Welcome to

The Complete Ticketing System® Extended Operator's Manual

Use this manual to reference operation of The Complete Ticketing System®, referred to as TCTS. The layout of this manual is based upon the screens encountered by the operator during normal operation of this system. Detailed descriptions, definitions and help are contained within each module screen. The use of this manual should answer any questions relating to the function of the module and the operation of the features included.
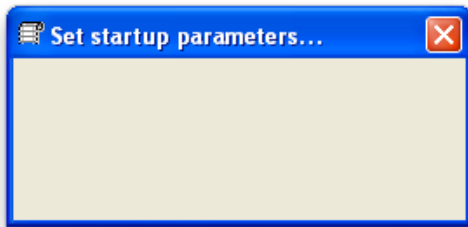
Table of Contents

Launching the Application

An icon, labeled "Tickets", located on the opening screen after computer startup launches TCTS. Double clicking on this icon loads the software. During startup, TCTS will access and load updates during the startup procedures.

Start Up Parameters

Pressing the spacebar will bypass this window. This is used by the Programmer only.

Startup Opening Splash Screen
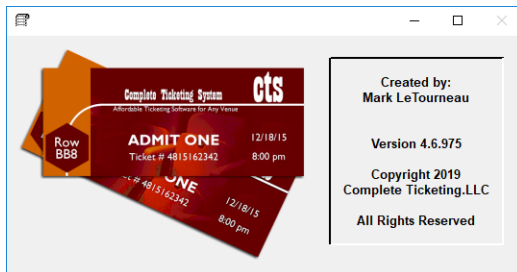
A box appears on the screen and is a part of starting procedures. Operators can ignore this or press the space bar to bypass. This box will appear for 4 seconds and then disappear. Creator, version and copyright details are displayed.
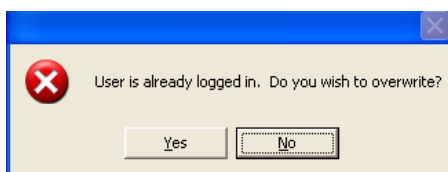
Login
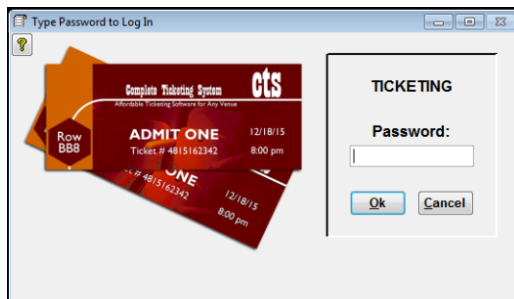
During startup, the operator is required to input their unique password for login. The administrator provides this password to the operator. Failure to input password will deny operator use of TCTS. Each password is assigned a designated level of activity within the system and, therefore, some modules may not be available to the operator. These will appear in gray. The system administrator determines this according to the operators' level of responsibility and assigns them.

Note: Each password is case sensitive
Note: Any screen that contains a "?" displays context-sensitive help to aid the operator.
Note: If no password is entered the software quits after 2 minutes and returns to the desktop.

Note: An operator cannot be logged into more than one computer at a time. A warning screen will appear indicating, "User is already logged in." The option to overwrite is given, yes or no. If "no" is entered, the program will return to the login screen.

Once the password is entered, the next screen that appears is the Main Menu.

Main Menu
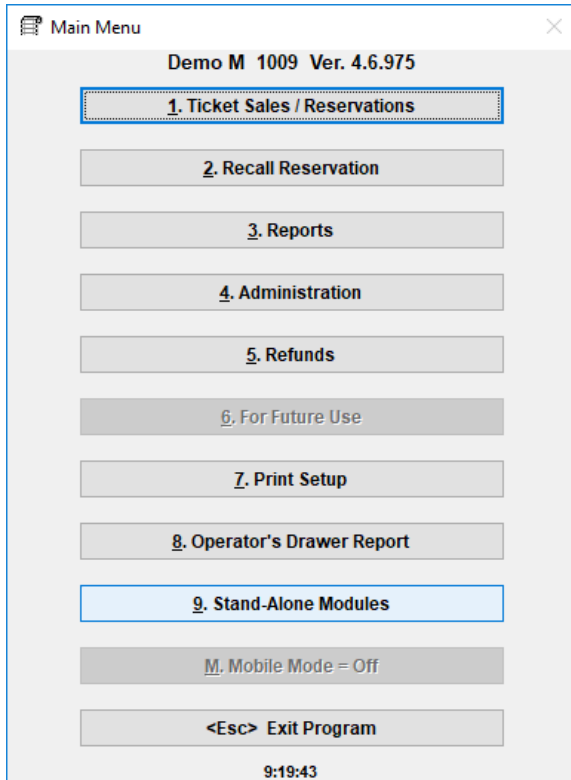
The Main Menu contains the links to the different modules used by the various operators. An operator can only access modules that are active (not grayed.) Each module can be accessed by various methods:

    1. Using a mouse, click on the button of the desired module.

    2. Use the arrow keys to navigate to the desired button and press "enter."

    3. If there is an underlined number or letter on the button, which can be pressed on the keyboard to access the module.

The **Main Menu** consists of the following options:

1. Ticket Sales/Reservations – create sales and reservations
2. Recall Reservation – access previously created reservations by confirmation number, customer or group information
3. Reports – various reports can be generated based upon given parameters
4. Administration – only available to system administrator for system setup and accounting
5. Refunds – previous sales can be refunded in part or in whole
6. For Future Use –
7. Print Setup – destination printer is selected for tickets, credit card receipts and reports
8. Operator's Drawer Report – sales detail and voucher report for the logged in operator for end of shift accounting.
9. Stand Alone Modules – limited access to contact manager, accounts receivable and Fixit!.
M. For Future Use – as indicated.
<Esc> Exit Program – closes the program and returns to desktop. **Note:** Any Stand Alone Modules that have been initiated within the program will not be closed with this action.

Module 1: Ticket Sales/Reservations - [1. Ticket Sales / Reservations]
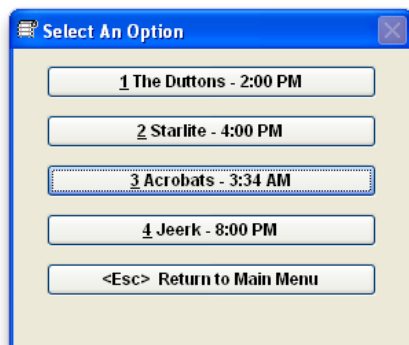
Return to Main Menu. Return to Table of Contents.
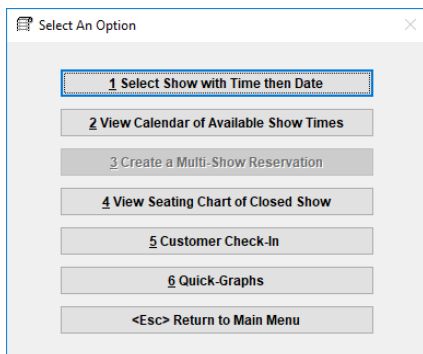
[Select An Option window:
1 Select Show with Time then Date
2 View Calendar of Available Show Times
3 Create a Multi-Show Reservation
4 View Seating Chart of Closed Show
5 Customer Check-In
6 Quick-Graphs
<Esc> Return to Main Menu]

1. Select Show with Time then Date –
2. View Calendar of Available Show Times –
3. Create a Multi-Show Reservation -
4. View Seating Chart of Closed Shows –
5. Customer Check-In –
6. Quick Graphs –
7. <Esc> Return to Main Menu.

1-1 Select Show with Time then Date - [1 Select Show with Time then Date]

Ticket sales can be generated by first selecting a specific show from a list of available times and dates. Opens Show List. Return to Ticket Sales/Reservations.

1-1-1 Show List -

[Select An Option window:
1 The Duttons - 2:00 PM
2 Starlite - 4:00 PM
3 Acrobats - 3:34 AM
4 Jeerk - 8:00 PM
<Esc> Return to Main Menu]

1. Each show can be selected to make a reservation.
Shows groups that are connected will open a similar window for individual selection.
This opens the Show Calendar.
2. <Esc> Return to Main Menu – Returns to Main Menu.

1-1-1-1 Show Calendar -

[Calendar window: One Great Show 2019 - 2:00 PM showing January through June 2019]
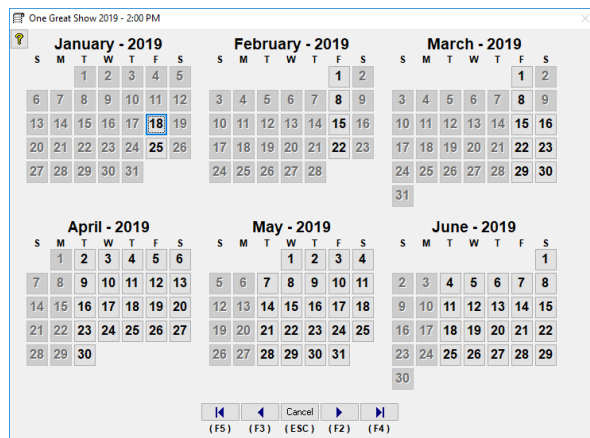
This is a calendar of dates that are available for the show and time selected.
Click on the date to make a reservation for that show and day.
This opens the Seating Chart.

1-1-1-1-1 Seating Chart -

Go to Seating Chart.

1-2 View Calendar of Available Show Times -

A list of shows, including All Shows, is displayed. Return to Ticket Sales/Reservations.
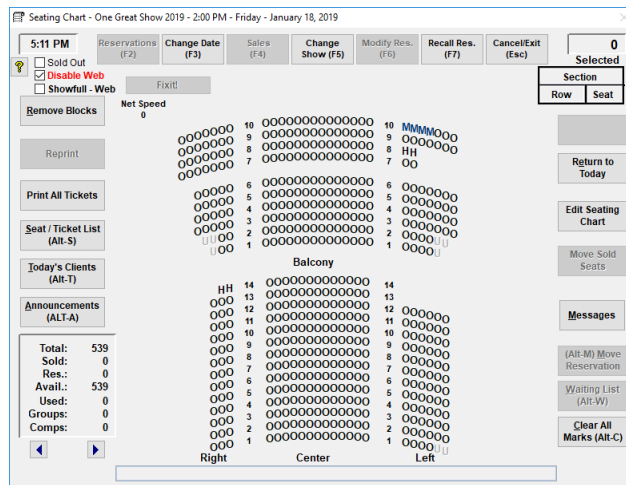
1-2-1 Show List -

1. Choose a show or all shows – Opens the Show Calendar.
2. <Esc> Cancel - Return to Ticket Sales/Reservations.

1-2-1-1 Show Calendar -

1. Select a show. This opens the Seating Chart.
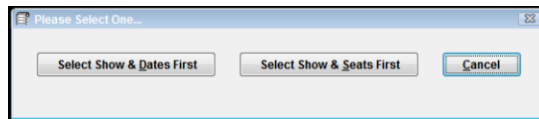2. Arrow Keys – Previous or next month.

1-2-1-1-1 Seating Chart -

Go to [Seating Chart](#).

1-3 Create a Multi-Show Reservation -

3 Create a Multi-Show Reservation

Opens Show Selection query. Return to [Ticket Sales/Reservations](#).

1-3-1 Show Selection Query -

1. [Select Show & Dates First](#) –
2. [Select Show & Seats First](#) –
3. Cancel – Returns to [Main Menu](#).

1-3-1-1 Select Show & Dates First –
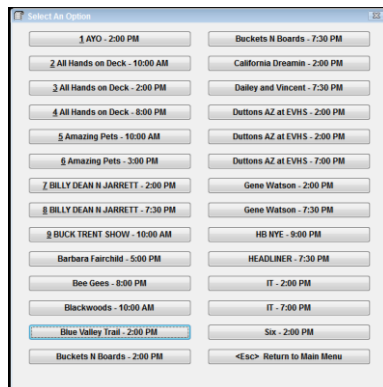
1. Selecting a show with its corresponding time opens a show calendar.
2. <ESC> Returns to [Main Menu](#).

1-3-1-1-1 Show Calendar -
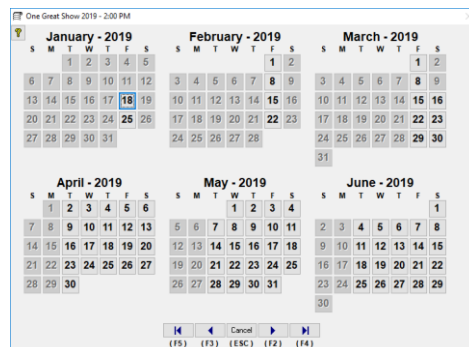
1. Clicking on a date adds that date to a list and returns to calendar for additional dates. Clicking Done opens query for selecting another show/time/date.
2. Right-click on a date to select that day of the week to a selectable ending date.

1-3-1-1-1-1 Add Show/Time/Date -
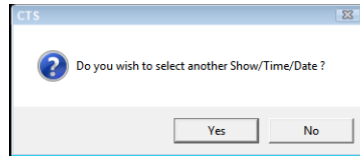
1. Yes- opens the Show List and repeats the process.
2. No- opens Seat Selection.
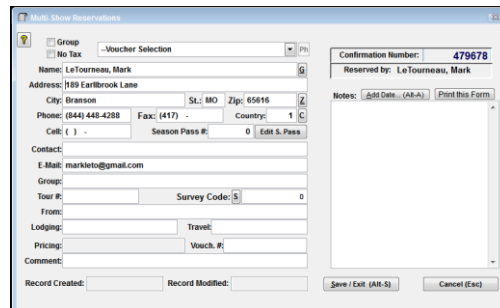
1-3-1-1-1-1-2 Seat Selection -
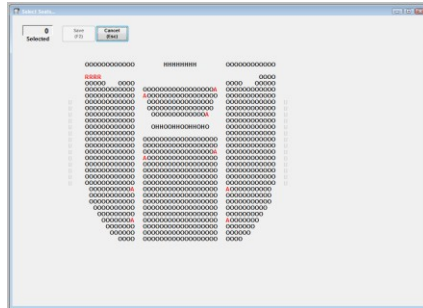
The Seat Selection chart represents all of the show/times/dates selected.
1. Select the number of seats desired.
2. Save opens a Reservation Form.
3. Cancel – Aborts process and Returns to Main Menu.
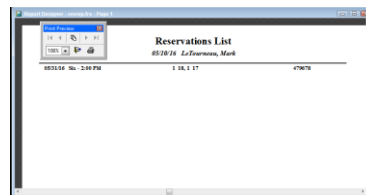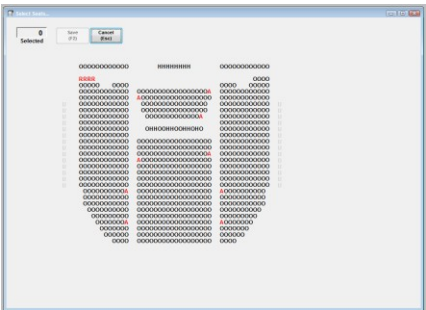
1-3-1-1-1-1-2-1 Reservation Form -

1. Enter information required.
2. Save/Exit - records all reservations and information and open report query.
3. Cancel – Returns to Main Menu.

1-3-1-1-1-1-2-1-2 Query
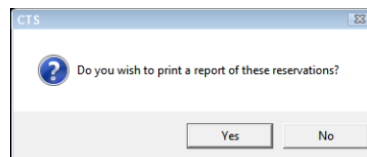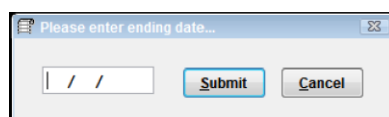
1. Yes- displays the report and allows for printing.
2. No – Returns to Main Menu.

1-3-1-1-1-1-2-1-2-1 Report -

1-3-1-1-1-2 Ending Date –

Enter date to set the end date for the Multi-Show Reservation.
1. Submit – Sets the ending date and

opens the query to Add Show Date and Time.
2. Cancel – Cancels the date range and returns to the Show Calendar.

1-3-1-1-1-2-1 Add Show/Time/Date -
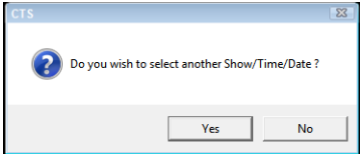
1. Yes- opens the Show List and repeats the process.
2. No- opens Seat Selection.

1-3-1-1-1-2-1-1 Seat Selection -

The Seat Selection chart represents all of the show/times/dates selected.
1. Select the number of seats desired.
2. Save - opens a Reservation Form.
3. Cancel – Aborts process and Returns to Main Menu.

1-3-1-1-1-2-1-2-1 Reservation Form -

1. Enter information required.
2. Save/Exit - records all reservations and information and open Print Report query.
3. Cancel –

1-3-1-1-1-2-1-2-1-1 Query -
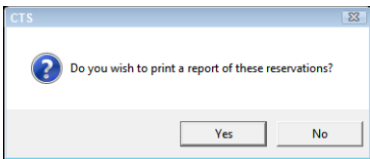
1. Yes- displays the report and allows for printing.
2. No – Returns to Main Menu.

1-3-1-1-1-2-1-2-1-1-1 Report -

1-3-1-2 Select Show & Seats First –
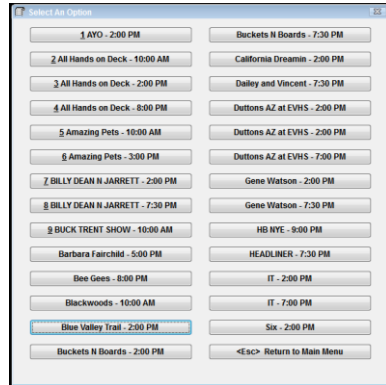
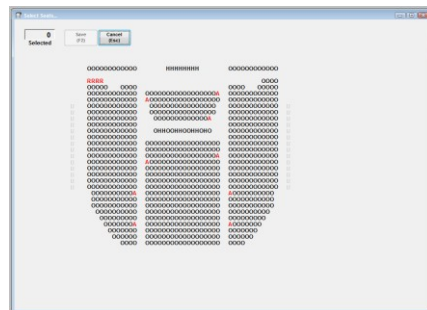1. Selecting a show with its corresponding time opens a Show Calendar.
2. <ESC> Return to Main Menu.

1-3-1-2-1 Show Calendar -
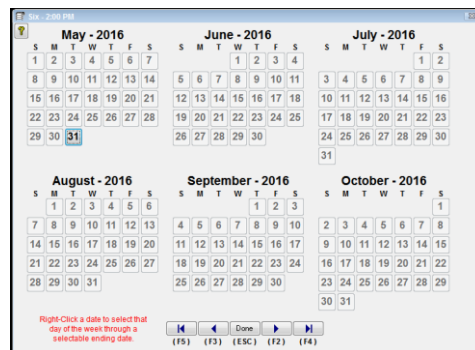
1. Clicking on a date adds that date to a list and returns to calendar for additional dates. Clicking Done opens query for selecting another show/time/date.
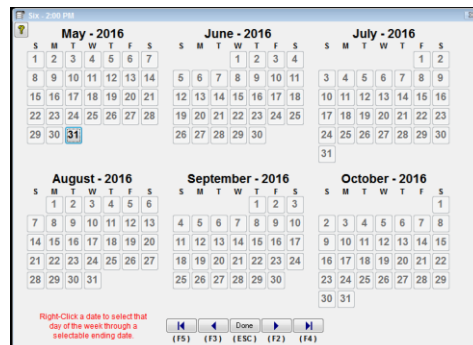2. Right-click on a date to select that day of the week to a selectable ending date.

1-3-1-2-1-1 Seating Chart -

The Seat Selection Chart opens for the date selected.
1. Select the number of seats desired.
2. Save - opens Calendar to add multiple dates for this show.
3. Cancel – Aborts process and returns to Main Menu.

1-3-1-2-1-1-1 Calendar -

1. Once all of the dates desired are chosen, clicking Done opens a query.
2. A dialog box may appear if the seats selected are not available for that show/time/date.
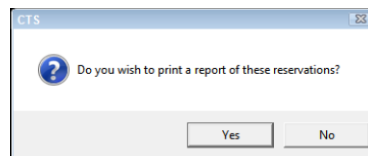
1-3-1-2-1-1-1-1 Query –
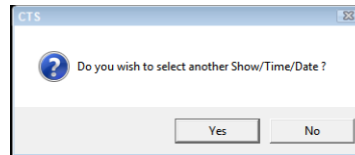
1. Yes- opens the Show List and repeats the process.
2. No- opens Reservation Form.

1-3-1-2-1-1-1-1-1 Reservation Form -

1. Enter information required.
2. Save/Exit - records all reservations and information and open Print Report query.
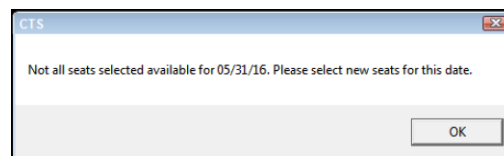3. Cancel –

1-3-1-2-1-1-1-1-1-2

1. Yes- displays the report and allows for printing.
2. No – Returns to Main Menu.

1-3-1-2-1-1-1-1-1-2-1 Report -

1-3-1-2-1-1-1-2 Query –

OK – Returns to Seating Chart to select alternate seats.

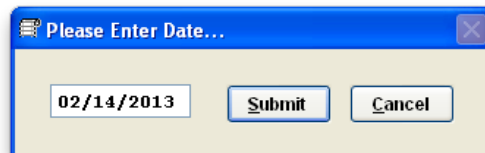1-4 View Seating Chart of Closed Show - | 3 View Seating Chart of Closed Show |

Opens a list of available shows by show name. Return to Ticket Sales/Reservations.
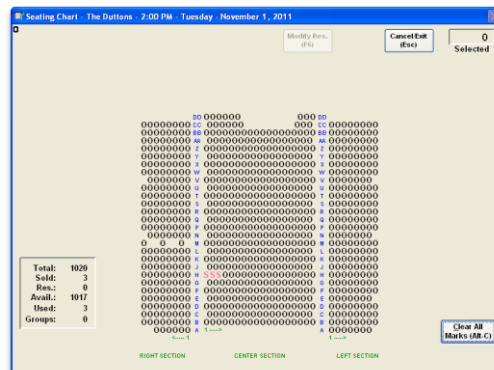
1-4-1 Show List -
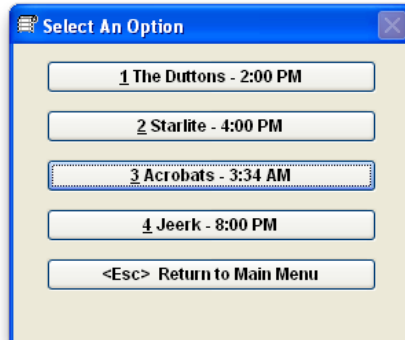
1. Choose a show. Opens a Date Entry.
2. <Esc> Return to Main Menu – Returns to Main Menu.

1-4-1-1 Date Entry -

1. Enter Date –
2. Submit - This opens the Seating Chart.
3. Cancel - Returns to Main Menu.

1-4-1-1-1 Non-editable Seating Chart -

1. Cancel/Exit (Esc) – Returns to Main Menu.
2. Click on a seat displays the information associated with the sale.
3. Clear All Marks – Deselects any highlighted seats.

1-5 Customer Check-In - | 4 Customer Check-In |

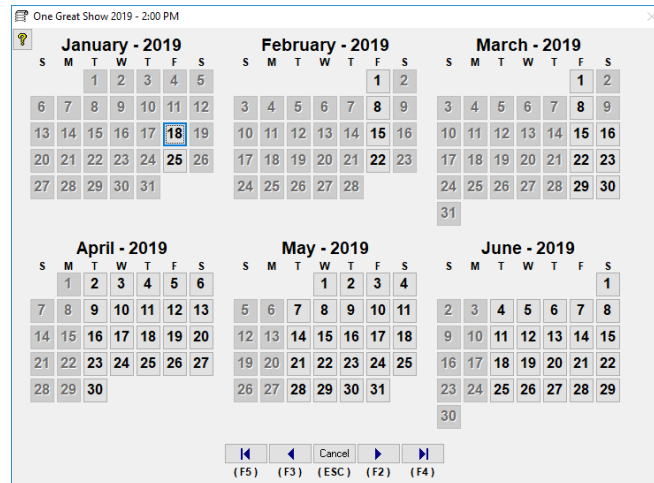Open Sow List with available times. See Select Show with Time then Date. Return to Ticket Sales/Reservations.

1-5-1 Show List -

1. Select a show – Opens Show Calendar.
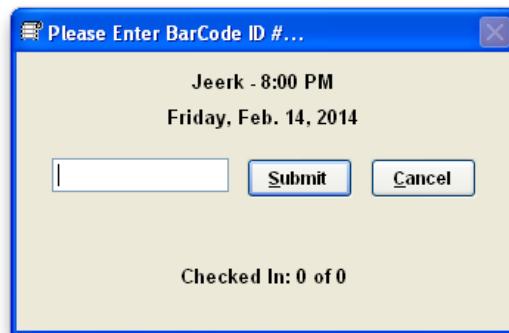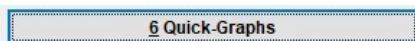2. <Esc> Return to Main Menu - Returns to Main Menu.

1-5-1-1 Show Calendar -

1. Select a show by date – Opens Customer Number Entry.
2. Navigation Bar – See Navigation Bar.

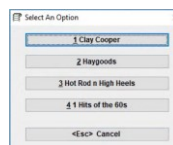1-5-1-1-1 Customer Number Entry -

1. Bar codes are scanned from the customer ticket or entered via keyboard.
2. Submit – Records the hand-entered number, displays the status and updates the count.
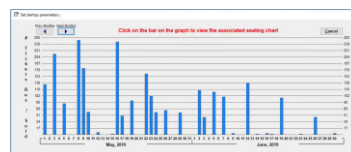3. Cancel - Returns to Main Menu.

1-6 Quick Graphs -

1. Opens List of Shows – Return to Ticket Sales/Reservations.

1-6-1 List of shows

1. Select show name
2. <Esc> Return to Main Menu - Returns to Main Menu.

1-6-1-1 Graphic display of reservations

1. Click bar to see associated Seating Chart
2. Arrow Buttons – Move 2 months. Will not go to month prior to current date.
3. Cancel – Return to Main Menu -

1-7 <Esc> Return to Main Menu -

As indicated. Return to Ticket Sales/Reservations.

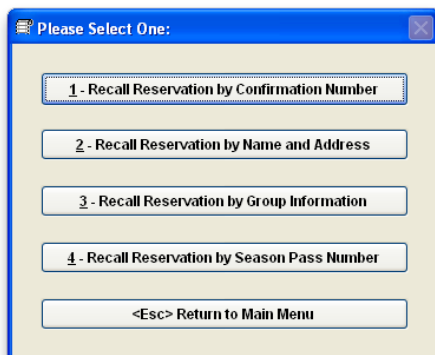**Module 2: Recall Reservation -** [2. Recall Reservation] Return to Main Menu.
Opens a Selection Box of available options for recalling a reservation.
Return to Table of Contents.

1. Recall Reservation by Confirmation Number –
2. Recall Reservation by Name and Address –
3. Recall Reservation by Group Information –
4. Recall Reservation by Season Pass Number –
5. <Esc> Return to Main Menu - Returns to Main Menu.

2-1 Recall Reservation by Confirmation Number - [1 - Recall Reservation by Confirmation Number]
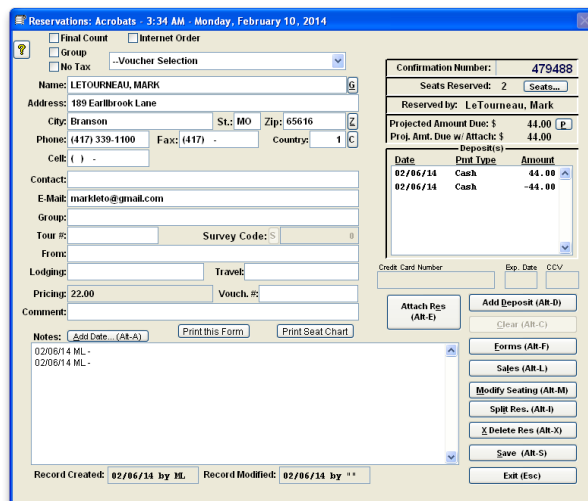Opens a box to enter the Confirmation Number. Return to Recall Reservation.

2-1-1 Confirmation Number Entry -

1. Confirmation # Entry –
2. Recall Reservation – Opens Reservation Form.
3. Cancel (Esc) - Return to Recall Reservation.

2-1-1-1 Reservation Form -

1. Go to Reservation Form.

2-2 Recall Reservation by Name and Address - [2 - Recall Reservation by Name and Address]
Allows a reservation to be recalled by customer name or address.
Return to Recall Reservation.

2-2-1 Customer Information -

1. Customer Information –
2. Not Sold, Sold, Deleted –
3. Instant Search – Opens Search Result List.
4. Search – Opens Search Result List.
5. Clear – Clears the form.
6. Cancel (Esc) - Return to Recall Reservation.

2-2-1-1 Search Result List -

1. Select the Confirmation Number from the list. This opens a Reservation Form.

2-2-1-1-1 Reservation Form -

Go to Reservation Form.

2-3 Recall Reservation by Group Information -

3 - Recall Reservation by Group Information

Allows reservations to be recalled by group information lookup.
Return to Recall Reservation.

2-3-1 Group Information -
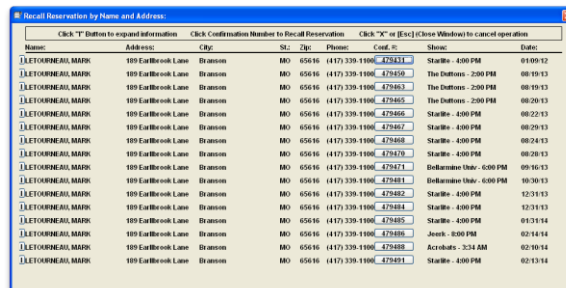
1. Enter the group information to create a search.
2. Search - This opens a Search Result List.
3. Clear – Clears all input in the window.
4. Cancel (Esc) - Return to Recall Reservation.

2-3-1-1 Search Result List -

1. Select the Confirmation Number from the list. This opens a Reservation Form.

2-3-1-1-1 Reservation Form -

Go to Reservation Form.

2-4 Recall Reservation by Season Pass Number – Return to Recall Reservation.

Allow a reservation to be recalled by a Season Pass number. Opens Season Pass Number Entry.

2-4-1 Season Pass Number Entry -

1. Season Pass # Entry – Enter Season Pass number.
2. Recall Reservation – Opens Recall Reservation by Season Pass # List.
3. Cancel (Esc) - Return to Recall Reservation.

2-4-1-1 Recall Reservation by Season Pass # List-

1. Select the Confirmation Number from the list. This opens the Reservation Form associated with that reservation.

2-5 <Esc> Return to Main Menu -
As indicated.

Module 3: Reports -

3. Reports
Return to Main Menu.

Return to Table of Contents.
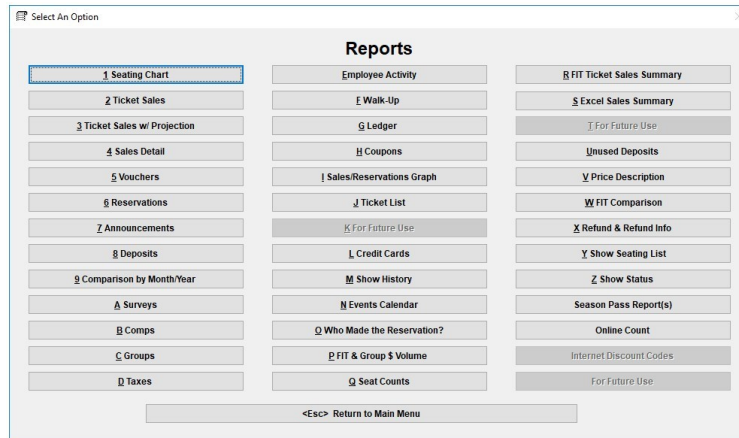
1. Seating Chart -
2. Ticket Sales -
3. Ticket Sales w/Projection -
4. Sales Detail -
5. Vouchers -
6. Reservations List -
7. Announcements -
8. Deposit Report -
9. Comparison By Month/Year -
A. Surveys -
B. Comps -
C. Groups -
   D. Taxes -
   E. Employee Activity -
   F. Walk-Up -
   G. Ledger -
   H. Coupons -
   I. Sales/Reservations Graph -
   J. Ticket List -
   K. For Future Use -
   L. Credit Cards -
   M. Show History -
   N. Events Calendar -
   O. Who Made the Reservation? -
   P. FIT & Group $ Volume -
   Q. Seat Counts -
   R. FIT Ticket Sales Summary -
   S. Excel Sales Summary -
   T. For Future Use -
   U. Unused Deposits -
   V. Price Description -
   W. FIT Comparison -
   X. Refund & Refund Info -
   Y. Show Seating List –
   Z. Show Status -
   Season Pass Report(s) –
   Online Count –
   Internet Discount Codes –
   For Future Use
   <ESC> Return to Main Menu.

3-1 Seating Chart -

1 Seating Chart

Allows operator to print a Master Seating Chart for a selected show on a selected day. It also allows operator to select an Individual Seating Chart based on Date or Confirmation Number. Return to Reports Menu.

3-1-1 Seating Chart Option -

1. Opens Master Seating Chart –
2. Opens Individual Seating Chart –
3. Cancel – Return to Reports Menu.

3-1-1-1 Master Seating Chart -
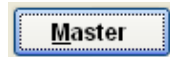
 Opens a Show List.

3-1-1-1-1 Show List -
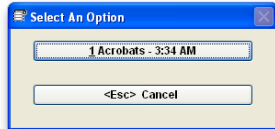
1. Choose a show from the Show List. This opens a Show Calendar.
2. <Esc> Cancel – Return to Reports Menu.

3-1-1-1-1-1 Show Calendar -
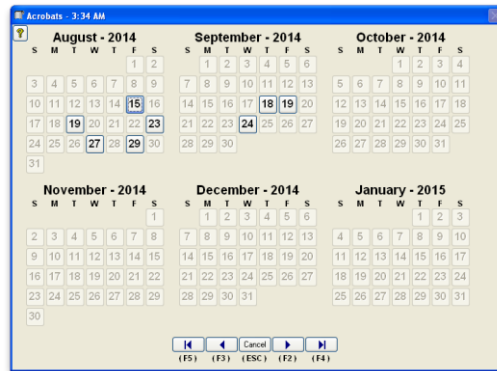
1. Choose the date by clicking on it. This opens Print Options.
2. Navigation Bar – Navigation Buttons

3-1-1-1-1-1-1 Print Options -
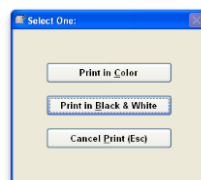
1. Print in Color –
2. Print in Black & White –
3. Cancel Print (Esc) – Return to Reports Menu.

3-1-1-2 Individual Seating Chart -

 Opens Chart Options.

3-1-1-2-1 Chart Options -

1. by Date –
2. by Conf. # -
3. Cancel – Return to Reports Menu.

3-1-1-2-1-1 by Date -
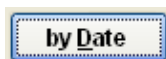
 Opens a Show List -

3-1-1-2-1-1 Show List -
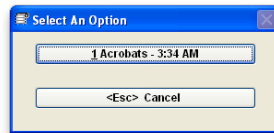
1. Opens the Show Calendar for that show.
2. <Esc> Cancel – Return to Reports Menu.

3-1-1-2-1-1-1 Show Calendar -
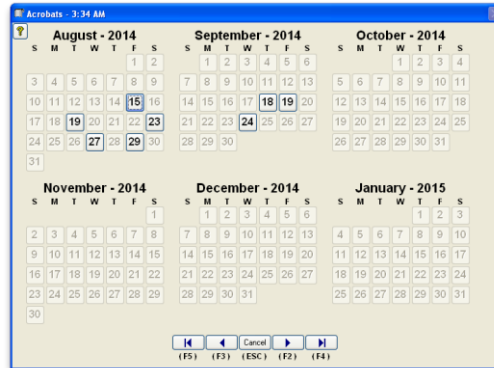
1. Select the Date of the show opens Print Options.
2. Navigation Bar – Navigation Buttons.

3-1-1-2-1-1-1-1 Print Options -
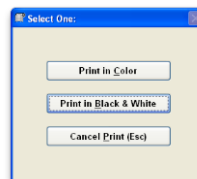
1. Print in Color – Sends report to Printer to print in color.
2. Print in Black & White – Sends report to Printer to print in b/w.
3. Cancel Print (Esc) – Return to Reports Menu.

3-1-1-2-1-2 by Conf. # -

   Opens a Confirmation Number Entry -

3-1-1-2-1-2-1 Confirmation Number Entry -
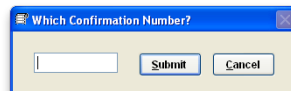
1. Number Entry – type Confirmation number .
2. Submit – Opens Show List
3. Cancel - Return to Reports Menu.

3-1-1-2-1-2-1-1 Show List -
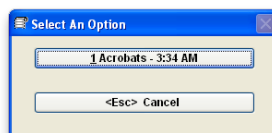
1. Opens the Show Calendar for that show.
2. <Esc> Cancel – Return to Reports Menu.

3-1-1-2-1-1-1 Show Calendar -
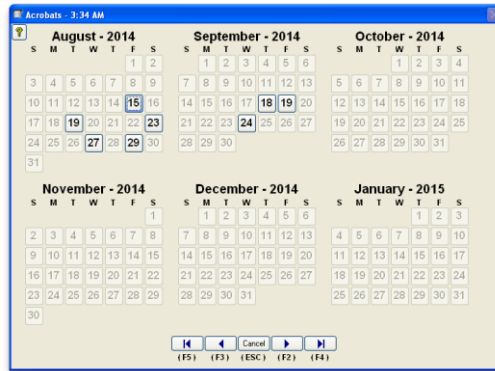
1. Select the Date of the show opens Print Options.
2. Navigation Bar – Navigation Buttons.

3-1-1-2-1-1-1-1 Print Options -
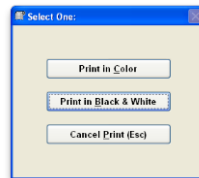
1. Print in Color – Sends report to Printer to print in color.
2. Print in Black & White – Sends report to Printer to print in b/w.
3. Cancel Print (Esc) – Return to Reports Menu.

3-2 Ticket Sales -

Allows operator to print a report of all or some Ticket Sales. Return to Reports Menu.

3-2-1 Selection Options -
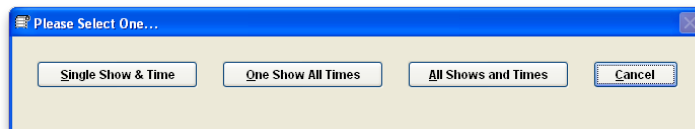
1. Single Show & Time –
2. One Show All Times –
3. All Shows and Times –
4. Cancel – Return to Reports Menu.

3-2-1-1 Single Show & Time -

 Opens Print/Export Options -

3-2-1-1-1 Print/Export Options -
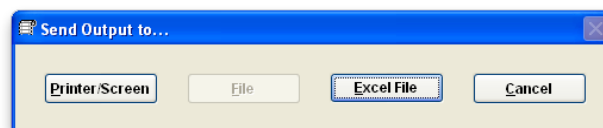
1. Printer/Screen – Opens Date Range.
2. File – Disabled.
3. Excel File – Creates Excel File
4. Cancel – Return to Reports Menu

3-2-1-1-1-1 Date Range -
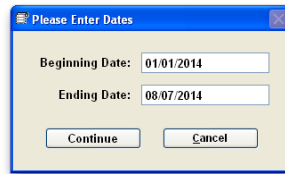
1. Beginning Date -
2. Ending Date -
3. Continue – Opens Show List.
4. Cancel – Return to Reports Menu.

3-2-1-1-1-1-1 Show List -
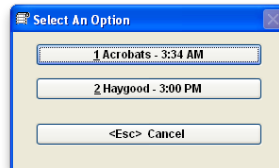
1 Choosing a show opens Tax Display Option.
2. Cancel - Return to Reports Menu.

3-2-1-1-1-1-1-1 Taxes Displayed Option -
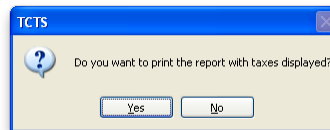
1. Choose the Tax display option.
2. Both opens the Print Preview.

3-2-1-1-1-3 Excel File -
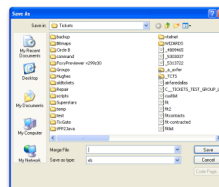
Opens Windows Dialogue -
1. Create or choose the file name –
2. Create or choose the file destination –
3. Save – Creates the file
4. Cancel – Return to Reports Menu.

3-2-1-2 One Show All Times –
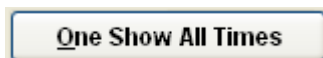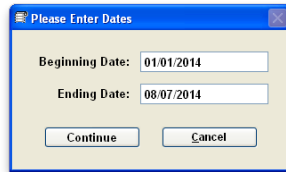
3-2-1-2-1 Print/Export Options -
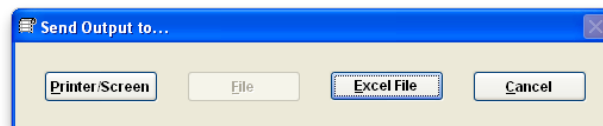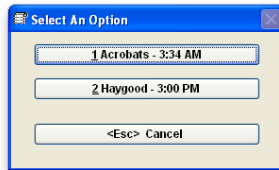
1. Printer/Screen – Opens Date Range.
2. File – Disabled.
3. Excel File –
4. Cancel – Return to Reports Menu.

3-2-1-2-1-1 Date Range -
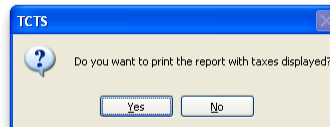
1. Beginning Date – Enter date.
2. Ending Date – Enter date.
3. Continue – Opens Show Name List.
4. Cancel – Return to Reports Menu.

3-2-1-2-1-1-3 Show Name List -
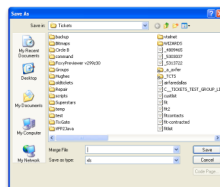
1. Choose a Show Name – Opens Tax display option.
2. <Esc> Cancel - Return to Reports Menu.

3-2-1-2-1-1-3-1 Taxes Displayed Option -

1. Choose the Tax display option.
2. Both opens the Print Preview.

3-2-1-2-1-3 Excel File -
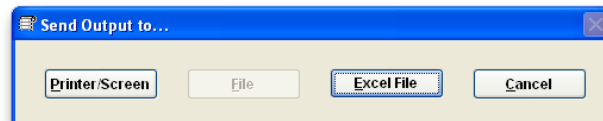
Opens Windows Dialogue -
1. Create or choose the file name –
2. Create or choose the file destination –
3. Save – Creates the file
4. Cancel – Return to Reports Menu.

3-2-1-3 All Shows and Times –

Opens Print/Export Options -

3-2-1-3-1 Print/Export Options -

1. Printer/Screen – Opens Date Range.
2. File – Disabled.
3. Excel File –
4. Cancel – Return to Reports Menu.

3-2-1-3-1-1 Date Range -

1. Beginning Date -
2. Ending Date -
3. Continue – Opens Tax display option.
4. Cancel – Return to Reports Menu.

3-2-1-3-1-1-3 Taxes Displayed Option -

1. Choose the Tax display option.
2. Either choice opens the Print Preview.

3-2-1-3-1-3 Excel File -
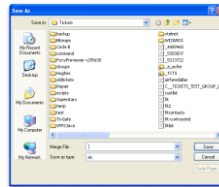
Opens Windows Dialogue -
1. Create or choose the file name –
2. Create or choose the file destination –
3. Save – Creates the file
4. Cancel – Return to Reports Menu.

3-3 Ticket Sales w/Projection -

Similar to Ticket Sales Report, this report modifies the information displayed for Ticket Sales. A Range of Dates is selected and a list of available shows is displayed. One or more shows can be selected. Return to Reports Menu.

3-3-1 Date Range -
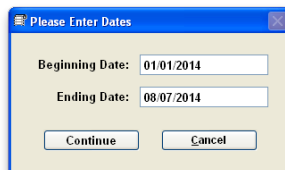
1. Beginning Date – Enter beginning date.
2. Ending Date – Enter ending date.
3. Continue – Opens Show Selection
4. Cancel – Return to Reports Menu.

3-3-1-1 Show Selection -
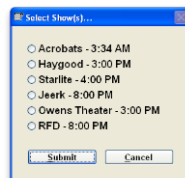
1. Choose Show and Date – Any combination.
2. Submit – Opens Print Preview.
3. Cancel – Return to Reports Menu.

3-4 Sales Detail -

This report displays all payments received for a given date(s). Return to Reports Menu.

3-4-1 Date Range Option -
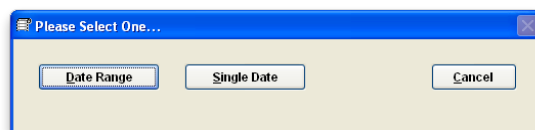
1. Date Range –
2. Single Date –
3. Cancel - Return to Reports Menu.

3-4-1-1 Date Range -
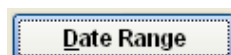
Opens Summary Report Option -

3-4-1-1-1 Summary Report Option -
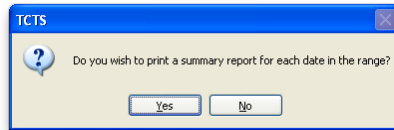
1. Yes – Open Summary Report for each date.
2. No - Does not summarize each date.
3. Both open Operator Detail Option.

3-4-1-1-1-1 Operator Detail Option -
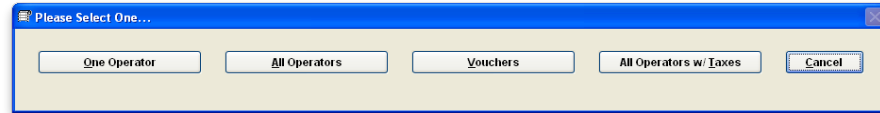
1. One Operator –
2. All Operators –
3. Vouchers – Limits report to just Vouchers.
4. All Operators w/Taxes –
5. Cancel - Return to Reports Menu.

3-4-1-1-1-1-1 One Operator –

  Opens Detail Option -

3-4-1-1-1-1-1-1 Detail Option -
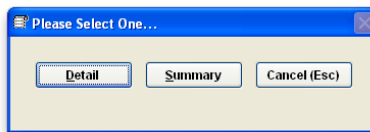
1. Detail – Opens Output Option.
2. Summary –
3. Cancel (Esc) - Return to Reports Menu.

3-4-1-1-1-1-1-1-1 Output Option -
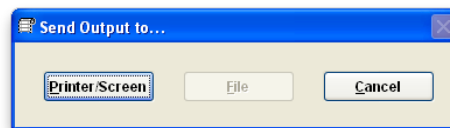
1. Printer/Screen – Opens Date Range.
2. File – Disabled.
3. Cancel - Return to Reports Menu.

3-4-1-1-1-1-1-1-1-1 Date Range -
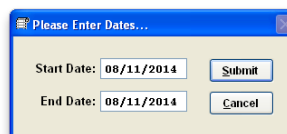
1. Start Date –
2. End Date –
3. Submit –
4. Cancel - Return to Reports Menu.

3-4-1-1-1-1-1-1-1-1 Operator Selection-
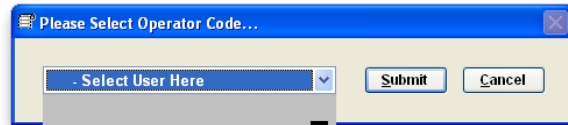
1. Select the Operator by the number code for the user.
2. Submit – Opens Print Preview.
3. Cancel - Return to Reports Menu.

3-4-1-1-1-2 All Operators -
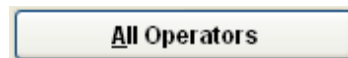
     Opens Output Option -

3-4-1-1-1-2-1 Output Option -
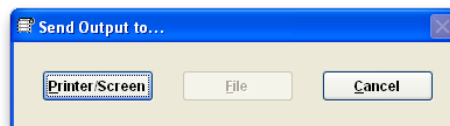
1. Printer/Screen – Opens Date Range
2. File – Disabled.
3. Cancel - Return to Reports Menu.

3-4-1-1-1-2-1-1 Date Range -

1. Start Date – Enter date.
2. End Date – Enter dates
3. Submit – Opens Limit to Show.
4. Cancel - Return to Reports Menu.

3-4-1-1-1-2-1-1-1 Limit to Show -
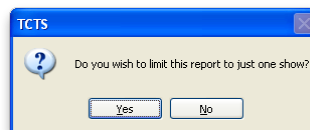
1. Yes – Limits report to a single show. Opens a Show List.
2. No – All shows are displayed.

3-4-1-1-1-2-1-1-1-1 Show List -

1. Choose from the list of available shows. Opens Detail Order.
2. <Esc> Cancel – Return to Reports Menu.

3-4-1-1-1-2-1-1-1-1-1 Detail Order -
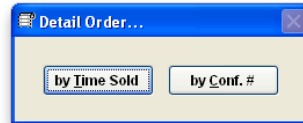
1. By Time Sold –
2. By Conf. # -

3-4-1-1-1-2-1-1-1-(1-2)-1 Summary Only -
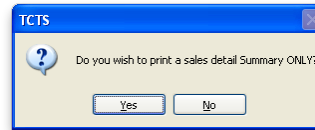
1. Yes – Opens
[Print Preview.](#)
2. No – Opens
[Print Preview.](#)

3-4-1-1-1-3 Vouchers–

     Opens Detail Option -

3-4-1-1-1-3-1 Detail Option -
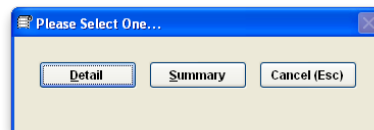
1. Detail – Detailed Voucher
report. Opens Output Option.
2. Summary – Summary Voucher
report. Opens Output Option.
3. Cancel (Esc) - Return to
[Reports Menu](#).

3-4-1-1-1-3-1-1 Output Option -
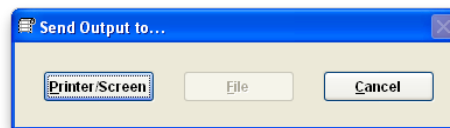
1. Printer/Screen –
2. File – Disabled.
3. Cancel - Return to
[Reports Menu](#).

3-4-1-1-1-3-1-1-1 Date Range -

1. Start Date –
2. End Date –
3. Submit –
4. Cancel - Return to
[Reports Menu](#).

3-4-1-1-1-3-1-1-1-1 Show Option -

1. Single – One show and time for the range
of dates. Opens Show List with Times.
2. All Shows – All shows and times for the
range of dates. Skips the Show List with

Times. Opens Report Order.

3. One Show All Times – One show and all times for the range of dates. Opens Show List.

3-4-1-1-1-3-1-1-1-1-1 Show List with Times -
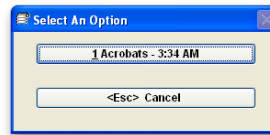
3-4-1-1-1-3-1-1-1-1-3 Show List -

1. Choose a show –
2. <Esc> Cancel – Return to Reports Menu.

3-4-1-1-1-3-1-1-1-1-(1-2-3)-1 Report Order -
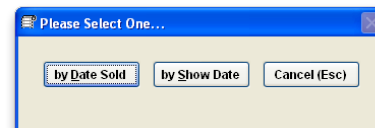
Both options open FIT List.

3-4-1-1-1-3-1-1-1-1(1-2-3)-2

1. Select – Open Print Preview.
2. <Esc> Cancel –
3. FIT List – Drop down list of all FITs to choose one or all FITs.

3-4-1-1-1-4 All Operators w/Taxes –

  Opens Output Options –

3-4-1-1-1-4-1 Output Option -

1. Printer/Screen –
2. File – Disabled.
3. Cancel - Return to [Reports Menu](#).

3-4-1-1-1-4-1-1 Date Range -
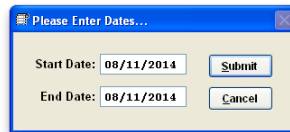
1. Start Date –
2. End Date –
3. Submit – Opens Limit to one show.
4. Cancel - Return to [Reports Menu](#).

3-4-1-1-1-4-1-1-1 Limit to Show -
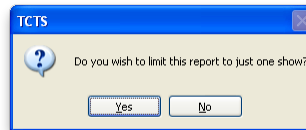
1. Yes – Limits report to a single show. Opens a Show List.

2. No – All shows are

displayed.

3-4-1-1-1-4-1-1-1-1 Show List -

1. Choose from the list of available shows. Opens Detail Order.
2. <Esc> Cancel – Return to [Reports Menu](#).

3-4-1-1-1-4-1-1-1-2 Detail Order -

1. By Time Sold –
2. By Conf. # -

3-4-1-1-1-4-1-1-1-(1-2)-1 Summary Only -
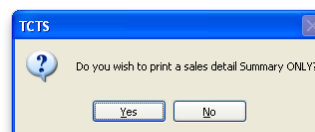
1. Yes – Opens [Print Preview.](#)
2. No – Opens [Print Preview.](#)

3-4-1-1-1-5 Cancel -
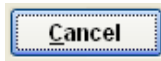
 Return to Reports Menu.

3-4-1-2 Single Date -

 Opens Operator Detail Option.

3-4-1-2-1 Operator Detail Option -
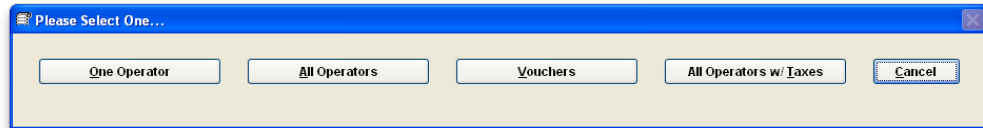
1. One Operator –
2. All Operators –
3. Vouchers – Limits report to just Vouchers.
4. All Operators w/Taxes –
5. Cancel - Return to Reports Menu.

3-4-1-2-1-1 One Operator –

 Opens Detail Option -

3-4-1-2-1-1-1 Detail Option -
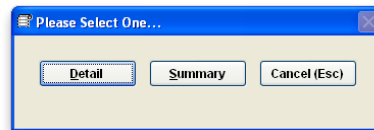
1. Detail –
2. Summary –
3. Cancel (Esc) - Return to Reports Menu.

3-4-1-2-1-1-1-1 Output Option -
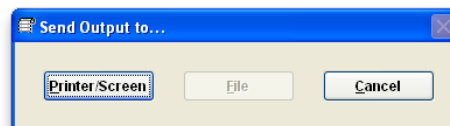
1. Printer/Screen –
2. File – Disabled.
3. Cancel - Return to Reports Menu.

3-4-1-2-1-1-1-1-1 Enter Date -
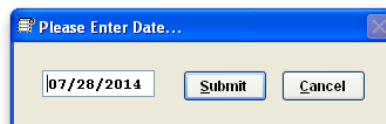
1. Date Entry –
2. Submit –
3. Cancel - Return to Reports Menu.

3-4-1-2-1-1-1-1-1-1 Operator Selection -
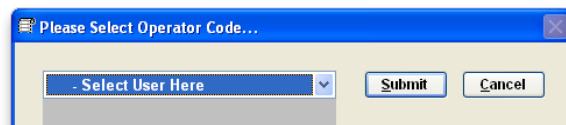
1. Select the Operator by the number code for the user.

2. Submit – Opens [Print Preview.](#)
3. Cancel - Return to [Reports Menu](#).

3-4-1-2-1-2 All Operators –

  Opens Output Option -

3-4-1-2-1-2-1 Output Option -
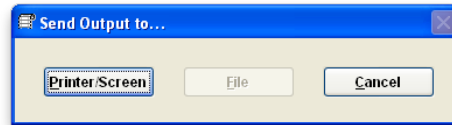
  1. Printer/Screen –
2. File – Disabled.
3. Cancel - Return to [Reports Menu](#).

3-4-1-2-1-2-1-1-1 Enter Date -
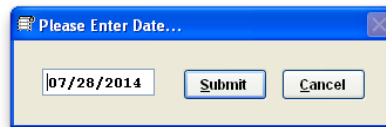
  1. Date Entry –
2. Submit –
3. Cancel - Return to [Reports Menu](#).

3-4-1-2-1-2-1-1-1-1 Limit to Show -
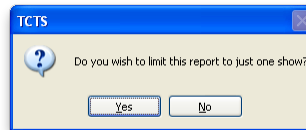
  1. Yes – Limits report to a single show. Opens a Show List.

2. No – All shows are

displayed.

3-4-1-2-1-2-1-1-1-1-1 Show List -

  1. Choose from the list of available shows. Opens Detail Order.
2. <Esc> Cancel –

3-4-1-2-1-2-1-1-1-2 Detail Order -

  1. By Time Sold –
2. By Conf. # -

3-4-1-2-1-2-1-1-1-(1-2)-1 Summary Only -
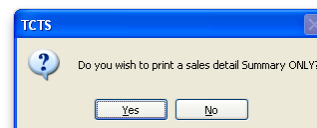
  1. Yes – Opens [Print Preview.](#)
2. No – Opens

3-4-1-2-1-2-1-1-1-(1-2)-2 Close Shows -
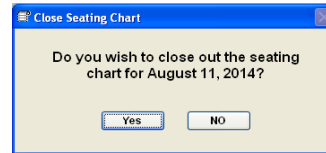
1. Yes – Closes the show.
2. No – Does not close the show. Return to .

3-4-1-2-1-3 Vouchers–

   Opens Detail Option -

3-4-1-2-1-3-1 Detail Option -
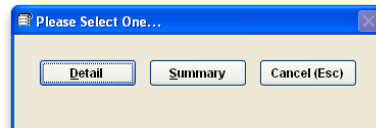
1. Detail – Detailed Voucher report. Opens Output Option.
2. Summary – Summary Voucher report. Opens Output Option.
3. Cancel (Esc) - Return to .

