLUTION:** Load more ticket stock in the printer. The ticket stock is loaded with the small portion of the ticket going into the machine first, the plain side is toward the buttons on the printer.

**PROBLEM:** The Tickets are loaded but the printer does not have a ready light..

**SOLUTION:** This indicates that the tickets are loaded upside down. Pull the tickets out and put the other end in.

**PROBLEM:** The terminal screen display is scrambled.

**SOLUTION:** You should log off as normal by pressing F9. Select operators logout and cash report. Select yes and press the space bar. Once you are logged off, turn the power to the terminal off, wait at least ten seconds, then turn it back on and login as normal.

**PROBLEM:** The tickets field flash and selling is unable to be accomplished.

**SOLUTION:** This indicates that the main server for the ticketing system has shutdown. This requires manager assistance.

**PROBLEM:** A Auditorium number or Show is flashing.

**SOLUTION:** This is a warning that a show has reached a low seat warning level. Check with management before continuing to sell to that show.

**PROBLEM:** The system informs me that I am already logged in on another terminal and will not let me in.

**SOLUTION:** Go to the terminal indicated, login and log back out properly.

**PROBLEM:** The screen is clear except for two horizontal lines at the bottom of the screen

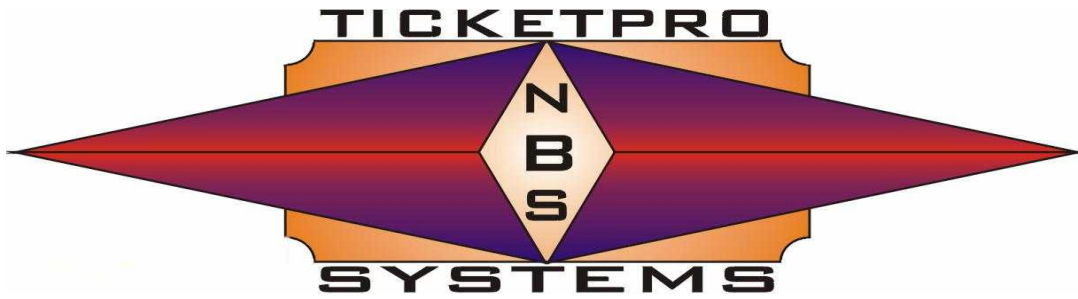
**SOLUTION:** Press F8 then type quit and press F1.

**PROBLEM:** The screen is clear and the prompt is a \$ sign

**SOLUTION:** Type exit and press enter

**PROBLEM:** A credit card or gift card sale was made and the tickets printed but no receipt.

**SOLUTION:** Check on the tickets for a transaction code. If it is not present, then the system was unable to process the sale as a credit card or gift card. Hold the tickets for the manager and re-do the transaction making sure "CARD READ" is present in the lower right corner of the screen before committing the sale.



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**ENTER** Is used to select a highlighted menu option. It is also used to confirm entry of a sale.

**PAGE UP - PAGE DOWN** Is used to go back and forth between sales while conducting multiple sales.

**HOME** Is used to toggle between uppercase and lowercase film codes in theaters with more than 4 auditoriums

**END** Is used to display future movies when in the Film Code field, used to display future shows when in the Show field.

**NUMBER KEYS 0 - 9** Are used to immediately select the next show in that Auditorium

**F1** Is a help key and is also used to make multiple sales. Pressed when in the amount tendered field.

**F2** Is used to display previous show information and reserved seat selection

**F3** Is used for manual selection of seats during reserved seat sales.

**F4** Is used to cancel an entire entry, if pressed when in multiple sales will cancel the current sale and return to the previous sale.

**F6** Is used to enter the miscellaneous item selling screen from the film code field.

**F7** Is used after selecting the film to bring up a synopsis of the film.

**\*** Is used to reserve and collect reserved seats via name.

**Backspace** Backspace is used as a backspace key, used in the Ticket Type field

**F8** Toggles between single and group ticket sales.

**F9** Is used to enter the menu

**F10** Is used only when taking a check, pressed in the Amt. Tendered field

**Space** is used to turn on, or activate the receipt print function if so equipped.

**Card Swipe:** Is used when payment is being paid by credit or gift card if the system is equipped to accept credit or gift cards.

