

THEATRE TICKETING MANUAL

STANDARD TICKETING

GENERAL REVISION 6

TICKETPRO SYSTEMS

4039 Asheville Dr.

Buford, GA 30519

770 271-2228 FAX 770 271-2131

(c) 2006 TICKETPRO SYSTEMS

TABLE OF CONTENTS

1.0 OVERVIEW	6
2.0 GENERAL INSTRUCTIONS	6
2.1 KEYBOARD FUNCTIONS	6
2.2 DATA ENTRY	7
2.3 ARROW KEYS	7
2.4 MENUS	7
3.0 COMPUTER AND SYSTEM STARTUP AND SHUTDOWN	8
3.1 STARTING THE COMPUTER	8
3.2 SHUTTING DOWN THE COMPUTER	9
3.2a RESETTING THE TICKETING SYSTEM treset	9
3.3 STARTING THE TICKETPRO TICKETING SYSTEM	10
3.4 STARTING THE TICKETING SYSTEM IN TRAINING MODE	10
3.5 ENDING TRAINING MODE	11
3.6 SHUTTING DOWN THE TICKETPRO TICKETING SYSTEM	11
4.0 TICKETING OPERATIONS	12
4.01 DISTRIBUTOR MAINTENANCE	12
4.02 FILM SCHEDULING	13
4.03 FILM DESCRIPTION	14
4.04 PRICE GROUP DEFINITION	14
4.05 TICKET TYPE ENTRY	15
4.06 TEMPORARY PRICE GROUPS	16
4.07 SHOW SCHEDULING	17
4.08 ENTERING SHOWS	17
4.09 MOVING SHOWS	18
4.10 COPY SHOWS	19
5.0 REPORTS	19
5.01 WEATHER INFORMATION	19
5.02 BOX OFFICE REPORTS	20
5.03 DAILY TRANSACTION SUMMARY	20
5.04 DAILY TRANSACTION ENTRY	20
5.05 DAILY CONCESSION ENTRY	20
5.06 DAILY TRADING STATEMENT	20
5.07 WEEKLY TRADING STATEMENT	21
5.08 DAILY GROSS REPORT	21
5.09 DISTRIBUTORS SALES REPORTS	21
5.10 ADVANCE REDEMPTION REPORT	21
5.11 DAILY SHOW SUMMARY REPORT	21
5.12 MISCELLANEOUS SALES REPORT	21

5.13 FILM SUMMARY REPORT	22
5.14 BOX OFFICE SUMMARY REPORT	22
5.15 WEEKLY BOX OFFICE ADMISSIONS	22
5.16 MONTHLY SALES ITEM REPORT	22
5.17 PRICE GROUP REPORT	22
5.18 SHOW LISTING	23
5.19 DISTRIBUTOR LISTING	23
5.20 FILM LISTING	23
5.21 SHOW SCHEDULE PAGE	23
5.22 DISTRIBUTOR INVOICE	23
6.0 GLOBAL SETTINGS	23
6.1 CLEARING TIME FOR RESERVED TICKETS	23
6.2 SHOW CLOSE TIME	24
6.3 DEFAULT TICKET	24
6.4 LOW SEAT WARNING LEVEL	24
6.5 MAXIMUM SINGLE TICKETS	24
6.6 DEFAULT TRAILER TIME	24
6.7 DEFAULT TICKET TAX LEVELS	24
6.8 GLOBAL - GENERAL LEDGER	24
6.9 MENU OFF TIMES	24
6.10 SYSTEM TIME BREAKS	25
6.11 RESERVE SEAT BOOKING FEE	25
6.12 CARD TRANSACTION FEE	25
6.13 RANDOM FREE TICKET	25
7.0 CASH MANAGEMENT	25
7.01 ADJUST CASH BALANCE FOR TERMINAL	25
7.02 REDEEM GIFT CERTIFICATES	26
7.03 ENTER BANK DEPOSITS	26
7.04 VIEW / PRINT OPERATORS CASH REPORT	26
7.05 VIEW / PRINT TERMINAL SALES FILE	26
7.06 VIEW / PRINT TERMINAL TRANSACTION FILE	26
7.07 VIEW / PRINT NON - CASH TRANSACTION FILE	27
7.08 ENTER NEW CREDIT CARD OR CHECK INFORMATION	27
7.09 PRINT MERCHANT SUMMARIES	27
7.10 REFUNDS	27
7.11 FLAGGING HOUSE SEATS	27
7.12 SALES REPORT ITEMS	28
7.13 MISCELLANEOUS SALES ITEMS	28
7.14 GIFT CARD FUNCTIONS	28
8.0 VOID TICKETS	28

9.0 SELL CLOSED SHOW	29
10.0 VIEW SELLING ACTIVITY	30
11.0 SYSTEM MAINTENANCE	30
11.1 TERMINAL MAINTENANCE	30
11.2 ADJUST CUSTOMER DISPLAY	30
11.3 USER MAINTENANCE	30
11.4 PASSWORD CHANGE	30
11.5 PROCEDURE MAINTENANCE	31
11.6 SYSTEM LOGFILE	31
11.7 MANUAL SELLING SCREEN	31
11.8 TELEPHONE BOOK	31
11.9 AUTOMATION MAINTENANCE	31
11.10 MEMBER MAINTENANCE	31
11.11 AWARDS MAINTENANCE	31
11.12 DESIGN RANDOM VOUCHER	31
11.13 END OF DAY CLEARANCE	32
11.14 TICKET CODES	32
12.0 MULTI SITE FUNCTIONS	32
12.1 SEND MAIL	32
12.2 READ MAIL	32
12.3 DELETE MAIL	32
12.4 OBTAIN REMOTE SUMMARY	32
12.5 PRINT REMOTE REPORTS	32
12.6 CONNECT TO REMOTE SITE	32
13.0 DAILY FUNCTIONS	33
Start Of Day	33
End Of Day	33
14.0 TROUBLESHOOTING	34
15.0 BACKUPS	35
16.0 SERVICE AND SUPPORT	35
17.0 PRINT NEW CONCESSION TEMPLATE	38

EXAMPLES OF ROUTINE FUNCTIONS36

- To schedule a new film36**
- To Schedule Shows 36**
- Moving films between Auditoriums36**
- Changing Ticket Prices37**
- Adding or Deleting a User37**
- Archiving films that are leaving37**

ADVANCE SELLING (programming films, shows, midnight shows) 39

LIST OF FIGURES

- Figure 1 - Operations Menu7**
- Figure 2 - Data Entry Menu 8**
- Figure 3 - Operations Menu11**
- Figure 4 -Ticketing Operations Menu12**
- Figure 5 - Ticket Type Screen15**
- Figure 6 - Show Scheduling17**
- Figure 7 - Reports Menu19**
- Figure 8 -Global Settings Menu23**
- Figure 9 -Cash Management Menu25**

1.0 OVERVIEW

The TicketPro Theatre Ticketing System operations manual describes the functions available to management. The manual is laid out, where possible, to coincide with the menu structure as used in the software. Examples of normal procedures are laid out in a special section labeled examples near the end of this manual. The TicketPro Ticketing System utilizes Unix™ as the underlying operating system. No specific knowledge of the operating system is required to utilize the ticketing system and no attempt should be made to modify or specifically use the operating system functions without prior consultation with Niche Business Solutions. Any modifications or addition to software may void any warranty or specific support. This manual, therefore, does NOT attempt to describe any Unix™ functions other than those necessary for the maintenance and usage of the TicketPro Ticketing System. Further details on the operating system may be found in the Unix™ operating manuals.

The menu structures described in this manual are for use with the Unix™ operating system only. Also, multi-site functions where described apply only to multi-site operations and are not available to single theaters.

2.0 GENERAL INSTRUCTIONS

2.1 KEYBOARD FUNCTIONS

The following keys perform the same functions throughout the TicketPro Ticketing System:

- Enter** Is used to select a highlighted menu option. It is also used to terminate the entry of information in each data entry field and move to the next field.
- F1** Used during data entry to indicate that the total information has been entered for that record and that the information should be stored.
- F2** Displays the online help available for the area where the key was pressed. It is also used to pop-up functions such as a calendar or calculator in areas where these items could be of use. **It is used to exit a managers selling screen.**
- F3** Is used in show scheduling to copy shows.
- F4** Is used to cancel the current data entry or to move back one menu level.
- F5** Is used in show scheduling to move shows between auditoriums.
- F6** Is used by sellers to access miscellaneous sales items.
- F7** Is used by ticket sellers to access Film Synopsis.
- F9** Is used by ticket sellers to Enter a terminal menu.
- F10** Is used to initiate a credit card sale or enter check details when pressed in the amount tendered field.

2.2 DATA ENTRY

Data entry is entering information into fields when requested. When in a field, the type of information requested is displayed at the bottom left of the screen. Ie: please enter auditorium number and the field is highlighted. Data entry is terminated by pressing *Enter* which will move the cursor to the next field. Upon completion of the last entry, the record will be written to the system. If F4 is pressed during data entry, the entire record is not written, Ie: when Entering a distributor, the entry is not complete until *Enter* is pressed after the last field. Pressing F4, at any time before this, cancels the entire entry. **If a mistake is made, do not attempt to use arrow keys or other keys to get back to the entry.** Complete the entire entry and use update from the menu to correct the mistake.

2.3 ARROW KEYS

Arrow keys are used in some sections of the system to move around between items. These keys may only be used where indicated by the system. Arrow keys are also used to move the highlight bar between options on the menus.

2.4 MENUS

There are two types of menus utilized in the TicketPro Ticketing System. Figure 1 Indicates the menu used for selecting the section to proceed to.

FIGURE 1 OPERATIONS MENU

1 - Distributor Maintenance	9 - View Selling Activity
2 - Film Scheduling	A - Sell Closed Shows
3 - Trailer Scheduling	B - Time and Attendance
4 - Price Group Definition	C - System Maintenance
5 - Show Scheduling	D - Global Settings
6 - Reports	E - Multi - Site Operations
7 - Cash Management	F - LED Display Settings
8 - Void Tickets	G - Concessions

To select an option from the menu in Figure 1, several methods may be used. Pressing *Enter* will select the highlighted option Ie: item 5 - Show Scheduling is currently highlighted, therefore, pressing *Enter* will go into show scheduling. The second method is to use the up and down arrow keys to highlight the option required then press *Enter*. The third method is to press the number or letter indicated on the left side of the menu. Ie: pressing 9 will immediately jump into View Selling Activity.

FIGURE 2 DATA ENTRY MENU

NEXT	PREV	ADD	UPDATE	DELETE	BROWSE	QUIT
------	------	-----	--------	--------	--------	------

To select an option from the menu shown in Figure 2, several options may be used.

Pressing *Enter* will select the highlighted option. Ie: next is currently highlighted, therefore pressing *Enter* will display the next record. The second method is to use the left and right arrow keys to highlight the option required and then press *Enter*.

The third method is to press the first letter associated with the item Ie: pressing "A" will select add and immediately take you into adding an entry. Selecting quit performs the same function as pressing F4 when used in the menu selection.

3.0 COMPUTER AND SYSTEM STARTUP AND SHUTDOWN

3.1 STARTING THE COMPUTER

The computer installation generally consists of the main computer with attached console screen, one or more attached terminals with ticket printers, one or more printers, and other attached devices such as concession terminals and led signs. It is therefore important to realize that the actions carried out by the manager operating the main computer can affect operations in totally remote locations. During general operations the computer is left running on a twenty-four hour basis and is only shutdown during power failures or for maintenance. These instructions should be read in conjunction with the section starting and stopping the system in your operating system installation and maintenance manual.

To start the computer from power off, simply involves turning the monitor on and turning the computer power switch on. The status of other attached devices is generally unimportant, unless the system is being restarted due to a power failure or brownout which may cause scrambling of displays. Once power is turned on, the system will perform internal diagnostics.

Note 1: If the *Enter* key is not pressed within approximately one minute the system will commence an auto startup routine. This procedure is not recommended since the Auto routine results in mail being sent to the system administrator.

Note 3: If the system is being restarted from a hard boot or power failure and the system asks you to proceed with cleaning, always answer Y. Answer Y to all following questions too. This is extremely important as you could crash the hard drive if you answer no to any of the questions.

The computer will initially startup in single user mode and display the following message:

**Type Control - d to proceed with normal startup,
(or give root password for system maintenance):**

Hold down the ctrl key and press d to proceed with the normal startup to multi-user mode. If the system has been restarted due to a power failure or if the system has been shutdown incorrectly, A message will appear prior to this indicating that the system has been incorrectly shut down and should be checked. If you ever see this message always answer y to proceed with checking. The operating system will then commence a cleanup operation involving 5 phases which are displayed on the screen, after which normal startup procedures may be carried out. Any questions that the system may ask regarding CLEAR, CONNECT, RE-CONNECT MUST be answered by pressing y and enter.

Once control - d has been pressed, The system will display the current date and time. To change the time, type in the military time with no colons, commas, etc. Ie: 3 PM would be entered as 1500.

After starting the system services, the computer will Enter multi-user mode and a prompt such as

Welcome To The Theatre

Please Login:

Will be displayed on the system monitor and on attached terminals. Startup of the TicketPro Ticketing System may now be started.

3.2 SHUTTING DOWN THE COMPUTER

DO NOT SHUT THE COMPUTER DOWN WITH USERS STILL LOGGED ON.

The Unix™ operating system **can not** be stopped properly by simply turning off the power switch.

Note 1: The reset button should never be used with this system.

Note 2: If the system has "locked up" , turn the power off and leave off for twenty seconds. Then follow Restart procedures as detailed regarding power failure.

At the Please login: prompt, type haltsys with the password shutdown. This will immediately terminate all users and internal procedures. The monitor will then display a Safe to Power off or Hit Any Key to Reboot message. It is now safe to turn the main computer power switch off .

Note 3: Any time a haltsys is performed. It is recommended that the power to the computer be turned off instead of “hitting any key” to reboot

3.2a RESETTING THE TICKETING SYSTEM

This will reset the ticketing system with out affecting the concession system. This should only be used as an emergency fix when the ticketing stations have locked up. From the managers station, Log out or press Ctrl- C to get to a login prompt. If neither of those gets you to a login prompt, Press Alt and F4 at the same time. Login as treset using the password

emergency. This will reset the ticketing system. Press Alt and F1 to get back to the main screen and then login as start. **YOU AND THE CASHIERS MUST LOG BACK INTO THE SYSTEM AT THE TERMINAL YOU WERE AT BEFORE YOU LOGGED IN AS treset.**

3.3 STARTING THE TICKETPRO TICKETING SYSTEM

The TicketPro Ticketing System utilizes five separate logins. The first login is start, Which starts the ticketing system and concessions (if installed). This login allows access to the operations menu. The second login is tickets or tst which is used by cashiers to access the selling screens. System startup, management functions, and ticket selling may be done from any attached terminal. Before commencing startup of the ticketing system Any attached devices such As LED signs, terminals, printers, concession terminals (if installed) should be turned on.

Upon initial power up , the manager will login as start. The system will display messages relating to the start up of the ticketing system and concessions (if installed). If the system has been previously started, no messages will appear other than informing you that the system is currently running. Once the ticketing system has been started you will be placed at the TicketPro security screen.

When the TicketPro security screen is displayed, all ticketing functions are available and ticket sellers may now login using the tickets login.

Note 1: The system security has been designed to prevent users logging into multiple locations. If the system has been restarted due to a power failure, or other reason, where users have not logged out properly, they must log back into the same terminal that they were using. This applies to both managers and sellers. An attempt to login on another terminal will result in a message indicating that you are already logged in on another terminal and the number of the terminal. To clear your login, proceed to the indicated terminal, login, and then correctly logout.

After entering the security sections, you have 10 seconds to begin logging in. If there are no key strokes within this time period you will be returned to the login prompt and an illegal access entry will be recorded.

Upon logging into the ticketing system, the system will notify you the automatic End of Day Clearance was not done for the previous day. If the End of Day did not complete normally, it must be run before sales commence for the day. The system will automatically take you to the End of Day Clearance. Should this occur for several days in a row or an error message is displayed when the End of Day is run, TicketPro should be contacted.

3.4 STARTING THE TICKETING SYSTEM IN TRAINING MODE

The TicketPro Ticketing System allows startup in the training mode by typing training at the login prompt and the site password. The system will display that it is preparing the database for training. This may take several minutes. This tells the system that all transactions carried out while in training mode are not actually recorded. This function can not be carried out simultaneously with the actual ticketing function. Menu screens have a warning on them that the system is in training mode. Tickets are issued during training mode but VOID is printed across them. All functions of the program are accessible from the training mode. This allows managers to train cashiers on the system without being in a "live" situation.

3.5 ENDING TRAINING MODE

Upon logging out from the system confirm that you want to quit by typing y and you will be returned to a login prompt. Close the system as normal, the ticketing system will then display messages that it is shutting down. You will then be returned to a login prompt. You must type notrain and press Enter. The system will display messages that it is preparing for live operation. This may take several minutes, to proceed with a normal startup type start at the next login prompt.

3.6 SHUTTING DOWN THE TICKETPRO TICKETING SYSTEM

On completion of a days business, all ticket sellers should be logged out and cash reports obtained. All reports required are printed as detailed in the reports section and the Daily Operations Guide

Figure 3 - Operations Menu

1 - Distributor Maintenance	9 - View Selling Activity
2 - Film Scheduling	A - Sell Closed Shows
3 - Trailer Scheduling	B - Time and Attendance
4 - Price Group Definition	C - System Maintenance
5 - Show Scheduling	D - Global Settings
6 - Reports	E - Multi - Site Operations
7 - Cash Management	F - LED Display Settings
8 - Void Tickets	G - Concessions

To exit and close down the ticketing system, press **F4** . The system will ask you if you are sure you want to quit. Answer "y"

The monitor may now be turned off. The computer is left running at this point.

4.0 TICKETING OPERATIONS

Ticketing operations are those necessary for setting up the system in preparation to sell tickets, management functions, and reports. This section is structured to correlate with the **Ticketing Operations Menu** shown below.

Figure 4 Ticketing Operations Menu

1 - Distributor Maintenance	9 - View Selling Activity
2 - Film Scheduling	A - Sell Closed Shows
3 - Trailer Scheduling	B - Time and Attendance
4 - Price Group Definition	C - System Maintenance
5 - Show Scheduling	D - Global Settings
6 - Reports	E - Multi - Site Operations
7 - Cash Management	F - LED Display Settings
8 - Void Tickets	G - Concessions

4.01 DISTRIBUTOR MAINTENANCE

Distributors are the companies from which you purchase your product from. The TicketPro Ticketing System allows the specification of distributors. Each film can then be linked to a distributor, by number, allowing management to determine their individual gross receipts. Accessing this section from the **Ticketing Operations Menu** displays an empty distributor record, together with a data entry menu as shown in Figure 2. This allows you to use **next** and **prev** to call up each individual distributor or to use **browse** to look up a specific distributor. Entries may be added, updated, or deleted. Each distributor is assigned a number with **0** being specified as no distributor. The entry screen allows distributor name, contact person, address, phone and fax number. There is also a current balance field indicating current gross receipts assigned to that distributor.

Deleting a distributor, will reset all films currently held by that distributor to **0**. Also, updating a distributor will affect all prior films assigned to that number. Distributor maintenance is an optional section and its use is not mandatory. The system will automatically default to no distributor if no distributors are defined. If, however, it is going to be used, distributors must be specified before any final film summaries are done. This is because archived films can not be altered. Films are linked to the distributor through the distributor number. When scheduling films, the system will ask you for the distributor number for the film. If **0** is Entered a list will pop up displaying the distributor list allowing selection of the correct distributor using the arrow keys and pressing Enter to confirm. A list of distributors and associated data can be printed through item **4 - Distributor list** From the reports menu.

4.02 FILM SCHEDULING

Before shows can be scheduled, the film must be specified. This is done by selecting the film scheduling option from the Ticketing Operations Menu.

Upon selecting this option, a window is opened displaying all the current films in alphabetical order.

This is a scrolling window and by using the up and down arrow keys additional films can be displayed. The window displays the film number which is assigned by the system, full film Title and short title, MPAA rating, running time in minutes, The starting and ending dates for the film, the film selling letter, and the distributor number.

Keys utilized by this section are the arrow keys, (d)elete, (i)nsert, (u)pdate, (p)rint, F2 calendar help, and F4 exit.

The arrow keys are used to scroll up and down through the films. F2 is used as a help key to bring up a calendar (see calendar help for an explanation on how to use the calendar). F4 is used to exit back to the Ticketing Operations Menu. The d, i, u, and p keys are used while the cursor is in the film number field to select various options.

The d key (delete) is used to delete a film from the list. A film may only be deleted if no shows have been programmed for that film. Films are automatically deleted from the film list once their run has been completed and all final reports printed. See **Final Film Summary Report**.

The i key (insert) Is used to add a new film. A new film can be added at any point by pressing i. This will scroll down existing films, allowing the insertion of the new film. Once a film has been added, they are automatically re-sorted after exiting film scheduling. A new film number is automatically assigned by the system and the user is placed in the title field, allowing the entry of a twenty character title . This may be Entered in upper or lower case, but is converted to uppercase automatically. This title is used on the left side of the ticket and on reports. The next field is the short title. The short title is used on the right side of the ticket and on the sellers screen. The next field is the classification or rating of the film. The next field is the run time. This should be Entered in total minutes and should not include trailers. The next two fields are the starting and ending dates of the film. When the starting date is Entered the finish date is automatically calculated for seven days and placed in the finish field. The finish field may be altered, pressing Enter confirms the date as shown. Films may be programmed as far in advance as is known and can be updated at any time. Upon selecting the next field, which is the selling letter used by ticket sellers, usually the first letter in the title of the film, a further help window will open. This window indicates letters already in use by other films for the Date range specified. In theaters with more than 10 screens, 52 letters are available for film codes. These must be Entered in either uppercase or lowercase. After Entering the selected letter, the next field is for specifying the associated distributor number a window will open displaying the distributors that have been programmed allowing selection of a particular distributor. Pressing Enter after this field completes the entry and returns the cursor to the film number.

If a mistake is made during entry, pressing F4 will cancel the entire entry. An alternative is to complete the entry and then use update to alter the entry.

The update is generally used for correcting errors and for extending play dates.

Note 1: If a film is to have further shows other than originally programmed, The finish date must be extended first. The finish date should be no more that TWO weeks out from the current date.

Note 2: If more than one film of the same name is to be played, the films must have different names when put into the system. IE: Your theater got two prints of Ransom, When scheduling films, put in Ransom and Ransom1.

The p key (print) allows the printing of the film list by alphabetical or chronological order.

Pressing F2, allows the selection of an on-line calendar. This allows the user to find the date required, and by pressing Enter, automatically places this date in the starting or ending date fields when in that field.

4.03 FILM DESCRIPTION

Selecting **3 -Film Description** from the Ticketing Operations Menu allows access to a data entry field. You may add, delete, update, browse, or quit. To add a description press a or press Enter when add is highlighted. You will then be allowed to enter the film title or pressing Enter will bring up a list of available films. You may use the arrow keys to highlight the correct film. Press Enter to confirm your selection then type in the synopsis of the film and finish data entry by pressing Enter until the last line is reached. Pressing F4 at any time during entry cancels the entire entry. This is not a mandatory section. Synopsis's entered here are available to the ticket seller after selecting the film and pressing F7 or info.

4.04 PRICE GROUP DEFINITION

Selecting **4 -Price Group Definition** from the Ticketing Operations Menu allows access to a data entry field. Price group definition is broken down into two distinct areas. Before actual ticket types can be defined, it is necessary to specify the name and number of price groups for the theatre. The theatre can have nine price groups, numbered 1 to 9, specified each containing 26 individual tickets. To assist in recalling these price groups, each one is given a description. The next, prev, and find are used to locate the price group required while add is used to specify new price groups.

A price group can only be deleted if there are no shows programmed in the future with that price group. No deletion will occur without confirmation.

4.05 TICKET TYPE ENTRY

When price groups have been defined, choose update from the menu. You will then be requested to confirm the description of the price group. Pressing Enter, Allows alterations to the description and prices of individual ticket types. A sample, showing the left half of the ticket type screen is shown below.

Figure 5 - Ticket Type Screen

Deser	Def P	Cs	M	T	W	T	F	S	S
A Adult	\$6.00	1
B	\$0.00	1	X	X	X	X	X	X	X
C Child	\$4.00	1
D Discount	\$4.00	1	X	X	.
E	\$0.00	1	X	X	X	X	X	X	X
F	\$0.00	1	X	X	X	X	X	X	X
G Gift Cert	\$6.00	2
H	\$0.00	1	X	X	X	X	X	X	X
I	\$0.00	1	X	X	X	X	X	X	X
J	\$0.00	1	X	X	X	X	X	X	X
K K Adult	\$6.00	4
L	\$0.00	1	X	X	X	X	X	X	X
M	\$0.00	1	X	X	X	X	X	X	X

Twenty six different ticket types can be defined in each price group. Figure 6 shows the left half only of the ticket type entry screen. The letters, a - z, are used by ticket sellers when selecting the ticket type from the seller's screen. The Deser field is for Entering a ten character ticket description. The cs field is for indicating whether the ticket is a cash or non cash item 1 is a cash item and 2 is a non cash item such as a coupon or presold ticket. Def P stands for the default price for the ticket type. The following fields m through s are for the individual days of the week. The ticketing system allows for a different price to be entered for each day of the week. Ticket types can also be made unavailable for individual days.

