

**Oracle® Hospitality Cruise Shipboard
Property Management System**

Ticket User Guide

Release 8.0

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April 2018

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Preface

Ticket is a module that facilitates the user to manage the ticket booking, printing and reporting for the passenger cruise system. It helps the user to have an orderly system related to the ticketing module.

Audience

This document is intended for application specialist and end-users of Oracle Hospitality Cruise Shipboard Property Management System.

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When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received and any associated log files
- Screen shots of each step you take

Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at <http://docs.oracle.com/en/industries/hospitality/>

Revision History

Date	Description of Change
April 2018	<ul style="list-style-type: none">• Initial publication

Prerequisites and Compatibility

This section describes the minimum requirements.

Prerequisite

Ticket.exe

Supported Systems

Operating System

- Microsoft Windows 7 – 32-bit / 64-bit system
- Microsoft Windows 8 – 32-bit / 64-bit system
- Microsoft Windows 10 – 32-bit / 64-bit system

Compatibility

SPMS version 8.0 or later. For customer operating on version below 8.0 database upgrade to the recommended or latest version is required.

1 Setup

This section describes the setup required for Ticket module and its functionality. This screen is where the majority of the required department codes are configure. A good practice is to setup the Locations, Price Categories, Account Groups & Types, Event Template and followed by Bookable Event Setup.

1.1. Event Templates Setup

Event Templates Setup is a setup base for Bookable Events Setup. A template is needs to be created first.

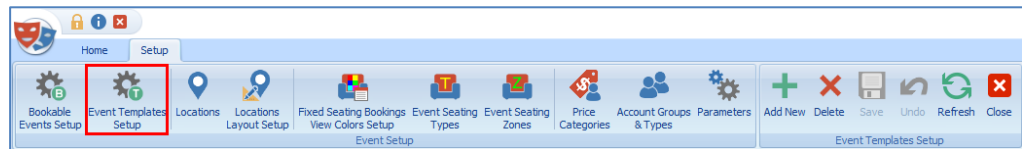


Figure 1-1 - Event Templates Setup

Select Event Templates Setup.

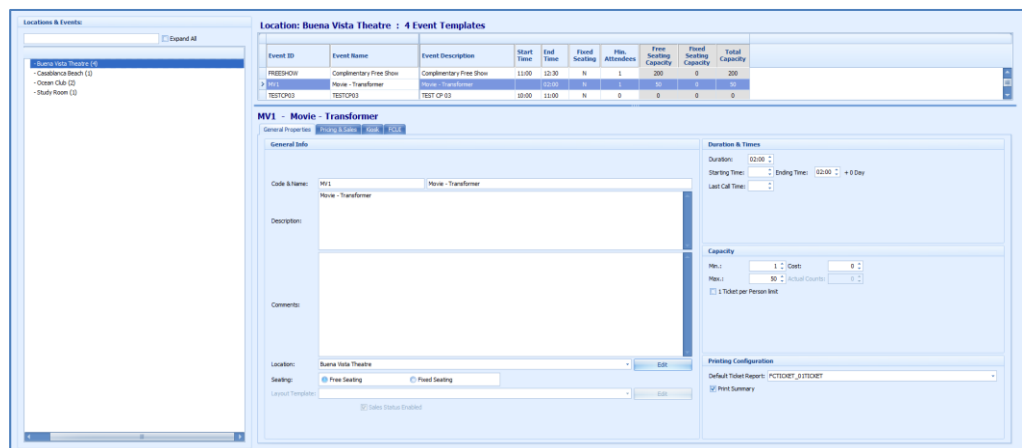


Figure 1-2 - Event Templates Setup Details

Divided into 3 main sections:

1. **Locations & Events** – Displays location name and type of events within the location.
2. **Location Details for the Event ID** – Displays the number of events templates created for the location with information such as Event ID, Event Name, Event Description, Start/End Time, Seating Type, Min/Max Attendees.
3. **Event ID and Event Name Details**
Consists of 4 tabs, which are General Properties, Pricing & Sales, Kiosk and FCUI.

- **General Properties**

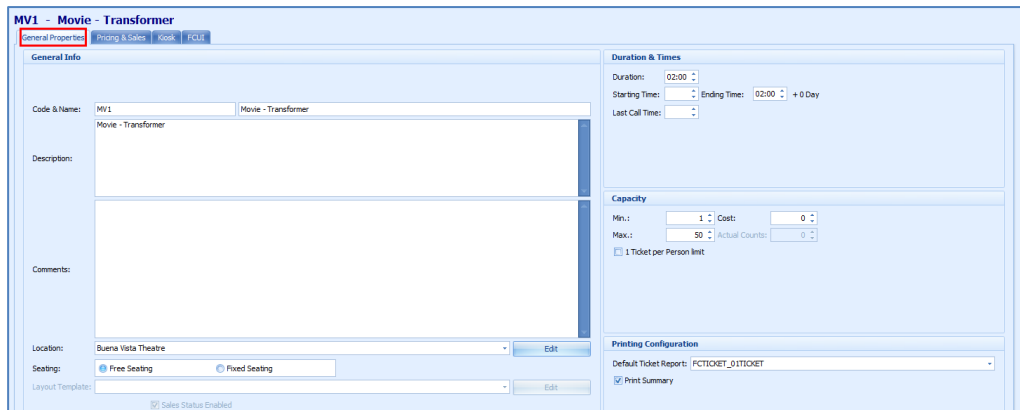


Figure 1-3 - Bookable Event Setup (General Properties)

Consist of General Info (Code & Name, Description, Comments, Location, Seating), Duration & Times (Duration, Starting Time, Ending Time, Last Call Time), Capacity (Min, Max, Cost) and Printing Configuration (Default Ticket Report).

- **Pricing & Sales**

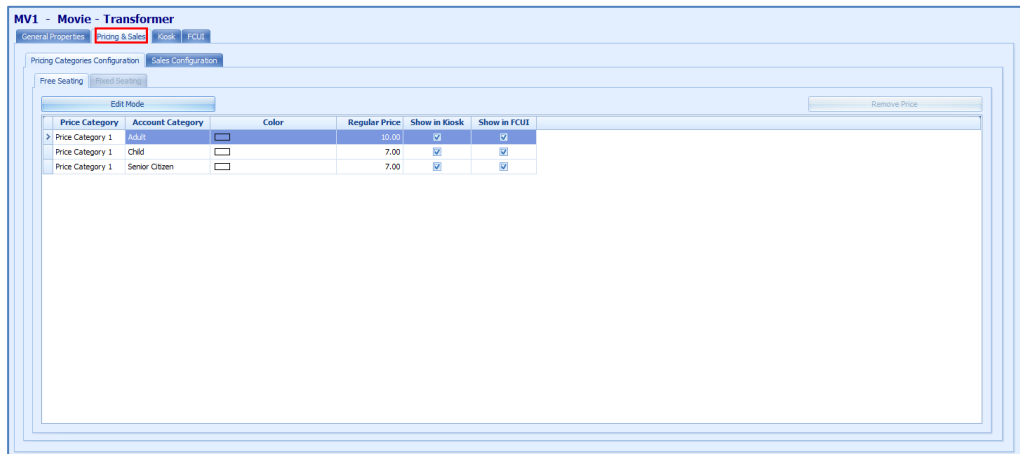


Figure 1-4 - Bookable Event Setup (Pricing & Sales)

Divided into 2 tabs which are

- **Pricing Categories Configuration** (Free Seating – Price Category, Account Category, Color, Regular Price, Show in Kiosk, Show in FCUI).

Note: Select **Remove Price** to remove the price category or select **Edit Mode** to add the price category required.

- **Sales Configuration** (Sales Posting, Voiding Departments, Sales Tax and Cancellation Fee).

- **Kiosk**

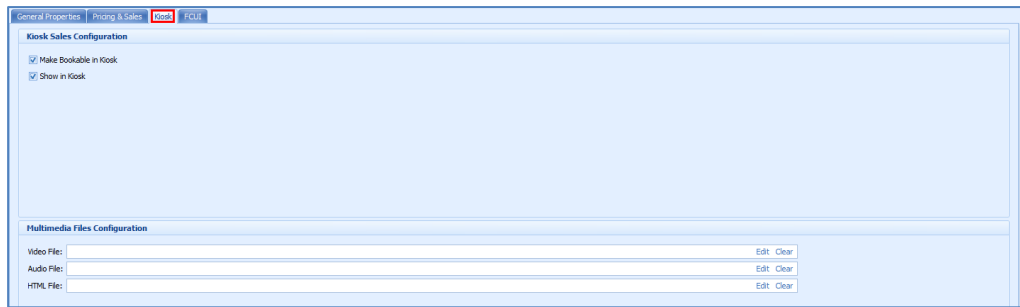


Figure 1-5 - Bookable Events Setup (Kiosk)

Consist of Kiosk Sales where it enable users to define whether ticket is booked via Kiosk or information to be display in the Kiosk. In the Multimedia Files Configuration, user is able to attach a video, audio or HTML file at the Kiosk.

- **FCUI**



Figure 1-6 - Bookable Events Setup (FCUI)

Consist of FCUI Sales Configuration where it enable users to define the ticket is bookable or information to display in FCUI.

1.1.1. New Event Template

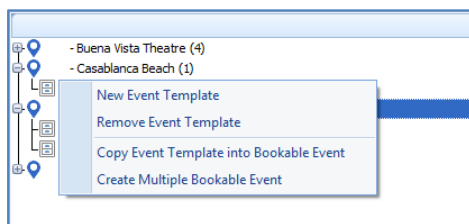


Figure 1-7 - New Event Template

Select **New Event Template** to create a new template.

1.1.2. Remove Event Template

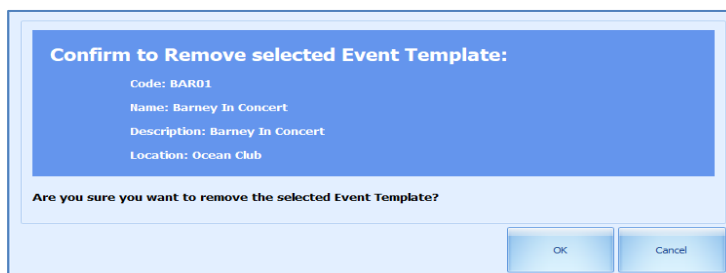


Figure 1-8 - Remove Event Template

When removing an event template, The System will prompt **Are you sure you want to remove the selected Event Template?**

1.1.3. Copy Event Template into Bookable Event

The dialog box contains the following information:

- Code:** BAR01
- Name:** Barney In Concert
- Description:** Barney In Concert
- Location:** Ocean Club
- Seating:** Free

Below this information, there is a prompt: "Please specify the Date you want the selected Event Template to be copied to:" followed by a date picker set to "29-Aug-15". At the bottom right, there are "OK" and "Cancel" buttons.

Figure 1-9 - Copy Event Template into Bookable Event

When copying an event template into Bookable event, the System will prompt **Please specify the Date you want the selected Event template to be copied to:**

1.1.4. Create Multiple Bookable Event

The dialog box is split into two main sections:

- Source Event Pricing Categories Configuration:** A table with columns: Price Category, Account Category, Regular Price, Show in Kiosk, and Show in FCUI. It lists 'Adult' (30.00) and 'Child' (35.00).
- Target Bookable Event details:** Fields for Code (BAR01), Date, Location (Ocean Club), Starting Time (14:00), Ending Time (18:00), and Last Call Time (13:45). Buttons for 'Add to List' and 'Remove from List' are present.

At the bottom right, there are 'Apply' and 'Close' buttons.

Figure 1-10 - Create Multiple Bookable Event

1. The bookable event is display in Code.
2. In the drop-down list, choose for Date, Location, Starting Time, Ending Time and Last Call Time.
3. Select Add to List or Remove from List.
4. Select Apply.

1.2. Bookable Events Setup

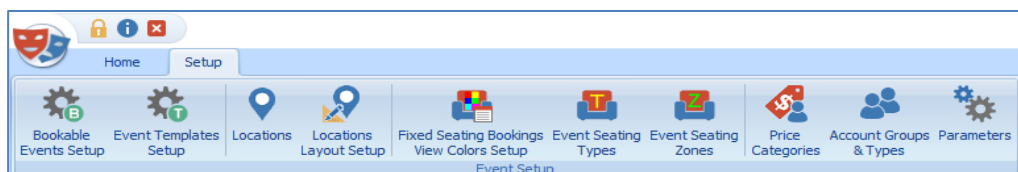


Figure 1-11 - Setup

Events definition available for ticketing by date level, location level and event level.

1.2.1. Ticketing By Date Level

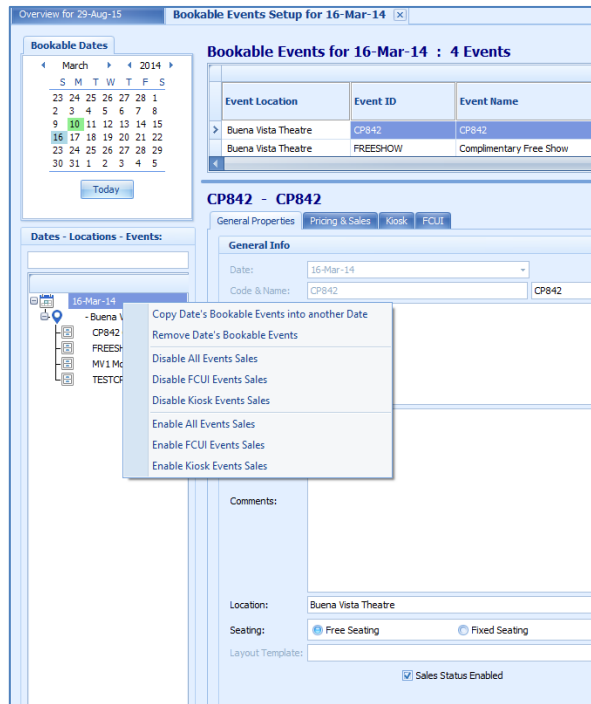


Figure 1-12 - Ticketing by Date Level

In Ticketing By Date Level, there are various functions user can perform, as below:

- Copy Date's Bookable Events into another Date.
- Remove Date's Bookable Events.
- Disable All Events Sales.
- Disable FCUI Events Sales.
- Disable Kiosk Events Sales.
- Enable All Events Sales.
- Enable FCUI Events Sales.
- Enable Kiosk Events Sales.

1.2.1.1. Copy Date's Bookable Events into another Date

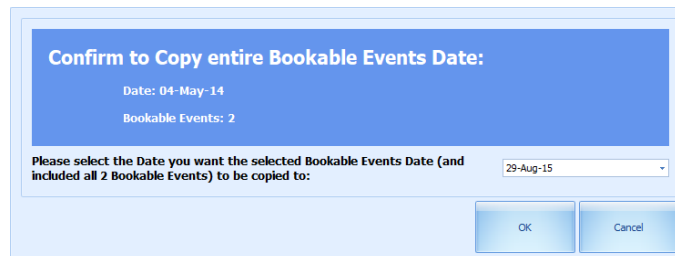


Figure 1-13 - Copy Date's Bookable Events into another Date

The system will prompt to confirm to copy entire bookable events date. User need to scroll down and choose the desired date to be copied to.