### 3.0 STARTUP

When you first come in, the manager should inform you that the system is ready for you to login. The Terminal and ticket printer should be turned on. you should check the ticket stock to make sure there is enough stock for the expected business. The terminal screen will display:

Theater Name

Please Login

At this point, you should type **tickets** or **tst**, and press ENTER. All logins and passwords must be in lower case. Once you have logged in, the system will display a security screen.

SECURITY SCREEN

Enter User ID
Enter Password

You will have been assigned a user ID and temporary password by your manager. Your user ID is usually your first name. After you type in your ID, press **ENTER**. You should now type in your password and press **ENTER**. If you do not begin logging in within 10 seconds an illegal access attempt will be recorded and you will be returned to a login prompt. The password is not displayed as you type it. This is for security purposes. You should safeguard your password and not reveal it to anyone. If you have entered the information correctly, Ie: spelling, case, etc. , The ticket selling screen will be displayed shortly. If you did not enter the information correctly, the system will inform you that the ID and password do not match. Should three unsuccessful attempts be made to access the system, You will be returned to the Login screen and an Illegal entry attempt will be recorded in the system.

### 4.0 THE TICKET SELLING SCREEN

#### SAMPLE TICKET SELLING SCREEN

<b>Film Code [ ]</b>	<b>Show [ ]</b>	<b>seller</b>	<b>Amount: \$0.00</b>
	<b>Tickets [ ]</b>		<b>Tendered: \$0.00</b>
		<b>Film Categories</b>	<b>Change: \$0.00</b>
A	G	M	S SHREK 3 Y
B	H	N	T Z
C CLICK	I I JONES 4	O	U
D	J	P PIRATES 2	V
E	K	Q	W
F	L	R	X

CINEMA 1				CINEMA 2			
CLICK	01:00 PM	02:50 PM	S:000 R:250	I JONES 4	01:15 PM	02:45 PM	S: 000 R: 250
CLICK	03:00 PM	04:50 PM	S:000 R:250	I JONES 4	03:15 PM	04:45 PM	S: 000 R: 250
CLICK	05:00 PM	06:45 PM	S:000 R:250	I JONES 4	05:15 PM	06:45 PM	S: 000 R: 250
CLICK	07:00 PM	08:50 PM	S:000 R:250	I JONES 4	07:15 PM	08:45 PM	S: 000 R: 250
CLICK	09:00 PM	10:50 PM	S:000 R:250	I JONES 4	09:15 PM	10:45 PM	S: 000 R: 250

CINEMA 3				CINEMA 4			
SHREK 3	01:30 PM	02:55 PM	S:000 R:250	PIRATES 2	01:10 PM	02:45 PM	S:000 R:250
SHREK 3	03:30 PM	04:55 PM	S:000 R:250	PIRATES 2	03:10 PM	04:45 PM	S:000 R:250
SHREK 3	05:30 PM	06:55 PM	S:000 R:250	PIRATES 2	05:10 PM	06:45 PM	S:000 R:250
SHREK 3	07:30 PM	08:55 PM	S:000 R:250	PIRATES 2	07:10 PM	08:45 PM	S:000 R:250
SHREK 3	09:30 PM	10:55 PM	S:000 R:250	PIRATES 2	09:10 PM	10:45 PM	S:000 R:250

The ticket selling screen displays information about the movies that are currently showing, the current date, time and your user ID.

The first four auditoriums are shown at the bottom. Displayed are the movie title, start and finish time, seats sold and seats remaining. If your theater has more than four auditoriums, the **ARROW KEYS** are used to view the other auditoriums. The **DOWN ARROW** key moves you to auditoriums 5 through 8. The **UP ARROW** returns you the first screen. The **LEFT AND RIGHT ARROW** keys toggle between the first five and second five shows for the day. Should you move to an undefined section, The Up arrow and Left arrow keys will move you back to the original screen.

The show will flash if the seats remaining have reached a preset sellout level. Your manager will instruct what to do in the event this happens. If your theater has more than four auditoriums, a box displaying the auditorium numbers will be displayed in the upper right hand corner of the selling screen. The Auditorium number will flash if a show in that auditorium is approaching sell out. You can view the auditorium using the arrow keys to move the auditoriums at the bottom of the screen. Pressing the **F2** key will display the start time, finish time and seats remaining for the previous show. **F2** is a toggle key.