Movement around the ticket entry screen is by use of the arrow keys. The tab key is also used to toggle between the left and right halves of the entry screen. To Enter a ticket type, use the arrow keys to move down to the relevant letter. By pressing the right arrow key, you activate the letter, the system places a . In each day of the week, and you are placed in the Deser field. You must Enter a description for the ticket type Ie: adult, child, senior. Pressing the right arrow key again places you in the cash item field. 1 is for cash. 2 is for non - cash items such as coupons or free passes. 3 is for internet tickets. 4 is for Kiosk tickets. Use right arrow to move to the next field, default ticket price. This is used if daily prices remain at the same value. Enter the price of the ticket type using the decimal. Right arrow then allows access to the next seven fields. These are used to mark what days of the week the ticket type is active and to Enter a daily default price, if different from the assigned default price . In the example, Figure 5, the discount ticket type has been marked inactive for Friday and Saturday by placing an x in the day field . The ticket type would not show up on the seller's screen on these days. If a different daily price is required. Ie: bargain Tuesday. Move the cursor to the proper day, and press p.

A window will open allowing entry of a daily default Price for that ticket type for that day. To Remove the daily default Price from a ticket type, follow the same Procedure and Enter 0.00 for the daily default price.

Note 1: It is not necessary to Enter the \$ sign when Entering prices for tickets.

A complete ticket type may be defined and then flagged as inactive by moving to the seller's letter field and pressing a. A ticket type is active when the selling letter is highlighted. A toggle between active and inactive while on the sellers letter. A ticket type can be deleted by pressing ctrl and d while in the same field.

Note 2: If a ticket type is deleted after tickets have been sold for that type then *unknown* and the price will be printed as the ticket type when the box office reports are printed.

Note 3: When exiting price groups, Use means you want the system to use the price group with the changes that you have made IMMEDIATELY, Save means save them for a future date. Price changes are NOT updated in real time. If you wish to use the changes immediately, you must close the ticketing system and restart.

4.06 TEMPORARY PRICE GROUPS

If a previous price group is in existence when exiting the ticket type entry section, you will be asked if you wish to (a)abort, (u)se, or (s)ave. The TicketPro Ticketing System allows for the temporary storage of price groups. Pressing a will abort any changes that have been made to the price group and exit. Pressing u will indicate that you want to use the changes made. Price group changes will take effect when the system is closed and restarted. Pressing s will store the changes in a temporary file. If the changes are stored, the next time you Enter the price group, you will be asked if you wish to work on the live or temporary price group. Storing price groups allows price changes to be made in advance of the actual day the price change takes effect. When you want to put temporary records into use, choose u upon exiting and the system will update the main price group with the changes. The system must be closed and restarted for price group changes to take effect. Once a temporary price group is used, It is deleted since the main price group now reflects the updated prices.

4.07 SHOW SCHEDULING

Once films have been Entered and price groups have been defined, show scheduling may be carried out. Shows may be programmed as far in advance as required but can not exceed the ending date specified for a film. Show scheduling is selected from the Ticketing Operations Menu. Show scheduling may be carried out at any time, with selling screens updated in real-time as shows are programmed. Ending show times are automatically calculated by using the run time given in film scheduling and the default trailer time as set in global settings.

The first requirement, upon entering show scheduling, is to enter the date and auditorium number that you want to program shows for. F2 may be used in the date field to bring up a calendar to assist in finding a date. Once this has been done , a screen will be displayed as shown below.

Figure 6 Show Scheduling

Show	Movie Title	Date	Start	Finish	P Grp	Res
1	Pirates Caribbean 3	10/01/06	01:00 PM	02:45 PM	1	No
2	Pirates Caribbean 3	10/01/06	03:00 PM	04:45 PM	1	No
3	Pirates Caribbean 3	10/01/06	05:00 PM	06:45 PM	1	No
4	Pirates Caribbean 3	10/01/06	07:00 PM	08:45 PM	2	No
5	Pirates Caribbean 3	10/01/06	09:00 PM	10:45 PM	2	No
6						
7						
8						
9						
10						

Up to ten shows can be programmed for each day per auditorium. Figure 6 Illustrates five shows already programmed. The arrow keys and Enter are used to move around the various sections. To enter a show the following procedure is carried out.

******* It is not recommended to schedule shows while active selling is going on. *******
******* This may “lock” the system as you are updating live records. *******

4.08 ENTERING SHOWS

Pressing the Right arrow key or Enter will move the cursor to the film title field. During this process, the system will count the available seats for the auditorium. A window will open below the show scheduling screen , displaying all films which are current for the date originally specified. Their selling letter, assigned when scheduling films, is also displayed. Choose a film by selecting the selling letter . In theaters with more than 10 screens, both lowercase and uppercase letters are available and the menu letter must be entered in the proper case. The cursor will then skip to the date field. This date is the date you want the show to report to. This is used for late shows (midnight or after) to have the show report on the same business day. Programming Late shows the date field should be changed to reflect the actual date of the show. Midnight shows are programmed for next day. For normal shows, the date will be the same as the date which you are programming for.

Note 1: F4 should not be used. Except when in the show number field. If F4 is used at any other point, the entire transaction will be canceled. If a mistake is made, continue and complete the show details and then re-Enter the information again.

The start time can be entered in AM/PM format or 24 hour format. The system will automatically convert the format. The ending show time will be automatically calculated and placed in finish time field according to the runtime you entered when scheduling the film and the default trailer time as set in global settings. The system will also check the starting and ending time for possible conflicts. Moving to the price group field will open up a price group window allowing the selection of the price group by number. The description of the price group is also displayed. You must specify a valid price group. The next field allows specification as to whether the show will be sold with reserved seating or not. Reserved seating prints specific block and seat numbers on the tickets. (Reserved Seat selling is covered in the Ticket Sellers Manual) pressing the down arrow key or Enter in the res field will complete the entry, and move to the start of the next line. A show may be inserted at any point. Pressing ctrl - I will cause the shows at the cursor to scroll down, allowing the entry of a new show.

Note 2: If a show is to be inserted, the show times below the point of insertion should be adjusted first to prevent the system not allowing entry, due to conflicting times. This should be done starting with the last show, working back up to the point of insertion. When Inserting a show the letter of the film must be pressed even though it is already displayed.

A show may be deleted , by moving the cursor to the left column of the entry screen and pressing ctrl - d. This will delete the show and scroll other shows up. A show can not be deleted if there are tickets sold or seats reserved to the show.

Once shows have been scheduled, they may be copied through any date range that the film is valid for by pressing F3. This will open a window specifying the starting date and ending date for the copy. The starting date does not include the date being copied and has an initial default of the next day. Shows cannot be copied to a date exceeding the film schedule as defined in film scheduling.

Once shows have been programmed and copied, pressing F4 from the show number field will exit show scheduling and allow the selection of another date and auditorium. This will also inform the system to update seller's screens and make the shows available for sale. Be sure to copy shows through the week.

4.09 MOVING SHOWS FROM AUDITORIUM TO AUDITORIUM

When moving shows between auditoriums, pressing F5 on a programmed auditorium will open a window asking you what auditorium you want to swap shows with. Enter the number of the auditorium that you want to swap the current auditoriums shows with. The shows, sales, voids, etc. will be exchanged bringing the swapped auditoriums shows into the current auditorium and moving its shows to that auditorium. You can not move a show that has more sales than the auditorium has seats . At this time, you can only move the entire program for a theatre for the day and not individual shows.

4.10 COPY SHOWS FROM PREVIOUS DATE

If you wish to bring in shows from a previous date, press F3 on a blank screen. The system will inform you that no shows are currently programmed and if you wish to bring in shows from a previous date. Pressing y will then ask what auditorium you wish to copy from and the date you wish to copy from. This feature is very useful when moving films to a different auditorium on Friday. Opening the window for auditorium 1, Friday shows, which is blank, press F3, tell the system that you want to copy auditorium 5 shows from Thursday to today. This will insert auditorium 5's Thursday shows into the current window. Be sure to copy the schedule through the rest of the week.

5.0 REPORTS

The reports section is accessible from the Ticketing Operations Menu. This allows access to a menu of the various reports that can be generated by the ticketing system. Figure 7 is a sample of the reports menu.

Figure 7 Reports Menu

1 - Weather Information Entry	C - Miscellaneous Sales Report
2 - Box Office Reports	D - Film Summary Reports
3 - Daily Transaction Summary	E - Box Office Summary Report
4 - Daily Transaction Entry	F - Weekly Box Office Admissions
5 - Daily Concession Entry	G - Monthly Sales Item Report
6 - Daily Trading Statement	H - Price Group Report
7 - Weekly Trading Statement	I - Show Listing
8 - Daily Gross Reports	J - Distributor Listing
9 - Distributor's Sales Report	K - Film Listing
A - Advance Redemption Report	L - Show Schedule
B - Daily Show Summary Report	M - Distributor Invoice

5.01 WEATHER INFORMATION ENTRY

Weather Information Entry opens a window allowing entry of the day and evening weather. The current date is displayed. To select this date, press Enter. The cursor then moves to the day field. Enter the weather for the day ie: cool, cloudy. Pressing Enter, moves to the evening field. Enter the weather for the evening. Pressing Enter takes you back to the Reports Menu. This is an optional entry.

5.02 BOX OFFICE REPORTS

Box office reports provide the full show details for a film. The report is designed so that it may be faxed or forwarded directly to the home office or distributor without modification. When selecting this option, you may specify a single date, date range, all or specific shows, all or specific films. This report contains individual series ticket numbers. These numbers are assigned to the film and start at XXX001 for each active ticket type.

Selecting specific films will bring up a list of films. The films may be selected by using the up and down arrow keys to move to the film required, and then pressing Enter to select the film. Once all required films have been selected, pressing c, continues with the report. This report can only be printed

Selecting a date range will print a summary for the period specified. The summary does not include specific shows. The report is broken down by day, ticket type, Tickets sold, value. This report also supplies total admissions, total value, and average admission price

5.03 DAILY TRANSACTION SUMMARY

The daily transaction summary is run at the end of the day. It shows all operators, their counted and expected balances and any variances found by the system. Provides total cash taken total tickets sold , total advance sales and non-cash transactions for the day.

A date range is requested, which is usually the date given. The report can then be viewed or printed, however, totals Ie: advanced sales and non cash items are available only on the printed report.

5.04 DAILY TRANSACTION ENTRY

Daily transaction entry allows the entry of other sales and redemption items not necessarily associated with ticketing for the production of the Trading statements. It is generally carried out either through the course of the day or at the end of the day prior to printing the weekly trading statement and allows a proper banking report to be produced. Items initially defined in this area are advance sales, advance redemptions, concessions. Further items may be added through the use of sales report items in cash management. Daily transaction sales entry will initially prompt for the date of entry and then proceed through each item allowing an entry of an amount.

It is not necessary to specify the entry as a credit or debit as these are defined in the sales report items section. If a mistake is made, any or all figures may be re-entered by selecting the same date and proceeding through the list again.

5.05 DAILY CONCESSION ENTRY

Daily concession entry allows the entry of concession amounts. If concessions is installed this will put you into the concessions menu. Any overages or shortages are entered. This is valid for multi site operations or systems without attached concession systems.

5.06 DAILY TRADING STATEMENT

The daily trading statement contains the same data as the weekly trading statement except that it provides a full financial picture of the theaters trading for the day. This report may be viewed before printing to assure that all cash counts are correct..

5.07 WEEKLY TRADING STATEMENT

The report gives you the actual banking report for the site combining film receipts and other sales. Upon selecting weekly trading statement, you will be asked to confirm the week starting date, as specified in global settings. Pressing Enter, will print the report.

This report indicates average admission price, average concessions, and average dollars spent per person.

5.08 DAILY GROSS REPORT

The daily gross report is a two page report that gives you gross information of each film for a specific day, including total tickets sold, voided, concession gross, per capita's and total expected deposit.

5.09 DISTRIBUTORS SALES REPORTS

This report is formatted for faxing flash grosses.

5.10 ADVANCE REDEMPTION REPORT

The Advance Redemption Report allows the printing or viewing of advance shows for which seats have been sold. When selecting the advance sales report, the starting and ending Dates are requested, After which the report indicates the shows, seats sold, seats voided, and dollars taken with the totals given. This report is used to determine the amount of advance sales for a day before the actual days business begins. This should be run prior to beginning selling operations. The information from this report is used in the preparation of the weekly trading statement.

5.11 DAILY SHOW SUMMARY REPORT

The show summary report provides a "Snapshot" of the current activities. You may select the date, select reports by auditorium or show. The report shows films , or shows And their current totals. This report may also be used to print past dates summaries. This report can only be printed.

5.12 MISCELLANEOUS SALES REPORT

The miscellaneous sales report indicates sales of non - ticket items sold through the system. Ie: movie magazines, promotional materials. Items are defined in cash management and can be sold through the ticket selling screen by pressing F6 when in the film code prompt. The report can be printed or viewed for a specific day, week or month.

5.13 FILM SUMMARY REPORT

Film summary reports perform a dual function. First, they provide a complete report of all shows for a film, indicating tickets sold, tickets voided, total admissions, and the total value. Second, the film summary report clears the film scheduling file upon completion of a film and places the film details in the archives.

When selecting the film summary report, you will initially be asked if this is To be an (i)nterim or (f)inal report. Entering (f)inal informs the system that you want to archive any films that have completed their run. You will then be asked (a)ll or (s)pecific films. If specific is selected, a list of current films will be displayed allowing selection of specific film. Use the arrow keys to move to the film, Enter to select the film. Once you have selected the films, press c to continue. You will then be asked if you want to (v)iew or (p)rint the report. The report will be displayed or printed as requested.

If the report that was requested was a final report, and was printed, then you will be asked if the report was printed successfully. Answering yes, will then archive the film information and delete the entry from the current film scheduling file.

Note 1: A film can only be archived if a final report is requested *and* printed. If a final report is specified and viewed, it is not archived.

Note 2: Selecting ALL will archive all films that do not have shows scheduled for future dates. It is highly recommended that you only select Specific films to avoid accidently archiving a current film.

5.14 BOX OFFICE SUMMARY REPORT

The box office summary report prints a report summarizing the box office sales for a date range.

It prints the film title, running dates, number of days it is scheduled to run, total sold, voided, gross sales, the percentage of overall gross, and the rank of the picture with respect to all films. The report also gives a breakdown of ticket types sold for each film.

5.15 WEEKLY BOX OFFICE ADMISSIONS

The Weekly Boxoffice Admissions report displays the film titles and attendance per show for a week range.

5.16 MONTHLY SALES ITEM REPORT

This report must be printed on legal paper. The report allows a date range with a maximum span of 12 months to be entered and prints the sales items totaled by month and date range.

5.17 PRICE GROUP REPORTS

The price group report allows the printing or viewing of price groups, temporary or active. [p] Displays the price group that is active in each auditorium. [t] display any temporary price groups that you may have stored in the system. [a] displays the active ticket types in each auditorium, days active, Default price, and daily default price

5.18 SHOW LISTING

The show list is a list in auditorium, film order, consolidated, or booth show. The consolidated report is used to give the doormen or concession personnel a printout of show times including auditorium number and finish times. The booth show report is printed in double width and double height to be used as a printed guide of programmed shows for booth personnel. Upon selecting this option, a window appears allowing selection of auditorium or film, and starting and ending date range. This list can be viewed or printed.

5.19 DISTRIBUTOR LIST

The distributor list is a list of distributors in alphabetical or numerical order.

This list is used as reference when scheduling films. The List shows distributor number, distributor name, contact person, address, phone numbers, and current balance. This list can be viewed or printed.

5.20 FILM LISTING

The film listing report allows management to look up past films. This report Displays the total admissions, total voids, and total value for the date range specified. This report may viewed or printed.

5.21 SHOW SCHEDULE

The Show Schedule report is designed to print out the film schedule for a day or date range.

5.22 DISTRIBUTOR INVOICE

The Distributor Invoice report gives a one page summary of the boxoffice for a film. It is designed to be faxed directly to the distributor. The report allows you to enter the payment percentage, house allowance, or credits to calculate the required payment.

6.0 GLOBAL SETTINGS

The global settings section allows the specification of certain functions which apply to the entire system. Global settings is selected from the **Ticketing Operations Menu**. This opens a menu such as the one shown in Figure 8.

Figure 8 Global Settings Menu

1 - Clearing Time For Reserved Tickets	8 - Global G/L
2 - Show Close Time	9 - Menu Off Times
3 - Default Ticket	A - System Time Breaks
4 - Low Seat Warning Level	B - Reserve Seat Booking Fee
5 - Maximum Single Tickets	C - Card Transaction Fee
6 - Default Trailer Time	E - Random Free Ticket
7 - Default Ticket Tax Level	

6.1 CLEARING TIME FOR RESERVED TICKETS

Since seats may be reserved, if specified in show scheduling, for advance shows, this option sets the number of days and/or

minutes prior to show start where unsold - sold reserved seats Are cleared and re-allocated back for sale.

6.2 SHOW CLOSE TIME

The stop selling time is the number of minutes after a show start time has passed when the show is removed from the seller's screen. Managers may still sell tickets to any show for the day From option **A - Sell Closed Show** from the **Ticketing Operations Menu**.

6.3 DEFAULT TICKET

The default ticket specifies the number and type of ticket selected when seller's press the **Enter** key during ticket sales. Ie: if 2 adults is the usual type and quantity of tickets sold, then the default ticket may be 2A. When the seller presses Enter in the ticket field of the selling screen, 2A will automatically be inserted and the cursor will then jump to the amount tendered field.

6.4 LOW SEAT WARNING LEVEL

The low seat warning level is an indication to ticket sellers that they are approaching a sold out house. Upon reaching this number, the show title will start to flash on the sellers screen. It May be set at any desired number. In theaters with more than 4 screens a box will appear on the upper right hand corner of the selling screen displaying the auditorium numbers. If a show reaches the low seat warning level, the auditorium number flashes as well as the show.

6.5 MAXIMUM SINGLE TICKETS

Maximum single tickets is used to specify the maximum number of single tickets that a seller may issue at once. This prevents excessive printing of tickets and also prevents ticket sellers from inadvertently selecting more tickets through incorrect keypresses.

6.6 DEFAULT TRAILER TIME

Default trailer time is specified in minutes. This time is automatically added to all films in calculating the finish time of a film.

6.7 DEFAULT TICKET TAX LEVELS

Default ticket tax levels allows the specification of either a percentage or a fixed amount to be applied to the amount of each ticket type.

6.8 GLOBAL - GENERAL LEDGER

Since the weekly business statement is the main financial report for the site, this option allows the linking of general ledger numbers for the main categories of sales, redemptions, and bank totals. Individual general ledger numbers may also be allocated in the sales report items of cash management. The numbers that are assigned print on the weekly trading statement only.

6.9 MENU OFF TIMES

Menu Off Times defines how long the system will remain in a menu when idle. The value is Entered in minutes. 0 is for

unlimited time. The recommended times are 5 for the main menu and 5 for the sub menu. When the system is idle for the specified time, the system will log the user out. This is an additional security precaution.

6.10 SYSTEM TIME BREAKS

System Time breaks defines the trading day for the system. The first value is when the day ends. A recommended time of 03:00 (three am) is the default. The time need not be altered unless you are running late shows. Time break 1,2,3 allow the break down of sales (tickets only) between the respective time breaks. Box office reports and show summary reports utilize this function to give statistical information for morning, matinee, evening, and late shows.

6.11 RESERVE SEAT BOOKING FEE

A fee may be added to each reserve seat selection. (Not available in the current TicketPro System)

6.12 CARD TRANSACTION FEE

A convenience fee may be added to each credit card transaction. (Not available in the current TicketPro System)

6.13 RANDOM FREE TICKET

Random Free Ticket allows a high and low number to be entered that will allow the computer to randomly pick a ticket within that range and print a voucher as designed within system maintenance. If 0 is entered in the high and low range this function is disabled. Once a voucher is printed, the system then randomly picks another number within the range.

7.0 CASH MANAGEMENT

Cash management involves the monitoring and movement of cash related transactions during the course of the days business. The cash management section is accessed through the **Ticketing Operations Menu**. The sections below correspond with the layout of the cash management menu as shown in Figure 9

Figure 9 Cash Management Menu

1 - Adjust Cash Balance	8 - Credit Card Definition
2 - Redeem Gift Certificates	9 - Print Credit Summaries
3 - Enter Bank Deposits	A - Refunds
4 - Operators Cash Report	B - Flagging House Seats
5 - Terminal Sales File	C - Sales Report Items
6 - Terminal Transaction File	D - Miscellaneous Sales Items
7 - Non-Cash Transaction File	

7.01 ADJUST CASH BALANCE FOR TERMINAL

During the course of a days business, it may be necessary to add or remove cash from a seller's terminal. This is done through this section allowing the counting and update functions to be performed in the back office. Upon selecting this option, a window will open requesting the terminal number for which the balance will be adjusted. The seller's user name will also be requested. Balance adjustments are only allowed to be applied to a currently logged in seller. The system will also allow a receipt to be printed.

Once the terminal number and operator have been selected, the current balance of the terminal is displayed. An entry may be made to either add or remove cash. To remove cash, a negative amount must be Entered Ie: - **500**. Once this has been done, the system will display the new balance and ask for confirmation. When confirmation is given, the system will then apply the balance adjustment to the operator specified. The balance adjustment Entered will also appear on their cash report when they log off.

7.02 REDEEM GIFT CERTIFICATES

If your system is configured to print gift certificates, This selection allows the gift certificates to be redeemed so they can not be used again. The gift certificate number is entered or scanned to redeem.

7.03 ENTER BANK DEPOSITS

This feature allows the entry of mid day and end of day bank deposits to be Entered in to the system. The deposits are printed on the daily trading statement. It allows separate entries for box office, concession, and other deposits. Deposits made are reported on various reports

7.04 VIEW / PRINT OPERATORS CASH REPORT

This option allows management to look at the current status of sales for a seller. Selecting this option, opens a window allowing the specification of the terminal required. Once this is done, a further window will open showing all operators who have logged on to the terminal for the day. This option allows management to view or print either current or past operators for a specific terminal. Once the terminal and operator have been selected, the manager may print or view this report. It will indicate the opening, closing, or current balance for the terminal and all cash and non-cash sales together with any balance adjustments, voids, and credit card sales. Since this report is effectively the same as the operators final cash report, it may be used to print a copy of the operators cash report in the event the final cash report is lost or misplaced.

7.05 VIEW / PRINT TERMINAL SALES FILE

The terminal sales file is an internal audit trail of individual ticket, miscellaneous sales, balance adjustments and voids for a specific terminal.

7.06 VIEW / PRINT TERMINAL TRANSACTION FILE

The terminal transaction file is an internal audit trail of all transactions carried out in the system during the course of a days business. Information is stored as to the date and time, type of transaction, operator concerned, show id, cash taken, and number of tickets sold. This information is provided to allow for managers to view or print the transaction history. The report can be obtained for all or specific terminals by managers and is displayed in reverse chronological order, last entry first. The report may be displayed and scrolled using the **arrow keys**. This file is a complete report of each individual transaction for the day. It can be very large and consume a large amount of paper. The system will inform you of how many records the file consists of and give an approximate printing time.

Note 1: An access level of 4 or greater is required to view or print a Transaction file for a past date

7.07 VIEW / PRINT NON - CASH TRANSACTION FILE

This is basically the same as the terminal transaction file with the exception that this file maintains an audit trail of all non-cash transactions. Ie: those ticket types defined as non-cash in the ticket type definition.

7.08 ENTER NEW CREDIT CARD OR CHECK INFORMATION

This section allows for the specification, by managers, of credit cards accepted by the System. By default, the TicketPro Ticketing System allows the acceptance of checks which are defined as a transaction code **0** and cash is defined as a transaction code of **9**. This section allows the definition of credit cards, merchant providers, and the floor limits , which are designated as transaction codes **1 - 8**. The definition of specific credit cards allows sellers to accept credit cards as payment for tickets with automatic generation of sales receipts in addition to tickets. Details are Entered concerning the type of card, the merchant providers number, name and address, and the floor limit for the cards. The information is updated to sellers in real time as completed.

7.09 PRINT MERCHANT SUMMARIES

This section will print merchant summaries for forwarding with sales receipts for payment. Transactions are stored until this summary is printed with the date of the last summary indicated in the prior section. This item is NOT used in conjunction when Credit Cards are processed via PrintTix.

7.10 REFUNDS

Refunds are distinct from voiding of tickets. Use of the refunds section is for shows that have been deleted after tickets have been sold. Ie: a show has been programmed and advance tickets sold. The show is subsequently canceled due to unavailability of product or other reason, during which all sales are then placed in the unclaimed refund file for disbursement to customers upon producing Their ticket.

7.11 FLAGGING HOUSE SEATS

Flagging of house seats allows managers to Enter the seating layout of an auditorium and mark the priority of seats for reserved seating. It also allows flagging of seats as unavailable Ie: broken seats, etc. Upon selecting this option, a selection is made of the required auditorium. This will then display the auditorium block layout. Selection of the block is then made by pressing the letter associated with the block you wish to view. This will then display the seating layout. **F3** toggle between the seating layout and the priority of the seats . When in the seating priority layout , move the cursor to the position that you want to change, Enter the number of seats you wish to change , press Enter and then Enter priority. **F4** will back out of these screens saving the changed Information.

Note 1: The use of this section involves fundamental changes to the Structures of the auditoriums and should *not* be accessed during selling operations. Any changes should be made *prior* To show scheduling or selling operations.

7.12 SALES REPORT ITEMS

Allows income and expenditure items to be defined which are not associated with the normal operations of the TicketPro system. Ie: pay phone, game machines. Advanced sales, advanced redemptions are required to be defined. Using a data entry menu you may use next to view the entries. You may define the description, if it is a debit or credit, a general ledger reference number, And if tickets should be issued.

7.13 MISCELLANEOUS SALES ITEMS

Allow the entry of items for sale through ticket selling Stations. Items such as movie magazines, promotional Material, and movie money Booklets are defined in this section.

Arrow keys move around the screen and **Enter** selects the field for description. These items are accessible from the sellers screen by pressing **F6**

7.14 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.

8.0 VOID TICKETS

This option allows you to void tickets or miscellaneous items, if your access level allows it. 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.

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

CINEMA 1		01	
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.