1.2.1.2. Remove Date's Bookable Events

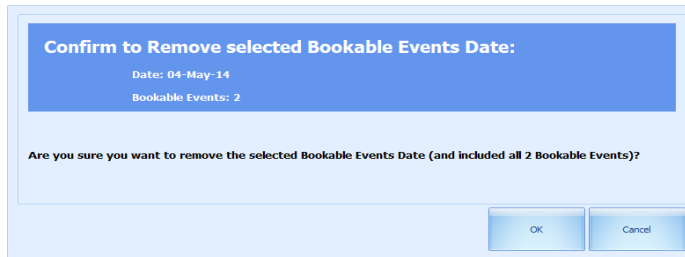


Figure 1-14 - Remove Date's Bookable Events

The system will prompt to confirm to remove selected bookable events date. Click **OK** to proceed or **Cancel**.

1.2.1.3. Disable All Events Sales

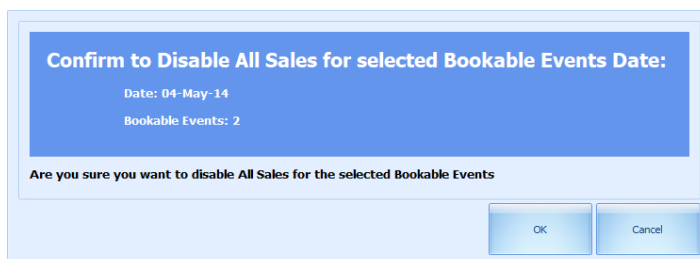


Figure 1-15 - Disable All Events Sales

The system will prompt to confirm to disable all sales for selected bookable events date. Click **OK** to proceed or **Cancel**.

1.2.1.4. Disable FCUI Events Sales

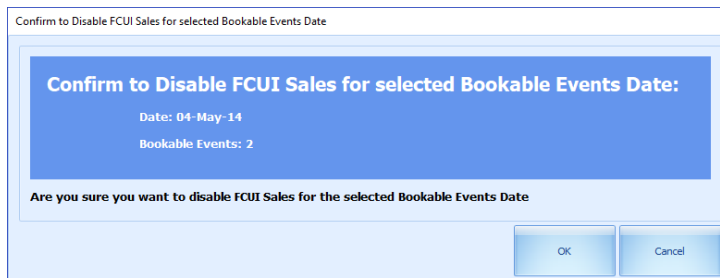


Figure 1-16 - Disable FCUI Events Sales

The system will prompt to disable FCUI Sales for selected bookable events date. Click **OK** to proceed or **Cancel**.

1.2.1.5. Disable Kiosk Events Sales

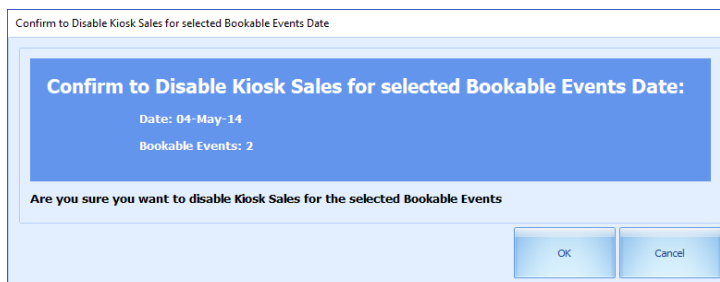


Figure 1-17 - Disable Kiosk Events Sales

The system will prompt to confirm to disable kiosk sales for selected bookable events date. Click **OK** to proceed or **Cancel**.

1.2.1.6. Enable All Events Sales

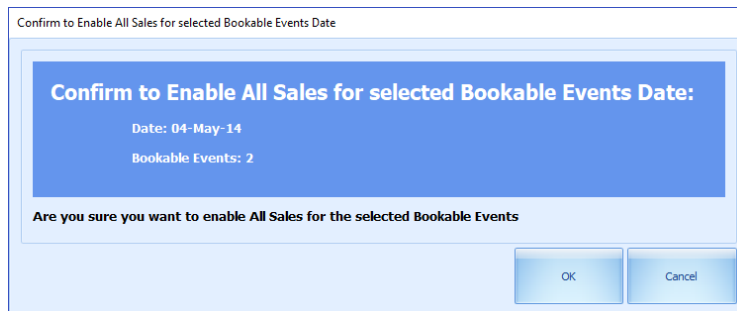


Figure 1-18 - Enable All Events Sales

The system will prompt to confirm to enable all sales for selected bookable events date. Click **OK** to proceed or **Cancel**.

1.2.1.7. Enable FCUI Events Sales

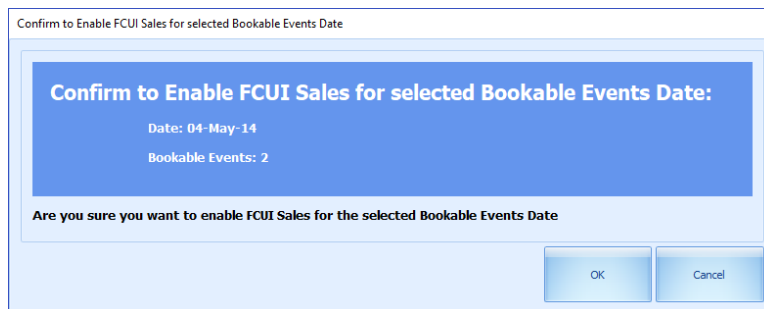


Figure 1-19 - Enable FCUI Events Sales

The system will prompt to confirm to enable FCUI sales for selected bookable events date. Click **OK** to proceed or **Cancel**.

1.2.1.8. Enable Kiosk Events Sales

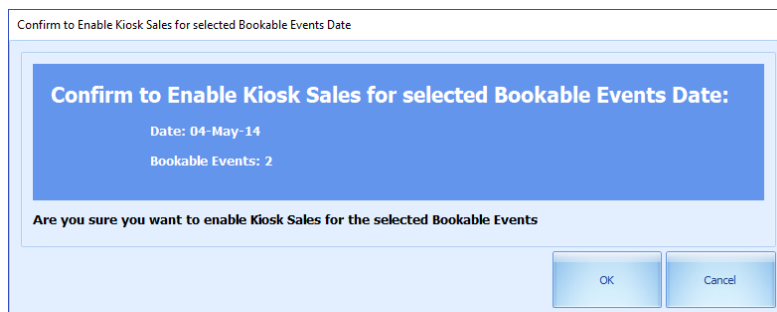


Figure 1-20 - Enable Kiosk Events Sales

The system will prompt to confirm to enable kiosk sales for selected bookable events date. Click **OK** to proceed or **Cancel**.

1.2.2. Ticketing By Location Level

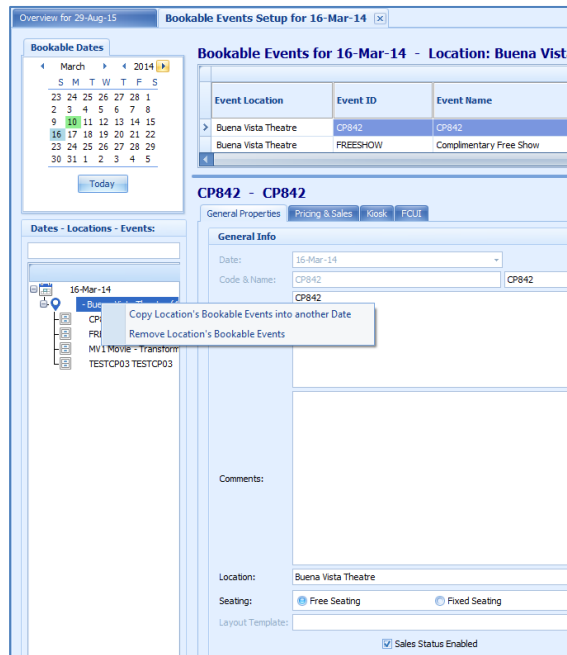


Figure 1-21 - Ticketing by Location Level

In Ticketing By Location Level, there are two (2) functions user can perform, as below:

- Copy Location's Bookable Events into another Date.
- Remove Location's Bookable Events.

1.2.2.1. Copy Location's Bookable Events Into Another Date

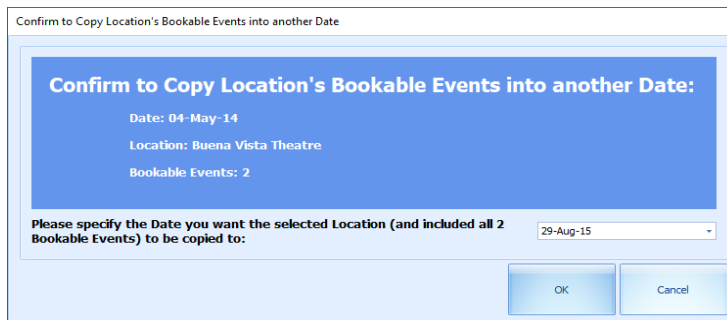


Figure 1-22 - Copy Location's Bookable Events Into Another Date

The system will prompt to confirm to copy location's bookable events into another date. User need to scroll down and choose the desired date to be copied to. Click **OK** to proceed or **Cancel**.

1.2.2.2. Remove Location's Bookable Events

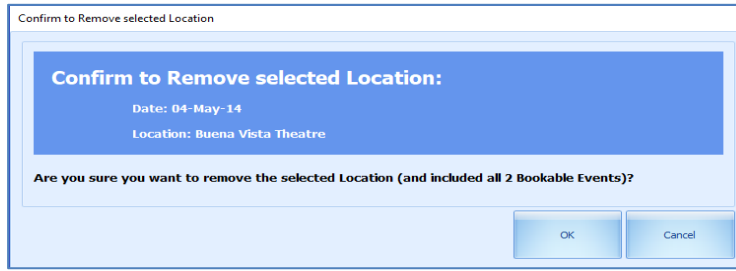


Figure 1-23 - Remove Location's Bookable Events

The system will prompt to confirm to remove selected location. Click **OK** to proceed or **Cancel**.

1.2.3. Ticketing By Event Level

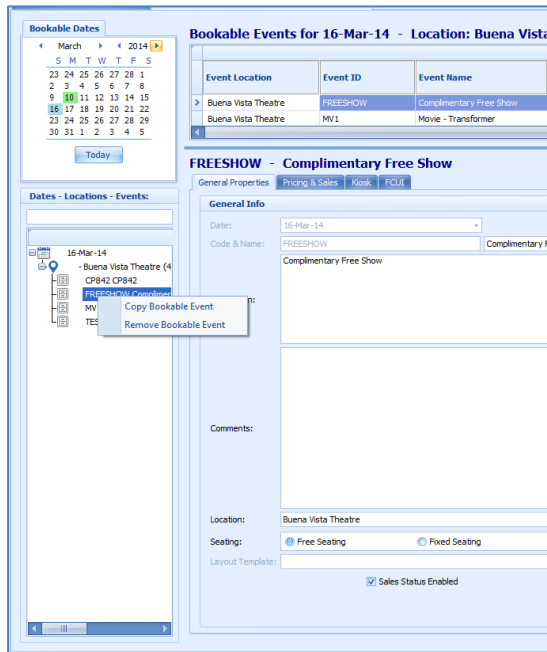


Figure 1-24 - Ticketing by Event Level

In Ticketing By Event Level, there are two (2) functions user can perform, as below:

- Copy Bookable Event.
- Remove Bookable Event.

1.2.3.1. Copy Bookable Event

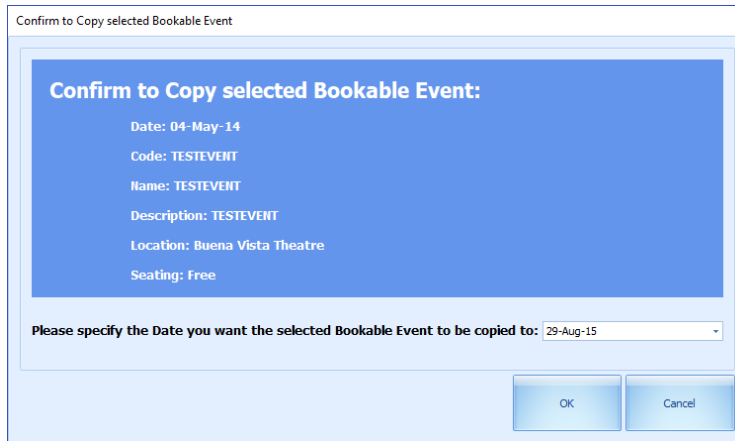


Figure 1-25 - Confirm To Copy Selected Bookable Event

The system will prompt to confirm to copy selected bookable event. User needs to scroll down and choose the desired date to be copied to. Click **OK** to proceed or **Cancel**.

1.2.3.2. Remove Bookable Event

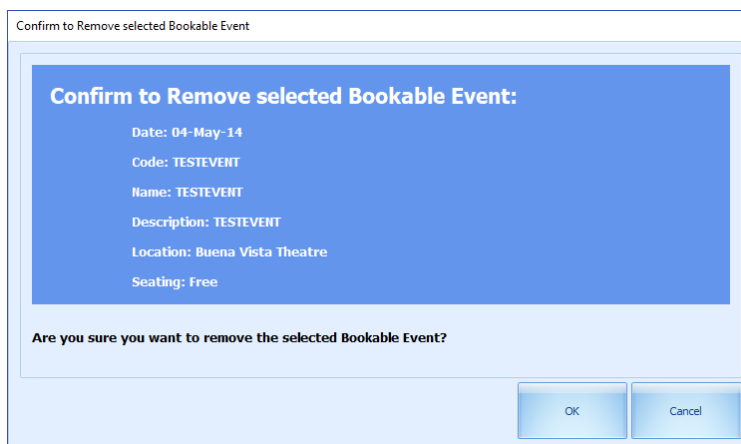


Figure 1-26 - Remove Bookable Event

The system will prompt to confirm to remove selected bookable event. Click **OK** to proceed or **Cancel**.

1.3. Locations

Define the venue location.

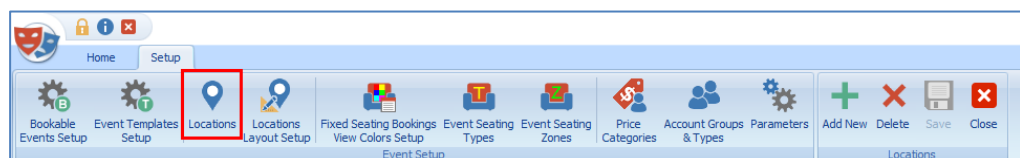


Figure 1-27 – Locations

Figure 1-28 - Locations Details

In Location, consists of Code, Name, Description, Comments, Deck, Picture File, Availability and Overlap Book.

Table 1 - Layout Template Properties

Field Name	Description
Code	A short code for the location.
Name	The name of the location.
Description	Description to describe the location.
Comments	Comments of the location.
Deck	Location of the desk. Linked to TYP_DEK
Picture File	Stores the file path of attached picture file.
Availability	Function that controls whether the location is to shown in Overview screen.
Overlap Book	Function that controls the system to warn when booking exceeded the maximum number specified.