## 4.1 TICKET SELLING

All of the movies that are scheduled to have shows for the current day are displayed under Film Categories with a letter preceding their title. If your theater has more than ten auditoriums, The **HOME** key toggles between uppercase film codes and lower case film codes if the manager has programmed films using lower case letters. This is usually the first letter of the movie. At the top left of the screen the **FILM CODE** field is where the cursor will be. The film code is the letter used to select a particular movie.

Ie: Pressing C will select CLICK then display the available shows for that day.

An alternate way to select a movie is to press **ENTER** when in the Film code field. This automatically selects the next available show regardless of auditorium. It should be noted that where there are multiple shows with the same starting time, the selling screen will alternately select each show. This option should therefore be used with caution.

A third method of selection is available by pressing the number corresponding to the auditorium  
Use the number keys for each auditorium, 1 for 1, 01 for 10.

Ie; Pressing 1 will select the next available show in auditorium 1 and place you in the tickets field.

This will then place you in the ticket type field. The film categories screen only displays the films currently available for that day. Pressing the **END** key when in the film code field will display all films that have been programmed.

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**4.2 AVAILABLE SHOWS**

Once a film code letter has been selected, the ticket selling screen will display the available shows for that film for the current day. If **END** is pressed while in this field, the selling screen will display all current and future programmed shows. Pressing the **RIGHT ARROW** key will display any additional shows.

SAMPLE TICKET SELLING SCREEN - AVAILABLE SHOWS

<b>Film Code [ B]</b>	<b>Show [ ]</b>	<b>seller</b>	<b>Amount: \$0.00</b>
	<b>Tickets [ ]</b>		<b>Tendered: \$0.00</b>
CLICK [PG13]	<b>Available Shows</b>		<b>Change: \$0.00</b>
A 01:00 PM [1]	G	M	S Y
B 03:00 PM [1]	H	N	T Z
C 05:00 PM [1]	I	O	U
D 07:00 PM [1]	J	P	V
E 09:00 PM [1]	L	Q	W
F	K	R	X

CINEMA 1		CINEMA 2	
CLICK	01:00 PM 02:50 PM S:000 R:250	I JONES 4	01:15 PM 02:45 PM S: 000 R: 250
CLICK	03:00 PM 04:50 PM S:000 R:250	I JONES 4	03:15 PM 04:45 PM S: 000 R: 250
CLICK	05:00 PM 06:45 PM S:000 R:250	I JONES 4	05:15 PM 06:45 PM S: 000 R: 250
CLICK	07:00 PM 08:50 PM S:000 R:250	I JONES 4	07:15 PM 08:45 PM S: 000 R: 250
CLICK	09:00 PM 10:50 PM S:000 R:250	I JONES 4	09:15 PM 10:45 PM S: 000 R: 250

CINEMA 3		CINEMA 4	
SHREK 3	01:30 PM 02:55 PM S:000 R:250	PIRATES 2	01:10 PM 02:45 PM S:000 R:250
SHREK 3	03:30 PM 04:55 PM S:000 R:250	PIRATES 2	03:10 PM 04:45 PM S:000 R:250
SHREK 3	05:30 PM 06:55 PM S:000 R:250	PIRATES 2	05:10 PM 06:45 PM S:000 R:250
SHREK 3	07:30 PM 08:55 PM S:000 R:250	PIRATES 2	07:10 PM 08:45 PM S:000 R:250
SHREK 3	09:30 PM 10:55 PM S:000 R:250	PIRATES 2	09:10 PM 10:45 PM S:000 R:250

The Available shows are displayed where the film titles were previously. By selecting the letter associated with the show required you will be placed in the tickets field. An alternate method of selecting The show is by pressing enter. This will automatically select the next available show and place you in the tickets field.

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**4.3 TICKET TYPES**

Once a film and show have been selected, the selling screen displays available tickets for that show.