3-4-1-2-1-3-1-1 Output Option -
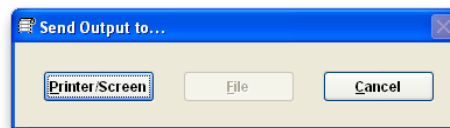
1. Printer/Screen –
2. File – Disabled.
3. Cancel - Return to .

3-4-1-2-1-3-1-1-1 Date Range -
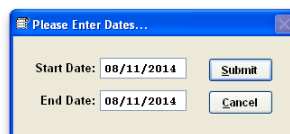
1. Start Date –
2. End Date –
3. Submit –
4. Cancel - Return to .

3-4-1-2-1-3-1-1-1-1 Show Option -

1. Single – One show and time for the range of dates. Opens Show List with Times.
2. All Shows – All shows and times for the range of dates. Skips the Show List with

Times. Opens Report Order.
3. One Show All Times – One show and all times for the range of dates. Opens Show List.

3-4-1-2-1-3-1-1-1-1-1 Show List with Times -
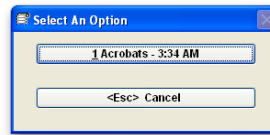
1. Choice opens Report Order.
2. <Esc> Cancel – Return to Reports Menu.

3-4-1-2-1-3-1-1-1-1-3 Show List -

1. Choice opens Report Order.
2. <Esc> Cancel – Return to Reports Menu.

3-4-1-2-1-3-1-1-1-1-(1-2-3)-1 Report Order -

Both options open FIT List.

3-4-1-2-1-3-1-1-1-1(1-2-3)-2 Fit List -
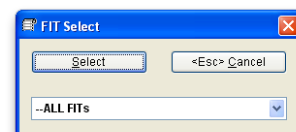
1. Select – Open Print Preview.
2. <Esc> Cancel –
3. FIT List – Drop down list of all FITs to choose one or all FITs.

3-4-1-2-1-4 All Operators w/Taxes –

All Operators w/ Taxes   Opens Output Options –

3-4-1-2-1-4-1 Output Option -

1. Printer/Screen –
2. File – Disabled.
3. Cancel - Return to Reports Menu.

3-4-1-2-1-4-1-1 Date Range -
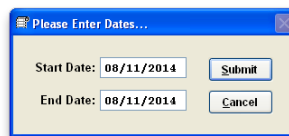
1. Start Date –
2. End Date –
3. Submit – Opens Limit to one show.
4. Cancel - Return to Reports Menu.

3-4-1-2-1-4-1-1-1 Limit to Show -
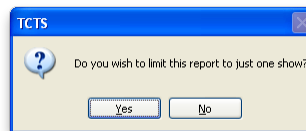
1. Yes – Limits report to a single show. Opens a Show List.

2. No – All shows are displayed.

3-4-1-2-1-4-1-1-1-1 Show List -

1. Choose from the list of available shows. Opens Detail Order.
2. Cancel (Esc)- Return to Reports Menu.

3-4-1-2-1-4-1-1-1-2 Detail Order -

1. By Time Sold –
2. By Conf. # -

3-4-1-2-1-4-1-1-1-(1-2)-1 Summary Only -
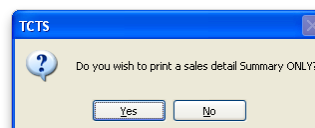
1. Yes – Opens Print Preview.
2. No – Opens

3-4-1-2-1-5 Cancel -
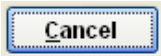
 Return to Reports Menu.

3-5 Vouchers -

A detail or summary report of vouchers based on date range. Opens Detail/ Summary Option. Return to Reports Menu.

3-5-1 Detail Option -
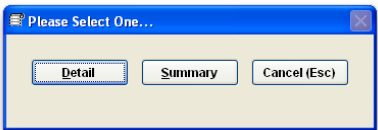
1. Detail – Detailed Voucher report. Opens Date Range for report.
2. Summary – Summary Voucher report. Opens Date Range.
 3. Cancel (Esc) - Return to Reports Menu.

3-5-1-1 Date Range -
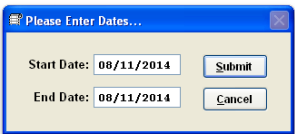
1. Start Date –
2. End Date –
3. Submit –
4. Cancel - Return to Reports Menu.

3-5-1-1-1 Show Option -
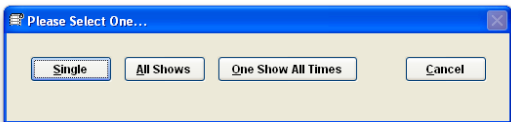
1. Single – One show and time for the range of dates. Opens Show List with Times.
2. All Shows – All shows and times for the range of dates. Skips the Show List with Times. Opens Report Order.
3. One Show All Times – One show and all times for the range of dates. Opens Show List.

3-5-1-1-1-1 Show List with Times -
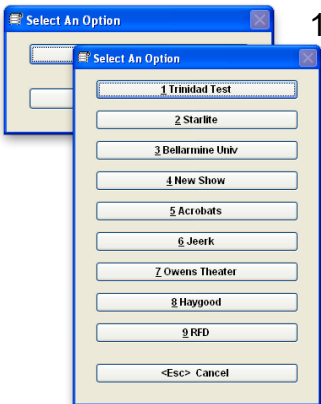
1. Choice opens Report Order.
2. <Esc> Cancel - Return to Reports Menu.

3-5-1-1-1-1-1 Show List -

1. Choice opens
Report Order.
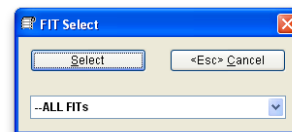2. <Esc> Cancel - Return to
[Reports Menu](#).

3-5-1-1-1-1-1-(1-2-3)-1 Report Order -
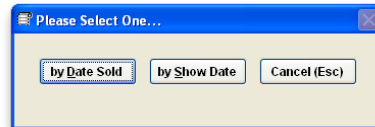
Both options open FIT List.

3-5-1-1-1-1-1-(1-2-3)-2 FIT List -
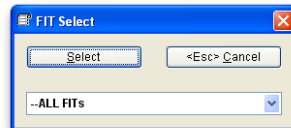
1. Select – Open [Print Preview.](#)
2. <Esc> Cancel –
3. FIT List – Drop down list of all
FITs to choose one or all FITs.

3-6 Reservations List -

6 Reservations List

Reservation repot with multiple display options. Return to [Reports Menu](#).

3-6-1 Reservations List Options -
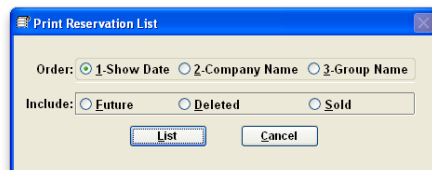
1. Order of List -
2. List Options -
3. List –
3. Cancel - Return to [Reports Menu](#).

3-6-1-1 Choose one option for Order of List.

Order: ⦿ 1-Show Date ○ 2-Company Name ○ 3-Group Name

Choose the order in which the
report is ordered.

3-6-1-2 Choose options to include.

Include: ○ Future   ○ Deleted   ○ Sold
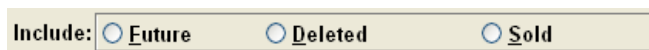
Choose options to include in
the report.

Future – Reservations that have not been sold.
Deleted – Reservations that have been deleted.
Sold – Reservations that have been sold but not deleted.

3-6-1-3 List –

List
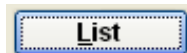
Opens Report Options -

3-6-1-3-1 Report Options -
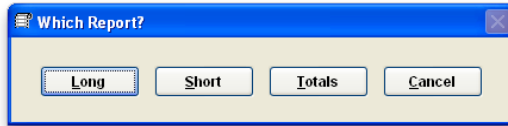
1. Long –
2. Short –
3. Totals –
4. Cancel -

3-6-1-3-1-1 Long –
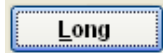
 Contains all information in the report. Opens Report Filter.

3-6-1-3-1-2 Short –

 Contains limited information in the report. Opens Report Filter.

3-6-1-3-1-3 Totals –

 Only displays totals in the report. Opens Report Filter.

3-6-1-3-1-4 Cancel -

 Return to Reports Menu.

3-6-1-3-1-3-(1-2-3)-1 Report Filter –

1. Group Only/ Individual Only.
2. Voucher/ No Voucher.
3. Show Info –
4. Group Info –
5. FIT Info –
6. Reservation Info –
7. Parameters Display –
8. Submit –
9. Cancel - Return to Reports Menu.

3-6-1-3-1-3-(1-2-3)-1-1 Group Only or Individual Only -

Select to show only those that are Groups, to show only those that are Individuals or leave unchecked for all reservations.

3-6-1-3-1-3-(1-2-3)-1-2 Voucher or No Voucher -

Select to show only those with voucher, only those without vouchers or leave unchecked for all reservations.

3-6-1-3-1-3-(1-2-3)-1-3 Show Info –

 Can be filtered by the following:
1. Show Date -
2. Show Name -
3. Show Time -
The various drop down lists have specific variables depending upon the criteria elements. Choosing any limits the list and those choices can be combined with other by using the "and" feature.

3-6-1-3-1-3-(1-2-3)-1-4 Group Info –

Can be filtered by the following:
1. Group Size –
2. Group Name -
The various drop down lists have specific variables depending upon the criteria elements. Choosing any limits the list and those choices can be combined with other by using the "and" feature.

3-6-1-3-1-3-(1-2-3)-1-5 FIT Info –

Can be filtered by the following:
1. Fit Name -
The various drop down lists have specific variables depending upon the criteria elements. Choosing any limits the list and those choices can be combined with other by using the "and" feature.

3-6-1-3-1-3-(1-2-3)-1-6 Reservation Info –

Can be filtered by the following:

1. Customer Name -
2. Create Date -
3. Confirmation Number –
4. Ticket Type -

The various drop down lists have specific variables depending upon the criteria elements. Choosing any limits the list and those choices can be combined with other by using the "and" feature.

3-6-1-3-1-3-(1-2-3)-1-7 Parameter Display -

ShowDate=08/01/14 AND GroupSize>11 AND GroupSize<21

Displays the text version of all filters being utilized in the report list.

3-6-1-3-1-3-(1-2-3)-8 Submit -
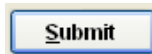
Submit   Opens Print Preview.

3-6-1-3-1-3-(1-2-3)-8-1 Print/Export Options -
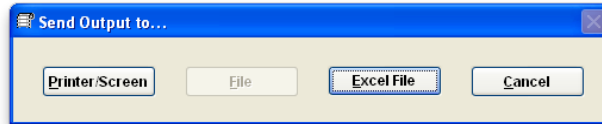
Send Output to...

Printer/Screen   File   Excel File   Cancel

1. Printer/Screen – Opens Print Preview.
2. File – Disabled.
3. Excel File – Opens Excel File.
4. Cancel – Return to Reports Menu.

3-6-1-3-1-3-(1-2-3)-8-1-3 Excel File -
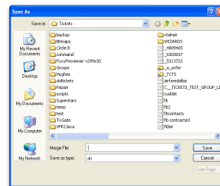
1. Create or choose the file name –
2. Create or choose the file destination –
3. Save – Creates the file
4. Cancel – Return to Reports Menu.

3-6-1-3-1-3-(1-2-3)-9 Cancel -
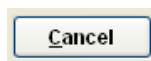
Cancel   Return to Reports Menu.

3-6-1-3 Cancel -

Cancel   Return to Reports Menu.

3-7 Announcements - **7 Announcements**

Prints a report of the announcements based upon show and time. Opens the Show List. Return to Reports Menu.

3-7-1 Show List -

1. Selects show – Opens Date Entry.
2. <Esc> Cancel - Return to Reports Menu.

3-7-1-1 Date Entry -
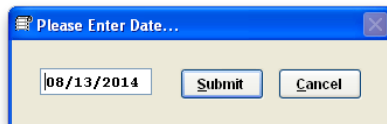
1. Date Entry -
2. Submit - Opens Announcement Option
3. Cancel - Return to Reports Menu.

3-7-1-1-2 Announcement Option –
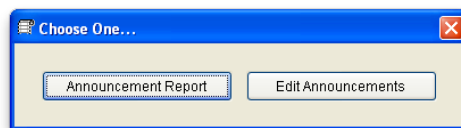
1. Opens Print Preview. –
2. Opens Announcement Editor -

3-7-1-1-2-2 Announcement Editor -
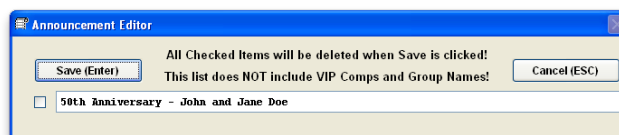
1. Save –
2. Cancel (Esc) – Return to Reports Menu.
3. Announcement -

3-7-1-1-2-2-1 Save –

Save (Enter)
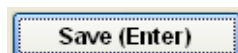
After typing the announcement, clicking here saves the announcement and deletes any checked announcements in the list.

3-7-1-1-2-2-2 Cancel (Esc) –

Cancel (ESC)
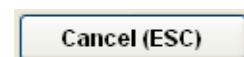
Return to .

3-7-1-1-2-2-3 Announcement -

☐ 50th Anniversary - John and Jane Doe

Type the announcement in the text box.
Checking the box to the left of any text sets it to be deleted when Save is clicked.

3-8 Deposit Report -   `8 Deposit Report`

Prints a deposit report based upon a date range with multiple options. Opens Date Range. Return to .

3-8-1 Date Range -

Please Enter Dates…
Start Date: 08/11/2014   Submit
End Date: 08/11/2014   Cancel

1. Start Date –
2. End Date –
3. Submit – Opens Report Options.
4. Cancel - Return to .

3-8-1-1 Report Options -

Deposit Report…
Full Report   Totals Only   Cancel

1. Full Report – Opens .
2. Totals Only – Opens .
3. Cancel - Return to .

3-9 Comparison By Month/Year -

`9 Comparison by Month/Year`   Opens Report Selection.

3-9-1 Report Selection -

Please Select One…
Sales   Reservations   Customizable   Cancel

1. Sales Report – Date Range.
2. Reservation Report –
3. Customizable –
4. Cancel – Return to .

3-9-1-1 Sales Report –

Please Enter Dates…
Date Range 1   Date Range 2
Start Date: / /   Start Date: / /   Submit
End Date: / /   End Date: / /   Cancel

Enter the Date Range for the Sales Report
1. Start Date -
2. End Date -

3-A Surveys -   `A Surveys`

Prints guest survey information with multiple options. Return to .

3-A-1 Survey/Zip Option -
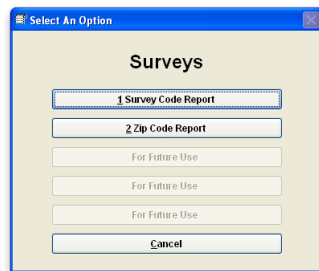
1. Survey Code Report – Opens Date Range.
2. Zip Code Report – Opens Date Range.
3. Cancel - Return to Reports Menu.

3-A-1-1 Date Range -
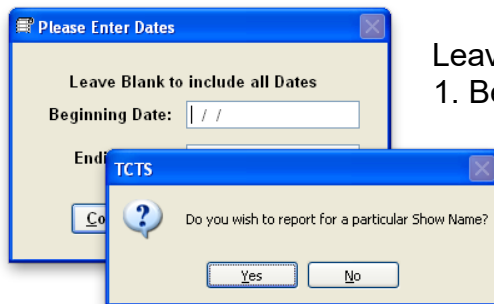
Leave blank to include all dates.
1. Beginning Date –
   2. Ending Date –
    3. Continue – Opens Query Screen -
     4. Cancel - Returns to Reports Menu.

3-A-1-1-3 Query

Screen -

1. Yes – Opens Show List.
2. No - Opens Print Preview.

3-A-1-1-3-1 Show

List -
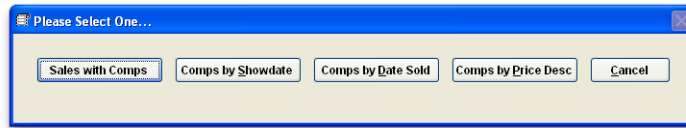
1. Choosing a show - Opens Print Preview.
2. <Esc> Cancel - Return to Reports Menu.

3-B Comps -

B Comps

Prints report of comps with multiple options. Return to [Reports Menu](#).

3-B-1 Comp Report Options -

Please Select One...					
Sales with Comps	Comps by Showdate	Comps by Date Sold	Comps by Price Desc	Cancel
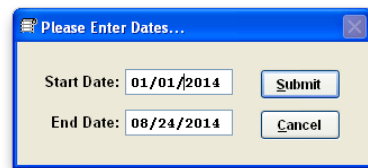
1. Sales with Comps –
2. Comps by Showdate –
3. Comps by Date Sold –
4. Comps by Price Desc -
5. Cancel -

3-B-1-1 Sales with Comps –

Sales with Comps   Opens Date Range –

3-B-1-1-1 Date Range -

Please Enter Dates...
Start Date: 01/01/2014   Submit
End Date: 08/24/2014   Cancel
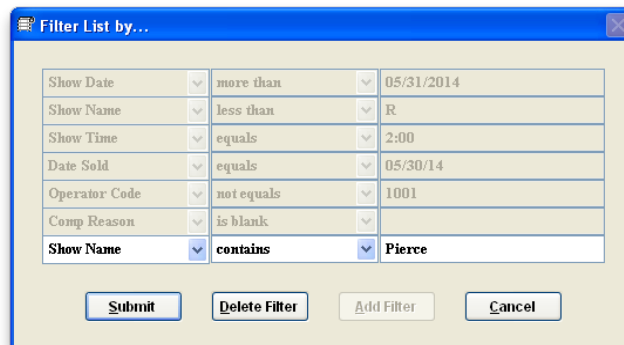
1. Enter Start Date -
2. Enter End Date –
3. Submit – Opens [Print Preview](#).
4. Cancel - Return to [Reports Menu](#).

3-B-1-2 Comps by Showdate –

Comps by Showdate   Opens Report Filter –

3-B-1-2-1 Report Filter -

Filter List by...		
Show Date	more than	05/31/2014
Show Name	less than	R
Show Time	equals	2:00
Date Sold	equals	05/30/14
Operator Code	not equals	1001
Comp Reason	is blank	
Show Name	contains	Pierce
Submit	Delete Filter	Add Filter	Cancel

1. Field Name -
2. Modifier –
3. Variables -
4. Submit –
5. Delete Filter –
6. Add Filter –
7. Cancel -

3-B-1-2-1-1 Field Name -

Show Date
Show Name
Show Time
Date Sold
Operator Code
Comp Reason
Show Name

Choose from the following options to determine report filter:
1. Show Date -
2. Show Name -
3. Show Time -
4. Date Sold -
5. Operator Code -
6. Comp Reason -

3-B-1-2-1-2 Modifier –

more than ⌄	Modifier options affect the Field Name and includes:
less than ⌄	1. Equals -
equals ⌄	2. Not Equals –
equals ⌄	3. More Than -
not equals ⌄	4. Less Than -
is blank ⌄	5. Is Blank -
contains ⌄	6. Contains -

3-B-1-2-1-3 Variables -

05/31/2014
R
2:00
05/30/14
1001
Pierce

Variables can be entered based upon the Field Name, filtering the report to the desired output.

3-B-1-2-1-4 Submit –

Submit   Opens Report Summary Option -

3-B-1-2-1-4-1

TCTS
? Do you wish to print a summary only?
Yes   No

Both options open Print Preview.

3-B-1-2-1-5 Delete Filter –

Delete Filter   When available, deletes the currently active filter.

3-B-1-2-1-6 Add Filter –

Add Filter   Adds a new filter line.

3-B-1-2-1-7 Cancel -

Cancel   Cancel - Return to Reports Menu.

3-B-1-3 Comps by Date Sold –

Comps by Date Sold   Opens Report Filter –

3-B-1-3-1 Report Filter -

1. Field Name -
2. Modifier –
3. Variables -
4. Submit –
5. Delete Filter –
6. Add Filter –
7. Cancel -

3-B-1-3-1-1 Field Name -

Choose from the following options to determine report filter:
1. Show Date -
2. Show Name -
3. Show Time -
4. Date Sold -
5. Operator Code -
6. Comp Reason -

3-B-1-3-1-2 Modifier –

Modifier options affect the Field Name and includes:
1. Equals -
2. Not Equals –
3. More Than -
4. Less Than -
5. Is Blank -
6. Contains -

3-B-1-3-1-3 Variables -

Variables can be entered based upon the Field Name, filtering the report to the desired output.

3-B-1-3-1-4 Submit –

  Opens Report Summary Option -

3-B-1-3-1-4-1 Report Summary Option -

 Both options open Print Preview.

3-B-1-3-1-5 Delete Filter –

 When available, deletes the currently active filter.

3-B-1-3-1-6 Add Filter –

 Adds a new filter line.

3-B-1-3-1-7 Cancel -

 Cancel - Return to Reports Menu.

3-B-1-4 Comps by Price Desc -

 Opens Report Filter –

3-B-1-4-1 Report Filter -

1. Field Name -
2. Modifier –
3. Variables -
4. Submit –
5. Delete Filter –
6. Add Filter –
7. Cancel - Return to Reports Menu.

3-B-1-4-1-1 Field Name -

Choose from the following options to determine report filter:
1. Show Date -
2. Show Name -
3. Show Time -
4. Date Sold -
5. Operator Code -
6. Comp Reason -

3-B-1-4-1-2 Modifier –

Modifier options affect the Field Name and includes:
1. Equals -
2. Not Equals –
3. More Than -
4. Less Than -
5. Is Blank -
6. Contains -

3-B-1-4-1-3 Variables -

Variables can be entered based upon the Field Name, filtering the report to the desired output.

3-B-1-4-1-4 Submit –

Opens Report Summary Option –

3-B-1-4-1-4-1 Report Summary Option -

Both options open Print Preview.

3-B-1-4-1-5 Delete Filter –

When available, deletes the currently active filter.

3-B-1-4-1-6 Add Filter –

Adds a new filter line.

3-B-1-4-1-7 Cancel -

Cancel - Return to Reports Menu.

3-B-1-5 Cancel -

Cancel - Return to Reports Menu.

3-C Groups -

Prints report of groups with multiple options. Return to Reports Menu.

3-C-1 Group Reports Menu -

1. Deposits –
2. Final Counts –
3. Group Payments -
4. Groups (Projection) -
5. Percentages -
6. Group Sales -
7. FIT Groups -
8. Group List -
9. For Future Use -
10. Cancel - Return to Reports Menu.

3-C-1-1 Deposits –

   Opens Report Options –

3-C-1-1-1 Report Options -

1. Groups with Deposit Only -
2. Groups without Deposit -
3. All Groups -
4. Cancel - Return to Reports Menu.

3-C-1-1-1-(1-2-3) Date Range -

1. Enter Start Date -
2. Enter End Date –
3. Submit – Opens Report Order.
4. Cancel - Return to Reports Menu.

3-C-1-1-1-(1-2-3)-1 Report Order -
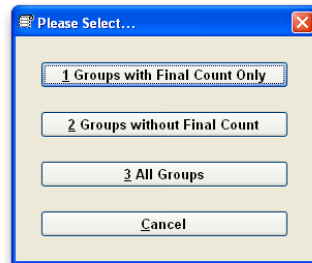
1. Select the order by which the report is displayed.
2. Submit - Opens Print Preview.
3. Cancel - Return to Reports Menu.

3-C-1-2 Final Counts –
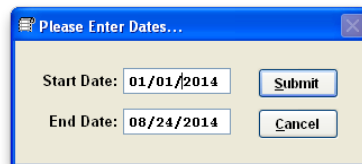
Opens Report Options -

3-C-1-2-1 Report Options -
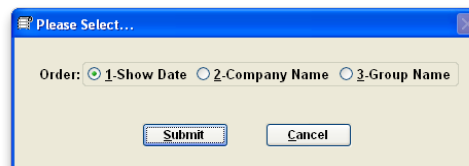
1. Groups with Final Count Only – Opens Date Range.
2. Groups without Final Count - Opens Date Range.
3. All Groups - Opens Date Range.
4. Cancel - Return to Reports Menu.

3-C-1-2-1-(1-2-3) Date Range -

1. Enter Start Date -
2. Enter End Date –
3. Submit – Opens Report Order.
4. Cancel - Return to Reports Menu.

3-C-1-2-1-(1-2-3)-1 Report Order -

1. Select the order by which the report is displayed.
2. Submit - Opens Print Preview.
3. Cancel - Return to Reports Menu.

3-C-1-3 Group Payments -

Opens Date Range -

3-C-1-3-1 Date Range -

1. Enter Start Date -
2. Enter End Date -
3. Submit – Opens Show Selection.
4. Cancel - Return to Reports Menu.

3-C-1-3-1-1
Show Selection -

1. Select Show - Opens Print Preview.

2. Cancel - Return to Reports Menu.

3-C-1-4 Groups (Projection) –
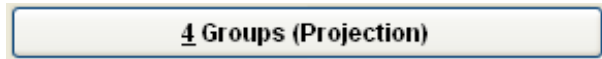
Opens Date Range.

3-C-1-4-1 Date Range –

1. Start Date –
2. End Date –
3. Submit - Opens Print Preview.
4. Cancel - Return to Reports Menu.

3-C-1-5 Percentages -

Opens Date Range –

3-C-1-5-1 Date Range -

1. Enter Start Date -
2. Enter End Date -
3. Submit – Opens Print Preview.
4. Cancel - Return to Reports Menu.

3-C-1-6 Group Sales -

Opens Date Range -

3-C-1-6-1 Date Range -

1. Enter Start Date -
2. Enter End Date -
3. Submit – Opens Report Query 1.
4. Cancel - Return to Reports Menu.

3-C-1-6-1-1 Report Query 1 -

1. Yes – Opens Report Query 2.
2. No – Opens Show List.

3-C-1-6-1-1-1 Report Query 2 -
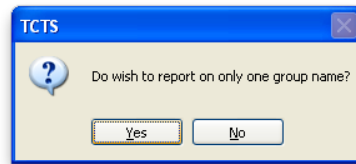
1. Yes – Opens Company Name Entry.
2. No – Opens Print/Export Option. (Bypasses intermediate steps required by the Yes option.)

3-C-1-6-1-1-1-1 Company Name Entry -
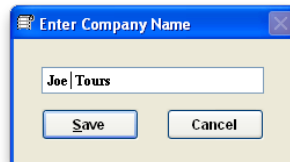
1. Name Entry – Type desired company name.
2. Save – Opens Print/Export Option.
3. Cancel - Return to Reports Menu.

3-C-1-6-1-1-1-1-1 Print/Export Option -

1. Printer/Screen –
2. File – Unavailable
3. Excel File –
4. Cancel - Return to Reports Menu.

3-C-1-6-1-1-1-2 Print/Export Option -

1. Printer/Screen –
2. File – Unavailable
3. Excel File –
4. Cancel - Return to Reports Menu.

3-C-1-6-1-1-2 Show List -

1. Select Show – Opens Report Query 2
2. <Esc> Cancel - Return to Reports Menu.

3-C-1-6-1-1-2-1 Report Query 2 -
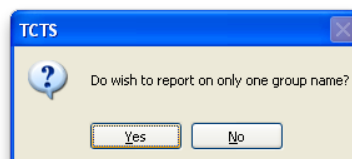
1. Yes – Opens Company Name Entry
2. No – Opens Print/Export

3-C-1-6-1-1-2-1-1 Company Name Entry -

1. Name Entry –
2. Save – Opens Print/Export Option.
3. Cancel - Return to Reports Menu.

3-C-1-6-1-1-2-1-1-1 Print/Export Option -

1. Printer/Screen –
2. File – Unavailable
3. Excel File –
4. Cancel - Return to Reports Menu.

3-C-1-6-1-1-2-2 Print/Export Option -
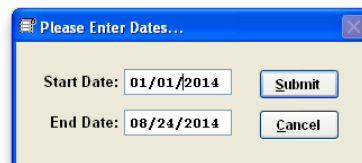
1. Printer/Screen –
2. File – Unavailable
3. Excel File –
4. Cancel - Return to Reports Menu.

3-C-1-7 FIT Groups -
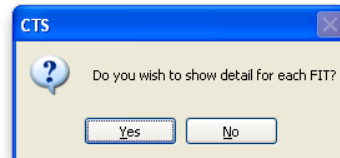
Opens Date Range -

3-C-1-7-1 Date Range -

1. Enter Start Date -
2. Enter End Date -
3. Submit – Opens Report Query.
4. Cancel - Return to Reports Menu.

3-C-1-7-1-1 Report Query -
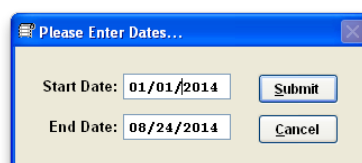
1. Yes – Opens Print Preview.
2. No - Opens Print Preview.

3-C-1-8 Group List -

Opens Date Range -

3-C-1-8-1 Date Range -

1. Enter Start Date -
2. Enter End Date -
3. Submit – Opens Report Order Options.
4. Cancel - Return to Reports Menu.

3-C-1-8-1-1 Report Order Option -
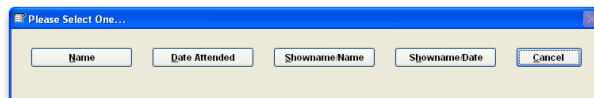
1. All options open Print Preview.
2. Cancel – Return to Reports Menu.
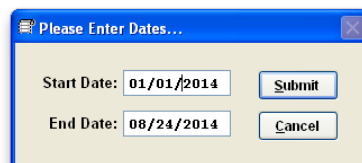
3-C-1-9 For Future Use -

3-C-1-10 Cancel –

Return to Reports Menu.

3-D Taxes -
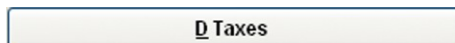
Prints taxes report within date range. Return to Reports Menu.
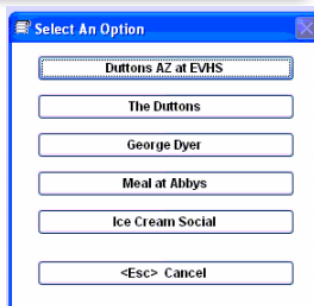
3-D-1 Date Range -
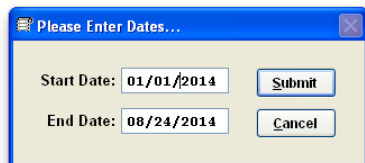
1. Enter Start Date -
2. Enter End Date -
3. Submit – Opens Show Selection Options.
4. Cancel - Return to Reports Menu.

3-D-1-1 Show Selection Options -

1. Single Show – Opens Show List with Times.
2. All Shows – Opens Print Preview.
3. One Show All Times – Opens Show Name List.
4. Cancel – Return to Reports Menu.

3-D-1-1-1 Show List with Times

-

1. Choosing a show - Opens Print Preview.
2. <Esc> Cancel - Return to Reports Menu.

3-D-1-1-3 Show Name List -

1. Select Show – Opens Print Preview.
2. <Esc> Cancel - Return to Reports Menu.

3-E Employee Activity -
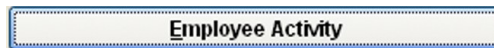
Prints a report of an individual operator activity by date. Return to Reports Menu.

3-E-1 Enter Date -
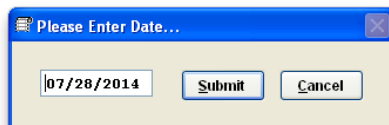
1. Date Entry –
2. Submit – Opens Print Preview.
3. Cancel - Return to Reports Menu.

3-F Walk-Up -

Two walk-up reports based upon dates. Shows activity before and on dates. Return to Reports Menu.

3-F-1 Walk-Up Report Options -
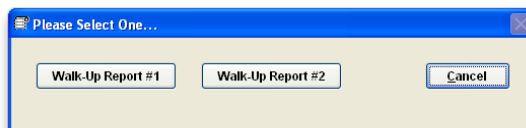
1. Walk-Up Report #1 – Opens Date Range.
2. Walk-Up Report #2 – Opens Date Entry.
3. Cancel - Return to Reports Menu.

3-F-1-1 Date Range -
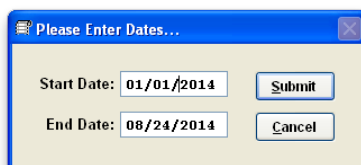
1. Enter Start Date -
2. Enter End Date -
3. Submit – Opens Print Preview.
4. Cancel - Return to Reports Menu.

3-F-1-2 Date Entry -
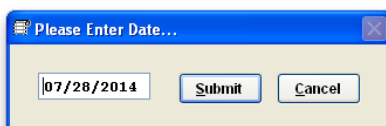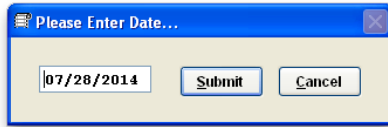
1. Date Entry –
2. Submit – Opens Print Preview.
3. Cancel - Return to Reports Menu.

3-G Ledger -   [G Ledger]
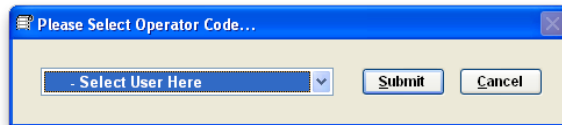
       Prints a ledger report based upon date and operator. Return to [Reports Menu](#).

    3-G-1 Date Entry -

1. Date Entry –
2. Submit – Select Operator.
3. Cancel - Return to [Reports Menu](#).

      3-G-1-1 Select Operator -
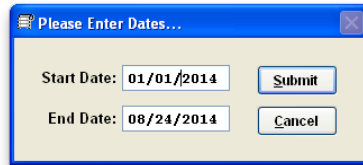
1. Select from available operators.
2. Submit - Opens [Print Preview](#).
3. Cancel - Return to [Reports Menu](#).

3-H Coupons -   [H Coupons]

      Prints coupon report based upon date range. Return to [Reports Menu](#).

3-H-1 Date Range -
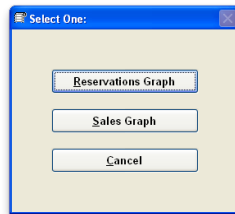
1. Enter Start Date -
2. Enter End Date -
3. Submit – Opens Print Preview.
4. Cancel - Return to Reports Menu.

3-I Sales/Reservations Graph - | ! Sales/Reservations Graph |
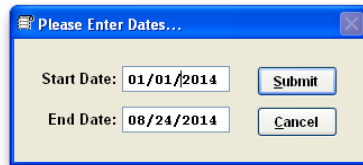
Prints reservation or sales graphs based upon date range.
Return to Reports Menu.

3-I-1 Graph Option -
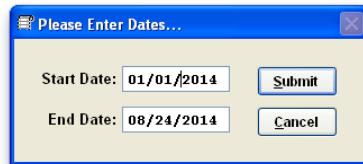
1. Reservations Graph – Opens Date Range.
2. Sales Graph – Opens Date Range.
3. Cancel - Return to Reports Menu.

3-I-1-1 Date Range -
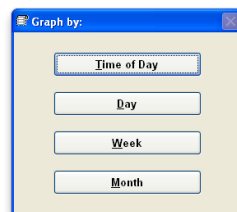
1. Enter Start Date -
2. Enter End Date -
3. Submit – Opens Print Preview.
4. Cancel - Return to Reports Menu.

3-I-1-2 Date Range -

1. Enter Start Date -
2. Enter End Date -
3. Submit – Opens Graph Display Option.
4. Cancel - Return to Reports Menu.

3-I-1-2-1 Graph Display Option -
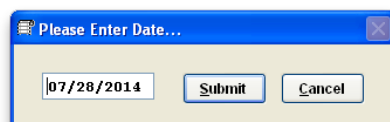
1. Time of Day – Opens Print Preview.
2. Day – Opens Print Preview.
3. Week – Opens Print Preview.
4. Month - Opens Print Preview.

3-J Ticket List - | J Ticket List |

Prints ticket list based upon date and show and time. Return to Reports Menu.

3-J-1 Date Entry -

1. Date Entry –
2. Submit – Opens Show List with Times.
3. Cancel - Return to Reports Menu.

3-J-1-1 Show List with Times -

1. Choosing a show - Opens Print Preview.
2. <Esc> Cancel - Return to Reports Menu.

3-K For Future Use -

As indicated. Return to Reports Menu.

3-L Credit Cards -

Prints report of credit card deposits and/or sales. Also charges and refunds, credits and/or voids. Return to Reports Menu.

3-L-1 Deposit/Sales Option -
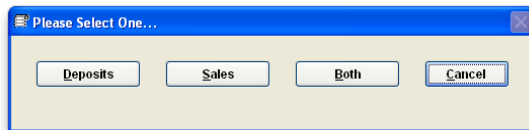
1. Deposits – Opens Deposit Report Options.
2. Sales – Opens Deposit Report Options.
3. Both – Opens Deposit Report Options.
4. Cancel - Return to Reports Menu.

3-L-1-(1-2-3) Deposit Report Options -
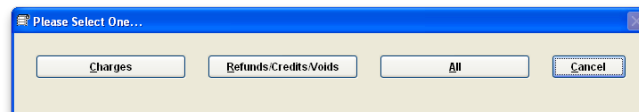
1. Charges – Opens Report Filter.
2. Refunds/Credits/Voids – Opens Report Filter.
3. All - Opens Report Filter.
4. Cancel - Return to Reports Menu.

3-L-1-(1-2-3)-(1-2-3) Report Filter –
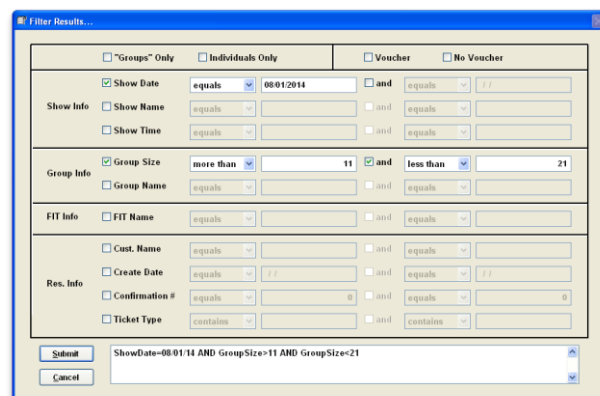
1. Group Only/ Individual Only.
2. Voucher/ No Voucher.
3. Show Info –
4. Group Info –
5. FIT Info –
6. Reservation Info –
7. Parameters Display –
8. Submit –
9. Cancel - Return to Reports Menu.

3-L-1-(1-2-3)-(1-2-3) -1 Group Only or Individual Only -

Select to show only those that are Groups, to show only those that are Individuals or leave unchecked for all reservations.

3-L-1-(1-2-3)-(1-2-3) -2 Voucher or No Voucher -

Select to show only those with voucher, only those without vouchers or leave unchecked for all reservations.

3-L-1-(1-2-3)-(1-2-3) -3 Show Info –

Can be filtered by the following:
　　　1. Show Date – Disabled.
　　　2. Show Name -
　　　3. Show Time -
The various drop down lists have specific variables depending upon the criteria elements. Choosing any limits the list and those choices can be combined with other by using the "and" feature.

3-L-1-(1-2-3)-(1-2-3) -4 Group Info –

Can be filtered by the following:
　　　1. Group Size – Disabled.

　　　2. Group Name -
The various drop down lists have specific variables depending upon the criteria elements. Choosing any limits the list and those choices can be combined with other by using the "and" feature.

3-L-1-(1-2-3)-(1-2-3) -5 FIT Info –

Can be filtered by the following:
　　　1. Fit Name -
The various drop down lists have specific variables depending upon the criteria elements. Choosing any limits the list and those choices can be combined with other by using the "and" feature.

3-L-1-(1-2-3)-(1-2-3) -6 Reservation Info –

Can be filtered by the following:
   1. Customer Name -
   2. Create Date -
   3. Confirmation Number –
   4. Ticket Type -

The various drop down lists have specific variables depending upon the criteria elements. Choosing any limits the list and those choices can be combined with other by using the "and" feature.

3-L-1-(1-2-3)-(1-2-3) -7 Parameter Display -

ShowDate=08/01/14 AND GroupSize>11 AND GroupSize<21

Displays the text version of all filters being utilized in the report list.
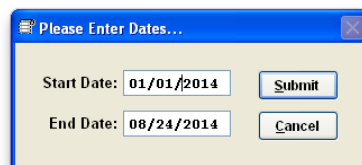
3-L-1-(1-2-3)-(1-2-3) -8 Submit -

   Opens Date Range –
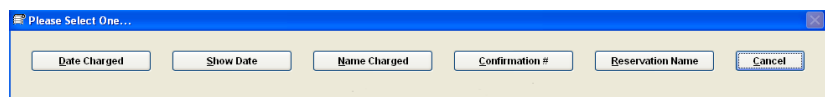
3-L-1-(1-2-3)-(1-2-3) -8-1 Date Range -

1. Enter Start Date -
2. Enter End Date -
3. Submit – Opens Sort Option.
4. Cancel - Return to Reports Menu

3-L-1-(1-2-3)-(1-2-3) -8-1-3 Sort Option –

Establishes the lead heading of the report.
   1. Date Charged - Opens Print/Export Options.
   2. Show Date - Opens Print/Export Options.
   3. Name Charged - Opens Print/Export Options.
   4. Confirmation # - Opens Print/Export Options.
   5. Reservation Name - Opens Print/Export Options.
   6. Cancel - Return to Reports Menu

3-L-1-(1-2-3)-(1-2-3) -8-3-(1-2-3-4-5) Print/Export
Options -
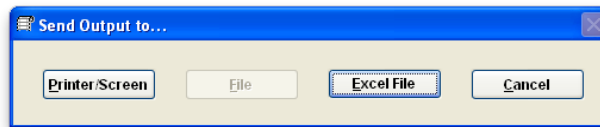
1. Printer/Screen – Opens Print Preview.
2. File – Disabled.
3. Excel File – Opens Excel File.
4. Cancel – Return to Reports Menu.

3-L-1-(1-2-3)-(1-2-3) -8-1-3-(1-2-3-4-5)-3 Excel
File -

1. Create or choose the file
name –
2. Create or choose the file
destination –
3. Save – Creates the file
4. Cancel – Return to Reports
Menu.

3-L-1-(1-2-3)-(1-2-3) -9 Cancel -

    Return to Reports Menu.

3-M Show History -

Prints sales history report of a single show and time. Return to Reports Menu.

3-M-1 Date Entry -
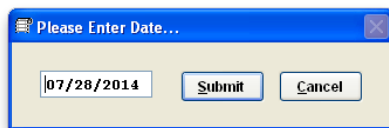
1. Date Entry –
2. Submit – Opens Show List with Times.
3. Cancel - Return to Reports Menu.

3-M-1-1 Show List with Times -
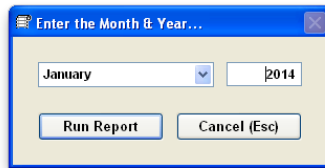
1. Choosing a show - Opens Print Preview.
2. <Esc> Cancel - Return to Reports Menu.

3-N Events Calendar - [N Events Calendar]
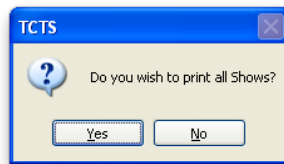
    Allows for non-show events to be added to the show calendar. This report then can be printed. Return to [Reports Menu](#).

3-N-1 Month/Year Entry -

Enter the Month & Year...

January ▾   2014

[Run Report]   [Cancel (Esc)]
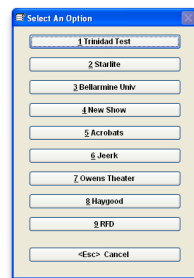
1. Month –
2. Year –
3. Run Report – Open
4. Cancel (Esc) - Return to [Reports Menu](#).

3-N-1-1 Report Query -

TCTS

? Do you wish to print all Shows?

[Yes]   [No]

1. Yes – Opens [Print Preview.](#)
2. No – Opens Show Name List.

3-N-1-1-2 Show Name List -

Select An Option

1 Trinidad Test
2 Starlite
3 Bellarmine Univ
4 New Show
5 Acrobats
6 Jeerk
7 Owens Theater
8 Haygood
9 RFD
<Esc> Cancel
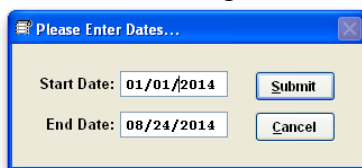
1. Select Show – Opens [Print Preview](#).
2. <Esc> Cancel - Return to [Reports Menu](#).

3-O Who Made the Reservation? - [O Who Made the Reservation?]

    Prints a reservation report based upon a date range of which operator made the reservation. Return to [Reports Menu](#).

3-O-1 Date Range -

Please Enter Dates...

Start Date: 01/01/2014   [Submit]

End Date: 08/24/2014   [Cancel]

1. Enter Start Date -
2. Enter End Date -
3. Submit – Opens Report Query.
4. Cancel - Return to [Reports Menu](#).

3-O-1-1 Report Query –

TCTS

? Do you wish to restrict list to one FIT?

[Yes]   [No]

1. Yes - Opens FIT Selection.
2. No – Opens Report Sort Query.

3-O-1-1-1 FIT Selection -
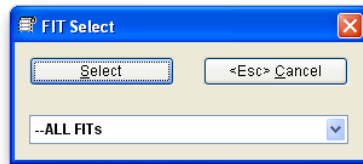
1. Select – Opens Report Sort Query.
2. <Esc> Cancel - Return to Reports Menu.

3-O-1-1-1-1 Report Sort Query –
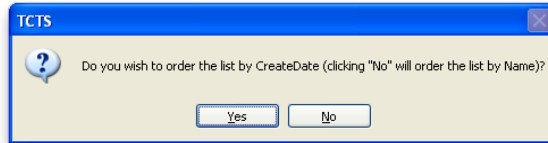
1. Yes – Sorts by Create Date. Opens Print Preview.
2. No – Sorts by Name. Opens Print Preview.

3-O-1-1-2 Report Sort Query –
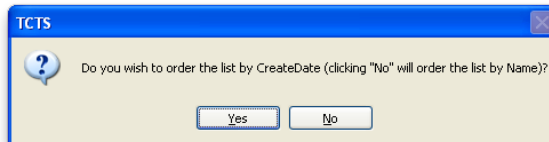
1. Yes – Sorts by Create Date. Opens Print Preview.
2. No – Sorts by Name. Opens Print Preview.

3-P FIT & Group $ Volume –   [P FIT & Group $ Volume]
Prints a report of FITs and groups sales volume based upon multiple options. Return to Reports Menu.

3-P-1 Date Range -
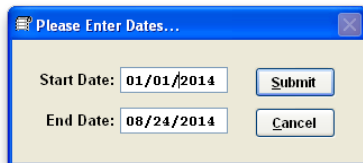
1. Enter Start Date -
2. Enter End Date -
3. Submit – Opens Print Preview.
4. Cancel - Return to Reports Menu.

3-Q Seat Counts -   [Q Seat Counts]
Prints a report of total counts of seats reserved and sold based upon a range of dates. Return to Reports Menu.

3-Q-1 Date Range -
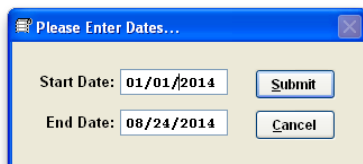
1. Enter Start Date -
2. Enter End Date -
3. Submit – Opens Report Query.
4. Cancel - Return to Reports Menu.

3-Q-1-1 Report Query
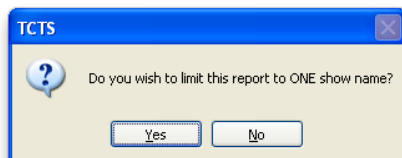
1. Yes – Opens Show List with Times.
2. No - Opens Print Preview.

3-Q-1-1-1 Show List with Times -

1. Choosing a show - Opens Print Preview.
2. <Esc> Cancel - Return to Reports Menu.

3-R FIT Ticket Sales Summary -

Prints a sales report of each FIT based upon a date range with multiple options. Return to Reports Menu.

3-R-1 Date Range -
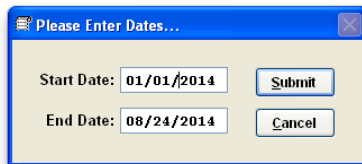
1. Enter Start Date -
2. Enter End Date -
3. Submit – Opens Sort Order.
4. Cancel - Return to Reports Menu.

3-R-1-1 Sort Order –
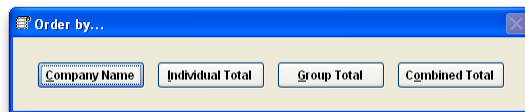
1. Company Name – Opens Print/Export Options.
2. Individual Total – Opens Print/Export Options.
3. Group Total – Opens Print/Export Options.
4. Combined Total - Opens Print/Export Options.

3-R-1-1-(1-2-3-4) Print/Export Options -
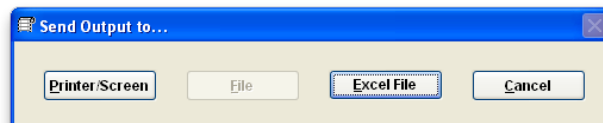
1. Printer/Screen – Opens Print Preview.
2. File – Disabled.
3. Excel File – Opens Excel File.
4. Cancel – Return to Reports Menu.

3-R-1-1-(1-2-3-4)-1 Excel File -
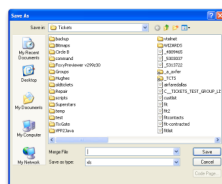
1. Create or choose the file name –
2. Create or choose the file destination –
3. Save – Creates the file
4. Cancel – Return to Reports Menu.

3-S Excel Sales Summary - [S Excel Sales Summary]

   Outputs sales report to an Excel spreadsheet. Return to [Reports Menu](#).

3-S-1 Excel File -
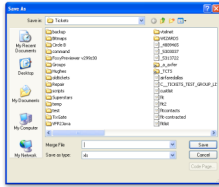
1. Create or choose the file name –
2. Create or choose the file destination –
3. Save – Creates the file and opens Date Entry.
4. Cancel – Return to [Reports Menu](#).

3-S-1-1 Date Entry -
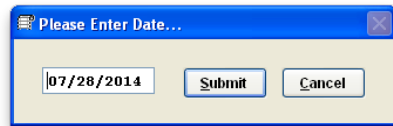
1. Date Entry –
2. Submit – Creates Excel File and returns to [Reports Menu](#).
3. Cancel - Return to [Reports Menu](#).

3-T For Future Use - [T For Future Use]

   As indicated. Return to [Reports Menu](#).

3-U Unused Deposits - [Unused Deposits]

   Prints report of all unused deposits based upon a single date. Return to [Reports Menu](#).

3-U-1 Report Information –
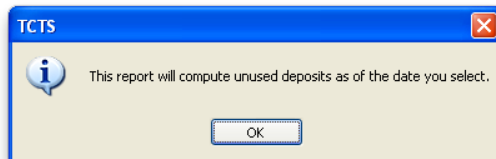
1. Ok – Opens Date Entry.

3-U-1-1 Date Entry -
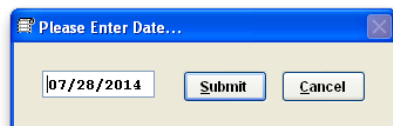
1. Date Entry -
2. Submit - Opens Report Query.
3. Cancel - Return to [Reports Menu](#).

3U-1-1-1 Report Query -
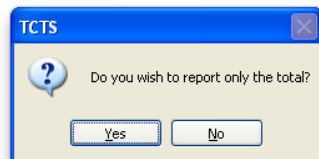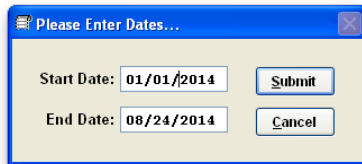
Opens [Print Preview](#).

3-V Price Description -   [V Price Description]

       Prints a ticket sales report based upon a price description with multiple options.
       Return to Reports Menu.
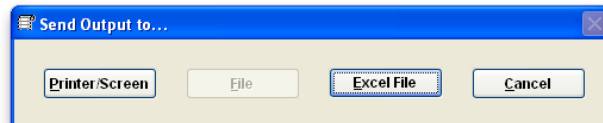
    3-V-1 Date Range -

1. Enter Start Date -
2. Enter End Date -
3. Submit – Opens Print/Export Options.
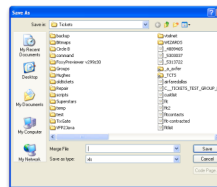4. Cancel - Return to Reports Menu.

      3-V-1-1 Print/Export Options -

1. Printer/Screen – Opens Print Preview.
2. File – Disabled.
3. Excel File – Opens Excel File.
4. Cancel – Return to Reports Menu.

      3-V-1-1-1 Excel File -
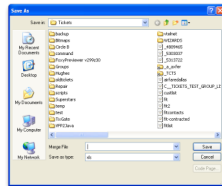
1. Create or choose the file name –
2. Create or choose the file destination –
3. Save – Names the file and opens Show Selection Options.
4. Cancel – Return to Reports Menu.

      3-V-1-1-1-1 Show Selection Options -

1. Single Show – Opens Show List with Times.
2. All Shows – Opens Report Query 1.
3. One Show All Times – Opens Show Name List.
4. Cancel – Return to Reports Menu.

      3-V-1-1-1-1-1 Show List with Times -

1. Choosing a show - Opens Report Query 1.
2. <Esc> Cancel - Return to Reports Menu.

3-V-1-1-1-1-3 Show Name List -

1. Select Show – Opens Report Query 1.
2. <Esc> Cancel - Return to Reports Menu.

3-V-1-1-1-1-(1-3)-1 Report Query 1 -
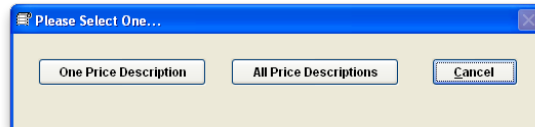
1. One Price Description – Opens Report Query 2.
2. All Price Descriptions – Opens Report Query 2.
3. Cancel - Return to Reports Menu.

3-V-1-1-1-1-(1-3)-1-1 Report Query 2 -
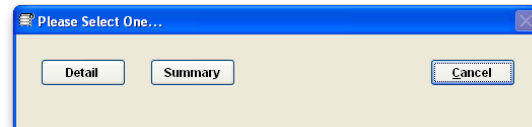
1. Detail – Opens Report Query 3.
2. Summary – Opens Report Query 3.
3. Cancel - Return to Reports Menu.

3-V-1-1-1-1-(1-3)-1-1 Report Query 3 -
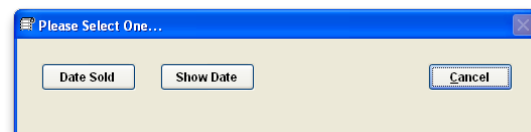
1. Date Sold – See following.
2. Show Date – See following.
 A. Opens Print Preview. if "All Price Descriptions" was selected in Report Query 1.
B. Opens Price Description Selection if "One Price Description" was selected in Report Query 2.
3. Cancel - Return to Reports Menu.

3-V-1-1-1-1-(1-3)-1-1-1 Price Description Selection -
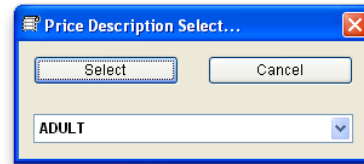
1. Select – Selects the displayed price description and opens Print Preview.
2. Cancel – Return to Reports Menu.
3. Price Description – Click on the desired Price Description in the drop down menu.

3-W FIT Comparison

Prints a report comparing FIT sales across multiple date ranges. Return to Reports Menu.

3-W-1 Report Query -
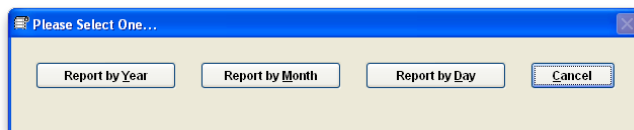
1. Report by Year – Opens FIT Selection.
2. Report by Month – Opens FIT Selection.
3. Report by Day – Opens FIT Selection.
4. Cancel - Return to Reports Menu.

3-W-1-(1-2)-1 FIT Selection -
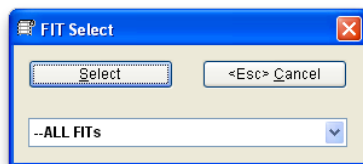
1. Select – Opens Comparison Date Range.
2. <Esc> Cancel – Return to Reports Menu.
3. FIT Selection – Highlight the desired FIT.

3-W-1-(1-2)-1-1 Comparison Date Range-
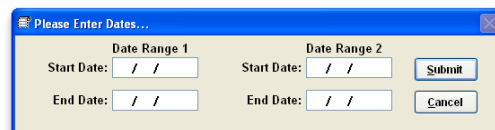
1. Start Date Range 1 – Enter date.
2. Start Date Range 2 – Enter date.
3. End Date Range 1 – Enter date.
4. End Date Range 2 – Enter date.
5. Submit – Opens Show Selection Option.
6. Cancel - Return to Reports Menu.

3-W-1-(1-2)-1-1-5 Show Selection Option -
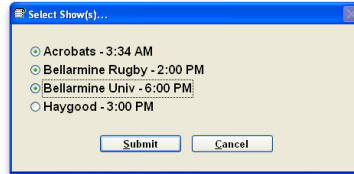
1. Choose one or more available shows.
2. Submit – Opens Print Preview.
3. Cancel - Return to Reports Menu.

3-X Refund & Refund Info -

Prints a report of refunds and refund information based upon a date range.
Return to Reports Menu.

3-X-1 Report Query -
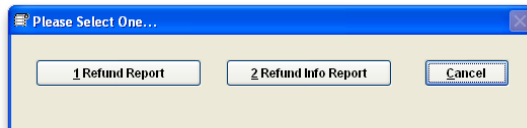
1. Refund Report – Opens Date Range.
2. Refund Info Report – Opens Date Range.
3. Cancel - Return to Reports Menu.

3-X-1-(1-2)-1 Date Range -
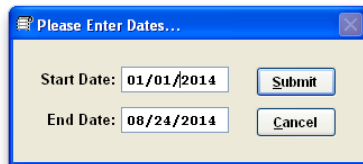
1. Enter Start Date -
2. Enter End Date -
3. Submit – Opens Report Query 2 unless Report Query option 2 was selected. This opens Print Preview.
4. Cancel - Return to Reports Menu.