Note 1: After making voids or any cash transaction from the managers station, it is necessary to log completely out of the system.

9.0 SELL CLOSED SHOW

Selling a closed show brings up a selling screen on the managers console with all programmed shows available for sale. This is generally used when a customer wishes to purchase a ticket to a show which has already closed at the ticket sellers terminal. Selling is done in exactly the same manner as with ticket sellers with the exception that the manager uses **F2 to exit** the selling screen upon completion of selling activities. Since the console does not have an attached ticket printer, One of the ticket printers attached to the terminals is designated as the ticket printer for the console. When tickets are sold or voided through the manager's console , the manager is also required to Enter his counted cash and print an operator's cash report when logging out thereby producing a record of his sales.

Note 1: After making sales or any cash transaction from the managers station, it is necessary to log completely out of the system.

10.0 VIEW SELLING ACTIVITY

The view selling activity screen is a display screen that allows managers to view the total admissions and gross takings for all films as they occur. The screen is updated in real time, providing instant access to the sites activities, including the current concession sales status, if attached. Concession totals and per capita are updated every twenty tickets sold or 5 minutes. The figure displayed is what total sales were when the screen was activated. It is not recommended that the computer be left in this screen. If the screen saver is activated while in this screen it could lock the selling terminals. Exiting this screen corrects this problem should it occur. **F4 exits this screen.**

11.0 SYSTEM MAINTENANCE

The system maintenance section allows for the general terminal, user and procedure maintenance. All security levels are set from this section.

11.1 TERMINAL MAINTENANCE

All allowable terminals and printers are defined during installation by TicketPro Systems. Terminal maintenance is provided to allow for the re-direction of resources in the event of a breakdown. Each terminal record specifies the report printer, cash report printer, ticket printer, and card swipe attached to the terminal. The update facility allows these particulars to be changed in the event of a breakdown, so that operations can continue until repairs are affected. Ie: if a ticket printer was to fail, the tickets for that terminal can be redirected to another terminal's ticket printer.

11.2 ADJUST CUSTOMER DISPLAY

This function is available to sites that have an attached customer display at the box office. You can adjust the contrast, brilliance, and message for the display. Initial settings are contrast 11, brilliance 5.

11.3 USER MAINTENANCE

User maintenance is where ticket sellers, managers, and owners are specified and their levels of access defined. The TicketPro Ticketing System supports up to eight levels of access. A manager may add, update, or delete users with equivalent or lower access levels than themselves. A user may be added and given an initial password, which they can then alter through the password change section. All passwords are encrypted on entry and are not visible to any person. The user id must be unique to the system Ie: no two users may have the same id. The system administrator, senior manager, and owner are initially Entered by TicketPro Systems during installation. These persons may then define other users of the system.

11.4 PASSWORD CHANGE

Password change is provided to allow the **currently logged on user** to change their own password. This does not change the password of anyone but who is currently logged in on this terminal. The procedure will prompt for the old password and then allow for the entry and verification of the new password. This password will come into effect on the next login of the user. This section is for changing a users own password only. The user maintenance section is used for maintenance of other users and passwords.

11.5 PROCEDURE MAINTENANCE

Procedure maintenance allows the specification of access levels for each of the procedures in the TicketPro system. A manager can not assign a higher level of access for a procedure than their own access level. With this facility, and in conjunction with user maintenance, total control over access is provided.

11.6 SYSTEM LOGFILE

The system logfile is a record of all logins to the system. A report may be called for total or current logins and sent to the printer or viewed. If more than three unsuccessful attempts are made to login, the date, The time, and terminal where the attempt occurred, is logged as an illegal attempt to access the system.

11.7 MANUAL SELLING SCREEN

The manual selling screen is for multi-site operations where the second site is not a TicketPro site but the main site wishes to have reports generated and their information stored within the system. Upon Entering the manual selling screen the system will prompt you for the trading date and the site number. It will then ask you for the film letter of the film showing at the remote site. You are allowed to input the starting ticket number for each ticket type and the number sold.

11.8 TELEPHONE BOOK

The telephone book is similar to an electronic Rolodex. Names, addresses and phone numbers are stored. You may view or print the list of entries.

11.9 AUTOMATION MAINTENANCE

This feature connects to the Panastereo Panalogic automation for Projector control and status monitoring.

11.10 MEMBER MAINTENANCE

This feature is connected with the awards program (to be included in a future upgrade additional module required)

11.11 AWARDS MAINTENANCE

This feature is connected with the awards program (to be included in a future upgrade additional module required)

11.12 DESIGN RANDOM VOUCHER

Design Random voucher opens a text field that allows you to type text that you would like to appear when a random voucher is printed as specified in Global Settings. You must format the text as you would like it printed. The ticket is printed with "CONGRATULATIONS" on the top of the ticket. Other fonts are not available.

11.13 END OF DAY CLEARANCE

End of Day Clearance is only used in the event that the automatic End of Day was not carried out. All users of the ticketing system must be logged out and all reports printed before selecting this. End of Day Clearance archives the daily transaction files, clears all daily logins and resets all terminal balances to zero. This prepares the system for the next days business. When selected, you are initially prompted if you want to continue. Answering yes to this takes you to a date confirmation request. If a clearance is attempted in the early hours of the morning, you will be advised to check the date prior to selection, as the clearance must be done for the day on which business commenced.

11.14 TICKET CODES

This is a custom selection only available to specific clients. Contact TicketPro for additional information.

12.0 Multi Site Operations

12.1 SEND MAIL

This function is utilized to send mail between sites where multi - site operations are enabled.

12.2 READ MAIL

This function is utilized to read mail sent from other sites where multi - site operations are enabled.

12.3 DELETE MAIL

This function is utilized to delete mail after it has been read.

12.4 OBTAIN REMOTE SUMMARY

Obtain remote summary, is only available for home office operations. Upon selection , the name of the site is requested. Once a valid site name has been Entered, the system will contact the remote site and inform the system that a report has been requested. Home office will then sign off. The satellite site will then forward the report to home office. This method has been implemented for security reasons, since the satellite site will only forward the report to the location stored in its system. Once the report has been received, it can be viewed or printed.

12.5 PRINT REMOTE REPORTS

This section allows home office to select and print Box office reports, show summary reports, and weekly trading statements from remote sites. Selecting this option, requests the site name and date of report and then prints the required report.

12.6 CONNECT TO REMOTE SITE

This function is only available from the host site and allows the host site to program and interrogate The operations of a remote site.

13.0 DAILY FUNCTIONS

The following is a suggested step by step list of the day to day operations of a manager in a typical theatre operation. It should be used as a guide only in developing management procedures for computerized operations utilizing the TicketPro Ticketing System.

Start Of Day

1. Turn on the monitor.
2. Make sure that all connected devices are turned on. Printers, terminals, etc.
3. Press the alt key and the F1 key simultaneously.
4. At the login prompt, type start and press Enter.
5. This will start the ticketing system. Look for any unusual messages, such as abnormal shutdown, which may indicate the system was incorrectly shutdown previously.
6. This will place you in the system security and upon logging in, the Ticketing Operations Menu.
7. Inform ticket sellers they may login and start selling. F4 should be pressed until the Ticketing operations menu is reached. For additional security, logout to the login prompt.
8. If concessions is installed, select G from the Ticketing Operations Menu and open stands as required.

During Day

9. Monitor sales and adjust cash balances as necessary.
10. Check cash, etc against operators cash report when sellers log off.

End Of Day

11. Void all necessary tickets then ensure that all sellers have logged off and obtained necessary cash reports.
12. Go to the reports menu. Select item 2 weather information. Enter day's weather
13. Select daily box office reports and select print for single day for all auditoriums.
14. Select daily transaction entry and Enter current date and insert any sales for the day.
15. If concessions is attached, close all stands and select daily stand report from the concession management menu.
16. Perform End of Day Clearance for concessions, and then print the consolidated stand report.
17. Exit to the operations menu by pressing F4
18. Select Daily Trading Statement. All Cash counted should balance with Expected Deposit.
19. Pressing F4 will ask if you want to quit. Upon selecting y, you will be returned to a login prompt.
20. Turn off the monitor and printer.

The computer AND the TicketPro System is left running 24 / 7.

14.0 TROUBLESHOOTING

The following is a list of areas which should be checked and procedures to follow if certain problems are experienced.

Problem: A brown out has occurred. The system is still running, but screen displays are scrambled.

Solution: When this situation occurs, it indicates that a power fluctuation has caused a momentary loss to the system. It is advisable to treat the episode as a power failure situation. Turn off all power to terminals and the computer. Restart the system from power off. Once the system has come back up, all users must log back in on the same terminals that they were on before the power failure.

Problem: A seller has turned off their monitor by mistake and after turning it back on the display is scrambled.

Solution: The seller must log off as normal using F9. Select operators cash report and log out. Once the terminal has been signed off, it may be turned off as usual. The actual screen display can be ignored and all functions will operate normally. If the operator is unable to logout, see the section on treset.

Problem: A seller has logged off and answered yes for their report to be printed, but it did not come out.

Solution: Check the report printer to make sure it is on, on line, and has paper. Once the printer is properly on line the report will print. All printed files are spooled to the printer and wait for the printer. If this report has been misplaced, a manager can obtain a duplicate through view/print operators cash report from the cash management menu.

Problem: The tickets flash on the Sellers screen and selling is unable to be accomplished.

Solution: This indicates that the main server for the ticketing system has shutdown. This requires that the ticketing system be shutdown. The fastest way to do this is to log off all terminals and perform a treset procedure from the managers station. If this does not correct the problem, follow the procedures for shutting computer off. Follow normal power off procedures.

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

Solution: Go to the terminal indicated, login and log back out. This will clear the entry properly.

Problem: The system informs me after logging in as start that this is not a valid terminal.

Solution: Press the Alt key and the F1 key simultaneously to go to the main screen.

15.0 BACKUPS

Backups are scheduled automatically using an internal hard drive system. This backup is usually done early in the morning. This is a totally automatic and hands off operation.

16.0 SERVICE AND SUPPORT

TicketPro Systems, Niche Business Solutions and their distributors are always looking for ways to provide a better product for their customers. We would recommend that a book be kept detailing any problems experienced and any suggestions which would enhance the operation of our systems. The following numbers should be recorded in this manual for reference purposes.

Distributor

Name: _____

Address: _____

Telephone : _____

Fax # : _____

Software Support:

Name: _____ Telephone : _____

Hardware Support:

Name: _____ Telephone : _____

EXAMPLES OF ROUTINE FUNCTIONS

To schedule a new film:

Select film scheduling from the operations menu. Press "I" to insert a new film. Type in the full film title and press enter. Type in the short title of the film and press enter. Type in the MPAA rating of the film and press enter. Type in the Runtime in minutes and press enter. Enter the start date of the film, and press enter. The system will automatically calculate 7 days from the date you put in and insert it into the finish date. Unless you know the finish date, it is advised to just schedule shows one week at a time. The next item is the menu letter that the ticket sellers will use to select the film from the ticket selling screen. A window will open at the bottom of the screen displaying what letters are available.

Bold letters are not available and are in use by another film. Select a menu letter based on the title of the film if possible. NOTE: if your theater has more than 12 screens, 52 letters are available. 26 uppercase and 26 lower case. If you want to select an uppercase letter you must press the shift key. The next item is distributor. Refer to your distributor list or press enter to display a window with all distributors. Select the correct distributor by using the arrow keys and press enter. Press enter to begin the next entry. If you make a mistake in spelling the film name, dates or anything else, finish entering the information and then go back and update the entry and correct any errors.

To Schedule Shows:

Select Show Scheduling from the operations menu. Enter the date that you wish to schedule shows for and press enter. Enter the auditorium number that you want to schedule shows for and press enter. Press enter to schedule the first show and a window will open displaying the available films for the date you selected. Select the film by pressing the menu letter associated with the film. Unless this is a late show (starting after midnight) press enter to accept the date. If you are scheduling late shows, the date field is changed to the actual date of the show. The next field is the start time of the show. Enter the time in either military time (1300) or as PM and press enter. The finish time is automatically calculated using the Runtime that you entered in film scheduling plus the default trailer time as defined in global settings. You may press enter to accept this time or change it if necessary. The next field is price group. A window will open at the bottom of the screen displaying all price groups available for this auditorium. Select the number associated with the price group you need. The next field is for reserved seating and you should press enter on the default of no.

You have now scheduled a show, repeat the process for all shows for the date in the auditorium that you are working on. Press F3 to copy the shows through the week. Press enter on the starting date and type in the finish date. Press enter and the shows will be copied through the date range specified. Use show listing to check your scheduling.

Moving films between Auditoriums:

Select show scheduling and enter the date that you wish to move shows and press enter. Enter the auditorium number that you wish to move shows from and press enter. Press F5. The system will then ask which auditorium you want to swap shows with. Enter the auditorium number you want to swap with and press enter. Press A to swap all shows. and Press Y to swap the shows. The shows are swapped. You are not allowed to swap shows with auditoriums that have no shows programmed.

Changing Ticket Prices:

Select Price Group Definition from the operations menu. Press "N" for next until the record shown is the one you want to change. Press "U" to update the record and press enter to confirm the description. The screen will then display the 26 available ticket types. Using the arrow keys, move to the description that you want to change and press the right arrow key to enter the record. Press enter to confirm the description. Press enter to confirm the "CS" and the next field is the price. Change the price and press the down arrow key. Press F4 to exit the screen. You will then be asked if you want to use the "U" use, "S" save, or "A" abort your changes. Pressing "U" will immediately put the changes into effect and will be usable the next time you start the system. Price Changes are not recommended while selling is going on and should be done after the days business. Ticket Prices do NOT update in real time. If you wish to use your changes immediately, the system must be closed for the changes to take effect.

Adding or Deleting a User:

Select system maintenance from the operations menu. Select user maintenance. To add a user, press "A" , type in the new users name, in lowercase, and press enter, type in the new users name and press enter. Type in a generic password for the user and press enter. Enter the access level for the new user and press enter.

To delete a user, press "B" for browse and type in the user's id and press enter. When the record displayed is the record required, press "D" to delete the record. You will be asked to confirm deletion of this record. Pressing "Y" will delete the record.

Archiving films that are leaving: *DONE EVERY FRIDAY FOR FILMS THAT HAVE LEFT*

To remove a movie that has finished it's run, select Film Summary reports, Select "F" for a final report, "S" for specific films, and press return to select the film, using the arrow keys to move up and down through the selections. When all films are selected, press "C" to continue.

This must be done on the day after the film has finished.

Printing a New Concession Template

From a computer running Windows.

From the start menu:

- .Select Programs
- .Select Accessories
- .Select Paint

From here click on:

- .File
- .Open
- .My Documents
- .Ult.(Your location).bmp.

A template will appear on screen. To edit this click on:

- .A
- .Select font size

Move cursor to square you want to edit. Click left top corner, hold down left mouse key, and drag to fill square. Then type in your item. When finished, click outside the square. Then click:

- .File
- .Save.

To print this new template, go to:

- .File
- .Page setup
- .Landscape

Make sure the paper type is set to legal. Then you may now print this document.

Advance Sales with the TicketPro System

U.S. Version 12

A number of questions have a rising regarding advanced sales due midnite shows and 24 hour Show Scheduling. This document covers issues of programming, selling and reconciliation of advance sale tickets.

Film Scheduling:

The feature should be programmed as usual with an example starting date of 05/15/06 and an ending date as per usual procedures. If you are running more than one print of a film, you should treat each print as an independent film. **Each print must have it's own unique name.**

Show Scheduling:

Show scheduling should be completed as normal unless you a re running midnight shows or all night shows.

Selling Advance Day Tickets:

Advance Day tickets are tickets sold for a movie for a show other than a show on the current day. Since you have scheduled the film to start on the 15th the film selection will not be shown on the selling screen until the 15th as scheduled. You can call up the film by pressing the End key on the standard keyboard or by pressing Future Films on the Ultimate Keyboard or the touch screen. Pressing this key will display future films as possible selections. Select the Menu letter associated with the film and then select the show. Ticket selling is the same as usual from this point. The Operators Cash report will display the number an dollar amount of each cashiers advance sales.

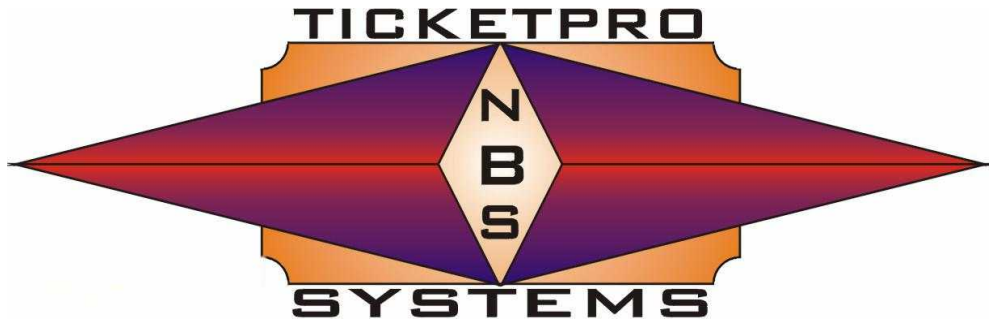
End of night reconciliation:

Advance Sales and Advance Redemptions are controlled by the computer and require no user input

Midnight Shows

If you choose to run midnight shows, the Film Scheduling start date must be one day prior, IE 05/15/06. The actual show is scheduled as the last show on the 15th, the date in the middle of the show scheduling is changed to the actual date that the show is showing, IE 05/16 /06. Remember, 00:00 is midnight and the time MUST be entered as 00:00AM.

If you have any specific questions not covered, please call the office at 770-271-2228 during normal business hours.



THEATRE TICKETING MANUAL

STANDARD TICKETING

GENERAL REVISION 6

**TICKETPRO SYSTEMS
4039 Asheville Dr.
Buford, GA 30519
770 271-2228 FAX 770 271-2131**

(c) 2006 TICKETPRO SYSTEMS

TABLE OF CONTENTS

1.0 OVERVIEW	6
2.0 GENERAL INSTRUCTIONS	6
2.1 KEYBOARD FUNCTIONS	6
2.2 DATA ENTRY	7
2.3 ARROW KEYS	7
2.4 MENUS	7
3.0 COMPUTER AND SYSTEM STARTUP AND SHUTDOWN	8
3.1 STARTING THE COMPUTER	8
3.2 SHUTTING DOWN THE COMPUTER	9
3.2a RESETTING THE TICKETING SYSTEM treset	9
3.3 STARTING THE TICKETPRO TICKETING SYSTEM	10
3.4 STARTING THE TICKETING SYSTEM IN TRAINING MODE	10
3.5 ENDING TRAINING MODE	11
3.6 SHUTTING DOWN THE TICKETPRO TICKETING SYSTEM	11
4.0 TICKETING OPERATIONS	12
4.01 DISTRIBUTOR MAINTENANCE	12
4.02 FILM SCHEDULING	13
4.03 FILM DESCRIPTION	14
4.04 PRICE GROUP DEFINITION	14
4.05 TICKET TYPE ENTRY	15
4.06 TEMPORARY PRICE GROUPS	16
4.07 SHOW SCHEDULING	17
4.08 ENTERING SHOWS	17
4.09 MOVING SHOWS	18
4.10 COPY SHOWS	19
5.0 REPORTS	19
5.01 WEATHER INFORMATION	19
5.02 BOX OFFICE REPORTS	20
5.03 DAILY TRANSACTION SUMMARY	20
5.04 DAILY TRANSACTION ENTRY	20
5.05 DAILY CONCESSION ENTRY	20
5.06 DAILY TRADING STATEMENT	20
5.07 WEEKLY TRADING STATEMENT	21
5.08 DAILY GROSS REPORT	21
5.09 DISTRIBUTORS SALES REPORTS	21
5.10 ADVANCE REDEMPTION REPORT	21
5.11 DAILY SHOW SUMMARY REPORT	21
5.12 MISCELLANEOUS SALES REPORT	21

5.13 FILM SUMMARY REPORT	22
5.14 BOX OFFICE SUMMARY REPORT	22
5.15 WEEKLY BOX OFFICE ADMISSIONS	22
5.16 MONTHLY SALES ITEM REPORT	22
5.17 PRICE GROUP REPORT	22
5.18 SHOW LISTING	23
5.19 DISTRIBUTOR LISTING	23
5.20 FILM LISTING	23
5.21 SHOW SCHEDULE PAGE	23
5.22 DISTRIBUTOR INVOICE	23
6.0 GLOBAL SETTINGS	23
6.1 CLEARING TIME FOR RESERVED TICKETS	23
6.2 SHOW CLOSE TIME	24
6.3 DEFAULT TICKET	24
6.4 LOW SEAT WARNING LEVEL	24
6.5 MAXIMUM SINGLE TICKETS	24
6.6 DEFAULT TRAILER TIME	24
6.7 DEFAULT TICKET TAX LEVELS	24
6.8 GLOBAL - GENERAL LEDGER	24
6.9 MENU OFF TIMES	24
6.10 SYSTEM TIME BREAKS	25
6.11 RESERVE SEAT BOOKING FEE	25
6.12 CARD TRANSACTION FEE	25
6.13 RANDOM FREE TICKET	25
7.0 CASH MANAGEMENT	25
7.01 ADJUST CASH BALANCE FOR TERMINAL	25
7.02 REDEEM GIFT CERTIFICATES	26
7.03 ENTER BANK DEPOSITS	26
7.04 VIEW / PRINT OPERATORS CASH REPORT	26
7.05 VIEW / PRINT TERMINAL SALES FILE	26
7.06 VIEW / PRINT TERMINAL TRANSACTION FILE	26
7.07 VIEW / PRINT NON - CASH TRANSACTION FILE	27
7.08 ENTER NEW CREDIT CARD OR CHECK INFORMATION	27
7.09 PRINT MERCHANT SUMMARIES	27
7.10 REFUNDS	27
7.11 FLAGGING HOUSE SEATS	27
7.12 SALES REPORT ITEMS	28
7.13 MISCELLANEOUS SALES ITEMS	28
7.14 GIFT CARD FUNCTIONS	28
8.0 VOID TICKETS	28

9.0 SELL CLOSED SHOW	29
10.0 VIEW SELLING ACTIVITY	30
11.0 SYSTEM MAINTENANCE	30
11.1 TERMINAL MAINTENANCE	30
11.2 ADJUST CUSTOMER DISPLAY	30
11.3 USER MAINTENANCE	30
11.4 PASSWORD CHANGE	30
11.5 PROCEDURE MAINTENANCE	31
11.6 SYSTEM LOGFILE	31
11.7 MANUAL SELLING SCREEN	31
11.8 TELEPHONE BOOK	31
11.9 AUTOMATION MAINTENANCE	31
11.10 MEMBER MAINTENANCE	31
11.11 AWARDS MAINTENANCE	31
11.12 DESIGN RANDOM VOUCHER	31
11.13 END OF DAY CLEARANCE	32
11.14 TICKET CODES	32
12.0 MULTI SITE FUNCTIONS	32
12.1 SEND MAIL	32
12.2 READ MAIL	32
12.3 DELETE MAIL	32
12.4 OBTAIN REMOTE SUMMARY	32
12.5 PRINT REMOTE REPORTS	32
12.6 CONNECT TO REMOTE SITE	32
13.0 DAILY FUNCTIONS	33
Start Of Day	33
End Of Day	33
14.0 TROUBLESHOOTING	34
15.0 BACKUPS	35
16.0 SERVICE AND SUPPORT	35
17.0 PRINT NEW CONCESSION TEMPLATE	38

EXAMPLES OF ROUTINE FUNCTIONS36

- To schedule a new film36**
- To Schedule Shows 36**
- Moving films between Auditoriums36**
- Changing Ticket Prices37**
- Adding or Deleting a User37**
- Archiving films that are leaving37**

ADVANCE SELLING (programming films, shows, midnight shows) 39

LIST OF FIGURES

- Figure 1 - Operations Menu7**
- Figure 2 - Data Entry Menu 8**
- Figure 3 - Operations Menu11**
- Figure 4 -Ticketing Operations Menu12**
- Figure 5 - Ticket Type Screen15**
- Figure 6 - Show Scheduling17**
- Figure 7 - Reports Menu19**
- Figure 8 -Global Settings Menu23**
- Figure 9 -Cash Management Menu25**

1.0 OVERVIEW

The TicketPro Theatre Ticketing System operations manual describes the functions available to management. The manual is laid out, where possible, to coincide with the menu structure as used in the software. Examples of normal procedures are laid out in a special section labeled examples near the end of this manual. The TicketPro Ticketing System utilizes Unix™ as the underlying operating system. No specific knowledge of the operating system is required to utilize the ticketing system and no attempt should be made to modify or specifically use the operating system functions without prior consultation with Niche Business Solutions. Any modifications or addition to software may void any warranty or specific support. This manual, therefore, does NOT attempt to describe any Unix™ functions other than those necessary for the maintenance and usage of the TicketPro Ticketing System. Further details on the operating system may be found in the Unix™ operating manuals.

The menu structures described in this manual are for use with the Unix™ operating system only. Also, multi-site functions where described apply only to multi-site operations and are not available to single theaters.

2.0 GENERAL INSTRUCTIONS

2.1 KEYBOARD FUNCTIONS

The following keys perform the same functions throughout the TicketPro Ticketing System:

- Enter** Is used to select a highlighted menu option. It is also used to terminate the entry of information in each data entry field and move to the next field.
- F1** Used during data entry to indicate that the total information has been entered for that record and that the information should be stored.
- F2** Displays the online help available for the area where the key was pressed. It is also used to pop-up functions such as a calendar or calculator in areas where these items could be of use. **It is used to exit a managers selling screen.**
- F3** Is used in show scheduling to copy shows.
- F4** Is used to cancel the current data entry or to move back one menu level.
- F5** Is used in show scheduling to move shows between auditoriums.
- F6** Is used by sellers to access miscellaneous sales items.
- F7** Is used by ticket sellers to access Film Synopsis.
- F9** Is used by ticket sellers to Enter a terminal menu.
- F10** Is used to initiate a credit card sale or enter check details when pressed in the amount tendered field.