SAMPLE TICKET SELLING SCREEN - TICKET TYPES

<b>Film Code [ B ]</b>	<b>Show [ A ]</b>	<b>seller</b>	<b>Amount: \$0.00</b>
	<b>Tickets [ ]</b>		<b>Tendered: \$0.00</b>
CLICK [PG13] 01:00	<b>Available Ticket</b>		<b>Change: \$0.00</b>
A ADULT \$ 6.00	J	S SENIOR \$ 4.00	
B	K	T	
C CHILD \$ 4.00	L	U	
D	M MATINEE \$4.00	V	
E	N	W	
F	O	X	
G	P PASS \$ 0.00	Y	
H	Q	Z	
I	R		
CLICK 07:00 PM 08:50 PM S:000 R:250	I JONES 4	07:15 PM 08:45 PM S: 000 R: 250	
CLICK 09:00 PM 10:50 PM S:000 R:250	I JONES 4	09:15 PM 10:45 PM S: 000 R: 250	
<b>CINEMA 3</b>		<b>CINEMA 4</b>	
SHREK 3 01:30 PM 02:55 PM S:000 R:250	PIRATES 2	01:10 PM 02:45 PM S:000 R:250	
SHREK 3 03:30 PM 04:55 PM S:000 R:250	PIRATES 2	03:10 PM 04:45 PM S:000 R:250	
SHREK 3 05:30 PM 06:55 PM S:000 R:250	PIRATES 2	05:10 PM 06:45 PM S:000 R:250	
SHREK 3 07:30 PM 08:55 PM S:000 R:250	PIRATES 2	07:10 PM 08:45 PM S:000 R:250	
SHREK 3 09:30 PM 10:55 PM S:000 R:250	PIRATES 2	09:10 PM 10:45 PM S:000 R:250	

You may enter a number and type Ie: 2A (Two Adults). Or you may enter the letter associated with the ticket type required Ie: AAC (Two adults, one Child). Once you have entered the number and type of tickets required, press **Enter**. The maximum number of single tickets that can be issued is set by the manager. If more than the preset maximum is required, then pressing **F8** will alter the transaction type from **Tickets** to **Group**. A group ticket will allow the preset maximum to be exceeded. The **BACKSPACE** key is used to delete any unwanted ticket types.

Once in the tendered field. You may enter the amount of money given here and when enter is pressed to confirm the sale, the tickets will print and the change amount will be displayed. No tickets will be printed until enter is pressed when in the tendered field. It is not necessary to enter the amount tendered and the decimal should not be used when entering the amount tendered. Errors made while in the amount tendered field can be corrected by using the **BACKSPACE** key. If at any time a mistake is made or the customer changes their mind, **F4** cancels the entire entry and returns you to the film code field. If payment other than cash is required, swipe the credit card or gift card before moving into the tendered field, If a check is being taken for payment, type in the

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amount tendered then Pressing **F10** will open a window of requesting additional information.

Cash is a tender type 9, Checks are type 0, Credit Cards are type 1.

Pressing **F1** when in the tendered field allows you to make multiple film or show sales within the same transaction. Pressing **F1** keeps the current selection of film, show, and tickets in memory and places you back in the film code field to select other films or shows. The amount field will display the previous selections and add the multiple transaction. Pressing **F4** while in a multiple sale takes you back to the previous sale placing you in the tendered field. Repeated pressing of **F4** will eventually cancel all transactions. Page up and Page down will toggle between selections.

### 4.4 MISCELLANEOUS SALES

Pressing **F6** while in the film code field will bring up a screen with miscellaneous sales items that have been defined by your manager. Selling is accomplished identical to selling tickets. The items will be defined by a letter and will appear in the tickets field. Upon successful completion of a sale, two receipts will print. One if for the customer and one for your drawer. If a receipt does not print, notify your manager as soon as possible.

## 5.0 TERMINAL MENU

By pressing **F9** from the ticket selling screen when in the film code section, the screen blanks and then displays a terminal menu.

SAMPLE TERMINAL MENU

- |  |
|--|
| <ul style="list-style-type: none"><li>1 - Operators Logout and report</li><li>2 - Gift Card Functions</li><li>3 - Redeem Gift Certificates</li><li>4 - Void Tickets</li><li>5 - Lock Terminal</li><li>6 - Password Change</li><li>7 - Return to Selling Screen</li></ul> |
|--|

### 5.1 OPERATORS LOGOUT AND REPORT

This option is selected when your shift is complete and you wish to log off of the system and print your final cash report. Once selected, you will be asked to confirm that you wish to logout and print cash report. press **Y** and press enter. Depending upon the current system settings, you may be requested to supply the total cash, checks, and other monies related to ticket selling in a field provided. you may also be asked to confirm if your report has been printed successfully or not. Please note that once a final report has been selected it is **Not** possible to return to the menu or selling screen without logging out. Upon completion of logging out the screen will blank and then return to the login screen. You are now properly logged out of the system and your cash report has been printed in the office. Any Voids or over rings that you have **MUST** be taken care of by the manager **BEFORE** you log out.