3-X-1-(1-2)-1-3 Report Query 2-
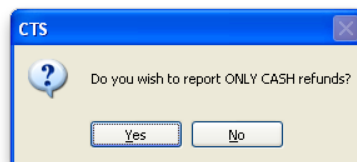
1. Yes - Opens Print Preview.
2. No - Opens Print Preview.

3-Y Show Seating List -
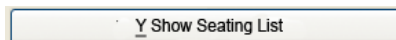
Lists all reservations for a selected show and date, with reservation details.
Return to Reports Menu.

3-Y-1 Date Entry -
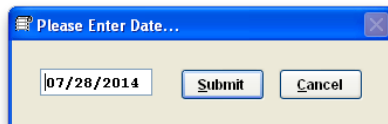
1. Date Entry –
2. Submit – Opens Show List with Times.
3. Cancel - Return to Reports Menu.

3-Y-1-1 Show List with Times -

1. Choosing a show - Opens Print Preview.
2. <Esc> Cancel - Returns to Reports Menu.

3-Z Show Status -   Z Show Status
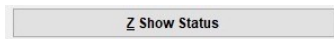
3-Z-1 Date Entry Window -

1. Enter Start Date –
2. Enter End Date –
3. Submit – Creates report if any information is available.
4. Cancel – Returns to Reports Menu.

3-Season Pass Report(s) -   Season Pass Report(s)
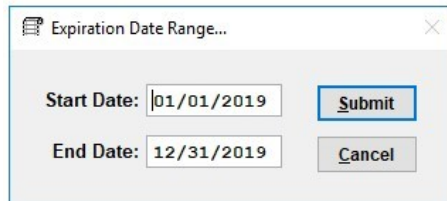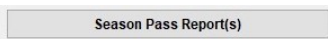
1. Enter Start Date –
2. Enter End Date –
3. Submit – Creates report if any information is available and gives output options.
4. Cancel – Returns to Reports Menu.

Print/Export Options -
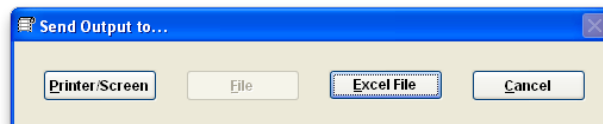
1. Printer/Screen – Opens Print Preview.
2. File – Disabled.
3. Excel File – Creates Excel File.
4. Cancel – Return to Reports Menu

3-Online Count -   Online Count
Date Entry Window -
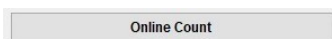
1. Enter Start Date –
2. Enter End Date –
3. Submit – Creates report if any information is available.
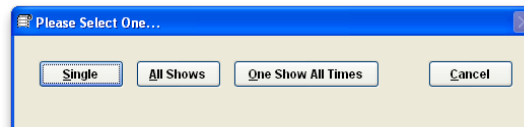4. Cancel – Returns to Reports Menu.

Print Option Screen –
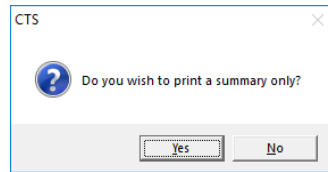
1. Yes – Prints Summary only.
2. No – Prints full report.

3-Internet Discount Codes -   Internet Discount Codes
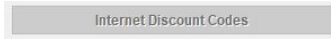
Under Construction

For Future Use -   For Future Use

<Esc> Return to Main Menu -   <Esc> Return to Main Menu
        Returns screen to Main Menu.

Module 4: Administration - [4. Administration] Return to Main Menu.
Return to Table of Contents.
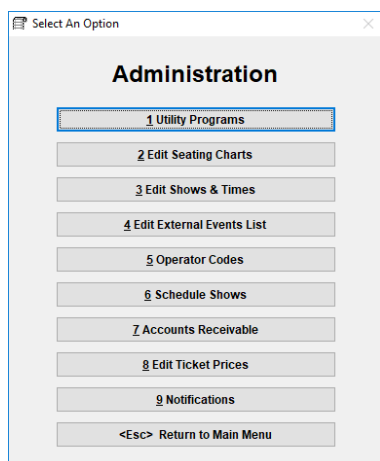
1. Utility Programs –
2. Edit Seating Charts –
3. Edit Shows & Times –
4. Edit External Events List -
5. Operator Codes -
6. Schedule Shows -
7. Accounts Receivable –
8. Edit Ticket Prices -
9. Notifications -
<Esc> Return to Main Menu –

4-1 Utility Programs – [1 Utility Programs] Multiple item menus for administrative actions. Return to Administration menu.
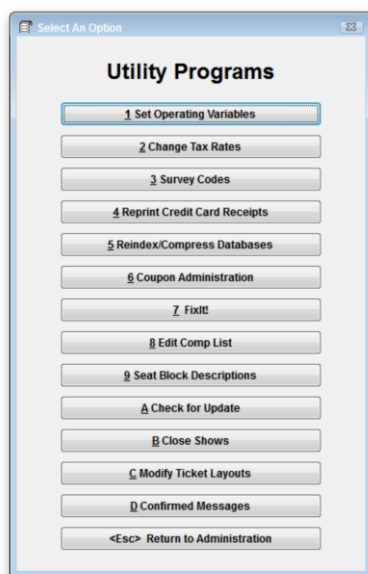
1. Set Operating Variables – NOTE: Programmer only.
2. Change Tax Rates -
3. Survey Codes -
4. Reprint Credit Card Receipts -
5. Reindex/Compress Databases -
6. Coupon Administration -
7. Fixit! -
8. Edit Comp List -
9. Seat Block Descriptions –
A. Check for Update – Accesses onine for program update.
B. Close Shows –
C. Modify Ticket Layouts – Programmer only.
D. Confirmed Messages –
<Esc> Cancel – Returns to Administration Menu.

4-1-1 Go to Set Operating Variables –

[1 Set Operating Variables] **Set System variables and Credit Card processing. PROGRAMMER ONLY.**
Return to Utility Programs.
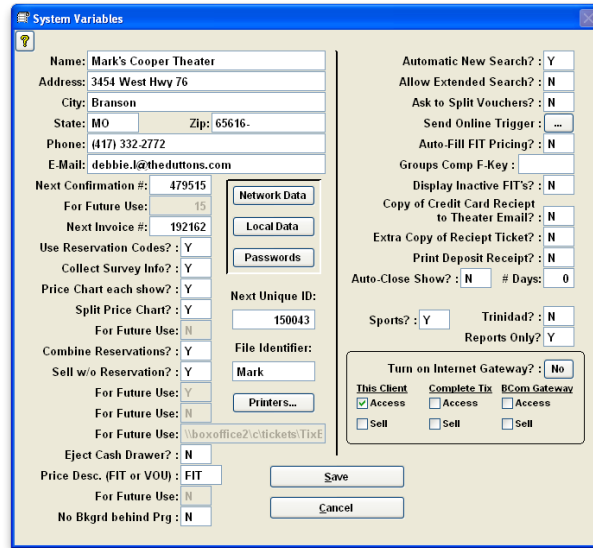
4-1-1-1 System Setup -
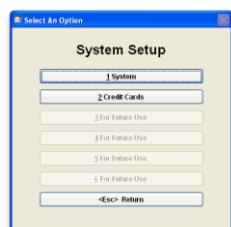
1. System Variables – To change system wide settings for the entire program
2. Credit Card – To change credit card settings within the system.
3. <Esc> Return – Returns to Utility Programs.
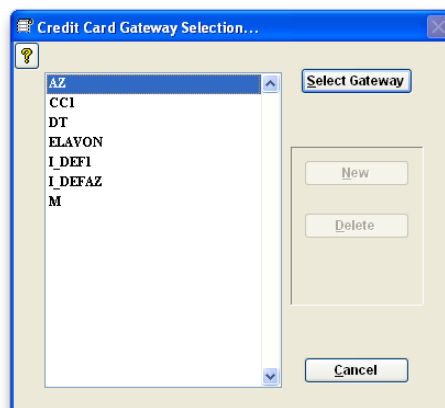
4-1-1-1-1 System Variables -

Note: Consult Complete Ticketing programmer for settings or assistance in changing any system settings.

This window includes system wide variables allowing the integration of the modules. Changes will affect them system wide and therefore must be avoided unless necessary for proper function.
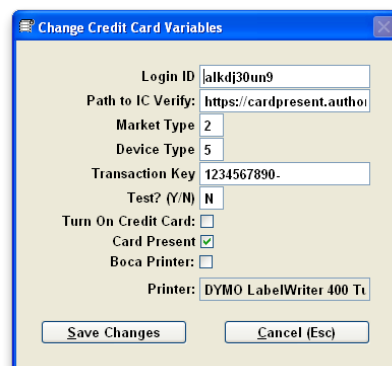
4-1-1-1-2 Credit Card Variables -

Note: Refer to programmer for settings or assistance in changing any system settings.

Allows the choice of which credit card is to be edited.

4-1-1-1-2-1 Programmer sets the following information within the system. No changes should be made without specific direction from the Programmer.

1. Login ID –
2. Path to IC Verify –
3. Market Type –
4. Device Type –
5. Transformation Key –
6. Text? (Y/N) –
7. Turn On Credit Card –
8. Card Present -
9. Boca Printer –
10. Printer –
11. Save Changes –
12. Cancel (Esc) – Returns to Utility Programs.

4-1-2 Change Tax Rates –

Allows administrator to modify tax rates within the system. Opens Tax Rate Editor. Return to Utility Programs.

4-1-2-1 Tax Rate Editor -

1. Enter a description or title to each tax rate.
2. Enter the percentage rate for each tax rate.
Note: Any field left blank will not be available to the user in choosing rates.
3. Save – Saves the information entered and returns to Utilities Menu
4. Reset – Clears all information entered or resets the information previously entered.
5. Cancel – Discards any changes and returns screen to Utility Programs.

4-1-3 Survey Codes –
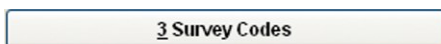
Allows administrator to modify Survey Codes. 3,500 codes are available. Opens Survey Codes.

4-1-3-1 Survey Code screen -

1. Main Headings Bar –
2. Main Heading Designation –
3. Sub-Headings –
4. Codes –
5. Online Check Box – adds code to survey for online customers.
6. Save and Exit –
7. Revert -
8. Cancel (No Save) - Return to Utility Programs.
9. Print List -

4-1-3-1 Main Headings Bar –
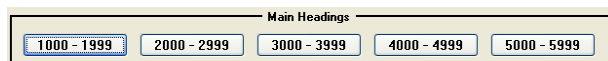
Allows grouping of codes. The title of the code page is displayed in the box at the upper right of the page.

4-1-3-2 Main Heading Designation -
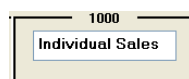
Each set of Headings can be named for identification of Survey Code groupings.

4-1-3-3 Sub-Headings –

Subject to the Main Heading Bar, this opens up a second level of codes with designations.

4-1-3-4 Codes –

These are individually named to identify the survey information. The numbers will appear on the Reservation and can be grouped in Reports.

4-1-3-5 Online Check Box –

The small box to the side of the code name allow that code to be included in the online survey.

4-1-3-6 Save and Exit –

Saves all changes and additions and returns to Utility Programs.

4-1-3-7 Revert -

Discards all changes and refreshes to the last saved code list.

4-1-3-8 Cancel (No Save) -

Discards all changes and returns to Utility Programs.

4-1-3-9 Print List -

Opens Printer Selection window and prints the list of all Survey Codes.

4-1-4 Reprint Credit Card Receipts –

Opens Confirmation Number Entry. Return to Utility Programs.

4-1-4-1 Confirmation Number Entry -

1. Enter the confirmation number that is attached to the credit card.
2. OK – Opens Credit Card Selection.
3. Cancel returns to Utility Programs.

4-1-4-1-1 Credit Card Selection -
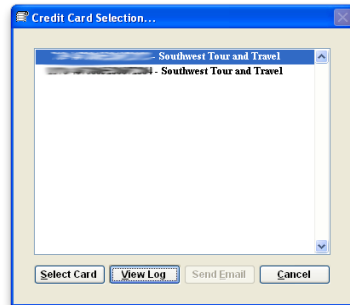
1. Highlight the card number and hit Select Card.
2. Highlight the card number and View Log.
3. Send Email –
4. Cancel – Returns to Utility Programs.

4-1-5 Reindex/Compress Databases -
Return to Utility Programs.
Allows administrator to Reindex and Compress Database. Initiates file maintenance. Forces all operators to exit TCTS. No further action is required. Upon completion the screen will return to Utility Programs.

4-1-6 Coupon Administration –
Return to Utility Programs.
Allows administrator to edit a set of coupons taken for sales or manage a list of coupon options.

4-1-6-1 Coupon Management Choice -
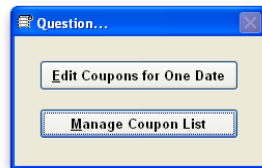
1. Edit Coupons for One Date –
2. Manage Coupon List –

4-1-6-1-1 Edit Coupons for One Date -
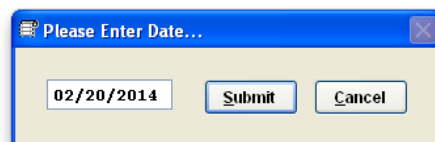
1. Enter the date when the coupons were entered.
2. Submit opens the coupon list.
3. Cancel - Return to Utility Programs.

4-1-6-1-1-1 Coupon Editor -
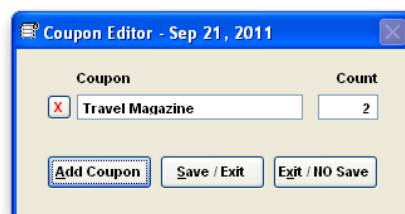
1. Red X – Deletes the coupon.
2. Expanding list of coupons based upon total for the selected date.
3. Count – Denotes the number of coupons that are connected to the description.
4. Add Coupon – Adds a blank coupon.
5. Save/Exit – Saves information and returns to Utility Programs.
6. Exit/NO Save – Discards changes and returns to Utility Programs.

4-1-6-1-2 Manage Coupon List -
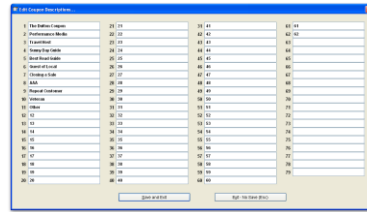
1. Type in coupon name or highlight to edit
2. Save and Exit – Save edits and return to Utility Programs.
3. Exit-NO Save – Discard edits and return to Utility Programs.

4-1-7 Fixit! -

[7 Fixit!] Return to Utility Programs.

Allows administrator to edit various aspects of a sale or deposit. Go to Fixit!

4-1-8 Edit Comp List -

[8 Edit Comp List] Return to Utility Programs.

Allows administrator to edit a set of comps taken for sales or manage a list of comp options.

4-1-8-1 Comp List/Comp Item -
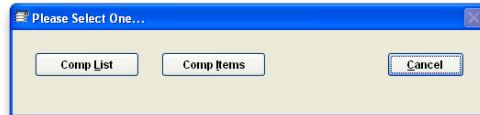
1. Comp List – Opens Comp List Change Query
2. Comp Item – Opens Comp List Change Query
3. Cancel - Return to Utility Programs.

4-1-8-1-1 Comp List Change Query -
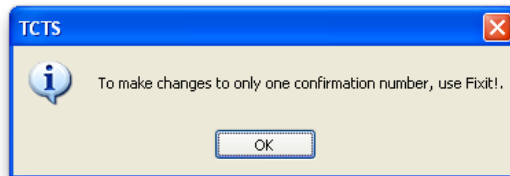
Use Fixit! for editing only one confirmation number. Comps are connected to confirmation numbers.

4-1-8-1-1-1 Date Entry -
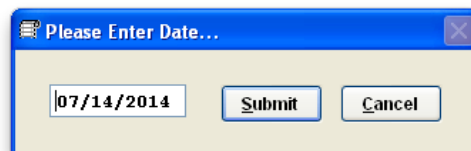
1. Enter a date –
2. Submit opens the Edit Comp List -
3. Cancel - Return to Utility Programs.

4-1-8-1-1-2 Edit Comp List -
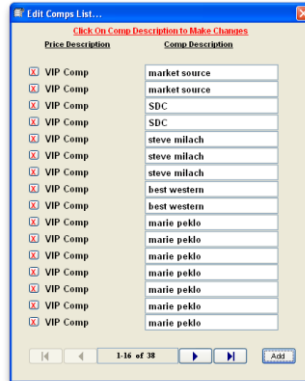
1. Click on Comp Description to make changes -
2. Red X – Deletes the Comp.
Note: There can be multiple Comps displayed.
3. Add – Adds a blank Comp for editing.
4. Navigation Bar – nagivate between pages of Comps when available.
5. Add – Opens window to enter confirmation number to be added to the list. It can then be edited as desired.

4-1-8-1-1-2-5 Add
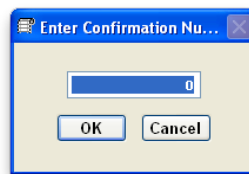
1.Enter confirmation number to be added.
2. OK – Adds the number displayed to the Comp Edit List.
3. Cancel – Returns to Utility Programs.

4-1-8-1-2 Comp Item – Expanding list of comps
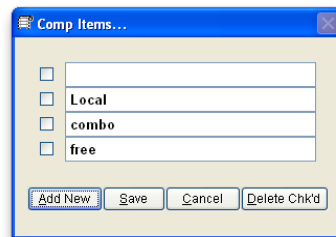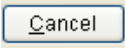
1. Check Box –
2. Description –
3. Add New –
4. Save –
5. Cancel – Returns to Utility Programs.
6. Delete Chk'd –
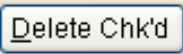
4-1-8-1-2-1 Check Box –
        Checking box allows Comp Item to be deleted.

4-1-8-1-2-2 Description –
        Comp description is edited here.

4-1-8-1-2-3 Add New –
        Adds new line to list to enter a new comp.

4-1-8-1-2-4 Save –
        Saves and returns to Utility Programs.

4-1-8-1-2-5 Cancel –
        Returns to Utility Programs. without saving.

4-1-8-1-2-6 Delete Chk'd –
        Deletes all comps that have been checked in the box to the left of the comp description.

4-1-9 Seat Block Descriptions – [9 Seat Block Descriptions]
    Allows administrator to edit Seating Chart Blocks. Return to Utility Programs.

      4-1-9-1 Seating Chart Blocks

1. Box Information –
2. Letter –
3. Description –
4. Color button –
5. Save & Exit - Saves and returns to Utility Programs.
6. Exit (NO Save) – Returns to Utility Programs.

Enter Description to Activate Letter
The letters to the left of the columns activates when a description is typed in a box.

        4-1-9-1-2 Letter –

  The designations will be identified by the letter adjacent to the box.

        4-1-9-1-3 Description – Editable name of seating blocks

  Unique descriptions identify the seat blocks. The letters will then be displayed on the seating chart.

        4-1-9-1-4 Color Button –

  Allows a color to be assigned the seat block letter for easy identification on the seating chart.

        4-1-9-1-5 Save & Exit - [Save & Exit]
        Saves all information entered and returns to Utility Programs.

        4-1-9-1-6 Exit (NO Save) – [Exit (No Save)]
        Exit without saving and return to Utility Programs.

4-1-A Check for Update – [A Check for Update] Return to Utility Programs.
    Allows administrator to access any system updates from the server.

      4-1-A-1 Yes or No box appears if an update is available asking user if they want to update now. Checking for an update logs off the user and restarts the program.

4-1-B Close Shows – [B Close Shows] Return to Utility Programs.
    Allows administrator to close seating for multiple dates.

4-1-B-1 Closing shows, closes the seating chart. Any unsold reservations are deleted. Any unused deposits assigned to that date does not allow the closing.

4-1-B-2 Action Confirmation Window -
Request to continue box appears. Closing a show affects multiple dates and must be confirmed.
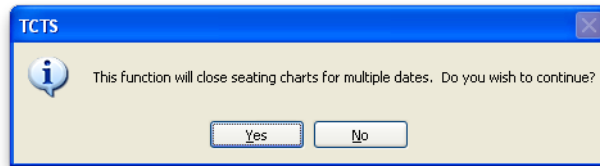
1. Yes – Opens Date Entry.
2. No – Returns to Utility Programs.

4-1-B-2-1 Date Entry Window -

1. Enter Start Date –
2. Enter End Date –
3. Submit – Begins process of closing shows and returns to Utility Programs.
4. Cancel – Returns to Utility Programs.

4-1-C Modify Ticket Layout -
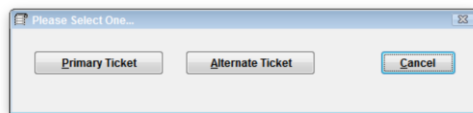
1. Primary Ticket – Opens Primary Ticket Layout Editor.
2. Alternate Ticket –
3. Cancel – Returns to Utility Programs.

4-1-C-1 Primary Ticket –
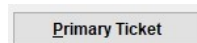
   Opens Primary Ticket Layout Editor -

4-1-C-1-1 Primary Ticket Layout Editor -
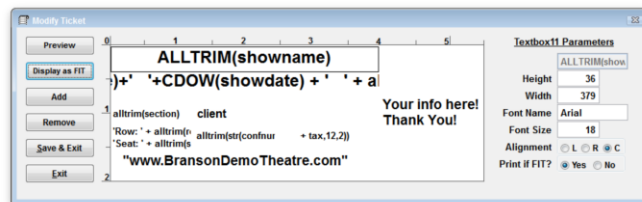
1. Preview –
2. Display as FIT –
3. Add -
4. Remove
5. Save & Edit –
6. Exit -
7. Display Box –
8. Parameters –
9. Returns to Utility Programs.

4-1-C-1-1 Preview –

   Opens Ticket Layout Display -

4-1-C-1-1-1 Ticket Layout Display -
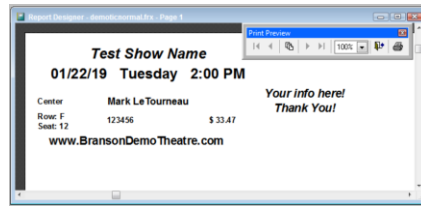
1. Displays a printable preview of the ticket.
2. Print box options. Print Options.
3. Printing or closing returns to Primary Ticket Layout Editor.

4-1-C-1-2 Display as FIT –

 Opens FIT Ticket Layout -

4-1-C-1-2-1 FIT Ticket Layout -

1. Displays primary ticket layout. Removes "Price plus tax." Non-editable. Preview only.
2. Preview – Opens printable preview of the ticket. See Preview.
3. Display Normal – Returns to Modify Ticket Layout Printing or closing returns to Primary Ticket Layout Editor.
4. Exit – Returns to Utility Programs.

4-1-C-1-3 Add –

 Opens Selection Options -

4-1-C-1-3-1 Selection Options -
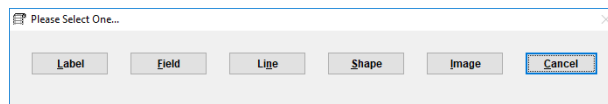
1. Label – Creates editable label and places it in the upper left corner of the Ticket Preview.
2. Field – Opens Build a Field.
3. Line – Creates editable diagonal line and places it in the upper left corner of the Ticket Preview.
4. Shape – Creates editable shape and places it in the upper left corner of the Ticket Preview.
5. Image – Creates image box in the upper left corner of the Ticket Preview.
6. Cancel – Returns to Primary Ticket Layout Editor.

4-1-C-1-3-1-1 Label –

Label   Creates editable label and places it in the upper
         left corner of the Ticket Preview.

4-1-C-1-3-1-2 Field –

Field   Opens Build a Field.

4-1-C-1-3-1-2-1 Build a Field –

Build a Field...		×
Showdate	Show Name	Section
Day of Week - Full Name	Show Time	Row
Day of Week - 3 Letters	Confirmation Number	Seat
Showdate - Name of Month	Customer Name	Price Description
User Inserted Text	Price	Tax

Submit
Cancel

1. Clicking a selection enters specified code into dialogue box.
2. The code displays the format below the dialogue box.
3. User Inserted Text – Type desired text into dialogue box.
4. Submit creates re-sizable text boxs on ticket layout in code or user text.
5. Cancel – Returns to Primary Ticket Layout Editor.

4-1-C-1-3-1-3 Line –

Line   Creates editable in the upper left corner of the
        Ticket Preview.

4-1-C-1-3-1-4 Shape –

Shape   Creates it in the upper left corner of the Ticket
         Preview.

4-1-C-1-3-1-5 Image –

Image   Creates editable image box in the upper left
         corner of the Ticket Preview.

4-1-C-1-3-1-5-1 Image Box –

0   1
   ALLTRI   Select Image Box to add image.
)+' '+CDOW

4-1-C-1-3-1-5-1-1 Image Parameters Box –

Image26 Parameters

Picture	
Height	19
Width	60

Click on Image Parameters Box to open Image Selection Box.

4-1-C-1-3-1-5-1-1-1 Image Selection Box –

1. Select image.
2. Ok – inserts adjustable image in box on Ticket Preview and Returns to Primary Ticket Layout Editor.
3. Cancel – removes image and Returns to
 Primary Ticket Layout Editor.

4-1-C-1-3-1-6 Cancel –

Cancel   Returns to Primary Ticket Layout Editor.

4-1-C-1-4 Remove –-

Remove   Clicking the button removes selected element on ticket layout.

4-1-C-1-4 Save & Exit –-
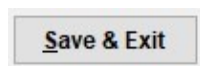
Save & Exit   Saves changes and returns to Utility Programs.

4-1-C-1-4 Exit –-
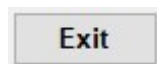
Exit   Discards changes and returns to Utility Programs.

4-1-C-2 Alternate Ticket –-
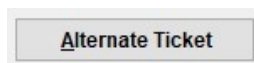
Alternate Ticket   Opens Alternate Ticket Layout Editor -

4-1-C-2-1 Alternate Ticket Layout Editor -
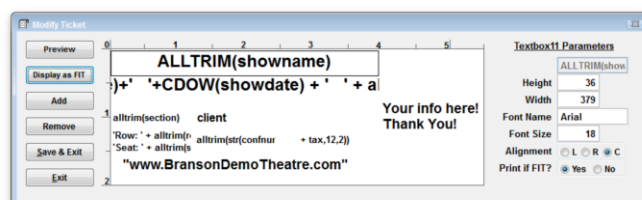
1. Preview –
2. Display as FIT –
3. Add -
4. Remove
5. Save & Edit –
6. Exit -
7. Display Box –

4-1-C-2-1 Preview –
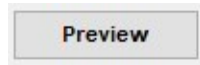
Preview   Opens Ticket Layout Display -

4-1-C-2-1-1 Ticket Layout Display -
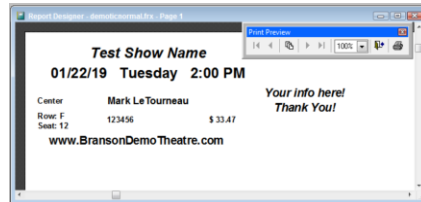
1. Displays a printable preview of the ticket.
2. Print box options. Print Options.
3. Printing or closing returns to Alternate Ticket Layout Editor.

4-1-C-2-2 Display as FIT –
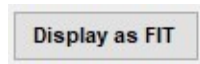
Display as FIT   Opens FIT Ticket Layout -

4-1-C-2-2-1 FIT Ticket Layout -
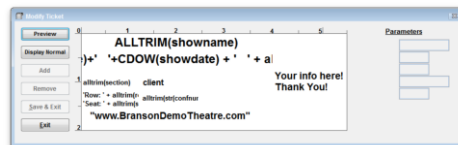
1. Displays primary ticket layout.
   Removes "Price plus tax."
   Non-editable. Preview only.
2. Preview – Opens printable preview of the ticket. See Preview.
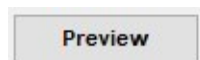3. Display Normal – Returns to Modify Ticket Layout Printing or closing returns to Alternate Ticket Layout Editor.
4. Exit – Returns to Utility Programs.

4-1-C-2-3 Add –
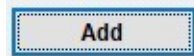
Add   Opens Selection Options -

4-1-C-2-3-1 Selection Options -
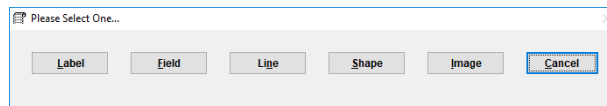
1. Label – Creates editable label and places it in the upper left corner of the Ticket Preview.
2. Field – Opens Build a Field.
3. Line – Creates editable diagonal line and places it in the upper left corner of the Ticket Preview.
4. Shape – Creates

editable shape and places it in the upper left corner of the Ticket Preview.
5. Image – Creates image box in the upper left corner of the Ticket Preview.
6. Cancel – Returns to Alternate Ticket Layout Editor.

4-1-C-2-3-1-1 Label –

Label

Creates editable label and places it in the upper left corner of the Ticket Preview.
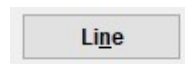
4-1-C-2-3-1-2 Field –

Field

Opens Build a Field.

4-1-C-2-3-1-2-1 Build a Field –

1. Clicking a selection enters specified code into dialogue box.
2. The code displays the format below the dialogue box.
3. User Inserted Text – Type desired text into dialogue box.
4. Submit creates re-sizable text boxs on ticket layout in code or user text.
5. Cancel – Returns to Alternate Ticket Layout Editor.

4-1-C-2-3-1-3 Line –

Line

Creates editable in the upper left corner of the Ticket Preview.

4-1-C-2-3-1-4 Shape –

Shape

Creates it in the upper left corner of the Ticket Preview.

4-1-C-2-3-1-5 Image –

 Creates editable image box in the upper left corner of the Ticket Preview.

4-1-C-2-3-1-5-1 Image Box –
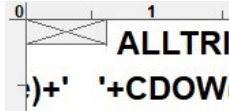
 Select Image Box to add image.

4-1-C-2-3-1-5-1-1 Image Parameters Box –
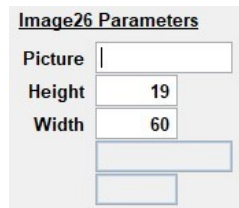
 Click on Image Parameters Box to open Image Selection Box.

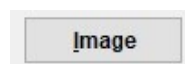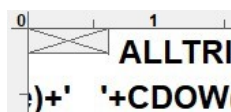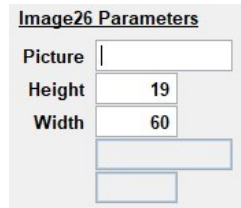4-1-C-2-3-1-5-1-1-1 Image Selection Box –
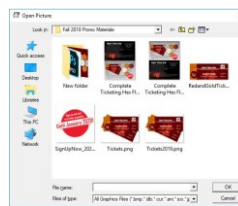
1. Select image.
2. Ok – inserts adjustable image in box on Ticket Preview and Returns to Primary Ticket Layout Editor.
3. Cancel – removes image and Returns to Alternate Ticket Layout Editor.

4-1-C-2-3-1-6 Cancel –
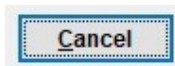
 Returns to Alternate Ticket Layout Editor.

4-1-C-2-4 Remove -–
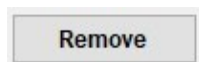
 Clicking the button removes selected element on ticket layout.

4-1-C-2-4 Save & Exit -–
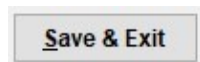
 Saves changes and returns to Utility Programs.

4-1-C-1-4 Exit -–
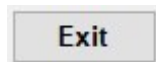
 Discards changes and returns to Utility Programs.

4-1-D Confirmed Messages -
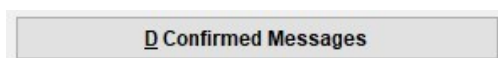
 Opens Confirmed Message menu.

4-1-D-1 Confirmed Messages Menu -
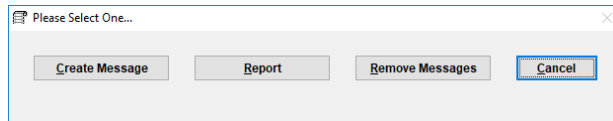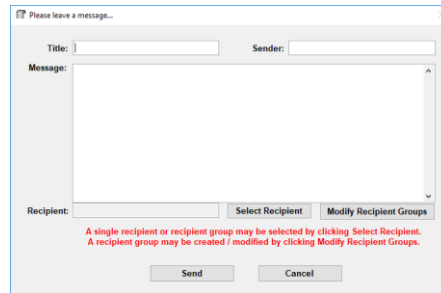
1. Create Message -
2. Report –
3. Remove Messages –
4. Cancel - Returns to Utility Programs.

4-1-D-1-1 Create Message -
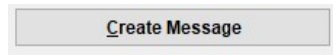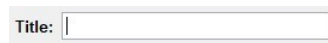
  Opens Message entry box.

4-1-D-1-1-1 Message Entry Box-

1. Title –
2. Sender –
3. Message –
4. Recipient –
5. Select Recipient –
6. Modify Recipient Groups –
7. Selection Information –
8. Send –
9. Cancel - Returns to Create Message.

4-1-D-1-1-1-1 Title -
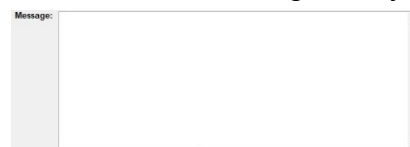
  Input title for message.

4-1-D-1-1-1-2 Sender -
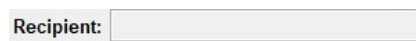
  Input who is sending message.

4-1-D-1-1-1-3 Message Body -

  Input message.

4-1-D-1-1-1-4 Recipient -

  Auto-fills with selected recipients.

4-1-D-1-1-1-5. Select Recipient –
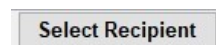
  Opens selection screen.

4-1-D-1-1-1-5-1. Select Recipient –
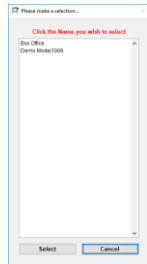
1. Highlight single recipient or previously created group.
2. Click Select to choose recipient and returns to Create Message.
3. Cancel – Returns to Create Message.

4-1-D-1-1-1-6. Modify Recipient Groups –

Modify Recipient Groups   Opens Select User List screen.

4-1-D-1-1-1-6-1 Select User List –
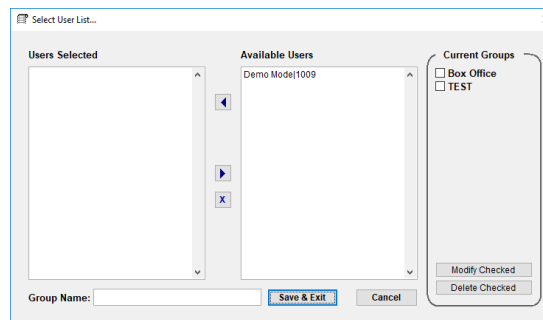
1. Users Selected – Displays individuals selected.
2. Available Users – Displays list of all users within system
3. Current Groups – List of groups previously created.
4. Buttons – Add arrow, remove selected arrow, remove all X.
5. Group Name – Input name for group of selected users.
6. Safe & Exit – Creates group and returns to Create Message.
7. Cancel – Aborts current procedure and returns to Create Message.

4-1-D-1-1-1-6-1-1 Users Selected –
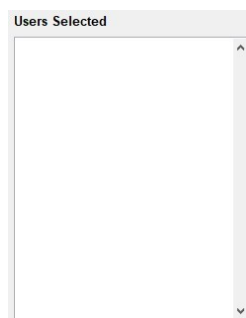
Displays individuals selected.

4-1-D-1-1-1-6-1-2 Users Selected –

Available Users

Demo Mode|1009

Displays list of all users within system.

Current Groups

☐ Box Office
☐ TEST
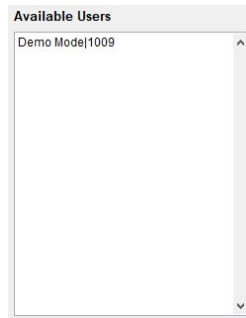
[Modify Checked]
[Delete Checked]

1. Displays previously created groups.
2. Check box to select group -
3. Modify Checked - 4. Delete Checked – Removes group from display.

4-1-D-1-1-1-6-1-3-3. Modify Checked –

Modify Checked

Repopulates Selected Users list and Group Name for modifying. Save & Exit opens Confirmation screen.

4-1-D-1-1-1-6-1-3-3-1 Confirmation

CTS

? This Group Name is already in use. Do you wish to replace it?

[Yes] [No]
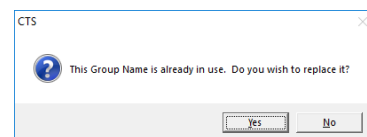
Yes - Replaces group information.
No – Deletes changes and returns to Modify Recipient Groups screen.

4-1-D-1-1-1-6-1-4 Buttons -

◀

▶

X
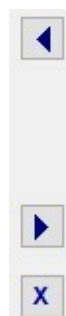
1. Add arrow – Adds recipient.
2. Remove selected arrow – removes recipient.
3. Remove all X – Clears all recipients.

4-1-D-1-1-1-6-1-5 Group Name –

Group Name: [   ]

Input name for group of selected users.

4-1-D-1-1-1-6-1-6 Save & Exit –

[Save & Exit]

Creates group or saves changes to group and returns to Create Message.

4-1-D-1-1-1-6-1-7 Cancel –

[Cancel]

Aborts current procedure and returns to Create Message.

4-1-D-1-2 Report -

[Report]   Opens Report Selection screen.

4-1-D-1-2-1 Report Selection screen -

Please Select One...   ×

[Unconfirmed Only]   [Confirmed Only]   [All]   [Cancel]
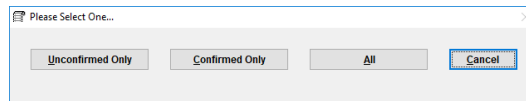
1. Unconfirmed Only -
2. Confirmed Only –
3. All –
4. Cancel - Returns to Utility Programs.

4-1-D-1-2-1-1 Unconfirmed Only -

[Unconfirmed Only]   Generates full-page report of messages sent but not confirmed.
If no data available, returns to Utility Programs.

4-1-D-1-2-1-2 Confirmed Only-

[Confirmed Only]   Generates full-page report of confirmed messages. If no data available, returns to Utility Programs.

4-1-D-1-2-1-3 All -

[All]   Generates full-page report of both confirmed and unconfirmed messages. If no data available, returns to Utility Programs.

4-1-D-1-2-1-3 Cancel -

[Cancel]   Returns to Utility Programs.

4-1-D-1-3 Remove Messages -

[Remove Messages]   Automatically deletes all messages to which all recipients have responded and returns to Utility Programs.

4-1-D-1-4 Cancel -
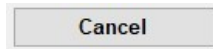
[Cancel]   Closes screen and returns to Utility Programs.

<Esc> Return to Administration – [<Esc> Return to Administration]
Returns to Administration menu

4-2 Edit Seating Charts - [2 Edit Seating Charts]   Return to Administration menu.
Allows editing of Master Seating Chart and Individual Seating Chart. Allows operator to print a Master Seating Chart for a selected show on a selected day. It also allows operator to select an Individual Seating Chart based on Date or Confirmation Number.

4-2-1 Seating Chart Selection -
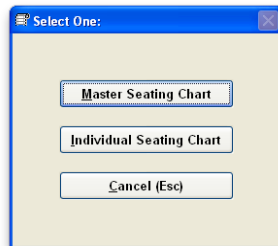
1. Master Seating Chart – Allows user to edit the layout of the theater seating chart for the purpose of creating an active seating chart.
2. Individual Seating Chart – Allows user to edit a seating chart for the purpose of editing for a single show.
3. Cancel (Esc) - Returns to Utility Programs.

4-2-1-1 Master Seat Chart -
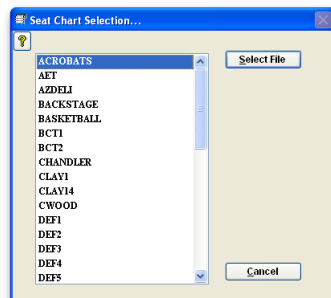
1. Choose the seat chart by clicking on it, which highlights it.
2. Select File – Opens the Seating Chart Editor.
3. Cancel – Returns to Utility Programs.

4-2-1-2-1 Seating Chart Editor -
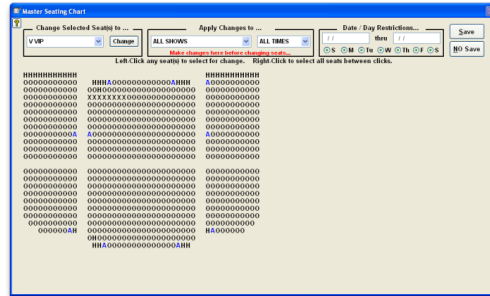
Go to [Seating Chart Editor](#).

4-2-2-1 Individual Seating Chart -
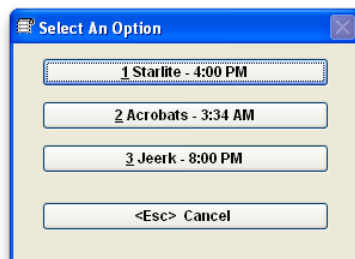
1. Choose from a list of available shows. Opens Show Calendar.
2. <Esc> Cancel - Returns to [Utility Programs.](#)

4-2-2-2 Show Calendar -
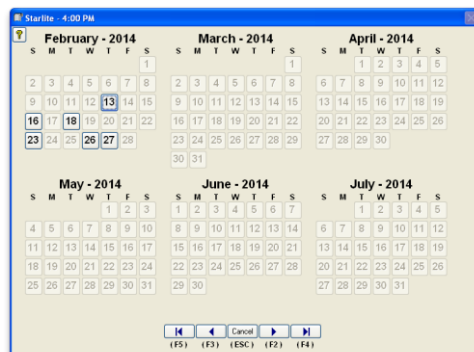
1. Choose an available date for that show. Opens [Seating Chart Editor](#).
2. Navigation Bar –
3. Cancel (Esc) - Returns to [Utility Programs.](#)

4-2-2-3 Seating Chart Editor -
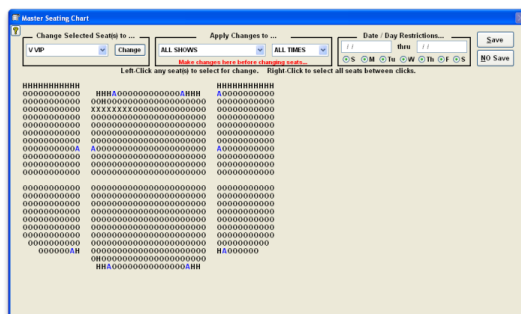
1. Edits can be made to the Seating Chart. Go to [Seating Chart Editor](#).

4-2-3 Cancel (Esc) - Returns to [Administration](#).

4-3 Edit Shows & Times - [3 Edit Shows & Times] Allows changes to shows and show times. Return to Administration. Opens Warning Window.

4-3-1 Shows & Times -

1. Order -
2. Show Name –
3. Show Time –
4. RowDef File –
5. Scrn Size –
6. CCard File –
7. Price Chart –
8. Seating Rules –
9. Show Grouping –
10. Tax Categories -
11. Internet –
12. Add –
13. Delete –
14. Exit (Esc)-

4-3-2-1 Order -

 This establishes the order the shows appear in the show menu.

4-3-2-1-1 Change show order

 Control and direction arrow moves show to desired position in list.

4-3-2-2 Show Name –

 Create/Edit the show name.

4-3-2-3 Show Time –

 Create/Edit show time. The format is HH:MM AM/PM.

4-3-2-4 RowDef File –

 Row Definitions File is a choice option. Click in the box and a list is given.

4-3-2-4-1 Seat Chart List -
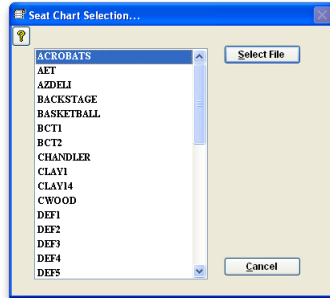
1. Choose the seat chart by clicking on it.
2. Select File – Opens the Seating Chart Editor.
3. Cancel – Returns to Utility Programs.

4-3-2-5 Size –

See Programmer for screen size. The screen variables are set for the specific system in specific venue.

4-3-2-6 CCard File –

Click in the box and a list of available CC files are presented. Choose by highlighting the file desired.

4-3-2-6-1 List of Credit Card
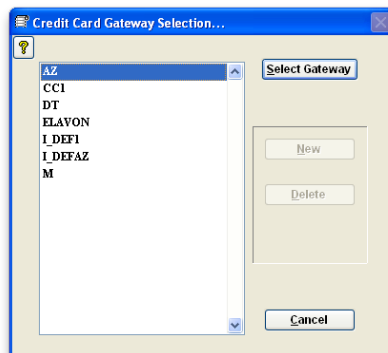
Allows the choice of a credit card within the system.

4-3-2-7 Price Chart –
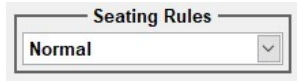
Click within the box and a list of price charts appears. DEFLT is the default if the system has only a single pricing chart.

4-3-2-7-1 Price Chart List -
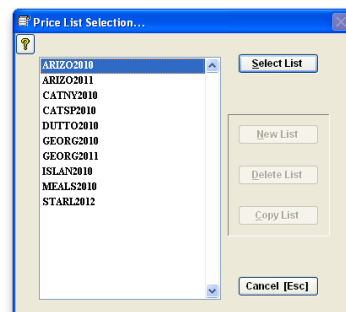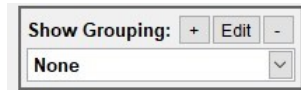
1. Choose of a price chart.
2. Select List -
3. New List -
4. Delete List –
5. Copy List –
6. Cancel (Esc) - Return to Administration.

4-3-2-8 Seating Rules –
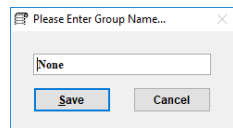
If this box is checked, seating is unassigned and a progress bar shows the number of seats/percentage of seating sold.

4-3-2-9 Show Grouping –
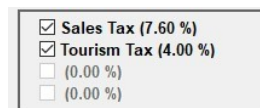
A drop down menu box appears with names of show groupings that can be assigned to the currently displayed show.

4-3-2-9-1 + or Edit opens entry box -

1. Display allows edit/addition of show group.
2. Save – Adds new group name to list.
3. Cancel – Returns to Show and Times screen.

4-3-2-10 Tax Categories –

Click in the boxes to establish the taxes applied to each sale for the selected show.

4-3-2-11 Internet -
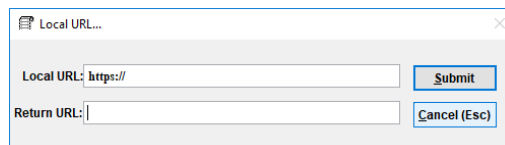
1. Internet URL – Opens URL input window
2. Show Active – Checking this box activates the selected show for online viewing, if available.
3. Internet Show Parameters – Allows editing of internet show parameters.
4. If the theater has internet ticketing setup and a show is displayed online, it is indicated here.

4-3-2-11-1 Internet URL –

Set by the Programmer.

4-3-2-11-1-1 Internet URL Entry –

1. URL - is theater web address to online ticket sales.
2. Return URL – display only.
3. Submit – save changes made to input box.
4. Cancel (Esc) – returns to Edit Shows and Times.

4-3-2-11-2 Show Active -
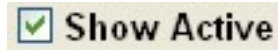
 Click this box to activate this show online.

4-3-2-11-3 Internet Show Parameters –

 Internet Show Information –

4-3-2-11-3-1 Internet Show Information -

1. Pricing -
2. Show Calendar Display Name -
3. Photo URL –
4. Select/Change Venue –
5. Seating Rules –
6. Manage Online Res Codes –
7. Manage Discount Codes -
8. Credit Card Parameters –
9. Customer Select Seats –
10. Display Regular Adult Price –
11. Message Under Pricing –
12. Save and Exit - Returns to Edit Shows and Times.

4-3-2-11-3-1-1 Pricing –

1. If no Profile exists, click Add to open New Internet Price Profiles creator.
2. If Profile exists, clicking on it will open selectable/editable Internet Price Profiles.
3. X – Removes the profile.

4-3-2-11-3-1-1-1 New Internet Price Profile creator.

1. Add a New Profile – opens Naming Screen.
2. Cancel (Esc) – Returns screen.

4-3-2-11-3-1-1-1-1 Naming Screen

1. Type profile name.
2. Save – Add New Profile.
3. Cancel – returns to New Internet Price Profile creator.

4-3-2-11-3-1-1-1-1-1 Add a New Profile –

1. Internet Price Descriptions –
2. F-Key –
3. Ticketing Price Description –
4. Price –
5. Reservation Rules -
6. Add a Price –
7. Profile Description –
8. Save (Enter) –
9. Delete this Group –
10. Cancel (Esc) – returns to Internet Price Profiles

4-3-2-11-3-1-1-1-1-1-1 Internet Price Descriptions –

This price description will be displayed online. Enter or edit the description in the box by clicking inside the box and typing/edit the name.

4-3-2-11-3-1-1-1-1-1-1-(2)(3)(4) F-Key -

Clicking in the box opens the Internet Price Chart. When a price is selected F-Key, Ticketing Price Description and Price are auto entered.

4-3-2-11-3-1-1-1-1-1-5 Reservation Rules –

Opens selection box.

4-3-2-11-3-1-1-1-1-1-5-1 Res Rules Sel
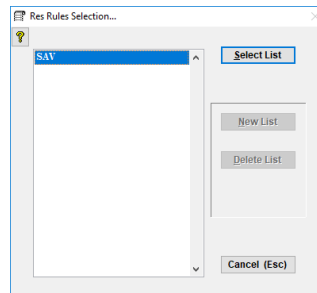
1. Highlight desired list.
2. Select List add selection to profile and returns to Internet Profile.
3. Cancel (Esc) – Returns to Internet Profile.

4-3-2-11-3-1-1-1-1-1-1-6 Add a Price –

Opens the Internet Price Chart and allows the user to enter a new price.

4-3-2-11-3-1-1-1-1-1-1-7 Profile Description
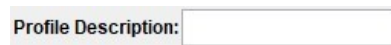
Editable entry.

4-3-2-11-3-1-1-1-1-1-1-8 Save (Enter) –
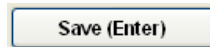
Saves information and returns to Price Profile .

4-3-2-11-3-1-1-1-1-1-1-9 Delete this Group –

Deletes the profile and returns to Price Profile .

4-3-2-11-3-1-1-1-1-1-1-10 Cancel (Esc) –

Return to Internet Price Profiles without saving.

4-3-2-11-3-1-1-1-2 Internet Price Profiles -
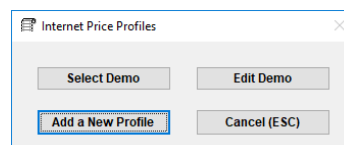
1. Select adds profile and returns to Internet Show Information.
2. Edit opens Profile screen and allows changes to selected profile.
3. Add a New Profile returns to Naming Screen.
4. Cancel(Esc) – returns to Internet Show Information

screen.

4-3-2-11-3-1-2 Show Calendar Display Name –

Show Calendar Display Name (Short)
The Duttons

The name of the show to be displayed in the calendar in the online system.

4-3-2-11-3-1-3 Photo URL -

Photo URL   View
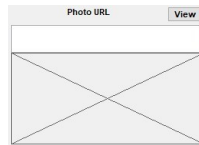
The photo used online to advertise show is displayed.

4-3-2-11-3-1-4 Select/Change Venue –
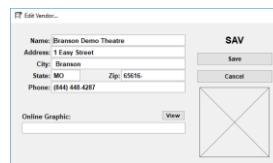
Select/Change Venue   Clicking opens Venue List.

4-3-2-11-3-1-4-1 Venue List -
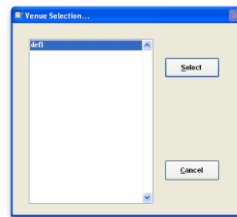
Venue Selection...

1. Choose the venue by clicking on the name.
2. Select File – Opens the selected venue file.
3. Cancel – Returns to Internet Show Information.

4-3-2-11-3-1-4-1-1 Select File –

Edit Vendor...

Name: Branson Demo Theatre
Address: 1 Easy Street
City: Branson
State: MO   Zip: 65616-
Phone: (844) 448-4287

Online Graphic: View

SAV
Save
Cancel

1. Venue information is displayed for editing.
2. Online Graphic – displays link and representative image of theater/venue.
3. Save – Saves information and returns to Internet Show Information.
4. Cancel – Does not save and returns to Internet Show Information.

4-3-2-11-3-1-5 Seating Rules –

Seating Rules   Opens Res Rules Selection -

Res Rules Selection...

SAV   Select List

New List

Delete List
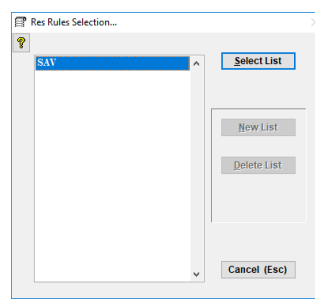
Cancel (Esc)

4-3-2-11-3-1-5-1 Res Rules Selection -

1. Highlight desired list.

2. Select List opens Reservation Rules screen.
3. Cancel (Esc) –

returns to
Internet Profile.

4-3-2-11-3-1-5-1-1 Reservation Rules screen -
WARNING: No changes should be made without consulting the Programmer.

1. Order –
2. Start Row –
3. End Row –
4. Start Seat –
5. End Seat –
6. Section –
7. Left to Right –
8. Delete –
9. Add Rule –
10. Save/Exit –
11. Cancel (No Save)-

4-3-2-11-3-1-5-1-1-1 Add Rule Form – (Items 1 - 8)

1. Each option is available in sequence starting with Select Section.
2. Each option is restricted based upon previous selections within this form.
3. Save [Enter] – Adds the rule to the previous form with all information applied.
4. Cancel [Esc] – Exits the form without saving.

4-3-2-11-3-1-6 Manage Online Res Codes -

Clicking opens Edit Surveys Code screen. Saving or exiting in Survey Code screen returns to Internet Show Information.

4-3-2-11-3-1-7 Manage Discount Codes -

Clicking opens Internet Discount screen.

4-3-2-11-3-1-7-1 Internet Discounts -

1. Add a New Code – displays entry options.
2. Exit (Esc) – returns to Internet Show Information.

4-3-2-11-3-1-7-1-1 Internet Discounts with entry options -

1. Discount Code – enter code to be displayed for customer.
2. Discount Type – select either % or $ type.
3. Discount Amount – enter % or $ amount.
4. Start Date – enter date when discount begins
5. End Date – enter date when discount ends
6. Key Words – entry limits discount to specific ticket type
7. Show List – opens Select Shows screen
8. Delete – click X to delete current Discount Code.

4-3-2-11-3-1-7-1-1-1 Show List -

1. Shows Attached to this Discount Code – lists shows added to Discount Code.
2. Available Shows – list all show available.
3. Left Arrow – adds selected show to Shows Attached.
4. Right Arrow – removes selected show from Shows Attached.
5. X – clears all shows in Shows Attached
6. Exit – returns to Internet Discount screen.

4-3-2-11-3-1-8 Credit Card Parameters –

   Opens Change Credit Card Variables –

   4-3-2-11-3-1-8-1 Change Credit Card Variables -

1. Consult Programmer for any changes.
2. Save Changes -
3. Cancel (Esc) - Returns to Internet Show Information.

4-3-2-11-3-1-9 Customer Select Seats –

☐ Customer Selects Seats   Consult Programmer.

4-3-2-11-3-1-10 Display Regular Adult Price –

Display Regular Adult Price: $ 0.00   Enter full adult price here to display undiscounted price online.

4-3-2-11-3-1-11 Message Under Pricing –

Message Under Pricing: All Prices Include Tax

Enter message here to display under pricing online.

4-3-2-11-3-1-12 Save and Exit -
Saves changes and Returns to Edit Shows and Times.

4-3-2-12 – Add -

Add   Adds a new blank line at the end of the list for editing.

4-3-2-13 – Delete -

Delete   Opens confirmation dialogue box.

4-3-2-13-1 Confirmation box.

CTS
❓ Are you sure you wish to DELETE the show Best Show Ever at 11:00 PM?
        Yes   No
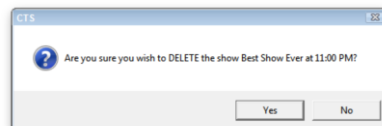
1. Yes – removes show from list.
2. No – cancels delete.

4-3-2-14 – Exit (Esc) -

Exit (Esc)   Saves all changes and returns to Administration.

4-4 Edit External Events List -   4 Edit External Events List   Return to Administration.
        Editing non-show events to be included on the events calendar.

External Events List Editor.
Delete Date   Time   Event
☒ 02/12/2014 2:10 PM Test Event
☒ 02/12/2014 2:10 PM Test Event
☒ 02/12/2014 2:10 PM Test Event

Add Event |◄ ◄ 1-3 of 3 ► ►| Clean Up
                                    Exit
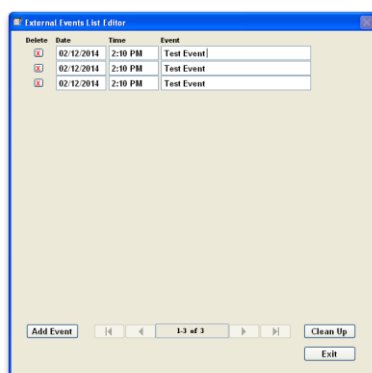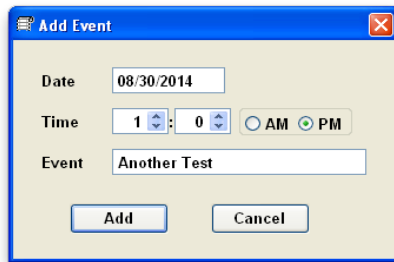
4-4-1 External Events List -

1. Delete – Clicking the red "X" deletes the entry and
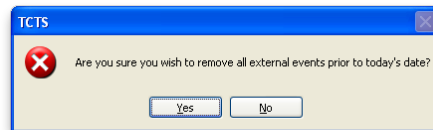
updates the form.
2. Date – Edit date of event.
3. Time – Edit time of event.
4. Event – Edit the event description.
5. Add Event – Opens Add Event.
6. Navigation Bar – Allows movement between pages of events.
7. Clean Up – Opens Clean Up Confirmation.
8. Exit – Returns to Administration.