2.2 DATA ENTRY

Data entry is entering information into fields when requested. When in a field, the type of information requested is displayed at the bottom left of the screen. Ie: please enter auditorium number and the field is highlighted. Data entry is terminated by pressing *Enter* which will move the cursor to the next field. Upon completion of the last entry, the record will be written to the system. If F4 is pressed during data entry, the entire record is not written, Ie: when Entering a distributor, the entry is not complete until *Enter* is pressed after the last field. Pressing F4, at any time before this, cancels the entire entry. **If a mistake is made, do not attempt to use arrow keys or other keys to get back to the entry.** Complete the entire entry and use update from the menu to correct the mistake.

2.3 ARROW KEYS

Arrow keys are used in some sections of the system to move around between items. These keys may only be used where indicated by the system. Arrow keys are also used to move the highlight bar between options on the menus.

2.4 MENUS

There are two types of menus utilized in the TicketPro Ticketing System. Figure 1 Indicates the menu used for selecting the section to proceed to.

FIGURE 1 OPERATIONS MENU

1 - Distributor Maintenance	9 - View Selling Activity
2 - Film Scheduling	A - Sell Closed Shows
3 - Trailer Scheduling	B - Time and Attendance
4 - Price Group Definition	C - System Maintenance
5 - Show Scheduling	D - Global Settings
6 - Reports	E - Multi - Site Operations
7 - Cash Management	F - LED Display Settings
8 - Void Tickets	G - Concessions

To select an option from the menu in Figure 1, several methods may be used. Pressing *Enter* will select the highlighted option Ie: item 5 - Show Scheduling is currently highlighted, therefore, pressing *Enter* will go into show scheduling. The second method is to use the up and down arrow keys to highlight the option required then press *Enter*. The third method is to press the number or letter indicated on the left side of the menu. Ie: pressing 9 will immediately jump into View Selling Activity.

FIGURE 2 DATA ENTRY MENU

NEXT	PREV	ADD	UPDATE	DELETE	BROWSE	QUIT
------	------	-----	--------	--------	--------	------

To select an option from the menu shown in Figure 2, several options may be used.

Pressing *Enter* will select the highlighted option. Ie: next is currently highlighted, therefore pressing *Enter* will display the next record. The second method is to use the left and right arrow keys to highlight the option required and then press *Enter*.

The third method is to press the first letter associated with the item Ie: pressing "A" will select add and immediately take you into adding an entry. Selecting quit performs the same function as pressing F4 when used in the menu selection.

3.0 COMPUTER AND SYSTEM STARTUP AND SHUTDOWN

3.1 STARTING THE COMPUTER

The computer installation generally consists of the main computer with attached console screen, one or more attached terminals with ticket printers, one or more printers, and other attached devices such as concession terminals and led signs. It is therefore important to realize that the actions carried out by the manager operating the main computer can affect operations in totally remote locations. During general operations the computer is left running on a twenty-four hour basis and is only shutdown during power failures or for maintenance. These instructions should be read in conjunction with the section starting and stopping the system in your operating system installation and maintenance manual.

To start the computer from power off, simply involves turning the monitor on and turning the computer power switch on. The status of other attached devices is generally unimportant, unless the system is being restarted due to a power failure or brownout which may cause scrambling of displays. Once power is turned on, the system will perform internal diagnostics.

Note 1: If the *Enter* key is not pressed within approximately one minute the system will commence an auto startup routine. This procedure is not recommended since the Auto routine results in mail being sent to the system administrator.

Note 3: If the system is being restarted from a hard boot or power failure and the system asks you to proceed with cleaning, always answer Y. Answer Y to all following questions too. This is extremely important as you could crash the hard drive if you answer no to any of the questions.

The computer will initially startup in single user mode and display the following message:

**Type Control - d to proceed with normal startup,
(or give root password for system maintenance):**

Hold down the ctrl key and press d to proceed with the normal startup to multi-user mode. If the system has been restarted due to a power failure or if the system has been shutdown incorrectly, A message will appear prior to this indicating that the system has been incorrectly shut down and should be checked. If you ever see this message always answer y to proceed with checking. The operating system will then commence a cleanup operation involving 5 phases which are displayed on the screen, after which normal startup procedures may be carried out. Any questions that the system may ask regarding CLEAR, CONNECT, RE-CONNECT MUST be answered by pressing y and enter.

Once control - d has been pressed, The system will display the current date and time. To change the time, type in the military time with no colons, commas, etc. Ie: 3 PM would be entered as 1500.

After starting the system services, the computer will Enter multi-user mode and a prompt such as

Welcome To The Theatre

Please Login:

Will be displayed on the system monitor and on attached terminals. Startup of the TicketPro Ticketing System may now be started.

3.2 SHUTTING DOWN THE COMPUTER

DO NOT SHUT THE COMPUTER DOWN WITH USERS STILL LOGGED ON.

The Unix™ operating system **can not** be stopped properly by simply turning off the power switch.

Note 1: The reset button should never be used with this system.

Note 2: If the system has "locked up" , turn the power off and leave off for twenty seconds. Then follow Restart procedures as detailed regarding power failure.

At the Please login: prompt, type haltsys with the password shutdown. This will immediately terminate all users and internal procedures. The monitor will then display a Safe to Power off or Hit Any Key to Reboot message. It is now safe to turn the main computer power switch off .

Note 3: Any time a haltsys is performed. It is recommended that the power to the computer be turned off instead of “hitting any key” to reboot

3.2a RESETTING THE TICKETING SYSTEM

This will reset the ticketing system with out affecting the concession system. This should only be used as an emergency fix when the ticketing stations have locked up. From the managers station, Log out or press Ctrl- C to get to a login prompt. If neither of those gets you to a login prompt, Press Alt and F4 at the same time. Login as treset using the password

emergency. This will reset the ticketing system. Press Alt and F1 to get back to the main screen and then login as start. **YOU AND THE CASHIERS MUST LOG BACK INTO THE SYSTEM AT THE TERMINAL YOU WERE AT BEFORE YOU LOGGED IN AS treset.**

3.3 STARTING THE TICKETPRO TICKETING SYSTEM

The TicketPro Ticketing System utilizes five separate logins. The first login is start, Which starts the ticketing system and concessions (if installed). This login allows access to the operations menu. The second login is tickets or tst which is used by cashiers to access the selling screens. System startup, management functions, and ticket selling may be done from any attached terminal. Before commencing startup of the ticketing system Any attached devices such As LED signs, terminals, printers, concession terminals (if installed) should be turned on.

Upon initial power up , the manager will login as start. The system will display messages relating to the start up of the ticketing system and concessions (if installed). If the system has been previously started, no messages will appear other than informing you that the system is currently running. Once the ticketing system has been started you will be placed at the TicketPro security screen.

When the TicketPro security screen is displayed, all ticketing functions are available and ticket sellers may now login using the tickets login.

Note 1: The system security has been designed to prevent users logging into multiple locations. If the system has been restarted due to a power failure, or other reason, where users have not logged out properly, they must log back into the same terminal that they were using. This applies to both managers and sellers. An attempt to login on another terminal will result in a message indicating that you are already logged in on another terminal and the number of the terminal. To clear your login, proceed to the indicated terminal, login, and then correctly logout.

After entering the security sections, you have 10 seconds to begin logging in. If there are no key strokes within this time period you will be returned to the login prompt and an illegal access entry will be recorded.

Upon logging into the ticketing system, the system will notify you the automatic End of Day Clearance was not done for the previous day. If the End of Day did not complete normally, it must be run before sales commence for the day. The system will automatically take you to the End of Day Clearance. Should this occur for several days in a row or an error message is displayed when the End of Day is run, TicketPro should be contacted.

3.4 STARTING THE TICKETING SYSTEM IN TRAINING MODE

The TicketPro Ticketing System allows startup in the training mode by typing training at the login prompt and the site password. The system will display that it is preparing the database for training. This may take several minutes. This tells the system that all transactions carried out while in training mode are not actually recorded. This function can not be carried out simultaneously with the actual ticketing function. Menu screens have a warning on them that the system is in training mode. Tickets are issued during training mode but VOID is printed across them. All functions of the program are accessible from the training mode. This allows managers to train cashiers on the system without being in a "live" situation.

3.5 ENDING TRAINING MODE

Upon logging out from the system confirm that you want to quit by typing y and you will be returned to a login prompt. Close the system as normal, the ticketing system will then display messages that it is shutting down. You will then be returned to a login prompt. You must type notrain and press Enter. The system will display messages that it is preparing for live operation. This may take several minutes, to proceed with a normal startup type start at the next login prompt.

3.6 SHUTTING DOWN THE TICKETPRO TICKETING SYSTEM

On completion of a days business, all ticket sellers should be logged out and cash reports obtained. All reports required are printed as detailed in the reports section and the Daily Operations Guide

Figure 3 - Operations Menu

1 - Distributor Maintenance	9 - View Selling Activity
2 - Film Scheduling	A - Sell Closed Shows
3 - Trailer Scheduling	B - Time and Attendance
4 - Price Group Definition	C - System Maintenance
5 - Show Scheduling	D - Global Settings
6 - Reports	E - Multi - Site Operations
7 - Cash Management	F - LED Display Settings
8 - Void Tickets	G - Concessions

To exit and close down the ticketing system, press **F4** . The system will ask you if you are sure you want to quit. Answer "y"

The monitor may now be turned off. The computer is left running at this point.

4.0 TICKETING OPERATIONS

Ticketing operations are those necessary for setting up the system in preparation to sell tickets, management functions, and reports. This section is structured to correlate with the **Ticketing Operations Menu** shown below.

Figure 4 Ticketing Operations Menu

1 - Distributor Maintenance	9 - View Selling Activity
2 - Film Scheduling	A - Sell Closed Shows
3 - Trailer Scheduling	B - Time and Attendance
4 - Price Group Definition	C - System Maintenance
5 - Show Scheduling	D - Global Settings
6 - Reports	E - Multi - Site Operations
7 - Cash Management	F - LED Display Settings
8 - Void Tickets	G - Concessions

4.01 DISTRIBUTOR MAINTENANCE

Distributors are the companies from which you purchase your product from. The TicketPro Ticketing System allows the specification of distributors. Each film can then be linked to a distributor, by number, allowing management to determine their individual gross receipts. Accessing this section from the **Ticketing Operations Menu** displays an empty distributor record, together with a data entry menu as shown in Figure 2. This allows you to use **next** and **prev** to call up each individual distributor or to use **browse** to look up a specific distributor. Entries may be added, updated, or deleted. Each distributor is assigned a number with **0** being specified as no distributor. The entry screen allows distributor name, contact person, address, phone and fax number. There is also a current balance field indicating current gross receipts assigned to that distributor.

Deleting a distributor, will reset all films currently held by that distributor to **0**. Also, updating a distributor will affect all prior films assigned to that number. Distributor maintenance is an optional section and its use is not mandatory. The system will automatically default to no distributor if no distributors are defined. If, however, it is going to be used, distributors must be specified before any final film summaries are done. This is because archived films can not be altered. Films are linked to the distributor through the distributor number. When scheduling films, the system will ask you for the distributor number for the film. If **0** is Entered a list will pop up displaying the distributor list allowing selection of the correct distributor using the arrow keys and pressing Enter to confirm. A list of distributors and associated data can be printed through item **4 - Distributor list** From the reports menu.

4.02 FILM SCHEDULING

Before shows can be scheduled, the film must be specified. This is done by selecting the film scheduling option from the Ticketing Operations Menu.

Upon selecting this option, a window is opened displaying all the current films in alphabetical order.

This is a scrolling window and by using the up and down arrow keys additional films can be displayed. The window displays the film number which is assigned by the system, full film Title and short title, MPAA rating, running time in minutes, The starting and ending dates for the film, the film selling letter, and the distributor number.

Keys utilized by this section are the arrow keys, (d)elete, (i)nsert, (u)pdate, (p)rint, F2 calendar help, and F4 exit.

The arrow keys are used to scroll up and down through the films. F2 is used as a help key to bring up a calendar (see calendar help for an explanation on how to use the calendar). F4 is used to exit back to the Ticketing Operations Menu. The d, i, u, and p keys are used while the cursor is in the film number field to select various options.

The d key (delete) is used to delete a film from the list. A film may only be deleted if no shows have been programmed for that film. Films are automatically deleted from the film list once their run has been completed and all final reports printed. See **Final Film Summary Report**.

The i key (insert) Is used to add a new film. A new film can be added at any point by pressing i. This will scroll down existing films, allowing the insertion of the new film. Once a film has been added, they are automatically re-sorted after exiting film scheduling. A new film number is automatically assigned by the system and the user is placed in the title field, allowing the entry of a twenty character title . This may be Entered in upper or lower case, but is converted to uppercase automatically. This title is used on the left side of the ticket and on reports. The next field is the short title. The short title is used on the right side of the ticket and on the sellers screen. The next field is the classification or rating of the film. The next field is the run time. This should be Entered in total minutes and should not include trailers. The next two fields are the starting and ending dates of the film. When the starting date is Entered the finish date is automatically calculated for seven days and placed in the finish field. The finish field may be altered, pressing Enter confirms the date as shown. Films may be programmed as far in advance as is known and can be updated at any time. Upon selecting the next field, which is the selling letter used by ticket sellers, usually the first letter in the title of the film, a further help window will open. This window indicates letters already in use by other films for the Date range specified. In theaters with more than 10 screens, 52 letters are available for film codes. These must be Entered in either uppercase or lowercase. After Entering the selected letter, the next field is for specifying the associated distributor number a window will open displaying the distributors that have been programmed allowing selection of a particular distributor. Pressing Enter after this field completes the entry and returns the cursor to the film number.

If a mistake is made during entry, pressing F4 will cancel the entire entry. An alternative is to complete the entry and then use update to alter the entry.

The update is generally used for correcting errors and for extending play dates.

Note 1: If a film is to have further shows other than originally programmed, The finish date must be extended first. The finish date should be no more that TWO weeks out from the current date.

Note 2: If more than one film of the same name is to be played, the films must have different names when put into the system. IE: Your theater got two prints of Ransom, When scheduling films, put in Ransom and Ransom1.

The p key (print) allows the printing of the film list by alphabetical or chronological order.

Pressing F2, allows the selection of an on-line calendar. This allows the user to find the date required, and by pressing Enter, automatically places this date in the starting or ending date fields when in that field.

4.03 FILM DESCRIPTION

Selecting **3 -Film Description** from the Ticketing Operations Menu allows access to a data entry field. You may add, delete, update, browse, or quit. To add a description press a or press Enter when add is highlighted. You will then be allowed to enter the film title or pressing Enter will bring up a list of available films. You may use the arrow keys to highlight the correct film. Press Enter to confirm your selection then type in the synopsis of the film and finish data entry by pressing Enter until the last line is reached. Pressing F4 at any time during entry cancels the entire entry. This is not a mandatory section. Synopsis's entered here are available to the ticket seller after selecting the film and pressing F7 or info.

4.04 PRICE GROUP DEFINITION

Selecting **4 -Price Group Definition** from the Ticketing Operations Menu allows access to a data entry field. Price group definition is broken down into two distinct areas. Before actual ticket types can be defined, it is necessary to specify the name and number of price groups for the theatre. The theatre can have nine price groups, numbered 1 to 9, specified each containing 26 individual tickets. To assist in recalling these price groups, each one is given a description. The next, prev, and find are used to locate the price group required while add is used to specify new price groups.

A price group can only be deleted if there are no shows programmed in the future with that price group. No deletion will occur without confirmation.

4.05 TICKET TYPE ENTRY

When price groups have been defined, choose update from the menu. You will then be requested to confirm the description of the price group. Pressing Enter, Allows alterations to the description and prices of individual ticket types. A sample, showing the left half of the ticket type screen is shown below.

Figure 5 - Ticket Type Screen

Deser	Def P	Cs	M	T	W	T	F	S	S
A Adult	\$6.00	1
B	\$0.00	1	X	X	X	X	X	X	X
C Child	\$4.00	1
D Discount	\$4.00	1	X	X	.
E	\$0.00	1	X	X	X	X	X	X	X
F	\$0.00	1	X	X	X	X	X	X	X
G Gift Cert	\$6.00	2
H	\$0.00	1	X	X	X	X	X	X	X
I	\$0.00	1	X	X	X	X	X	X	X
J	\$0.00	1	X	X	X	X	X	X	X
K K Adult	\$6.00	4
L	\$0.00	1	X	X	X	X	X	X	X
M	\$0.00	1	X	X	X	X	X	X	X

Twenty six different ticket types can be defined in each price group. Figure 6 shows the left half only of the ticket type entry screen. The letters, a - z, are used by ticket sellers when selecting the ticket type from the seller's screen. The Deser field is for Entering a ten character ticket description. The cs field is for indicating whether the ticket is a cash or non cash item 1 is a cash item and 2 is a non cash item such as a coupon or presold ticket. Def P stands for the default price for the ticket type. The following fields m through s are for the individual days of the week. The ticketing system allows for a different price to be entered for each day of the week. Ticket types can also be made unavailable for individual days.

Movement around the ticket entry screen is by use of the arrow keys. The tab key is also used to toggle between the left and right halves of the entry screen. To Enter a ticket type, use the arrow keys to move down to the relevant letter. By pressing the right arrow key, you activate the letter, the system places a . In each day of the week, and you are placed in the Deser field. You must Enter a description for the ticket type Ie: adult, child, senior. Pressing the right arrow key again places you in the cash item field. 1 is for cash. 2 is for non - cash items such as coupons or free passes. 3 is for internet tickets. 4 is for Kiosk tickets. Use right arrow to move to the next field, default ticket price. This is used if daily prices remain at the same value. Enter the price of the ticket type using the decimal. Right arrow then allows access to the next seven fields. These are used to mark what days of the week the ticket type is active and to Enter a daily default price, if different from the assigned default price . In the example, Figure 5, the discount ticket type has been marked inactive for Friday and Saturday by placing an x in the day field . The ticket type would not show up on the seller's screen on these days. If a different daily price is required. Ie: bargain Tuesday. Move the cursor to the proper day, and press p.

A window will open allowing entry of a daily default Price for that ticket type for that day. To Remove the daily default Price from a ticket type, follow the same Procedure and Enter 0.00 for the daily default price.

Note 1: It is not necessary to Enter the \$ sign when Entering prices for tickets.

A complete ticket type may be defined and then flagged as inactive by moving to the seller's letter field and pressing a. A ticket type is active when the selling letter is highlighted. A toggle between active and inactive while on the sellers letter. A ticket type can be deleted by pressing ctrl and d while in the same field.

Note 2: If a ticket type is deleted after tickets have been sold for that type then *unknown* and the price will be printed as the ticket type when the box office reports are printed.

Note 3: When exiting price groups, Use means you want the system to use the price group with the changes that you have made IMMEDIATELY, Save means save them for a future date. Price changes are NOT updated in real time. If you wish to use the changes immediately, you must close the ticketing system and restart.

4.06 TEMPORARY PRICE GROUPS

If a previous price group is in existence when exiting the ticket type entry section, you will be asked if you wish to (a)abort, (u)se, or (s)ave. The TicketPro Ticketing System allows for the temporary storage of price groups. Pressing a will abort any changes that have been made to the price group and exit. Pressing u will indicate that you want to use the changes made. Price group changes will take effect when the system is closed and restarted. Pressing s will store the changes in a temporary file. If the changes are stored, the next time you Enter the price group, you will be asked if you wish to work on the live or temporary price group. Storing price groups allows price changes to be made in advance of the actual day the price change takes effect. When you want to put temporary records into use, choose u upon exiting and the system will update the main price group with the changes. The system must be closed and restarted for price group changes to take effect. Once a temporary price group is used, It is deleted since the main price group now reflects the updated prices.

4.07 SHOW SCHEDULING

Once films have been Entered and price groups have been defined, show scheduling may be carried out. Shows may be programmed as far in advance as required but can not exceed the ending date specified for a film. Show scheduling is selected from the Ticketing Operations Menu. Show scheduling may be carried out at any time, with selling screens updated in real-time as shows are programmed. Ending show times are automatically calculated by using the run time given in film scheduling and the default trailer time as set in global settings.

The first requirement, upon entering show scheduling, is to enter the date and auditorium number that you want to program shows for. F2 may be used in the date field to bring up a calendar to assist in finding a date. Once this has been done , a screen will be displayed as shown below.

Figure 6 Show Scheduling

Show	Movie Title	Date	Start	Finish	P Grp	Res
1	Pirates Caribbean 3	10/01/06	01:00 PM	02:45 PM	1	No
2	Pirates Caribbean 3	10/01/06	03:00 PM	04:45 PM	1	No
3	Pirates Caribbean 3	10/01/06	05:00 PM	06:45 PM	1	No
4	Pirates Caribbean 3	10/01/06	07:00 PM	08:45 PM	2	No
5	Pirates Caribbean 3	10/01/06	09:00 PM	10:45 PM	2	No
6						
7						
8						
9						
10						

Up to ten shows can be programmed for each day per auditorium. Figure 6 Illustrates five shows already programmed. The arrow keys and Enter are used to move around the various sections. To enter a show the following procedure is carried out.

******* It is not recommended to schedule shows while active selling is going on. *******
******* This may "lock" the system as you are updating live records. *******

4.08 ENTERING SHOWS

Pressing the Right arrow key or Enter will move the cursor to the film title field. During this process, the system will count the available seats for the auditorium. A window will open below the show scheduling screen , displaying all films which are current for the date originally specified. Their selling letter, assigned when scheduling films, is also displayed. Choose a film by selecting the selling letter . In theaters with more than 10 screens, both lowercase and uppercase letters are available and the menu letter must be entered in the proper case. The cursor will then skip to the date field. This date is the date you want the show to report to. This is used for late shows (midnight or after) to have the show report on the same business day. Programming Late shows the date field should be changed to reflect the actual date of the show. Midnight shows are programmed for next day. For normal shows, the date will be the same as the date which you are programming for.

Note 1: F4 should not be used. Except when in the show number field. If F4 is used at any other point, the entire transaction will be canceled. If a mistake is made, continue and complete the show details and then re-Enter the information again.

The start time can be entered in AM/PM format or 24 hour format. The system will automatically convert the format. The ending show time will be automatically calculated and placed in finish time field according to the runtime you entered when scheduling the film and the default trailer time as set in global settings. The system will also check the starting and ending time for possible conflicts. Moving to the price group field will open up a price group window allowing the selection of the price group by number. The description of the price group is also displayed. You must specify a valid price group. The next field allows specification as to whether the show will be sold with reserved seating or not. Reserved seating prints specific block and seat numbers on the tickets. (Reserved Seat selling is covered in the Ticket Sellers Manual) pressing the down arrow key or Enter in the res field will complete the entry, and move to the start of the next line. A show may be inserted at any point. Pressing ctrl - I will cause the shows at the cursor to scroll down, allowing the entry of a new show.

Note 2: If a show is to be inserted, the show times below the point of insertion should be adjusted first to prevent the system not allowing entry, due to conflicting times. This should be done starting with the last show, working back up to the point of insertion. When Inserting a show the letter of the film must be pressed even though it is already displayed.

A show may be deleted , by moving the cursor to the left column of the entry screen and pressing ctrl - d. This will delete the show and scroll other shows up. A show can not be deleted if there are tickets sold or seats reserved to the show.

Once shows have been scheduled, they may be copied through any date range that the film is valid for by pressing F3. This will open a window specifying the starting date and ending date for the copy. The starting date does not include the date being copied and has an initial default of the next day. Shows cannot be copied to a date exceeding the film schedule as defined in film scheduling.

Once shows have been programmed and copied, pressing F4 from the show number field will exit show scheduling and allow the selection of another date and auditorium. This will also inform the system to update seller's screens and make the shows available for sale. Be sure to copy shows through the week.

4.09 MOVING SHOWS FROM AUDITORIUM TO AUDITORIUM

When moving shows between auditoriums, pressing F5 on a programmed auditorium will open a window asking you what auditorium you want to swap shows with. Enter the number of the auditorium that you want to swap the current auditoriums shows with. The shows, sales, voids, etc. will be exchanged bringing the swapped auditoriums shows into the current auditorium and moving its shows to that auditorium. You can not move a show that has more sales than the auditorium has seats . At this time, you can only move the entire program for a theatre for the day and not individual shows.

4.10 COPY SHOWS FROM PREVIOUS DATE

If you wish to bring in shows from a previous date, press F3 on a blank screen. The system will inform you that no shows are currently programmed and if you wish to bring in shows from a previous date. Pressing y will then ask what auditorium you wish to copy from and the date you wish to copy from. This feature is very useful when moving films to a different auditorium on Friday. Opening the window for auditorium 1, Friday shows, which is blank, press F3, tell the system that you want to copy auditorium 5 shows from Thursday to today. This will insert auditorium 5's Thursday shows into the current window. Be sure to copy the schedule through the rest of the week.

5.0 REPORTS

The reports section is accessible from the Ticketing Operations Menu. This allows access to a menu of the various reports that can be generated by the ticketing system. Figure 7 is a sample of the reports menu.

Figure 7 Reports Menu

1 - Weather Information Entry	C - Miscellaneous Sales Report
2 - Box Office Reports	D - Film Summary Reports
3 - Daily Transaction Summary	E - Box Office Summary Report
4 - Daily Transaction Entry	F - Weekly Box Office Admissions
5 - Daily Concession Entry	G - Monthly Sales Item Report
6 - Daily Trading Statement	H - Price Group Report
7 - Weekly Trading Statement	I - Show Listing
8 - Daily Gross Reports	J - Distributor Listing
9 - Distributor's Sales Report	K - Film Listing
A - Advance Redemption Report	L - Show Schedule
B - Daily Show Summary Report	M - Distributor Invoice

5.01 WEATHER INFORMATION ENTRY

Weather Information Entry opens a window allowing entry of the day and evening weather. The current date is displayed. To select this date, press Enter. The cursor then moves to the day field. Enter the weather for the day ie: cool, cloudy. Pressing Enter, moves to the evening field. Enter the weather for the evening. Pressing Enter takes you back to the Reports Menu. This is an optional entry.