## 5.2 GIFT CARD FUNCTIONS

This option allows the operator to do a balance inquiry and load gift cards.

To do a balance inquiry, select “B” and you will then be asked to swipe the card or enter the information in manually. Upon entering the information correctly, a ticket will print showing the balance on the card as well as display on the screen.

To sell or load a gift card, select option “L” and you will then be asked to swipe the card or enter the information in manually. Upon entering the required information, you will then be requested to enter the amount to load on the card. After entering this amount the payment method maybe selected allowing multiple payment by cash, credit card, coupon or other form. The total of any or all three options must add up to the initial amount specified to be loaded. If an amount is entered in the credit card field then a request will be made to either swipe the card or manually enter the card details. If an other form of payment has an amount specified then a description must be entered for that amount. Once the amounts equal the initial amount specified the system will firstly authorize any credit card involved and if successful will then load and display the balance for the card. Receipts will be printed automatically for the load specifying the amount and type of payment made.

**Note 1:** You cannot use a gift card as a payment to load another gift card. Also you cannot load multiple gift cards with a single payment. Each card must be processed separately.

## 5.3 REDEEM GIFT CERTIFICATES

This option allows system printed gift certificates to be redeemed. Once a gift card has been redeemed, it can not be used again. Upon entering this selection, you are prompted to scan or manually enter the gift certificate number. After successfully entering the required information, the gift card is redeemed and voided for future use.

## 5.4 VOID TICKETS

This option allows you to void tickets or miscellaneous items, if your access level allows it. If you're access level is not high enough, a supervisor login screen will appear. The actual tickets must be available to be voided. Since these must be marked accordingly and returned to the manager for reconciliation at the end of the shift. Any tickets that are voided are displayed on the final cash report.

Upon entering this item, select if you want to void (M)iscellaneous items or (T)ickets.

To void a Miscellaneous transaction , the system will ask you for the following information:

The code letter of item.

The value of the item will be displayed

The quantity of the items to be voided.

Terminal to apply void to.

The Operator of this terminal.

The type of refund being given. If cash is being returned the code is 9. If credit cards or checks are being accepted your manager will have other codes for different transaction types.

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To void a ticket the system will ask you for the following information:

The show Id. This is found on the ticket and is a five digit number.

The Ticket Type. Such as A for Adult, C for Child, Etc.

The number of tickets to void.

The ticket price will be displayed.

The type of refund being given. If cash is being returned the code is 9. If credit cards or checks are being accepted your manager will have other codes for different transaction types.

SAMPLE TICKET

<b>CINEMA 1</b>		<b>01</b>	
ADULT	A001235	ADULT	A001235
\$ 6.00		\$ 6.00	
CLICK	107621	CLICK	
05 / 29 / 06	05:00 PM	05 / 29 /06	
001930316:45		107621	05:00 PM
			001930316:45

The number 107621 on the sample ticket is an example of a credit or gift card transaction code.

The show Id number is a five digit number and different for each show and film. The show Id is made up of the first five digits of the number indicated on the last line of the above ticket. On the above example the show Id number is 00193.

It is not necessary to enter leading zeros and they will not be displayed but they are included as part of the first five digits. Once this is entered, a window will open displaying the show date, auditorium number, film title and show time. If this is correct, continue to enter the ticket type. Once the ticket type has been entered, the current price of that ticket will display in the ticket price field.

Enter the number of tickets to be voided. The terminal number and operator Id will automatically be placed in the field. ( When voiding from the managers station, you will have to type in the operators name and terminal number) You will then be asked for a refund code. If cash is being given, pressing enter will accept the default code of code 9 which is for cash sales. The system will void the tickets and return you to the terminal menu screen. Other refund codes are the same as the tender accepted codes.