4-4-1-5 Add Event -

1. Date – Enter date of event.
2. Time – Enter time of event.
3. Event – Enter event description.
4. Add – Saves the information and adds it to the events list. Returns to External Events List.
5. Cancel – Returns to External Events List.
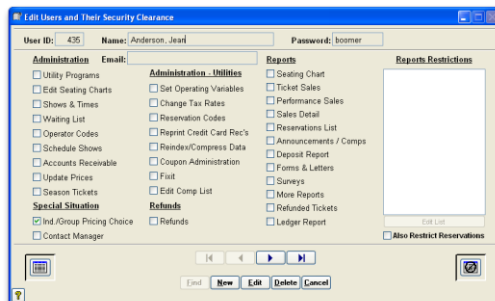
4-4-1-7 Clean Up Confirmation -

1. Yes – activates clean up protocol.
2. No – Cancels and returns to External Events List.
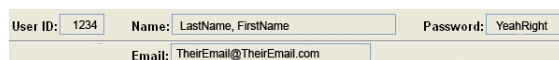
4-5 Operator Codes - 5 Operator Codes   Return to Administration.
Allows administrator to limit access to the operators on the system.

4-5-1 Operator List -

1. User ID – User Information
2. Name – User Information
3. Password – User Information
4. Email – User Information
5. Check Boxes –
6. Reports Restriction – Editable list
7. Also Restrict Reservations –
8. Navigation Bar –
9. User Report –
10. Clear User Data –
11. User Editing Bar -

4-5-1-(1-4) User Information –

User ID -
Name -
Password -

Email (if activated) –
NOTE: These are established for
each user by the administrator.

4-5-1-5 Check Boxes -

☐ Utility Programs
☐ Edit Seating Charts
☐ Shows & Times
☐ Waiting List
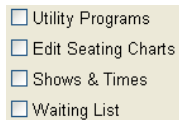
The allowed permissions are checked in the box to the left based upon administrator's approval.

4-5-1-6 Reports Restriction –

Reports Restrictions

Edit List
☐ Also Restrict Reservations
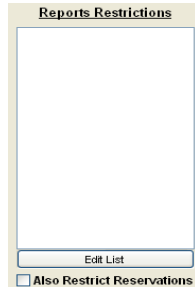
By clicking Edit List under the box, a list of shows can then be chosen from to restrict the user access.
Restricts the user's reports to the shows that are listed in the box.

4-5-1-7 Also Restrict Reservations –
Restricts the user to only the shows that appear in the list. Any other shows will not be available to the user.

4-5-1-8 Navigation Bar –

| ◄◄ | ◄ | ► | ►► |

Used to navigate between users that are available.

4-5-1-9 User Report –

A report of user logins and logouts is displayed.

4-5-1-10 Clear User Data –

Clears all user data displayed in the User Report.

4-5-1-11 User Editing Bar -

| Find | New | Edit | Delete | Cancel |
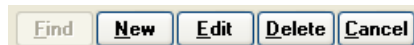
1. Find - Currently Disabled
2. New – Adds a new blank record. The New button becomes Save and Edit button becomes Revert. Delete and Exit become disabled. No further action can be done until Save or Revert is clicked. No further action can be done until Save or Revert is clicked.
3. Edit - Edits the current record. Once this has been chosen, previously grayed out Bar are activated. The New button becomes Save and Edit button becomes Revert. Delete and Exit become disabled. No further action can be done until Save or Revert is clicked.
4. Delete – Deletes the current record and returns to the first record

available.
5. Cancel – Exiting returns to Administration.

4-5-1-11-2 (3) Save/Revert Option -

| Find | Save | Revert | Delete | Cancel |

1. Save – Saves changes.
2. Revert – Restores the form back prior to any changes.

4-6 Schedule Shows – [6 Schedule Shows] Enables show scheduling using an Interactive Calendar. Return to Administration.

4-6-1 Opens window of shows

Select An Option

1 The Duttons
2 Trinidad Test
3 Starlite
4 Bellarmine Univ
5 New Show
6 Acrobats
7 Jeerk
8 Owens Theater
9 Haygood

<Esc> Cancel

1. Choose from the displayed shows opens Show Calendar.
2. <Esc> Cancel - Returns to Administration.

4-6-1-1 Show Calendar -

Acrobats - February - 2014
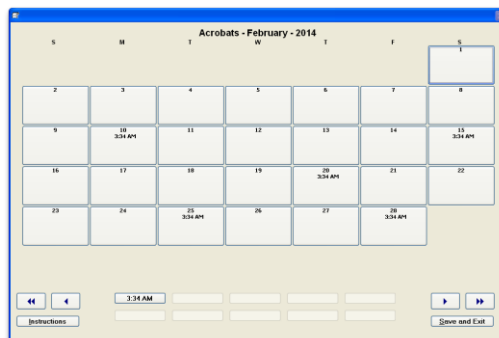
1. Show Time Bar -
2. Calendar Days -
3. Navigation Bar -
4. Save and Exit -
5. Instructions –

4-6-1-1-1 Show Time Bar –

| 3:34 AM | |
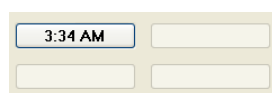
Click on Showtime Bar on the bottom of the screen to make them active (Red color indicates active).

Acrobats - February - 2014
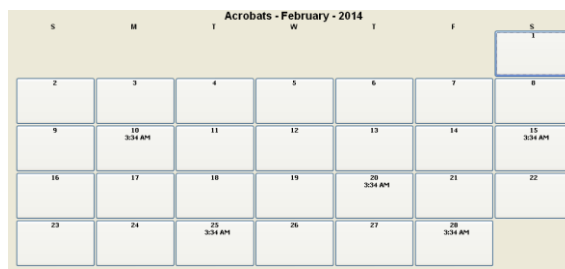
4-6-1-1-2
Calendar Days –

Left-Click on any calendar date

to add active show times.
Right-Click on any calendar date to delete active show times.

4-6-1-1-3 Navigation Bar –

[◀◀] [◀]   [▶] [▶▶]   Navigate to other months using the arrow Bar.

4-6-1-1-4 Save and Exit -

[**Save and Exit**]   Saves and returns to Administration.

4-6-1-1-5 Instructions –

[**Instructions**]   Opens instructions for this form.

4-7 Accounts Receivable - [**7 Accounts Receivable**] Fully integrated Accounts Receivable with multiple options. Can also be initiated as Stand Alone Module 9. Return to Administration.

Accounts Receivable
- 1 Create/Edit Statement Charge
- 2 Payments
- 3 Print Statements
- 4 For Future Use
- 5 Create QB Import File
- 6 FITs / Contracts
- 7 AR Reports
- 8 Merge FIT's
- 9 Expired Cards on File
- <Esc> Cancel
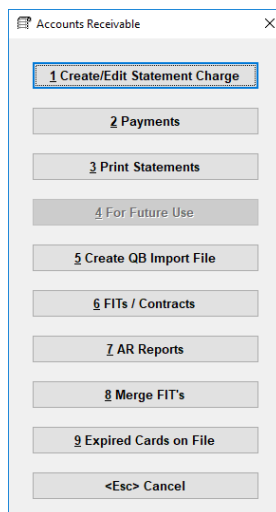
1. Create/Edit Statement Charge – Creates a debit memo for a FIT via statement charge.
2. Payments – For entering or editing payments for monies received from FITs.
3. Print Statements – Allows user to print physical statements for mailing (emailing) or allows printing of a report in statement format with taxes displayed.
4. For Future Use –
5. Create QB Import File - Creates a Quickbooks file for importing AR information. See Programmer for customizing into your Quickbooks file.
6. FITs/Contracts – Opens list of FIT accounts and associated contracts allowing AR management.
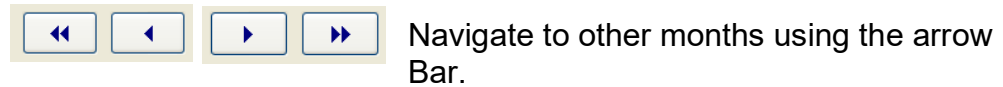7. Reports – Opens an AR reports menu with multiple options.
8. Merge FITs – Allows the merger of two FIT accounts into one.
9. Expired Cards on File – Displays expired Credit Cards.
10. <Esc> Cancel – Returns to Administration.

4-7-1 Create/Edit Statement Charge –

[**1 Create/Edit Statement Charge**]   Opens Statement Charge options.

4-7-1-1 Statement Charge Options –

Please Select One...
[Create Statement Charge] [Edit Statement Charge] [Cancel]
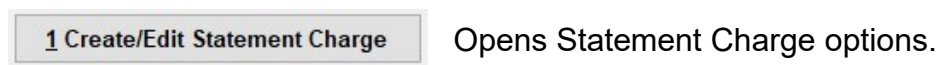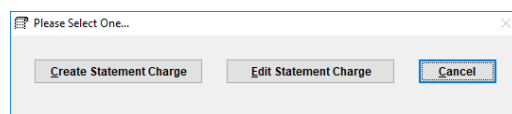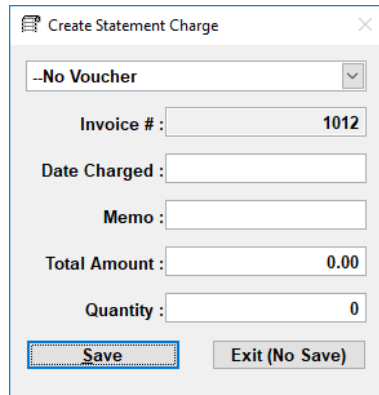
1. Create Statement Charge -
2. Edit Statement Charge –
3. Cancel – Returns to Administration.

4-7-1-1-1 Create Statement Charge –
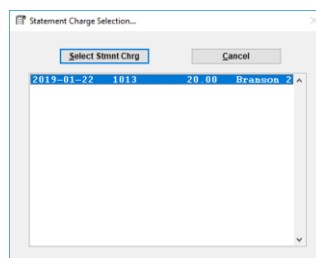
1. Select the FIT from the drop down list.
2. The invoice is self-generated by the system.
3. The Date Charged defaults to today's date.
4. The Memo Field is for explanation of the statement charge as to why the charge is being made outside of the sales window.
5. The total amount of the charge is manually entered.
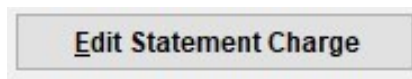6. The quantity is based upon how many seats are affected by the charge. Default is 1. Note: If any entry is blank the window will not save but will open a dialogue box to requiring input into a blank field.
7. Save – Creates the charge based upon the data and returns screen to the Accounts Receivable menu.
8. Exit (No Save) – Discards changes and returns to Accounts Receivable menu.

4-7-1-1-2 Edit Statement Charge Options –

Opens Statement Charge Selection

4-7-1-1-2-1 Statement Charge Selection list –

1. Select Statement Charge – Opens selected statement charge editor.
2. Cancel - returns to Accounts Receivable menu.
3. Statement List – List of editable statement charges.

4-7-1-1-2-1-1 Edit Statement Charge Options –

1. Select the FIT from the drop

down list.
2. Auto-loads Invoice #.
3. Auto-loads editable statement charge information
4. Save – Saves changes and returns to Accounts Receivable menu.
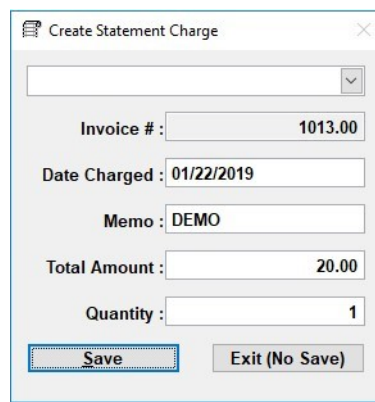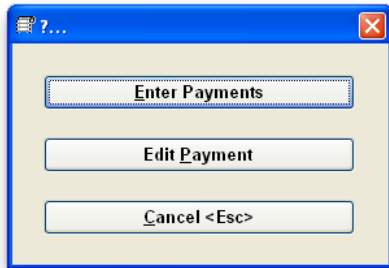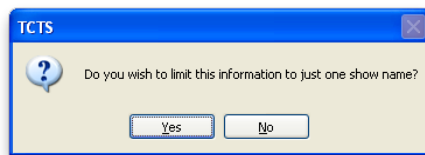5. Exit (No Save) – Discards changes and returns to Accounts Receivable menu.

4-7-2 Payments – For entering or editing payments for monies received from FITs.
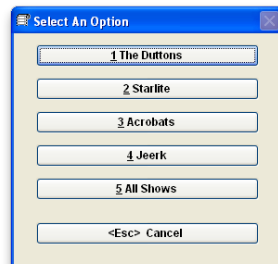

1. Enter Payments allows payments to be applied to an FIT invoice.
2. Edit Payments allows the user to edit a previously entered payment.
3. Cancel <Esc> - Returns to the to Accounts Receivable menu.

4-7-2-1 Enter Payments -

1. Yes – Opens One Show Name Option.
2. No -Opens Accounts Receivable payments window. Go to AR Payments.
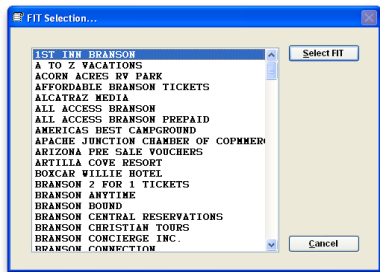
4-7-2-1-1 One Show Name Option -

1. Choose the Show – Opens Accounts Receivable Payments. Go to AR Payments.
2. Cancel – Returns to the to Accounts Receivable menu.

4-7-2-1

Accounts Receivable Payments...

FIT Selection		Date Paid		Amount Paid	Payment Type			Total Amt. Due:	1,436.00
BRANSON 2 FOR 1 TICKETS		09/20/2014		0.00	Cash	Auto-Select Clear		Amt. Applied:	0.00
Invoice	0		Unused Pmt.:	0.00				Balance Due:	1,436.00

✓	Date	Show	Inv. # - Conf. # - Vouch. # - Name	Credit Pmt.	Original Amt.	Amount Due	Payment
	09/15/14	The Dutton	231420 - 607046 - 141218, 141217, 216, 215 - Douglas, Shari		72.00	72.00	
	09/15/14	The Dutton	231459 - 607063 - 141211, 210, 209, 208 - Keenan, Karen		72.00	72.00	
	09/16/14	George Dye	231461 - 607079 - 140257 - Scholl, Diane		62.00	62.00	
	09/16/14	The Dutton	231506 - 607172 - 141231 - Grey, Ellen		18.00	18.00	
	09/16/14	The Dutton	231519 - 607185 - 141235, 141234 - Cummings, Larry		36.00	36.00	
	09/16/14	The Dutton	231526 - 607187 - 141227, 141228 - Pladson, Frank		36.00	36.00	
	09/16/14	The Dutton	231527 - 607188 - 141195-94-93-92 - Latham, Ruby		72.00	72.00	
	09/16/14	The Dutton	231529 - 607189 - 141155, 141154 - Muehl, Louise		36.00	36.00	
	09/16/14	The Dutton	231534 - 607193 - 141245-44 - Prudhomme, Alee		36.00	36.00	
	09/17/14	George Dye	231552 - 607250 - 140262 - Clayton, Charliey		31.00	31.00	
	09/17/14	The Dutton	231566 - 607270 - 141249-48 - Schubert, Ralph		36.00	36.00	
	09/17/14	The Dutton	231570 - 607271 - 141237 - Mihlbauer, Terry		36.00	36.00	
	09/17/14	The Dutton	231576 - 607274 - 141226-225 - Rosebrough, Chuck		36.00	36.00	
	09/17/14	The Dutton	231580 - 607276 - 141232 - Dandoy, Kevin		36.00	36.00	
	09/17/14	The Dutton	231581 - 607277 - 141247 - Putz, Dean		36.00	36.00	
	09/17/14	The Dutton	231584 - 607278 - 141251-50 - Petchenik, Ken		36.00	36.00	
	09/17/14	George Dye	231588 - 607280 - 140268-267 - Petchenik, Ken		31.00	31.00	
	09/17/14	The Dutton	231589 - 607281 - 141230 - Bickler, Edward		36.00	36.00	
	09/17/14	The Dutton	231600 - 607285 - 141241 - Wutchiett, Ron		72.00	72.00	
	09/17/14	The Dutton	231604 - 607288 - 141224-223 - Foulon, Danny		36.00	36.00	
	09/17/14	The Dutton	231615 - 607321 - 141222 - Utz, Rosie		72.00	72.00	
	09/17/14	The Dutton	231623 - 607327 - 141256 - Moore, Ms		108.00	108.00	
	09/17/14	The Dutton	231634 - 607330 - 141243-242 - Valuch, Milan		36.00	36.00	
	09/17/14	The Dutton	231643 - 607337 - 141205 - Heilbron, Ann		36.00	36.00	

Credit: $ 1209.38   Save   Exit (NO Save)

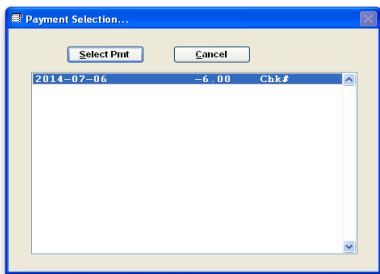## 4-7-2-2 Edit Payments –

1. Select from the list of FITs available.
2. Submit FIT – Opens FIT Payment Selection.
3. Cancel – Returns to Accounts Receivable Menu

4-7-2-2-2 FIT Payment Selection -

1. Choose the FIT the payment is to be edited against.
2. Select Pmt – Go to AR Payments. for further detail.
3. Cancel – Returns to Accounts Receivable Menu

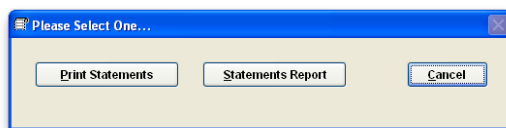| ✓	Date	Show	Inv. # - Conf. # - Vouch. # - Name	Credit Pmt.	Original Amt.	Amount Due	Payment
☐	09/15/14	The Dutton	231420 - 607046 - 141218, 141217, 216, 215 - Douglas, Shari		72.00	72.00	
☐	09/15/14	The Dutton	231459 - 607063 - 141211, 210, 209, 208 - Keenan, Karen		72.00	72.00	
☐	09/16/14	George Dye	231461 - 607079 - 140257 - Scholl, Diane		62.00	62.00	
☐	09/16/14	The Dutton	231506 - 607172 - 141231 - Grey, Ellen		18.00	18.00	
☐	09/16/14	The Dutton	231519 - 607185 - 141235, 141234 - Cummings, Larry		36.00	36.00	
☐	09/16/14	The Dutton	231526 - 607187 - 141227, 141228 - Pladson, Frank		36.00	36.00	
☐	09/16/14	The Dutton	231527 - 607188 - 141195-94-93-92 - Latham, Ruby		72.00	72.00	
☐	09/16/14	The Dutton	231529 - 607189 - 141155, 141154 - Muehl, Louise		36.00	36.00	
☐	09/16/14	The Dutton	231534 - 607193 - 141245-44 - Prudhomme, Alee		36.00	36.00	
☐	09/17/14	George Dye	231552 - 607250 - 140262 - Clayton, Charliey		31.00	31.00	
☐	09/17/14	The Dutton	231566 - 607270 - 141249-48 - Schubert, Ralph		36.00	36.00	
☐	09/17/14	The Dutton	231570 - 607271 - 141237 - Mihlbauer, Terry		36.00	36.00	
☐	09/17/14	The Dutton	231576 - 607274 - 141226-225 - Rosebrough, Chuck		36.00	36.00	
☐	09/17/14	The Dutton	231580 - 607276 - 141232 - Dandoy, Kevin		36.00	36.00	
☐	09/17/14	The Dutton	231581 - 607277 - 141247 - Putz, Dean		36.00	36.00	
☐	09/17/14	The Dutton	231584 - 607278 - 141251-50 - Petchenik, Ken		36.00	36.00	
☐	09/17/14	George Dye	231588 - 607280 - 140268-267 - Petchenik, Ken		31.00	31.00	
☐	09/17/14	The Dutton	231589 - 607281 - 141230 - Bickler, Edward		36.00	36.00	
☐	09/17/14	The Dutton	231600 - 607285 - 141241 - Wutchiett, Ron		72.00	72.00	
☐	09/17/14	The Dutton	231604 - 607288 - 141224-223 - Foulon, Danny		36.00	36.00	
☐	09/17/14	The Dutton	231615 - 607321 - 141222 - Utz, Rosie		72.00	72.00	
☐	09/17/14	The Dutton	231623 - 607327 - 141256 - Moore, Ivis		108.00	108.00	
☐	09/17/14	The Dutton	231634 - 607330 - 141243-242 - Valuch, Milan		36.00	36.00	
☐	09/17/14	The Dutton	231643 - 607337 - 141205 - Heilbron, Ann		36.00	36.00	

ments.

4-7-3 Print Statements – Allows user to print physical statements for mailing (emailing) or allows printing of a report in statement format with taxes displayed.

1. Print Statements – Opens Print Statement List.
2. Statement Report – Opens Print Statement List. If a Statement Report is generated, a dialogue box asks if a summary only report is to be generated after all information is entered.
3. Cancel – Returns to Accounts Receivable Menu

4-7-3-1 Print Statements List -

4-7-3-1-1. Click Select All Select All FITs to have all statements printed.

4-7-3-1-2. Click Clear All Clear All to deselect all FITs.

4-7-3-1-3. Choose Weekly, Bi-Weekly, Monthly for statement creation.

4-7-3-1-4. Use Show Date – For future use.

4-7-3-1-5. Check "Do Not Print if Balance Due is (0)" to not print a statement if there is no balance due.

4-7-3-1-6. Check "Do Not Include Balance Forward" for the statement to not include the balance forward in the statement.

4-7-3-1-7. Send Via Email where Available -

4-7-3-1-8. Statement. Choose one of a multiple of statements that may available for shows. A drop down list is available to choose from.

4-7-3-1-9. Statement Edit. Statement Edit... Use only if instructed by Programmer.

4-7-3-1-10. Show. Select from a drop down list of all shows, individual shows or a customized list.

4-7-3-1-11. Check Print Labels after Statements to confirm print choice. Prints mailing labels for the statements that are selected.

4-7-3-1-9. Click Print Statements to open Statement Report Date Range.

4-7-3-1-10. Exit – cancels operation and returns to Accounts Receivable Menu.

4-7-3-2 Statement Report Date Range -
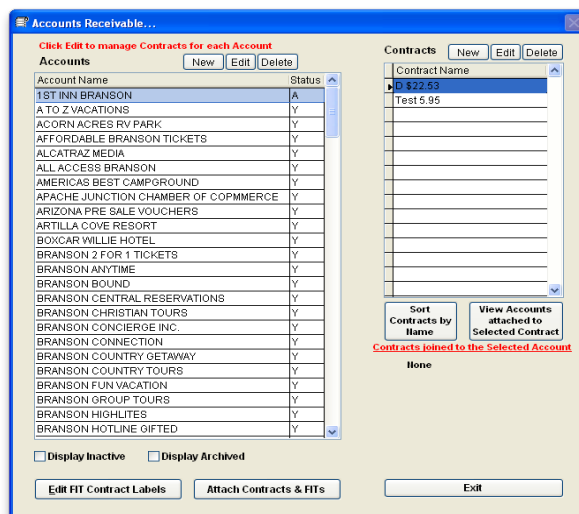
Date range selection is by start and end dates.
Submit – prints statements/report.
Cancel – Returns to
   Accounts Receivable Menu.

4-7-4 For Future Use –

4-7-5 Create QB Import File – Creates a Quickbooks file for importing AR information. See Programmer for customizing into your Quickbooks file. Return to Accounts Receivable Menu.

4-7-6 FITs/Contracts – Opens list of FIT accounts and associated contracts allowing AR management. Return to Accounts Receivable Menu.

1. Accounts –
2. Account Name –
3. Account Status –

4. Display Inactive/Display Archived –
5. Contracts –
6. Contract Name –
7. Sort Contracts by Name –
8. View Accounts Attached to Selected Contract -
9. Contracts Joined to Selected Account-
10. Edit FIT Contract Labels -
11. Attach Contracts & FITs –
12. Exit – Returns to

<div align="right">Accounts Receivable Menu</div>

4-7-6-1 Accounts -

1. Accounts can be created, edited or deleted. They cannot be deleted if there is any history attached.
2. New and Edit open up Account Editor.
3. Delete – Removes the FIT from the list.

4-7-6-2 Account Name –

Accounts are listed alphabetically.

4-7-6-3 Account Status –

Y – Active account – general
A – Agent Pickup – cannot be charged to AR, must be paid
I – Inactive but with saved history
X – Archived
P - PrePaid

4-7-6-4 Display Inactive/Display Archived –

Clicking adds additional Accounts to the list.
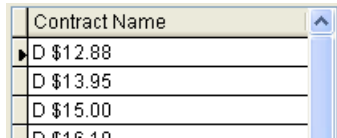
4-7-6-5 Contracts –

1. Accounts can be created, edited or deleted. They cannot be deleted if there is any history attached.
2. New and Edit open up Contract Editor.
3. Delete – Removes the FIT from the list.

4-7-6-6 Contract Name –

Contracts are listed by order of entry. This list may be sorted by clicking the button below the list.
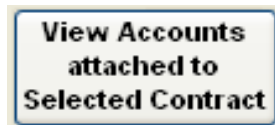
4-7-6-7 Sort Contracts by Name –

 Sorting by name alphabetically

4-7-6-8 View Accounts Attached to Selected Contract -

 Opens Account List.

4-7-6-8-1 Account List –

Scrollable List of accounts attached to the contract. "X" – closes form.

4-7-6-9 Contracts Joined to Selected Account -

Any contracts joined to this account will be listed by name. "None" is displayed if there are no contracts joined.
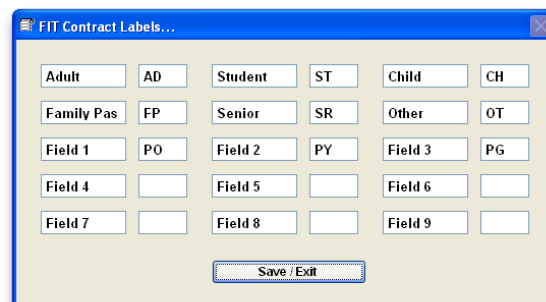
4-7-6-10 Edit FIT Contract Labels -

 This opens FIT Contract Label Editor

4-7-6-10-1 FIT Contract Label Editor -

1. This form determines the fields on the Contract Editor. Unique two letter designations are required to identify the ticket price during lookup.
2. Save/Exit – Saves entries

and returns to .

4-7-6-11 Attach Contracts & FITs –

1. List of Contracts –
2. Contract information for the selected.
3. All FITs –
4. Check Box –
5. Exit -

4-7-6-11-1 List of Contracts –

Selecting the desired contract shows any FIT attached and allows to attach or unattach FITs from the list.

4-7-6-11-2 Contract information -

All contract information is displayed.

4-7-6-11-3 All FITs –

List of all FITs is displayed.

4-7-6-11-4 Check Box –

Click in the box to select/deselect FITs.

4-7-6-11-5 Exit -

Returns to .

4-7-6-12 Exit -
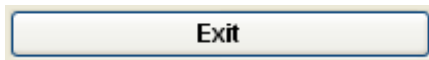
    Returns to Accounts Receivable Menu

4-7-7 AR Reports – Opens an AR reports menu with multiple options.
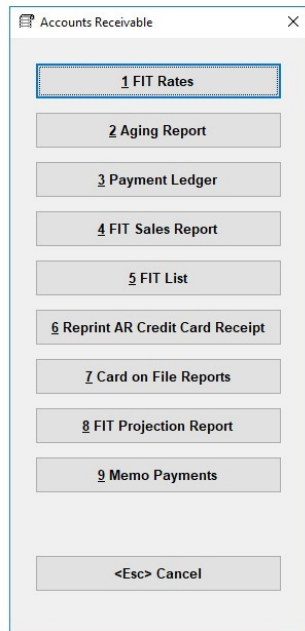
1. FIT Rates – List of contract rates for an FIT or multiple FITs and the corresponding shows
2. Aging Report – All open invoices are listed within a date range.
3. Payment Ledger – Lists all payments made by date ranges and selected FITs.
4. FIT Sales Report – Listed by date range, show names, type of FIT and name of FIT.
5. FIT List – List of all FITs, active or inactive.
6. Reprint AR Credit Card Receipts – Allows reprint of CC payment on an invoice.
7. Card on File Reports – Report of credit cards on file by expiration date or charges made to credit cards on file.
8. FIT Projection Report – Projection of sales to a particular date by FITs only.
9. Memo Payments –
<Esc> Cancel – Returns to Accounts Receivable Menu.
4-7-7-1 FIT Rates – Opens a list of contract rates for an FIT or multiple FITs. Opens FIT Selection –

4-7-7-1-1 FIT Selection -
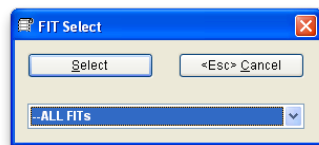
1. Select – Opens Show Select.
2. <Esc> Cancel – Returns to Accounts Receivable Menu.
3. Drop Down Menu - Select either All FITs or a single FIT.
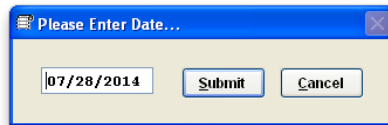
4-7-7-1-1-1 Show Select -
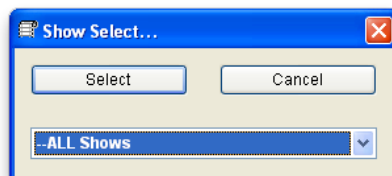
1. Select – Opens Print Preview.
2. <Esc> Cancel – Returns to Accounts Receivable Menu.
3. Drop Down Menu - Select from All Shows or a single Show.
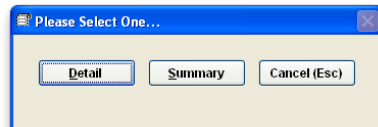
4-7-7-2 Aging Report – All open invoices are listed within a date range. Opens Date Entry.

4-7-7-2-1 Date Entry -
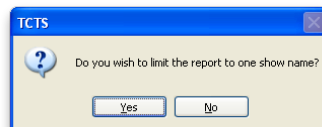
1. Enter Date –
2. Submit – Opens Detail/Summary Selection.
3. Cancel - Returns to Accounts Receivable Menu.

4-7-7-2-1-2 Detail/Summary Selection -
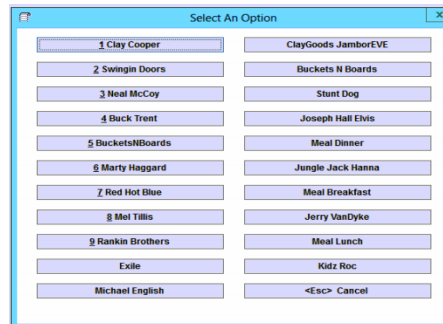
1. Detail – Opens Limit Option.
2. Summary – Opens Limit Option.
3. Cancel (Esc) - Returns to Accounts Receivable Menu.

4-7-7-2-1-2-(1-2) Limit Option -

1. If Yes, opens a Show Name List.
2. If No, the report is generated. Opens Print Preview.
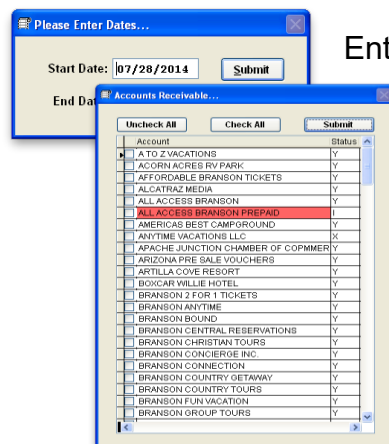
4-7-7-2-3-2 Show Name List -

1. Choose the Show the report is to be limited to. Opens Print Preview.

4-7-7-3 Payment Ledger – Lists all payments made by date ranges and selected FITs. Opens Date Range.

4-7-7-3-1 Date Range -

Enter the range of dates for the report.

4-7-7-3-3-1 FIT Selection -

1. Uncheck All – De-selects all FITs in the list.

2. Check All – Selects All FITs in the List.
3. Submit – Opens Print Preview.

4-7-7-4 FIT Sales Report – Listed by date range, show names, type of FIT and name of FIT. Opens Date Range.
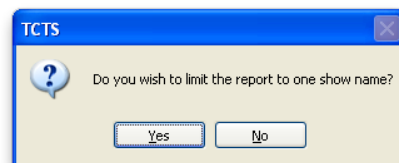
4-7-7-4-1 Date Range -

1. Start Date –
2. End Date –
3. Submit – Opens Limit Option.
4. Cancel - Returns to Reports Menu.
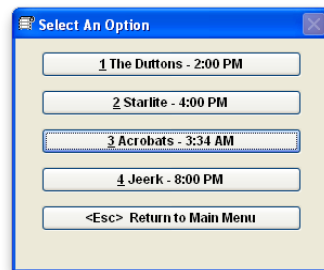
4-7-7-4-1-3 Limit Option -

1. If Yes, opens a Show Name with Time list.
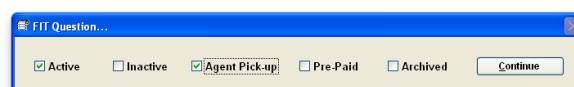2. If No, opens List Options. Skips the Show Name with Time window.

4-7-7-4-1-3-1 Show Name with Time -

1. Select the desired show and time. Opens List Options.
2. <Esc> Return to Main Menu – Cancels all activity and returns to Main Menu.
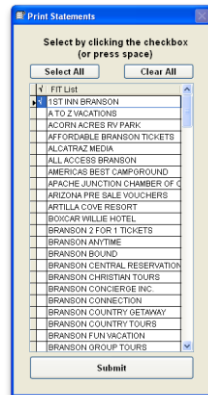
4-7-7-4-2-2 List Options – Check the types of FITs and click Continue.
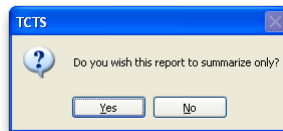

1. Active –
2. Inactive –
3. Agent Pick-up –
4. Pre-Paid –
5. Archived -
6. Continue – Opens FIT Selection.

4-7-7-4-2-3 FIT Selection -

1. Click the desired FIT Sales Reports.
2. Select All – Selects all FITs.
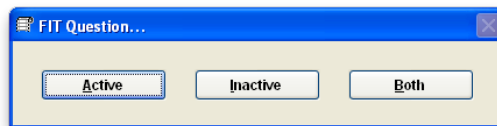3. Clear All – De-selects all FITs.
4. Submit – Opens Summary Option.

4-7-7-4-2-4 Summary Option -

Both Yes and No opens Print Preview.

4-7-7-5 FIT List – List of all FITs, active or inactive.
Opens FIT List Options –

4-7-7-5-1 FIT List Options -
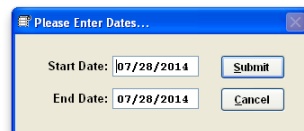
1. Active – Opens Print Preview.
2. Inactive – Opens Print Preview.
3. Both - Opens Print Preview.

4-7-7-6 Reprint AR Credit Card Receipts – Allows reprint of CC payments on an invoice. Opens Date Range.

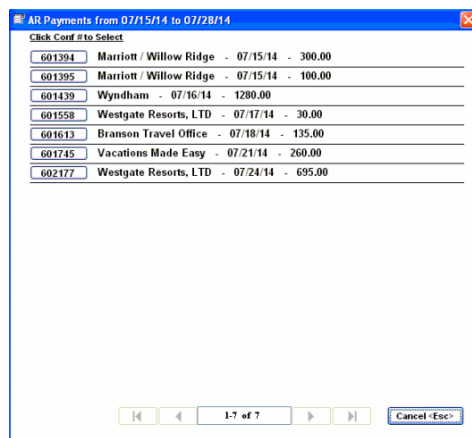## 4-7-7-6-1 Date Range -

1. Enter Start Date –
2. Enter End Date –
3. Select – Opens List of CC Payments.
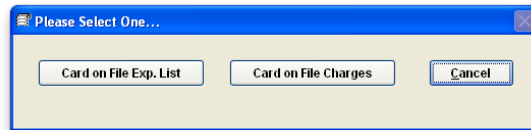4. Cancel - Returns to Reports Menu.

4-7-7-6-2 List of CC Payments -

1. Select the Credit Card Payment to be reprinted. This prints the receipt.
2. Navigation Bar –
3. Cancel <Esc> - Exits form without printing. Returns to Reports Menu.

4-7-7-7 Card on File Reports – Report of credit cards on file by expiration date or charges made to credit cards on file. Opens Credit Card Options.
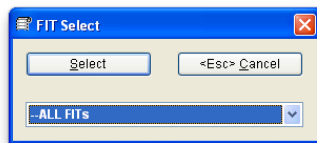
4-7-7-7-1 Credit Card Options -

1. Card on File Exp. List – List of cards on file by expiration date. Opens Print Preview.
2. Card on File Charges –
3. Cancel – Returns to Reports Menu.

4-7-7-7-1-2-1 Date Range -

Enter the range of dates for the report.
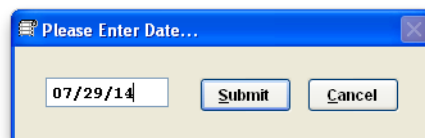
4-7-7-7-1-2-2 FIT Select -

Select either All FITs or a single FIT. Opens Print Preview.
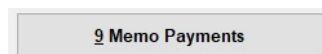
4-7-7-8. FIT Projection Report – Projection of sales to a particular date by FITs only.
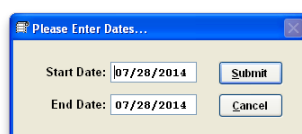
4-7-7-8-1 Projection Date -

1. Enter the Date to which the FIT report is to be projected.
2. Submit opens Print Preview.
3. Cancel - Returns to Reports Menu.

4-7-7-9 Memo Payments -

Opens Date Range option –

4-7-7-9-1 Date Range -
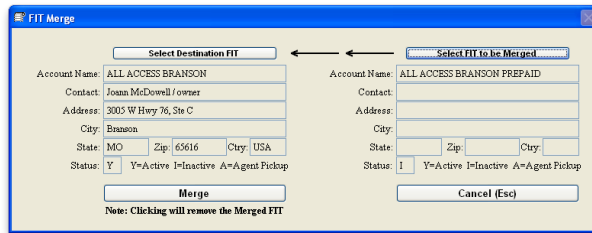

1. Start Date –
2. End Date –

3. Submit – Creates report with available data.
4. Cancel - Returns to Reports Menu.

<Esc> Cancel – Returns to Accounts Receivable Menu

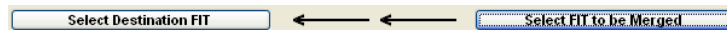4-7-8 Merge FITs – [8 Merge FIT's] Allows the merger of two FIT accounts into one. Return to Accounts Receivable Menu.

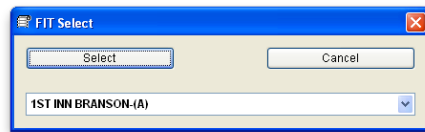4-7-8-1 Two FITs can be merged into one by selecting the destination FIT and the FIT to be merged (removed.)

1. Destination FIT -
2. FIT to be merged -
3. Customer Information -
4. Merge –
5. Cancel (Esc) - Returns to Reports Menu.

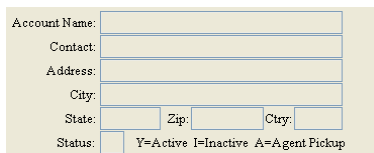4-7-8-1-1(2) Destination/Merge Selection

Clicking opens an FIT selection window.

4-7-8-1-1-1 Select Destination FIT opens a drop down list -

Clicking on the FIT auto fills the customer information.

4-7-8-1-3 Destination and FIT to be Merged information window -
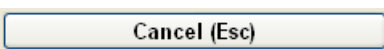

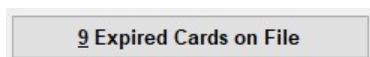The information will be auto-filled when the select button is clicked.

4-7-8-1-4 Merge -

Clicking the Merge button will combine the two FITs and delete the Merged FIT.

4-7-8-1-5 Cancel (Esc) -
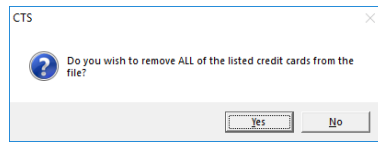

Cancel (Esc) - Returns to
 Accounts Receivable Menu

4-7-9 Expired Cards on File –

Generates reports of expired cards on file.
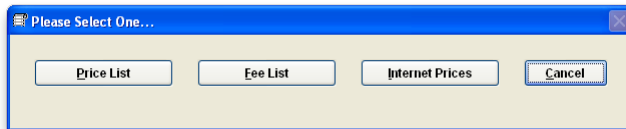
4-7-9-1 Report –

4-7-9-2 Remove

1. Yes – Removes cards and returns to Accounts Receivable Menu
2. No – Aborts and returns to Accounts Receivable Menu
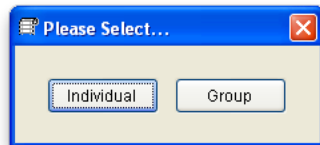
4-7-10 <Esc> Cancel – Returns to Administration

4-8 Edit Ticket Prices - Allows Ticket Price editing by Price List, Fee List or Internet. Opens Price List Selector. Return to Administration.

4-8-1 Price List Selector -

1. Price List – Opens List Query.
2. Fee List – Opens List Query 2.
3. Internet Prices –
4. Cancel - Return to Administration.

4-8-1-1 List Query -

1. Individual – Choose from Individual List
2. Group – Choose from Group List
The procedure is the same using the different lists.
NOTE: The Master Settings must be set for separation of Individual and Group for this to appear.

4-8-1-1-1 Choose from available Price Chart Lists – This appears when any list is chosen in Price List Selector.
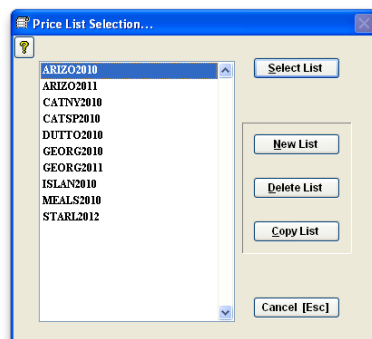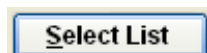

1. Available Price Lists – Highlight the desired list.
2. Select List – Opens Price List Editor.
3. New List – Available by entering Alt-F9.
4. Delete List - Available by entering Alt-F9.
5. Copy List - Available by entering Alt-F9.
6. Cancel [Esc] - Return to Administration.

4-8-1-1-1-1 Available Price Lists -
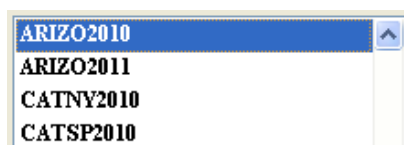
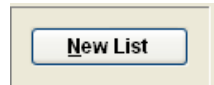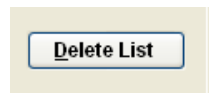All Price Lists created will be shown here.

4-8-1-1-1-2 Select List -

   Selects the highlighted Price List

4-8-1-1-1-3 New List -
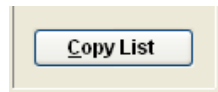
New List   Allows a new Price List to be created.

4-8-1-1-1-4 Delete List -

Deletes selected Price List.

Delete List

4-8-1-1-1-5 Copy List -

Copy List   Allows a Price List to be copied and renamed

4-8-1-1-1-6 Cancel (Esc)-

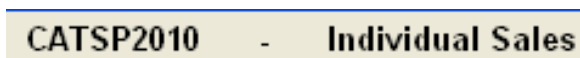Cancel [Esc]   Cancels and returns to Administration.

4-8-1-1-2 Price List Editor.

1. Price List Name –
2. Price List Page Options –
3. Individual Ticket Prices –
4. Start/End Date –
5. Revert to Saved –
6. Exit/Save Changes –
7. Exit/Don't Save Changes –
8. Save/Print Price List –
9. Merge Prices –
10. Copy Page –
11. Check Boxes -

4-8-1-1-2-1 Price List Name –

CATSP2010 - Individual Sales   Show Name is displayed.

4-8-1-1-2-2 Price List Page Options –

Default   Multiple pages of Prices are listed. 100 prices per page up to 10 pages total.

4-8-1-1-2-3 Individual Ticket Prices –

F1	Adult	32.00
F2	Child 4-12	12.00
F3	Child Under 4	0.00
F4	VIP Comp	0.00
F5	1/2 price	16.00

Enter Description and Price for each ticket offered.

4-8-1-1-2-4 Start/End Date –

| Starting Date | 01/01/2010 | | Ending Date | 01/03/2011 |

The Starting Date and Ending Date is entered. This indicates when the prices are active and displays the Price List that is available during the date for a reservation.

4-8-1-1-2-5 Revert to Saved – **Revert to Saved**
Discards changes and returns to original display.

4-8-1-1-2-6 Exit/Save Changes – **Exit/Save Changes**
Saves all changes and returns to [Administration](#).

4-8-1-1-2-7 Exit/Don't Save Changes – **Exit/Don't Save Changes**
Discards all changes and returns to [Administration](#).

4-8-1-1-2-8 Save/Print Price List – **Save/Print Price List**
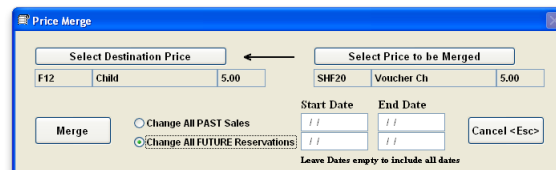Saves all changes and prints the Price List. Open [Print Preview](#). Once completed it returns to this screen.

4-8-1-1-2-9 Merge Prices - **Merge Prices**   Opens Price Merge

4-8-1-1-2-9-1 Price Merge -

1. Select Destination Price –
2. Select Price to be Merged –
3. Change Dates –
4. Merge –
5. Cancel <Esc> - Returns to [Administration](#).

4-8-1-1-2-9-1-1 Select Destination Price –

    1. Select Destination opens specialized Price Chart.

4-8-1-1-2-9-1-1-1 Destination Price List –

1. Select the Price by clicking to the left of the Destination
   Price. This inserts it into the field on the previous form.
2. Cancel (Esc) – Returns to the previous screen without
   inserting a Destination Price.

4-8-1-1-2-9-1-2 Select Price to be Merged -

Select Destination opens
specialized Price Chart.

4-8-1-1-2-9-1-2-1 Destination Price List –

1. Select the Price by clicking to the left of the Destination
   Price. This inserts it into the field on the previous form.
2. Cancel (Esc) – Returns to the previous screen without
   inserting a Destination Price.

4-8-1-1-2-9-1-3 Change Dates -

1. Change All PAST Sales – Can be chosen or un-
chosen.
2. Change All FUTURE Reservations – Can be chosen or
un-chosen.
3. Start Date/End Date – Leaving these blank will change
all Sales /Reservations depending on which radio Bar are

highlighted. Entering dates will give parameters either starting and/or ending.
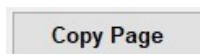
4-8-1-1-2-9-1-4 Merge –

 Activates the merging of the prices and returns to Administration.
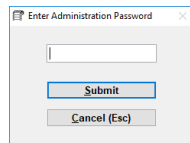
4-8-1-1-2-9-1-5 Cancel <Esc> -

 Makes no changes/mergers and returns to Administration.
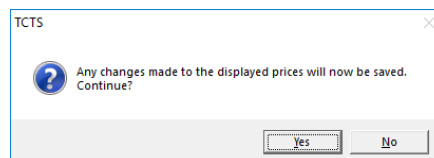
4-8-1-1-2-10 Copy Page –

 Opens Administrative Password.

4-8-1-1-2-10-1 Administrative Password –

1. Enter Password –
2. Submit – Opens Save confirmation screen.
3. Cancel (Esc) – Returns to Price List Editor.
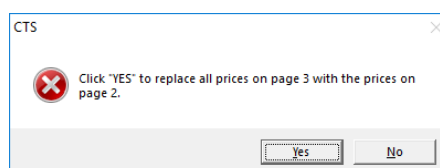
4-8-1-1-2-10-1-1 Change Confirmation Screen –

1. Yes – Saves changes to previous page and opens Target Page Number Selector.
2. No – Does not save changes and returns to Price List Editor.

4-8-1-1-2-10-1-2 Target Page Number Selector –
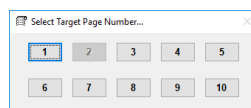
 1. Grayed box is the List to be copied.
2. Clicking another number opens confirmation screen.

4-8-1-1-2-10-1-2-1 Confirmation Screen –

 1. Yes – Replaces all prices on selected page number and returns to Price List Editor.
3.No – Returns to

Price List Editor.

4-8-1-1-2-10-1-2-1 Price List Editor return –

1. Click on the Target Box.
2. Opens Enter Price Button Caption screen.

4-8-1-1-2-10-1-2-1-1 Price Button Caption –

1. Enter unique name.
2. Save – Saves and returns to Price List Editor.
3. Cancel – Return to Price List Editor with no changes.

4-8-2 Fee List -

 Opens Fee List types.

4-8-2-1 List Query 2-

1. Individual – Choose from Individual List
2. Group – Choose from Group List
The procedure is the same using the different lists.
NOTE: The Master Settings must be set for separation of Individual and Group for this to appear.

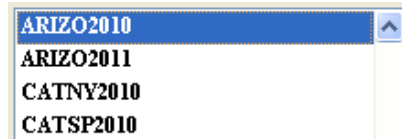4-8-2-1-1 Choose from available Price Chart Lists – This appears when any list is chosen in Price List Selector.

1. Available Price Lists – Highlight the desired list.
2. Select List – Once a list is highlighted, Select List.
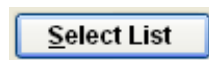3. New List – Available by entering Alt-F9.

4. [Delete List](#) - Available by entering Alt-F9.
5. [Copy List](#) - Available by entering Alt-F9.
6. Cancel [Esc] - Returns to [Administration](#).
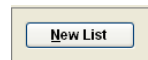
4-8-2-1-1-1 Available Price Lists -

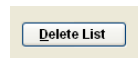All Price Lists created will be shown here.

4-8-2-1-1-2 Select List -

 Selects the highlighted Price List

4-8-2-1-1-3 New List -

 Allows a new Price List to be created.

4-8-2-1-1-4 Delete List -

 Deletes selected Price List.

4-8-2-1-1-5 Copy List -
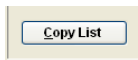
 Allows a Price List to be copied and renamed

4-8-2-1-1-6 Cancel (Esc)- Cancels and returns to [Administration.](#)

4-8-2-1-2 Fee Editor -

1. [Page Title](#) –
2. [Fee List](#) –
3. [Revert to Saved](#) –
4. Exit/Save Changes – Saves edits and returns to [Administration.](#)
5. Exit/Don't Save Changes – Discards edits and returns to [Administration.](#)

4-8-2-1-2-1 Page Title -
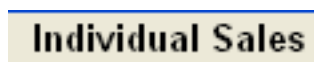
 The Fee List title is displayed here.

4-8-2-1-2-2 Fee List -

1. F-Keys – Non-functioning reference identifiers.
2. Fee Description – The description of the fee is from the ticket description in the Pricing Chart.

3. Fees – Fees are edited here by clicking in the box and typing the desired fee.

4-8-2-1-2-3 Revert to Saved -

Discards changes and returns to original display.

4-8-2-1-2-4 Exit/Save Changes -
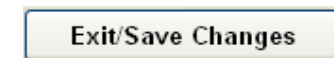
Saves all changes and returns to Administration.

4-8-2-1-2-5 Exit/Don't Save Changes - Returns to Administration.
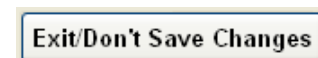
Discards all changes and returns to Administration.

4-8-3 Internet Prices –

Opens Price Chart List selection screen.

4-8-3-1 Choose from available Price Chart Lists – This appears when any list is chosen in Price List Selector.
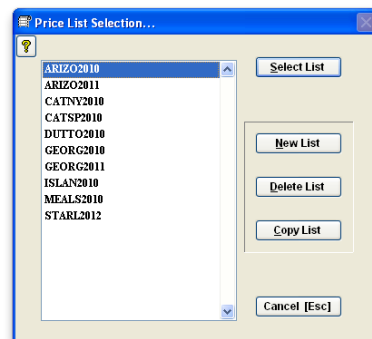
1. Available Price Lists – Highlight the desired list.
2. Select List – Once a list is highlighted, Select List.
3. New List – Available by entering Alt-F9.
4. Delete List - Available by entering Alt-F9.
5. Copy List - Available by entering Alt-F9.
6. Cancel [Esc] - Returns to Administration.

4-8-3-1-1 Available Price Lists -
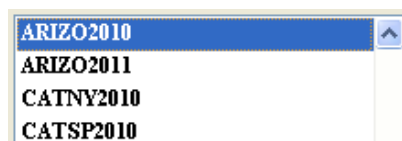
All Price Lists created will be shown here.

4-8-3-1-2 Select List -
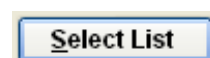
Selects the highlighted Price List

        4-8-3-1-3 New List -
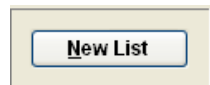
 Allows a new Price List to be created.

        4-8-3-1-4 Delete List -
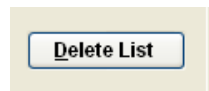
 Deletes selected Price List.

        4-8-3-1-5 Copy List -
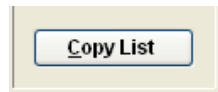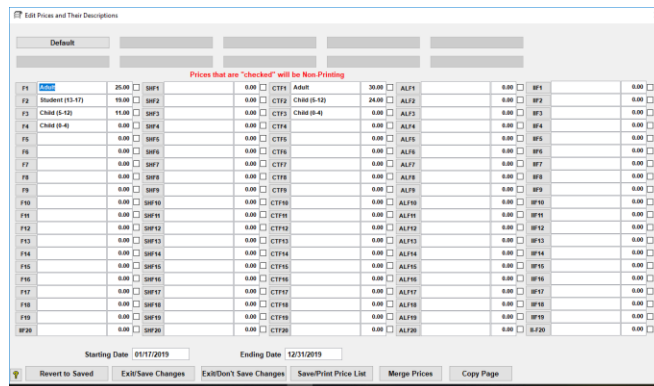
 Allows a Price List to be copied and renamed

        4-8-3-1-6 Cancel (Esc)-

 Cancels and returns to Administration.

    4-8-3-2 Selecting a List, opening a New List or Copy List opens the Price List Editor.

1. Price List Page Options –
2. Individual Ticket Prices –
3. Start/End Date –
4. Revert to Saved –
5. Exit/Save Changes –
6. Exit/Don't Save Changes –
7. Save/Print Price List –
8. Merge Prices –
9. Copy Page – Non-functioning.

        4-8-3-2-1 Price List Page Name–

 Only one page of prices available for Online use.

        4-8-3-2-2 Individual Ticket Prices –

 Enter Description and Price for each ticket offered.

        4-8-3-2-3 Start/End Date –

| Starting Date | 01/01/2010 | Ending Date | 01/03/2011 |

The Starting Date and Ending Date is entered. This indicates when the prices are active and displays the Price List that is available during the date for a reservation.

4-8-3-2-4 Revert to Saved – [Revert to Saved]
Discards changes and returns to original display.

4-8-3-2-5 Exit/Save Changes – [Exit/Save Changes]
Saves all changes and returns to Administration.

4-8-3-2-6 Exit/Don't Save Changes – [Exit/Don't Save Changes]
Discards all changes and returns to Administration.

4-8-3-2-7 Save/Print Price List – [Save/Print Price List]
Saves all changes and prints the Price List. Opens Print Preview. Returns to this screen.

4-8-3-2-8 Merge Prices - [Merge Prices]
Opens Price Merge.

4-8-3-2-8-1 Price Merge -

1. Select Destination Price –
2. Select Price to be Merged –
3. Change Dates –
4. Merge –
5. Cancel <Esc> - returns to Administration.

4-8-3-2-8-1-1 Select Destination Price –

 Select Destination opens specialized Price Chart.

4-8-3-2-8-1-1-1 Destination Price List –

1. Select the Price by clicking to the left of the Destination Price. This inserts it into the field on the previous form.
2. Cancel (Esc) – Returns to the previous screen without inserting a Destination Price.

4-8-3-2-8-1-2 Select Price to be Merged -

Select Price to be Merged		
SHF20	Voucher Ch	5.00

Select Destination opens specialized Price Chart.

4-8-3-2-8-1-2-1 Destination Price List –

1. Select the Price by clicking to the left of the Destination Price. This inserts it into the field on the previous form.
2. Cancel (Esc) – Returns to the previous screen without inserting a Destination Price.

4-8-3-2-8-1-3 Change Dates -

1. Change All PAST Sales – Can be chosen or un-chosen.
2. Change All FUTURE Reservations – Can be chosen or un-chosen.

3. Start Date/End Date – Leaving these blank will change all Sales /Reservations depending on which radio Bar are highlighted. Entering dates will give parameters either starting and/or ending.

4-8-3-2-8-1-4 Merge – [Merge]
            Activates the merging of the prices and returns to Administration.

4-8-3-2-8-1-5 Cancel <Esc> - [Cancel <Esc>]
            Makes no changes/mergers and returns to Administration.
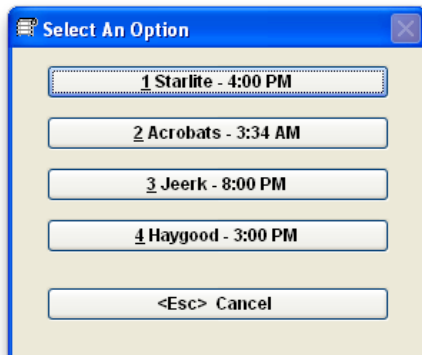
4-8-3-2-9 Copy Page –

[Copy Page] Non-funtioning.