1.3.1 Add New Function

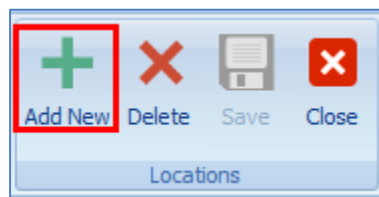


Figure 1-29 - Add New Event Locations Template

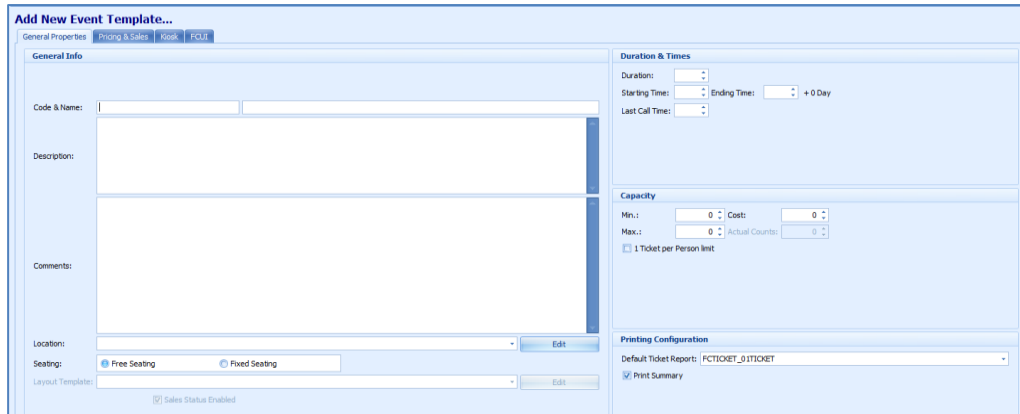


Figure 1-30 - Add New Event Template

Select on **Add New** to add a new location.

1.3.2. Delete Function

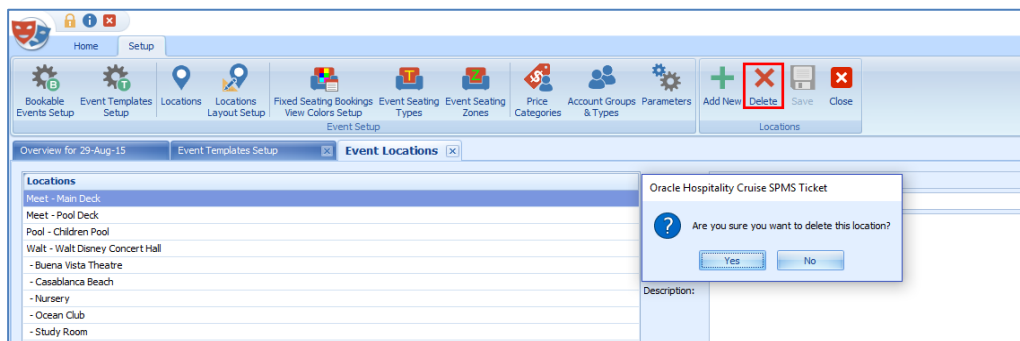


Figure 1-31 - Delete Event Locations

In Locations, choose the location to be delete and select **Delete**. The system will prompt 'Are you sure you want to delete this location?' Choose **Yes** or **No**.

1.3.3. Save Function

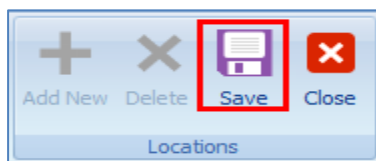


Figure 1-32 – Save Function

Select **Save**.

1.3.4. Close Function

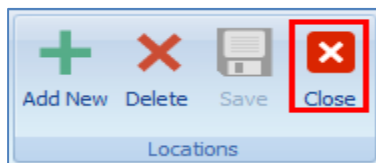


Figure 1-33 - Close Function

Select **Close** to exit from this configuration screen.

1.3.5. Locations Layout Setup

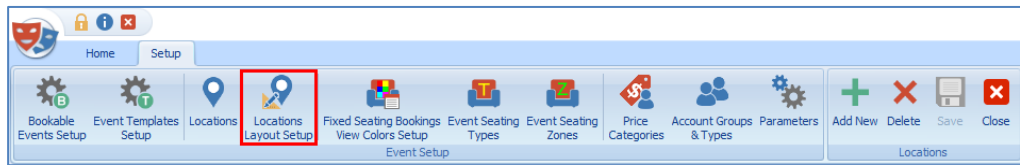


Figure 1-34 - Locations Layout Setup

In Locations Layout Setup, consists of two (2) tabs, which are:

- Layout Template Details
- Layout Level Details

1.3.5.1. Layout Template Details

User is able to create the layout template according to the Code, Name, Description and Location required.

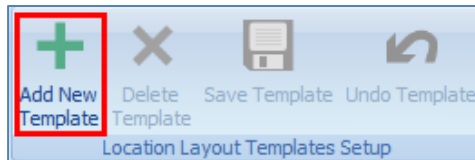


Figure 1-35 - Add New Template

Click **Add New Template** to create a new template.

A screenshot of the 'Add New Location Layout Template' form. The form has two tabs: 'Layout Template Details' (active) and 'Layout Level Details'. The 'Layout Template Details' tab contains four input fields: 'Code:', 'Name:', 'Description:', and 'Location:'. The 'Code:' field is a single-line text box, while the others are multi-line text areas.

Figure 1-36 - Layout Template Details

User is able to create the layout template according to the Code, Name, Description and Location required. Once all the information keyed in, click on **Save Template** and **Close**.

1.3.5.2. Layout Level Details

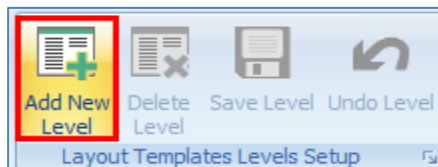


Figure 1-37 - Add New Level

Choose the layout template you have created and click **Add New Level**.

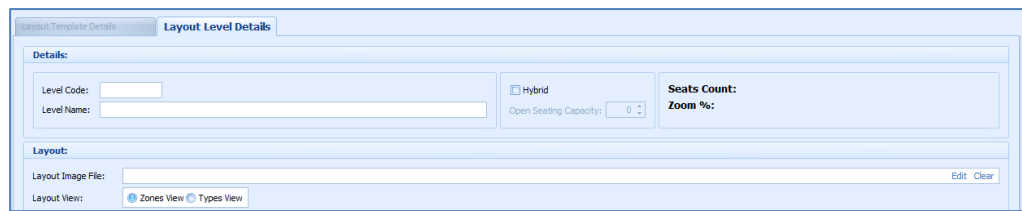


Figure 1-38 - Layout Level Details

Layout Level Details consist of Level Code, Level Name, Hybrid, Open Seating Capacity, Layout Image File and Layout View.

1.4. Event Seating Types

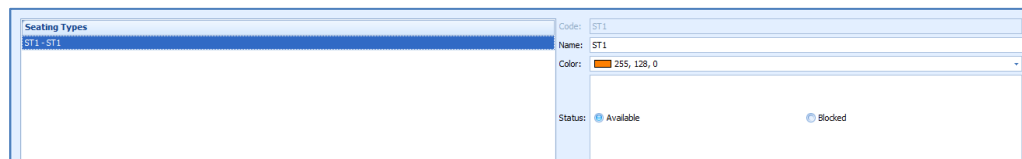


Figure 1-39 - Event Seating Types

Consists of seating types for the Event Booking.

1.5. Event Seating Zones

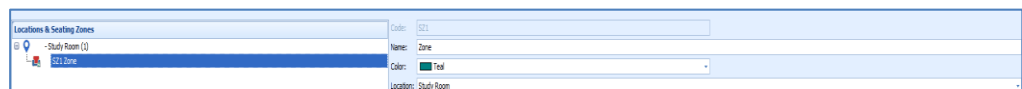


Figure 1-40 - Event Seating Zones

Consists of seating zones for the Event Booking.

1.6. Price Categories

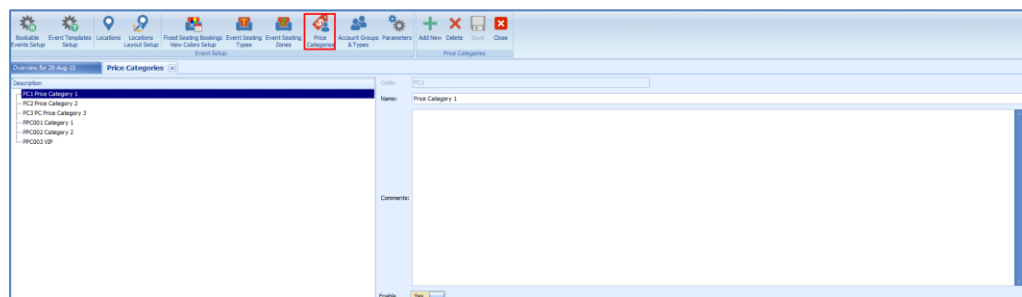


Figure 1-41 - Price Categories

- Price classification by pricing, sales type, seating zones, types etc.
- Select **Add New** to add a new pricing for the required category and process to **Save**.
- To delete a specific pricing category, mouse over to the required description and select **Delete**.
- Select **Close** to close this window.

If **Enable** is unchecked, this will disable the pricing categories to be selected in **Edit Template-Pricing Categories** configuration tab.

1.7. Account Groups & Types

Define the ticket categories, eg adult/child.

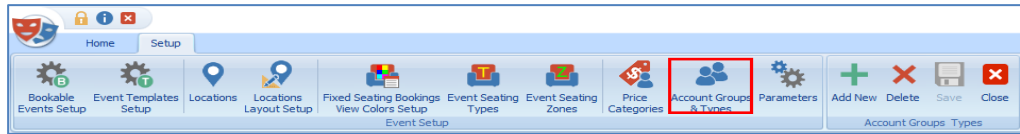


Figure 1-42 - Account Groups & Types

Select **Add New** to add a new pricing for the required category and process to **Save**.

To delete a specific pricing category, mouse over to the required description and select **Delete**.

Select **Close** to close this window.

1.8. Parameters

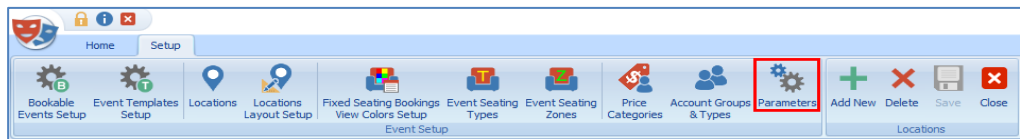


Figure 1-43 - Parameters

A control of certain function within the module.

Below is the list of Parameters available, which is editable.

Table 2 - PAR Group Tickets

PAR Name	PAR Value	Description
Allow posting 0 price Tickets to Disabled accounts	0 or 1	1=Allow posting 0 price Tickets to Disabled accounts in Bookings screen, 0=Don't allow searching for Disabled Accounts and post anything to them
CancelFees Default Dept	Dept number, eg 1234	Debit Department to be used when posting Cancellation Fees when voiding normal Event Bookings in FCTICKET
CancellationFees Default Value	0.00 or %	Default Value or Percentage (if % sign exists) for Cancellation Fees.
Default Ticket Report	eg, FC_Ticket_01Ticket	Default Ticket Report for FCTICKET (REP_FILENAME)
Default value for Sales Tax	0.00 or %	Default Value or Percentage (if % sign exists) for Sales Tax.
Display Time Fields in 24Hour format	0 or 1	1 - Enable Displaying time fields in 24Hour format 0 - Enable Displaying time fields in 12Hour AM/PM format

PAR Name	PAR Value	Description
Enable Multiple Bookings	0 or 1	1 - Enable Multiple Bookings functionality in Bookings screen 0 - Disable this functionality, This option allows to book the same set of Events for multiple Accounts in one step. Useful for small group postings.
Enable NOPRINT for Event Voids	0 or 1	1 - Enable setting Event Voids to "NO PRINT" to hide them on the accounts 0 - Disable setting Event Voids to "NO PRINT" in order to show them on the accounts
Enable Shoreside Refunds for Prepays	0 or 1	1 - Enable Refunding Prepaid Bookings Shoreside (System Account) when applying Discounts on Prepaid Bookings 0 - Disable Refunding Prepaid Bookings Shoreside (System Account) and allow only Onboard (Guest Account)
Enable Voiding Bookings on Checked-Out Accounts	0 or 1	1 - Enable Voiding Bookings on Checked-Out Accounts with Voided Transaction posted into Internal Error System Account 0 - Disable Voiding Bookings on Checked-Out Accounts
Enable Voiding Crew Bookings from previous Cruises	0 or 1	1 - Enable Voiding of Crew Bookings that belong to previous Cruises or have been closed 0 - Disable Voiding of Crew Bookings that belong to previous Cruises or have been closed
Exporting Tickets	0 or 1	1 - Exporting Tickets is in progress - Do not allow any other process to start 0 - No Exporting Tickets process detected - allow this process to start
FCTICKET Posting Department Code Include Sales Tax in Price	Dept number, eg 1234	FCTicket Default Posting Department
Include Sales Tax in Price	0 or 1	1 - Include Sales Tax from Event Price on screen. 0 - Exclude Sales Tax from Event Price on screen.
Notify for Overlapping Events	0 or 1	1 - Enable Overlapping Events checking and notification during Booking process. 0 - Disable Overlapping Events checking and notification during Booking process.

PAR Name	PAR Value	Description
Onboard Refund for Prepays	0 or 1	1=Onboard refunding when voiding Prepaid Bookings. 0=Shoreside refunding when voiding Prepaid Bookings.
PrePaid CancelFee Default Dept	Dept number, eg 1243	Debit Department to be used when posting Cancellation Fees when voiding PrePaid Event Bookings in FCTICKET.
PrePaid Voids Default Dept	Dept number, eg 1243	Debit Department to be used when posting Cancellation Fees when voiding PrePaid Event Bookings in FCTICKET
Prepaid Events Default Pos Department	Dept number, eg 1243	Debit Department to be used when posting Voids when voiding PrePaid Event Bookings in FCTICKET
Prepays Refund Confirmation	1	1 - Require Confirmation when Refunding Prepays during voiding
Print + Post Summary	0 or 1	0-Do not print summary after printing tickets in Print+Post, 1-Print
Print Event Tickets	0 or 1	0-Do not print Event Tickets after click Post. 1-Print Event Tickets after click Post.
Print Events Summary	0 or 1	0-Do not print summary 1-Print
Print Void Summary	0 or 1	0-Do not print summary after voiding tickets 1-Print
Require Waitlist Confirmation	0 or 1	0 - No confirmation when adding Booking into Waitlist 1 - Display confirmation with Waitlist No.
Unposted Bookings Posting	0 or 1	1 - Unposted Bookings posting is in progress - Do not allow any other process to start, 0 - No Unposted Bookings posting process detected - allow this process to start
Use Cancellation Fees	0 or 1	1-Enable / 0-Disable use of Cancellation Fees when voiding Event Bookings in FCTICKET
Use Event Waitlists	0 or 1	1 - Enable / 0 - Disable use of Event Waitlists.