5.02 BOX OFFICE REPORTS

Box office reports provide the full show details for a film. The report is designed so that it may be faxed or forwarded directly to the home office or distributor without modification. When selecting this option, you may specify a single date, date range, all or specific shows, all or specific films. This report contains individual series ticket numbers. These numbers are assigned to the film and start at XXX001 for each active ticket type.

Selecting specific films will bring up a list of films. The films may be selected by using the up and down arrow keys to move to the film required, and then pressing Enter to select the film. Once all required films have been selected, pressing c, continues with the report. This report can only be printed

Selecting a date range will print a summary for the period specified. The summary does not include specific shows. The report is broken down by day, ticket type, Tickets sold, value. This report also supplies total admissions, total value, and average admission price

5.03 DAILY TRANSACTION SUMMARY

The daily transaction summary is run at the end of the day. It shows all operators, their counted and expected balances and any variances found by the system. Provides total cash taken total tickets sold , total advance sales and non-cash transactions for the day.

A date range is requested, which is usually the date given. The report can then be viewed or printed, however, totals Ie: advanced sales and non cash items are available only on the printed report.

5.04 DAILY TRANSACTION ENTRY

Daily transaction entry allows the entry of other sales and redemption items not necessarily associated with ticketing for the production of the Trading statements. It is generally carried out either through the course of the day or at the end of the day prior to printing the weekly trading statement and allows a proper banking report to be produced. Items initially defined in this area are advance sales, advance redemptions, concessions. Further items may be added through the use of sales report items in cash management. Daily transaction sales entry will initially prompt for the date of entry and then proceed through each item allowing an entry of an amount.

It is not necessary to specify the entry as a credit or debit as these are defined in the sales report items section. If a mistake is made, any or all figures may be re-entered by selecting the same date and proceeding through the list again.

5.05 DAILY CONCESSION ENTRY

Daily concession entry allows the entry of concession amounts. If concessions is installed this will put you into the concessions menu. Any overages or shortages are entered. This is valid for multi site operations or systems without attached concession systems.

5.06 DAILY TRADING STATEMENT

The daily trading statement contains the same data as the weekly trading statement except that it provides a full financial picture of the theaters trading for the day. This report may be viewed before printing to assure that all cash counts are correct..

5.07 WEEKLY TRADING STATEMENT

The report gives you the actual banking report for the site combining film receipts and other sales. Upon selecting weekly trading statement, you will be asked to confirm the week starting date, as specified in global settings. Pressing Enter, will print the report.

This report indicates average admission price, average concessions, and average dollars spent per person.

5.08 DAILY GROSS REPORT

The daily gross report is a two page report that gives you gross information of each film for a specific day, including total tickets sold, voided, concession gross, per capita's and total expected deposit.

5.09 DISTRIBUTORS SALES REPORTS

This report is formatted for faxing flash grosses.

5.10 ADVANCE REDEMPTION REPORT

The Advance Redemption Report allows the printing or viewing of advance shows for which seats have been sold. When selecting the advance sales report, the starting and ending Dates are requested, After which the report indicates the shows, seats sold, seats voided, and dollars taken with the totals given. This report is used to determine the amount of advance sales for a day before the actual days business begins. This should be run prior to beginning selling operations. The information from this report is used in the preparation of the weekly trading statement.

5.11 DAILY SHOW SUMMARY REPORT

The show summary report provides a "Snapshot" of the current activities. You may select the date, select reports by auditorium or show. The report shows films , or shows And their current totals. This report may also be used to print past dates summaries. This report can only be printed.

5.12 MISCELLANEOUS SALES REPORT

The miscellaneous sales report indicates sales of non - ticket items sold through the system. Ie: movie magazines, promotional materials. Items are defined in cash management and can be sold through the ticket selling screen by pressing F6 when in the film code prompt. The report can be printed or viewed for a specific day, week or month.

5.13 FILM SUMMARY REPORT

Film summary reports perform a dual function. First, they provide a complete report of all shows for a film, indicating tickets sold, tickets voided, total admissions, and the total value. Second, the film summary report clears the film scheduling file upon completion of a film and places the film details in the archives.

When selecting the film summary report, you will initially be asked if this is To be an (i)nterim or (f)inal report. Entering (f)inal informs the system that you want to archive any films that have completed their run. You will then be asked (a)ll or (s)pecific films. If specific is selected, a list of current films will be displayed allowing selection of specific film. Use the arrow keys to move to the film, Enter to select the film. Once you have selected the films, press c to continue. You will then be asked if you want to (v)iew or (p)rint the report. The report will be displayed or printed as requested.

If the report that was requested was a final report, and was printed, then you will be asked if the report was printed successfully. Answering yes, will then archive the film information and delete the entry from the current film scheduling file.

Note 1: A film can only be archived if a final report is requested *and* printed. If a final report is specified and viewed, it is not archived.

Note 2: Selecting ALL will archive all films that do not have shows scheduled for future dates. It is highly recommended that you only select Specific films to avoid accidentally archiving a current film.

5.14 BOX OFFICE SUMMARY REPORT

The box office summary report prints a report summarizing the box office sales for a date range.

It prints the film title, running dates, number of days it is scheduled to run, total sold, voided, gross sales, the percentage of overall gross, and the rank of the picture with respect to all films. The report also gives a breakdown of ticket types sold for each film.

5.15 WEEKLY BOX OFFICE ADMISSIONS

The Weekly Boxoffice Admissions report displays the film titles and attendance per show for a week range.

5.16 MONTHLY SALES ITEM REPORT

This report must be printed on legal paper. The report allows a date range with a maximum span of 12 months to be entered and prints the sales items totaled by month and date range.

5.17 PRICE GROUP REPORTS

The price group report allows the printing or viewing of price groups, temporary or active. [p] Displays the price group that is active in each auditorium. [t] display any temporary price groups that you may have stored in the system. [a] displays the active ticket types in each auditorium, days active, Default price, and daily default price

5.18 SHOW LISTING

The show list is a list in auditorium, film order, consolidated, or booth show. The consolidated report is used to give the doormen or concession personnel a printout of show times including auditorium number and finish times. The booth show report is printed in double width and double height to be used as a printed guide of programmed shows for booth personnel. Upon selecting this option, a window appears allowing selection of auditorium or film, and starting and ending date range. This list can be viewed or printed.

5.19 DISTRIBUTOR LIST

The distributor list is a list of distributors in alphabetical or numerical order. This list is used as reference when scheduling films. The List shows distributor number, distributor name, contact person, address, phone numbers, and current balance. This list can be viewed or printed.

5.20 FILM LISTING

The film listing report allows management to look up past films. This report Displays the total admissions, total voids, and total value for the date range specified. This report may viewed or printed.

5.21 SHOW SCHEDULE

The Show Schedule report is designed to print out the film schedule for a day or date range.

5.22 DISTRIBUTOR INVOICE

The Distributor Invoice report gives a one page summary of the boxoffice for a film. It is designed to be faxed directly to the distributor. The report allows you to enter the payment percentage, house allowance, or credits to calculate the required payment.

6.0 GLOBAL SETTINGS

The global settings section allows the specification of certain functions which apply to the entire system. Global settings is selected from the **Ticketing Operations Menu**. This opens a menu such as the one shown in Figure 8.

Figure 8 Global Settings Menu

1 - Clearing Time For Reserved Tickets	8 - Global G/L
2 - Show Close Time	9 - Menu Off Times
3 - Default Ticket	A - System Time Breaks
4 - Low Seat Warning Level	B - Reserve Seat Booking Fee
5 - Maximum Single Tickets	C - Card Transaction Fee
6 - Default Trailer Time	E - Random Free Ticket
7 - Default Ticket Tax Level	

6.1 CLEARING TIME FOR RESERVED TICKETS

Since seats may be reserved, if specified in show scheduling, for advance shows, this option sets the number of days and/or

minutes prior to show start where unsold - sold reserved seats Are cleared and re-allocated back for sale.

6.2 SHOW CLOSE TIME

The stop selling time is the number of minutes after a show start time has passed when the show is removed from the seller's screen. Managers may still sell tickets to any show for the day From option **A - Sell Closed Show** from the **Ticketing Operations Menu**.

6.3 DEFAULT TICKET

The default ticket specifies the number and type of ticket selected when seller's press the **Enter** key during ticket sales. Ie: if 2 adults is the usual type and quantity of tickets sold, then the default ticket may be 2A. When the seller presses Enter in the ticket field of the selling screen, 2A will automatically be inserted and the cursor will then jump to the amount tendered field.

6.4 LOW SEAT WARNING LEVEL

The low seat warning level is an indication to ticket sellers that they are approaching a sold out house. Upon reaching this number, the show title will start to flash on the sellers screen. It May be set at any desired number. In theaters with more than 4 screens a box will appear on the upper right hand corner of the selling screen displaying the auditorium numbers. If a show reaches the low seat warning level, the auditorium number flashes as well as the show.

6.5 MAXIMUM SINGLE TICKETS

Maximum single tickets is used to specify the maximum number of single tickets that a seller may issue at once. This prevents excessive printing of tickets and also prevents ticket sellers from inadvertently selecting more tickets through incorrect keypresses.

6.6 DEFAULT TRAILER TIME

Default trailer time is specified in minutes. This time is automatically added to all films in calculating the finish time of a film.

6.7 DEFAULT TICKET TAX LEVELS

Default ticket tax levels allows the specification of either a percentage or a fixed amount to be applied to the amount of each ticket type.

6.8 GLOBAL - GENERAL LEDGER

Since the weekly business statement is the main financial report for the site, this option allows the linking of general ledger numbers for the main categories of sales, redemptions, and bank totals. Individual general ledger numbers may also be allocated in the sales report items of cash management. The numbers that are assigned print on the weekly trading statement only.

6.9 MENU OFF TIMES

Menu Off Times defines how long the system will remain in a menu when idle. The value is Entered in minutes. 0 is for

unlimited time. The recommended times are 5 for the main menu and 5 for the sub menu. When the system is idle for the specified time, the system will log the user out. This is an additional security precaution.

6.10 SYSTEM TIME BREAKS

System Time breaks defines the trading day for the system. The first value is when the day ends. A recommended time of 03:00 (three am) is the default. The time need not be altered unless you are running late shows. Time break 1,2,3 allow the break down of sales (tickets only) between the respective time breaks. Box office reports and show summary reports utilize this function to give statistical information for morning, matinee, evening, and late shows.

6.11 RESERVE SEAT BOOKING FEE

A fee may be added to each reserve seat selection. (Not available in the current TicketPro System)

6.12 CARD TRANSACTION FEE

A convenience fee may be added to each credit card transaction. (Not available in the current TicketPro System)

6.13 RANDOM FREE TICKET

Random Free Ticket allows a high and low number to be entered that will allow the computer to randomly pick a ticket within that range and print a voucher as designed within system maintenance. If 0 is entered in the high and low range this function is disabled. Once a voucher is printed, the system then randomly picks another number within the range.

7.0 CASH MANAGEMENT

Cash management involves the monitoring and movement of cash related transactions during the course of the days business. The cash management section is accessed through the **Ticketing Operations Menu**. The sections below correspond with the layout of the cash management menu as shown in Figure 9

Figure 9 Cash Management Menu

1 - Adjust Cash Balance	8 - Credit Card Definition
2 - Redeem Gift Certificates	9 - Print Credit Summaries
3 - Enter Bank Deposits	A - Refunds
4 - Operators Cash Report	B - Flagging House Seats
5 - Terminal Sales File	C - Sales Report Items
6 - Terminal Transaction File	D - Miscellaneous Sales Items
7 - Non-Cash Transaction File	

7.01 ADJUST CASH BALANCE FOR TERMINAL

During the course of a days business, it may be necessary to add or remove cash from a seller's terminal. This is done through this section allowing the counting and update functions to be performed in the back office. Upon selecting this option, a window will open requesting the terminal number for which the balance will be adjusted. The seller's user name will also be requested. Balance adjustments are only allowed to be applied to a currently logged in seller. The system will also allow a receipt to be printed.

Once the terminal number and operator have been selected, the current balance of the terminal is displayed. An entry may be made to either add or remove cash. To remove cash, a negative amount must be Entered Ie: - **500**. Once this has been done, the system will display the new balance and ask for confirmation. When confirmation is given, the system will then apply the balance adjustment to the operator specified. The balance adjustment Entered will also appear on their cash report when they log off.

7.02 REDEEM GIFT CERTIFICATES

If your system is configured to print gift certificates, This selection allows the gift certificates to be redeemed so they can not be used again. The gift certificate number is entered or scanned to redeem.

7.03 ENTER BANK DEPOSITS

This feature allows the entry of mid day and end of day bank deposits to be Entered in to the system. The deposits are printed on the daily trading statement. It allows separate entries for box office, concession, and other deposits. Deposits made are reported on various reports

7.04 VIEW / PRINT OPERATORS CASH REPORT

This option allows management to look at the current status of sales for a seller. Selecting this option, opens a window allowing the specification of the terminal required. Once this is done, a further window will open showing all operators who have logged on to the terminal for the day. This option allows management to view or print either current or past operators for a specific terminal. Once the terminal and operator have been selected, the manager may print or view this report. It will indicate the opening, closing, or current balance for the terminal and all cash and non-cash sales together with any balance adjustments, voids, and credit card sales. Since this report is effectively the same as the operators final cash report, it may be used to print a copy of the operators cash report in the event the final cash report is lost or misplaced.

7.05 VIEW / PRINT TERMINAL SALES FILE

The terminal sales file is an internal audit trail of individual ticket, miscellaneous sales, balance adjustments and voids for a specific terminal.

7.06 VIEW / PRINT TERMINAL TRANSACTION FILE

The terminal transaction file is an internal audit trail of all transactions carried out in the system during the course of a days business. Information is stored as to the date and time, type of transaction, operator concerned, show id, cash taken, and number of tickets sold. This information is provided to allow for managers to view or print the transaction history. The report can be obtained for all or specific terminals by managers and is displayed in reverse chronological order, last entry first. The report may be displayed and scrolled using the **arrow keys**. This file is a complete report of each individual transaction for the day. It can be very large and consume a large amount of paper. The system will inform you of how many records the file consists of and give an approximate printing time.

Note 1: An access level of 4 or greater is required to view or print a Transaction file for a past date

7.07 VIEW / PRINT NON - CASH TRANSACTION FILE

This is basically the same as the terminal transaction file with the exception that this file maintains an audit trail of all non-cash transactions. Ie: those ticket types defined as non-cash in the ticket type definition.

7.08 ENTER NEW CREDIT CARD OR CHECK INFORMATION

This section allows for the specification, by managers, of credit cards accepted by the System. By default, the TicketPro Ticketing System allows the acceptance of checks which are defined as a transaction code **0** and cash is defined as a transaction code of **9**. This section allows the definition of credit cards, merchant providers, and the floor limits, which are designated as transaction codes **1 - 8**. The definition of specific credit cards allows sellers to accept credit cards as payment for tickets with automatic generation of sales receipts in addition to tickets. Details are Entered concerning the type of card, the merchant providers number, name and address, and the floor limit for the cards. The information is updated to sellers in real time as completed.

7.09 PRINT MERCHANT SUMMARIES

This section will print merchant summaries for forwarding with sales receipts for payment. Transactions are stored until this summary is printed with the date of the last summary indicated in the prior section. This item is NOT used in conjunction when Credit Cards are processed via PrintTix.

7.10 REFUNDS

Refunds are distinct from voiding of tickets. Use of the refunds section is for shows that have been deleted after tickets have been sold. Ie: a show has been programmed and advance tickets sold. The show is subsequently canceled due to unavailability of product or other reason, during which all sales are then placed in the unclaimed refund file for disbursement to customers upon producing Their ticket.

7.11 FLAGGING HOUSE SEATS

Flagging of house seats allows managers to Enter the seating layout of an auditorium and mark the priority of seats for reserved seating. It also allows flagging of seats as unavailable Ie: broken seats, etc. Upon selecting this option, a selection is made of the required auditorium. This will then display the auditorium block layout. Selection of the block is then made by pressing the letter associated with the block you wish to view. This will then display the seating layout. **F3** toggle between the seating layout and the priority of the seats. When in the seating priority layout, move the cursor to the position that you want to change, Enter the number of seats you wish to change, press Enter and then Enter priority. **F4** will back out of these screens saving the changed Information.

Note 1: The use of this section involves fundamental changes to the Structures of the auditoriums and should *not* be accessed during selling operations. Any changes should be made *prior* To show scheduling or selling operations.

7.12 SALES REPORT ITEMS

Allows income and expenditure items to be defined which are not associated with the normal operations of the TicketPro system. Ie: pay phone, game machines. Advanced sales, advanced redemptions are required to be defined. Using a data entry menu you may use next to view the entries. You may define the description, if it is a debit or credit, a general ledger reference number, And if tickets should be issued.

7.13 MISCELLANEOUS SALES ITEMS

Allow the entry of items for sale through ticket selling Stations. Items such as movie magazines, promotional Material, and movie money Booklets are defined in this section.

Arrow keys move around the screen and **Enter** selects the field for description. These items are accessible from the sellers screen by pressing **F6**

7.14 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.

8.0 VOID TICKETS

This option allows you to void tickets or miscellaneous items, if your access level allows it. 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.

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

CINEMA 1		01	
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.

Note 1: After making voids or any cash transaction from the managers station, it is necessary to log completely out of the system.

9.0 SELL CLOSED SHOW

Selling a closed show brings up a selling screen on the managers console with all programmed shows available for sale. This is generally used when a customer wishes to purchase a ticket to a show which has already closed at the ticket sellers terminal. Selling is done in exactly the same manner as with ticket sellers with the exception that the manager uses **F2 to exit** the selling screen upon completion of selling activities. Since the console does not have an attached ticket printer, One of the ticket printers attached to the terminals is designated as the ticket printer for the console. When tickets are sold or voided through the manager's console , the manager is also required to Enter his counted cash and print an operator's cash report when logging out thereby producing a record of his sales.

Note 1: After making sales or any cash transaction from the managers station, it is necessary to log completely out of the system.

10.0 VIEW SELLING ACTIVITY

The view selling activity screen is a display screen that allows managers to view the total admissions and gross takings for all films as they occur. The screen is updated in real time, providing instant access to the sites activities, including the current concession sales status, if attached. Concession totals and per capita are updated every twenty tickets sold or 5 minutes. The figure displayed is what total sales were when the screen was activated. It is not recommended that the computer be left in this screen. If the screen saver is activated while in this screen it could lock the selling terminals. Exiting this screen corrects this problem should it occur. **F4 exits this screen.**

11.0 SYSTEM MAINTENANCE

The system maintenance section allows for the general terminal, user and procedure maintenance. All security levels are set from this section.

11.1 TERMINAL MAINTENANCE

All allowable terminals and printers are defined during installation by TicketPro Systems. Terminal maintenance is provided to allow for the re-direction of resources in the event of a breakdown. Each terminal record specifies the report printer, cash report printer, ticket printer, and card swipe attached to the terminal. The update facility allows these particulars to be changed in the event of a breakdown, so that operations can continue until repairs are affected. Ie: if a ticket printer was to fail, the tickets for that terminal can be redirected to another terminal's ticket printer.

11.2 ADJUST CUSTOMER DISPLAY

This function is available to sites that have an attached customer display at the box office. You can adjust the contrast, brilliance, and message for the display. Initial settings are contrast 11, brilliance 5.

11.3 USER MAINTENANCE

User maintenance is where ticket sellers, managers, and owners are specified and their levels of access defined. The TicketPro Ticketing System supports up to eight levels of access. A manager may add, update, or delete users with equivalent or lower access levels than themselves. A user may be added and given an initial password, which they can then alter through the password change section. All passwords are encrypted on entry and are not visible to any person. The user id must be unique to the system Ie: no two users may have the same id. The system administrator, senior manager, and owner are initially Entered by TicketPro Systems during installation. These persons may then define other users of the system.

11.4 PASSWORD CHANGE

Password change is provided to allow the **currently logged on user** to change their own password. This does not change the password of anyone but who is currently logged in on this terminal. The procedure will prompt for the old password and then allow for the entry and verification of the new password. This password will come into effect on the next login of the user. This section is for changing a users own password only. The user maintenance section is used for maintenance of other users and passwords.

11.5 PROCEDURE MAINTENANCE

Procedure maintenance allows the specification of access levels for each of the procedures in the TicketPro system. A manager can not assign a higher level of access for a procedure than their own access level. With this facility, and in conjunction with user maintenance, total control over access is provided.

11.6 SYSTEM LOGFILE

The system logfile is a record of all logins to the system. A report may be called for total or current logins and sent to the printer or viewed. If more than three unsuccessful attempts are made to login, the date, The time, and terminal where the attempt occurred, is logged as an illegal attempt to access the system.

11.7 MANUAL SELLING SCREEN

The manual selling screen is for multi-site operations where the second site is not a TicketPro site but the main site wishes to have reports generated and their information stored within the system. Upon Entering the manual selling screen the system will prompt you for the trading date and the site number. It will then ask you for the film letter of the film showing at the remote site. You are allowed to input the starting ticket number for each ticket type and the number sold.

11.8 TELEPHONE BOOK

The telephone book is similar to an electronic Rolodex. Names, addresses and phone numbers are stored. You may view or print the list of entries.

11.9 AUTOMATION MAINTENANCE

This feature connects to the Panastereo Panalogic automation for Projector control and status monitoring.

11.10 MEMBER MAINTENANCE

This feature is connected with the awards program (to be included in a future upgrade additional module required)

11.11 AWARDS MAINTENANCE

This feature is connected with the awards program (to be included in a future upgrade additional module required)

11.12 DESIGN RANDOM VOUCHER

Design Random voucher opens a text field that allows you to type text that you would like to appear when a random voucher is printed as specified in Global Settings. You must format the text as you would like it printed. The ticket is printed with "CONGRATULATIONS" on the top of the ticket. Other fonts are not available.

11.13 END OF DAY CLEARANCE

End of Day Clearance is only used in the event that the automatic End of Day was not carried out. All users of the ticketing system must be logged out and all reports printed before selecting this. End of Day Clearance archives the daily transaction files, clears all daily logins and resets all terminal balances to zero. This prepares the system for the next days business. When selected, you are initially prompted if you want to continue. Answering yes to this takes you to a date confirmation request. If a clearance is attempted in the early hours of the morning, you will be advised to check the date prior to selection, as the clearance must be done for the day on which business commenced.

11.14 TICKET CODES

This is a custom selection only available to specific clients. Contact TicketPro for additional information.

12.0 Multi Site Operations

12.1 SEND MAIL

This function is utilized to send mail between sites where multi - site operations are enabled.

12.2 READ MAIL

This function is utilized to read mail sent from other sites where multi - site operations are enabled.

12.3 DELETE MAIL

This function is utilized to delete mail after it has been read.

12.4 OBTAIN REMOTE SUMMARY

Obtain remote summary, is only available for home office operations. Upon selection , the name of the site is requested. Once a valid site name has been Entered, the system will contact the remote site and inform the system that a report has been requested. Home office will then sign off. The satellite site will then forward the report to home office. This method has been implemented for security reasons, since the satellite site will only forward the report to the location stored in its system. Once the report has been received, it can be viewed or printed.

12.5 PRINT REMOTE REPORTS

This section allows home office to select and print Box office reports, show summary reports, and weekly trading statements from remote sites. Selecting this option, requests the site name and date of report and then prints the required report.

12.6 CONNECT TO REMOTE SITE

This function is only available from the host site and allows the host site to program and interrogate The operations of a remote site.

13.0 DAILY FUNCTIONS

The following is a suggested step by step list of the day to day operations of a manager in a typical theatre operation. It should be used as a guide only in developing management procedures for computerized operations utilizing the TicketPro Ticketing System.

Start Of Day

1. Turn on the monitor.
2. Make sure that all connected devices are turned on. Printers, terminals, etc.
3. Press the alt key and the F1 key simultaneously.
4. At the login prompt, type start and press Enter.
5. This will start the ticketing system. Look for any unusual messages, such as abnormal shutdown, which may indicate the system was incorrectly shutdown previously.
6. This will place you in the system security and upon logging in, the Ticketing Operations Menu.
7. Inform ticket sellers they may login and start selling. F4 should be pressed until the Ticketing operations menu is reached. For additional security, logout to the login prompt.
8. If concessions is installed, select G from the Ticketing Operations Menu and open stands as required.

During Day

9. Monitor sales and adjust cash balances as necessary.
10. Check cash, etc against operators cash report when sellers log off.

End Of Day

11. Void all necessary tickets then ensure that all sellers have logged off and obtained necessary cash reports.
12. Go to the reports menu. Select item 2 weather information. Enter day's weather
13. Select daily box office reports and select print for single day for all auditoriums.
14. Select daily transaction entry and Enter current date and insert any sales for the day.
15. If concessions is attached, close all stands and select daily stand report from the concession management menu.
16. Perform End of Day Clearance for concessions, and then print the consolidated stand report.
17. Exit to the operations menu by pressing F4
18. Select Daily Trading Statement. All Cash counted should balance with Expected Deposit.
19. Pressing F4 will ask if you want to quit. Upon selecting y, you will be returned to a login prompt.
20. Turn off the monitor and printer.

The computer AND the TicketPro System is left running 24 / 7.

14.0 TROUBLESHOOTING

The following is a list of areas which should be checked and procedures to follow if certain problems are experienced.

Problem: A brown out has occurred. The system is still running, but screen displays are scrambled.