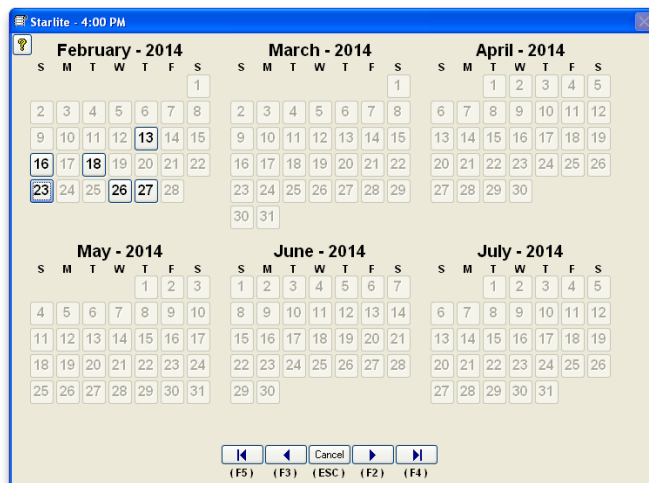4-8-4 Cancel – Returns to Administration.

4-9 Notifications -

[9 Notifications] Opens Show List. Return to Administration.

4-9-1 Show List -

1. Select Show – Opens Show Calendar.
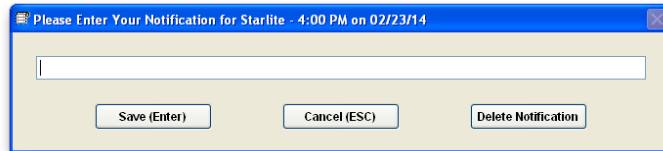2. <Esc> Cancel - Returns to Administration.

4-9-2 Show Calendar -

1. Choose the date of the show to which the notification is to be attached.

2. Navigation Bar – See

4-9-3 Note Entry -
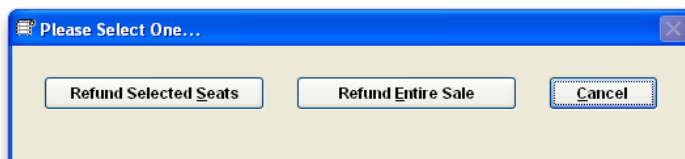
1. Type note into the box provided.
2. Save (Enter) – Saves the notification and returns to Administration.
3. Cancel (Esc) – Discards changes and returns to Administration.
4. Delete Notification – Deletes any notification previously entered on that date. Returns to Administration.

4 <Esc> Return to Main Menu - Return to Administration. As indicated.

Module 5: Refunds Return to
Refunds may be issued by Seats or by Confirmation number.
Return to
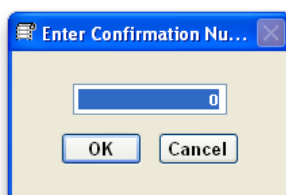
5-1 Refund Options -

1. Refund Selected Seats – Opens Confirmation Number Entry.
2. Refund Entire Sale –
3. Cancel - Returns to Administration.

5-1-1 Confirmation Number Entry -

1. Enter Confirmation Number -
2. OK – Opens Refund Reservation Confirmation screen if reservation exists.
3. Opens Query if no reservation information exists.
4. Cancel - Returns to

5-1-1-1 Refund Reservation Confirmation-

1. Reservation information-
2. Continue with Refund -
3. Cancel Refund (Esc) - Returns to Main Menu.

5-1-1-1-1 Continue with Refund -

1. Opens Refund Seats -

5-1-1-1-1-1 Refund Seats –

1. Show/Confirmation Information –
2. Seat & Section –
3. Price –
4. Add Seat –
5. Remove –
6. Submit – Opens Confirm Refund Amount.
7. Cancel - Returns to Main Menu.

5-1-1-1-1-1-1 Show/Confirmation Information –
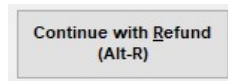

1. Confirmation Number –
2. Customer/Group Name –
3. Show Time and Date -
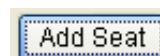
5-1-1-1-1-1-2 Seat & Section –

1. Based upon the confirmation number, select the Section, Row and Seat from a drop down list.

5-1-1-1-1-1-3 Price –

Select the price from a drop down list.

5-1-1-1-1-1-4 Add Seat –

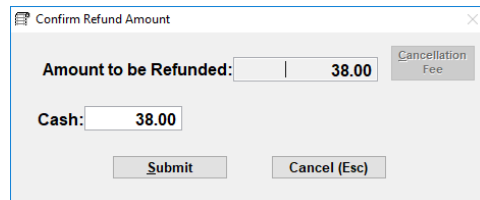Allows adding seats to the refund.

5-1-1-1-1-1-5 Remove – [Remove]
Allows removing a seat from being refunded.

5-1-1-1-1-1-6 Submit – [Submit]
Opens Confirm Refund Amount.

5-1-1-1-1-1-6-1 Confirm Refund Amount -

1. Amount to be Refunded -
2. Type of payment to be refunded –
3. Submit – Activates refund.
4. Cancel (Esc) - Returns to Main Menu.

5-1-1-1-1-1-6-1-1 Amount to be Refunded -

Amount to be Refunded: 44.00

Auto Entered based upon the total price of the number of seats selected.

5-1-1-1-1-1-6-1-2 Type of Payment to be Refunded -

1. Cash refund option is always an option.
2. Also displays the refund option based upon original payment type.

5-1-1-1-1-1-6-1-3 Submit –

[Submit] Opens Reason for Refund query.

5-1-1-1-1-1-6-1-3-1 Reason for Refund

1. Enter customer response.
2. OK - activates the refund and returns to Main Menu.

5-1-1-1-1-1-6-1-4 Cancel (Esc) – [Cancel (Esc)]
Returns to Main Menu.

5-1-1-3 Query -

TCTS

? No Reservation Data found for this Confirmation Number. Do you wish to continue with the refund?

Yes   No

If no data exists for the confirmation number, a refund can still be issued.
1. Yes – Opens Refund Seats.
2. No - Returns to Administration.

5-1-1-3-1 Refund Seats –

Refund Seats...

479493
(No Name)
Acrobats - 3:34 AM on 02/10/14

11 1 - Left - 792   22.00
--Seat & Section   --Price

Add Seat   Remove   Submit   Cancel

1. Show/Confirmation Information –
2. Seat & Section –
3. Price –
4. Add Seat –
5. Remove –
6. Submit – Opens Confirm Refund Amount.
7. Cancel - Returns to Main Menu.

5-1-1-3-1-1 Show/Confirmation Information –

479493
(No Name)
Acrobats - 3:34 AM on 02/10/14
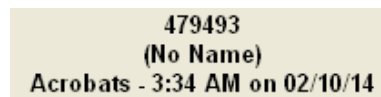
1. Confirmation Number –
2. Customer/Group Name –
3. Show Time and Date -

5-1-1-3-1-2 Seat & Section –

11 1 - Left - 792
--Seat & Section

1. Based upon the confirmation number, select the Section, Row and Seat from a drop down list.

5-1-1-3-1-3 Price –

22.00
--Price
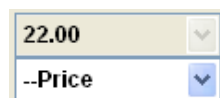
Select the price from a drop down list.
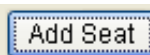
5-1-1-3-1-4 Add Seat – Add Seat
Allows adding seats to the refund.

5-1-1-3-1-5 Remove – Remove
Allows removing a seat from being refunded.

5-1-1-3-1-6 Submit – Submit
Opens Confirm Refund Amount.

5-1-1-3-1-6-1 Confirm Refund Amount -
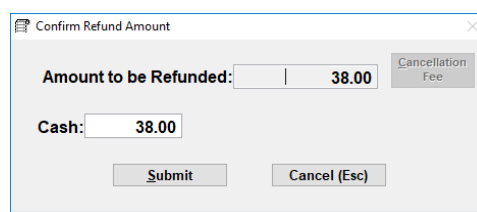
Confirm Refund Amount

Amount to be Refunded: 38.00   Cancellation Fee

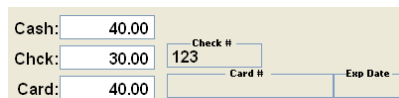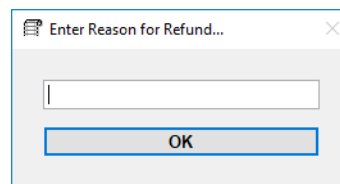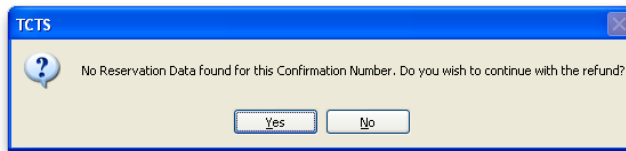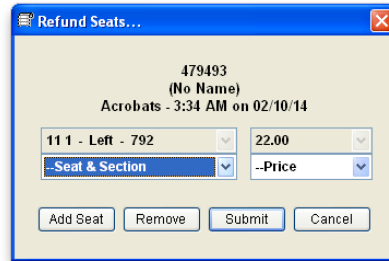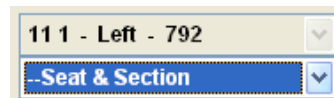Cash: 38.00

Submit   Cancel (Esc)

1. Amount to be Refunded -
2. Type of payment to be refunded –

3. Submit – Activates refund.
4. Cancel (Esc) - Returns to Main Menu.

5-1-1-3-1-6-1-1 Amount to be Refunded -

Amount to be Refunded: 44.00

Auto Entered based upon the total price of the number of seats selected.

5-1-1-3-1-6-1-2 Type of Payment to be Refunded -

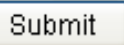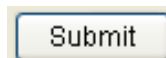|	
Cash: 40.00	
Chck: 30.00	Check # 123
Card: 40.00	Card # Exp Date

1. Cash refund option is always an option.
2. Also displays the refund option based upon original payment type.

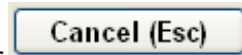5-1-1-3-1-6-1-3 Submit –

Submit   Opens Reason for Refund query.

5-1-1-3-1-6-1-3-1 Reason for Refund

Enter Reason for Refund...   ×

OK

1. Enter customer response.
2. OK - activates the refund and returns to Main Menu.

5-1-1-3-1-6-1-4 Cancel (Esc) – Cancel (Esc)
Returns to Main Menu.

5-1-2 Refund Entire Sale – Refund Entire Sale
Refund an entire sale, including all seats reserved. Opens Confirmation Number Entry

5-1-2-1 Confirmation Number Entry -

Enter Confirmation Nu... ×
0
OK   Cancel

1. Enter Confirmation Number -
2. OK – Opens Refund Reservation screen if reservation exists.
3. Opens Query if no reservation information exists.
4. Cancel - Returns to Main Menu.

Is this the Reservation You desire?   ×

Is Group
No Tax   Voucher:
Name: LeTourneau, Mark
Address: 189 Earlibrook Ln
City: Branson   St.: MO   Zip: 65616
Phone: (417) 339-1100 Fax: (417) – Country: 1
Contact:
Group:
Tour #:   Survey Code: 0
From:
Lodging:
Comment:
Comment:
Notes:

Confirmation Number: 10103

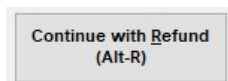Projected Amount Due: $

Continue with Refund (Alt-R)

Cancel Refund (Esc)

Record Created: 01/24/19 by DM   Record Modified: 01/24/19 by DM

5-1-2-1-2
Refund Reservation Confirmation-
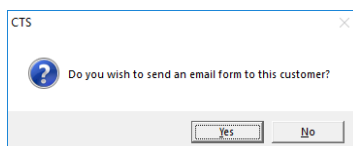
1. Reservation information-
2. Continue with Refund -
3. Cancel Refund (Esc) - Returns to Main Menu.
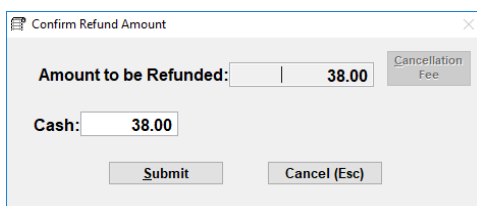
5-1-2-1-2-1 Continue with Refund -

1. Opens Email confirmation query if one is on file
2. Opens Refund Amount if no email is on file.

5-1-2-1-2-1-1 Email Confirmation -

1. Yes – Sends email and opens Refund Amount.
2. No – Does not send and opens Refund Amount.

5-1-2-1-2-1-1-1 Refund Amount -

1. Amount to be Refunded -
2. Type of payment to be refunded –
3. Submit – Opens Reason for Refund query.
4. Cancel (Esc) - Returns to Administration.

5-1-2-1-2-1-1-1-1 Amount to be Refunded

Auto Entered based upon the total price of the number of seats selected.

5-1-2-1-2-1-1-1-1-2 Type of Payment to be Refunded -

1. Cash refund option is always an option.
2. Displays the refund option based upon original payment type.

5-1-2-1-2-1-1-1-1-3 Submit –

Opens Reason for Refund query.

5-1-2-1-2-1-1-1-1-3-1 Reason for Refund

1. Enter customer response.
2. OK - activates the refund and returns to Main Menu.

5-1-2-1-2-1-1-1-1-4 Cancel (Esc) –

Cancels refund and returns to Main Menu.

5-1-2-1-3

Query -

If no data exists for the confirmation number, a refund can still be issued.
1. Yes – Opens Refund Amount.
2. No - Returns to Main Menu.

5-1-2-1-3-1 Refund Amount -

1. Amount to be Refunded -
2. Type of payment to be refunded –
3. Submit – Opens Reason for Refund query.
4. Cancel (Esc) - Returns to Administration.

5-1-2-1-3-1-1 Amount to be Refunded

Auto Entered based upon the total price of the number of seats selected.
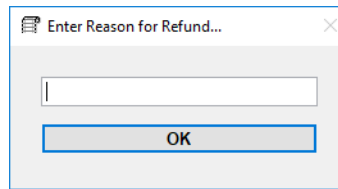
5-1-2-1-3-1-1-2 Type of Payment to be Refunded -

1. Cash refund option is always an option.
2. Displays the refund option based upon original payment type.
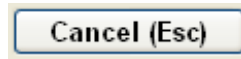
5-1-2-1-3-1-1-3 Submit –
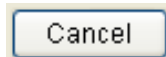

Opens Reason for Refund query.

5-1-2-1-3-1-1-3-1 Reason for Refund

1. Enter customer response.
2. OK - activates the refund and returns to Main Menu.

5-1-2-1-3-1-1-4 Cancel (Esc) –

Cancels refund and returns to Main Menu.
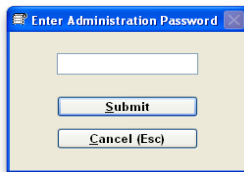
5-1-3 Cancel -

Returns to Main Menu.

Module 6: For Future Use.
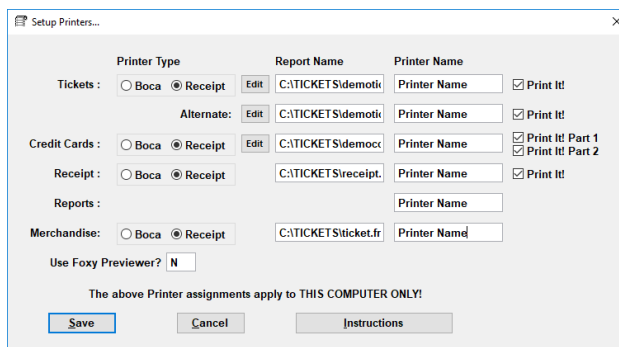
Module 7: Print Setup

 Return to Main Menu.

Requires administrative password. Allows printers to be assigned for Tickets, Credit Cards, Receipts and Reports. Return to Table of Contents.
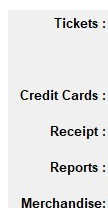
7-1 Administrative Password -

1. Enter Administrative Password –
2. Submit – Opens Print Setup –
3. Cancel (Esc) - Return to Main Menu.

7-1-1 Print Setup -

1. Source Type –
2. Printer Type –
3. Report Name –
4. Printer Name –
5. Print It! –
6. Previewer –
7. Save – Save changes and return to Main Menu.
8. Cancel – Discard changes and return to Main Menu.
9. Instructions – opens instruction screen.

7-1-1-1 Source Type –

Each source type can be directed to a specific printer.
1. Tickets - Printed by the Box Office for the Customer

2. Credit Cards - 2-Part Receipts - one for the customer to sign and one to give to the customer.

3. Receipt - available only at the time of sale when you click the "Receipt" button

            4. Reports - all full-page reports

            5. Merchandise – receipts, if applicable.

7-1-1-2 Printer Type –

1. "Boca" is for any thermal, card-stock printer that does not use WYSIWYG printing

2. "Receipt" refers to any paper printer (ink-jet, thermal, or laser) or card-stock printer that uses WYSIWYG printing.

7-1-1-3 Report Name -

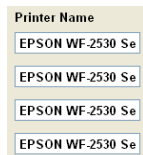When the Printer Type is selected, the Report Name will automatically fill. DO NOT CHANGE THE REPORT NAME UNLESS INSTRUCTED TO DO SO BY THE PROGRAMMER!

7-1-1-4 Printer Name -

If the "Printer Name" is blank or needs to be changed, just click inside the text box to select a printer from a list. If unsure, call the company at 339-1100.

7-1-1-5 Print It! -

Connected to Source Type, uncheck box to prevent Source printing to the printer connected to this location.

7-1-1-6 Previewer -
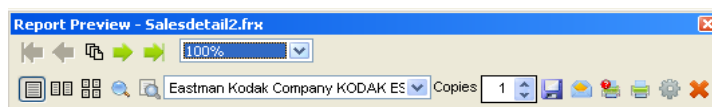
Print Preview box appears if "Y". Bypasses if "N".

7-1-1-6-1 Print Previewer –

7-1-1-6-1-1 Print Navigation -

7-1-1-6-1-1-1 Navigation Bar -
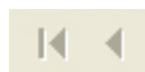
Go to first page and go to previous page.
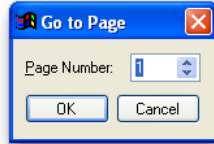
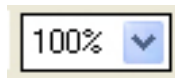Go to next page and go to last page.

7-1-1-6-1-1-2 Page Selection -

Allows you to select a page to go to

7-1-1-6-1-1-2-1 Page Number Selection -

1. Enter the page number to go to and select OK.
2. Cancel returns to preview.

7-1-1-6-1-1-3 Zoom -

View size from 10 to 500 %. Zoom fits page to screen.

7-1-1-6-1-2 Show Pages -

Displays the pages to be printed.

7-1-1-6-1-3 Show miniatures -
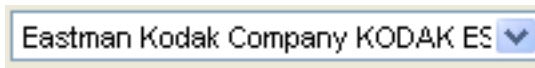
Opens a window with miniatures of the pages to be printed.

7-1-1-6-1-4 Find -

Searches document to find words.

7-1-1-6-1-5 Printer Selection -

Drop down list of available printers.

7-1-1-6-1-6 Copies -

Select the number of copies to be printed.

7-1-1-6-1-7 Save -

Save – Drop down lists of types of formats to "Save as".

7-1-1-6-1-7-1 Save As Options -
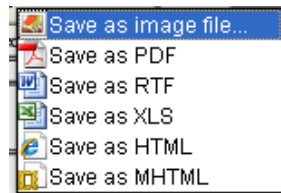
7-1-1-6-1-8 Send Report via Email -

 Pre-set in Settings -

7-1-1-6-1-9 Printing Preferences -

 Opens Windows® Print Dialogue.

7-1-1-6-1-10 Print Report -

 Activates printing.

7-1-1-6-1-11 Settings -

 Opens Settings window

 General Settings –

 Control Settings -
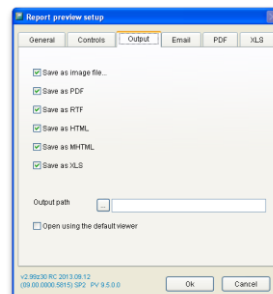
 Output Settings –
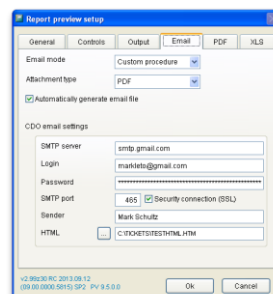
 Email Settings –
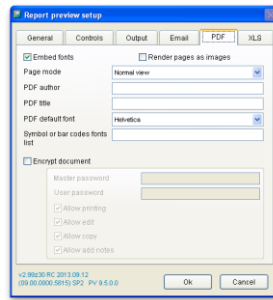
PDF Settings –
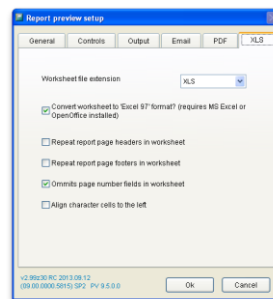
Excel Spreadsheet Settings -

7-1-1-6-1-12 Close without Printing -
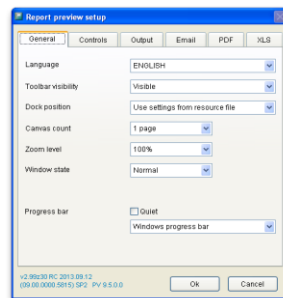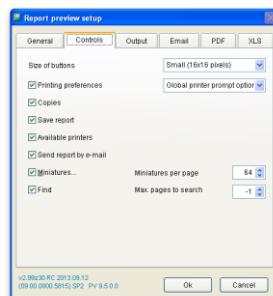
7-1-1-7 Save -
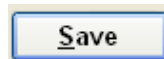
Opens change information box. If no settings have been changed, this returns to Main Menu.

7-1-1-7-1 Activate Changes -
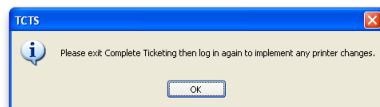
For changes to be activated, the program must be exited. Ok returns to Main Menu.

7-1-1-8 Cancel -
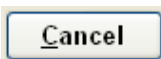
Return to Main Menu without saving changes.

7-1-1-9 Instructions -

  Opens dialogue box.

7-1-1-9-1
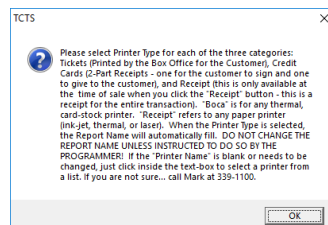
1. Ok - Returns to Print Setup screen.

Module 8: Operator's Drawer Report [8. User Drawer Report] Return to
Opens Print Preview and prints a sales detail and accompanying reports to close out the user cash drawer. Return to .

Module 9: Stand-Alone Modules [9. Stand-Alone Modules] Return to
Return to .
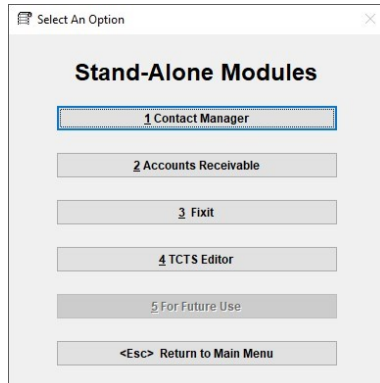
1 Contact Manager – Go to Contact Manager.
2 Accounts Receivable – Go to Accounts Receivable menu.
3 Fixit! - Go to Fixit!
4 TCTS Editor - For Programmer Use Only
5. For Future Use -
<Esc> Return to Main Menu - Return to

9-1 Contact Manager -
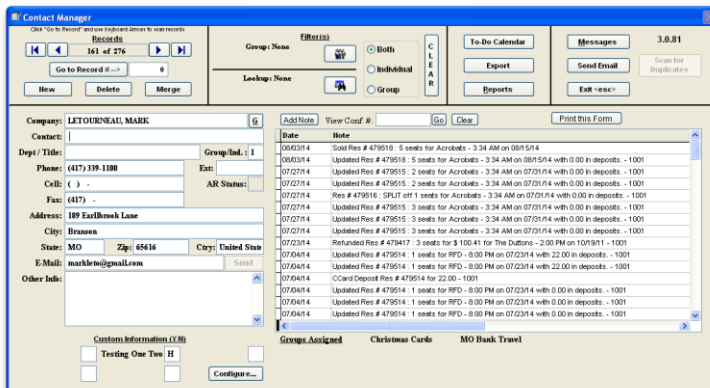

1. Records -
2. Filters -
3. Calendar/Export/Reports -
4. Messages/Email/Exit -
5. Customer Information -
6. Add Note Area -
7. Custom Information -
8. Groups Assigned -

9-1-1 Records -

1. Record Navigation -
2. Go to Record -
3. New -
4. Delete –
5. Merge -

9-1-1-1 Record Navigation -

1. Go to first record –
2. Go to previous record –
3. Current Record of Record Count –

4. Go to next record –
5. Go to last record -

9-1-1-2 Go to Record -

 Go to a known record number -

9-1-1-3 New -

 Add new customer record.

9-1-1-4 Delete -

 Delete an existing customer record.

9-1-1-5 Merge -

 Merge two existing records. Records are merged when there are multiple records of the same customer. This is determined by using the customer lookup.

9-1-1-5-1 Numeric Position -

 Enter the position number of the record to be combined with the record displayed.
Submit opens Merge Display.

9-1-1-5-2 Merge Display -

1. Record to be Merged –
2. Merge to the Record Below –
3. Do Not Merge -
4. Destination Record -

9-1-1-5-2-1 Record to be merged –

9-1-1-5-2-2 Merge to the Record Below –

 Merge activates, updates the record count and added information is displayed in the current record.

9-1-1-5-2-3 Do Not Merge –

 Returns to Contact Manager.

9-1-1-5-2-4 Destination Record -

Destination Record

Company:	LETOURNEAU, MARK	Address:	189 Earllbrook Lane
Contact:		City:	Branson
Title:	H	State: MO	Zip: 65616
Department:		E-Mail Address:	markleto@gmail.com
Phone:	(417) 339-1100	Invoice? (Y/N):	

9-1-2 Filters -

1. Group Filter –
2. Lookup –
3. Individual/Group/Both -

9-1-2-1 Group Filter -

Active Group Filters are displayed.
Clicking the Group Button opens a Group Names List.

9-1-2-1-1 Group Names -

1. View Group –
2. View All –
3. Cancel –
4. Group Maintenance – Use the "G" button next to the company name to establish a group.

9-1-2-1-1-1 View Group –
Filters the Contact Manager with the group designation parameter and returns to Contact Manager.

9-1-2-1-1-2 View All –
Removes the Group Filter and returns to Contact Manager.

9-1-2-1-1-3 Cancel –

Removes all filters and returns to [Contact Manager](#).

9-1-2-1-1-4 Group Maintenance – | Group Maintenance |
Use the "G" button next to the company name to establish a group. Go to ["G"](#).

9-1-2-2 Lookup -

| Lookup: None | 🔍 | Active Lookup Filters are displayed. Clicking the button opens Lookup window. |

9-1-2-2-1 Lookup Information Entry -

1. Modifiers –
2. Customer Information -
3. "I" – Instant Search -
4. Modifiers -
5. Theater Year Attendance –
6. Confirmation # -
7. Reserved/Sold as Group –
8. Lookup
9. Cancel -

9-1-2-2-1-1 Modifiers –

Modifiers: < (Less Than), >(Greater Than), $ (Contains), # (Not Equal), = (Equals) [Default]

Leave ALL fields blank to look up all records...   Using the symbols in any area modifies the search to the parameters indicated.

9-1-2-2-1-2 Customer Information -

Entering partial information gives search limiters.

9-1-2-2-1-3 "I" – Instant Search -

| ! | Activates an instant search based exactly upon what is entered in the customer information area.

9-1-2-2-1-4 Subgroup Limiters -

These can be assigned to add additional limits to a lookup.

9-1-2-2-1-5 Theater Year Attendance –

Came to Theater (Year): [   ]   Lookup by the year of attendance.

9-1-2-2-1-6 Confirmation # -

Confirmation #: [   ]
Note: Entering a # in this field will negate all other fields!   Lookup by confirmation number. Using this will disregard any other information entered on the page.

9-1-2-2-1-7 Reserved/Sold as Group –

Has Reserved or Sold a Group? (Y/N): [ ]   As indicated.

9-1-2-2-1-8 Lookup - **Lookup**
Activates the Lookup based upon the information entered.

9-1-2-2-1-9 Cancel - **Cancel**
Cancels lookup and returns to Contact Manager.

9-1-2-3 Individual/Group/Both -

○ Both
○ Individual
○ Group   C L E A R

1. Lookup by Both, Individual or Group –
2. Clear – Clears all filters including Lookup and Groups. The form remains on the record displayed.

9-1-3 Calendar/Export/Reports -

To-Do Calendar
Export
Reports

1. To-Do Calendar –
2. Export –
3. Reports -

9-1-3-1 To-Do Calendar – **To-Do Calendar**
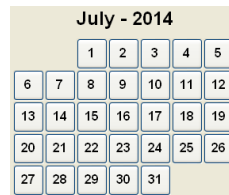Opens a three-month calendar. Clicking on a date opens that day.

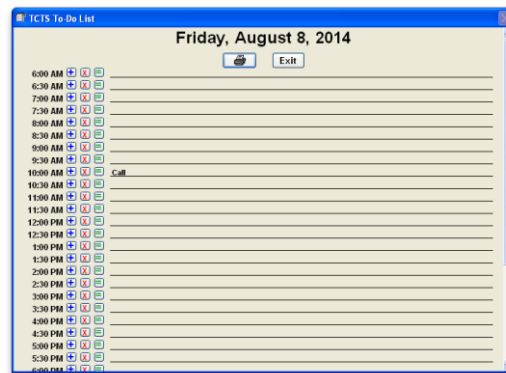9-1-3-1-1 Three-Month Calendar -

1. Calendar Dates –
2. Navigation Bar -

Note: Calendar Dates in Red indicate an attached note.

9-1-3-1-1-1 Calendar Dates –

Clicking on a Calendar Date opens a To-Do List. A date displayed in red has a note attached.
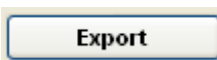
9-1-3-1-1-1-1 To-Do List -

1. Times are in 30-minute segments –
2. "+" – Adds a To-Do.
3. "x" – Deletes a To-Do.
4. "=" – Navigates to the record the To-Do is attached in the Contact Manager.
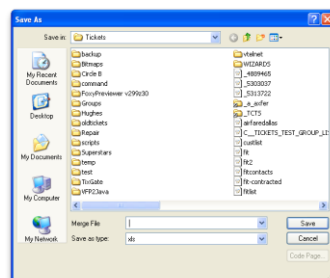5. Print –
6. Exit –
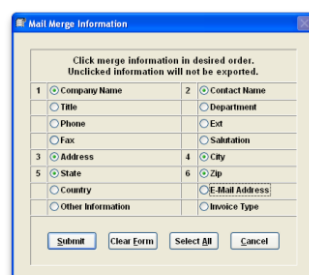
9-1-3-1-1-2 Navigation Bar –

9-1-3-2 Export – [Export]

Export current lookup. If no lookup is filtered, it will export all records.

9-1-3-2-1 Windows Dialogue -

1. Create or choose the file name –
2. Create or choose the file destination –
3. Save – Opens Field Selection Window –
4. Cancel – Returns to Contact Manager.

9-1-3-2-2 Field Selection Window -

1. Click each radio button in the order to be displayed. The order number will be displayed to

the left of the field. Un-numbered fields will not be displayed.
2. Submit – Exports the file.
3. Clear Form – Clears the Field Selection Window.
                              4. Select All –
                              5. Cancel – Returns to Contact Manager.

9-1-3-3 Reports - [Reports]
        Selected reports connected with the Contact Manager.

    9-1-3-3-1 Contact Manager Reports List -

        1. E-Mail Address List -
        2. List (Attendance Date) -
        3. Filtered List -
        4. For Future Use -
        5. For Future Use -
        6. For Future Use -
        7. For Future Use -
        8. Exit - Returns to Contact Manager.

    9-1-3-3-1-1 E-Mail Address List - [1. E-Mail Address List]
            List of every record that has an email address in the
            Contact Manager.

        9-1-3-3-1-1-1 Print/Export Option -

            1. Printer/Screen –
            2. File – Unavailable
            3. Excel File –
            4. Cancel - Returns to Contact
            Manager Reports Menu.

        9-1-3-3-1-1-1-1 Printer/Screen - [Printer/Screen]
                Sends report to the Print Preview.

        9-1-3-3-1-1-1-3 Excel File -

                Opens Windows Dialogue -
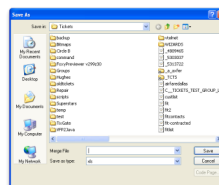   1. Create or choose the file name –
                2. Create or choose the file destination –
                3. Save – Creates the file
                4. Cancel – Returns to
                Contact Manager Reports Menu.

    9-1-3-3-1-2 List (Attendance Date) - [2. List (Attendance Date)]
            Generates a list of records filtered by the show date they
            attended.

        9-1-3-3-1-2-1 Date Range -

1. Start Date –
2. End Date –
3. Submit – Generates list in Print Preview.
4. Cancel - Returns to Contact Manager Reports Menu.

9-1-3-3-1-3 Filtered List -

3. Filtered List

Report filtered independently from the Contact Manager Lookup. Opens Filter.

9-1-3-3-1-3 -1 Filter -

1. Fill in the information to filter the lookup.
2. Lookup – generates list in Print Preview.
3. Cancel - Returns to Contact Manager Reports Menu.

9-1-3-3-1-8 Exit -

Exit

Returns to Contact Manager.

9-1-4 Messages/Email/Exit -

Messages   3.0.81
Send Email   Scan for
               Duplicates
Exit <esc>

1. Messages –
2. Send Email –
3. TCTS Version Number –
4. Scan for Duplicates –
5. Exit <Esc> - Returns to Contact Manager.

9-1-4-1 Messages –

Messages

1. Messages can be sent to other users within the system.
2. If the button is flashing red and white, the user has a message.
3. Clicking the button opens a message screen.

9-1-4-1-1 Message Screen -

1. User Destination drop down list –
2. Message area –
3. Submit – Opens User Destination List.
4. Cancel - Returns to Contact Manager.

9-1-4-1-1-1 User Destination List -

Names with an "E" after the # will be sent an E-Mail

LeTourneau, Mark - 1001 -

Names with an "E" will be sent an email instead of message.

9-1-4-1-1-2 Message Area -

This is a test message.

Type the desired message to be sent.

9-1-4-1-1-3 Submit - **Submit**

Submit delivers the message and returns to Contact Manager.

9-1-4-1-1-4 Cancel – **Cancel**

Returns to Contact Manager.

9-1-4-1-2 Retrieving Messages -

Here is your Message…

Dutton, Judith   Delete   Cancel

Here is your message!

1. Read-only message box.
2. After reading, click the Delete button. If you do not Delete, the Message button will continue to flash.
3. Cancel – Exits the message screen and returns to Contact Manager.

9-1-4-2 Send Email – **Send Email**

Disabled at this time.

9-1-4-3 Contact Manager Version Number –

3.0.81 Auto-generates based upon last version update.

9-1-4-4 Scan for Duplicates –

Scan for Duplicates For Future Use.

9-1-4-5 Exit <Esc> - **Exit <esc>**

Closes the program.

Company:	LETOURNEAU, MARK	G
Contact:		
Dept / Title:		Group/Ind. : I
Phone:	(417) 339-1100	Ext:
Cell:	( ) -	AR Status:
Fax:	(417) -	
Address:	189 Earllbrook Lane	
City:	Branson	
State:	MO Zip: 65616	Ctry: United State
E-Mail:	markleto@gmail.com	Send
Other Info:		

9-1-5 Customer Information -

1. Company –
2. "G" –
3. Contact –
4. Dept/Title –

5. Group/Ind: -
6. Phone/Ext –
7. Cell –
8. AR Status -
9. Fax -
10. Address –
11. City/State/Zip/Ctry –

12. Email –
13. Send -
14. Other Info -

9-1-5-2 "G" -

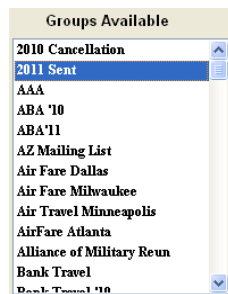G   Click to add this record to a group or groups.
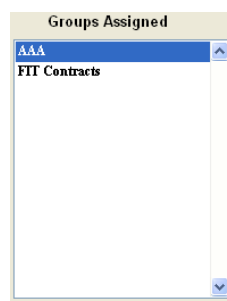
9-1-5-1-2-1 Group Maintenance -
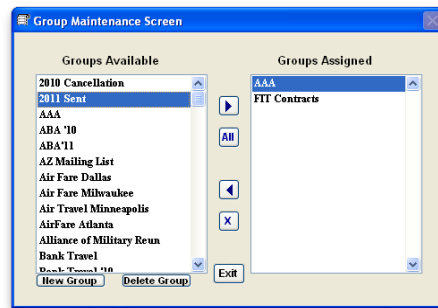
1. Groups Available –
2. Groups Assigned –
3. Add Record to a Group -
4. All – Add record to all groups
5. Remove Group Assignment–
6. "x" – Remove all groups from the record.
7. New Group –
8. Delete Group –
9. Exit - Returns to Contact Manager.

9-1-5-1-2-1-1 Groups Available –

Groupings are listed alphabetically and can be assigned to a contact.

9-1-5-1-2-1-
2 Groups Assigned –

This is the list of the groups assigned to the contact.

9-1-5-1-2-1-3 Add Record to a Group -

▶ Adds the highlighted grouping to the list of assigned groups.

9-1-5-1-2-1-4 All – Add record to all groups

All Add all of the groupings to the list of assigned groups.

9-1-5-1-2-1-5 Remove Group Assignment –

◀ Removes a Group Assignment from the list of Groupings.

9-1-5-1-2-1-6 "x" – Remove all Group Assignments.

X Removes all Group Assignments from the list of added Groupings.

9-1-5-1-2-1-7 New Group – New Group
        Add a new Grouping to the list of available Groupings.

9-1-5-1-2-1-8 Delete Group – Delete Group
        Delete a Grouping from the list of available Groupings.

9-1-5-1-2-1-9 Exit - Exit
        Returns to Contact Manager.

9-1-5-5 Group/Ind. -

Group/Ind.: I This indicates the customer is identified as a group or an individual. This can be edited here.

9-1-5-8 AR Status –

AR Status: Displays the non-editable status of the customer, if it is an active FIT.

9-1-6 Add Note Area -

1. Add Note –
2. View Conf. # -
    Go –
    Clear –
3. Note Area –
4. Print this Form -

9-1-6-1 Add Note – Adds Note to list.

9-1-6-2 View Conf. # -

 Restrict the notes to a specific confirmation number.

9-1-6-2-1 Go –
Activates the View Conf. # search.

9-1-6-2-2 Clear –
Clears View Conf. # entry.

9-1-6-3 Note Area –

1. Date – Enter the date of the note.
2. Note – Enter the note in as much detail as necessary.

9-1-6-4 Print this Form -
Prints the entire customer information record.

9-1-8 Groups Assigned –

 Displays the Group Assignments the group has been connected with.

9-1-8-1 Assignment Category Examples –

9-1-9 Subgroup -

Configuring allows subgroups to be created that can refine lookup activity.
Up to five subgroups can be assigned to any/all contacts, separate from the Group Assignments.
Limited to a single character/number response.
An example: Can be configured to a question requiring a Y/N response or a number attending an event.
Configure- Opens Subgroup Configuration.

9-1-9-1 Subgroup Configuration -

Five subgroups can be assigned to any/all contacts, separate from the Group Assignments.
Type in the category, limited to the length of characters within the text box.
Save – Saves the configuration and returns to Contact Manager.
Exit <Esc> - Returns to Contact Manager.

9-2 Accounts Receivable –
    Go to Accounts Receivable.

9-3 Fixit! -
    Go to Fixit!

9-4 TCTS Editor – For Programmers use only.

9-<Esc> Return – Returns to Main Menu.

Module M Mobile Mode Go to Main Menu.
    Disabled until activated. For future use. Return to Table of Contents.

<Esc> Exit Program Go to Main Menu.
    Completely exits TCTS. Return to Table of Contents.

Appendix A: Seating Chart Elements – Return to Main Menu. Return to Table of Contents.
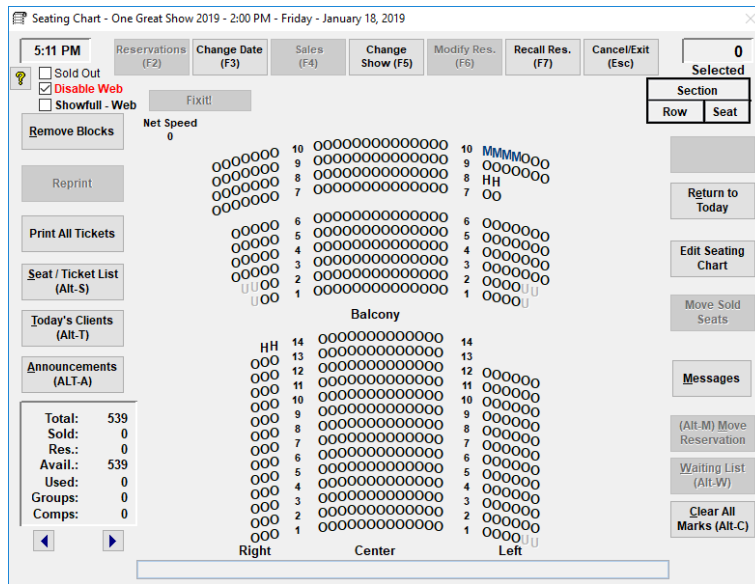
1. Check Boxes -
2. Reservations (F2) -
3. Change Date (F3) -
4. Sales (F4) -
5. Change Show (F5) -
6. Modify Res. (F6) -
7. Recall Res. (F7) -
8. Cancel/Exit -
9. Selected -
10. Fixit! -
11. Seat Information -
12. Remove Blocks -
13. Reprint -
14. Print All Tickets –
15. Seat/Ticket List (Alt-S)-
16. Today's Clients –
17. Announcements –
18. Info Box –
19. Arrow Keys -
20. Return to Today –
21. Edit Seating Chart –
22. Move Sold Seats –
23. Messages –
24. Move Reservation –
25. Waiting List –
26. Clear All Marks –
27. Notification Area -

A-1 Check Boxes -

A-1-1 The time of day is displayed in the upper left corner of the window. This is auto-entered.

A-1-2 The three check boxes beneath this display that may be chosen when required.

Sold Out – Checking this box requires an administrative password and closes the seating chart to new reservations. Modifications may be made to existing reservations.

Disable Web – If an online ticketing system is used, it disables online reservations from being made.

Showfull-Web – For Future Use.

? – Wherever found, this activates the help system.

A-2 Reservations (F2)

Once seats are selected to be sold, this button is available to allow the operator to create the reservation. Go to Reservation Form.

A-3 Change Date (F3)
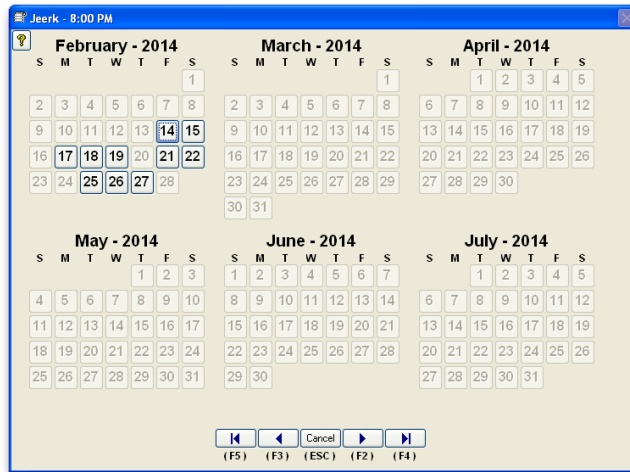
Opens the calendar allowing the operator to choose a different date in which to enter the reservation or sale.
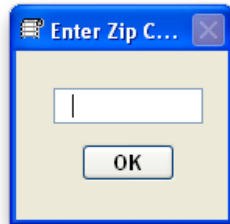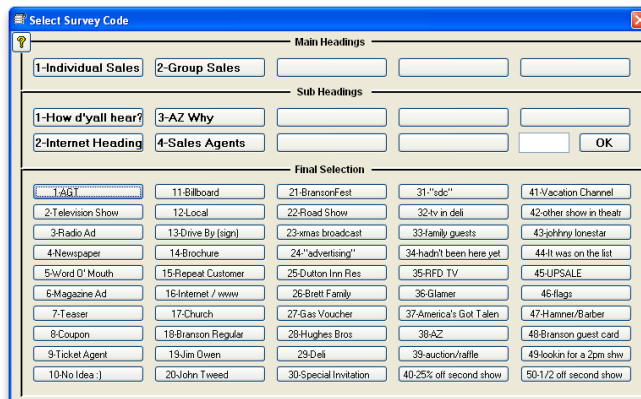This returns to the Seating Chart upon choosing a date.

A-4 Sales (F4)

If enabled by the administrator, allows for sales without making a reservation.

A-4-1 Zip Code -

1. Zip Code - Enter Zip Code.
2. OK – Opens Survey Code.

A-4-2 Survey Code -

1. Select from active button in the first grouping to display a unique set of Bar in the second grouping. Selecting from the second set displays a unique set in the third grouping.
2. Click on the desired Code enters its' unique number next to the OK button.
3. Click the OK button to submit the code to the appropriate screen.

A-4-3 Pricing Chart - Go to Pricing Chart.
Pricing Chart opens after entering the required information or when information windows are bypassed.

A-5 Change Show (F5) **Change Show (F5)**

>   Opens the previous screen of listed shows and times allowing the operator to choose a different show.
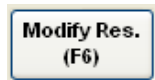
A-6 Modify Res. (F6) **Modify Res. (F6)**

>   Opens reservation screen and allows changes to be made to an existing reservation. Go to Reservation Form.

A-7 Recall Res. (F7) **Recall Res. (F7)**

>   Opens a window allowing the option to recall by various means. See Recall Reservation.
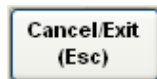
A-8 Cancel/Exit (Esc) **Cancel/Exit (Esc)**

>   Returns the screen to the Main Menu.

A-9 Selected `0 Selected`

>   Display only of the quantity of seats that have been selected

A-10 Fixit! **Fixit!**

>   Activates only with sold reservations and requires administrative access. Go to Fixit!

A-11 Seat Information

Section	
Row	Seat

>   When hovering over a seat in the chart, this displays the section, row and seat number.

A-12 Remove Blocks **Remove Blocks**

>   Allows the operator to release individual seating restricted from sales.

>   A-11-1 Seat Block List -

1. Choose the Seat Block to be removed.
2. Select – Removes the Blocks from the currently selected Seating Chart and returns to Seating Chart.
3. Cancel – Returns to Seating Chart.

A-13 Reprint

      Activates with non-reservation ticket sales to reprint tickets for customers.
      Reprints the tickets.

A-14 Print All Tickets

      Allows operator to print tickets from Comps, Pre-paid and FITs.
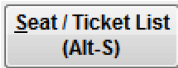
A-15 Seat/Ticket List (Alt-S) Opens query

    A-15-1 List query -
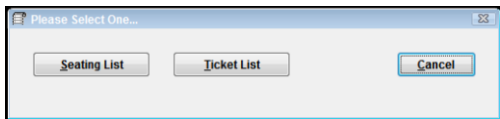
A-15-1-1 Seating List – Opens list of reservations in alphabetical order with selectable confirmation number.
A-15-1-2 Ticket List – Opens Administrative Password screen, allowing the display of a list of all tickets sold/reserved for the selected show
Cancel – Returns to Seating Chart.

      A-15-1-1-1 Seating List -
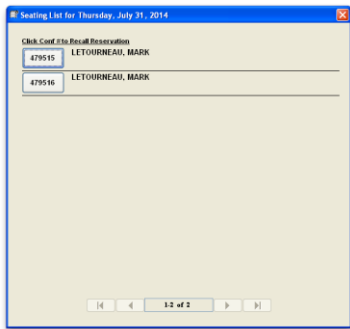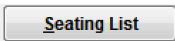
1. Selecting a Confirmation Number opens that Reservation Form.
2. Navigation Bar –

      A-15-1-1-2-1 Ticket List –
        A-15-1-2-1-1 Administrative Password –
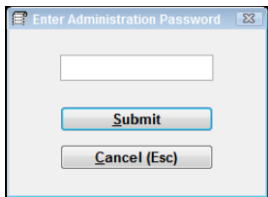
Administrative Password must be entered to confirm authority to view or change list. An invalid password cancels the action and returns to Seating Chart.
Submit – Generates the list of selected information
Cancel – Returns to Seating Chart

      A-15-1-2-1-2 – Ticket List Display -

The information is displayed for the selected show and date of sales and reservations
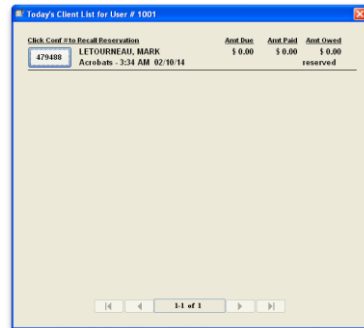
A-16 Today's Clients (Alt-T)   **Today's Clients (Alt-T)**

Opens list of all customers serviced that day with selectable confirmation numbers, serviced by the current user.

A-16-1 Client List -

1. Selecting a Confirmation Number opens that Reservation Form.
2. Navigation Bar –

A-17 Announcements (Alt-A)   **Announcements (ALT-A)**

Opens dialog box allowing show announcements to be entered for a specific show and time.

A-17-1 Announcement Entry –
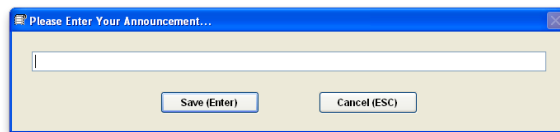
Once announcement is entered, the screen returns to the seating chart.

A-18 Info Box

This is a non-entry information box displaying current show summaries.

A-19 Arrow Keys -

   Allows user to move between shows in chronological order.

A-20 Return to Today   **Return to Today**

Returns the screen to the next available show on current date and time.

A-21 Edit Seating Chart   **Edit Seating Chart**

Allows operator to change seating designation without requiring a change in reservation. This opens a special seating chart for editing seat blocks for a particular show. Go to Edit Seating Chart.

A-21-1
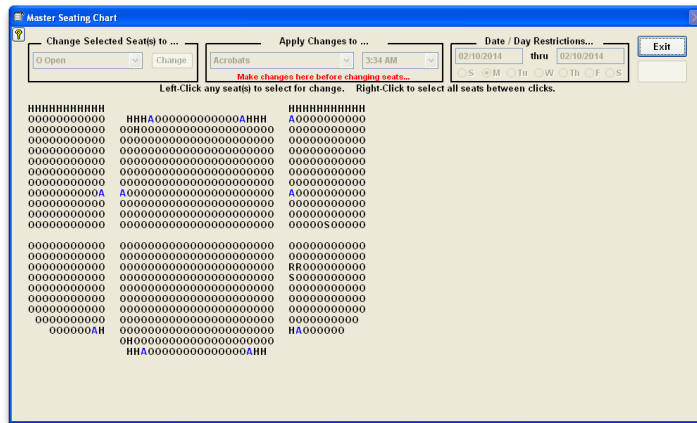
The following seating designations can be changed on this screen:
R-
S-
Blocked-
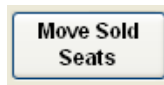
A-22 Move Sold Seats
        Allows operator to relocate sold seating.

A-22-1 Confirmation Number -
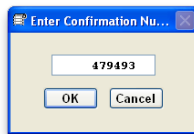
1. Enter Confirmation Number –
2. OK – Opens Query.
3. Cancel – Returns to Seating Chart.

A-22-2 Query -
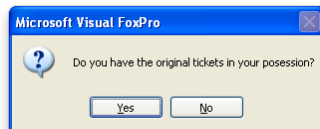
1. Yes – Moves sold seats and prints tickets.
2. No – Opens Query 2.

A-22-2-1 Query 2 -
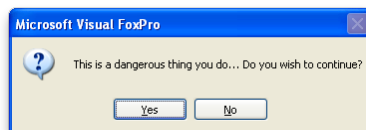
1. Yes – Moves sold seats and prints tickets.
2. No – Cancels and returns to Seating Chart.
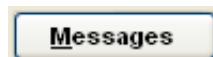
A-23 Messages –
    1. Messages can be sent to other users within the system.
    2. If the button is flashing red and white, the user has a message.
    3. Clicking the button opens a message screen.

A-23-1 Message Screen -
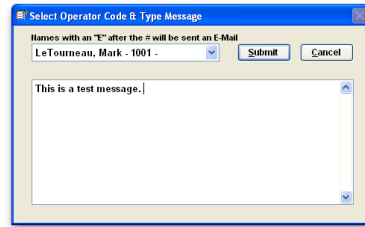
1. User Destination drop down list –
2. Message area –
3. Submit –
4. Cancel -

A-23-1-1 User Destination drop down list -
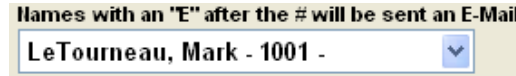
Names with an "E" will be sent an email instead of message.

A-23-1-2 Message Area -

Type the desired message to be sent.

A-23-1-3 Submit -

Submit delivers the message and returns to Seating Chart.

A-23-1-4 Cancel – Returns to Seating Chart.

A-23-2 Retrieving Messages –
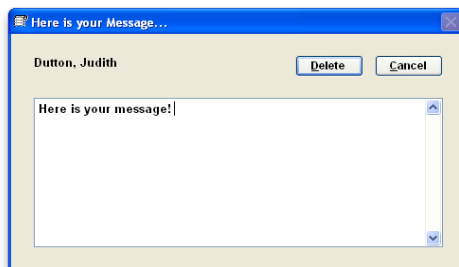
1. Read-only message box.
2. After reading, click the Delete button. If you do not Delete, the Message button will continue to flash.
3. Cancel – Exits the message screen and returns to Seating Chart.

A-24 Move Reservation (Alt-M)
Allows operator to relocate any non-sold seating.
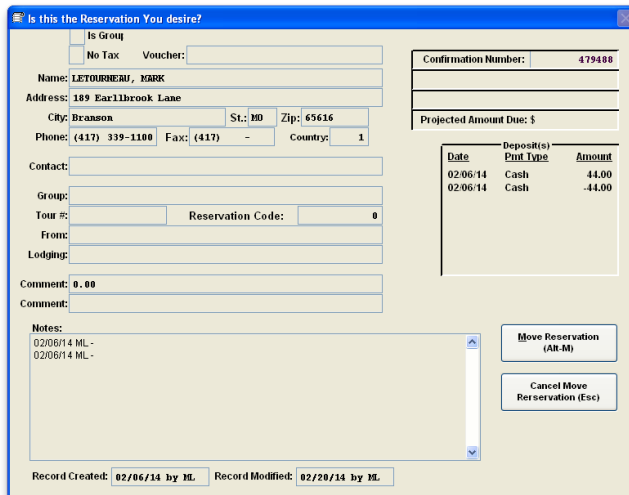
A-24-1 Confirmation Number -

1. Enter Confirmation Number –
2. Move Reservation – Opens Reservation Confirmation.
3. Cancel (Esc) - Returns to Seating Chart.

A-24-1-1 Reservation Confirmation -

1. Move Reservation – Completes action and returns to Seating Chart.
2. Cancel Move Reservation (Esc) - Returns to Seating Chart.

A-25 Waiting List (Alt-W)
   For future use.

A-26 Clear All Marks (Alt-C)
   Clears all selections from the seating chart and the chart returns to original state.

A-27 Notification area
   Display only of information for current show supplied by administrator.

Appendix B: Reservation Form Elements – Return to <u>Main Menu</u>.
Return to <u>Table of Contents</u>.
The show name, time and date is displayed on the top of the form.

1. <u>Check Boxes</u> –
2. <u>Repeat Last Customer</u> –
3. <u>Repeat Last FIT</u> -
4. Saved/Not Saved Indicator -
5. <u>Voucher Selection</u> List –
6. <u>PH</u> - Phone
7. <u>Personal Information</u> -
8. <u>"G" Button</u> -
9. <u>"Z" Button</u> -
10. <u>"C" Button</u> –
11. <u>Season Pass #</u> -
12. <u>Edit S. Pass</u>
13. <u>Group Information</u> -
14. <u>Survey Code</u> –
15. <u>Pricing</u> -
16. <u>Vouch. #</u> -
17. <u>Comment</u> –
18. <u>Notes</u> -
19. <u>Add Date</u> -
20. <u>Print this Form</u> –
21. <u>Print Seat Chart</u> –
22. <u>Display History</u> -
23. <u>Record Created</u> –
24. <u>Record Modified</u> –
25. <u>Confirmation Number Box</u>
26. <u>Deposits</u> –
27. <u>Deposit Waived</u> -
28. <u>Credit Card Number</u> –
29. <u>Attach Res (Alt-E)</u> –
30. <u>Add Deposit (Alt-D)</u> –
31. <u>Clear (Alt-C)</u> –
32. <u>Forms</u> (Alt-F) -
33. <u>Sales (Alt-L)</u> -
34. <u>Modify Seating (Alt-M)</u> -
35. <u>Split Res (Alt-I)</u> -
36. <u>Delete Res (Alt-X)</u> –
37. <u>Save (Alt-S)</u> -
38. Exit (Esc) -
39. <u>Season Pass Information</u> -

B-1 Check Boxes – Return to <u>Reservation Form</u>.
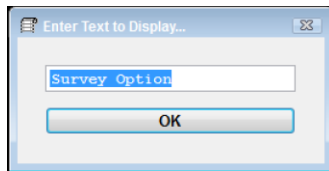
B-1-1 Survey Option – Right clicking this box allows user to define survey

parameters. The new survey name will replace "Survey Option."
Checking this includes the reservation in the survey report by the title.
B-1-1-1 Survey Title Entry Box-

Enter the unique name to identify the grouping of reservations so that they may be identified by a report.
OK returns to the Reservation Form.