2 Overview

2.1. Events Overview

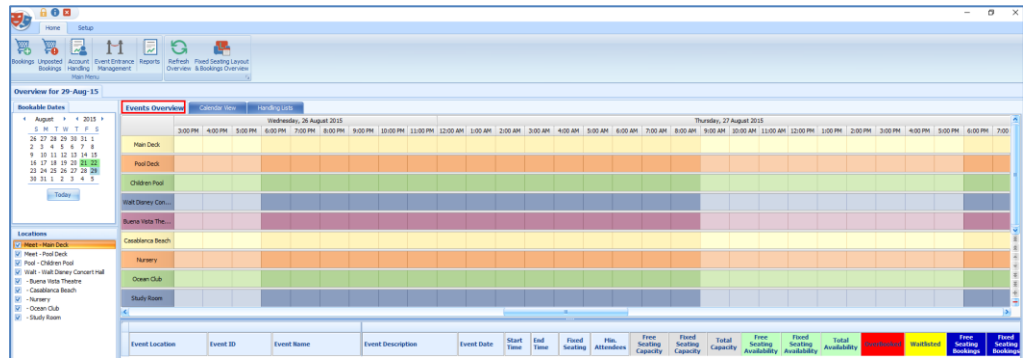


Figure 2-1 - Events Overview

Provides user a comprehensive view of current, upcoming events as well as booking records of an event.

Divided into two sections:

- View of bookable events listed according to the event start / end time.
- Lists all events of the selected date, including information such as start / end time, seating type minimum / maximum attendees, total bookings, etcetera

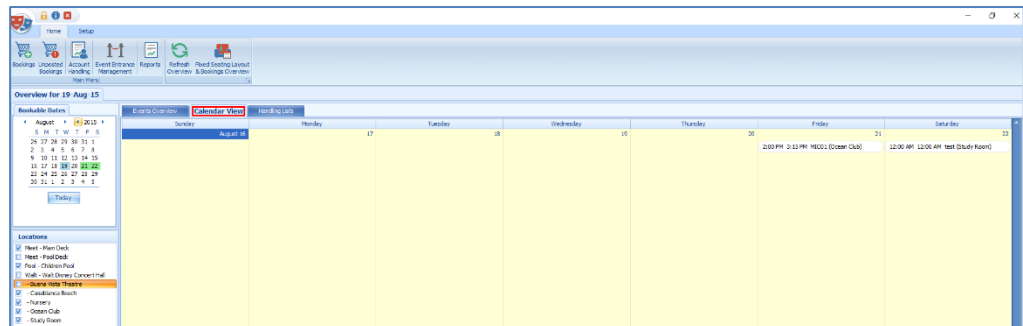


Figure 2-2 - Calendar View

Displays a weekly event on the selected date and order by time. To move the week forward, scroll downwards with the scroll bar on the right.

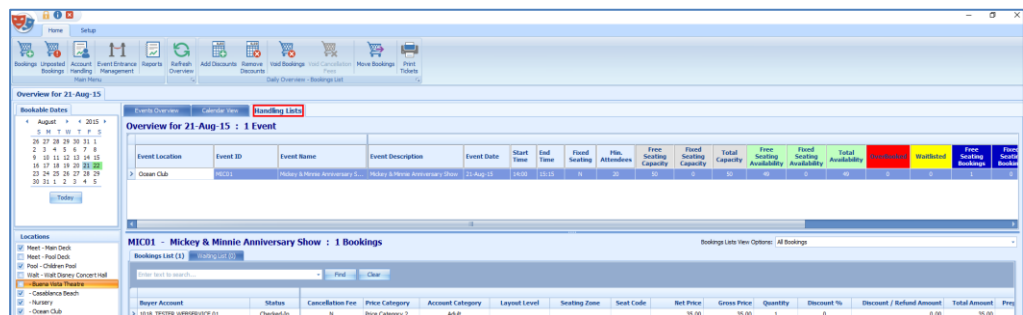


Figure 2-3 - Handling Lists

Overview of the selected event and enable the user to manage a bookable event from one location. In the top of the section lists the total number of event of the selected date and the details are shown in the grid. Booking list shows the list of guests who booked and Waiting List shows the list of guests who are on waiting list.

Color Definitions of the Event
Total Bookings
Regular Booking
Unposted Booking
Voided Booking
Waitlisted Booking

Figure 2-4 - Color Definitions of the Event

Lists all the color definitions used for the Event Booking.

2.1.1. Bookings List

Buyer Account	Status	▲ On Fee	Price Category	Account Category	Net Price	Gross Price	Quantity
1020 Tan joey	Checked-In		Sales		15.75	15.75	1
1025 Crystal	Checked-In		Normal ticket		30.00	30.00	1
1025 Crystal	Checked-In		Sales		15.75	15.75	1
1025 TESTER 854 01	Checked-In		Sales		15.75	15.75	1
1028 Jenny	Checked-In		Normal ticket		30.00	30.00	1
1028 Jenny	Checked-In		Normal ticket		30.00	30.00	1
Total Records = 21						519.50	20

Figure 2-5 - Bookings List – Details

Functions such as Add Discounts, Void and Move Bookings and Print Tickets are available here.

Overview for 22/05/2014

Bookable Dates: May 2014

Events Overview: Calendar View **Handling Lists**

Overview for 22/05/2014 : 5 Events

Event Location	Event ID	Event Name	Event Description	Event Date	Start Time	End Time	FI
Loc1 - Disney	BAR01	Barney In Concert	Barney In Concert	22/05/2014	15:00	17:00	
Loc1 - Disney	BBQ01	BBQ Party Beside the Pool	BBQ Party Beside the Pool	22/05/2014	18:00	21:00	
Loc3 - Hall	CP8421	Magic Show	Description	22/05/2014	12:00	16:00	

BAR01 - Barney In Concert : 5 Waitlisted Bookings

Bookings List (15) **Waiting List (5)**

Waitlist No.	Booking Date/Time	Buyer Account	Status	Price Category	Account Category	Net
1	26/12/2014 14:47:59	1004 DOE JOHN	Checked-In	Normal ticket	Adult	
2	26/12/2014 14:47:59	1004 ALECCI PLAVIA	Checked-In	Normal ticket	Adult	
3	30/12/2014 13:30:24	1011 Bowles Christan	Checked-In	Normal ticket	Adult	
4	30/12/2014 13:31:11	9244 ARMQE ELENA	No Show	Normal ticket	Adult	
5	30/12/2014 13:31:17	1005 CHAN	No Show	Normal ticket	Adult	
Total Records = 5						

Figure 2-6 - Handling Lists (Waiting List)

2.1.1.1 Remove Waiting List

Choose the booking to remove in Waiting List tab and select the icon 'Move Waitlisted Bookings'.

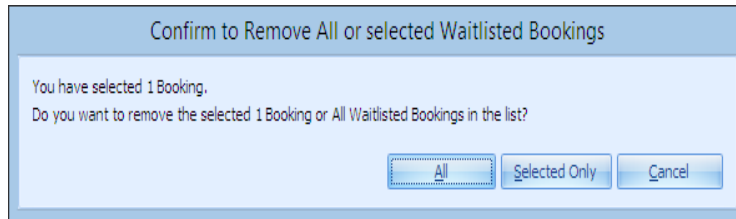


Figure 2-7 - Confirm to Remove All or Selected Waitlisted Bookings

System will prompt for confirmation to remove the particular booking.

2.1.1.2 Shift Waiting List

Choose the booking to shift in Waiting List tab and select the icon **Shift Waitlisted Bookings**.

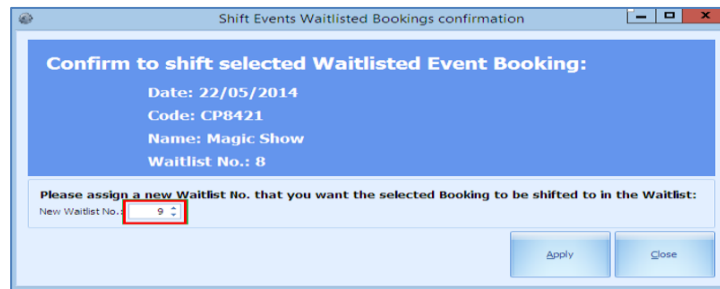


Figure 2-8 – Waiting Lists (Shift)

1. Choose the booking to shift in Waiting List tab and select the icon 'Shift Waitlisted Bookings'.
2. Insert the new waitlist number.
3. Select Apply.

Depending on the new number inserted, the system will reassign the waitlist order. For example, if the current waitlist number is 8, the new waitlist number will be 9, and moved to the bottom of the list

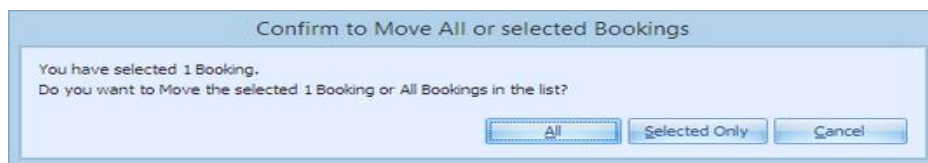
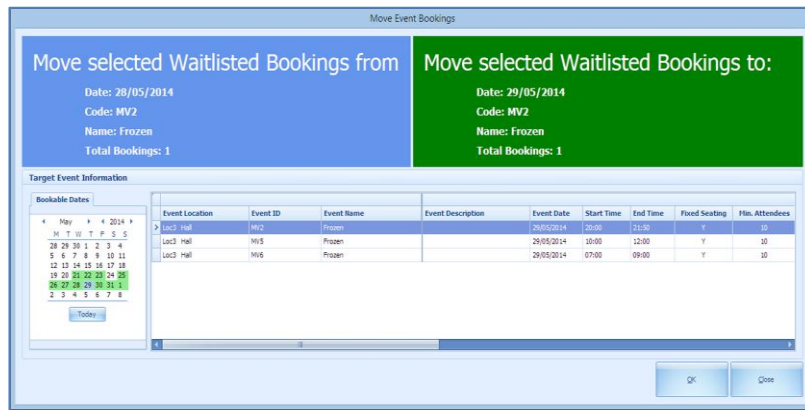


Figure 2-9 – Waiting List (Move)

2.1.1.3 Move Waiting List

Choose the booking to move in Waiting List tab and select the icon 'Move Waitlisted Bookings'.



System will prompt of the confirmation on the number of bookings to move. For Move booking, both to and from Booking must originally be from the same booking template.

2.2. Bookable Events Setup

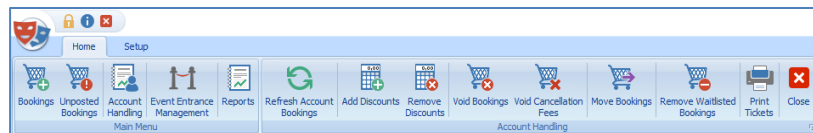


Figure 2-10 - Bookable Events Setup

Define the events available for ticketing by date. By default, the system displays the overview screen when application is launch.

3 Bookings

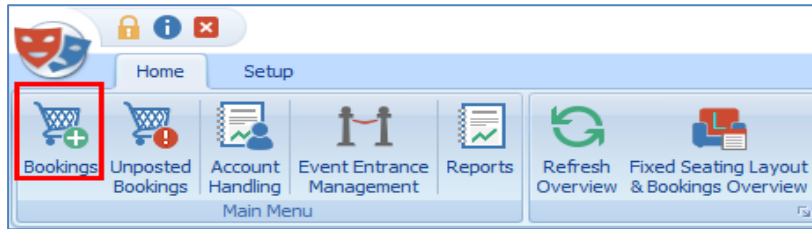


Figure 3-1 - Bookings

Consists of 2 (two) tabs which are:

- **Bookable Date View**
Shows bookable event by date in a calendar view.
- **Events View**
Enable search for events of the same ID.

3.1. Bookable Date View

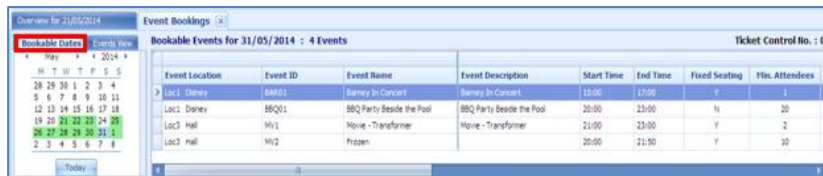


Figure 3-2 - Bookable Dates

- Dates highlighted in green denotes event available for that date.
- Dates highlighted in gray is the selected date you are working on, which corresponds to the date shown in Dates, Locations, and Events.

3.2. Events View



Figure 3-3 - Events View

System search for Event ID entered in the Event code field and returns a list of matching events.

3.3. Ticket Price

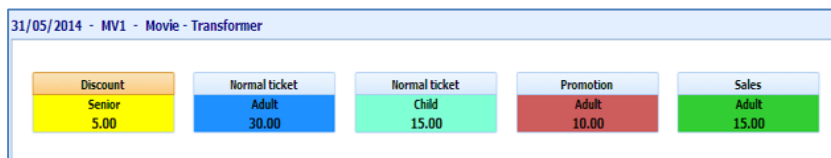


Figure 3-4 - Ticket Price

Ticket price of the selected event, shown in the middle section of the Event Booking

3.4. Account Search

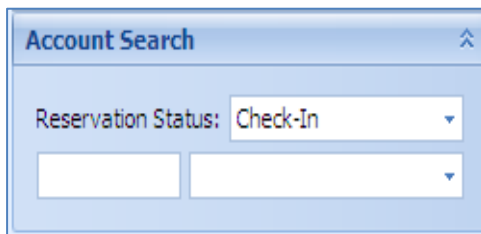


Figure 3-5 - Account Search

Account search field enables user to search for account by reservation status (Check-In, Reservation or Check-Out Residents) and by Cabin Number/Name.

3.5. Payer Account Search

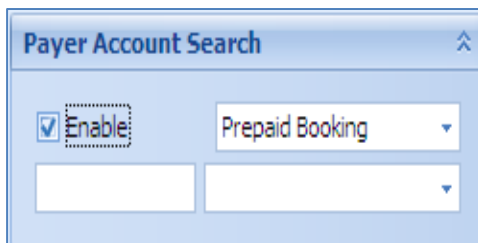


Figure 3-6 - Payer Account Search

Payer Account Search will search either for the account that are prepaid or to be routed. The fields in the section is illuminated only when **Enable** box is checked.

3.6. Account Information



Date of Birth:	01/01/1960
Age:	54
Gender:	F
Type:	Guest
Status:	Checked-in/On-Board
Handicapped:	
Embarkation:	22/05/2014/ATSEA
Debark:	29/05/2014/
PPD Type:	Regular Guest
Member of Group:	-

Figure 3-7 - Account Information

Account information displays information of the selected guest.

3.7. Booking Details

Buyer Account	Status	on Fee	Price Category	Account Category	Net Price	Gross Price	Quantity
1020 Tan joey	Checked-In		Sales		15.75	15.75	1
1025 Crystal	Checked-In		Normal ticket		30.00	30.00	1
1025 Crystal	Checked-In		Sales		15.75	15.75	1
1025 TESTER 854 01	Checked-In		Sales		15.75	15.75	1
1028 Jenny	Checked-In		Normal ticket		30.00	30.00	1
1028 Jenny	Checked-In		Normal ticket		30.00	30.00	1
Total Records = 21						519.50	20

The ribbon bar contains the following actions: Add Discounts, Remove Discounts, Void Bookings, Void Cancellation Fees, Move Bookings, and Print Tickets.