Solution: When this situation occurs, it indicates that a power fluctuation has caused a momentary loss to the system. It is advisable to treat the episode as a power failure situation. Turn off all power to terminals and the computer. Restart the system from power off. Once the system has come back up, all users must log back in on the same terminals that they were on before the power failure.

Problem: A seller has turned off their monitor by mistake and after turning it back on the display is scrambled.

Solution: The seller must log off as normal using F9. Select operators cash report and log out. Once the terminal has been signed off, it may be turned off as usual. The actual screen display can be ignored and all functions will operate normally. If the operator is unable to logout, see the section on treset.

Problem: A seller has logged off and answered yes for their report to be printed, but it did not come out.

Solution: Check the report printer to make sure it is on, on line, and has paper. Once the printer is properly on line the report will print. All printed files are spooled to the printer and wait for the printer. If this report has been misplaced, a manager can obtain a duplicate through view/print operators cash report from the cash management menu.

Problem: The tickets flash on the Sellers screen and selling is unable to be accomplished.

Solution: This indicates that the main server for the ticketing system has shutdown. This requires that the ticketing system be shutdown. The fastest way to do this is to log off all terminals and perform a treset procedure from the managers station. If this does not correct the problem, follow the procedures for shutting computer off. Follow normal power off procedures.

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

Solution: Go to the terminal indicated, login and log back out. This will clear the entry properly.

Problem: The system informs me after logging in as start that this is not a valid terminal.

Solution: Press the Alt key and the F1 key simultaneously to go to the main screen.

15.0 BACKUPS

Backups are scheduled automatically using an internal hard drive system. This backup is usually done early in the morning. This is a totally automatic and hands off operation.

16.0 SERVICE AND SUPPORT

TicketPro Systems, Niche Business Solutions and their distributors are always looking for ways to provide a better product for their customers. We would recommend that a book be kept detailing any problems experienced and any suggestions which would enhance the operation of our systems. The following numbers should be recorded in this manual for reference purposes.

Distributor

Name: _____

Address: _____

Telephone : _____

Fax # : _____

Software Support:

Name: _____ **Telephone :** _____

Hardware Support:

Name: _____ **Telephone :** _____

EXAMPLES OF ROUTINE FUNCTIONS

To schedule a new film:

Select film scheduling from the operations menu. Press "I" to insert a new film. Type in the full film title and press enter. Type in the short title of the film and press enter. Type in the MPAA rating of the film and press enter. Type in the Runtime in minutes and press enter. Enter the start date of the film, and press enter. The system will automatically calculate 7 days from the date you put in and insert it into the finish date. Unless you know the finish date, it is advised to just schedule shows one week at a time. The next item is the menu letter that the ticket sellers will use to select the film from the ticket selling screen. A window will open at the bottom of the screen displaying what letters are available.

Bold letters are not available and are in use by another film. Select a menu letter based on the title of the film if possible.

NOTE: if your theater has more than 12 screens, 52 letters are available. 26 uppercase and 26 lower case. If you want to select an uppercase letter you must press the shift key. The next item is distributor. Refer to your distributor list or press enter to display a window with all distributors. Select the correct distributor by using the arrow keys and press enter. Press enter to begin the next entry. If you make a mistake in spelling the film name, dates or anything else, finish entering the information and then go back and update the entry and correct any errors.

To Schedule Shows:

Select Show Scheduling from the operations menu. Enter the date that you wish to schedule shows for and press enter. Enter the auditorium number that you want to schedule shows for and press enter. Press enter to schedule the first show and a window will open displaying the available films for the date you selected. Select the film by pressing the menu letter associated with the film. Unless this is a late show (starting after midnight) press enter to accept the date. If you are scheduling late shows, the date field is changed to the actual date of the show. The next field is the start time of the show. Enter the time in either military time (1300) or as PM and press enter. The finish time is automatically calculated using the Runtime that you entered in film scheduling plus the default trailer time as defined in global settings. You may press enter to accept this time or change it if necessary. The next field is price group. A window will open at the bottom of the screen displaying all price groups available for this auditorium. Select the number associated with the price group you need. The next field is for reserved seating and you should press enter on the default of no.

You have now scheduled a show, repeat the process for all shows for the date in the auditorium that you are working on. Press F3 to copy the shows through the week. Press enter on the starting date and type in the finish date. Press enter and the shows will be copied through the date range specified. Use show listing to check your scheduling.

Moving films between Auditoriums:

Select show scheduling and enter the date that you wish to move shows and press enter. Enter the auditorium number that you wish to move shows from and press enter. Press F5. The system will then ask which auditorium you want to swap shows with. Enter the auditorium number you want to swap with and press enter. Press A to swap all shows. and Press Y to swap the shows. The shows are swapped. You are not allowed to swap shows with auditoriums that have no shows programmed.

Changing Ticket Prices:

Select Price Group Definition from the operations menu. Press "N" for next until the record shown is the one you want to change. Press "U" to update the record and press enter to confirm the description. The screen will then display the 26 available ticket types. Using the arrow keys, move to the description that you want to change and press the right arrow key to enter the record. Press enter to confirm the description. Press enter to confirm the "CS" and the next field is the price. Change the price and press the down arrow key. Press F4 to exit the screen. You will then be asked if you want to use the "U" use, "S" save, or "A" abort your changes. Pressing "U" will immediately put the changes into effect and will be usable the next time you start the system. Price Changes are not recommended while selling is going on and should be done after the days business. Ticket Prices do NOT update in real time. If you wish to use your changes immediately, the system must be closed for the changes to take effect.

Adding or Deleting a User:

Select system maintenance from the operations menu. Select user maintenance. To add a user, press "A" , type in the new users name, in lowercase, and press enter, type in the new users name and press enter. Type in a generic password for the user and press enter. Enter the access level for the new user and press enter.

To delete a user, press "B" for browse and type in the user's id and press enter. When the record displayed is the record required, press "D" to delete the record. You will be asked to confirm deletion of this record. Pressing "Y" will delete the record.

Archiving films that are leaving: *DONE EVERY FRIDAY FOR FILMS THAT HAVE LEFT*

To remove a movie that has finished it's run, select Film Summary reports, Select "F" for a final report, "S" for specific films, and press return to select the film, using the arrow keys to move up and down through the selections. When all films are selected, press "C" to continue.

This must be done on the day after the film has finished.

Printing a New Concession Template

From a computer running Windows.

From the start menu:

- .Select Programs
- .Select Accessories
- .Select Paint

From here click on:

- .File
- .Open
- .My Documents
- .Ult.(Your location).bmp.

A template will appear on screen. To edit this click on:

- .A
- .Select font size

Move cursor to square you want to edit. Click left top corner, hold down left mouse key, and drag to fill square. Then type in your item. When finished, click outside the square. Then click:

- .File
- .Save.

To print this new template, go to:

- .File
- .Page setup
- .Landscape

Make sure the paper type is set to legal. Then you may now print this document.

Advance Sales with the TicketPro System

U.S. Version 12

A number of questions have a rising regarding advanced sales due midnite shows and 24 hour Show Scheduling. This document covers issues of programming, selling and reconciliation of advance sale tickets.

Film Scheduling:

The feature should be programmed as usual with an example starting date of 05/15/06 and an ending date as per usual procedures. If you are running more than one print of a film, you should treat each print as an independent film. **Each print must have it's own unique name.**

Show Scheduling:

Show scheduling should be completed as normal unless you a re running midnight shows or all night shows.

Selling Advance Day Tickets:

Advance Day tickets are tickets sold for a movie for a show other than a show on the current day. Since you have scheduled the film to start on the 15th the film selection will not be shown on the selling screen until the 15th as scheduled. You can call up the film by pressing the End key on the standard keyboard or by pressing Future Films on the Ultimate Keyboard or the touch screen. Pressing this key will display future films as possible selections. Select the Menu letter associated with the film and then select the show. Ticket selling is the same as usual from this point. The Operators Cash report will display the number an dollar amount of each cashiers advance sales.

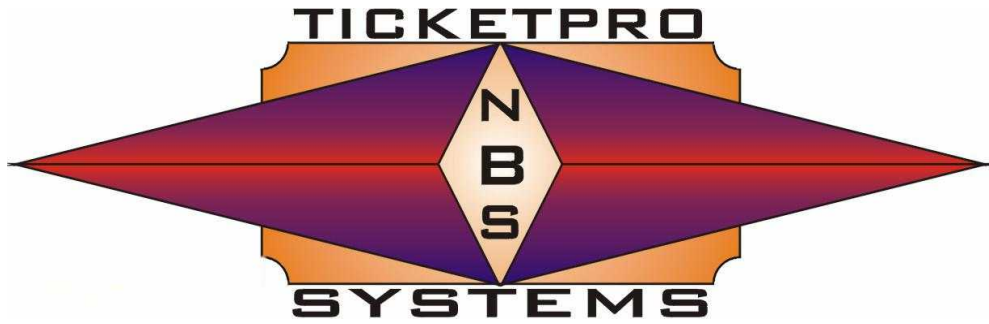
End of night reconciliation:

Advance Sales and Advance Redemptions are controlled by the computer and require no user input

Midnight Shows

If you choose to run midnight shows, the Film Scheduling start date must be one day prior, IE 05/15/06. The actual show is scheduled as the last show on the 15th, the date in the middle of the show scheduling is changed to the actual date that the show is showing, IE 05/16 /06. Remember, 00:00 is midnight and the time MUST be entered as 00:00AM.

If you have any specific questions not covered, please call the office at 770-271-2228 during normal business hours.



THEATRE TICKETING MANUAL

STANDARD TICKETING

GENERAL REVISION 6

**TICKETPRO SYSTEMS
4039 Asheville Dr.
Buford, GA 30519
770 271-2228 FAX 770 271-2131**

(c) 2006 TICKETPRO SYSTEMS

TABLE OF CONTENTS

1.0 OVERVIEW	6
2.0 GENERAL INSTRUCTIONS	6
2.1 KEYBOARD FUNCTIONS	6
2.2 DATA ENTRY	7
2.3 ARROW KEYS	7
2.4 MENUS	7
3.0 COMPUTER AND SYSTEM STARTUP AND SHUTDOWN	8
3.1 STARTING THE COMPUTER	8
3.2 SHUTTING DOWN THE COMPUTER	9
3.2a RESETTING THE TICKETING SYSTEM treset	9
3.3 STARTING THE TICKETPRO TICKETING SYSTEM	10
3.4 STARTING THE TICKETING SYSTEM IN TRAINING MODE	10
3.5 ENDING TRAINING MODE	11
3.6 SHUTTING DOWN THE TICKETPRO TICKETING SYSTEM	11
4.0 TICKETING OPERATIONS	12
4.01 DISTRIBUTOR MAINTENANCE	12
4.02 FILM SCHEDULING	13
4.03 FILM DESCRIPTION	14
4.04 PRICE GROUP DEFINITION	14
4.05 TICKET TYPE ENTRY	15
4.06 TEMPORARY PRICE GROUPS	16
4.07 SHOW SCHEDULING	17
4.08 ENTERING SHOWS	17
4.09 MOVING SHOWS	18
4.10 COPY SHOWS	19
5.0 REPORTS	19
5.01 WEATHER INFORMATION	19
5.02 BOX OFFICE REPORTS	20
5.03 DAILY TRANSACTION SUMMARY	20
5.04 DAILY TRANSACTION ENTRY	20
5.05 DAILY CONCESSION ENTRY	20
5.06 DAILY TRADING STATEMENT	20
5.07 WEEKLY TRADING STATEMENT	21
5.08 DAILY GROSS REPORT	21
5.09 DISTRIBUTORS SALES REPORTS	21
5.10 ADVANCE REDEMPTION REPORT	21
5.11 DAILY SHOW SUMMARY REPORT	21
5.12 MISCELLANEOUS SALES REPORT	21

5.13 FILM SUMMARY REPORT	22
5.14 BOX OFFICE SUMMARY REPORT	22
5.15 WEEKLY BOX OFFICE ADMISSIONS	22
5.16 MONTHLY SALES ITEM REPORT	22
5.17 PRICE GROUP REPORT	22
5.18 SHOW LISTING	23
5.19 DISTRIBUTOR LISTING	23
5.20 FILM LISTING	23
5.21 SHOW SCHEDULE PAGE	23
5.22 DISTRIBUTOR INVOICE	23
6.0 GLOBAL SETTINGS	23
6.1 CLEARING TIME FOR RESERVED TICKETS	23
6.2 SHOW CLOSE TIME	24
6.3 DEFAULT TICKET	24
6.4 LOW SEAT WARNING LEVEL	24
6.5 MAXIMUM SINGLE TICKETS	24
6.6 DEFAULT TRAILER TIME	24
6.7 DEFAULT TICKET TAX LEVELS	24
6.8 GLOBAL - GENERAL LEDGER	24
6.9 MENU OFF TIMES	24
6.10 SYSTEM TIME BREAKS	25
6.11 RESERVE SEAT BOOKING FEE	25
6.12 CARD TRANSACTION FEE	25
6.13 RANDOM FREE TICKET	25
7.0 CASH MANAGEMENT	25
7.01 ADJUST CASH BALANCE FOR TERMINAL	25
7.02 REDEEM GIFT CERTIFICATES	26
7.03 ENTER BANK DEPOSITS	26
7.04 VIEW / PRINT OPERATORS CASH REPORT	26
7.05 VIEW / PRINT TERMINAL SALES FILE	26
7.06 VIEW / PRINT TERMINAL TRANSACTION FILE	26
7.07 VIEW / PRINT NON - CASH TRANSACTION FILE	27
7.08 ENTER NEW CREDIT CARD OR CHECK INFORMATION	27
7.09 PRINT MERCHANT SUMMARIES	27
7.10 REFUNDS	27
7.11 FLAGGING HOUSE SEATS	27
7.12 SALES REPORT ITEMS	28
7.13 MISCELLANEOUS SALES ITEMS	28
7.14 GIFT CARD FUNCTIONS	28

8.0 VOID TICKETS	28
9.0 SELL CLOSED SHOW	29
10.0 VIEW SELLING ACTIVITY	30
11.0 SYSTEM MAINTENANCE	30
11.1 TERMINAL MAINTENANCE	30
11.2 ADJUST CUSTOMER DISPLAY	30
11.3 USER MAINTENANCE	30
11.4 PASSWORD CHANGE	30
11.5 PROCEDURE MAINTENANCE	31
11.6 SYSTEM LOGFILE	31
11.7 MANUAL SELLING SCREEN	31
11.8 TELEPHONE BOOK	31
11.9 AUTOMATION MAINTENANCE	31
11.10 MEMBER MAINTENANCE	31
11.11 AWARDS MAINTENANCE	31
11.12 DESIGN RANDOM VOUCHER	31
11.13 END OF DAY CLEARANCE	32
11.14 TICKET CODES	32
12.0 MULTI SITE FUNCTIONS	32
12.1 SEND MAIL	32
12.2 READ MAIL	32
12.3 DELETE MAIL	32
12.4 OBTAIN REMOTE SUMMARY	32
12.5 PRINT REMOTE REPORTS	32
12.6 CONNECT TO REMOTE SITE	32
13.0 DAILY FUNCTIONS	33
Start Of Day	33
End Of Day	33
14.0 TROUBLESHOOTING	34
15.0 BACKUPS	35
16.0 SERVICE AND SUPPORT	35
17.0 PRINT NEW CONCESSION TEMPLATE	38

EXAMPLES OF ROUTINE FUNCTIONS36

- To schedule a new film36**
- To Schedule Shows 36**
- Moving films between Auditoriums36**
- Changing Ticket Prices37**
- Adding or Deleting a User37**
- Archiving films that are leaving37**

ADVANCE SELLING (programming films, shows, midnight shows) 39

LIST OF FIGURES

- Figure 1 - Operations Menu7**
- Figure 2 - Data Entry Menu 8**
- Figure 3 - Operations Menu11**
- Figure 4 -Ticketing Operations Menu12**
- Figure 5 - Ticket Type Screen15**
- Figure 6 - Show Scheduling17**
- Figure 7 - Reports Menu19**
- Figure 8 -Global Settings Menu23**
- Figure 9 -Cash Management Menu25**

1.0 OVERVIEW

The TicketPro Theatre Ticketing System operations manual describes the functions available to management. The manual is laid out, where possible, to coincide with the menu structure as used in the software. Examples of normal procedures are laid out in a special section labeled examples near the end of this manual. The TicketPro Ticketing System utilizes Unix™ as the underlying operating system. No specific knowledge of the operating system is required to utilize the ticketing system and no attempt should be made to modify or specifically use the operating system functions without prior consultation with Niche Business Solutions. Any modifications or addition to software may void any warranty or specific support. This manual, therefore, does NOT attempt to describe any Unix™ functions other than those necessary for the maintenance and usage of the TicketPro Ticketing System. Further details on the operating system may be found in the Unix™ operating manuals.

The menu structures described in this manual are for use with the Unix™ operating system only. Also, multi-site functions where described apply only to multi-site operations and are not available to single theaters.

2.0 GENERAL INSTRUCTIONS

2.1 KEYBOARD FUNCTIONS

The following keys perform the same functions throughout the TicketPro Ticketing System:

- Enter** Is used to select a highlighted menu option. It is also used to terminate the entry of information in each data entry field and move to the next field.
- F1** Used during data entry to indicate that the total information has been entered for that record and that the information should be stored.
- F2** Displays the online help available for the area where the key was pressed. It is also used to pop-up functions such as a calendar or calculator in areas where these items could be of use. **It is used to exit a managers selling screen.**
- F3** Is used in show scheduling to copy shows.
- F4** Is used to cancel the current data entry or to move back one menu level.
- F5** Is used in show scheduling to move shows between auditoriums.
- F6** Is used by sellers to access miscellaneous sales items.
- F7** Is used by ticket sellers to access Film Synopsis.
- F9** Is used by ticket sellers to Enter a terminal menu.
- F10** Is used to initiate a credit card sale or enter check details when pressed in the amount tendered field.

2.2 DATA ENTRY

Data entry is entering information into fields when requested. When in a field, the type of information requested is displayed at the bottom left of the screen. Ie: please enter auditorium number and the field is highlighted. Data entry is terminated by pressing *Enter* which will move the cursor to the next field. Upon completion of the last entry, the record will be written to the system. If F4 is pressed during data entry, the entire record is not written, Ie: when Entering a distributor, the entry is not complete until *Enter* is pressed after the last field. Pressing F4, at any time before this, cancels the entire entry. **If a mistake is made, do not attempt to use arrow keys or other keys to get back to the entry.** Complete the entire entry and use update from the menu to correct the mistake.

2.3 ARROW KEYS

Arrow keys are used in some sections of the system to move around between items. These keys may only be used where indicated by the system. Arrow keys are also used to move the highlight bar between options on the menus.

2.4 MENUS

There are two types of menus utilized in the TicketPro Ticketing System. Figure 1 Indicates the menu used for selecting the section to proceed to.

FIGURE 1 OPERATIONS MENU

1 - Distributor Maintenance	9 - View Selling Activity
2 - Film Scheduling	A - Sell Closed Shows
3 - Trailer Scheduling	B - Time and Attendance
4 - Price Group Definition	C - System Maintenance
5 - Show Scheduling	D - Global Settings
6 - Reports	E - Multi - Site Operations
7 - Cash Management	F - LED Display Settings
8 - Void Tickets	G - Concessions

To select an option from the menu in Figure 1, several methods may be used. Pressing *Enter* will select the highlighted option Ie: item 5 - Show Scheduling is currently highlighted, therefore, pressing *Enter* will go into show scheduling. The second method is to use the up and down arrow keys to highlight the option required then press *Enter*. The third method is to press the number or letter indicated on the left side of the menu. Ie: pressing 9 will immediately jump into View Selling Activity.

FIGURE 2 DATA ENTRY MENU

NEXT	PREV	ADD	UPDATE	DELETE	BROWSE	QUIT
------	------	-----	--------	--------	--------	------

To select an option from the menu shown in Figure 2, several options may be used.

Pressing *Enter* will select the highlighted option. Ie: next is currently highlighted, therefore pressing *Enter* will display the next record. The second method is to use the left and right arrow keys to highlight the option required and then press *Enter*.

The third method is to press the first letter associated with the item Ie: pressing "A" will select add and immediately take you into adding an entry. Selecting quit performs the same function as pressing F4 when used in the menu selection.

3.0 COMPUTER AND SYSTEM STARTUP AND SHUTDOWN

3.1 STARTING THE COMPUTER

The computer installation generally consists of the main computer with attached console screen, one or more attached terminals with ticket printers, one or more printers, and other attached devices such as concession terminals and led signs. It is therefore important to realize that the actions carried out by the manager operating the main computer can affect operations in totally remote locations. During general operations the computer is left running on a twenty-four hour basis and is only shutdown during power failures or for maintenance. These instructions should be read in conjunction with the section starting and stopping the system in your operating system installation and maintenance manual.

To start the computer from power off, simply involves turning the monitor on and turning the computer power switch on. The status of other attached devices is generally unimportant, unless the system is being restarted due to a power failure or brownout which may cause scrambling of displays. Once power is turned on, the system will perform internal diagnostics.

Note 1: If the *Enter* key is not pressed within approximately one minute the system will commence an auto startup routine. This procedure is not recommended since the Auto routine results in mail being sent to the system administrator.

Note 3: If the system is being restarted from a hard boot or power failure and the system asks you to proceed with cleaning, always answer Y. Answer Y to all following questions too. This is extremely important as you could crash the hard drive if you answer no to any of the questions.

The computer will initially startup in single user mode and display the following message:

**Type Control - d to proceed with normal startup,
(or give root password for system maintenance):**

Hold down the ctrl key and press d to proceed with the normal startup to multi-user mode. If the system has been restarted due to a power failure or if the system has been shutdown incorrectly, A message will appear prior to this indicating that the system has been incorrectly shut down and should be checked. If you ever see this message always answer y to proceed with checking. The operating system will then commence a cleanup operation involving 5 phases which are displayed on the screen, after which normal startup procedures may be carried out. Any questions that the system may ask regarding CLEAR, CONNECT, RE-CONNECT MUST be answered by pressing y and enter.

Once control - d has been pressed, The system will display the current date and time. To change the time, type in the military time with no colons, commas, etc. Ie: 3 PM would be entered as 1500.

After starting the system services, the computer will Enter multi-user mode and a prompt such as

Welcome To The Theatre

Please Login:

Will be displayed on the system monitor and on attached terminals. Startup of the TicketPro Ticketing System may now be started.

3.2 SHUTTING DOWN THE COMPUTER

DO NOT SHUT THE COMPUTER DOWN WITH USERS STILL LOGGED ON.

The Unix™ operating system **can not** be stopped properly by simply turning off the power switch.

Note 1: The reset button should never be used with this system.

Note 2: If the system has "locked up" , turn the power off and leave off for twenty seconds. Then follow Restart procedures as detailed regarding power failure.

At the Please login: prompt, type haltsys with the password shutdown. This will immediately terminate all users and internal procedures. The monitor will then display a Safe to Power off or Hit Any Key to Reboot message. It is now safe to turn the main computer power switch off .

Note 3: Any time a haltsys is performed. It is recommended that the power to the computer be turned off instead of “hitting any key” to reboot

3.2a RESETTING THE TICKETING SYSTEM

This will reset the ticketing system with out affecting the concession system. This should only be used as an emergency fix when the ticketing stations have locked up. From the managers station, Log out or press Ctrl- C to get to a login prompt. If neither of those gets you to a login prompt, Press Alt and F4 at the same time. Login as **treset** using the password **emergency**. This will reset the ticketing system. Press Alt and F1 to get back to the main screen and then login as start. **YOU AND THE CASHIERS MUST LOG BACK INTO THE SYSTEM AT THE TERMINAL YOU WERE AT BEFORE YOU LOGGED IN AS treset.**

3.3 STARTING THE TICKETPRO TICKETING SYSTEM

The TicketPro Ticketing System utilizes five separate logins. The first login is start, Which starts the ticketing system and concessions (if installed). This login allows access to the operations menu. The second login is tickets or tst which is used by cashiers to access the selling screens. System startup, management functions, and ticket selling may be done from any attached terminal. Before commencing startup of the ticketing system Any attached devices such As LED signs, terminals, printers, concession terminals (if installed) should be turned on.

Upon initial power up , the manager will login as start. The system will display messages relating to the start up of the ticketing system and concessions (if installed). If the system has been previously started, no messages will appear other than informing you that the system is currently running. Once the ticketing system has been started you will be placed at the TicketPro security screen.

When the TicketPro security screen is displayed, all ticketing functions are available and ticket sellers may now login using the tickets login.

Note 1: The system security has been designed to prevent users logging into multiple locations. If the system has been restarted due to a power failure, or other reason, where users have not logged out properly, they must log back into the same terminal that they were using. This applies to both managers and sellers. An attempt to login on another terminal will result in a message indicating that you are already logged in on another terminal and the number of the terminal. To clear your login, proceed to the indicated terminal, login, and then correctly logout.

After entering the security sections, you have 10 seconds to begin logging in. If there are no key strokes within this time period you will be returned to the login prompt and an illegal access entry will be recorded.

Upon logging into the ticketing system, the system will notify you the automatic End of Day Clearance was not done for the previous day. If the End of Day did not complete normally, it must be run before sales commence for the day. The system will automatically take you to the End of Day Clearance. Should this occur for several days in a row or an error message is displayed when the End of Day is run, TicketPro should be contacted.

3.4 STARTING THE TICKETING SYSTEM IN TRAINING MODE

The TicketPro Ticketing System allows startup in the training mode by typing training at the login prompt and the site password. The system will display that it is preparing the database for training. This may take several minutes. This tells the system that all transactions carried out while in training mode are not actually recorded. This function can not be carried out simultaneously with the actual ticketing function. Menu screens have a warning on them that the system is in training mode. Tickets are issued during training mode but VOID is printed across them. All functions of the program are accessible from the training mode. This allows managers to train cashiers on the system without being in a "live" situation.