B-1-2 Final Count - this indicates a final count given by a group
B-1-3 Group – this indicates group status regardless of how many seats have been selected
B-1-3 No Tax – indicates a non-tax entity
B-1-4 Internet Order – indicates this reservation has been received from Complete Tix Online.com

B-2 Repeat Last Customer – **Repeat Last Customer**
Generates another Reservation Form for the last saved reservation.

B-3 Repeat Last FIT – **Repeat Last FIT**
Only changes the FIT entry from the dropdown list.
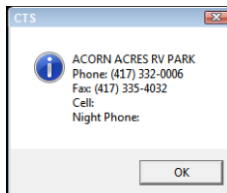
B-4 Voucher Selection List- --Voucher Selection
The administrator assigns voucher contract pricing and the operator chooses from the available list. Return to Reservation Form.

B-5 PH - Ph
Displays the phone number for the selected FIT.

B-6 Personal Information - Return to Reservation Form.

1. Name
2. Address
3. City, State, Zip
4. Phone, Fax, Cell
5. Newsletter – Check this box if they email correspondence.

B-7 "G" Button - Return to Reservation Form.

Name: LETOURNEAU, MARK   Address: 189 Earllbrook Lane   [G]

Information can be grouped in the Contact Manager. This button adds the information into these groupings.

B-7-1 "G" -

[G]   Click to add this record to a group or groups -

B-7-1-1 Group Maintenance -
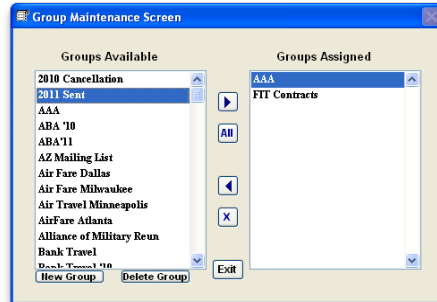
1. Groups Available –
2. Groups Assigned –
3. Add Record to a Group -
4. All – Add record to all groups
5. Remove Group Assignment –
6. "x" – Remove all groups from the record.
7. New Group –
8. Delete Group –
9. Exit - Returns to Contact Manager.

B-7-1-1-1 Groups Available –
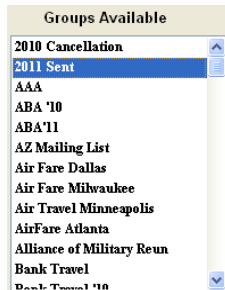
Groupings are listed alphabetically and can be assigned to a contact.

B-7-1-1-2 Groups Assigned –
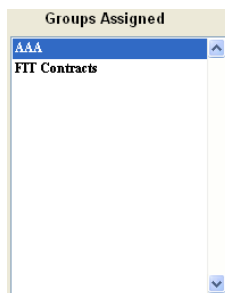
This is the list of the groups assigned to the contact.

B-7-1-1-3 Add Record to a Group -

[▶]   Adds the highlighted grouping to the list of assigned groups.

B-7-1-1-4 All – Add record to all groups

[All]   Add all of the groupings to the list of assigned groups.

B-7-1-1-5 Remove Group Assignment –

 Removes a Group Assignment from the list of Groupings.

B-7-1-1-6 "x" – Remove all Group Assignments.

 Removes all Group Assignments from the list of added Groupings.

B-7-1-1-7 New Group –

 Add a new Grouping to the list of available Groupings.

B-7-1-1-8 Delete Group –

 Delete a Grouping from the list of available Groupings.

B-7-1-1-9 Exit -

 Returns to Contact Manager.

B-8 "Z" Button -

 Entering City and State and pressing the "Z" button does a look-up for zip code. Return to Reservation Form.

B-9 "C" Button - Return to Reservation Form.

 Selects the country.

B-10 Season Pass # -
The assigned number of the season pass can be entered here to recall the customer information.

B-10-1 Reservation Screen with Season Pass Window -

1. Season Pass # -
2. Expiration Date –
3. Show Applied to –
4. Photo Identification -

B-10-1-1 Season Pass Information – (Read only)

S Pass #: 1

Expires: 12/31/15

Applies To: Duttons

1. The Season Pass number is auto-assigned upon creation, manually assigned to an existing customer.
2. The expiration date is established upon creation of the seasons pass.
3. The show/shows the season pass is assigned to is listed upon creation.

B-10-1-2 Photo Identification -

1. Up to 10 photos and names can be assigned to a single season pass.
2. Additional names/photos can be added in the Edit S. Pass.

Return to Reservation Form.

B-11 Edit Season Pass – Edit S. Pass   If a number has been entered in the previous window, pressing this opens the Season Pass assigned to that number. If no number has been entered, a new Season Pass can be created.

B-11-1 Dialogue Box –

1. Yes - Opens the Season Pass creator.
2. No – Returns to Reservation Form Elements.

B-11-2 Season Pass Editor - Return to Reservation Form.

1. Customer Information –
2. Season Pass # -
3. Regular -
4. Expiration Date –
5. Show/Theater –
6. Clicking Instructions –
7. Clear All Photos –
8. Clear All Names –
9. Save & Exit –
10. Delete All & Exit –
11. Print Season Pass(es) -

B-11-2-1 Customer Information –

This general information is displayed as entered on the Reservation Form.

B-11-2-2 Season Pass # -

  Auto-assigned by system.

B-11-2-3 Season Pass Designation -

 A drop down box opens with an option of Regular, VIP or Charter. This is used to differentiate between types of Season Passes.

B-11-2-4 Expiration Date –

  Manually entered.

B-11-2-5 Show/Theater –

  Manually entered.

B-11-2-6 Click Instructions –

B-11-2-7 Clear All Photos –

  Clears all photos displayed.

B-11-2-8 Clear All Names –

 Clears all names displayed.

B-11-2-9 Save & Exit – Return to [Reservation Form](#).

 Saves the Season Pass and returns to [Reservation Form](#).

B-11-2-10 Delete All & Exit – Return to [Reservation Form](#).

 Clears all information an returns to Reservation Form.

B-11-2-11 Edit Season Pass Layout – Return to [Reservation Form](#).

 Grayed out unless user has administrative permissions.

B-11-2-12 Print Season Pass(es) - Return to [Reservation Form](#).

B-11-2-13 Pass Holder identification - Return to [Reservation Form](#).

1. Enter the customer name by left-clicking the box above the photo. Type in the name.
2. Left-click the photo box opens Season Pass Photo.
3. Disregard the ugly face in the photo shown, it was the best we could come up with at the time. Contact the Programmer for counseling references if any harm is encountered.

B-11-1-2-13-1 Season Pass Photo -

1. Save Photo –
2. Cancel (Esc) –
3. Drop Box –
4. Format Options -

B-11-1-2-13-1-1 Save Photo – Return to [Reservation Form](#).
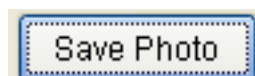
 Save Photo takes picture and inserts it into box. Returns to [Season Pass Editor](#).

B-11-1-2-13-1-2 Cancel (Esc) – Return to Reservation Form.

Cancel (Esc) Cancels and returns to Edit Season Pass.

B-11-1-2-13-1-3 Drop Box –

Photo options.
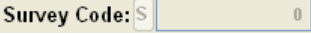
B-11-1-2-13-1-4 Format Options – Return to Reservation Form.

| Format DLG | Source DLG |
| Display DLG | Comp DLG |

For Programmer use only. Contact Programmer for any questions.

B-12 Group Information – Return to Reservation Form.

Contact:	
E-Mail:	markleto@gmail.com ☐ Newsletter?
Group:	
Tour #:	Survey Code: S 1109
From:	
Lodging:	Travel:

The information applies to groups and is often used with group announcements.

B-13 Survey Code "S" – Survey Code: S 0 For more information about Survey Codes go to Edit Survey Codes.
Return to Reservation Form.

B-14 Pricing – Pricing: 22.00 Return to Reservation Form.
Auto filled from pricing, read only

B-15 Vouch. # - Conf. #:
Occasionally provided and auto-fills if supplied. Return to Reservation Form.

B-16 Comment – Comment:
Reservation comments are recorded here. Return to Reservation Form.

B-17 Notes – Return to Reservation Form.

Notes: Add Date... (Alt-A)   Print this Form   Print Seat Chart
02/06/14 ML -
02/06/14 ML -

When the reservation is first made, clicking within the notes box will provide a date and operator initials. A note can then be added.

B-18 Add Date – Return to Reservation Form.

Used to add a dated note to the Note Area

B-19 Print this Form – Return to Reservation Form.

Allows the reservation screen to be printed

B-20 Print Seat Chart – Return to Reservation Form.

Prints the previous screen showing the seating chart and the seats assigned to this reservation

B-21 Display History –

    B–21-1 Displays customer/reservation information.

B-21 Record Created –
Auto-filled when reservation is created. Return to Reservation Form.

B-22 Record Modified –
Auto-filled if reservation is modified. Return to Reservation Form.

B-23 Confirmation Number Box – Return to Reservation Form.

Confirmation Number: 479488
Seats Reserved: 2 [Seats...]
Reserved by: LeTourneau, Mark
Projected Amount Due: $ 44.00 [P]

1. Auto-assigned confirmation number
2. Seats Reserved – From Seating Chart
3. Reserved by: based upon password login.

B-23-1 Seats

[Seats...] Opens dialog box describing the location of reserved seats.

B-23-1-1 – Reserved Seats

TCTS
Seats Reserved:
Right: 1010-11
[OK]

Reserved Seats window, indicating the seating connected with the reservation.

B-23-2 Projected Amount Due – auto-filled

B-23-3 Proj Amt Due w/Attach – auto-filled only when other shows are attached to the reservation.

B-23-4 Pre-Pricing Chart Button-

[P] Opens Pre-Pricing Chart.

B-23-4-1 Pre-Pricing Chart -

See Price Chart. The forms are similar except this form does not continue through payment.

B-24 Deposits –

| Deposit(s) | | |
Date	Pmt Type	Amount
02/06/14	Cash	44.00
02/06/14	Cash	-44.00

Any deposits assigned to the reservation are displayed here. Entered via Add Deposit (Alt-D). See B-21.

Return to Reservation Form.

B-25 Deposit Waived –
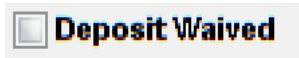
 Check this box whenever a deposit is not required. This keeps the

reservation being listed as No Deposit.

B-26 Credit Card Number -
Disabled. Used to enter and securely store credit card information for future use. Return to Reservation Form.

B-27 Attach Res (Alt-E) –

 Opens forms to manage attached reservations for multiple shows.
Return to Reservation Form.

 B-27-1 Reservations attached to Confirmation # -

1. This confirms the reservations attached to a confirmation number.
2. Sport Season Pass – only used for sports venue. Disabled.
3. Reservation numbers – clicking opens Recall Reservation by confirmation number.
4. Add Reserv. –
5. Navigation Bar -
6. Remove Res. -

B-27-1-3 Recall Reservation Form with Deposit Options -

 1. Displays reservation information allowing for deposit to be applied and printable forms, similar to the Reservation Screen.

B-27-1-4 Add Reserv. -

1. Attach New Reservation – create a new reservation attached to the currently displayed reservation
2. Attach to Existing Reservation – attaches two reservations together. Requires the confirmation number of an existing reservation to be attached.
3. Cancel (Esc) - Return to Reservation Form.

B-27-1-4-1 Show Selection -

1. Select the show in which the reservation is to be placed.
2. <Esc> Cancel - Return to Reservation Form.

B-27-1-4-1-1 Show Calendar -

1. Select from the date for that show.
2. Navigation Bar -

B-27-1-4-1-1-1 Show Seating Chart -

1. Select the seats.
2. Save – Opens Ticket Prices.
3. Cancel (Esc) -

B-27-1-4-1-1-1-1 Ticket Prices -

Select ticket prices. Confirm returns to the Attachment screen. See Ticket Prices.

B-27-3 Enter Confirmation Number -

1. Enter Confirmation Number –
2. Ok –
3. Cancel – Return to Reservation Form.

B-28 Add Deposit (Alt-D) – **Add Deposit (Alt-D)** Allows operator to add a deposit to the reservation. Return to Reservation Form.

B-29 Clear (Alt-C) - **Clear (Alt-C)** Only available when a new reservation is generated. Return to Reservation Form.

B-30 Forms (Alt-F) - **Forms (Alt-F)** For printing or emailing forms. Return to Reservation Form.

B-31 Sales (Alt-L) - **Sales (Alt-L)** Opens Pricing Chart. See Pricing Chart. Return to Reservation Form.

B-32 Modify Seating (Alt-M) - **Modify Seating (Alt-M)** Opens Seating chart to allow seating assignments. Return to Reservation Form.

B-32-1 Modify Seating Chart -

1. Time Stamp –
2. Save (F2) –
3. Cancel (Esc) –
4. Selected –
5. Seating Chart -
6. Cancel (Esc) -

B-32-1-1 Time Stamp -

 Displays current time.

B-32-1-2 Save (F2) –

 Activates when changes are made allowing those changes to be saved. Return to Reservation Form.

B-32-1-3 – Cancel (Esc) –

 Return to Reservation Form without making any changes

B-32-1-4 Selected Number of Seats -

 Displays original number of seats and changes as you add or deleted seats to the reservation.

B-32-1-5 Seating Chart -

1. Clicking on an "X" deletes the seat from the reservation.
2. Clicking on an "O" adds a seat to the reservation.

B-33 Split Res (Alt-I) - Allows the seating to be separated into multiple reservations. Return to Reservation Form.

B-33-1 Number of Seats –

1. Enter the number of seats to be split into a new reservation.
2. Split (Alt-E) – Creates a new reservation and opens a Price Chart.

3. Cancel (Esc) - Return to Reservation Form.

        B-33-2 Price Chart -
              See Price Chart.

B-34 Delete Res (Alt-X) - [X Delete Res (Alt-X)] Deletes the reservation. Requires verification of deletion. Return to Reservation Form.

B-35 Save (Alt-S) - [Save (Alt-S)] Saves reservation but remains on screen. Return to Reservation Form.

B-36 Exit (Esc) - [Exit (Esc)] Exits reservation and returns to Seating Chart. Return to Reservation Form.

B-37 Season Pass Information-

S Pass #: 8	Regular
Expires: 12/30/16	
Applies To: Six	

This is displayed only when a season pass number is present in one the form. See Season Pass #. Return to Reservation Form.

Appendix C: Pricing Chart Elements - Return to .

1. Pricing Form Options -
2. Ticket Price Options –
3. Seat Count Information –
4. Total Amount Due –
5. Voucher FIT Name Display –
6. View All Prices –
7. Confirm (Alt-C) –
8. Cancel (Esc) - Returns to .

C-1 Pricing Form Options –
Pages of pricing, if needed, for more pricing options than can be shown on one page or within various groupings.

 Choose the Pricing Page for

the selected show.

C-2 Ticket Price Options –

 1. F keys can be pressed for each ticket to be purchased.
2. Enter the ticket count manually to the right of the desired ticket pricing.

C-3 Seat Count Information –

 1. Seats Remaining must be "0" by choosing number of Current Seats Priced equal to the Total Seats Reserved.
2. Confirm (Alt-C) will not activate until this is attained.

C-4 Total Amount Due –

 Total Amount Due is the Transaction Total less Total Deposit.

C-5 Voucher FIT Name Display -
Appears to confirm the FIT name to which a reservation is attached.
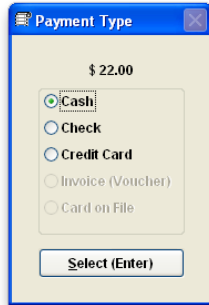
C-6 View All Prices –
Requires Administration password. Displays all available pricing regardless of FIT chosen.

C-7 Confirm (Alt-C) –
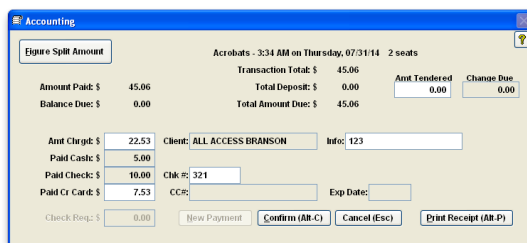
Confirms pricing and continues to the Payment Window.

C-7-1 Payment Type

1. Select the first payment type with the radio button and click Select.
2. The payment form changes depending upon the type of payment to be rendered.
3. Multiple payments can be received. This window will appear when there is a balance due for the total sale.

C-7-2 Payment Transaction –

1. Figure Split Amount –
2. Amount Paid –
3. Balance Due –
4. Transaction Total –
5. Total Deposit –
6. Total Amount Due –
7. Paid Cash/Check/CC –
8. Amount Tendered –
9. Change Due –
10. Check Req. – No longer in use.
11. New Payment –
12. Confirm (Alt-C) –
13. Canel (Esc) – Returns to Table of Contents.
14. Print Receipt (Alt-P) - No longer in use.

C-7-2-1 Figure Split Amount– allows breaking down the payment(s) when multiple individuals or sources are utilized. Go to Figure Split Amount

C-7-2-2 Amount Paid – Amount Paid: $ 22.00 auto entered by the amount entered in Paid Cash/Check/CC.

C-7-2-3 Balance Due – Balance Due: $ 0.00 auto entered based upon amount entered in Paid Cash/Check/CC debited agains Amount Due.

C-7-2-4 Transaction Total – Transaction Total: $ 22.00 auto entered from Sales data.

C-7-2-5 Total Deposit – Total Deposit: $ 0.00 auto entered from Sales data.

C-7-2-6 Total Amount Due - Total Amount Due: $ 22.00 auto entered from Sales data.

C-7-2-7 Paid Cash/Check/CC – the amount to be paid is entered and is credited against the Total Amount Due. If the amount paid is less than the total amount due, the New Payment button activates and the the Confirm button is deactivated.

C-7-2-7-1 Paid Cash/Check/CC -

The form will modify here depending upon the type of payment selected to allow the entry of check or voucher numbers or credit card information.

C-7-2-7-2
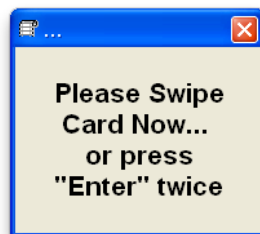
This window appears when Paid Cr. Card amount is entered.
If card is swiped, the customer information is auto entered in the next form.
If "Enter" is pressed twice, the information must be entered manually in the next form.

C-7-2-7-3

1. Once the information is confirmed, Submit prints the receipts and returns to Payment screen.
2. If the card has been swiped and the information is incorrect, clicking Reswipe Card allows the card to be reswiped, retrieving the correct customer information without processing the card.
3. If card is rejected, a window appears indicating why it was rejected and returns to the Credit Card Information screen, allowing corrections to be made.
4. Cancel <Esc> - returns to Payment screen.

C-7-2 (cont.)

C-7-2-8 Amount Tendered – cash amount received from the customer.

C-7-2-9 Change Due – the amount due to the customer based upon Amount Tendered agains the Paid Cash amount.

C-7-2-10 Check Req. – disabled, no longer in use.

C-7-2-11 New Payment – [New Payment] activates when payment amount is less than Total Amount Due.

C-7-2-12 Confirm (Alt-C) – [Confirm (Alt-C)] activates when payment amount equals Total Amount Due. Tickets are printed and screen returns to the Seating Chart and .

C-7-2-13 Canel (Esc) – [Cancel (Esc)] clears transaction and returns to origination screen, unless a credit card payment has been transacted. This is then disabled.
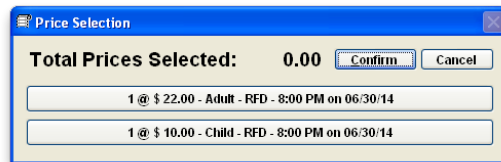
C-7-2-14 Print Receipt (Alt-P) - [Print Receipt (Alt-P)] disabled, no longer in use.

C-7-2-1-1 Figure Split Amount -

1. Choose the price(s) desired.
2. Click Confirm to apply the payment to the total. The screen returns to the payment window and auto-inserts the payment in the Paid Cash/Check/CC total.

C-8 Cancel (Esc) - [Cancel (Esc)]
Returns to Reservation Screen or Seating Chart depending on origination of sale.

C-9 Go to Appendix K: Completing the Sale

Apendix D: Edit Seating Chart - Return to .
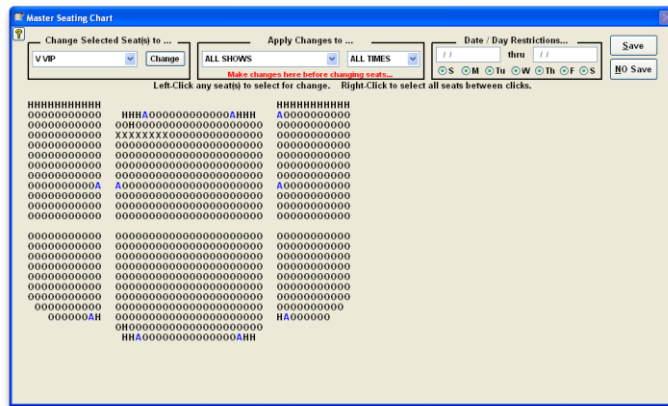
1. "?" – Help Menu
2. Change Selected Seats – After Apply Change choice, select the seats to be edited.
3. Apply Changes to – Begin the change process within this box first.
4. Day/Date Restrictions –
5. Save -
No Save –
6. Left Click Any Seating -

D-1

  Opens help menu.

D-2 Change Selected Seats -
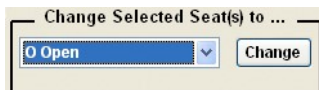
  Select from a drop down menu to reassign a designation for the selected seats.

D-3 Apply Changes to -
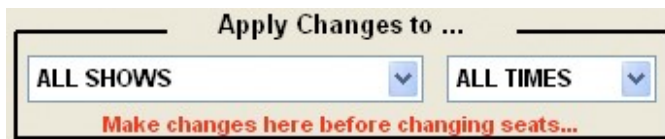
  Editing process begins here with the choice of a show, all shows, particular show times or all show times.

D-4 Day/Date Restrictions -
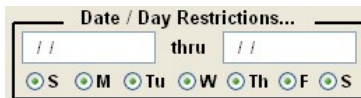
  Enter the dates for the editing to affect and the corresponding days.

D-5 Save/No Save -
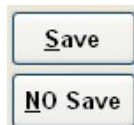
  The changes can be saved or discarded by one of these choices.

D-6 Left Click Any Seat -
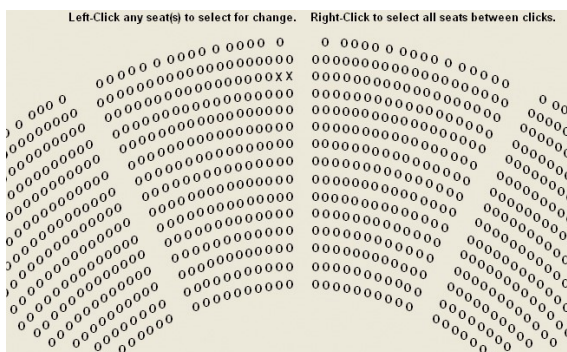
  Left clicking on seat(s) selects the seats to change status.
Right click on the seats between the start and end seating to be changed.

Appendix E: Accounts Receivable Payments Elements - Return to .

1. FIT Selection –
2. Date Paid –
3. Amount Paid –
4. Payment Type –
5. Auto-Select –
6. Clear –
7. Information Window –
   Total Amt. Due –
   Amt. Applied –
   Balance Due -
8. Invoice List –
9. Save –
10. Exit/No Save -

E-1 FIT Selection

A drop down list is generated of all unpaid invoices assigned to that FIT.

E-2 Date Paid -

Defaults to today's date but is changeable.

E-3 Amount Paid -

Enter the total amount to be applied.

E-4 Payment Type –

Drop down box allows the choice of type of payment. Cash, Chck, Card, or Memo (creates a credit memo).

If Chck is selected, a check number is requested beneath the payment type.
If Card is selected, the information will not be required until the payment is saved.
If Memo is selected, a memo field opens to input the reason for the credit memo.
Note: Payment type cannot be selected until a payment amount is entered.

E-5 Auto Select

Auto-Select will select the first invoice on the list and apply a full payment to that and subsequent invoices until the payment amount is exhausted.

E-6 Clear unselects all invoices and recalculates all totals.

E-7 Information Window

Total Amt. Due:	0.00
Amt. Applied:	0.00
Balance Due:	0.00

In the upper right is a non-user interface that displays the total amount owed, the amount that has been applied and the balance due.

E-8 Invoice List

Invoices can be selected manually by clicking on the box to the left of the invoices to be paid.

Individual invoice payment amounts may also be entered manually in the payment column of that invoice.

If a credit is available for the FIT, the Credits button at the bottom of the window will be active and will display the amount of the credit. Clicking that button will open another payment window with a list of invoices to which it may be applied.

E-9 Save
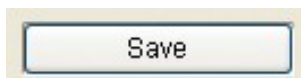
Save

Saves all information as displayed, payments will be applied and, if Credit Card payment has been chosen, a CC window will open allowing that information to be entered.

E-10 Exit (No Save)

Exit (NO Save)
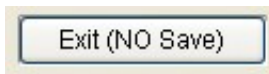
This will close the window with no information or payment saved.

Appendix F: Fixit! Return to [Table of Contents](#).

F-1 Fixit!
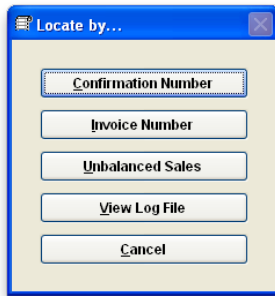
1. Confirmation Number – Opens Confirmation Number Entry.
2. Invoice Number – Opens Invoice Number Entry.
3. Unbalanced Sales – Opens Single Date Entry.
4. View Log File – Lists all users who have accessed Fixit!, restricted by confirmation number.
5. Cancel – Returns to previous screen depending upon the origination Module.

F-1-1 Fixit! By Confirmation Number -
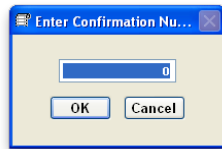
1. Enter a confirmation number.
2. OK – Opens [Fixit Main Screen.](#)
3. Cancel – Returns to previous screen depending upon the origination module.

F-1-2 Fixit! By Invoice Number -
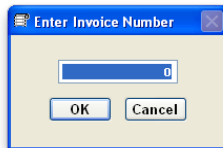
1. Enter a invoice number.
2. OK – Opens [Fixit Main Screen.](#)
3. Cancel – Returns to previous screen depending upon the origination module.

F-1-3 Fixit! By Date of Unbalanced Sales-
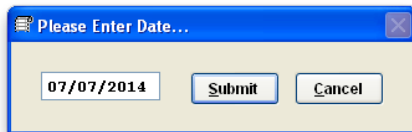
1. Enter a date. If an Unbalanced Sale is found it opens that sale and any other unbalanced sale on that date.
2. Submit opens [Fixit Main Screen.](#)
3. Cancel – Returns to previous screen depending upon the origination module.

F-1-1-1 Fixit! Screen

1. [Customer Information](#) –
2. [Group Information](#) -
3. [Deposit](#) –
4. [Ledger](#) –
5. [Show Name –](#)
   [Show Time –](#)
   [Show Date](#) –
6. [Sales](#) –
7. [Invoices](#) –
8. [Taxable](#) –
9. [Voucher](#) -
10. Exit – Returns to previous screen depending upon the origination module.

F-1-1-2-1 Customer Information -

LETOURNEAU, MARK
189 Earllbrook Lane
Branson, MO 65616

Deposits - $ 100.41   [+][Edit][-]
  20.00 - Deposit   [v]

Customer Information is displayed.

F-1-1-2-2 Group Information -

⊙ Is NOT a Group
○ IS a Group

Group status can be changed here.
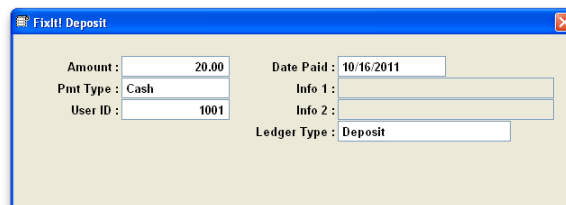
F-1-1-2-3 Deposit Editor -

Deposits - $ 100.41   [+][Edit][-]
  20.00 - Deposit   [v]

1. Total Deposit is displayed.
2. "+" – Adds a new empty deposit which can be selected and edited.
3. "Edit" – Opens deposit editor for the displayed deposit. Use the drop down list to access other deposits.
4. "-" – Deletes the displayed deposit. Confirmation is required.
5. The drop down deposit list displays individual deposits that were made against a reservation. The list also includes deposits consumed on reservations sold.

F-1-1-2-3-3 Deposit Editor Window -

FixIt! Deposit

Amount : 20.00   Date Paid : 10/16/2011
Pmt Type : Cash   Info 1 :
User ID : 1001   Info 2 :
                      Ledger Type : Deposit

Deposit information can then be edited.

F-1-1-2-4 Ledger Editor -
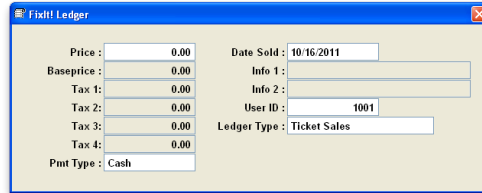
Ledger - $ 0.00   [+][Edit][-]
  0.00-Cash   [v]

1. Total Payments made at time of sale is displayed.
2. "+" – Adds a new empty ledger which can be selected and edited.
3. "Edit" – Opens ledger editor for the displayed payment. Use the drop down list to access other payments.
4. "-" – Deletes the displayed payment. Confirmation is required.
5. The drop down payment list displays individual payments that were made

against a reservation.

F-1-1-2-4-3 Ledger Editor Window -

Payment information can then be edited.

F-1-1-2-5 Show Name/Time/Date Selector -

Information can be edited by drop down box for Show Name and Time.
Show Date can be edited by clicking in the box and typing or choosing from a calendar.
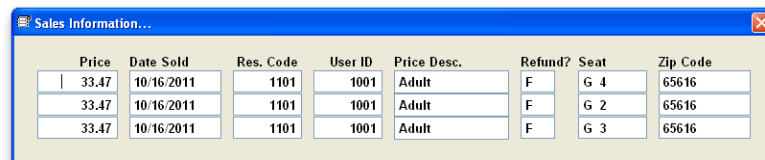
F-1-1-2-6 Sales Editor -

1. Total Sales is displayed.
2. "+" – Adds a new empty sale which can be selected and edited.
3. "Edit" – Opens sales editor for the displayed sale. Use the drop down list to access other sales.
4. "-" – Deletes the displayed sale. Confirmation is required.
5. The drop down sales list displays individual sales that were made against a reservation.

F-1-1-2-6-3 Sales Editor Window -

This list expands to include all sales.

F-1-1-2-7 Invoices Editor -

1. Total Invoices is displayed.
2. "+" – Adds a new empty invoice which can be selected and edited.
3. "Edit" – Opens invoice editor for the displayed sale. Use the drop down list to access other invoices.
4. "-" – Deletes the displayed invoice. Confirmation is required.
5. The drop down invoices list displays individual invoices that were made against a reservation.

F-1-1-2-7-3 Invoice Editor Window -

Invoice information can then be edited.

F-1-1-2-8 Taxable -

Select the taxable status of the reservation or sale.

F-1-1-2-9 Voucher Selection -

Change the voucher selection with the drop down box.

F-1-1-2-10 Exit -

Exit – Saving is automatic when an action is taken.

F-1-1-2-11 Edit Comp/Coupon – Returns to Fixit Main Screen.

1. Edit Comps –
2. Edit Coupons -

F-1-1-2-11-1-1 Information Window -

A warning appears informing that the Editing will affect the comps associated with a particular confirmation number.

F-1-1-2-11-1-2 Edit Comp List -

1. Click on Comp Description to make changes.
2. Red X – deletes the Comp.
Note: There can be multiple Comps displayed.
3. Add – Adds a blank Comp for editing.
4. Arrow Bar – nagivate between pages of Comps when available.

F-1-1-2-11-2 Information Window -
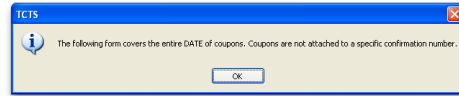
A warning appears informing that the Editing will affect the coupons associated with a particular confirmation number.

F-1-1-2-11-2-1 Edit Coupon List -
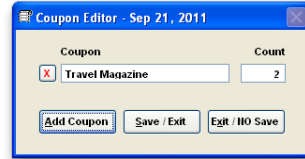
Expanding list of coupons.
1. Red X – Deletes the coupon.
2. Count – Denotes the number of coupons that are connected to the description.
3. Add Coupon – Adds a blank coupon.
4. Save/Exit – As indicated.
5. Exit/NO Save – As indicated.

Appendix G: Account Editor - Return to .

1. Account Information –
2. Restrict Group Pricing -
3. Status –
4. Credit Card on File –
5. Agent Pickup -
6. Reseller –
7. Other Info –
8. Send Email Contract –
9. List of Contracts –
10. Add Contract –
11. Remove Selected Contract –
12. Exit (Esc) -

G-1 Account Information –

Account information on file is displayed and can be edited if necessary.

G-2 Restrict Group Pricing –

Checking box limits group pricing to Contract Prices only.

G-3. Status –

A Group can have a different status than an individual.

Y - Active
I - Inactive
A- Agent Pickup
X - Archived
P - PrePaid

G-4. Credit Card on File –
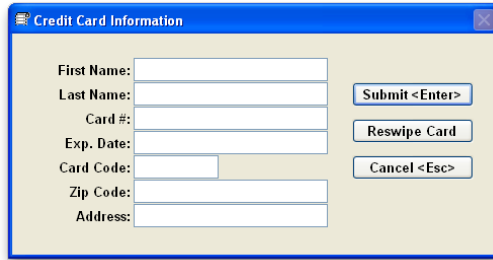
Checking this box opens a swipe or manual entry of a credit card. Opens swipe option.

G-4-1 Swipe option -
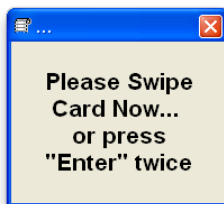
Swiping the card auto fills the Credit Card Information. Pressing "Enter" twice opens Credit Card Information screen for manual entry.
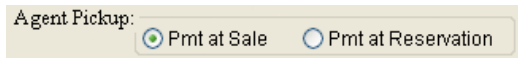
G-4-2 Customer Information -

Credit Card Information

First Name:
Last Name:
Card #:
Exp. Date:
Card Code:
Zip Code:
Address:

Submit <Enter>
Reswipe Card
Cancel <Esc>

1. Customer information.
2. Submit <Enter> records the information.
3. Reswipe Card – if the information is not auto-entered. Previous swipe is cleared.
4. Cancel <Esc> - Returns to Account Editor.
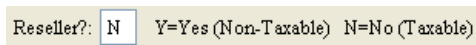
G-5 Agent Pickup -

Agent Pickup: ⦿ Pmt at Sale   ○ Pmt at Reservation

Select when the payment is required to be made.
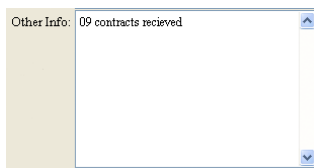
G-6 Reseller –

Reseller?: N   Y=Yes (Non-Taxable) N=No (Taxable)

Reseller status for tax purposes. Yes is the default. Use only No in cases where taxes are not paid by reseller.

G-7 Other Info –

Other Info: 09 contracts recieved

Information can be added here pertaining to the FIT or contracts attached to the FIT.
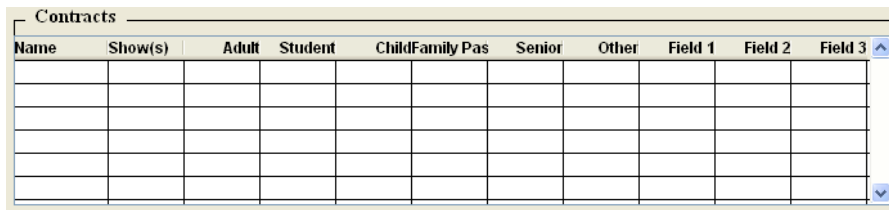
G-8 Send Email Contract –

Send E-Mail Contract

For future use.

G-9 List of Contracts –

Contracts									
Name	Show(s)	Adult	Student	ChildFamily Pas	Senior	Other	Field 1	Field 2	Field 3

Auto-filled as contracts are added. Lists all contracts previously connected with the FIT.

G-10 Add Contract –

Add Contract
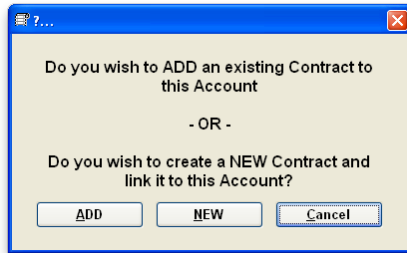
G-10-1

1. Add – Opens a list of existing contracts to choose from.
2. New – Opens Contract Editor
3. Cancel -

G-10-1-1 List of Existing Contracts -
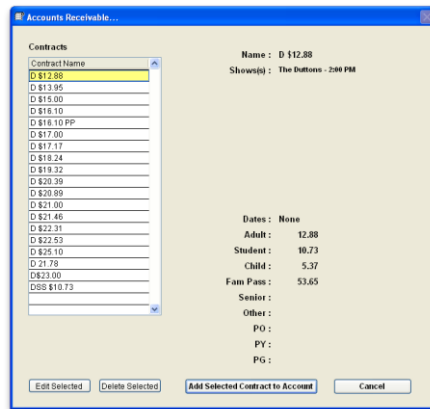
1. List of Contracts –
2. Contract Information –
3. Edit Selected Contract –
4. Delete Selected Contract –
5. Add Selected Contract to Account –
6. Cancel -

G-10-1-1-1. List of Contracts –
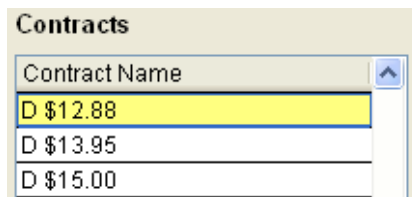
List of all available contracts within the system. Highlight the desired contract to display information.

G-10-1-1-2. Contract Information –
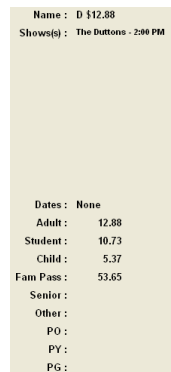
All the data associated with the contract is displayed. This information can then be visually confirmed before selecting.

G-10-1-1-3 Edit Selected Contract –

  Opens Contract Editor.

G-10-1-1-4 Delete Selected Contract –
As indicated.
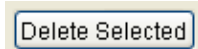
G-10-1-1-5 Add Selected Contract to Account-

Add Selected Contract to Account   Adds Contract and returns to [Account Editor](#).

G-10-1-1-6 Cancel -
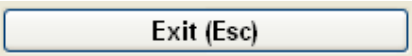
Cancel   Cancels action and returns to [Account Editor](#).

G-11 Remove Selected Contract -

Remove Selected Contract   Deletes contract and refreshes list.

G-12 Exit (Esc) –

Exit (Esc)   Returns to Returns to [Accounts Receivable Menu](#)

Appendix H: Contract Editor - Return to .

1. Contract Prices –
2. Start Date – For future use.
3. End Date – For future use.
4. Contract Name –
5. Email Form Name - For future use.
6. Edit FIT Contract Labels –
7. Shows Attached to this Contract –
8. Available Shows –
9. Arrow Keys –
10. "X" Key -
11. Exit - Returns to .

H-1 Contract Prices –

1. Labels are created in Contract Label Editor.
2. Edit prices by clicking in the box next to the right of the label and enter the number desired using the decimal for cents.

H-2 Start Date – For future use.

H-3 End Date – For future use.

H-4 Contract Name –

Any nomenclature can be used to designate a contract price.

H-5 Email Form Name - For future use.
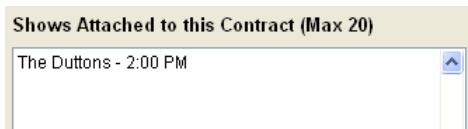
H-6 Edit FIT Contract Labels –

    Opens FIT Contract Label Editor

H-7 Shows Attached to this Contract –
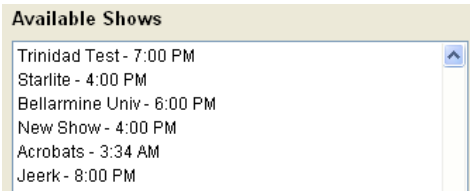
Shows Attached to this Contract (Max 20)

The Duttons - 2:00 PM

Details the shows that have been previously attached to a particular contract. This list is editable.

H-8 Available Shows –

Available Shows

Trinidad Test - 7:00 PM
Starlite - 4:00 PM
Bellarmine Univ - 6:00 PM
New Show - 4:00 PM
Acrobats - 3:34 AM
Jeerk - 8:00 PM

This is a list of shows that may be attached to a contract. Any show already attached will not be displayed. The list is generated by editing and/or scheduling shows in Administration: <u>Edit Shows and Times</u>.

H-9 Arrow Keys –

After highlighting an available show, this key moves that show to the Shows Attached list.
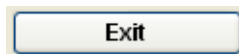
After highlighting an attached show, this key moves that show to the Available Shows list.

H-10 "X" Key -

This clears all attached shows and moves them to the Available Shows list.

H-11 Exit -

Exit

All information is saved upon entering. Exit returns to the originating screen.

Appendix J: Set Operating Variables – WARNING – To be edited by the Programmer or other qualified personnel only.
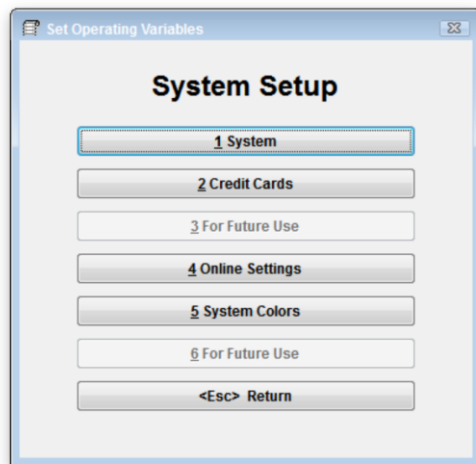
1. System – opens System Variables setup screen.
2. Credit Cards – selects Credit Card gateway for system setup.
3. For Future Use –
4. Online Settings –
5. System Color –
6. For Future Use –
 <Esc> Return – returns to Utility Programs.

J-1 System –

System Variables

1. Theater Information Block -
2. Next Confirmation # -
3. Next Season Pass # -
4. Next Invoice # -
5. Reservation Codes? -
6. Collect Survey Info? -
7. Price Chart each show? -
8. Split Price Chart?
9. New Coupon Procedure? -
10. Combine Reservations? -
11. Sell w/o Reservation? -
12. Ignore Contracts? -
13. Cancellation Fee -
14. TixFIT –
15. Theme Park -
16. Eject_Cash_Drawer -
17. Price Desc. (FIT or VOU) -
18. Blank Out FIT Rates? -
19. No Bkgrd behind Prg -
20. Network Data -
21. Local Data -
22. Passwords -
23. Next Unique ID -
24. File Identifier -
25. Printers... -
26. Automatic New Search? -
27. Allow Extended Search? -

28. Ask to Split Vouchers? -
29. Send Online Trigger -
30. Auto-Fill FIT Pricing? -
31. Groups Comp F-Key -
32. Display Inactive FIT's? -
33. Copy of Credit Card Receipt to Theater Email? -
34. Extra Copy of Receipt Ticket? -
35. Print Deposit Receipt? -
36. Auto-Close Show? -
37. # Days –
38. # of Shows in Column -
39. Sports? -
40. Trinidad? –
41. Split Name? -
42. Reports Only? –
43. SC Font Size –
44. New FIT Sales –
45. Insert Reseller – For Programmer Use Only.
46. Save – Saves changes and returns to System Setup menu.
47. Cancel – Returns to System Setup menu.

J-1-1 Theater Information Block -

Name:	Mark's Demo Theater
Address:	3454 West Hwy 76
City:	Branson
State:	MO
Zip:	65616-
Phone:	(417) -2772
E-Mail:	

The theater information is entered here. This is used system wide when identifying the owner of the information used within the system.

J-1-2 Next Confirmation # -

Next Confirmation #:   479496

The next confirmation number can be edited here. The system then uses subsequent numbers starting the date the change was made here.

J-1-3 Next Season Pass # -

Next Season Pass #:   1

The next season pass number can be edited here. The system then uses subsequent numbers starting the date the change was made here.

J-1-4 Next Invoice # -

Next Invoice #:   192151

The next invoice number can be edited here. The system then uses subsequent numbers starting the date any the change was made here.

J-1-5 Reservation Codes? -

Use Reservation Codes? : N   Reservation Codes can be used within the system for reservation identification.

J-1-6 Collect Survey Info? -

Collect Survey Info? : N

J-1-7 Price Chart each show? -

Price Chart each show? : Y

J-1-8 Split Price Chart? -

Split Price Chart? : Y

J-1-9 New Coupon Procedure -

New Coupon Procedure? : N

J-1-10 Combine Reservations? -

Combine Reservations? : Y

J-1-11 Sell w/o Reservation? -

Sell w/o Reservation? : Y

J-1-12 Ignore Contracts?-

Ignore Contracts? : N

J-1-13 Cancellation Fee -

Cancellation Fee :   0.00

J-1-14 TixFIT? -

TixFIT N

J-1-15 Theme Park? -

Theme Park : N

J-1-16 Eject Cash Drawer? -

Eject Cash Drawer? : N

J-1-17 Price Description (FIT or VOU) -

Price Desc. (FIT or VOU) : FIT

J-1-18 Blank Out FIT Rates? –

Blank Out FIT Rates? : N

J-1-19 No Background behind Program -

No Bkgrd behind Prg : N

J-1-20 Network Data -

Network Data
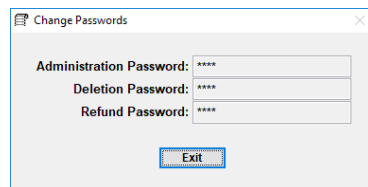
J-1-21 Local Data -

Local Data

J-1-22 Passwords -
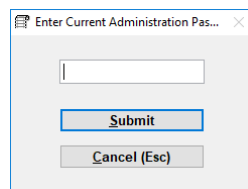
Passwords

J-1-22-1 Change Passwords

Change Passwords

Administration Password: ****
Deletion Password: ****
Refund Password: ****

Exit

1. Opens dialogue box to change Administration password.
2. Opens dialogue box to change to allow deletions.
3. Opens dialogue box to change for refunds.
4. Exit – Saves changes and returns to System Variables.

J-1-22-1-1 (2)(3) – Authorization entry –

Enter Current Administration Pas... ×

Submit

Cancel (Esc)

1. Input Administration password to continue.
2. Submit – Returns to previous screen with authorization to continue if password is valid.
3. Cancel (Esc) – Returns to Change Password.

J-1-23 Next Unique ID -

Next Unique ID:
150042

This variable is used by system to identify customers.

J-1-24 File Identifier -

File Identifier:
Mark

For Programmer use only.

J-1-25 Printers... -

Printers...   Opens [Printer Selection](#) options.

J-1-26 Automatic New Search? -

Automatic New Search? : Y

J-1-27. Allow Extended Search? -

Allow Extended Search? : N

J-1-28 Ask to Split Vouchers? -

Ask to Split Vouchers? : N

J-1-29. Send Online Trigger -

Send Online Trigger : [...]

J-1-30 Auto-Fill FIT Pricing? -

Auto-Fill FIT Pricing? : N

J-1-31 Groups Comp F-Key -

Groups Comp F-Key : [   ]   Selects which price in [Price Chart](#) is used for Comps.
Sets an F-Key identifier.

J-1-32 Display Inactive FIT's? -

Display Inactive FIT's? : N

J-1-33 Copy of Credit Card Receipt to Theater Email? -

**Copy of Credit Card Reciept
to Theater Email? :** N

J-1-34 Extra Copy of Receipt Ticket? -

Extra Copy of Reciept Ticket? : N

J-1-35 Print Deposit Receipt? -

Print Deposit Receipt? : N

J-1-36 Auto-Close Show? -

Auto-Close Show? : N

J-1-37 # Days -

Days: 0   If Auto-Close Show is "Y," it starts a day countdown until show is
                closed out.

J-1-38 # of Shows in Column -

# of Shows in Column :   30

J-1-39 Sports? -

Sports? : Y

J-1-40 Trinidad? -

Trinidad? : N

J-1-41 Split Name? -

Split Name? : N   Allows more than one name box for a customer. (i.e. last, first.)

J-1-42 Reports Only? -

Reports Only? Y

J-1-43 SC Font Size -

SC Font Size: 10

J-1-44 New FIT Sales? -

New FIT Sales? : Y

J-1-45 Insert Reseller -

Insert Reseller : Edit   Do not use without Programmer help or approval

J-1-46 Save -

Save

J-1-47 Cancel -

Cancel

J-2 Credit Cards –

> Opens list of credit card gateways. For Programmer use or by instruction.
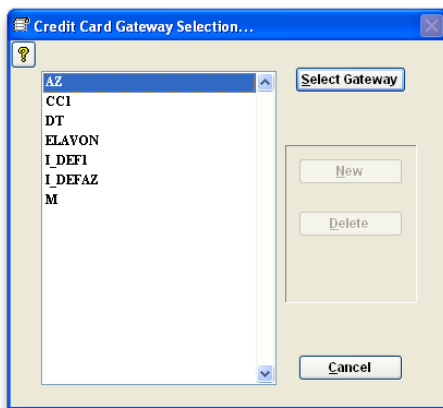
Highlight gateway and select.

J-2-1 Change Credit Card Variables
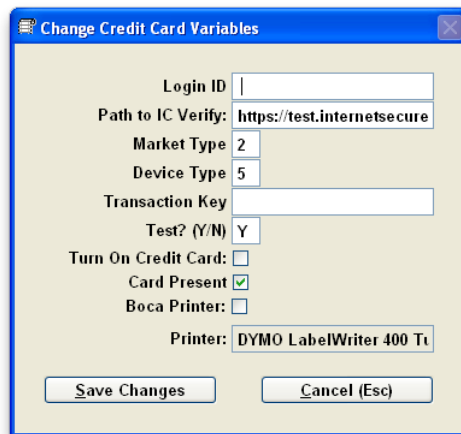
For Programmer input.

J-3 For Future Use –

J- 4 Online Settings –
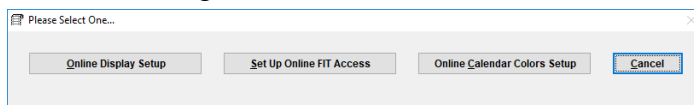
1. Online Display Setup
2. Set Up Online FIT Access –
3. Online Calendar Colors Setup –
4. Cancel –

J-4-1 Online Display Setup -
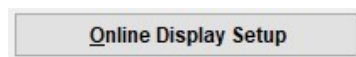
Opens options box for changing screen elements.

J-4-1-1 Options –
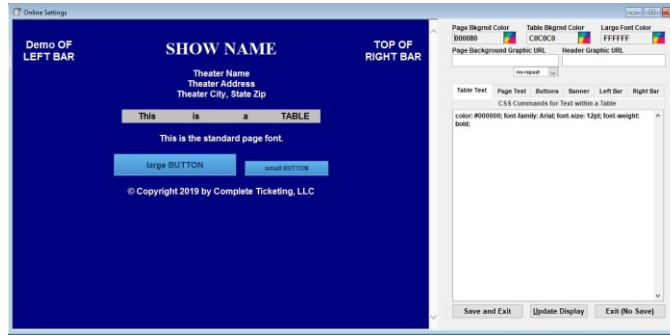
1. Page Background –
2. Table Background –
3. Large Font Color –
4. Page Background Graphic URL –
5. Header Graphic URL –
6. Table Text –
7. Buttons –
8. Banner –
9. Left Bar –
10. Right Bar –
11. Save and Exit –
12. Update Display –
13. Exit (No Save) -

J-4-1-1-1 (2)(3) Page Background Color Choices –

Click in color box opens Color selector.

J-4-1-1-1 (2)(3)-1 Color Selector –
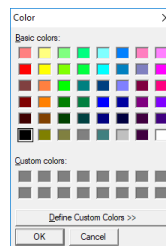
1. Click on desired color.
2. Define Custom Colors – opens multi-color selector.
3. OK – Makes change and returns to previous screen.
3. Cancel – Returns to colors to white (FFFFFF).

J-4-1-1-1-(2)(3)-1-1 Customer Color
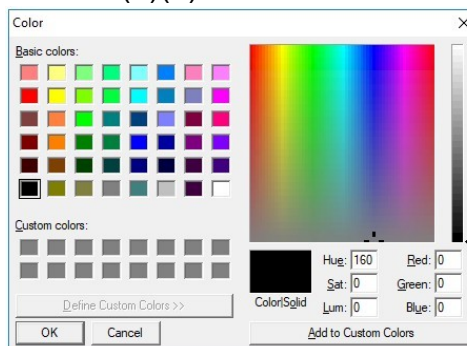
1. Select desired color by using custom selection tool.
2. Ok – applies color change.
3. Cancel – Returns colors to white (FFFFFF).

J-4-1-4 Page Background Graphic URL –
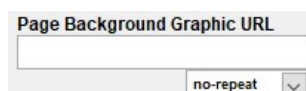

1. Enter the URL address for the desired display graphic.
2. Dropdown menu to choose display options.

J-4-1-5 Header Graphic URL –

Header Graphic URL

Enter the URL address for the desired header graphic. (i.e. theater logo)

J-4-1-6 Table Text –

Table Text	Page Text	Buttons	Banner	Left Bar	Right Bar

CSS Commands for Text within a Table

color: #000000; font-family: Arial; font-size: 12pt; font-weight: bold;

CSS Commands for Text within a Table.
These are CSS commands. No changes should be made without consult Programmer or prior approval.

J-4-1-7 Page Text –

Table Text	Page Text	Buttons	Banner	Left Bar	Right Bar

CSS Commands for Text on the Page

color: #ffffff; font-family: Arial; font-size: 12pt; font-weight: bold;

CSS Commands for Text on a Page.
These are CSS commands. No changes should be made without consult Programmer or prior approval.

J-4-1-8 Buttons –

Table Text	Page Text	Buttons	Banner	Left Bar	Right Bar

CSS Commands to create Large and Small Buttons

```
#b1 {
    -moz-BOX-SHADOW:inset 0px 1px 0px 0px #bee2f9;
    -webkit-BOX-SHADOW:inset 0px 1px 0px 0px #bee2f9;
    BOX-SHADOW:inset 0px 1px 0px 0px #bee2f9;
    background:-webkit-gradient(linear, LEFT TOP, LEFT
BOTTOM, COLOR-stop(0.05, #63b8ee), COLOR-stop(1, #468ccf));
    background:-moz-linear-gradient(TOP, #63b8ee 5%, #468ccf
100%);
    background:-webkit-linear-gradient(TOP, #63b8ee 5%,
#468ccf 100%);
    background:-o-linear-gradient(TOP, #63b8ee 5%, #468ccf
100%);
    background:-ms-linear-gradient(TOP, #63b8ee 5%, #468ccf
100%);
    background:linear-gradient(TO BOTTOM, #63b8ee 5%,
#468ccf 100%);
    FILTER:PROGID:dximagetransform.microsoft.gradient(startc
olorstr="#63b8ee", endcolorstr="#468ccf",gradienttype=0);
    background-COLOR:#63b8ee;
    -moz-BORDER-radius:6px;
    -webkit-BORDER-radius:6px;
    BORDER-radius:6px;
    BORDER:1px solid #3866a3;
```

CSS Commands to create large and small buttons.
These are CSS commands. No changes should be made without consult Programmer or prior approval.

J-4-1-9 Banner –

Table Text	Page Text	Buttons	Banner	Left Bar	Right Bar

HTML and Javascript to create a Top-Centered Banner

```
<script>
if (screen.width > 640) {
document.write('<img src="" WIDTH="750" HEIGHT="0">'); }
</script>
```

HTML to Create a Top-Centered Banner.
These are HTML/Java Script commands. No changes should be made without consult Programmer or prior approval.

J-4-1-10 Left Bar –

HTML to Create a Bar on the left side of the page. These are HTML/Java Script commands. No changes should be made without consult Programmer or prior approval.

J-4-1-11 Right Bar –
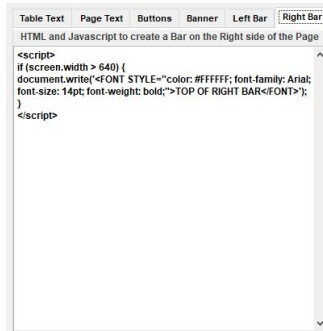
HTML to Create a Bar on the right side of the page.
These are HTML/Java Script commands. No changes should be made without consult Programmer or prior approval.

J-4-1-12 Save and Exit –

 Saves changes and returns to System Setup menu.

J-4-1-13 Table Text –
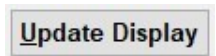
 Redraws visual of changes made before saving.

J-4-1-6 Exit (No Save) –
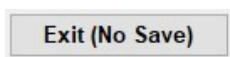
 Returns to System Setup menu.

J-4-2 Set Up Online FIT Access – WARNING: Contact Complete Ticketing for access.

 Allows creation of logins for FITs, enabling them to make online reservations.

J-4-2-1 Online FIT Setup -
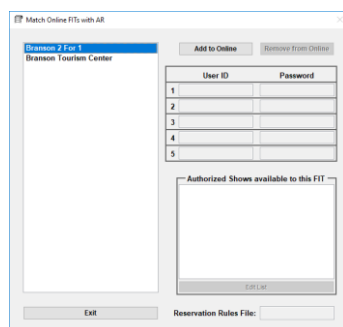
1. FIT selection list.
2. Add to online.
3. Remove from online.
4. User ID and password
5. Authorize shows available to FIT
6. Reservation rules file –
7. Exit –

J-4-2-1-1. FIT selection list.
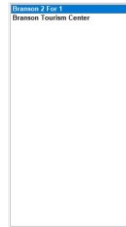
List of available FITs

J-4-2-1-2. Add to online.