## **5.5 LOCK TERMINAL**

This option allows you to lock the terminal so that ticket selling using your Id can not take place. Any time you leave your station, Ie break, you should lock your terminal. The person that takes your place should have their own Id. When this option is selected, the screen displays the security screen. To log back in and unlock the terminal, simply follow standard login procedures using your Id and password.

## 5.6 PASSWORD CHANGE

This option allows you to change the temporary password given to you by the manager. Your password should be kept secret so no one can use your Id to make sales. Should you forget your password, the manager can assign you a new temporary password.

## 5.7 RETURN TO SELLING SCREEN

This option allows you to return to the selling screen.

## 6.0 RESERVED SEATING

Reserved seat selling must be enabled by the manager for this function to be available. Selling a reserved seat is identical to normal ticket selling unless the patron wished to pick the seats. Otherwise the computer selects the best available seats as programmed by the manager.

**F3 & F2:** The **F3** key is pressed from the tickets field AFTER the number and type of seats have been selected. A window will open with a block diagram of the theatre with the screen being at the bottom of the screen. Select the block that the customer wants, then use the arrow keys to the seat(s) that is desired, and press enter. Pressing **F2** will return you to the Block Diagram, Pressing Block again returns you to the selling screen. The rest of the sale proceeds as normal.

\* : This key is used when taking advance day phone reservations. Select the film and show as normal, In the tickets field just put the quantity NOT type of tickets, then press \*. This will open a window requesting the name and phone number of the patron. This “reserves” seats for this patron but does not assign seats. Seats are only assigned when the patron shows up to purchase the tickets. When the patron comes to purchase the tickets, press \* from the Film code field and a window will open requesting the name, type in the name and press enter. Using the arrow keys, highlight the patrons name and press enter, this will return you to the selling screen in the tickets field. Put in the type of ticket and proceed as a normal sale.

## 7.0 ADVANCE SALES

Advance sales for current movies are completed by selecting the film, then pressing the “end” key. The available shows screen will change to show the next 26 available shows. Select the letter associated with the show you want to sell to and ticket selling is as normal. If you require a show further than what is initially displayed, the right arrow will display the next 26 available shows.

Advance sales for movies that have not started playing yet is accomplished by pressing the “end” key from the Film Code box. Available films are then displayed in the Film Categories window. Select the letter associated with the film you wish to sell to and ticket selling is as normal.

## 8.0 TROUBLE SHOOTING

*Never turn off your terminal in the hopes that it will correct the problem, It just makes things worse.*

**PROBLEM:** Printer out of tickets

**SOLUTION:** Load more ticket stock in the printer. The ticket stock is loaded with the small portion of the ticket going into the machine first, the plain side is toward the buttons on the printer.

**PROBLEM:** The Tickets are loaded but the printer does not have a ready light..

**SOLUTION:** This indicates that the tickets are loaded upside down. Pull the tickets out and put the other end in.

**PROBLEM:** The terminal screen display is scrambled.

**SOLUTION:** You should log off as normal by pressing F9. Select operators logout and cash report. Select yes and press the space bar. Once you are logged off, turn the power to the terminal off, wait at least ten seconds, then turn it back on and login as normal.

**PROBLEM:** The tickets field flash and selling is unable to be accomplished.

**SOLUTION:** This indicates that the main server for the ticketing system has shutdown. This requires manager assistance.

**PROBLEM:** A Auditorium number or Show is flashing.

**SOLUTION:** This is a warning that a show has reached a low seat warning level. Check with management before continuing to sell to that show.

**PROBLEM:** The system informs me that I am already logged in on another terminal and will not let me in.

**SOLUTION:** Go to the terminal indicated, login and log back out properly.

**PROBLEM:** The screen is clear except for two horizontal lines at the bottom of the screen

**SOLUTION:** Press F8 then type quit and press F1.

**PROBLEM:** The screen is clear and the prompt is a \$ sign

**SOLUTION:** Type exit and press enter

**PROBLEM:** A credit card or gift card sale was made and the tickets printed but no receipt.

**SOLUTION:** Check on the tickets for a transaction code. If it is not present, then the system was unable to process the sale as a credit card or gift card. Hold the tickets for the manager and re-do the transaction making sure "CARD READ" is present in the lower right corner of the screen before committing the sale.