Figure 3-8 - Booking Details

Booking details display details of the selected event, with its total records and price shown. Functions such as Add Discounts, Remove Discounts, Void Bookings, Void Cancellation Fees and Move Bookings are available. User can perform the function by selecting a booking, then click on the button ribbon bar or right-click the mouse.

3.8. Booking History

Date	Event ID	Event Name	Location	Price Category	Account Category	Cancellat...	Net Price	Gross Price	Quantity
22/05/2014	CP8421	Magic Show	Hall	Normal ticket	Adult	N			
22/05/2014	CP8421	Magic Show	Hall	Sales	Adult	N			
22/05/2014	MV1	Movie - Transformer 3	Hall	Normal ticket	Adult	N			
31/05/2014	MV1	Movie - Transformer	Hall	Discount	Senior	N			
Total Records = 4									

The ribbon bar contains the following actions: Add Discounts, Remove Discounts, Void Bookings, Void Cancellation Fees, and Remove Waitlisted Booking.

Figure 3-9 - Booking History

Display details of previously booked event, with its total records and price shown at the bottom of the screen. Information such as ticket number, routing and posting date by scrolling to the right.

4 Unposted Bookings

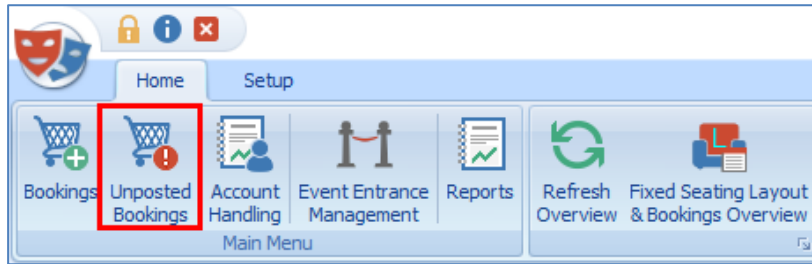


Figure 4-1 - Unposted Bookings

This section displays all the unposted bookings that is available in the system. Users are able to view all the unposted bookings accordingly.

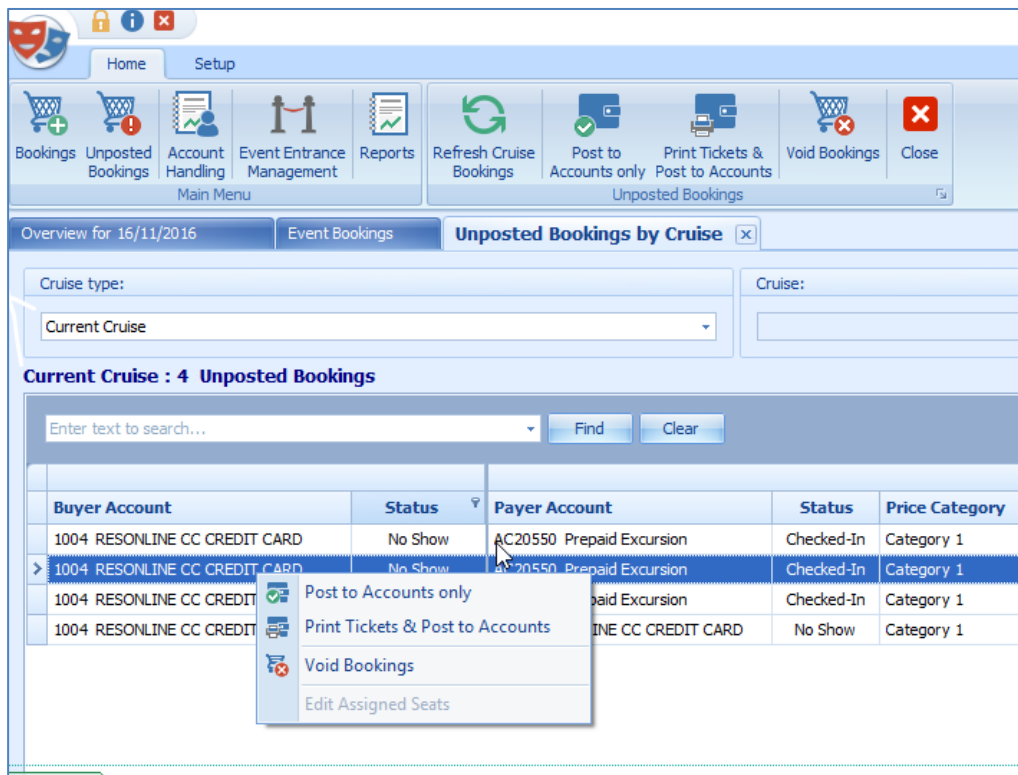


Figure 4-2 - Updated Postings (options)

There are four (4) options for user to perform which are Post to Accounts only, Print Tickets & Post to Accounts, Void Bookings and Edit Assigned Seats.

5 Account Handling

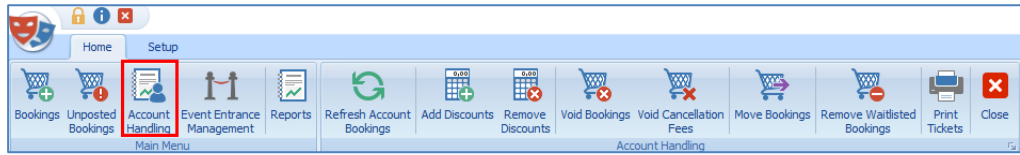


Figure 5-1 - Account Handling

This section displays all the account handling in the system for the users.

5.1. Add Discounts

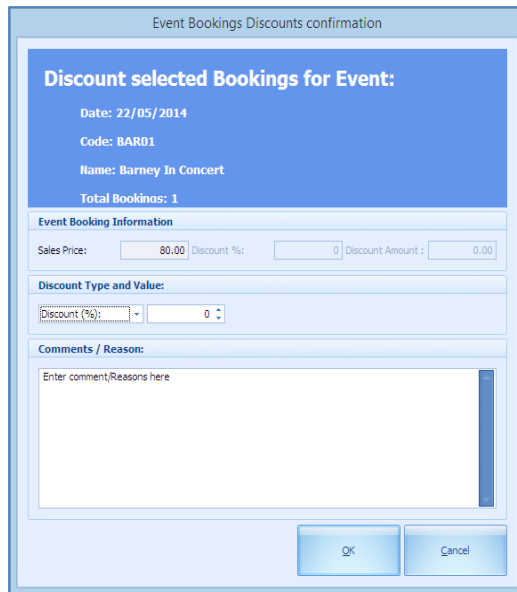


Figure 5-2 - Event Bookings Discount Confirmation

1. Mark the line item.
2. Chose the type of discount, either by value or %
3. Insert comments / reasons in the text field.
4. Select OK.

Date	Event ID	Event Name	Location	Net Price	Gross Price	Quantity	Discount %	Discount / Refund Amount	Total Amount	Pr
31/05/2014	BAR01	Barney In Concert	Disney	80.00	80.00	1	0	0.00	80.00	
31/05/2014	BAR01	Barney In Concert	Disney	-80.00	-80.00	-1	0	0.00	-80.00	
31/05/2014	BAR01	Barney In Concert	Disney	80.00	80.00	1	10	8.00	72.00	
Total Records = 3					80.00	1		8.00	72.00	

Figure 5-3 - Event Bookings New Discount

5. Original transaction is voided and system repost another with new discount % / value.

5.2. Remove Discounts

Figure 5-4 - Remove Discount

1. Mark the booking that has discount value / %
2. Select **Remove**.
3. The System prompts for confirmation, with its value shown which is non-editable.
4. Select **OK**.
5. Original transaction is voided and system repost another without discount value percentage (%) as shown in Account Handling screen.

5.3. Void Bookings

Date	Event ID	Event Name	Location	Net Price	Gross Price	Quantity	Discount %	Discount / Refund Amount	Total Amount
31/05/2014	BAR01	Barney In Concert	Disney	80.00	80.00	1	0	0.00	80.00
31/05/2014	BAR01	Barney In Concert	Disney	-80.00	-80.00	-1	0	0.00	-80.00
31/05/2014	BAR01	Barney In Concert	Disney	80.00	80.00	1	10	8.00	72.00
31/05/2014	BAR01	Barney In Concert	Disney	-80.00	-80.00	-1	10	-8.00	-72.00
> 31/05/2014	BAR01	Barney In Concert	Disney	80.00	80.00	1	0	0.00	80.00
Total Records = 5				80.00		1		0.00	80.00

Figure 5-5 - Void Bookings

1. Mark the line item.
2. System prompts for confirmation and by default **Apply Cancellation Fee \$ X** is ticked. Uncheck this if cancellation fee is not applicable or update the PAR setting to permanently un-check this function.

Event Bookings Void confirmation

Void selected Bookings for Event:

Date: 31/05/2014
 Code: MV2
 Name: Frozen
 Total Bookings: 1

Sales Price: Apply Cancellation Fee \$5.00

Figure 5-6 - Void Confirmation

3. Select **OK**.

Void Event Booking Reason

Reason:

User Define Reason:

Figure 5-7 - Void Event Booking Reason

4. Enter a reason to void when the System prompts.

5.4. Void Cancellation Fees

Event Cancellation Fees Void confirmation

Void selected Cancellation Fees for Event:

Date: 31/05/2014
 Code: BAR01
 Name: Barney In Concert
 Total Bookings: 1

Cancellation Fee:

Figure 5-8 - Void Cancellation Fee Confirmation

1. Mark the booking that has Cancellation Fee to **Y**.
2. System prompts for confirmation.
3. Select **OK**.

The dialog box is titled "Void Event Cancellation Fee Reason". It contains two input fields: "Reason:" with a dropdown menu currently showing "Predefine Reason", and "User Define Reason:" with a text input field containing "Enter void reason here". At the bottom right, there are two buttons: "OK" and "Cancel".

Figure 5-9 - Void Cancellation Fee Reason

4. Enter a reason to void cancellation fee when the System prompts.

5.5. Move Bookings

The dialog box is titled "Confirm to Move All or selected Bookings". It contains the text: "You have selected 1 Booking. Do you want to Move the selected 1 Booking or All Bookings in the list?". At the bottom right, there are three buttons: "All", "Selected Only", and "Cancel".

Figure 5-10 – Move Bookings

Move Booking function allow users to move ticket purchased from one date or event to another. Bookable event is created using the same template from Event Templates Setup. This is not possible if event is copied from Bookable Event Setup.

1. Select the booking in the Account Handling screen.
2. Select on the button and a dialog box appears.

This is an identical copy of Figure 5-10, showing the "Confirm to Move All or selected Bookings" dialog box with the text "You have selected 1 Booking. Do you want to Move the selected 1 Booking or All Bookings in the list?" and buttons "All", "Selected Only", and "Cancel".

Figure 5-11 - Move Confirmation

3. System will prompt for confirmation on the numbers of booking to move.

The dialog box is titled "Move Event Bookings". It is split into two main sections: "Move selected Bookings from:" (blue background) and "Move selected Bookings to:" (green background). Both sections show: "Date: 31/05/2014", "Code: MV2", "Name: Frozen", and "Total Bookings: 1". Below these is a "Target Event Information" section containing a "Bookable Dates" calendar and a table of event information.

Event Location	Event ID	Event Name	Event Description	Event Date	Start Time	End Time
loc3 Hall	MV2	Frozen		31/05/2014	00:15	02:05

At the bottom right, there are two buttons: "OK" and "Close".

Figure 5-12 - Move Bookings From / To

1. Select the date to move the booking to.
2. Select OK.

5.5.1. Move Bookings (Same Template)

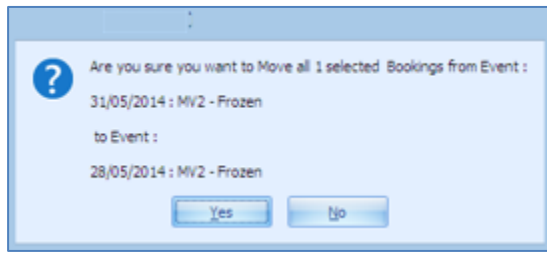


Figure 5-13 - Move From Same Template

If the booking is of the same template, the System will allow the move process.

5.5.2. Move Bookings (Different Template)

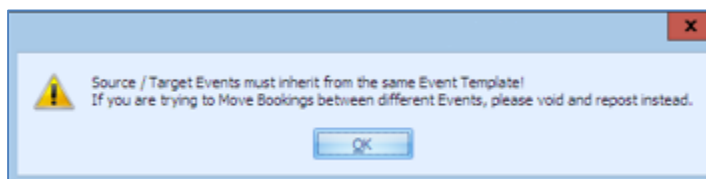


Figure 5-14 - Move From Different Template

If the booking is of different template, the System will prompt for the booking to void first and re-post instead.

5.5.3. Remove Waitlisted Bookings

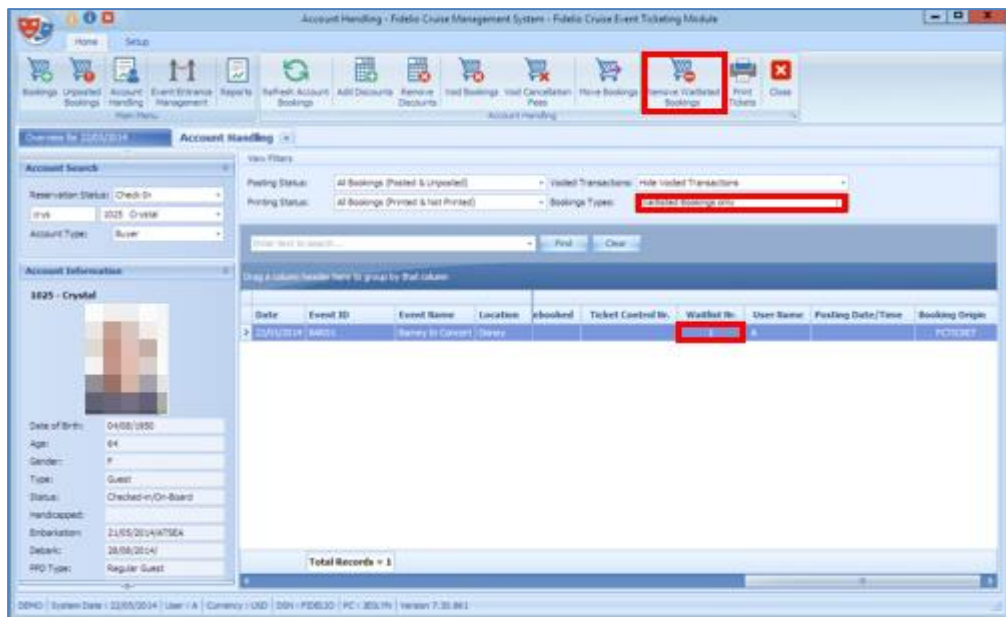


Figure 5-15 - Remove Waitlisted Bookings

In Account Handling screen, if guests do not wish to remain on the waitlist, it can be remove.