   Click to add selected FIT to grant online access.

J-4-2-1-3. Remove from online.

   Remove selected FIT from online access.

J-4-2-1-4. User ID and password

   Input up to 5 logins for selected FIT.

J-4-2-1-5. Authorized shows available to FIT

   1. Displays list of authorized shows availabe to the FIT.
2. Click "Edit List" to add or remove shows.

J-4-2-1-5-1. Edit screen -
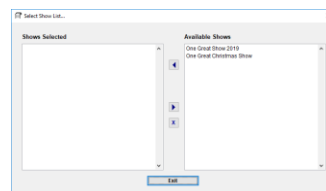
   Use arrows to add or remove available shows.

J-4-2-1-6. Reservation Rules file –

   Click in box to open Reservation Rules screen.

J-4-2-1-6-1 Reservation Rules selection -
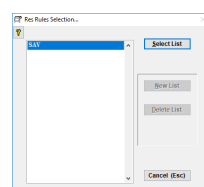
   1. Select Reservation Rule
2. Click Select List – applies rule and returns to previous screen
3. Cancel (Esc) – exits to previous screen

J-4-2-1-7. Exit –

   Returns to System Setup menu.

J-4-3 Online Calendar Colors Setup –
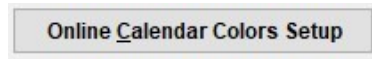
Online Calendar Colors Setup   Opens Calendar Color selection screen.

J-4-3-1 Online Calendar Colors Setup –
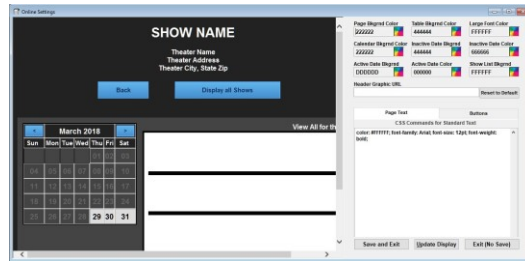
1. Page Background –
2. Table Background –
3. Large Font Color –
4. Calendar Background Colors –
5. Inactive Date Backgound -
6. Inactive Date Color -
7. Active Date Backgound -
8. Active Date Color -
9. Show List Background –
10. Header Graphic URL –
11. Page Text –
12. Buttons –
13. Save and Exit –
14. Update Display –
15. Exit (No Save) -

J-4-3-1-1 (2)(3)(4)(5)(6)(7)(8)(9) Page Background color choices –

Click in color box opens Color selector.

J-4-3-1-1 (2)(3)(4)(5)(6)(7)(8)(9)-1 Color Selector –
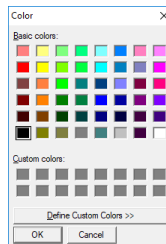
1. Click on desired color.
2. Define Custom Colors – opens multi-color selector.
3. OK – Makes change and returns to previous screen.
3. Cancel – Returns to colors to white (FFFFFF).

J-4-3-1-1-(2)(3)(4)(5)(6)(7)(8)(9)-1-1 Customer Color
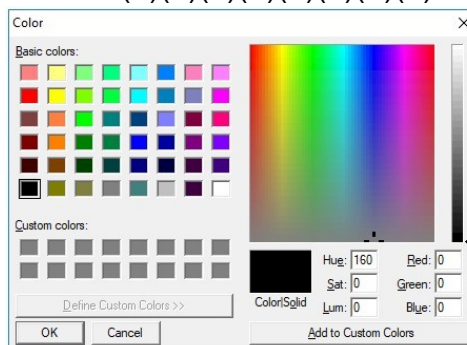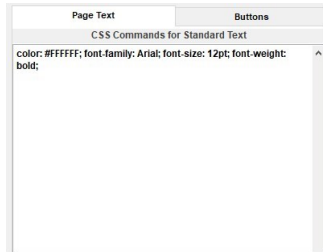
1. Select desired color by using custom selection tool.
2. Ok – applies color change.
3. Cancel – Returns colors to white (FFFFFF).

J-4-3-1-10 Header Graphic URL –
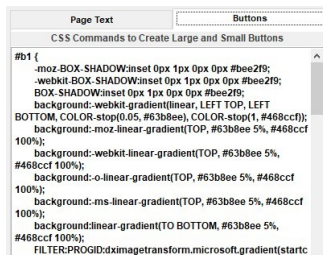
Header Graphic URL

Enter the URL address for the desired header graphic. (i.e. theater logo)

J-4-3-1-11 Page Text –

Page Text	Buttons
CSS Commands for Standard Text	

color: #FFFFFF; font-family: Arial; font-size: 12pt; font-weight: bold;

CSS Commands for Text within a Table.
These are CSS commands. No changes should be made without consult Programmer or prior approval.

J-4-3-1-12 Buttons –

Page Text	Buttons
CSS Commands to Create Large and Small Buttons	

#b1 {
   -moz-BOX-SHADOW:inset 0px 1px 0px 0px #bee2f9;
   -webkit-BOX-SHADOW:inset 0px 1px 0px 0px #bee2f9;
   BOX-SHADOW:inset 0px 1px 0px 0px #bee2f9;
   background:-webkit-gradient(linear, LEFT TOP, LEFT BOTTOM, COLOR-stop(0.05, #63b8ee), COLOR-stop(1, #468ccf));
   background:-moz-linear-gradient(TOP, #63b8ee 5%, #468ccf 100%);
   background:-webkit-linear-gradient(TOP, #63b8ee 5%, #468ccf 100%);
   background:-o-linear-gradient(TOP, #63b8ee 5%, #468ccf 100%);
   background:-ms-linear-gradient(TOP, #63b8ee 5%, #468ccf 100%);
   background:linear-gradient(TO BOTTOM, #63b8ee 5%, #468ccf 100%);
   FILTER:PROGID:dximagetransform.microsoft.gradient(startc

CSS Commands to create large and small buttons. These are CSS commands. No changes should be made without consult Programmer or prior approval.

J-4-3-1-13 Save and Exit –

Save and Exit

Saves changes and returns to System Setup menu.

J-4-3-1-14 Table Text –

Update Display
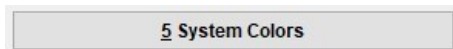
Redraws visual of changes made before saving.

J-4-3-1-15 Exit (No Save) –

Exit (No Save)
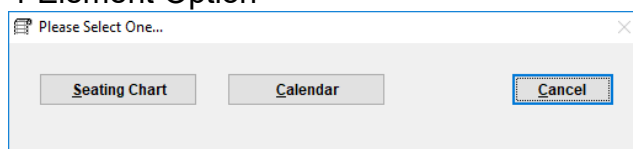
Returns to System Setup menu.

J-5 System Colors –
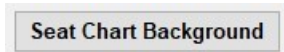
5 System Colors

Allows changing element colors within the system.

J-5-1 Element Option -

Please Select One...

Seating Chart	Calendar	Cancel

1. Seating Chart –
2. Calendar –
3. Cancel –

J-5-1-1 Seating Chart –

Seat Chart Background

Opens Seating Chart color selector.

J-5-1-1-1 Seating Chart Colors –
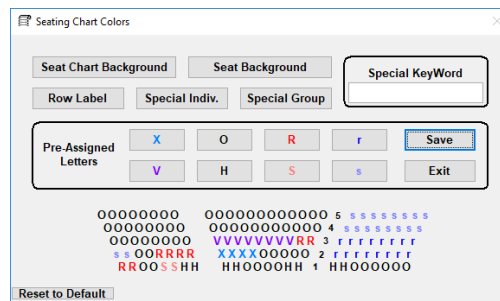
1. Seat Chart Background –
2. Seat Background –
3. Row Label –
4. Special Indiv. –
5. Special Group –
6. Special KeyWord –
7. Pre-Asigned Letters –
8. Save –
9. Exit –
10. Preview Display –
11. Reset to Default -

J-5-1-1-1-1(2)(3)(4)(5) Element Buttons for color choices –
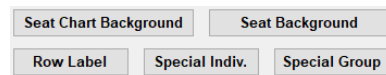
  Click button opens Color Selector.

J-5-1-1-1-1(2)(3)(4)(5)-1 Color Selector –
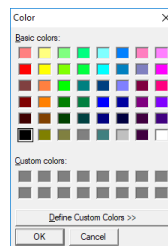
1. Click on desired color.
2. Define Custom Colors – opens multi-color selector.
3. OK – Makes change and returns to previous screen.
3. Cancel – Returns to colors to white (FFFFFF).

J-5-1-1-1-1(2)(3)(4)(5)-1-1 Customer Color
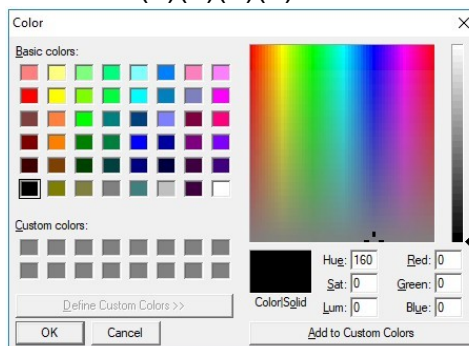
1. Select desired color by using custom selection tool.
2. Ok – applies color change.
3. Cancel – Returns colors to white (FFFFFF).

J-5-1-1-1-6 Special KeyWord -
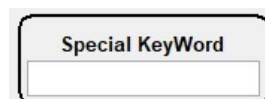
Keywords that can be found in Price Description. Seats will be colored accordingly.

J-5-1-1-1-7 Element Buttons for color choices –

 Click button opens Color Selector.

J-5-1-1-1-7-1 Color Selector –
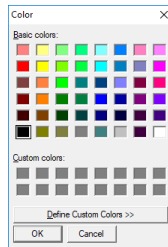
1. Click on desired color.
2. Define Custom Colors – opens multi-color selector.
3. OK – Makes change and returns to previous screen.
3. Cancel – Returns to colors to white (FFFFFF).

J-5-1-1-1-7-1-1 Customer Color
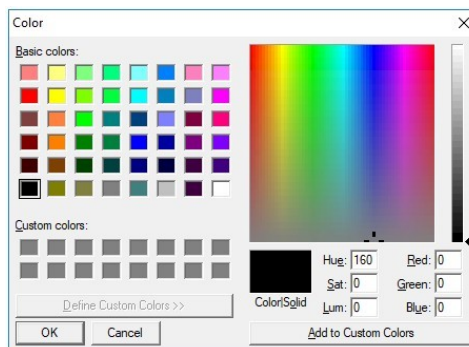
1. Select desired color by using custom selection tool.
2. Ok – applies color change.
3. Cancel – Returns colors to white (FFFFFF).

J-5-1-1-1-8 Save –
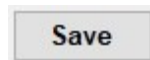
  Saves changes and returns to System Setup menu.

J-5-1-1-1-9 Exit –
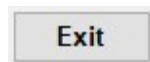
  Returns to System Setup menu.

J-5-1-1-1-10 Preview Display –

  Active display of color choices.

J-5-1-1-1-8 Reset to Default –
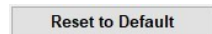
  Clears all changes and reverts to default color settings.

J-5-2 Calendar Colors –
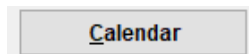
  Opens Calendar color selection.

J-5-2-1 Calendar –
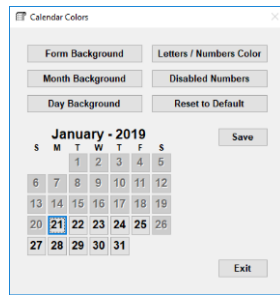
1. Form Background –
2. Letters/Numbers Color –
3. Month Background –
4. Disabled Numbers –
5. Day Background –
6. Reset to Default –
7. Calendar Preview –
8. Save –
9. Exit -

J-5-2-1-1(2)(3)(4)(5) Element Colors –
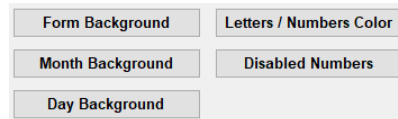
Clicking button opens Color Selector.

J-5-2-1-1(2)(3)(4)(5)-1 Color Selector –
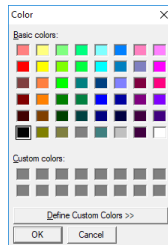
1. Click on desired color.
2. Define Custom Colors – opens multi-color selector.
3. OK – Makes change and returns to previous screen.
3. Cancel – Returns to colors to white (FFFFFF).

J-5-2-1-1(2)(3)(4)(5)-1-1 Customer Color
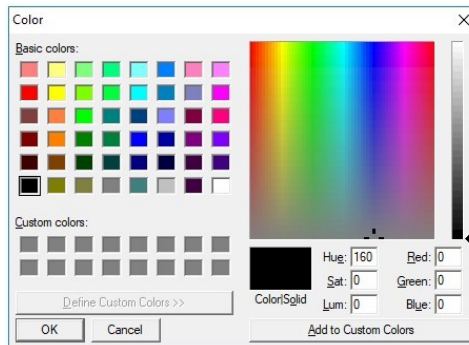
1. Select desired color by using custom selection tool.
2. Ok – applies color change.
3. Cancel – Returns colors to white (FFFFFF).

J-5-2-1-6 Reset to Default –
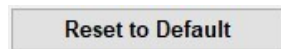
Clears all changes and reverts to default color settings.

J-5-2-1-7 Preview Display –

Active display of color choices.

J-5-2-1-8 Save –
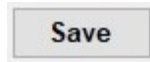
Save   Saves changes and returns to [System Setup](#) menu.
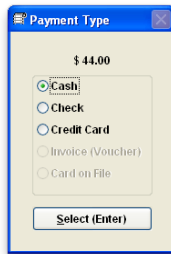
J-5-2-1-9 Exit –

Exit   Returns to [System Setup](#) menu.

Appendix K: Completing a Sale: From the Pricing Chart - Return to <u>Table of Contents</u>.
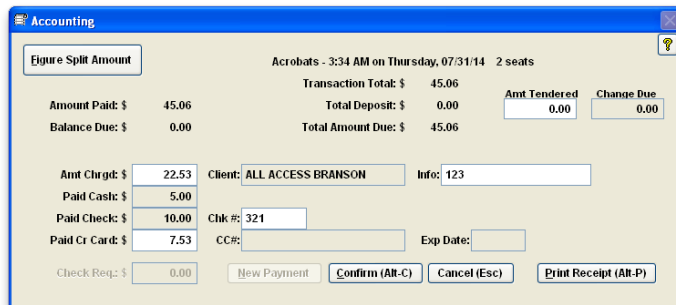
K-1 Payment Type –

1. Select Payment Type –
2. Click Submit –

K-2

Appendix P: Print Preview - Return to .

P-1 Navigation Bar -

   Go to first page and go to previous page.

   Go to next page and go to last page.

P-2 Page Selection -

   Allows you to select a page to go to

P-2-1 Page Number Selection -
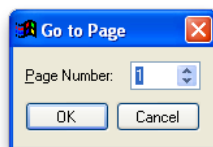
   Enter the page number to go to and select OK. Cancel returns to preview.

P-3 Zoom -
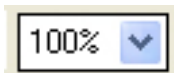
   View size from 10 to 500 %. Zoom fits page to screen.

P-4 Go To Print -

   Opens the Windows® print dialogue box.

P-5 Exit without printing.

P-6 Closes Print Preview Window.

"How to" Manual
Table of Contents
Return to <u>Table of Contents</u>.

1. How to Nagivate within TCTS. Return to [Table of Contents](#). Return to [How To Table of Contents.](#)

      1. Using the mouse.

The mouse has two buttons on the top. The left button selects and/or activates what is highlighted. The right button does something really cool, too, but I'm not sure what it is. Try it and find out.

      2. Using the keyboard.

Whether you're writing a letter or calculating numerical data, your keyboard is the main way to enter information into your computer. But did you know you could also use your keyboard to control your computer? Learning just a few simple keyboard **commands** (instructions to your computer) can help you work more efficiently. This article covers the basics of keyboard operation and gets you started with keyboard commands.

How the keys are organized

The keys on your keyboard can be divided into several groups based on function:

- **Typing (alphanumeric) keys.** These keys include the same letter, number, punctuation, and symbol keys found on a traditional typewriter.
- **Control keys.** These keys are used alone or in combination with other keys to perform certain actions. The most frequently used control keys are Ctrl, Alt, the Windows logo key , and Esc.
- **Function keys.** The function keys are used to perform specific tasks. They are labeled as F1, F2, F3, and so on, up to F12. The functionality of these keys differs from program to program.
- **Navigation keys.** These keys are used for moving around in documents or web pages and editing text. They include the arrow keys, Home, End, Page Up, Page Down, Delete, and Insert.
- **Numeric keypad.** The numeric keypad is handy for entering numbers quickly. The keys are grouped together in a block like a conventional calculator or adding machine.

The following illustration shows how these keys are arranged on a typical keyboard. Your keyboard layout might be different.

- 🔴 Control keys
- 🟣 Function keys
- 🟡 Typing (alphanumeric) keys
- 🟢 Navigation keys
- ⚪ Numeric keypad
- 🟤 Indicator lights
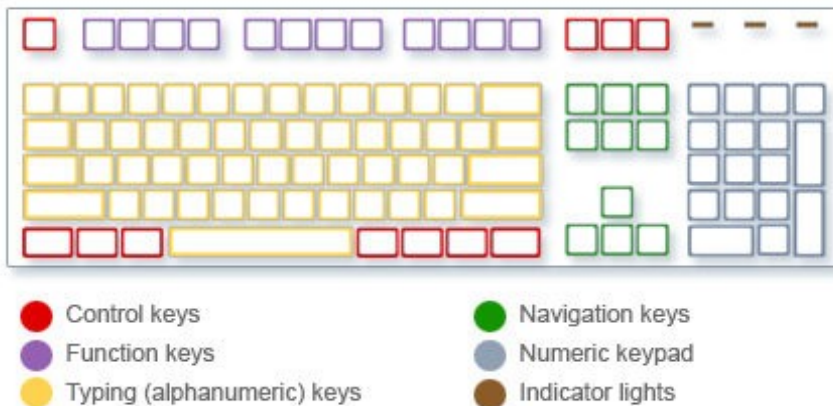
Typing text

Whenever you need to type something in a program, e-mail message, or text box, you'll see a blinking vertical line (|). That's the **cursor**, also called the **insertion point**. It shows where the text that you type will begin. You can move the cursor by clicking in the desired location with the mouse, or by using the navigation keys (see the "Using navigation keys" section of this article).

In addition to letters, numerals, punctuation marks, and symbols, the typing keys also include Shift, Caps Lock, Tab, Enter, the Spacebar, and Backspace.

Key name	How to use it
Shift	Press Shift in combination with a letter to type an uppercase letter. Press Shift in combination with another key to type the symbol shown on the upper part of that key.
Caps Lock	Press Caps Lock once to type all letters as uppercase. Press Caps Lock again to turn this function off. Your keyboard might have a light indicating whether Caps Lock is on.
Tab	Press Tab to move the cursor several spaces forward. You can also press Tab to move to the next text box on a form.
Enter	Press Enter to move the cursor to the beginning of the next line. In a dialog box, press Enter to select the highlighted button.
Spacebar	Press the Spacebar to move the cursor one space forward.
Backspace	Press Backspace to delete the character before the cursor, or the selected text.

Using keyboard shortcuts

Keyboard shortcuts are ways to perform actions by using your keyboard. They're called shortcuts because they help you work faster. In fact, almost any action or command you can perform with a mouse can be performed faster using one or more keys on your keyboard.

In Help topics, a plus sign (+) between two or more keys indicates that those keys should be pressed in combination. For example, Ctrl+A means to press and hold Ctrl and then press A. Ctrl+Shift+A means to press and hold Ctrl and Shift and then press A.

Find program shortcuts

You can do things in most programs by using the keyboard. To see which commands have keyboard shortcuts, open a menu. The shortcuts (if available) are shown next to the menu items.
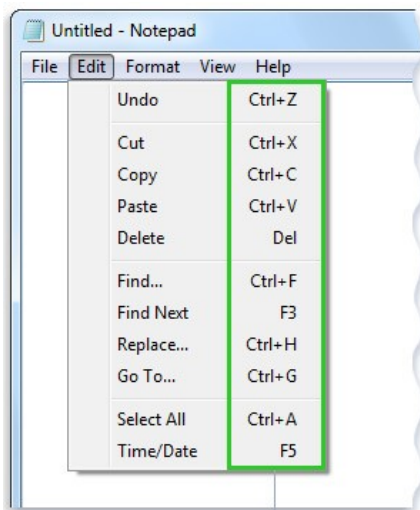
Keyboard shortcuts

Keyboard shortcuts appear next to menu items.

Choose menus, commands, and options

You can open menus and choose commands and other options using your keyboard. In a program that has menus with underlined letters, press Alt and an underlined letter to open the corresponding menu. Press the underlined letter in a menu item to choose that command. For programs that use the ribbon, such as Paint and WordPad, pressing Alt overlays (rather than underlines) a letter that can be pressed.
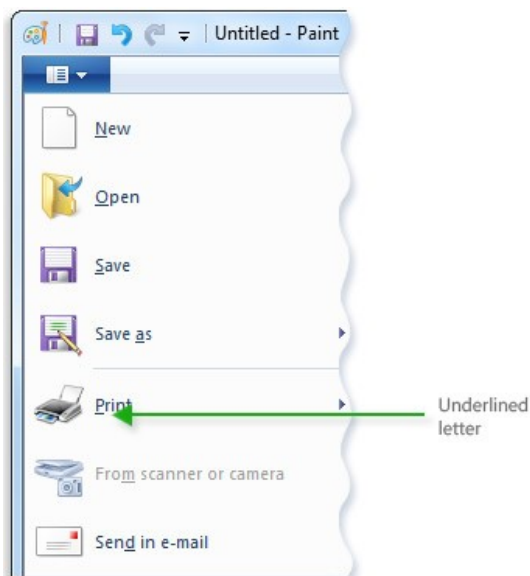
Underlined letter

Press Alt+F to open the File menu, then press P to choose the Print command.

This trick works in dialog boxes too. Whenever you see an underlined letter attached to an option in a dialog box, it means you can press Alt plus that letter to choose that option.

Useful shortcuts

The following table lists some of the most useful keyboard shortcuts.

Press this	To do this
Windows logo key ⊞	Open the Start menu
Alt+Tab	Switch between open programs or windows
Alt+F4	Close the active item, or exit the active program
Ctrl+S	Save the current file or document (works in most programs)
Ctrl+C	Copy the selected item
Ctrl+X	Cut the selected item
Ctrl+V	Paste the selected item
Ctrl+Z	Undo an action
Ctrl+A	Select all items in a document or window
F1	Display Help for a program or Windows
Windows logo key ⊞ +F1	Display Windows Help and Support
Esc	Cancel the current task
Application key ▤	Open a menu of commands related to a selection in a program. Equivalent to right-clicking the selection.

Using navigation keys

The navigation keys allow you to move the cursor, move around in documents and web pages, and edit text. The following table lists some common functions of these keys.

Press this	To do this
Left Arrow, Right Arrow, Up Arrow, or Down Arrow	Move the cursor or selection one space or line in the direction of the arrow, or scroll a webpage in the direction of the arrow
Home	Move the cursor to the beginning of a line or move to the top of a webpage
End	Move the cursor to the end of a line or move to the bottom of a webpage
Ctrl+Home	Move to the top of a document
Ctrl+End	Move to the bottom of a document
Page Up	Move the cursor or page up one screen
Page Down	Move the cursor or page down one screen
Delete	Delete the character after the cursor, or the selected text; in Windows, delete the selected item and move it to the Recycle Bin
Insert	Turn Insert mode off or on. When Insert mode is on, text that you type is inserted at the cursor. When Insert mode is off, text that you type replaces existing characters.

Using the numeric keypad

The numeric keypad arranges the numerals 0 though 9, the arithmetic operators **+** (addition), **-** (subtraction), ***** (multiplication), and **/** (division), and the decimal point as they would appear on a calculator or adding machine. These characters are duplicated elsewhere on the keyboard, of course, but the keypad arrangement allows you to rapidly enter numerical data or mathematical operations with one hand.

Numeric keypad

To use the numeric keypad to enter numbers, press Num Lock. Most keyboards have a light that indicates whether Num Lock is on or off. When Num Lock is off, the numeric keypad functions as a second set of navigation keys (these functions are printed on the keys next to the numerals or symbols).

You can use your numeric keypad to perform simple calculations with Calculator.

keys

So far, we've discussed almost every key you're likely to use. But for the truly inquisitive, let's explore the three most mysterious keys on the keyboard: PrtScn, Scroll Lock, and Pause/Break.

PrtScn (or Print Screen)

A long time ago, this key actually did what it says—it sent the current screen of text to your printer. Nowadays, pressing PrtScn captures an image of your entire screen (a "screen shot") and copies it to the Clipboard in your computer's memory. From there you can paste it (Ctrl+V) into Microsoft Paint or another program and, if you want, print it from that program.

More obscure is SYS RQ, which shares the key with PrtScn on some keyboards. Historically, SYS RQ was designed to be a "system request," but this command is not enabled in Windows.

- Press Alt+PrtScn to capture an image of just the active window, instead of the entire screen.

ScrLk (or Scroll Lock)

In most programs, pressing Scroll Lock has no effect. In a few programs, pressing Scroll Lock changes the behavior of the arrow keys and the Page Up and Page Down keys; pressing these keys causes the document to scroll without changing the position of the cursor or selection. Your keyboard might have a light indicating whether Scroll Lock is on.

Pause/Break

This key is rarely used. In some older programs, pressing this key pauses the program or, in combination with Ctrl, stops it from running.

Other keys

Some modern keyboards come with "hot keys" or buttons that give you quick, one-press access to programs, files, or commands. Other models have volume controls, scroll wheels, zoom wheels, and other gadgets. For details about these features, check the information that came with your keyboard or computer, or go to the manufacturer's website.

2. How to Make a Ticket Sale without a Reservation. Return to <u>Table of Contents</u>. Return to <u>How To Table of Contents.</u>

1. Go to <u>Main Menu</u>.

2. Go to <u>Module 1: Ticket Sales/Reservations</u>. `1. Ticket Sales / Reservations`

3. Go to <u>Select Show with Time then Date</u>. `1 Select Show with Time then Date`

4. Select the Show with Time. This opens the Calendar.

5. Choose the Date on the Calendar. This opens the <u>Seating Chart</u>.
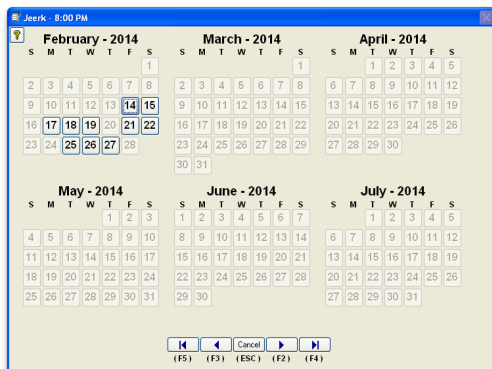
6. Choose the seats by clicking on the "O". Any other lettered seat is unavailable.
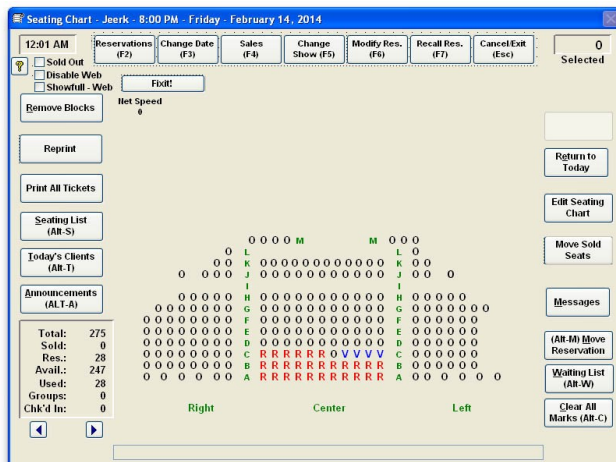
7. Once the seats are selected, click the Sales (F6) Button `Sales (F4)`. This opens the Zip Code Query.

8. Enter the 5-number Zip Code, if activated by Administration. OK opens the Survey Code List.

9. Select Survey Code, if activated by Administration. This opens the Price Chart.
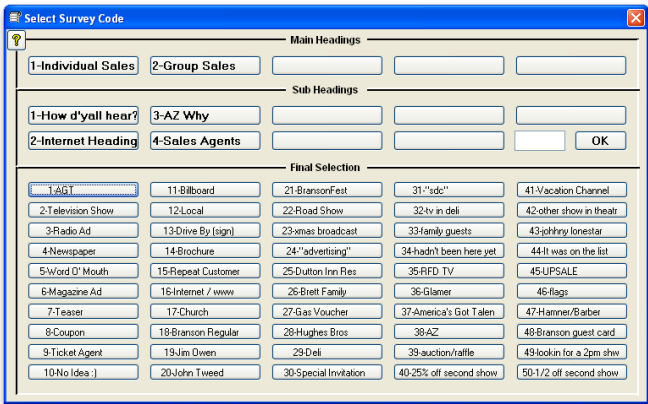
10. Price Chart.
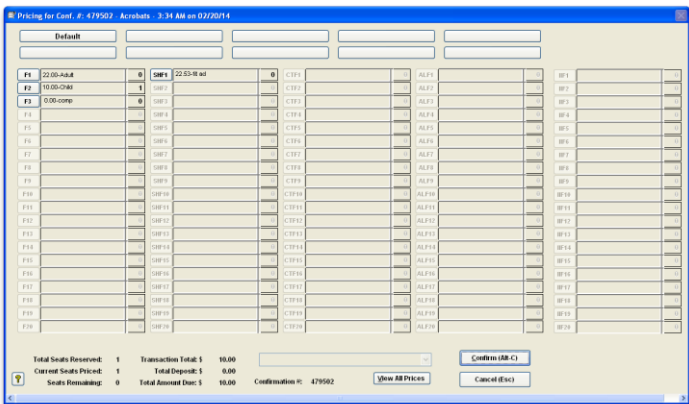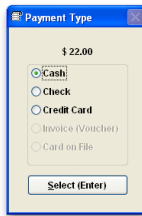
10-1. Select Price Chart by clicking on it. This will fill in the available pricing.
10-2. Select tickets pricing for each type of ticket required.
10-3. Once "Seats Remaining" is '0', click Confirm (Alt-C). This opens Payment Type.

12. Confirm the Total Seats Reserved with Current Seats Price on the Pricing Chart.
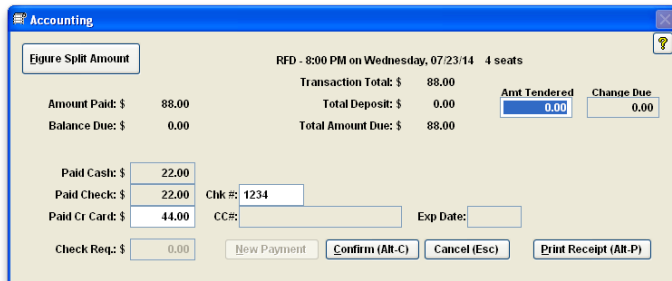
Total Seats Reserved:	2		Transaction Total: $	0.00
Current Seats Priced:	0		Total Deposit: $	0.00
Seats Remaining:	2		Total Amount Due: $	0.00

13. Click the button left of the customer payment type. Select (Enter) [Select (Enter)] opens Payment Transaction.

14. Confirm the payment amount that has is displayed in the Paid category.

15. Confirm (Alt-C) [Confirm (Alt-C)] completes the transaction, prints the tickets and returns to Seating Chart.

3. **How to Make a Reservation. Return to <u>Table of Contents</u>. Return to <u>How To Table of Contents.</u>**

1. Go to <u>Main Menu</u>.

2. Go to <u>Module 1: Ticket Sales/Reservations</u>.

   [1. Ticket Sales / Reservations]

3. Go to <u>Select Show with Time then Date</u>.

   [1 Select Show with Time then Date]

4. Select from the Show and Time list; this opens a <u>Calendar</u>.
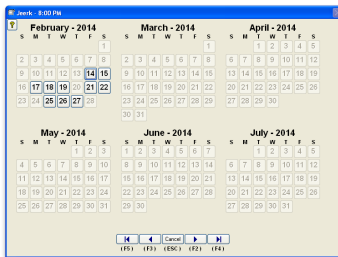
5. Select desired date on the Calendar. This opens the <u>Seating Chart</u>.
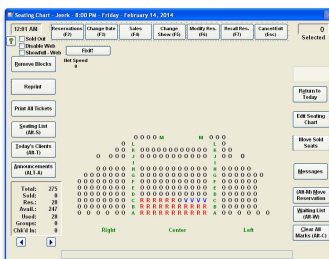
6. Select the seats to be reserved by clicking on the seats. An "X" will replace the "O" for each seat chosen.

7. Select Reservations (F2). [Reservations (F2)] This opens the <u>Reservations Form</u>.

8. Enter the customer information.
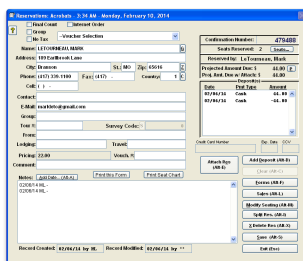
9. Select the "P" [P] This opens the <u>Pricing Chart</u>.

10. Choose the ticket designations and pricing.
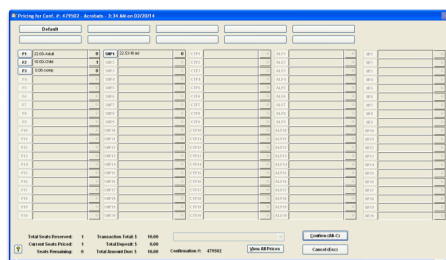
    10-1. Select Price Chart by clicking on it. This will fill in the available pricing.

    10-2. Select tickets pricing for each type of ticket required.

    10-3. Once "Seats Remaining" is '0', click Confirm (Alt-C). [Confirm (Alt-C)] This opens Payment Type.

11. Confirm the Total Seats Reserved with Current Seats Price on the Pricing Chart.

Total Seats Reserved:	2	Transaction Total: $	0.00
Current Seats Priced:	0	Total Deposit: $	0.00
Seats Remaining:	2	Total Amount Due: $	0.00

12. When the Seats Remaining is "0", click Confirm (Alt-C) [Confirm (Alt-C)] on the Pricing Chart. The reservation is made and the screen returns to the Seating Chart.

4. How to Make a Group Reservation. Return to <u>Table of Contents</u>. Return to <u>How To</u> <u>Table of Contents.</u>

1. Go to <u>Main Menu</u>.

2. Go to <u>Module 1: Ticket Sales/Reservations</u>.   `1. Ticket Sales / Reservations`

3. Go to <u>Select Show with Time then Date</u>.   `1 Select Show with Time then Date`

4. Select from the Show and Time list; this opens a Calendar.
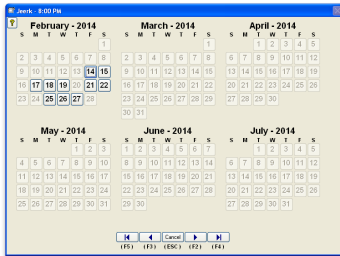
5. Select desired date on the Calendar; this opens the Seating Chart.
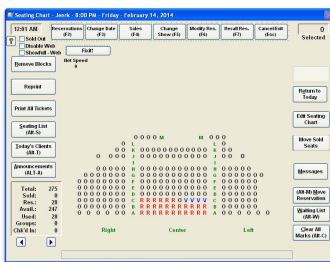
6. Select the seats to be reserved by clicking on the seats. An "X" will replace the "O" for each seat chosen.

7. Select "Reservations (F2).   `Reservations (F2)`

8. Enter Group information on the Reservation Form. Enter or Edit the following information:

8-1. Name: Company/Group name – type part of the name and a list will appear. If the company is in the system, click on it and it will auto fill. Confirm information with the contact person. If they are not in the system, completely fill all fields.

8-2. Contact: This is the one making the reservation or other group representative that may be contacted concerning the reservation.

8-3. Email: Used for contact purposes.

8-4. Group name: The group will be announced during the show by this name.
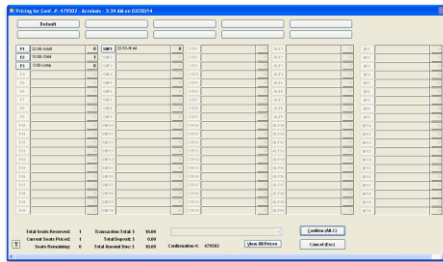
8-5. From – This identifies where the group originated. Clicking in the field will auto-fill from the previous entry. Confirm or correct this information.

8-6. Survey Code – Click the "S". `S` The <u>Survey Codes Form</u> opens. Enter from the list why the group came to the show.

8-7. Lodging – where they are staying in case of emergency or contact

9. Select the "P" [P] This opens the Pricing Chart.

10. Select proper charge from the price list for the total seats including all comps.

10-1. Select Price Chart by clicking on it. This will fill in the available pricing.
10-2. Select tickets pricing for each type of ticket required.
10-3. Once "Seats Remaining" is '0', click Confirm (Alt-C). [Confirm (Alt-C)] This opens Payment Type.

11. Confirm the Total Seats Reserved with Current Seats Price on the Pricing Chart.
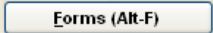
Total Seats Reserved:	2		Transaction Total: $	0.00
Current Seats Priced:	0		Total Deposit: $	0.00
Seats Remaining:	2		Total Amount Due: $	0.00

12. When Seats Remaining is "0", click the Confirm (Alt-C). [Confirm (Alt-C)] This returns the screen to the Reservation Form.

13. Record total of tickets + comps in the Comment line on the Reservation screen.

Comment: 48 + 2   As an example, this shows 48 tickets, plus two comp tickets were reserved.

14. Print the contract by clicking Forms (Alt-F). [Forms (Alt-F)] Select report format. The contract will be displayed for Print or Email. The screen returns to the Reservation Form.

15. Click [Save (Alt-S)] to save the information and return to the Seating Chart.

5. How to Reschedule/Move a Group Reservation. Return to <u>Table of Contents</u>. Return to <u>How To Table of Contents.</u>

1. Determine the date, show and time for the Reservation to be Rescheduled/Moved to.

2. Acquire the Confirmation Number and seat total of the original reservation. The customer will have this information in their contract.

3. Go to <u>Main Menu</u>.

4. Go to <u>Ticket Sales/Reservations</u>.

5. Go to <u>Select Show with Time then Date</u>.

6. Select from the Show and Time list; this opens a Calendar.
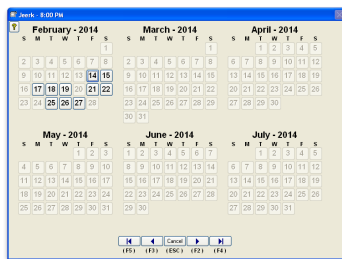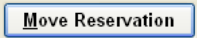
7. Select desired date on the Calendar; this opens the Seating Chart.
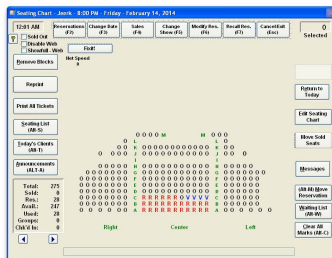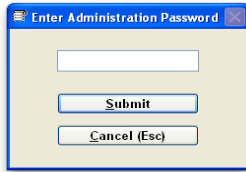
8. Left click the first seat and right click when total number of seats to be moved is displayed at the top in red.

9. Click (Alt-M) Move Reservation.   This opens a Confirmation Number entry screen.

10. Enter Confirmation Number and click Move Reservation.   An Administrative password is required.
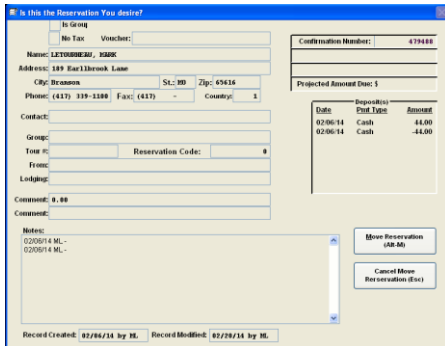
11. Enter Administrative password. Submit opens an uneditable original reservation.
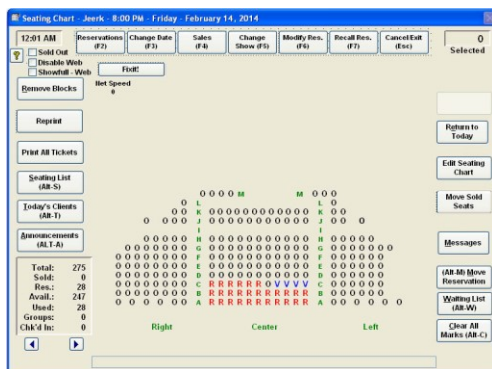
12. Confirm the information and click Move Reservation (Alt-M). Opens Seating Chart.

13. Add the seats to the Seating Chart for the new show.

13-1. Left click the first seat to be used.
13-2. Right click on the last seat to be used.
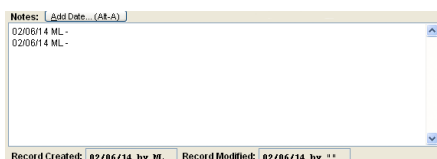
15. Click Modify Reservation (F6) to print new contract.

16. Select Forms (Alt-F), and select the report to print. Choose Print or Email. The screen returns to the Reservation Form.

17. Enter notes of the action in the Notes section on the reservation. See Notes.

18. (Esc) – Returns to Main Menu.

6. How to Schedule Shows. Return to Table of Contents. Return to How To Table of Contents.

1. Go to Main Menu.

2. Go to Administration. [4. Administration]

3. Go to Schedule Shows. [6 Schedule Shows]

4. Select the Show Name you wish to schedule from the show list. This opens the Calendar.

5. Click on Showtime Buttons on the bottom of the screen to make them active (Red color indicates active).
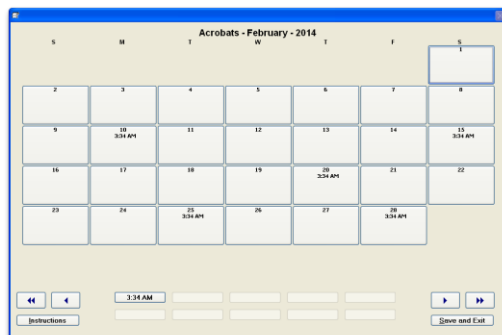
6. Left-Click on any calendar date to ADD active Showtime(s).

7. Right-Click on any calendar date to DELETE active Showtime(s).

8. Navigate to other dates using the arrow buttons.

   Navigate to other months using the arrow Bar.

9. Close form using "Save and Exit" button. [Save and Exit]

7. **How to Sell a Reservation (non FIT). Return to Table of Contents. Return to How To Table of Contents.**

1. Go to Main Menu.

2. Go to Recall Reservation.

3. Go to Recall Reservation by Confirmation Number

4. Enter Confirmation Number. Clicking Recall Reservation opens Reservation Form.

5. Click the Sales button on the Reservation Form.   This opens the pricing chart for the confirmation number.

      See Reservation Form.

6. Confirm or change prices on the Price Chart. Click Confirm to open payment type if there is no FIT attached.

7. Click the button left of the customer payment type and click Select. This opens Payment Transaction.

8. Confirm the payment amount is entered in the Paid category. If the payment amount is less than the total due, the New Payment button is active and returns to the Payment Type screen to allow another payment to be initiated. When the total paid equals the total due, the Confirm button is active.

9. Confirm (Alt-C) completes the transaction and prints the tickets and returns to [Seating Chart](#).

8. How to Sell a Reservation (FIT). Return to <u>Table of Contents</u>. Return to <u>How To Table of Contents.</u>

1. Go to <u>Main Menu</u>.

2. Go to <u>Recall Reservation</u>. [2. Recall Reservation]

3. Go to <u>Recall Reservation by Confirmation Number</u> . [1 - Recall Reservation by Confirmation Number]

4. Enter Confirmation Number. Clicking Recall Reservation opens Reservation Form.

5. Click the Sales button on the Reservation Form. [Sales (Alt-L)] This opens the Pricing Chart for that confirmation number.

  See <u>Reservation Form.</u>

6. Confirm or change prices on the Price Chart. Click Confirm. [Confirm (Alt-C)] This opens a query.

7. Answer the query. If the payment is to be made with a voucher, Yes, opens the FIT Voucher Payment screen. If the payment is not to be made with a voucher, the rules of the Non-FIT payment procedure apply. "No" opens the Payment Transaction. See **How to Sell a Reservation (non FIT)**.
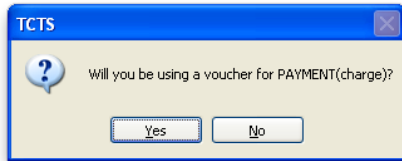
8. Select All will activate Confirm and close out the voucher. Selecting individual ticket and clicking Confirm will reduce the number of tickets by one, open the Voucher Number entry and return to the Voucher Payment screen.
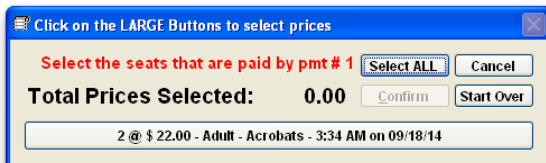
9. Enter the Voucher Number from the customer's voucher. If the voucher has no number, enter "0" (zero). Submit [Submit] opens the Payment Transaction screen.
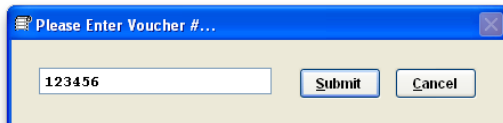
10. Click Confirm [Confirm (Alt-C)] to complete transaction.
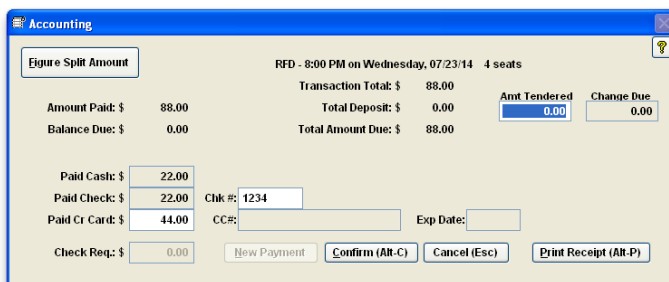
9. **How to Add a Deposit to a Reservation. Return to <u>Table of Contents</u>. Return to <u>How To Table of Contents.</u>**

1. Go to <u>Main Menu</u>.

2. Go to <u>Recall Reservation</u>.   [2. Recall Reservation]

3. Go to <u>Recall Reservation by Confirmation Number</u>.   [1 - Recall Reservation by Confirmation Number]

4. Enter the Confirmation Number. Click Recall Reservation.   [Recall Reservation]   This opens Reservation Form.
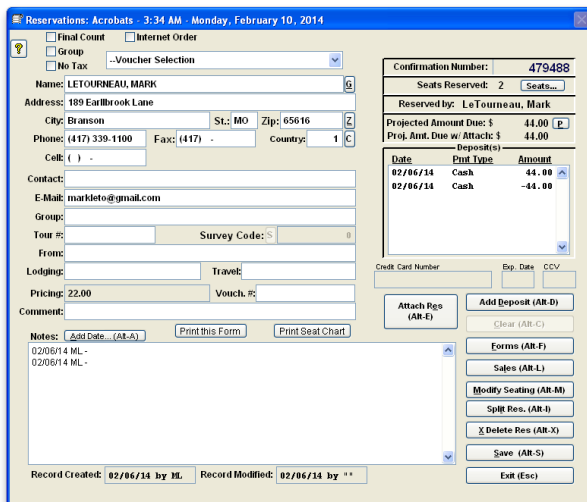
5. Click the Add Deposit button   [Add Deposit (Alt-D)].   This opens the Deposit Amount screen.

6. Enter the deposit amount and click Submit.   [Submit]   This opens Payment Type screen.
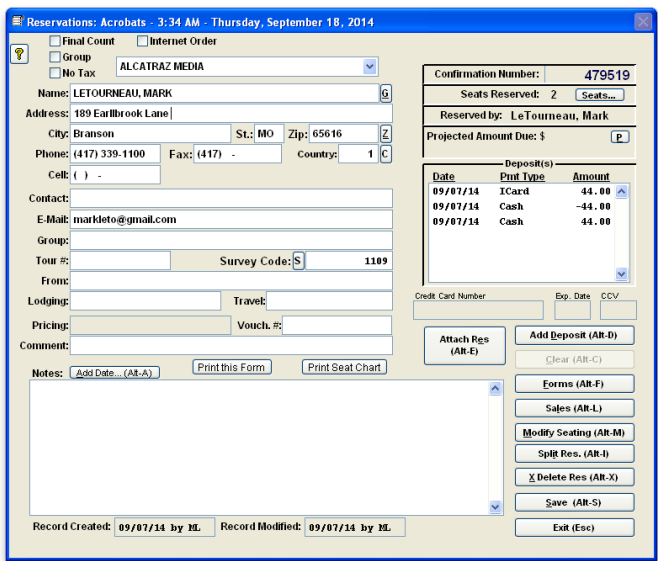
7. Click the payment type and click Submit. [Submit] This returns to the Reservation Form with the deposit recorded in the Deposit window.

8. Reservation Form with deposit recorded.

9. Confirm the deposit and click Exit (Esc). [Exit (Esc)] The screen returns to the Main Menu.

10. How to Use the Forms Button on the Reservation Form. Return to .
**Return to **

1. Go to Main Menu.

2. Go to Recall Reservation. <u>2. Recall Reservation</u>
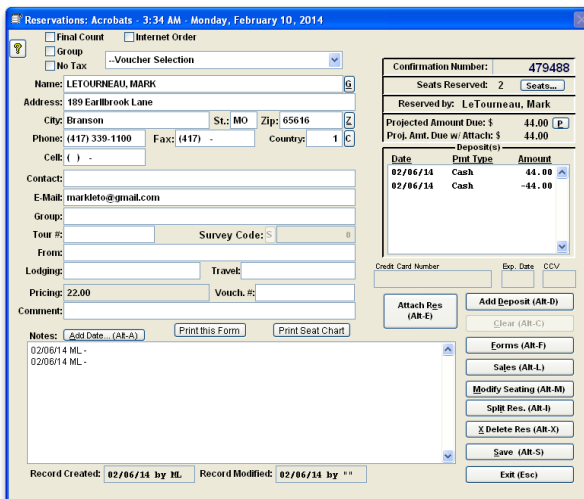
3. Go to Recall Reservation by Confirmation Number . <u>1 - Recall Reservation by Confirmation Number</u>

4. Enter Confirmation Number. Clicking Recall Reservation <u>Recall Reservation</u> opens Reservation Form.
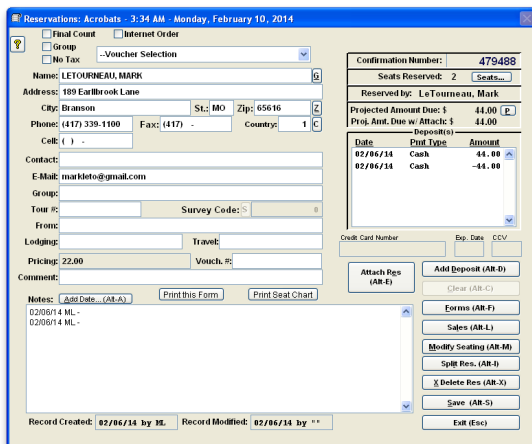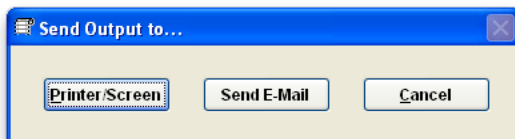
5. Click the Forms button <u>Forms (Alt-F)</u> on the Reservation Form. This opens the Output screen.

6. Choose the type of form to be used. Printer Screen Printer/Screen opens the Forms List. See #8 for Email. Send E-Mail
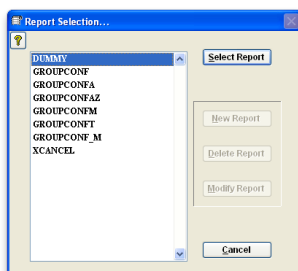
7. Choose the form and click Select Report. Select Report This opens Print Preview. Follow the instructions for Printing.

8. Send Email [Send E-Mail] is only available if an email address is present in the reservation. This opens an option.
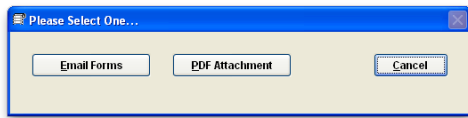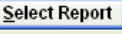
9. Email Forms [Email Forms] sends the information in a pre-set email format. This opens a list of email formats. Go to #12 for PDF Attachment. [PDF Attachment]

10. Select the format and click Select E-Form. [Select E-Form] This opens the email with the information entered and allows the user to enter their name, the subject and make any changes.
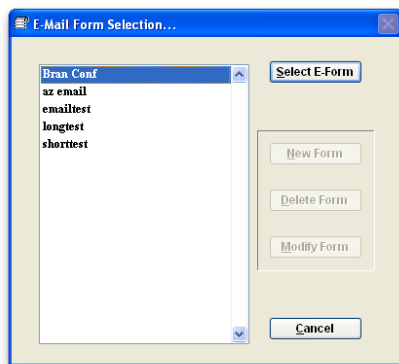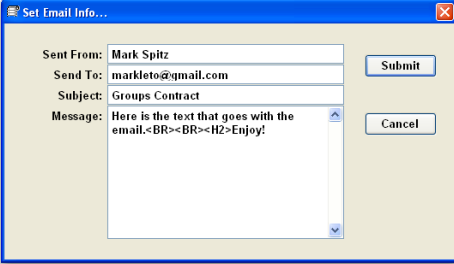
11. Once changes have been made, Submit [Submit] send the email.
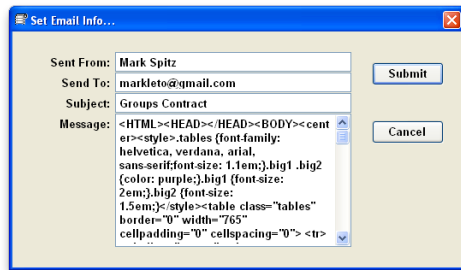
12. A list of print forms is selected from that will be attached to an email in PDF format. Select Report [Select Report] opens an email form. The user, subject and message about the forms is entered.
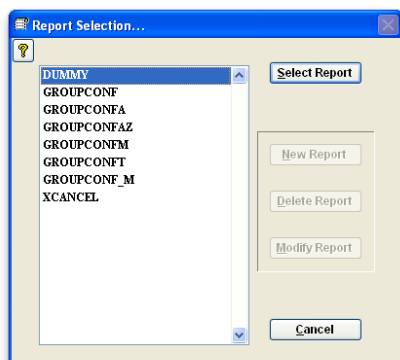
13. Once the information is entered, Submit [Submit] sends the email.

Set Email Info...		
Sent From: Mark Spitz		Submit
Send To: markleto@qmail.com		
Subject: Groups Contract		Cancel
Message: Here is the text that goes with the email. <H2>Enjoy!		

11. How to Create/Edit Shows and Times. Return to <u>Table of Contents</u>. Return to <u>How To Table of Contents.</u>

1. Go to <u>Main Menu</u>.

2. Go to <u>Administration</u>.

3. Go to <u>Edit Shows & Times.</u>

4. Enter OK when all other operators are logged off.

5. Enter the position in the menu order the show is to appear.
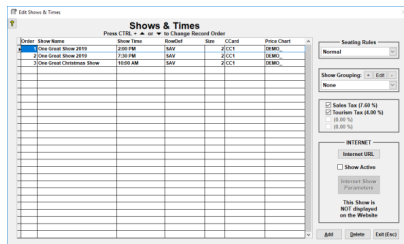
6. Enter the show name, as it will appear in the menu.

7. Enter the show time, as it will appear in the menu. Format is HH:MM AM/PM.

8. Choose the row definition file to be associated with the show.

9. Choose the seat chart to be used with the show. Select File returns to the Show & Times form.
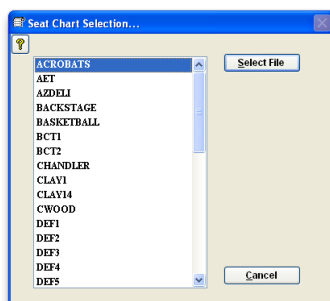
10. Confirm the appropriate screen size. This is pre-programmed by the Programmer
 when the seat chart is created.

Scrn Size:

2
3=Large

11. Click in the CCard File box to open a list. Choose the credit card that is
 to be associated with the show from that list. Select Gateway returns to the Show &
 Times form.

CCard File:

dt

Credit Card Gateway Selection...

AZ
CC1
DT
ELAVON
I_DEF1
I_DEFAZ
M

Select Gateway

New

Delete

Cancel

12. Click in the Price Chart box to open a list. Choose the Price List that is to
 be associated with the show from that list. Select Gateway returns to the Show & Times
 form.

Price Chart:

DUTTO

Price List Selection...

ARIZO2010
ARIZO2011
CATNY2010
CATSP2010
DUTTO2010
GEORG2010
GEORG2011
ISLAN2010
MEALS2010
STARL2012

Select List

New List

Delete List

Copy List

Cancel [Esc]

13. If "Open" is selected in the Seating Rules dropdown box, seating is unassigned and a
progress bar will be displayed showing the number of seats/percentage of seating sold.