3.5 ENDING TRAINING MODE

Upon logging out from the system confirm that you want to quit by typing y and you will be returned to a login prompt. Close the system as normal, the ticketing system will then display messages that it is shutting down. You will then be returned to a login prompt. You must type notrain and press Enter. The system will display messages that it is preparing for live operation. This may take several minutes, to proceed with a normal startup type start at the next login prompt.

3.6 SHUTTING DOWN THE TICKETPRO TICKETING SYSTEM

On completion of a days business, all ticket sellers should be logged out and cash reports obtained. All reports required are printed as detailed in the reports section and the Daily Operations Guide

Figure 3 - Operations Menu

1 - Distributor Maintenance	9 - View Selling Activity
2 - Film Scheduling	A - Sell Closed Shows
3 - Trailer Scheduling	B - Time and Attendance
4 - Price Group Definition	C - System Maintenance
5 - Show Scheduling	D - Global Settings
6 - Reports	E - Multi - Site Operations
7 - Cash Management	F - LED Display Settings
8 - Void Tickets	G - Concessions

To exit and close down the ticketing system, press **F4** . The system will ask you if you are sure you want to quit. Answer "y"

The monitor may now be turned off. The computer is left running at this point.

4.0 TICKETING OPERATIONS

Ticketing operations are those necessary for setting up the system in preparation to sell tickets, management functions, and reports. This section is structured to correlate with the **Ticketing Operations Menu** shown below.

Figure 4 Ticketing Operations Menu

1 - Distributor Maintenance	9 - View Selling Activity
2 - Film Scheduling	A - Sell Closed Shows
3 - Trailer Scheduling	B - Time and Attendance
4 - Price Group Definition	C - System Maintenance
5 - Show Scheduling	D - Global Settings
6 - Reports	E - Multi - Site Operations
7 - Cash Management	F - LED Display Settings
8 - Void Tickets	G - Concessions

4.01 DISTRIBUTOR MAINTENANCE

Distributors are the companies from which you purchase your product from. The TicketPro Ticketing System allows the specification of distributors. Each film can then be linked to a distributor, by number, allowing management to determine their individual gross receipts. Accessing this section from the **Ticketing Operations Menu** displays an empty distributor record, together with a data entry menu as shown in Figure 2. This allows you to use **next** and **prev** to call up each individual distributor or to use **browse** to look up a specific distributor. Entries may be added, updated, or deleted. Each distributor is assigned a number with **0** being specified as no distributor. The entry screen allows distributor name, contact person, address, phone and fax number. There is also a current balance field indicating current gross receipts assigned to that distributor.

Deleting a distributor, will reset all films currently held by that distributor to **0**. Also, updating a distributor will affect all prior films assigned to that number. Distributor maintenance is an optional section and its use is not mandatory. The system will automatically default to no distributor if no distributors are defined. If, however, it is going to be used, distributors must be specified before any final film summaries are done. This is because archived films can not be altered. Films are linked to the distributor through the distributor number. When scheduling films, the system will ask you for the distributor number for the film. If **0** is Entered a list will pop up displaying the distributor list allowing selection of the correct distributor using the arrow keys and pressing Enter to confirm. A list of distributors and associated data can be printed through item 4 - Distributor list From the reports menu.

4.02 FILM SCHEDULING

Before shows can be scheduled, the film must be specified. This is done by selecting the film scheduling option from the Ticketing Operations Menu.

Upon selecting this option, a window is opened displaying all the current films in alphabetical order.

This is a scrolling window and by using the up and down arrow keys additional films can be displayed. The window displays the film number which is assigned by the system, full film Title and short title, MPAA rating, running time in minutes, The starting and ending dates for the film, the film selling letter, and the distributor number.

Keys utilized by this section are the arrow keys, (d)elete, (i)nsert, (u)pdate, (p)rint, F2 calendar help, and F4 exit.

The arrow keys are used to scroll up and down through the films. F2 is used as a help key to bring up a calendar (see calendar help for an explanation on how to use the calendar). F4 is used to exit back to the Ticketing Operations Menu. The d, i, u, and p keys are used while the cursor is in the film number field to select various options.

The d key (delete) is used to delete a film from the list. A film may only be deleted if no shows have been programmed for that film. Films are automatically deleted from the film list once their run has been completed and all final reports printed. See **Final Film Summary Report**.

The i key (insert) Is used to add a new film. A new film can be added at any point by pressing i. This will scroll down existing films, allowing the insertion of the new film. Once a film has been added, they are automatically re-sorted after exiting film scheduling. A new film number is automatically assigned by the system and the user is placed in the title field, allowing the entry of a twenty character title . This may be Entered in upper or lower case, but is converted to uppercase automatically. This title is used on the left side of the ticket and on reports. The next field is the short title. The short title is used on the right side of the ticket and on the sellers screen. The next field is the classification or rating of the film. The next field is the run time. This should be Entered in total minutes and should not include trailers. The next two fields are the starting and ending dates of the film. When the starting date is Entered the finish date is automatically calculated for seven days and

placed in the finish field. The finish field may be altered, pressing Enter confirms the date as shown. Films may be programmed as far in advance as is known and can be updated at any time. Upon selecting the next field, which is the selling letter used by ticket sellers, usually the first letter in the title of the film, a further help window will open. This window indicates letters already in use by other films for the Date range specified. In theaters with more than 10 screens, 52 letters are available for film codes. These must be Entered in either uppercase or lowercase. After Entering the selected letter, the next field is for specifying the associated distributor number a window will open displaying the distributors that have been programmed allowing selection of a particular distributor. Pressing Enter after this field completes the entry and returns the cursor to the film number.

If a mistake is made during entry, pressing F4 will cancel the entire entry. An alternative is to complete the entry and then use update to alter the entry.

The update is generally used for correcting errors and for extending play dates.

Note 1: If a film is to have further shows other than originally programmed, The finish date must be extended first. The finish date should be no more that TWO weeks out from the current date.

Note 2: If more than one film of the same name is to be played, the films must have different names when put into the system. IE: Your theater got two prints of Ransom, When scheduling films, put in Ransom and Ransom1.

The p key (print) allows the printing of the film list by alphabetical or chronological order.

Pressing F2, allows the selection of an on-line calendar. This allows the user to find the date required, and by pressing Enter, automatically places this date in the starting or ending date fields when in that field.

4.03 FILM DESCRIPTION

Selecting **3 -Film Description** from the Ticketing Operations Menu allows access to a data entry field. You may add, delete, update, browse, or quit. To add a description press a or press Enter when add is highlighted. You will then be allowed to Enter the film title or pressing Enter will bring up a list of available films. You may use the arrow keys to highlight the correct film. Press Enter to confirm your selection then type in the synopsis of the film and finish data entry by pressing Enter until the last line is reached. Pressing F4 at any time during entry cancels the entire entry. This is not a mandatory section. Synopsis's entered here are available to the ticket seller after selecting the film and pressing F7 or info.

4.04 PRICE GROUP DEFINITION

Selecting **4 -Price Group Definition** from the Ticketing Operations Menu allows access to a data entry field. Price group definition is broken down into two distinct areas. Before actual ticket types can be defined, it is necessary to specify the name and number of price groups for the theatre. The theatre can have nine price groups, numbered 1 to 9, specified each containing 26 individual tickets. To assist in recalling these price groups, each one is given a description. The next, prev, and find are used to locate the price group required while add is used to specify new price groups.

A price group can only be deleted if there are no shows programmed in the future with that price group. No deletion will occur without confirmation.

4.05 TICKET TYPE ENTRY

When price groups have been defined, choose update from the menu. You will then be requested to confirm the description of the price group. Pressing Enter, Allows alterations to the description and prices of individual ticket types. A sample, showing the left half of the ticket type screen is shown below.

Figure 5 - Ticket Type Screen

Deser	Def P	Cs	M	T	W	T	F	S	S
A Adult	\$6.00	1
B	\$0.00	1	X	X	X	X	X	X	X
C Child	\$4.00	1
D Discount	\$4.00	1	X	X	.
E	\$0.00	1	X	X	X	X	X	X	X
F	\$0.00	1	X	X	X	X	X	X	X
G Gift Cert	\$6.00	2
H	\$0.00	1	X	X	X	X	X	X	X
I	\$0.00	1	X	X	X	X	X	X	X
J	\$0.00	1	X	X	X	X	X	X	X
K K Adult	\$6.00	4
L	\$0.00	1	X	X	X	X	X	X	X
M	\$0.00	1	X	X	X	X	X	X	X

Twenty six different ticket types can be defined in each price group. Figure 6 shows the left half only of the ticket type entry screen. The letters, a - z, are used by ticket sellers when selecting the ticket type from the seller's screen. The Deser field is for Entering a ten character ticket description. The cs field is for indicating whether the ticket is a cash or non cash item 1 is a cash item and 2 is a non cash item such as a coupon or presold ticket. Def P stands for the default price for the ticket type. The following fields m through s are for the individual days of the week. The ticketing system allows for a different price to be entered for each day of the week. Ticket types can also be made unavailable for individual days.

Movement around the ticket entry screen is by use of the arrow keys. The tab key is also used to toggle between the left and right halves of the entry screen. To Enter a ticket type, use the arrow keys to move down to the relevant letter. By pressing the right arrow key, you activate the letter, the system places a . In each day of the week, and you are placed in the Deser field. You must Enter a description for the ticket type Ie: adult, child, senior. Pressing the right arrow key again places you in the cash item field. 1 is for cash. 2 is for non - cash items such as coupons or free passes. 3 is for internet tickets. 4 is for Kiosk tickets. Use right arrow to move to the next field, default ticket price. This is used if daily prices remain at the same value. Enter the price of the ticket type using the decimal. Right arrow then allows access to the next seven fields. These are used to mark what days of the week the ticket type is active and to Enter a daily default price, if different from the assigned default price . In the example, Figure 5, the discount ticket type has been marked inactive for Friday and Saturday by placing an x in the day field . The ticket type would not show up on the seller's screen on these days. If a different daily price is required. Ie: bargain Tuesday. Move the cursor to the proper day, and press p.

A window will open allowing entry of a daily default Price for that ticket type for that day. To Remove the daily default Price from a ticket type, follow the same Procedure and Enter 0.00 for the daily default price.

Note 1: It is not necessary to Enter the \$ sign when Entering prices for tickets.

A complete ticket type may be defined and then flagged as inactive by moving to the seller's letter field and pressing a. A ticket type is active when the selling letter is highlighted. A toggle between active and inactive while on the sellers letter. A ticket type can be deleted by pressing ctrl and d while in the same field.

Note 2: If a ticket type is deleted after tickets have been sold for that type then *unknown* and the price will be printed as the ticket type when the box office reports are printed.

Note 3: When exiting price groups, Use means you want the system to use the price group with the changes that you have made IMMEDIATELY, Save means save them for a future date. Price changes are NOT updated in real time. If you wish to use the changes immediately, you must close the ticketing system and restart.

4.06 TEMPORARY PRICE GROUPS

If a previous price group is in existence when exiting the ticket type entry section, you will be asked if you wish to (a)abort, (u)se, or (s)ave. The TicketPro Ticketing System allows for the temporary storage of price groups. Pressing a will abort any changes that have been made to the price group and exit. Pressing u will indicate that you want to use the changes made. Price group changes will take effect when the system is closed and restarted. Pressing s will store the changes in a temporary file. If the changes are stored, the next time you Enter the price group, you will be asked if you wish to work on the live or temporary price group. Storing price groups allows price changes to be made in advance of the actual day the price change takes effect. When you want to put temporary records into use, choose u upon exiting and the system will update the main price group with the changes. The system must be closed and restarted for price group changes to take effect. Once a temporary price group is used, It is deleted since the main price group now reflects the updated prices.

4.07 SHOW SCHEDULING

Once films have been Entered and price groups have been defined, show scheduling may be carried out. Shows may be programmed as far in advance as required but can not exceed the ending date specified for a film. Show scheduling is selected from the Ticketing Operations Menu. Show scheduling may be carried out at any time, with selling screens updated in real-time as shows are programmed. Ending show times are automatically calculated by using the run time given in film scheduling and the default trailer time as set in global settings.

The first requirement, upon entering show scheduling, is to enter the date and auditorium number that you want to program shows for. F2 may be used in the date field to bring up a calendar to assist in finding a date. Once this has been done , a screen will be displayed as shown below.

Figure 6 Show Scheduling

Show	Movie Title	Date	Start	Finish	P Grp	Res
1	Pirates Caribbean 3	10/01/06	01:00 PM	02:45 PM	1	No
2	Pirates Caribbean 3	10/01/06	03:00 PM	04:45 PM	1	No
3	Pirates Caribbean 3	10/01/06	05:00 PM	06:45 PM	1	No
4	Pirates Caribbean 3	10/01/06	07:00 PM	08:45 PM	2	No
5	Pirates Caribbean 3	10/01/06	09:00 PM	10:45 PM	2	No
6						
7						
8						
9						
10						

Up to ten shows can be programmed for each day per auditorium. Figure 6 Illustrates five shows already programmed. The arrow keys and Enter are used to move around the various sections. To enter a show the following procedure is carried out.

******* It is not recommended to schedule shows while active selling is going on. *******
******* This may “lock” the system as you are updating live records. *******

4.08 ENTERING SHOWS

Pressing the Right arrow key or Enter will move the cursor to the film title field. During this process, the system will count the available seats for the auditorium. A window will open below the show scheduling screen , displaying all films which are current for the date originally specified. Their selling letter, assigned when scheduling films, is also displayed. Choose a film by selecting the selling letter . In theaters with more than 10 screens, both lowercase and uppercase letters are available and the menu letter must be entered in the proper case. The cursor will then skip to the date field. This date is the date you want the show to report to. This is used for late shows (midnight or after) to have the show report on the same business day. Programming Late shows the date field should be changed to reflect the actual date of the show. Midnight shows are programmed for next day. For normal shows, the date will be the same as the date which you are programming for.

Note 1: F4 should not be used. Except when in the show number field. If F4 is used at any other point, the entire transaction will be canceled. If a mistake is made, continue and complete the show details and then re-Enter the information again.

The start time can be entered in AM/PM format or 24 hour format. The system will automatically convert the format. The ending show time will be automatically calculated and placed in finish time field according to the runtime you entered when scheduling the film and the default trailer time as set in global settings. The system will also check the starting and ending time for possible conflicts. Moving to the price group field will open up a price group window allowing the selection of the price group by number. The description of the price group is also displayed. You must specify a valid price group. The next field allows specification as to whether the show will be sold with reserved seating or not. Reserved seating prints specific block and seat numbers on the tickets. (Reserved Seat selling is covered in the Ticket Sellers Manual) pressing the down arrow key or Enter in the res field will complete the entry, and move to the start of the next line. A show may be inserted at any point. Pressing ctrl - I will cause the shows at the cursor to scroll down, allowing the entry of a new show.

Note 2: If a show is to be inserted, the show times below the point of insertion should be adjusted first to prevent the system not allowing entry, due to conflicting times. This should be done starting with the last show, working back up to the point of insertion. When Inserting a show the letter of the film must be pressed even though it is already displayed.

A show may be deleted , by moving the cursor to the left column of the entry screen and pressing ctrl - d. This will delete the show and scroll other shows up. A show can not be deleted if there are tickets sold or seats reserved to the show.

Once shows have been scheduled, they may be copied through any date range that the film is valid for by pressing F3. This will open a window specifying the starting date and ending date for the copy. The starting date does not include the date being copied and has an initial default of the next day. Shows cannot be copied to a date exceeding the film schedule as defined in film scheduling.

Once shows have been programmed and copied, pressing F4 from the show number field will exit show scheduling and allow the selection of another date and auditorium. This will also inform the system to update seller's screens and make the shows available for sale. Be sure to copy shows through the week.

4.09 MOVING SHOWS FROM AUDITORIUM TO AUDITORIUM

When moving shows between auditoriums, pressing F5 on a programmed auditorium will open a window asking you what auditorium you want to swap shows with. Enter the number of the auditorium that you want to swap the current auditoriums shows with. The shows, sales, voids, etc. will be exchanged bringing the swapped auditoriums shows into the current auditorium and moving its shows to that auditorium. You can not move a show that has more sales than the auditorium has seats . At this time, you can only move the entire program for a theatre for the day and not individual shows.

4.10 COPY SHOWS FROM PREVIOUS DATE

If you wish to bring in shows from a previous date, press F3 on a blank screen. The system will inform you that no shows are currently programmed and if you wish to bring in shows from a previous date. Pressing y will then ask what auditorium you wish to copy from and the date you wish to copy from. This feature is very useful when moving films to a different auditorium on Friday. Opening the window for auditorium 1 , Friday shows, which is blank, press F3, tell the system that you want to copy auditorium 5 shows from Thursday to today. This will insert auditorium 5's Thursday shows into the current window. Be sure to copy the schedule through the rest of the week.

5.0 REPORTS

The reports section is accessible from the Ticketing Operations Menu. This allows access to a menu of the various reports that can be generated by the ticketing system. Figure 7 is a sample of the reports menu.

Figure 7 Reports Menu

1 - Weather Information Entry	C - Miscellaneous Sales Report
2 - Box Office Reports	D - Film Summary Reports
3 - Daily Transaction Summary	E - Box Office Summary Report
4 - Daily Transaction Entry	F - Weekly Box Office Admissions
5 - Daily Concession Entry	G - Monthly Sales Item Report
6 - Daily Trading Statement	H - Price Group Report
7 - Weekly Trading Statement	I - Show Listing
8 - Daily Gross Reports	J - Distributor Listing
9 - Distributor's Sales Report	K - Film Listing
A - Advance Redemption Report	L - Show Schedule
B - Daily Show Summary Report	M - Distributor Invoice

5.01 WEATHER INFORMATION ENTRY

Weather Information Entry opens a window allowing entry of the day and evening weather. The current date is displayed. To select this date, press Enter. The cursor then moves to the day field. Enter the weather for the day Ie: cool, cloudy. Pressing Enter, moves to the evening field. Enter the weather for the evening. Pressing Enter takes you back to the Reports Menu. This is an optional entry.

5.02 BOX OFFICE REPORTS

Box office reports provide the full show details for a film. The report is designed so that it may be faxed or forwarded directly to the home office or distributor without modification. When selecting this option, you may specify a single date, date range, all or specific shows, all or specific films. This report contains individual series ticket numbers. These numbers are assigned to the film and start at XXX001 for each active ticket type.

Selecting specific films will bring up a list of films. The films may be selected by using the up and down arrow keys to move to the film required, and then pressing Enter to select the film. Once all required films have been selected, pressing c, continues with the report. This report can only be printed

Selecting a date range will print a summary for the period specified. The summary does not include specific shows. The report is broken down by day, ticket type, Tickets sold, value. This report also supplies total admissions, total value, and average admission price

5.03 DAILY TRANSACTION SUMMARY

The daily transaction summary is run at the end of the day. It shows all operators, their counted and expected balances and any variances found by the system. Provides total cash taken total tickets sold , total advance sales and non-cash transactions for the day.

A date range is requested, which is usually the date given. The report can then be viewed or printed, however, totals Ie: advanced sales and non cash items are available only on the printed report.

5.04 DAILY TRANSACTION ENTRY

Daily transaction entry allows the entry of other sales and redemption items not necessarily associated with ticketing for the production of the Trading statements. It is generally carried out either through the course of the day or at the end of the day prior to printing the weekly trading statement and allows a proper banking report to be produced. Items initially defined in this area are advance sales, advance redemptions, concessions. Further items may be added through the use of sales report items in cash management. Daily transaction sales entry will initially prompt for the date of entry and then proceed through each item allowing an entry of an amount.

It is not necessary to specify the entry as a credit or debit as these are defined in the sales report items section. If a mistake is made, any or all figures may be re-entered by selecting the same date and proceeding through the list again.

5.05 DAILY CONCESSION ENTRY

Daily concession entry allows the entry of concession amounts. If concessions is installed this will put you into the concessions menu. Any overages or shortages are entered. This is valid for multi site operations or systems without attached concession systems.

5.06 DAILY TRADING STATEMENT

The daily trading statement contains the same data as the weekly trading statement except that it provides a full financial picture of the theaters trading for the day. This report may be viewed before printing to assure that all cash counts are correct..

5.07 WEEKLY TRADING STATEMENT

The report gives you the actual banking report for the site combining film receipts and other sales. Upon selecting weekly trading statement, you will be asked to confirm the week starting date, as specified in global settings. Pressing Enter, will print the report.

This report indicates average admission price, average concessions, and average dollars spent per person.

5.08 DAILY GROSS REPORT

The daily gross report is a two page report that gives you gross information of each film for a specific day, including total tickets sold, voided, concession gross, per capita's and total expected deposit.

5.09 DISTRIBUTORS SALES REPORTS

This report is formatted for faxing flash grosses.

5.10 ADVANCE REDEMPTION REPORT

The Advance Redemption Report allows the printing or viewing of advance shows for which seats have been sold. When selecting the advance sales report, the starting and ending Dates are requested, After which the report indicates the shows, seats sold, seats voided, and dollars taken with the totals given. This report is used to determine the amount of advance sales for a day before the actual days business begins. This should be run prior to beginning selling operations. The information from this report is used in the preparation of the weekly trading statement.

5.11 DAILY SHOW SUMMARY REPORT

The show summary report provides a "Snapshot" of the current activities. You may select the date, select reports by auditorium or show. The report shows films , or shows And their current totals. This report may also be used to print past dates summaries. This report can only be printed.

5.12 MISCELLANEOUS SALES REPORT

The miscellaneous sales report indicates sales of non - ticket items sold through the system. Ie: movie magazines, promotional materials. Items are defined in cash management and can be sold through the ticket selling screen by pressing F6 when in the film code prompt. The report can be printed or viewed for a specific day, week or month.

5.13 FILM SUMMARY REPORT

Film summary reports perform a dual function. First, they provide a complete report of all shows for a film, indicating tickets sold, tickets voided, total admissions, and the total value. Second, the film summary report clears the film scheduling file upon completion of a film and places the film details in the archives.

When selecting the film summary report, you will initially be asked if this is To be an (i)nterim or (f)inal report. Entering (f)inal informs the system that you want to archive any films that have completed their run. You will then be asked (a)ll or (s)pecific films. If specific is selected, a list of current films will be displayed allowing selection of specific film. Use the arrow keys to move to the film, Enter to select the film. Once you have selected the films, press c to continue. You will then be asked if you want to (v)iew or (p)rint the report. The report will be displayed or printed as requested.

If the report that was requested was a final report, and was printed, then you will be asked if the report was printed successfully. Answering yes, will then archive the film information and delete the entry from the current film scheduling file.

Note 1: A film can only be archived if a final report is requested *and* printed. If a final report is specified and viewed, it is not archived.

Note 2: Selecting ALL will archive all films that do not have shows scheduled for future dates. It is highly recommended that you only select Specific films to avoid accidentally archiving a current film.

5.14 BOX OFFICE SUMMARY REPORT

The box office summary report prints a report summarizing the box office sales for a date range.

It prints the film title, running dates, number of days it is scheduled to run, total sold, voided, gross sales, the percentage of overall gross, and the rank of the picture with respect to all films. The report also gives a breakdown of ticket types sold for each film.

5.15 WEEKLY BOX OFFICE ADMISSIONS

The Weekly Boxoffice Admissions report displays the film titles and attendance per show for a week range.

5.16 MONTHLY SALES ITEM REPORT

This report must be printed on legal paper. The report allows a date range with a maximum span of 12 months to be entered and prints the sales items totaled by month and date range.

5.17 PRICE GROUP REPORTS

The price group report allows the printing or viewing of price groups, temporary or active. [p] Displays the price group that is active in each auditorium. [t] display any temporary price groups that you may have stored in the system. [a] displays the active ticket types in each auditorium, days active, Default price, and daily default price

5.18 SHOW LISTING

The show list is a list in auditorium, film order, consolidated, or booth show. The consolidated report is used to give the doormen or concession personnel a printout of show times including auditorium number and finish times. The booth show report is printed in double width and double height to be used as a printed guide of programmed shows for booth personnel. Upon selecting this option, a window appears allowing selection of auditorium or film, and starting and ending date range. This list can be viewed or printed.

5.19 DISTRIBUTOR LIST

The distributor list is a list of distributors in alphabetical or numerical order.

This list is used as reference when scheduling films. The List shows distributor number, distributor name, contact person, address, phone numbers, and current balance. This list can be viewed or printed.

5.20 FILM LISTING

The film listing report allows management to look up past films. This report Displays the total admissions, total voids, and total value for the date range specified. This report may viewed or printed.

5.21 SHOW SCHEDULE

The Show Schedule report is designed to print out the film schedule for a day or date range.

5.22 DISTRIBUTOR INVOICE

The Distributor Invoice report gives a one page summary of the boxoffice for a film. It is designed to be faxed directly to the distributor. The report allows you to enter the payment percentage, house allowance, or credits to calculate the required payment.

6.0 GLOBAL SETTINGS

The global settings section allows the specification of certain functions which apply to the entire system. Global settings is selected from the **Ticketing Operations Menu**. This opens a menu such as the one shown in Figure 8.

Figure 8 Global Settings Menu

1 - Clearing Time For Reserved Tickets	8 - Global G/L
2 - Show Close Time	9 - Menu Off Times
3 - Default Ticket	A - System Time Breaks
4 - Low Seat Warning Level	B - Reserve Seat Booking Fee
5 - Maximum Single Tickets	C - Card Transaction Fee
6 - Default Trailer Time	E - Random Free Ticket
7 - Default Ticket Tax Level	

6.1 CLEARING TIME FOR RESERVED TICKETS

Since seats may be reserved, if specified in show scheduling, for advance shows, this option sets the number of days and/or minutes prior to show start where unsold - sold reserved seats Are cleared and re-allocated back for sale.