1. Filter the Booking Types by Waitlisted Bookings only.
2. Select Remove.

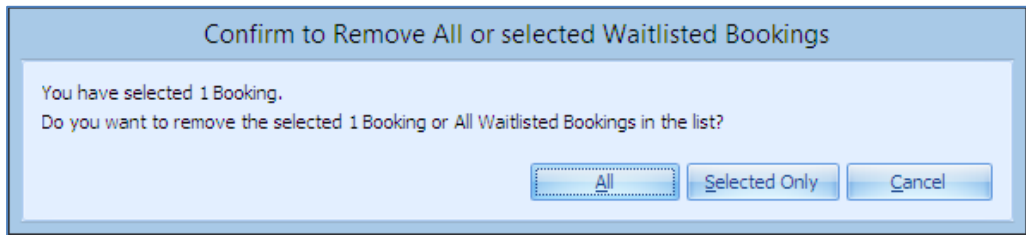


Figure 5-16 - Confirm to Remove Waitlisted Bookings

3. System will prompt for confirmation.
4. Select All or Selected Only.

5.6. Print Tickets

1. Mark the booking to print the ticket.
2. Select Print Tickets.

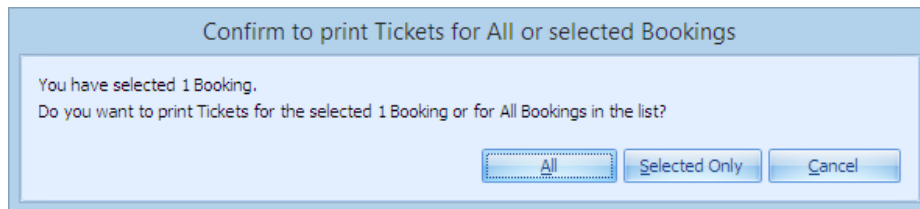


Figure 5-17 - Print Tickets

3. System prompts for confirmation.
4. Choose to print **All** or **Selected Only** or **Cancel**.

6 Event Entrance Management

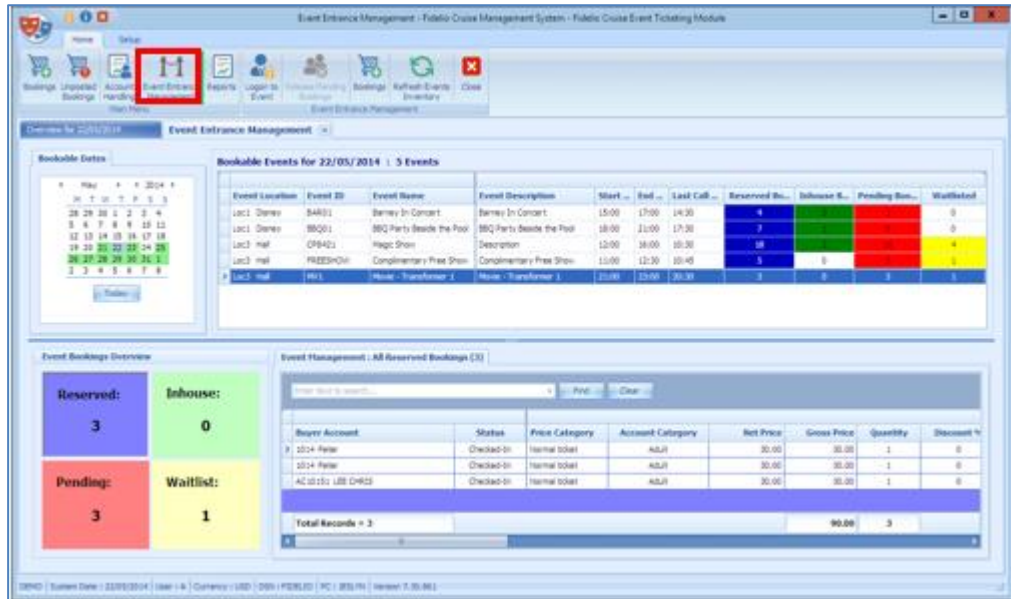


Figure 5-18 - Event Entrance Management

Event Entrance Management enable user in registering guests before the show starts. It has the capability in releasing purchased tickets that did not show up, hence allowing waitlist bookings to be confirmed bookings. Provides user an overview of the selected event based on the colored coded statuses such as Reserved, Inhouse, Pending and Waitlist. By selecting on the specific color, it brings up the corresponding guest lists on the right pane.

6.1. Register A Guest

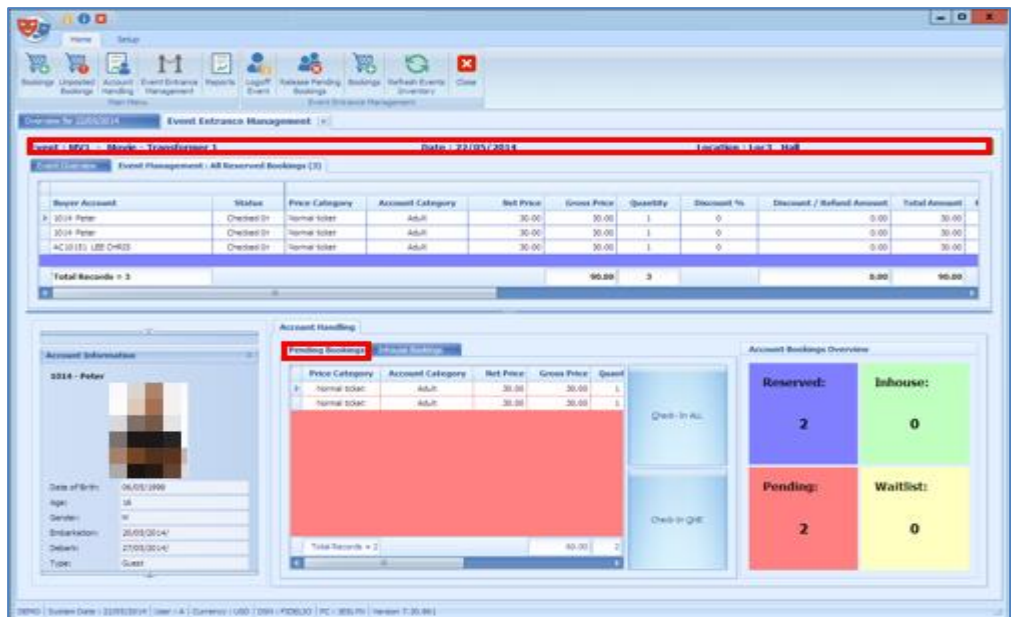


Figure 5-19 - Pending Bookings

1. Enter the cabin number of the guest.

- List of bookings will be shown and the total record corresponds to the number Reserved / Pending Bookings.
- Mark the line item to Check-In.
- Choose either Check-In All or Check-In One.
Once checked in, the number of Pending record decreases whilst the number in Inhouse increases. Inhouse Bookings tab will display the checked in tickets.



Figure 5-20 - Inhouse Bookings (Allow Temp Exit)

- Selecting the Inhouse Bookings records will illuminate the **Allow Temp Exit**, which permits a temporarily exit from the event.
- Select **Allow Temp Exit** sets the record line to red color.

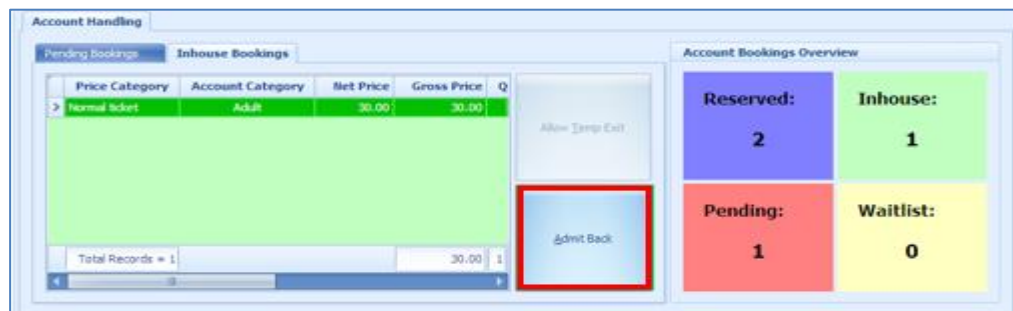


Figure 5-21 - Inhouse Bookings (Admit Back)

- To re-admit the guest, mark the line item and select **Admit Back**.

6.2. Release Pending Bookings

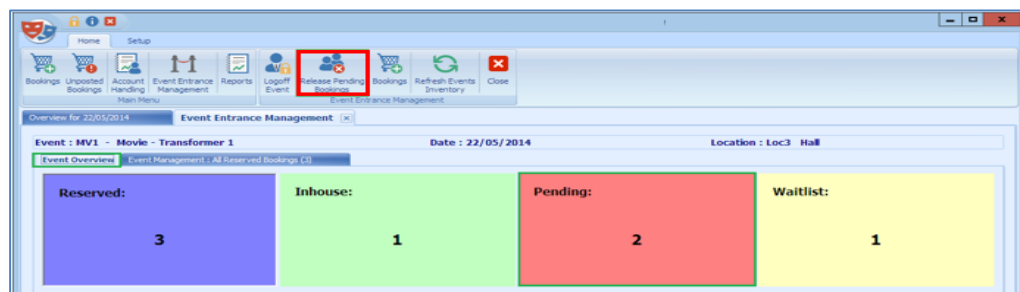


Figure 5-22 - Release Pending Bookings

This function releases all the pending bookings of the selected event, enabling users to confirm a waitlist booking, if any. Select **Release Pending Bookings**.

Release Pending Bookings confirmation

Release Pending Bookings for Event:

Date: 22/05/2014
Code: MV1
Name: Movie - Transformer 1
Total Bookings: 2

Apply Cancellation Fee \$5.00

This will Void all current 2 Pending Bookings, will then post all 1 Waitlisted Bookings and assign them as Pending Bookings.

OK Cancel

Figure 5-23 - Release Pending Bookings (Cancellation Fee)

1. System prompts the number of bookings to release.
2. Uncheck the Apply Cancellation Fee if they are not subjected to cancellation fee.
3. Select **OK**.

Once the System releases all pending bookings, this is irreversible other than re-booking. If there are Waitlisted bookings, the System will assign the Waitlisted to Pending after releasing Pending book

7 Reports

Users are able to view and print all the reports available in the system.

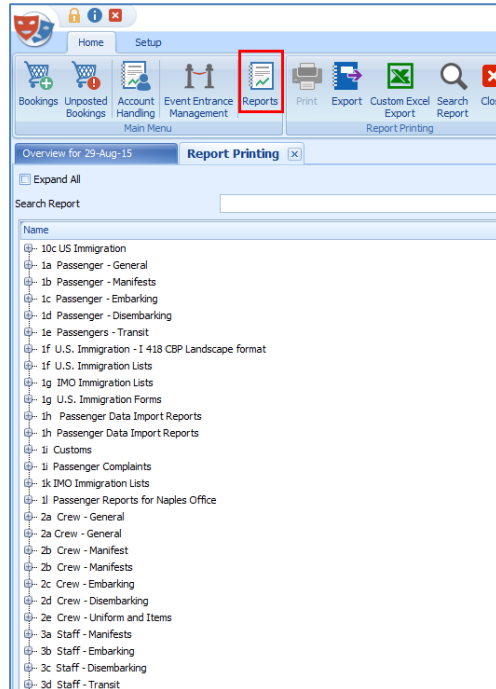


Figure 5-24 – Reports

Select on Reports to view all the available reports.

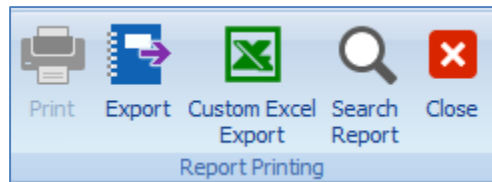


Figure 5-25 - Reports Function

Select on Export, Custom Excel Export, Search Report or Close the window.

8

Fixed Seating Layout & Bookings Overview

User is able to choose seats by color from the system default color or defined colors for seats in Fixed Seating Layout & Bookings Overview.

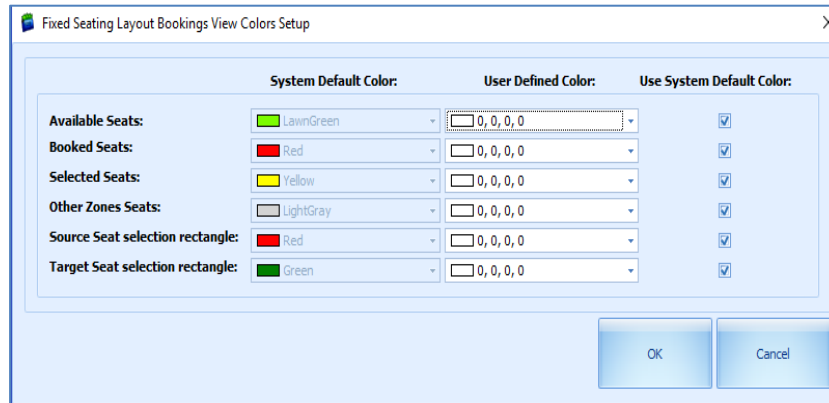


Figure 8-1 - Fixed Seating Layout Bookings Colors Setup

Users are able to choose the required color according to the functions accordingly.

8.1. Define Seating Type

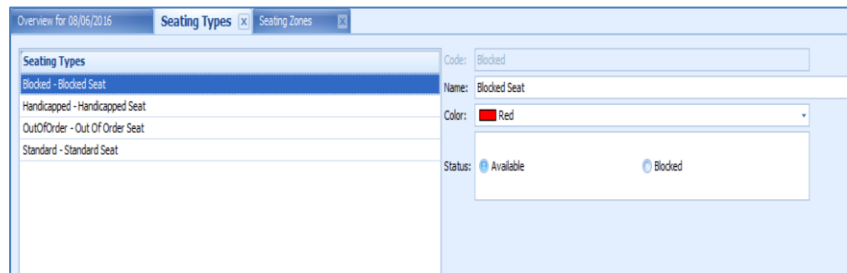


Figure 8-2 - Seating Types

Users are able to define seating by Name, Color and Status.

8.2. Seating Zone

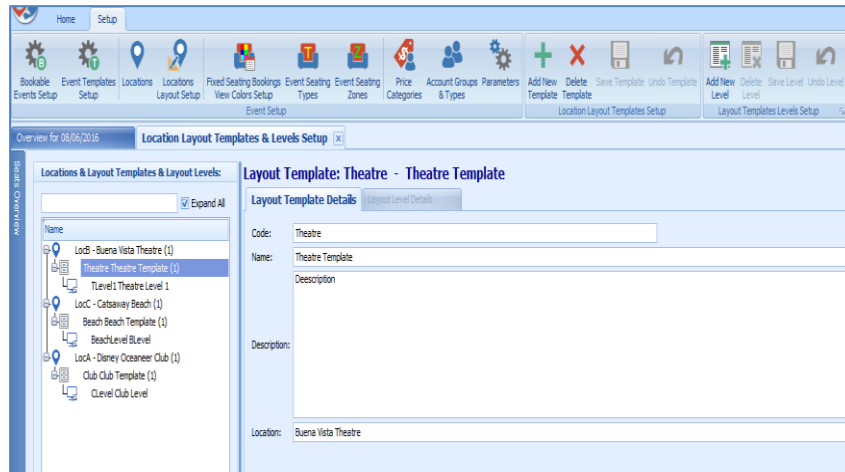


Figure 8-3 - Layout Template

User is able to **Add New/Delete/Save/Undo** any changes of a template. Once the template is created for a location, user can proceed to **Add New Level** for the template. Users are also able to define seating zones by location.