Seating Rules

Normal	∨

14. Choose from a drop down menu box the names of show groupings that can be
 assigned to the currently displayed show.

Show Grouping: [+][Edit][-]

None	∨

15. Choose the tax categories to be associated with the show.

☑ Tourism (4.00 %)
☑ Sales Tax (7.60 %)
☐ Sales Tax Food (8.48 %)
☐ Tourism Food (0.50 %)

16. Exit saves the changes and returns to the Main Menu.

12. How to Edit a Seating Chart. Return to <u>Table of Contents</u>. Return to <u>How To Table of Contents.</u>

1. Go to <u>Main Menu</u>.

2. Go to <u>Administration</u>. [4. Administration]

3. Go to <u>Edit Seating Charts</u>. [2 Edit Seating Charts]

4. Select Edit Master Seating [Master Seating Chart] if you wish to make changes that affect multiple shows, show times, or dates. Select Individual Seating Chart [Individual Seating Chart] if you wish to make changes that affect only one show at one time and on one date.
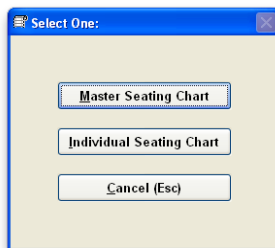
A. <u>Master Seating Chart</u> – Allows user to edit the layout of the theater seating chart for the purpose of creating an active seating chart.

B. <u>Individual Seating Chart</u> – Allows user to edit a seating chart for the purpose of editing for a single show. Go to Step 12.

5. Select the desired seating chart from the Master Seat Chart list. Clicking "Select File" [Select File] opens the Seating Chart Editor. Only shows that use the selected Seating Chart Layout can be affected by any changes.
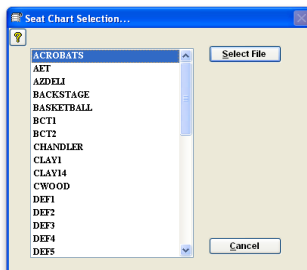
6. In the Seating Chart Editor, select which shows and times to which you wish to apply the changes in the Apply Changes to… section.
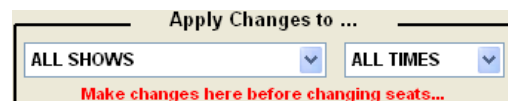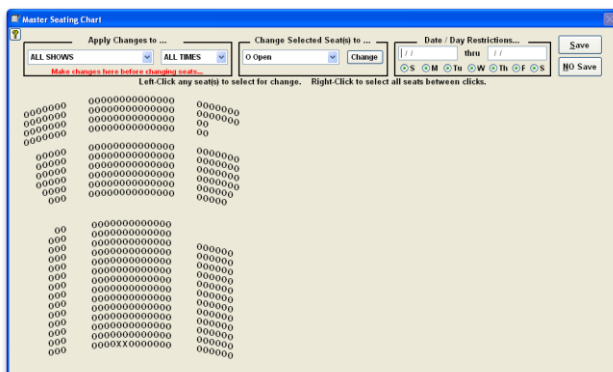
7. In the Seating Chart Editor, once the seats are selected, use the Change Selected Seat(s) to… drop down box to change the seat designation.
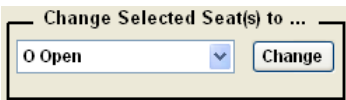
 steps until all changes have been made.

9. Clicking the "Change" button initiates the action.

10. Enter the starting and ending date for the changes as well as which days of the week.
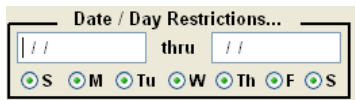
11. Click Save. This saves changes and returns to Administration Menu.

12. To make changes to an Individual Seating Chart, choose from the list of available shows. This opens the Show Calendar.
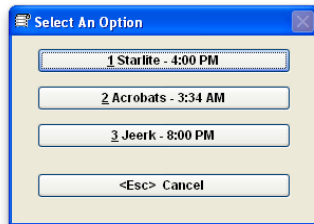
13. Choose the date from the Show Calendar. This opens the Seating Chart Editor.
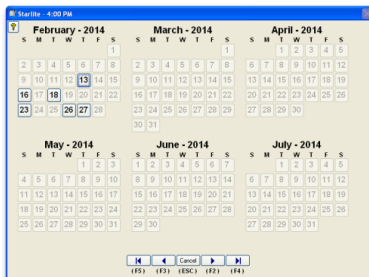
14. In the Seating Chart Editor, choose the seats to be changed.
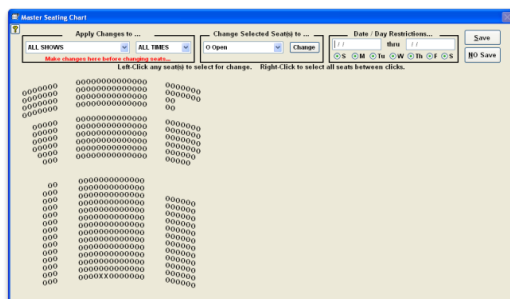
15. Once the seats are selected, use the Change Selected Seat(s) to… drop down box to change the seat designation. Choose the designation the seats are to be assigned. Click the Change button [Change] to activate the changes.

Change Selected Seat(s) to ...

| O Open | ∨ | Change |

16. Clicking the "Change" button initiates the action.

17. Repeat the last three steps until all changes have been made.

18. Click "Exit" [Exit] to save all changes and return to Administration.

13. How to Modify the Seating on a Reservation. Return to <u>Table of Contents</u>. Return to <u>How To Table of Contents.</u>

1. Go to <u>Main Menu</u>.

2. Go to <u>Recall Reservation</u>.

3. Go to <u>Recall Reservation by Confirmation Number</u> .
Opens Confirmation # entry.

4. Enter Confirmation Number. Clicking Recall Reservation opens
Reservation Form.

4. Click Modify Seating (Alt-M) - Opens Modify Seating Chart to
allow seating assignments to be changed.

5. Click on "X" to delete a seat. Click on "O" to add a seat to the Seating Chart.

```
HHHHHHHHHH 23                                      23 HHHHHHHHHH
00000000000 22   HHHA000000000000AHHH   22 A0000000000
00000000000 21 00H000000000000000000000 21 00000000000
00000000000 20 000000000000000000000000 20 00000000000
00000000000 19 000000000000000000000000 19 00000000000
00000000000 18 000000000000000000000000 18 00000000000
00000000000 17 000000000000000000000000 17 00000000000
00000000000 16 XXX000000000000000000000 16 00000000000
0000000000A 15 A0000000000000000000000 15 A0000000000
00000000000 14 000000000000000000000000 14 00000000000
00000000000 13 000000000000000000000000 13 00000000000
00000000000 12 000000000000000000000000 12 00000000000

00000000000 11 000000000000000000000000 11 00000000000
00000000000 10 000000000000000000000000 10 00000000000
00000000000  9 000000000000000000000000  9 00000000000
00000000000  8 000000000000000000000000  8 00000000000
00000000000  7 000000000000000000000000  7 00000000000
0000000000   6 000000000000000000000000  6 00000000000
00000000000  5 000000000000000000000000  5 00000000000
0000000000   4 000000000000000000000000  4 0000000000
000000AH     3 000000000000000000000000  3 HA000000
   <----1   2 0H0000000000000000000000  2 1---->
            1   HHA000000000000000AHH    1
              1 ----->
```

RIGHT SECTION   CENTER SECTION   LEFT SECTION

6. Click Save to activate changes.

```
   Save
   (F2)
```
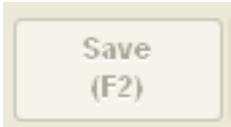
14. How to Split a Reservation. Return to <u>Table of Contents</u>. Return to <u>How To Table of Contents.</u>

1. Go to <u>Main Menu</u>.

2. Go to <u>Recall Reservation</u>.

3. Go to <u>Recall Reservation by Confirmation Number</u> . Opens Confirmation # entry.

4. Enter Confirmation Number. Clicking Recall Reservation opens Reservation Form.

5. Click Split Res (Alt-I) - This allows the seating to be separated into multiple reservations. Opens Number of Seats entry.

6. Enter the number of seats to be split into a new reservation and click Split (Alt-E). This creates a new confirmation number and opens a Price Chart. The original reservation contains the remaining seats.

7. The new confirmation/reservation appears in a new price chart and the sales procedure is followed, depending upon the origination of the reservation, whether FIT or non-FIT.

15. How to Delete a Reservation. Return to <u>Table of Contents</u>. Return to <u>How To Table of Contents.</u>

1. Go to <u>Main Menu</u>.

2. Go to <u>Recall Reservation</u>.   2. Recall Reservation

3. Go to <u>Recall Reservation by Confirmation Number</u> . 1 - Recall Reservation by Confirmation Number
Opens Confirmation # entry.

4. Enter Confirmation Number. Clicking Recall Reservation Recall Reservation opens Reservation Form.

5. Click Delete Res (Alt-X) - X Delete Res (Alt-X) This opens a query. "Yes" opens a verification password entry. "No" aborts the action.

6. Enter the password. Submit Submit deletes the reservation and returns to the Seating Chart.

16. How to Attach a Reservation. Return to <u>Table of Contents</u>. Return to <u>How To Table of Contents.</u>

1. Go to <u>Main Menu</u>.

2. Go to <u>Recall Reservation</u>. [2. Recall Reservation]

3. Go to <u>Recall Reservation by Confirmation Number</u> . [1 - Recall Reservation by Confirmation Number]
Opens Confirmation # entry.

4. Enter Confirmation Number. Clicking Recall Reservation [Recall Reservation] opens
Reservation Form.

5. Click Attach Res (Alt-E) – [Attach Res (Alt-E)]
This opens Reservations Attached to Confirmation # window.

6. Click Add Reservation. This opens Attach Options.
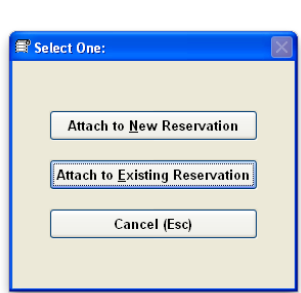
Option 1: Attach to New Reservations opens Show Selection.

Option 2: Attach to Existing Reservation opens a Confirmation Entry.

7. Click the appropriate Show Selection. This opens a Show Calendar.
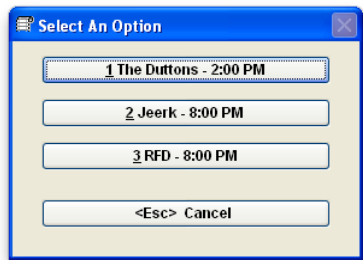
8. Select the date on the Show Calendar. This opens the Seating Chart.
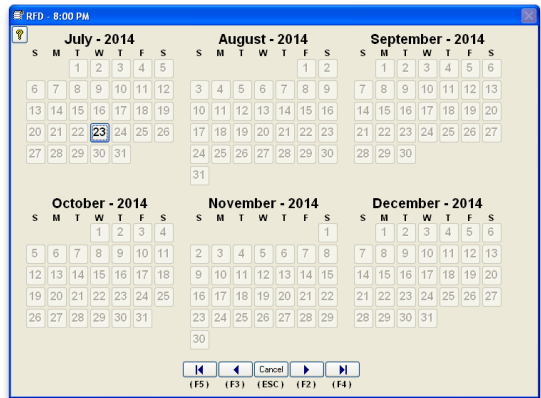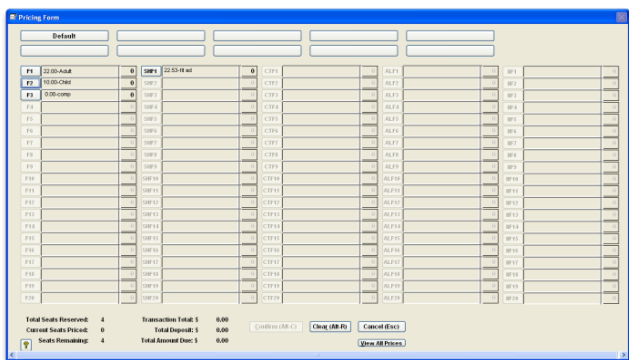
9. Select the seats by left clicking on the total number desired. Clicking Save (F2) opens Ticket Price Chart.
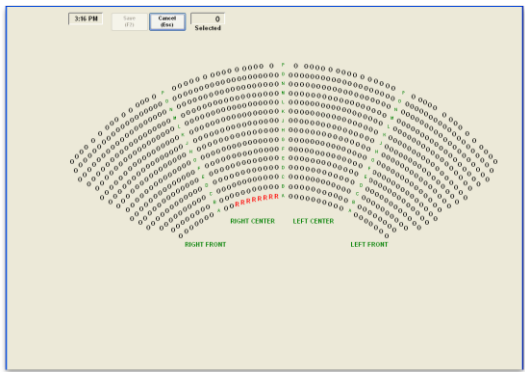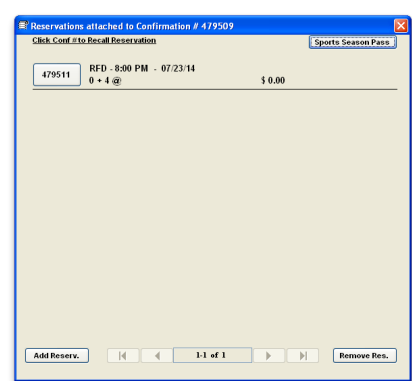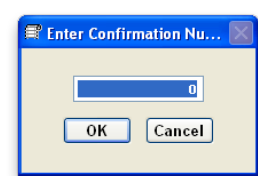
10. Select the appropriate ticket prices. Confirm (Alt-C) [Confirm (Alt-C)] returns to Attached Reservations List.

11. Once the attached reservation is confirmed, clicking the red "X" in the upper right corner closes the form.

12. Option 2 opens Confirmation Number Entry. After entering the number, OK [OK] returns to the Attached Reservations List.

11. Once the attached reservation is confirmed, clicking the red "X" in the upper right corner closes the form.

17. How to Remove an Attached Reservation. Return to <u>Table of Contents</u>. Return to <u>How To Table of Contents.</u>

1. Go to <u>Main Menu</u>.

2. Go to <u>Recall Reservation</u>.　　　[2. Recall Reservation]

3. Go to <u>Recall Reservation by Confirmation Number</u> .　[1 - Recall Reservation by Confirmation Number]
Opens Confirmation # entry.

4. Enter Confirmation Number. Clicking Recall Reservation [Recall Reservation] opens
Reservation Form.

5. Click Attach Res (Alt-E) – [Attach Res (Alt-E)] This opens Reservations Attached to
Confirmation # window. Click Remove Res. button. [Remove Res.] This opens a Show Name
List.
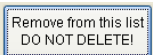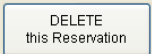
6. Choosing the Show Name opens Remove Options.
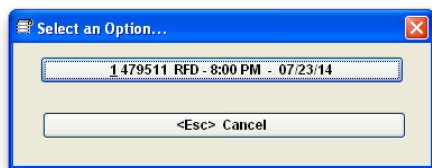
7. Choosing Remove from the List detaches the reservation from the currently displayed reservation. This returns to the Attach Reservation form.
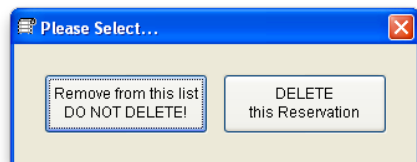
8. Choosing Delete the Reservation removes the reservation from the attachment and deletes it. This will open a password entry. Password is required for this action to be completed.

9. Enter the password. Submit returns to the Attach Reservation form.
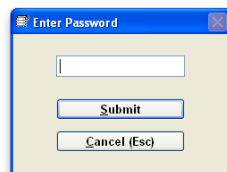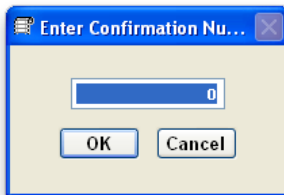
18. How to Issue a Partial Refund. Return to <u>Table of Contents</u>. Return to <u>How To Table of Contents.</u>

    1. Go to <u>Main Menu</u>.

    2. Go to <u>Refunds</u>.

    3. Go to Refund Selected Seats.

    4. Enter the Confirmation Number. Click OK. This opens a Query.

    5. "Yes" opens Confirm Show/Confirmation. If No, the refund can be made without it being connected to a Confirmation Number.

    6. Confirm Show/Confirmation information.

    7. Select the seat and section from the drop down list.

    8. Select the price from a drop down list.

    9. Seats may be added to the list of seats to be removed by highlighting the seats and clicking the Add Seat button.
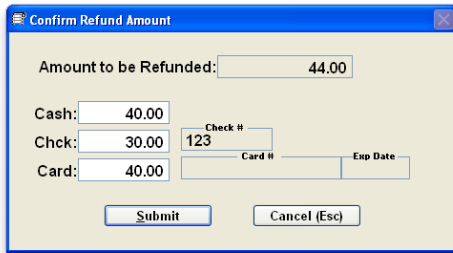
    10. Seats may be removed to the list of seats to be removed by highlighting the seats and

clicking the Remove Seat button. [Remove]

11. Click Submit [Submit] to open the Confirm Refund Amount.

12. Confirm the refund amount or adjust the refund amount or the refund type.

A. A cash refund can be made even if the payment amounts were a different type.

13. Clicking Submit [Submit] activates the refund.

19. **How to Refund an Entire Sale. Return to . Return to **

1. Go to Main Menu.

2. Go to Refunds.

3. Go to Refund Entire Sale.

4. Enter the confirmation number. Ok opens a Query.

5. "Yes" opens Confirm Show/Confirmation. If No, the refund can be made without it being connected to a Confirmation Number.

6. Enter the refund amount in the type of payment to be refunded.

Note: A cash refund option is always an option no matter what payment method was used.

7. Click Submit to activate the refund and return to Main Menu.

20. How to Recall a Reservation. Return to <u>Table of Contents</u>. Return to <u>How To Table of Contents.</u>

There are three ways to Recall a Reservation. Each of these "How To's" can be accessed through the links below.

1. <u>Recall Reservation by Confirmation Number</u>.

1 - Recall Reservation by Confirmation Number

2. <u>Recall Reservation by Name and Address</u>.

2 - Recall Reservation by Name and Address

3. <u>Recall Reservation by Group Information</u>.

3 - Recall Reservation by Group Information

21. How to Add a New Show. Return to <u>Table of Contents</u>. Return to <u>How To Table of Contents.</u>

    1. Go to <u>Main Menu</u>.

    2. Go to <u>Administration</u>.   <u>4. Administration</u>

    3. Go to <u>Edit Shows & Times.</u>   <u>3 Edit Shows & Times</u>

    4. Click "Add."
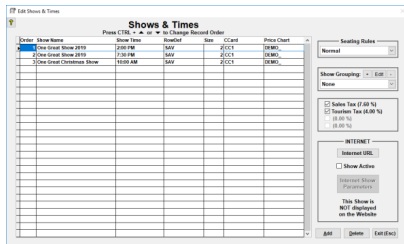
5. Enter the Menu Order to establish the order the show is to be displayed. The default is the next number based upon previously established shows. The order can be rearranged here by entering the number in which this show is to appear.

Menu Order:

1

6. Enter the show name. (limit: 20 characters including spaces)

Show Name:

The Duttons

7. Enter the show time. The format is HH:MM AM/PM.

Show Time:

2:00 PM

8. Choose the RowDef (row definition) file to be associated with the show. This is the seating chart layout for the theater. Clicking in the box opens the Seating Chart List.

RowDef File:

def1

9. Choose the seat chart to be used with the show. Select File [Select File] returns to the Show & Times form.
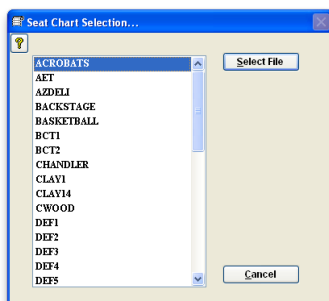
10. Enter the Scrn (Screen) Size. If you don't know the screen size, complete the rest of the information, save the entry, then use the arrow buttons to find a show with the same RowDef File. If you need to change the size, navigate back to the Show & Time, click Edit, change the Scrn Size, then click Save.

Scrn Size:

`2`

3=Large
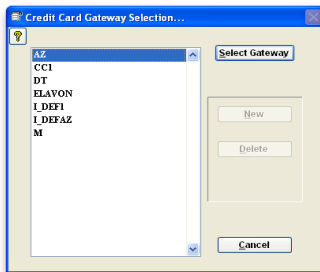
Or contact the Programmer for screen size. The screen variables are set for the specific system in specific venue.

11. Select the Credit Card File by clicking in the box and selecting the file name from a list. If you are not sure, please contact the programmer.

CCard File:

`dt`

12. Credit Card File list. Select Gateway **Select Gateway** returns to Seating Chart Editor.
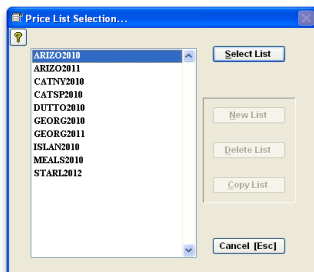
13. Select the Price Chart by clicking in the box and selecting the file name from a list.

Price Chart:

`DUTTO`

Click within the box and a list of price charts appears. DEFLT is the default if the system has only a single pricing chart.

14. Price Chart list. Select List **Select List** returns to the Seating Chart Editor.

15. If "Open" is selected in the Seating Rules dropdown box, seating is unassigned and a progress bar will be displayed showing the number of seats/percentage of seating sold.

Seating Rules

`Normal`

16. If desired, select the appropriate Show Grouping. A drop down menu box appears with names of show groupings that can be assigned to the currently displayed show. This list can be edited, added to or deleted from. A new grouping may be created by clicking the "+" button. Save the new group by clicking the Save button.

| Show Grouping: | + | Edit | - |
| None | | | ∨ |

17. Select the appropriate taxes by clicking in the checkbox next to the tax name (rate).

☑ Tourism (4.00 %)
☑ Sales Tax (7.60 %)
☐ Sales Tax Food (8.48 %)
☐ Tourism Food (0.50 %)

19. Click the Exit button [Exit] to save all changes and return to Administration Menu.

22. How to Move Sold Seats. Return to <u>Table of Contents</u>. Return to <u>How To Table of Contents.</u>

1. Go to <u>Main Menu</u>.

2. Go to <u>Ticket Sales/Reservations</u>. [1. Ticket Sales / Reservations]

3. Go to <u>Select Show with Time then Date</u>. [1 Select Show with Time then Date]

4. Select the Show with Time that the customer wants the seats moved to. This may be the same show or another date. This opens the Calendar.
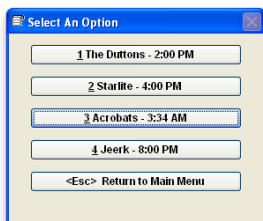
5. Choose the Date on the Calendar. This may be the same date or another date. This opens the <u>Seating Chart</u>.

6. Choose the seats the customer desires by clicking on the "O". Any other lettered seat is unavailable. Click the Move Sold Seats button. [Move Sold Seats] This opens the Confirmation Number Entry.
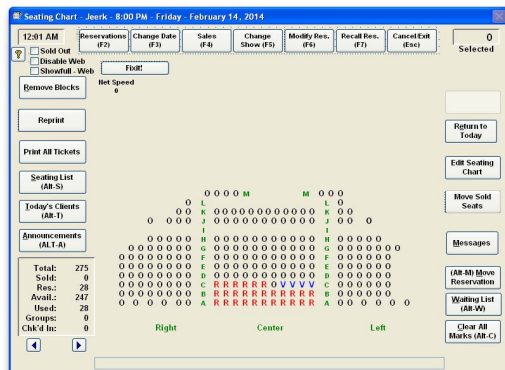
7. Enter the Confirmation Number. Ok [OK] opens a Query.
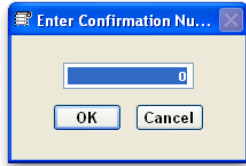
8. If switching to a different show, an administrative password is required. [Yes] moves sold seats, prints tickets and returns to the Seating Chart.
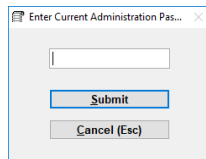
9. "Yes" [Yes] moves sold seats and prints tickets. No opens Query 2.
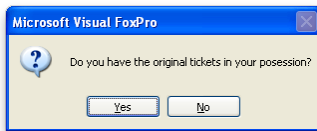
9. "Yes" [Yes] moves sold seats, prints tickets and returns to the Seating Chart.

23. How to Move a Reservation. Return to <u>Table of Contents</u>. Return to <u>How To Table of Contents.</u>

1. Go to <u>Main Menu</u>.

2. Go to <u>Ticket Sales/Reservations</u>.

3. Go to <u>Select Show with Time then Date</u>.

4. Select the Show with Time that the customer wants the seats moved to. This may be the same show or another date. This opens the Calendar.
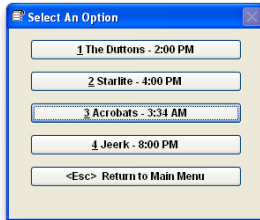
5. Choose the Date on the Calendar. This may be the same date or another date. This opens the Seating Chart.

6. Choose the seats the customer desires by clicking on the "O". Any other lettered seat is unavailable. Click the "Move Reservation" button.

7. This opens the Confirmation Number Entry. Click the Move Reservation button. This opens Reservation Confirmation.

8. Reservation Confirmation. Clicking Move Reservation [Move Reservation] completes the action and returns to the Seating Chart.

Is this the Reservation You desire?

Is Group
No Tax   Voucher: [   ]

Name: LETOURNEAU, MARK
Address: 189 Earllbrook Lane
City: Branson   St.: MO   Zip: 65616
Phone: (417) 339-1100   Fax: (417)   -   Country: 1

Contact: [   ]

Group: [   ]
Tour #: [   ]   Reservation Code: [0]
From: [   ]
Lodging: [   ]

Comment: 0.00
Comment: [   ]

Confirmation Number: 479488

Projected Amount Due: $

Deposit(s)
Date	Pmt Type	Amount
02/06/14	Cash	44.00
02/06/14	Cash	-44.00

Notes:
02/06/14 ML -
02/06/14 ML -

Move Reservation
(Alt-M)

Cancel Move
Reservation (Esc)

Record Created: 02/06/14 by ML   Record Modified: 02/20/14 by ML

24. How to Add a New User. Return to <u>Table of Contents</u>. Return to <u>How To Table of Contents.</u>

1. Go to <u>Main Menu</u>.

2. Go to <u>Administration</u>. [4. Administration]

3. Go to Operator Codes - [5 Operator Codes]
   Allows administrator to limit access to the operators on the system.

4. Click New [New] to add a new operator. This creates a blank screen. The following information can be entered.

4-1. User ID must be a unique number up to four (4) digits long.
4-2. Name – User Information
4-3. Password – User Information
4-4. Email – User Information. If an email is attached, a message will come via email and not the internal messaging system.
4-5. Check Boxes – The permissions that are allowed for this user are checked.
4-6. Reports Restriction – If the user must be restricted from other limitations, contact the Programmer.
4-7. Also Restrict Reservations – If the user must be restricted from other limitations, contact the Programmer.

5. Once "New" is clicked the button reverts to "Save." Click the Save [Save] button to activate the new user.

**25. How to Create a Pricing Chart. Return to . Return to **

1. Go to Main Menu.

2. Go to Administration. | 4. Administration |

3. Go to Edit Ticket Prices - | 8 Edit Ticket Prices | This opens Price Selector.
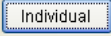
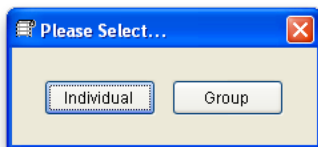4. Click Price List. | Price List | This opens List Query if the system is set to split Individual and Group Prices. Otherwise it opens the Price Chart List.
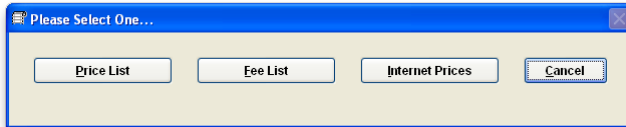
5. If necessary, choose either Individual | Individual | or Group | Group | from the options. The procedure is the same for each list.
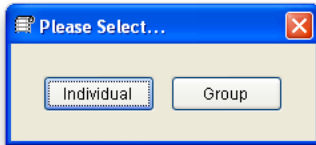
6. The next button to click is grayed out until the user presses Alt-F9.

7. Click New List. | New List | This opens the form to title the Price List.
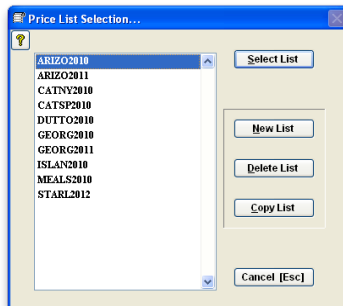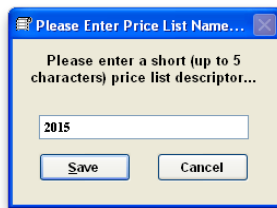
8. Title the Price List by choosing a unique 5 letter identifier or choose from the list of previously enters identifiers. Save | Save | opens the next part of the unique name of the Price List.

9. Enter a unique set of letters or numbers, usually the year the show is active. Save [Save] opens the date entry for the show duration.
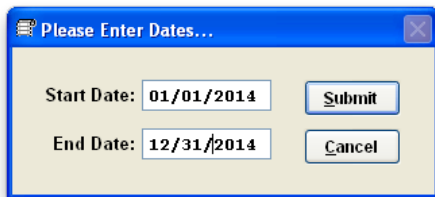
10. Enter the start and end date for the duration of the Price List. Submit [Submit] opens the Price List Editor.
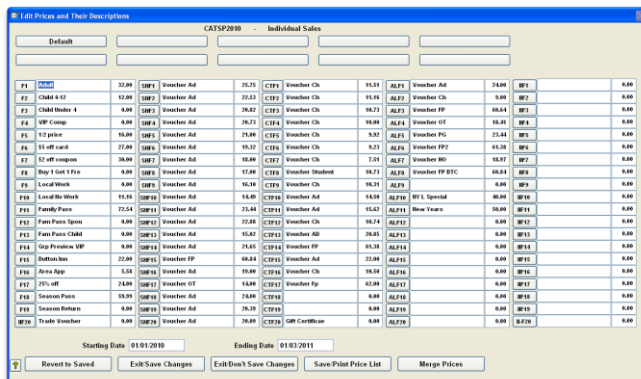
11. Click the upper left button to activate the Ticket Price List. Multiple lists may be generated as needed.

12. Enter the description and the price for each ticket to be offered.

F1	Adult	32.00
F2	Child 4-12	12.00
F3	Child Under 4	0.00
F4	VIP Comp	0.00
F5	1/2 price	16.00

13. Enter the Start and End Dates.

| Starting Date | 01/01/2010 | Ending Date | 01/03/2011 |

14. When all ticket prices are entered, clicking Exit/Save Changes [Exit/Save Changes] saves the Price List and returns to Administration.

**26. How to Edit a Pricing Chart. Return to . Return to **

1. Go to Main Menu.

2. Go to Administration. [4. Administration]

3. Go to Edit Ticket Prices - [8 Edit Ticket Prices] This opens Price Selector.

4. Click Price List. [Price List] This opens List Query if the system is set to split Individual and Group Prices. Otherwise it opens the Price Chart List.
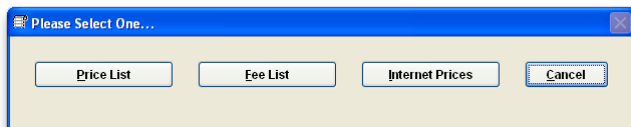
5. If necessary, choose either Individual [Individual] or Group [Group] from the options. The procedure is the same for each list.

6. Click Select List. [Select List] This opens the Price List.
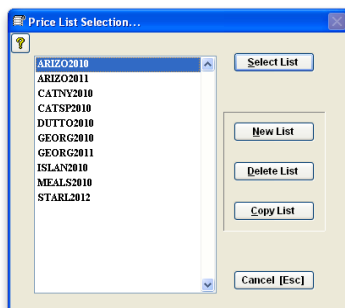
11. Click the desired Ticket Price List. Opens list.
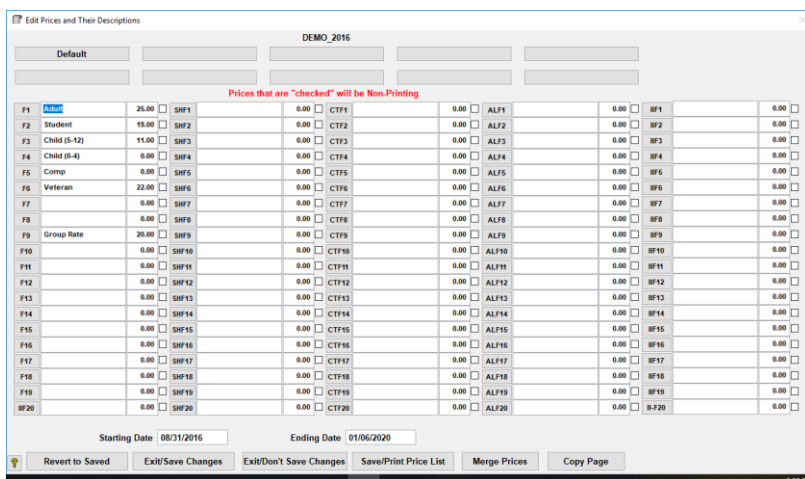
12. Make necessary edits to ticket descriptions or prices.

F1	Adult	32.00
F2	Child 4-12	12.00
F3	Child Under 4	0.00
F4	VIP Comp	0.00
F5	1/2 price	16.00

13. Edit the Start and End Dates, if necessary.

Starting Date 01/01/2010   **Ending Date** 01/03/2011

14. When all changes have been made, clicking Exit/Save Changes [Exit/Save Changes] saves the Price List and returns to Administration.

27. How to Add/Edit a Notification. Return to <u>Table of Contents</u>. Return to <u>How To Table of Contents.</u>

1. Go to <u>Main Menu</u>.

2. Go to <u>Administration</u>.   `4. Administration`

3. Go to Notifications -   `9 Notifications`   This opens a Show List.

4. Click on the show to which the Notification is to be linked and opens a Show Calendar.

5. Click the date of the show to which the notification is to be attached.
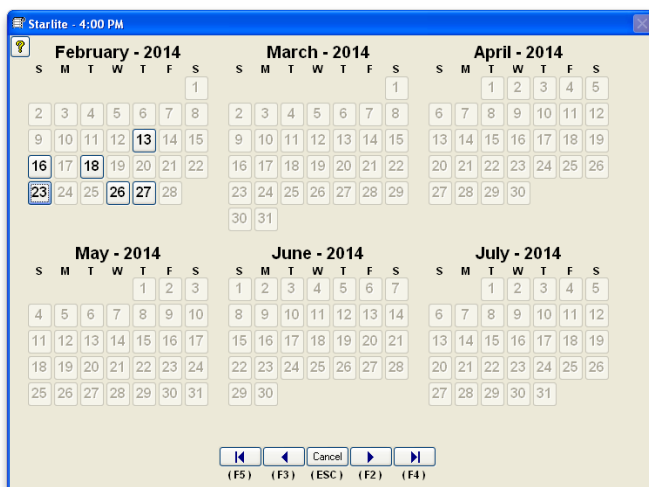
6. Type the note into the box. Click Save (Enter) `Save (Enter)` to save the notification and return to Administration. Cancel (Esc) `Cancel (ESC)` discards changes and returns to Administration. Delete Notification `Delete Notification` deletes any notification previously entered on that date and returns to Administration.
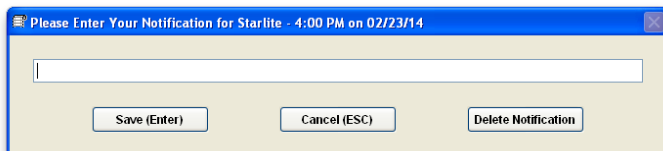
7. The Notification appears at the bottom of the Seating Chart for that Show, Time and Date selected. See <u>Seating Chart</u>.

**28. How to Change Tax Rates. Return to . Return to **

1. Go to Main Menu.
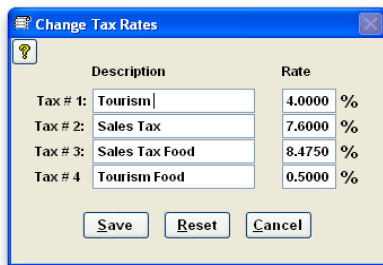
2. Go to Administration. [4. Administration]

3. Go to Change Tax Rates – [2 Change Tax Rates] Opens Tax Rate Editor.

4. Enter a description or title to each tax rate Tax Rate Editor. Then enter the percentage rate for each tax rate. Note: Any field left blank will not be available to the user in choosing rates. Click [Save] to save the information entered and return to the Utilities Menu.

Change Tax Rates		
	Description	Rate
Tax # 1:	Tourism	4.0000 %
Tax # 2:	Sales Tax	7.6000 %
Tax # 3:	Sales Tax Food	8.4750 %
Tax # 4	Tourism Food	0.5000 %
	Save Reset Cancel	

29. How to Add/Edit Survey Codes. Return to . Return to

1. Go to Main Menu.

2. Go to Administration.

3. Go to Survey Codes. Allows administrator to modify Survey Codes.

1. Main Headings Bar –
2. Main Heading Designation –
3. Sub-Headings –
4. Codes –
5. Save and Exit –
6. Revert -
7. Cancel (No Save) - Return to Utility Programs.
8. Print List -

4. Click on a Main Heading. This displays a list of Sub Headings.

Allows grouping of codes. The title of the

5. Click on a Sub Heading. This displays a list of codes Final Headings.

6. Click in a blank box to add a Survey Code. Click on an existing Survey Code to edit.

7. Click Save and Exit to save all changes and additions and return to Utility Programs. Click on Revert to discard all changes and refresh to the last saved code list. Click Cancel (No Save) to discard all changes and return to Utility Programs. Click Print List to open Printer Selection window and print the list of all Survey Codes.

30. **How to Reprint Credit Card Receipts. Return to <u>Table of Contents</u>. Return to <u>How To Table of Contents.</u>**

1. Go to <u>Main Menu</u>.

2. Go to <u>Administration</u>. [4. Administration]

3. Go to Reprint Credit Card Receipts. [4 Reprint Credit Card Receipts] Opens Confirmation Number Entry.

4. Enter the confirmation number that is attached to the credit card. OK [OK] opens the Credit Card List.
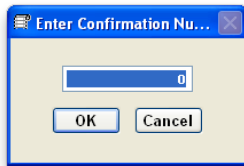
5. Highlight the card number and click Select Card. [Select Card] The tickets print and returns to Administration.
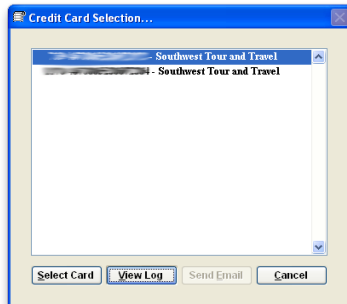
31. How to Reindex/Compress Databases. Return to <u>Table of Contents</u>. Return to <u>How To Table of Contents.</u>

1. Go to <u>Main Menu</u>.

2. Go to <u>Administration</u>. 4. Administration

3. Go to Reindex/Compress Databases. 5 Reindex/Compress Databases

4. Clicking the Reindex button opens a warning note.
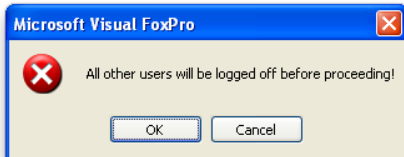
5. Clicking OK OK forces all users to exit TCTS and starts a 45 second countdown and then initiates file maintenance. Upon completion the screen will return to Utility Programs.

32. **How to Add/Edit the Coupon List. Return to Table of Contents. Return to How To Table of Contents.**

    1. Go to Main Menu.

    2. Go to Administration.

    3. Go to Coupon Administration –   Opens List Options.

    4. Click Manage Coupon List. This opens Manage Coupon List.
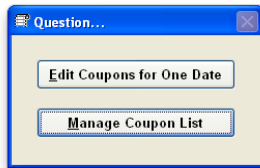
    5. Type in coupon name to add a coupon or highlight a coupon to edit.
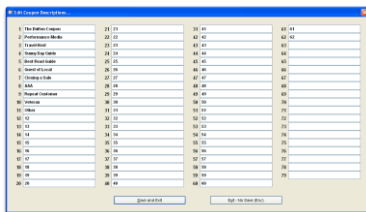
    6. Click Save and Exit. This saves the changes and returns to Utility Programs.

33. **How to Add/Edit Comp List. Return to . Return to **

1. Go to Main Menu.

2. Go to Administration. | 4. Administration |

3. Go to Edit Comp List. | 8 Edit Comp List | Opens Comp Options.

4. Click on Comp Item. | Comp Items | Comp Items opens the comp item form.

| Please Select One... |
| Comp List | Comp Items | Cancel |
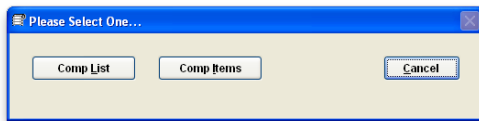
5. Click a check box ☐ | Local | for any Comp Items to be deleted. Click Delete Chk'd | Delete Chk'd | to delete a comp.

6. Click Add New | Add New | to open a blank field to add a new comp item. Type the description of the comp in the blank field. Click Save | Save | to adds the comp to the Comp List, saves all changes and return to Utilities Menu.

| Comp Items... |
☐	
☐	Local
☐	combo
☐	free
Add New	Save	Cancel	Delete Chk'd
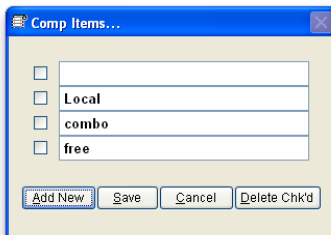
34. **How to Add/Edit Seat Block Descriptions. Return to <u>Table of Contents</u>. Return to <u>How To Table of Contents.</u>**

1. Go to <u>Main Menu</u>.

2. Go to <u>Administration</u>. [4. Administration]

3. Go to Seat Block Descriptions. [9 Seat Block Descriptions] Opens Seat Chart Blocks.

4. Type the Seat Block description in an open field or edit an existing description.

5. Click the color button to the right of the description and choose the color for the Seat Block from the standard Windows® color screen. The seat block description will be displayed in that color.

6. Click the Save & Exit button [Save & Exit] to save changes and return to Utility Programs.

35. How to Close Shows. Return to <u>Table of Contents</u>. Return to <u>How To Table of Contents.</u>

    1. Go to <u>Main Menu</u>.

    2. Go to <u>Administration</u>.   [4. Administration]

    3. Go to Close Shows.   [B Close Shows]   Opens the Action Confirmation Query.
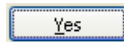
    4. Click Yes   [Yes]   to continue closing shows. This opens a Date Range. Note: Any unused deposits assigned to that date does not allow the closing and any unsold reservations are deleted by the closing.
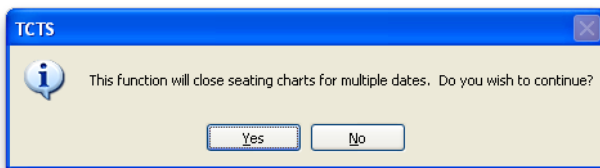
    5. Enter the Start and End dates for the shows to be closed. Click Submit   [Submit]   to activate the process and return to Utility Programs.
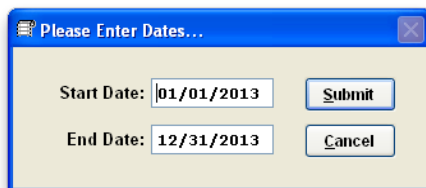
36. How to Create a Statement Charge. Return to <u>Table of Contents</u>. Return to <u>How To Table of Contents.</u>

    1. Go to <u>Main Menu</u>.

    2. Go to <u>Administration</u>.   `4. Administration`
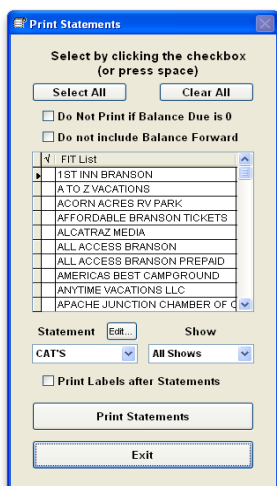
    3. Go to Accounts Receivable.   `7 Accounts Receivable`

    4. Go to Create Statement Charge.   `1 Create/Edit Statement Charge`   Opens a Statement Charge.
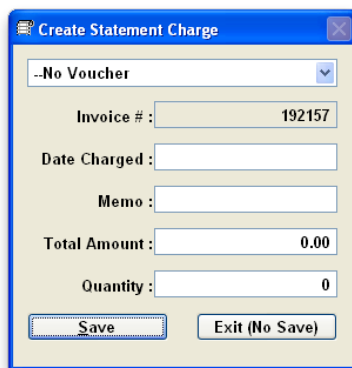
    5. Choose to Create, Edit or Cancel.
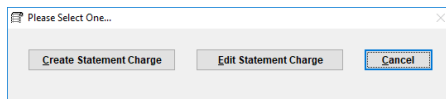
    6. Create Statement Charge window opens to create a debit memo for a FIT via statement charge.

5-1. Select the FIT to be charged from the drop down list.
5-2. The Invoice # is auto-generated by the system.
5-3. The Date Charged defaults to today's date.
5-4. The Memo field is for an explanation of the statement charge as to why the charge is being made outside of the sales window.
5-5. Manually enter the Total Amount of the charge.
5-6. The quantity is the number of seats based upon how many seats are affected by the charge.
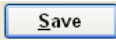
Note: If any entry is blank the window will not save but will open a dialogue box to requiring input into the blank field(s).

    7. Click Save   `Save`   to create the charge based upon the data and return screen to the Accounts Receivable menu.

37. **How to Enter Payments Received from FITs. Return to Table of Contents. Return to How To Table of Contents.**

1. Go to Main Menu.

2. Go to Administration.   4. Administration

3. Go to Accounts Receivable.   7 Accounts Receivable

4. Go to Payments.   Payments Opens Payment Options.

5. Click Enter Payments.   Enter Payments This opens a Query.

1. Enter Payments allows payments to be applied to an FIT invoice.
2. Edit Payments allows the user to edit a previously entered payment.
3. Cancel <Esc> - Returns to the to Accounts Receivable menu.

6. Clicking Yes   Yes opens One Show Name Option. Clicking No opens Accounts Receivable Payments. (Bypasses step 7.)
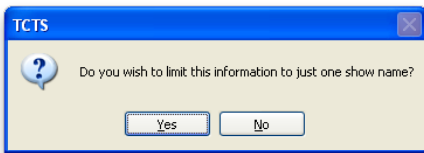
1. Yes – Opens One Show Name Option.
2. No - an Accounts Receivable payments window opens. Go to AR Payments. Go to AR Payments. for further detail.

7. Click on the desired Show. This opens Accounts Receivable Payments.
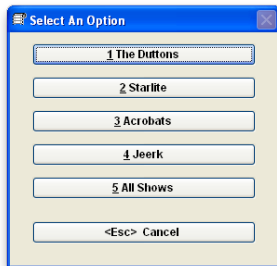
8. To finalize the entry of the Accounts Receivable Payments, go to **How to Complete an Accounts Receivable Payment.**

**38. How to Edit Payments Received from FITs. Return to . Return to **

1. Go to Main Menu.

2. Go to Administration. | 4. Administration |

3. Go to Accounts Receivable. | 7 Accounts Receivable |

4. Go to Payments. | Payments | Opens Payment Options.

5. Click Edit Payments. | Edit Payment | This opens FIT List.
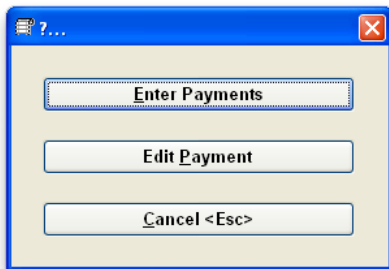
6. Click on the FIT to be edited. Select FIT | Select FIT | opens FIT Payment Selection.
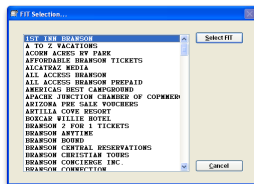
7. Click on the FIT payment to be edited. Click Select Pmt | Select Pmt | open to Accounts Receivable Payment.
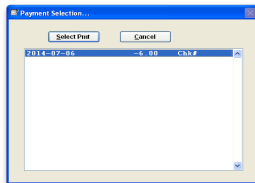
1. Choose the FIT the payment is to be edited against.
2. Select Pmt – Go to AR Payments. for further detail.
3. Cancel – Returns to Accounts Receivable Menu

8. To finalize the edit to the Accounts Receivable Payments, go to **How to Complete an Accounts Receivable Payment.**

39. How to Print Statements. Return to Table of Contents. Return to How To Table of Contents.

1. Go to Main Menu.

2. Go to Administration. [**4. Administration**]

3. Go to Accounts Receivable. [**7 Accounts Receivable**]

4. Go to Print Statements. [**3 Print Statements**]

5. Click Print Statements [**Print Statements**] to open Print Statement List. Click Statement Report

6. Print Statements.

6-1. Click Select All [**Select All**] FITs to have all statements printed.

6-2. Click Clear All [**Clear All**] to deselect all FITs.

6-3. Check "Do Not Print if Balance Due is (0)" to not print a statement if there is no balance due.

6-4. Check "Do Not Include Balance Forward" for the statement to not include the balance forward in the statement.

6-5. Statement. Choose one of a multiple of statements that may available for shows. A drop down list is available to choose from.
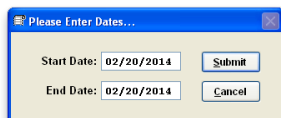
6-6. Statement Edit. [**Statement** **Edit...**] Use only if instructed by Programmer

6-7. Show. Select from a drop down list of all shows, individual shows or a customized list.

6-8. Check Print Labels after Statements to confirm print choice. Prints the labels for the statements that are printed.

6-9. Click Print Statements to opens Statement Report Date Range .

7. Enter the start and end dates for the desired statements. Submit [**Submit**] sends the statements to Print Preview for printing.

**40. How to Complete an Accounts Receivable Payment. Return to <u>Table of Contents</u>.
Return to <u>How To Table of Contents.</u>**

> 1. When coming from Enter Payments Received from FITs:
>> 1-1. Select the FIT from the drop down list in the upper left of the form. This will populate the lower section of the form with invoices to be paid.
>> 1-2. Confirm the Date Paid, the default is the current date.
>> 1-3. Enter the Amount Paid.
>> 1-4. Select the Payment Type from the drop down list. Additional information will be required and will appear under the payment type. This may include check number, credit card information note, or memo information.
>>> If Chck is selected, a check number is requested beneath the payment type.
>>> If Card is selected, the information will not be required until the payment is Saved.
>>> If Memo is selected, a memo field opens to input the reason for the credit memo.
>>> Note: Payment type cannot be selected until a payment amount is entered.
>
> 2. When coming from Edit Payments Received from FITs, the upper section will be auto filled from the payment information and is uneditable. The invoices that have been previously selected will be marked with a check. To make changes to the application of the payment, uncheck undesired invoice and check desired invoice to apply the payment.

  Payment Window

> 3. Click Auto-Select [Auto-Select] to automatically select the first invoice on the list and apply a full payment to that and subsequent invoices until the payment amount is exhausted.
>
> 4. Click Clear [Clear] unselects all invoices and recalculates all totals.
>
> 5. Verify the information in the window in the upper right to see any difference in the amount that has been applied and the balance due.

Total Amt. Due:	0.00
Amt. Applied:	0.00
Balance Due:	0.00

6. Invoices can be selected manually by clicking on the box to the left of the invoices to be paid. Individual invoice payment amounts may also be entered manually in the payment column of that invoice.

7. If a credit is available for the FIT, the Credits button at the bottom of the window will be active and will display the amount of the credit. Clicking that button will open another payment window with a list of invoices to which it may be applied.

8. Click Save to save all information as displayed. Payments will be applied and, if Credit Card payment has been chosen, a CC window will open to allow that information to be entered.

41. **How to Create a New FIT**. **Return to <u>Table of Contents</u>. Return to <u>How To Table of Contents.</u>**

1. Go to <u>Main Menu</u>.

2. Go to <u>Administration</u>. [4. Administration]

3. Go to Accounts Receivable. [7 Accounts Receivable]

4. Go to <u>FITs/Contracts</u>. [6 FITs / Contracts] Opens list of FIT accounts.

5. Click Accounts New [New] to opens Account Manager.

6. In the Account Editor, enter the Account Information for the FIT.

7. Confirm the Status/Group Status. "Y" is the normal setting. For other options, contact Programmer.

8. Clicking Exit (Esc) [Exit (Esc)] saves the information and returns to Accounts Receivable.

9. NOTE: The next step is to create a FIT Contract. See [How to Create a FIT Contract](#).

42. How to Create a FIT Contract. Return to <u>Table of Contents</u>. Return to <u>How To Table of Contents.</u>

1. Go to <u>Main Menu</u>.

2. Go to <u>Administration</u>. ![4. Administration]

3. Go to Accounts Receivable. ![7 Accounts Receivable]

4. Go to <u>FITs/Contracts</u>. ![6 FITs / Contracts] Opens list of FIT accounts.

5. Click Contracts New ![New] to opens Contract Name.
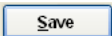
6. Create and enter a Contract Name. This name may be edited within the Contract Editor. Save ![Save] opens the Contract Editor.

7. In the Contract Editor, edit prices by clicking in the box next to the right of the label and enter the price desired using the decimal for cents.

8. Choose from Available Show in the right column by clicking on and highlighting the show. Using the left arrow key, [◀] move the show into the left column. All available shows will be listed in the Shows Attached column. To remove a show, use the right arrow key. [▶] To clear the Shows Attached list, use the "X" key. [X]

9. All information is saved upon entering. Clicking Exit [Exit] returns to the originating screen.

10. Note: A FIT should be created before continuing. See How to Create a New FIT.

11. Note: The contract must be attached to a FIT for this to function. See How to Attach a FIT Contract to a FIT.

12. Note: Contract pricing is required for this to function. See How to Create Contract Pricing in the Price Chart.

**43. How to Attach a FIT Contract to a FIT. Return to . Return to **

1. Go to Main Menu.

2. Go to Administration. 4. Administration

3. Go to Accounts Receivable. 7 Accounts Receivable

4. Go to FITs/Contracts. 6 FITs / Contracts Opens list of FIT accounts.

5. If the left column, click to highlight the account the contract is to be attached. Click Edit Edit above the Accounts to open Account Editor.

6. In the Account Editor, click Add Contract. Add Contract This opens a Query.

7. Answer the query. Click ADD. ADD This opens a list of existing contracts.

8. Highlight the contract to be attached and click Add Contract. [Add Selected Contract to Account] This returns to the Account Editor.

9. Confirm the contract has been added in the list of Contracts on the Account Editor. Click Exit (Esc) [Exit (Esc)] to save all changes.

10. Note: A FIT must be created first. See [How to Create a New FIT](#).

11. Note: a FIT contract is required for this to function. [How to Create a FIT Contract](#).

12. Note: Contract pricing is required for this to function. See [How to Create Contract Pricing in the Price Chart](#).

**44. How to Create Contract Pricing in the Price Chart. Return to . Return to **

1. Confirm the FIT exits. Go to **How to Create a New FIT**.

2. Confirm the FIT contract exists. Go to **How to Create a New FIT Contract**.

3. Confirm the contract is attached to a FIT. See **How to Attach a FIT Contract to a FIT**.

4. Go to Main Menu.

5. Go to Administration. `4. Administration`

6. Go to Edit Ticket Prices - `8 Edit Ticket Prices` This opens Price Selector.

4. Click Price List. `Price List` This opens List Query if the system is set to split Individual and Group Prices. Otherwise it opens the Price Chart List.
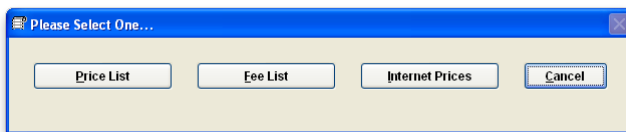
5. Click Individual. `Individual` This opens Select Price List.
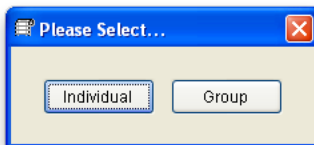
6. Click Select List. `Select List` This opens the Price List.
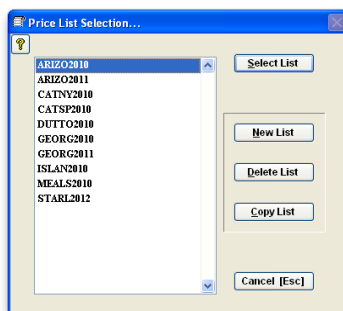
11. Click the desired Ticket Price List. The first page is Default.

12. Click on a blank description field. Enter "FIT" and the two-letter price designator from the contract: i.e. AD for adult, CH for child, etc. Any further description optional.

F1	Adult	32.00
F2	Child 4-12	12.00
F3	Child Under 4	0.00
F4	VIP Comp	0.00
F5	1/2 price	16.00

13. Click the price next to the new entry and enter the price from the contract.

14. Repeat the last two steps for all prices entered in the contract.

15. Click Exit/Save Changes. [Exit/Save Changes]

16. Repeat the same series of steps for each price chart affected by that particular contract.

17. **Note: A FIT must be created first. See How to Create a New FIT.**

18. **NOTE: A FIT Contract must be created. See How to Create a FIT Contract.**

19. **Note: The contract must be attached to a FIT for this to function. See How to Attach a FIT Contract to a FIT.**

45. How to Merge FITs. Return to Table of Contents. Return to How To Table of Contents.

1. Go to Main Menu.

2. Go to Administration.   **4. Administration**

3. Go to Accounts Receivable. **7 Accounts Receivable**

4. Go to Merge FITs – **8 Merge FIT's** Opens FIT Merge.

5. Click the Select Destination FIT. **Select Destination FIT** This opens FIT Select.

6. Select Destination FIT from the drop down list. Clicking Select **Select** auto fills the customer information in the FIT Merge window.

7. Click the Select FIT to be Merged. **Select FIT to be Merged** This opens FIT Select.

8. Select Destination FIT from the drop down list. Clicking Select **Select** auto fills the customer information in the FIT Merge window.

9. Click Merge **Merge / Note: Clicking will remove the Merged FIT** to combine the two FITs and delete the Merged FIT.

46. How to Edit Online Settings. Contact qualified TCTS Programmer. **Return to**

Table of Contents