6.2 SHOW CLOSE TIME

The stop selling time is the number of minutes after a show start time has passed when the show is removed from the seller's screen. Managers may still sell tickets to any show for the day From option **A - Sell Closed Show** from the **Ticketing Operations Menu**.

6.3 DEFAULT TICKET

The default ticket specifies the number and type of ticket selected when seller's press the **Enter** key during ticket sales. Ie: if 2 adults is the usual type and quantity of tickets sold, then the default ticket may be 2A. When the seller presses Enter in the ticket field of the selling screen, 2A will automatically be inserted and the cursor will then jump to the amount tendered field.

6.4 LOW SEAT WARNING LEVEL

The low seat warning level is an indication to ticket sellers that they are approaching a sold out house. Upon reaching this number, the show title will start to flash on the sellers screen. It May be set at any desired number. In theaters with more than 4 screens a box will appear on the upper right hand corner of the selling screen displaying the auditorium numbers. If a show reaches the low seat warning level, the auditorium number flashes as well as the show.

6.5 MAXIMUM SINGLE TICKETS

Maximum single tickets is used to specify the maximum number of single tickets that a seller may issue at once. This prevents excessive printing of tickets and also prevents ticket sellers from inadvertently selecting more tickets through incorrect keypresses.

6.6 DEFAULT TRAILER TIME

Default trailer time is specified in minutes. This time is automatically added to all films in calculating the finish time of a film.

6.7 DEFAULT TICKET TAX LEVELS

Default ticket tax levels allows the specification of either a percentage or a fixed amount to be applied to the amount of each ticket type.

6.8 GLOBAL - GENERAL LEDGER

Since the weekly business statement is the main financial report for the site, this option allows the linking of general ledger numbers for the main categories of sales, redemptions, and bank totals. Individual general ledger numbers may also be allocated in the sales report items of cash management. The numbers that are assigned print on the weekly trading statement only.

6.9 MENU OFF TIMES

Menu Off Times defines how long the system will remain in a menu when idle. The value is Entered in minutes. 0 is for unlimited time. The recommended times are 5 for the main menu and 5 for the sub menu. When the system is idle for the specified time, the system will log the user out. This is an additional security precaution.

6.10 SYSTEM TIME BREAKS

System Time breaks defines the trading day for the system. The first value is when the day ends. A recommended time of 03:00 (three am) is the default. The time need not be altered unless you are running late shows. Time break 1,2,3 allow the break down of sales (tickets only) between the respective time breaks. Box office reports and show summary reports utilize this function to give statistical information for morning, matinee, evening, and late shows.

6.11 RESERVE SEAT BOOKING FEE

A fee may be added to each reserve seat selection. (Not available in the current TicketPro System)

6.12 CARD TRANSACTION FEE

A convenience fee may be added to each credit card transaction. (Not available in the current TicketPro System)

6.13 RANDOM FREE TICKET

Random Free Ticket allows a high and low number to be entered that will allow the computer to randomly pick a ticket within that range and print a voucher as designed within system maintenance. If 0 is entered in the high and low range this function is disabled. Once a voucher is printed, the system then randomly picks another number within the range.

7.0 CASH MANAGEMENT

Cash management involves the monitoring and movement of cash related transactions during the course of the days business. The cash management section is accessed through the **Ticketing Operations Menu**. The sections below correspond with the layout of the cash management menu as shown in Figure 9

Figure 9 Cash Management Menu

1 - Adjust Cash Balance	8 - Credit Card Definition
2 - Redeem Gift Certificates	9 - Print Credit Summaries
3 - Enter Bank Deposits	A - Refunds
4 - Operators Cash Report	B - Flagging House Seats
5 - Terminal Sales File	C - Sales Report Items
6 - Terminal Transaction File	D - Miscellaneous Sales Items
7 - Non-Cash Transaction File	

7.01 ADJUST CASH BALANCE FOR TERMINAL

During the course of a days business, it may be necessary to add or remove cash from a seller's terminal. This is done through this section allowing the counting and update functions to be performed in the back office. Upon selecting this option, a window will open requesting the terminal number for which the balance will be adjusted. The seller's user name will also be requested. Balance adjustments are only allowed to be applied to a currently logged in seller. The system will also allow a receipt to be printed.

Once the terminal number and operator have been selected, the current balance of the terminal is displayed. An entry may be made to either add or remove cash. To remove cash, a negative amount must be Entered Ie: - **500**. Once this has been done, the system will display the new balance and ask for confirmation. When confirmation is given, the system will then apply the balance adjustment to the operator specified. The balance adjustment Entered will also appear on their cash report when they log off.

7.02 REDEEM GIFT CERTIFICATES

If your system is configured to print gift certificates, This selection allows the gift certificates to be redeemed so they can not be used again. The gift certificate number is entered or scanned to redeem.

7.03 ENTER BANK DEPOSITS

This feature allows the entry of mid day and end of day bank deposits to be Entered in to the system. The deposits are printed on the daily trading statement. It allows separate entries for box office, concession, and other deposits. Deposits made are reported on various reports

7.04 VIEW / PRINT OPERATORS CASH REPORT

This option allows management to look at the current status of sales for a seller. Selecting this option, opens a window allowing the specification of the terminal required. Once this is done, a further window will open showing all operators who have logged on to the terminal for the day. This option allows management to view or print either current or past operators for a specific terminal. Once the terminal and operator have been selected, the manager may print or view this report. It will indicate the opening, closing, or current balance for the terminal and all cash and non-cash sales together with any balance adjustments, voids, and credit card sales. Since this report is effectively the same as the operators final cash report, it may be used to print a copy of the operators cash report in the event the final cash report is lost or misplaced.

7.05 VIEW / PRINT TERMINAL SALES FILE

The terminal sales file is an internal audit trail of individual ticket, miscellaneous sales, balance adjustments and voids for a specific terminal.

7.06 VIEW / PRINT TERMINAL TRANSACTION FILE

The terminal transaction file is an internal audit trail of all transactions carried out in the system during the course of a days business. Information is stored as to the date and time, type of transaction, operator concerned, show id, cash taken, and number of tickets sold. This information is provided to allow for managers to view or print the transaction history. The report can be obtained for all or specific terminals by managers and is displayed in reverse chronological order, last entry first. The report may be displayed and scrolled using the **arrow keys**. This file is a complete report of each individual transaction for the day. It can be very large and consume a large amount of paper. The system will inform you of how many records the file consists of and give an approximate printing time.

Note 1: An access level of 4 or greater is required to view or print a Transaction file for a past date

7.07 VIEW / PRINT NON - CASH TRANSACTION FILE

This is basically the same as the terminal transaction file with the exception that this file maintains an audit trail of all non-cash transactions. Ie: those ticket types defined as non-cash in the ticket type definition.

7.08 ENTER NEW CREDIT CARD OR CHECK INFORMATION

This section allows for the specification, by managers, of credit cards accepted by the System. By default, the TicketPro Ticketing System allows the acceptance of checks which are defined as a transaction code **0** and cash is defined as a transaction code of **9**. This section allows the definition of credit cards, merchant providers, and the floor limits , which are designated as transaction codes **1 - 8**. The definition of specific credit cards allows sellers to accept credit cards as payment for tickets with automatic generation of sales receipts in addition to tickets. Details are Entered concerning the type of card, the merchant providers number, name and address, and the floor limit for the cards. The information is updated to sellers in real time as completed.

7.09 PRINT MERCHANT SUMMARIES

This section will print merchant summaries for forwarding with sales receipts for payment. Transactions are stored until this summary is printed with the date of the last summary indicated in the prior section. This item is NOT used in conjunction when Credit Cards are processed via PrintTix.

7.10 REFUNDS

Refunds are distinct from voiding of tickets. Use of the refunds section is for shows that have been deleted after tickets have been sold. Ie: a show has been programmed and advance tickets sold. The show is subsequently canceled due to unavailability of product or other reason, during which all sales are then placed in the unclaimed refund file for disbursement to customers upon producing Their ticket.

7.11 FLAGGING HOUSE SEATS

Flagging of house seats allows managers to Enter the seating layout of an auditorium and mark the priority of seats for reserved seating. It also allows flagging of seats as unavailable Ie: broken seats, etc. Upon selecting this option, a selection is made of the required auditorium. This will then display the auditorium block layout. Selection of the block is then made by pressing the letter associated with the block you wish to view. This will then display the seating layout. **F3** toggle between the seating layout and the priority of the seats . When in the seating priority layout , move the cursor to the position that you want to change, Enter the number of seats you wish to change , press Enter and then Enter priority. **F4** will back out of these screens saving the changed Information.

Note 1: The use of this section involves fundamental changes to the Structures of the auditoriums and should *not* be accessed during selling operations. Any changes should be made *prior* To show scheduling or selling operations.

7.12 SALES REPORT ITEMS

Allows income and expenditure items to be defined which are not associated with the normal operations of the TicketPro system. Ie: pay phone, game machines. Advanced sales, advanced redemptions are required to be defined. Using a data entry menu you may use next to view the entries. You may define the description, if it is a debit or credit, a general ledger reference number, And if tickets should be issued.

7.13 MISCELLANEOUS SALES ITEMS

Allow the entry of items for sale through ticket selling Stations. Items such as movie magazines, promotional Material, and movie money Booklets are defined in this section.

Arrow keys move around the screen and **Enter** selects the field for description. These items are accessible from the sellers screen by pressing **F6**

7.14 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.

8.0 VOID TICKETS

This option allows you to void tickets or miscellaneous items, if your access level allows it. 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.

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

CINEMA 1		01	
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.

Note 1: After making voids or any cash transaction from the managers station, it is necessary to log completely out of the system.

9.0 SELL CLOSED SHOW

Selling a closed show brings up a selling screen on the managers console with all programmed shows available for sale. This is generally used when a customer wishes to purchase a ticket to a show which has already closed at the ticket sellers terminal. Selling is done in exactly the same manner as with ticket sellers with the exception that the manager uses **F2 to exit** the selling screen upon completion of selling activities. Since the console does not have an attached ticket printer, One of the ticket printers attached to the terminals is designated as the ticket printer for the console. When tickets are sold or voided through the manager's console , the manager is also required to Enter his counted cash and print an operator's cash report when logging out thereby producing a record of his sales.

Note 1: After making sales or any cash transaction from the managers station, it is necessary to log completely out of the system.

10.0 VIEW SELLING ACTIVITY

The view selling activity screen is a display screen that allows managers to view the total admissions and gross takings for all films as they occur. The screen is updated in real time, providing instant access to the sites activities, including the current concession sales status, if attached. Concession totals and per capita are updated every twenty tickets sold or 5 minutes. The figure displayed is what total sales were when the screen was activated. It is not recommended that the computer be left in this screen. If the screen saver is activated while in this screen it could lock the selling terminals. Exiting this screen corrects this problem should it occur. **F4 exits this screen.**

11.0 SYSTEM MAINTENANCE

The system maintenance section allows for the general terminal, user and procedure maintenance. All security levels are set from this section.

11.1 TERMINAL MAINTENANCE

All allowable terminals and printers are defined during installation by TicketPro Systems. Terminal maintenance is provided to allow for the re-direction of resources in the event of a breakdown. Each terminal record specifies the report printer, cash report printer, ticket printer, and card swipe attached to the terminal. The update facility allows these particulars to be changed in the event of a breakdown, so that operations can continue until repairs are affected. Ie: if a ticket printer was to fail, the tickets for that terminal can be redirected to another terminal's ticket printer.

11.2 ADJUST CUSTOMER DISPLAY

This function is available to sites that have an attached customer display at the box office. You can adjust the contrast, brilliance, and message for the display. Initial settings are contrast 11, brilliance 5.

11.3 USER MAINTENANCE

User maintenance is where ticket sellers, managers, and owners are specified and their levels of access defined. The TicketPro Ticketing System supports up to eight levels of access. A manager may add, update, or delete users with equivalent or lower access levels than themselves. A user may be added and given an initial password, which they can then alter through the password change section. All passwords are encrypted on entry and are not visible to any person. The user id must be unique to the system i.e. no two users may have the same id. The system administrator, senior manager, and owner are initially Entered by TicketPro Systems during installation. These persons may then define other users of the system.

11.4 PASSWORD CHANGE

Password change is provided to allow the **currently logged on user** to change their own password. This does not change the password of anyone but who is currently logged in on this terminal. The procedure will prompt for the old password and then allow for the entry and verification of the new password. This password will come into effect on the next login of the user. This section is for changing a users own password only. The user maintenance section is used for maintenance of other users and passwords.

11.5 PROCEDURE MAINTENANCE

Procedure maintenance allows the specification of access levels for each of the procedures in the TicketPro system. A manager can not assign a higher level of access for a procedure than their own access level. With this facility, and in conjunction with user maintenance, total control over access is provided.

11.6 SYSTEM LOGFILE

The system logfile is a record of all logins to the system. A report may be called for total or current logins and sent to the printer or viewed. If more than three unsuccessful attempts are made to login, the date, The time, and terminal where the attempt occurred, is logged as an illegal attempt to access the system.

11.7 MANUAL SELLING SCREEN

The manual selling screen is for multi-site operations where the second site is not a TicketPro site but the main site wishes to have reports generated and their information stored within the system. Upon Entering the manual selling screen the system will prompt you for the trading date and the site number. It will then ask you for the film letter of the film showing at the remote site. You are allowed to input the starting ticket number for each ticket type and the number sold.

11.8 TELEPHONE BOOK

The telephone book is similar to an electronic Rolodex. Names, addresses and phone numbers are stored. You may view or print the list of entries.

11.9 AUTOMATION MAINTENANCE

This feature connects to the Panastereo Panalogic automation for Projector control and status monitoring.

11.10 MEMBER MAINTENANCE

This feature is connected with the awards program (to be included in a future upgrade additional module required)

11.11 AWARDS MAINTENANCE

This feature is connected with the awards program (to be included in a future upgrade additional module required)

11.12 DESIGN RANDOM VOUCHER

Design Random voucher opens a text field that allows you to type text that you would like to appear when a random voucher is printed as specified in Global Settings. You must format the text as you would like it printed. The ticket is printed with "CONGRATULATIONS" on the top of the ticket. Other fonts are not available.

11.13 END OF DAY CLEARANCE

End of Day Clearance is only used in the event that the automatic End of Day was not carried out. All users of the ticketing system must be logged out and all reports printed before selecting this. End of Day Clearance archives the daily transaction files, clears all daily logins and resets all terminal balances to zero. This prepares the system for the next days business. When selected, you are initially prompted if you want to continue. Answering yes to this takes you to a date confirmation request. If a clearance is attempted in the early hours of the morning, you will be advised to check the date prior to selection, as the clearance must be done for the day on which business commenced.

11.14 TICKET CODES

This is a custom selection only available to specific clients. Contact TicketPro for additional information.

12.0 Multi Site Operations

12.1 SEND MAIL

This function is utilized to send mail between sites where multi - site operations are enabled.

12.2 READ MAIL

This function is utilized to read mail sent from other sites where multi - site operations are enabled.

12.3 DELETE MAIL

This function is utilized to delete mail after it has been read.

12.4 OBTAIN REMOTE SUMMARY

Obtain remote summary, is only available for home office operations. Upon selection , the name of the site is requested. Once a valid site name has been Entered, the system will contact the remote site and inform the system that a report has been requested. Home office will then sign off. The satellite site will then forward the report to home office. This method has been implemented for security reasons, since the satellite site will only forward the report to the location stored in its system. Once the report has been received, it can be viewed or printed.

12.5 PRINT REMOTE REPORTS

This section allows home office to select and print Box office reports, show summary reports, and weekly trading statements from remote sites. Selecting this option, requests the site name and date of report and then prints the required report.

12.6 CONNECT TO REMOTE SITE

This function is only available from the host site and allows the host site to program and interrogate The operations of a remote site.

13.0 DAILY FUNCTIONS

The following is a suggested step by step list of the day to day operations of a manager in a typical theatre operation. It should be used as a guide only in developing management procedures for computerized operations utilizing the TicketPro Ticketing System.

Start Of Day

1. Turn on the monitor.
2. Make sure that all connected devices are turned on. Printers, terminals, etc.
3. Press the alt key and the F1 key simultaneously.
4. At the login prompt, type start and press Enter.
5. This will start the ticketing system. Look for any unusual messages, such as abnormal shutdown, which may indicate the system was incorrectly shutdown previously.
6. This will place you in the system security and upon logging in, the Ticketing Operations Menu.
7. Inform ticket sellers they may login and start selling. F4 should be pressed until the Ticketing operations menu is reached. For additional security, logout to the login prompt.
8. If concessions is installed, select G from the Ticketing Operations Menu and open stands as required.

During Day

9. Monitor sales and adjust cash balances as necessary.
10. Check cash, etc against operators cash report when sellers log off.

End Of Day

11. Void all necessary tickets then ensure that all sellers have logged off and obtained necessary cash reports.
12. Go to the reports menu. Select item 2 weather information. Enter day's weather
13. Select daily box office reports and select print for single day for all auditoriums.
14. Select daily transaction entry and Enter current date and insert any sales for the day.
15. If concessions is attached, close all stands and select daily stand report from the concession management menu.
16. Perform End of Day Clearance for concessions, and then print the consolidated stand report.
17. Exit to the operations menu by pressing F4
18. Select Daily Trading Statement. All Cash counted should balance with Expected Deposit.
19. Pressing F4 will ask if you want to quit. Upon selecting y, you will be returned to a login prompt.
20. Turn off the monitor and printer.

The computer AND the TicketPro System is left running 24 / 7.

14.0 TROUBLESHOOTING

The following is a list of areas which should be checked and procedures to follow if certain problems are experienced.

Problem: A brown out has occurred. The system is still running, but screen displays are scrambled.

Solution: When this situation occurs, it indicates that a power fluctuation has caused a momentary loss to the system. It is advisable to treat the episode as a power failure situation. Turn off all power to terminals and the computer. Restart the system from power off. Once the system has come back up, all users must log back in on the same terminals that they were on before the power failure.

Problem: A seller has turned off their monitor by mistake and after turning it back on the display is scrambled.

Solution: The seller must log off as normal using F9. Select operators cash report and log out. Once the terminal has been signed off, it may be turned off as usual. The actual screen display can be ignored and all functions will operate normally. If the operator is unable to logout, see the section on treset.

Problem: A seller has logged off and answered yes for their report to be printed, but it did not come out.

Solution: Check the report printer to make sure it is on, on line, and has paper. Once the printer is properly on line the report will print. All printed files are spooled to the printer and wait for the printer. If this report has been misplaced, a manager can obtain a duplicate through view/print operators cash report from the cash management menu.

Problem: The tickets flash on the Sellers screen and selling is unable to be accomplished.

Solution: This indicates that the main server for the ticketing system has shutdown. This requires that the ticketing system be shutdown. The fastest way to do this is to log off all terminals and perform a treset procedure from the managers station. If this does not correct the problem, follow the procedures for shutting computer off. Follow normal power off procedures.

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

Solution: Go to the terminal indicated, login and log back out. This will clear the entry properly.

Problem: The system informs me after logging in as start that this is not a valid terminal.

Solution: Press the Alt key and the F1 key simultaneously to go to the main screen.

15.0 BACKUPS

Backups are scheduled automatically using an internal hard drive system. This backup is usually done early in the morning. This is a totally automatic and hands off operation.

16.0 SERVICE AND SUPPORT

TicketPro Systems, Niche Business Solutions and their distributors are always looking for ways to provide a better product for their customers. We would recommend that a book be kept detailing any problems experienced and any suggestions which would enhance the operation of our systems. The following numbers should be recorded in this manual for reference purposes.

Distributor

Name: _____

Address: _____

Telephone : _____

Fax # : _____

Software Support:

Name: _____ Telephone : _____

Hardware Support:

Name: _____ Telephone : _____

EXAMPLES OF ROUTINE FUNCTIONS

To schedule a new film:

Select film scheduling from the operations menu. Press "I" to insert a new film. Type in the full film title and press enter. Type in the short title of the film and press enter. Type in the MPAA rating of the film and press enter. Type in the Runtime in minutes and press enter. Enter the start date of the film, and press enter. The system will automatically calculate 7 days from the date you put in and insert it into the finish date. Unless you know the finish date, it is advised to just schedule shows one week at a time. The next item is the menu letter that the ticket sellers will use to select the film from the ticket selling screen. A window will open at the bottom of the screen displaying what letters are available.

Bold letters are not available and are in use by another film. Select a menu letter based on the title of the film if possible.

NOTE: if your theater has more than 12 screens, 52 letters are available. 26 uppercase and 26 lower case. If you want to select an uppercase letter you must press the shift key. The next item is distributor. Refer to your distributor list or press enter to display a window with all distributors. Select the correct distributor by using the arrow keys and press enter. Press enter to begin the next entry. If you make a mistake in spelling the film name, dates or anything else, finish entering the information and then go back and update the entry and correct any errors.

To Schedule Shows:

Select Show Scheduling from the operations menu. Enter the date that you wish to schedule shows for and press enter. Enter the auditorium number that you want to schedule shows for and press enter. Press enter to schedule the first show and a window will open displaying the available films for the date you selected. Select the film by pressing the menu letter associated with the film. Unless this is a late show (starting after midnight) press enter to accept the date. If you are scheduling late shows, the date field is changed to the actual date of the show. The next field is the start time of the show. Enter the time in either military time (1300) or as PM and press enter. The finish time is automatically calculated using the Runtime that you entered in film scheduling plus the default trailer time as defined in global settings. You may press enter to accept this time or change it if necessary. The next field is price group. A window will open at the bottom of the screen displaying all price groups available for this auditorium. Select the number associated with the price group you need. The next field is for reserved seating and you should press enter on the default of no.

You have now scheduled a show, repeat the process for all shows for the date in the auditorium that you are working on. Press F3 to copy the shows through the week. Press enter on the starting date and type in the finish date. Press enter and the shows will be copied through the date range specified. Use show listing to check your scheduling.

Moving films between Auditoriums:

Select show scheduling and enter the date that you wish to move shows and press enter. Enter the auditorium number that you wish to move shows from and press enter. Press F5. The system will then ask which auditorium you want to swap shows with. Enter the auditorium number you want to swap with and press enter. Press A to swap all shows. and Press Y to swap the shows. The shows are swapped. You are not allowed to swap shows with auditoriums that have no shows programmed.

Changing Ticket Prices:

Select Price Group Definition from the operations menu. Press "N" for next until the record shown is the one you want to change. Press "U" to update the record and press enter to confirm the description. The screen will then display the 26 available ticket types. Using the arrow keys, move to the description that you want to change and press the right arrow key to enter the record. Press enter to confirm the description. Press enter to confirm the "CS" and the next field is the price. Change the price and press the down arrow key. Press F4 to exit the screen. You will then be asked if you want to use the "U" use, "S" save, or "A" abort your changes. Pressing "U" will immediately put the changes into effect and will be usable the next time you start the system. Price Changes are not recommended while selling is going on and should be done after the days business. Ticket Prices do NOT update in real time. If you wish to use your changes immediately, the system must be closed for the changes to take effect.

Adding or Deleting a User:

Select system maintenance from the operations menu. Select user maintenance. To add a user, press "A" , type in the new users name, in lowercase, and press enter, type in the new users name and press enter. Type in a generic password for the user and press enter. Enter the access level for the new user and press enter.

To delete a user, press "B" for browse and type in the user's id and press enter. When the record displayed is the record required, press "D" to delete the record. You will be asked to confirm deletion of this record. Pressing "Y" will delete the record.

Archiving films that are leaving: *DONE EVERY FRIDAY FOR FILMS THAT HAVE LEFT*

To remove a movie that has finished it's run, select Film Summary reports, Select "F" for a final report, "S" for specific films, and press return to select the film, using the arrow keys to move up and down through the selections. When all films are selected, press "C" to continue.

This must be done on the day after the film has finished.

Printing a New Concession Template

From a computer running Windows.

From the start menu:

- .Select Programs
- .Select Accessories
- .Select Paint

From here click on:

- .File
- .Open
- .My Documents
- .Ult.(Your location).bmp.

A template will appear on screen. To edit this click on:

- .A
- .Select font size

Move cursor to square you want to edit. Click left top corner, hold down left mouse key, and drag to fill square. Then type in your item. When finished, click outside the square. Then click:

- .File
- .Save.

To print this new template, go to:

- .File
- .Page setup
- .Landscape

Make sure the paper type is set to legal. Then you may now print this document.

Advance Sales with the TicketPro System

U.S. Version 12

A number of questions have a rising regarding advanced sales due midnite shows and 24 hour Show Scheduling. This document covers issues of programming, selling and reconciliation of advance sale tickets.

Film Scheduling:

The feature should be programmed as usual with an example starting date of 05/15/06 and an ending date as per usual procedures. If you are running more than one print of a film, you should treat each print as an independent film. **Each print must have it's own unique name.**

Show Scheduling:

Show scheduling should be completed as normal unless you a re running midnight shows or all night shows.

Selling Advance Day Tickets:

Advance Day tickets are tickets sold for a movie for a show other than a show on the current day. Since you have scheduled the film to start on the 15th the film selection will not be shown on the selling screen until the 15th as scheduled. You can call up the film by pressing the End key on the standard keyboard or by pressing Future Films on the Ultimate Keyboard or the touch screen. Pressing this key will display future films as possible selections. Select the Menu letter associated with the film and then select the show. Ticket selling is the same as usual from this point. The Operators Cash report will display the number an dollar amount of each cashiers advance sales.

End of night reconciliation:

Advance Sales and Advance Redemptions are controlled by the computer and require no user input

Midnight Shows

If you choose to run midnight shows, the Film Scheduling start date must be one day prior, IE 05/15/06. The actual show is scheduled as the last show on the 15th, the date in the middle of the show scheduling is changed to the actual date that the show is showing, IE 05/16 /06. Remember, 00:00 is midnight and the time MUST be entered as 00:00AM.

If you have any specific questions not covered, please call the office at 770-271-2228 during normal business hours.