To create a Template and Layout Level for a location

- 1 location can have multiple template
- 1 template can have multiple layout

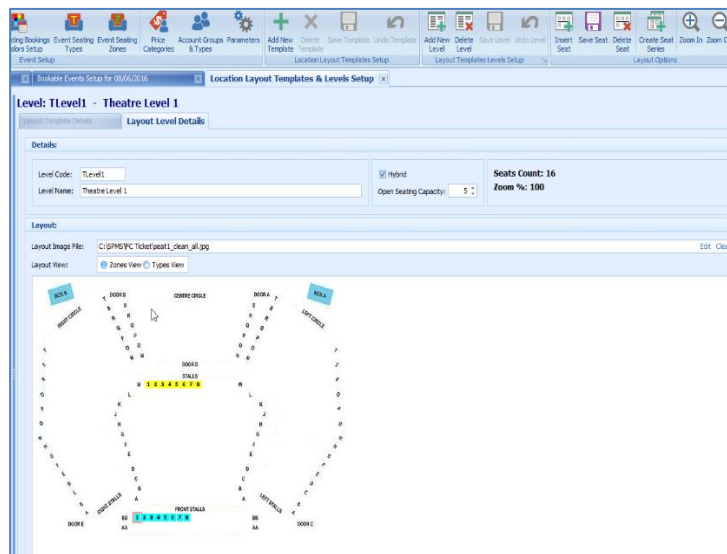


Figure 8-4 - Layout Template

Table 3 – Layout Template Properties

Field Name	Description
Hybrid	An open space for people to stand.
Open Seating Capacity	Define the number of hybrid for that level.
Seat Counts	Total number of fixed seats for that level, displayed field and auto-populate whenever a new seat is created for that level.

Field Name	Description
Layout Image File	Attached layout for that level (image file For example .jpg, .png, .bmp, .gif)
Clear	To clear the saved image for that level Layout View radio button.

8.3. Create A Seat

Button toggle between both options (Insert Seat/Stop Insert Seat) once clicked. To create a seat, click **Insert Seat** option, then point to the layout and a seat will be created. Once a seat image is added to the layout, enter the seat details into the Seat Properties.

8.4. Seat Properties

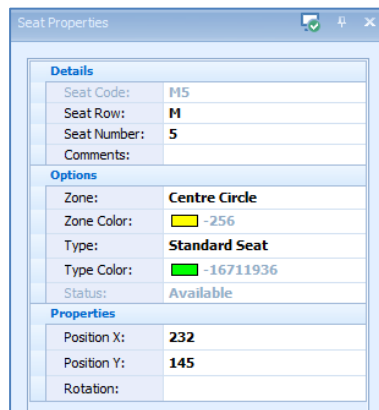


Figure 8-5 - Seat Properties

Seat properties shows the details of the seat that is allocated for the user and booking.

Table 4 - Seat Properties

Field Name	Description
Seat Code	Seat Row + Seat Number (Auto populated).
Comments	Enter comments for that specific seat.
Zone and Type	Select Seating Zone and Seating Type.
Position X & Y	Can change the seat position X & Y in the layout.
Rotation	Option to rotate the seat.

8.5. Create Series of Seats

Figure 8-6 - Series of Seats

Seats creation allows the user to choose the start seat, number of seats and how the orientation of the seat to be like.

Field Name	Description
Starting Seat	The first seat to start.
Number of Seats	Number of seats to create.
Tab Value	Space in between seats.
Orientation	Horizontal, Vertical, Diagonal Left or Diagonal Right.
Diagonal Direction	Up or Down.

8.6. Changes On Existing Screen

Changes on below windows since Fixed Seating implemented.

Figure 8-7 - Account Handling (New Columns Added)

Select Home, Account Handling (new columns added)

Figure 8-8 - Unposted Bookings (New Columns Added)

Select Home, Unposted Bookings (new columns added)

8.7. Event Templates Setup

1. Select Setup, Event Templates Setup.
2. Once Fixed Seating selected, the Layout Template drop-down will be enable for selection.

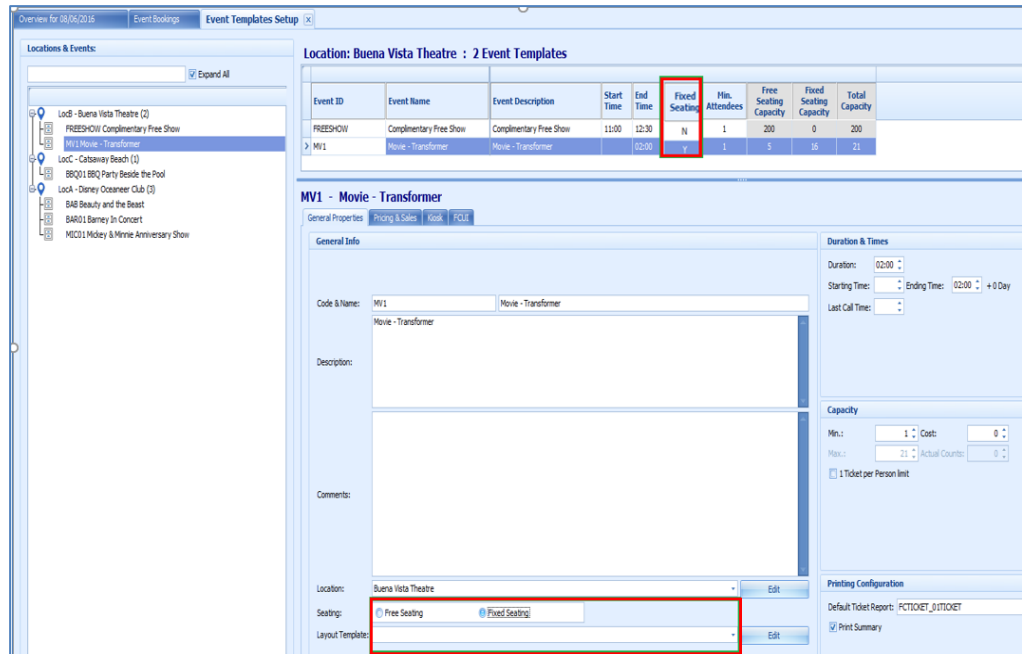


Figure 8-9 - Event Templates (Free Seating / Fixed Seating)

Under Fixed Seating tab, select a layout level that belongs to the template. There is an additional column **Seating Zone** in pricing for Fixed Seating event.

8.8. Event Booking Process

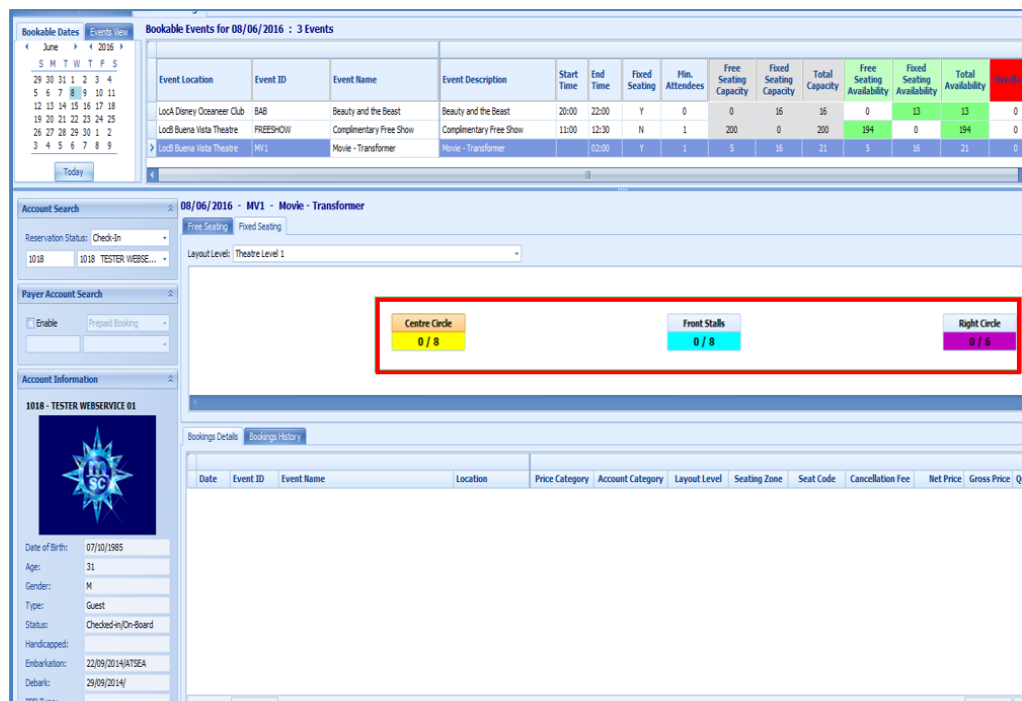


Figure 8-10 - Event Booking Process

1. Select a guest and select a fixed seating event.
2. Under the Fixed Seating tab, select a layout from the drop-down. Pricing is available for the selected layout displayed. Information for the pricing, for example '0/8' in the Front Stalls Price Category. 0 indicate number of tickets booked, 8 indicate the total number of tickets available.

8.9. Fixed Seating Booking

Select on one of the Price Category. **Fixed Seating Booking – Step 1: Select Tickets** window prompts.

Figure 8-11 - Step 1: Select Tickets

Step 1: Select Tickets

Select Price Category and number of tickets to purchase. Consists of Max (Maximum) Capacity, Booked, Waitlist and Reserved tickets.

Figure 8-12 - Step 2: Select Seats (Bookings View)

Step 2: Select Seats

To select seats and it is in the grid, same price and account category will group together. The default layout view for this booking is Booking View. Users are able to change to view by **Zones** or by **Type**.

8.10. Layout View by Zones

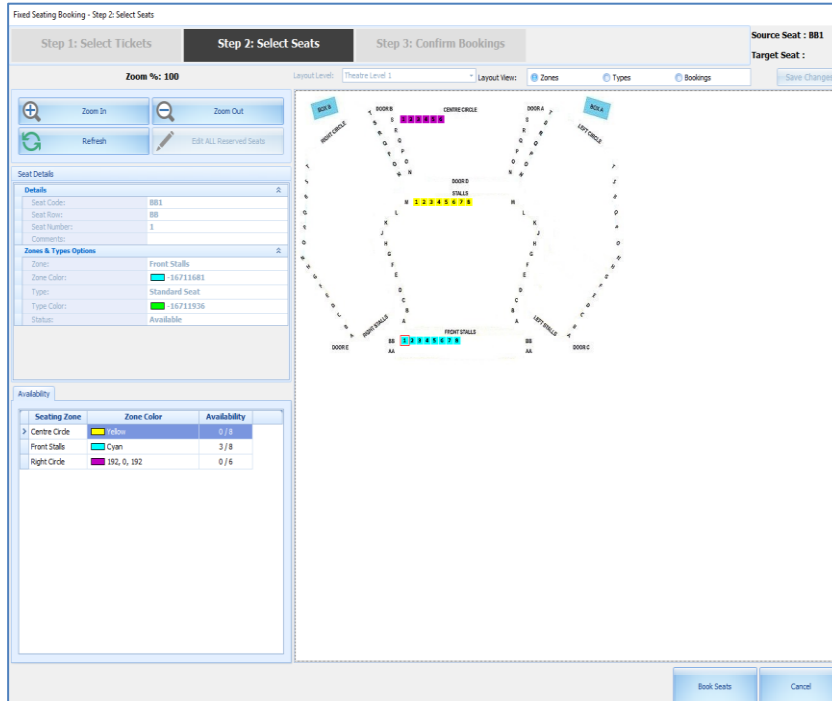


Figure 8-13 – Select Seats (Zones View)

User is able to view the layout by zones.

8.11. Layout View by Types

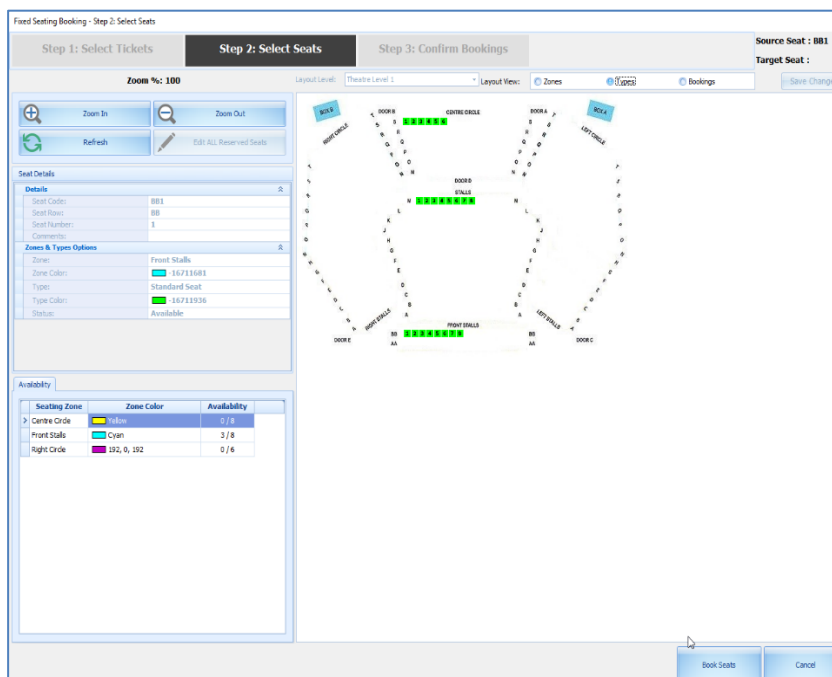


Figure 8-14 – Select Seats (Types View)

User is able to view the layout by types.

Table 5 - Seats Function

Field Name	Description
Zoom In	Viewing the image in a bigger mode.
Zoom Out	Viewing the image in a smaller mode.
Refresh	Screen layout refreshes.
Edit ALL Reserved Seats	Enable to change the seat code for all of the reserved seats.

8.11.1 Move Single Seat

Scenario: Move BB1 to BB4

1. Select BB1. 'BB1' is at the top right corner at Source Seat.
2. Select seat BB4 and select Target Seat show: BB4 and enable the **Save Changes** button.

8.11.2 Move Reserved Seat

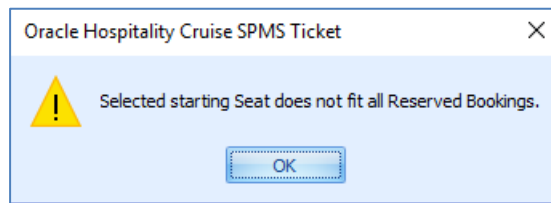


Figure 8-15 - Selected Seat Does Not Fit All Reserved Bookings

1. Select **Edit ALL Reserved Seats** and button will change to **Stop Editing ALL Reserved Seats**.
2. Select a new seat code to start with from the layout.
For example:- From the screen above, system auto-assign Seat BB1-BB3, if we select on BB4, then it will move all 3 seats to BB4-BB6.
3. If the number of the allocated seats are less than the going-to-move seats, message will prompt, for example:- select BB7 but only 2 seats left (which is BB7-BB8) and user wanted to move BB1-BB3 (which are 3 seats).

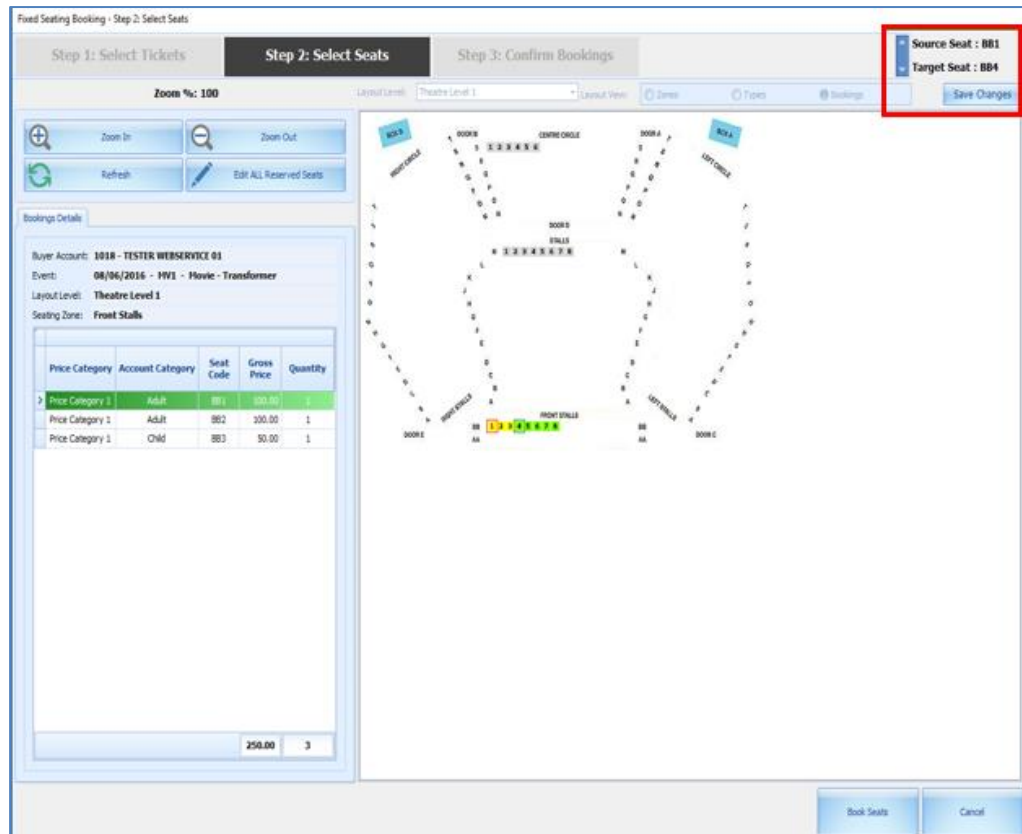


Figure 8-16 - Edit All Reserved Seats

4. Select **Stop Editing ALL Reserved Seats** to **Edit ALL Reserved Seats** once all seats have moved.
5. Select **Save Changes** button and the new seat code will be update in layout view and at the grid.
 - Select **Book Seats** once confirmed on seats code and it will navigate to next tab, which is **Step 3: Confirm Bookings**.

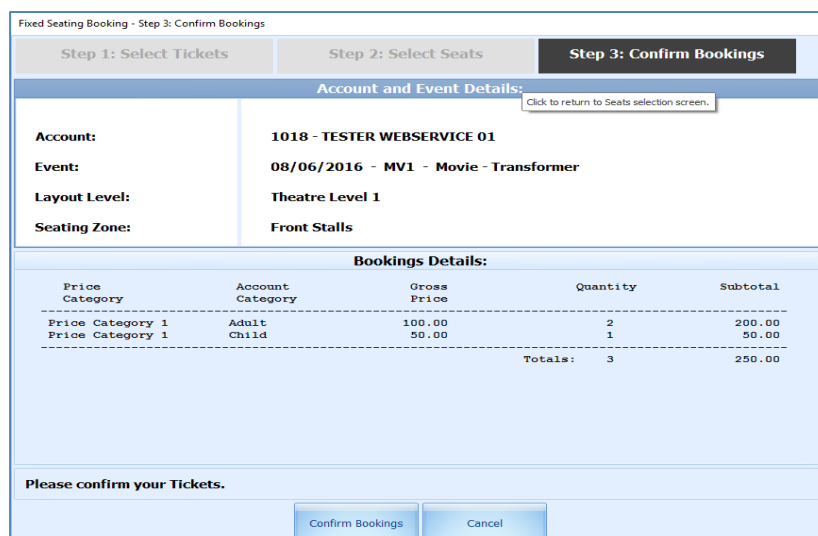


Figure 8-17 - Confirm Bookings

Step 3: Confirm Bookings

To confirm or cancel all the bookings made.

This is the final step to confirm the booking where ticket information is display. Select **Confirm Bookings** and all the tickets information with Seat Code Information will display in the Booking Details grid. User is able to apply/remove discount or void booking as transaction is yet to post.

8.12. Event Booking (Fixed Seating)

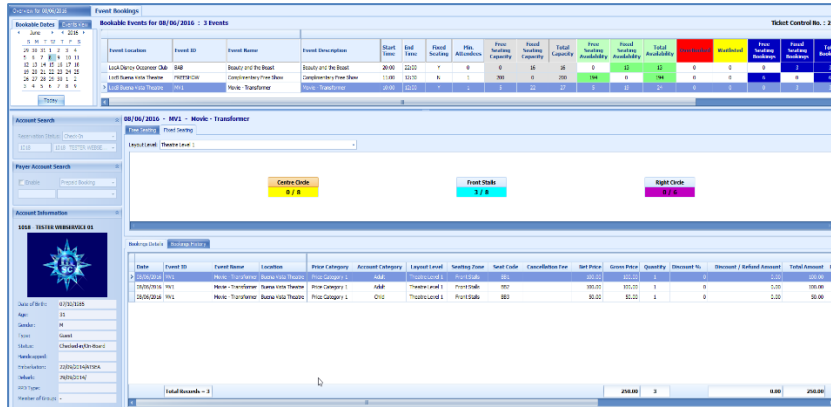


Figure 8-18 - Event Booking (Fixed Seating)

Select Home, Bookings. There is more columns to cater for Fixed Seating Event for the grid.

8.12.1 Fixed Seating Layout & Bookings Overview button

This button is only available if a fixed seating event is highlight. It displays the layout view for the selected fixed seating event.

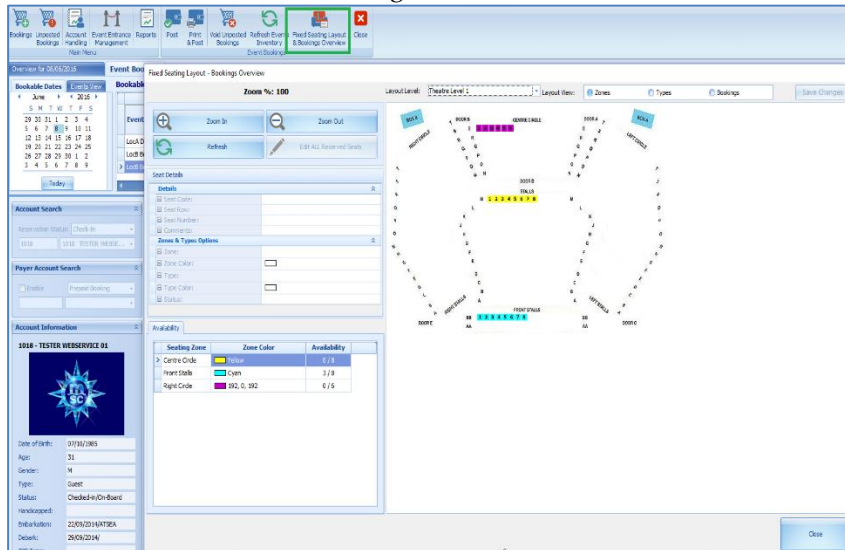


Figure 8-19 - Fixed Seating Layout & Bookings Overview

From the Home menu, select Event Entrance Management. Additional columns in the Event Entrance Management's grid.

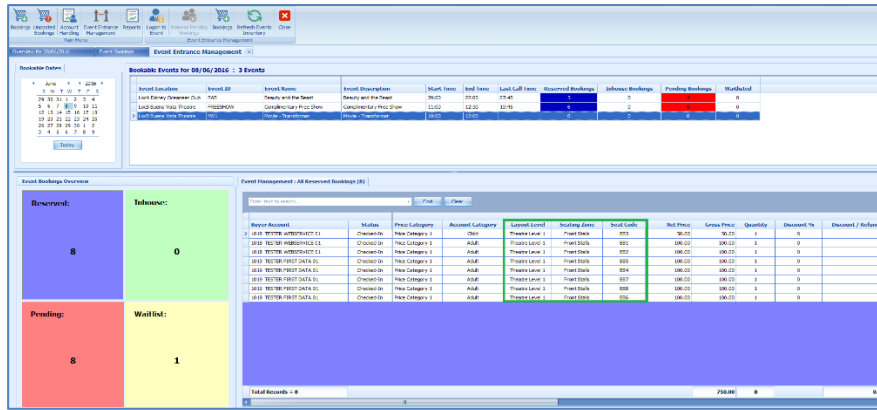


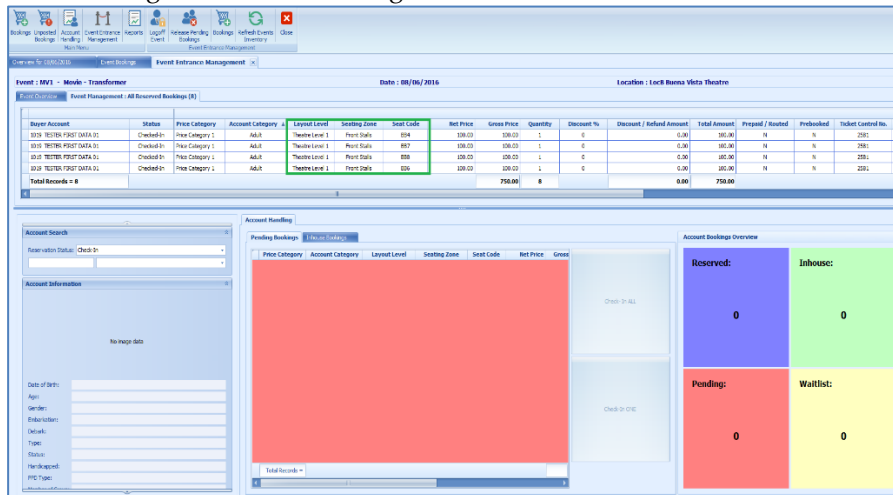
Figure 8-20 - Fixed Seating Layout & Bookings

8.12.2 Fixed Seating Layout & Bookings Overview button

From the Home menu, select Event Entrance Management, and then select Logon Event.

Additional columns (Layout Level, Seating Zone, Seat Code) in grid for Reserved, In House, Pending Bookings tabs.

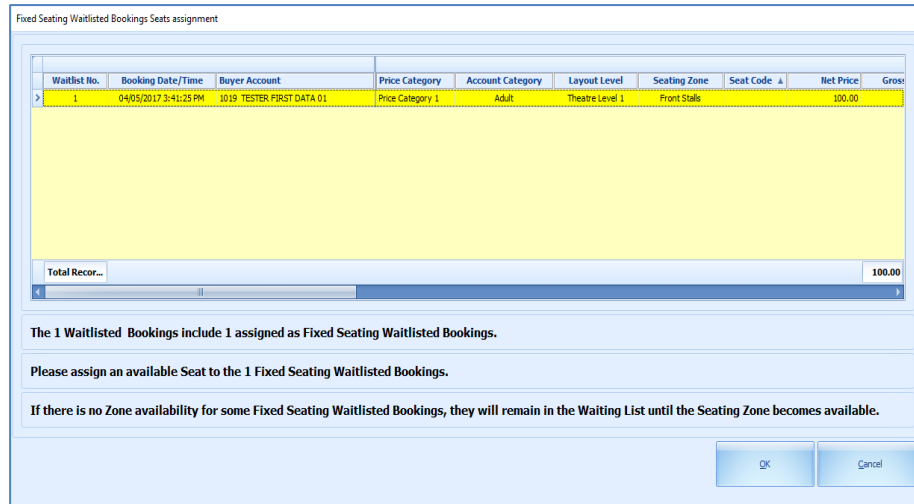
Waitlist tab only have additional 2 columns (Layout Level, Seating Zone) as seat code will not assign to waitlist booking.



From the Home menu, select Event Entrance Management, select Logon Event, and then select Release Pending Bookings.

Release Pending Booking process same as Free Seating event.

Additional seat assignment window below will prompt out for Fixed Seating event.



Right-click the waitlisted booking from the grid and select **Assign Seat** option. It will launch the Step2: Select Seats for user to assign a seat. Proceed to select a seat and confirm the booking. All pending bookings will release and waitlisted booking will move to pending bookings. Rules to move waitlisted booking to pending bookings same as Free Seating event.

Appendix A. User Security Access Rights

The following section control the access rights to functionality within the application.

Table 6 - User Security Access Rights

Security Reference Number	Description
991	Print tickets
992	Export Tickets to File
3368	Enable Kiosk Events Sales
3367	Enable ITV Events Sales
3363	Disable All Events Sales
3364	Disable ITV Events Sales
3365	Disable Kiosk Events Sales
3366	Enable All Events Sales
3359	Copy Location's Bookable Events into another Date
3358	Remove Bookable Event
3357	Copy Bookable Event
3362	Remove Dates's Bookable Events
3361	Copy Date's Bookable Events into another Date
3360	Remove Location's Bookable Events
3356	New Bookable Event
3355	Remove Location's Event Templates
3352	Copy Event Template into Bookable Date
3354	Copy Location's Event Templates into Bookable Event Date
3353	Create Multiple Event Templates
3351	Remove Event Template
3350	New Event Template
3370	General Info tab
3373	Kiosk tab
3371	Pricing and Sales tab
3372	Printing tab
3374	Interactive TV tab
3380	Edit Location
3405	Allow Posting Event Tickets for Crew
3400	Prepaid/Routed Bookings checkbox
3406	Enable Event Overbooking
3402	Void Unposted Bookings
3403	Print and Post
3404	Post only
3401	Add Discount on Unposted Bookings
3411	Void Bookings
3410	Apply Discount
3416	Remove Discount
3418	Remove Waitlisted Bookings

Security Reference Number	Description
3415	Apply Discount
3417	Void Bookings
3425	Void selected Bookings
3423	Post selected Bookings
3420	Print and Post All Bookings
3421	Print and Post selected Bookings
3424	Void All Bookings
3422	Post All Bookings
3435	Move Bookings
3431	Remove Discount
3432	Void Bookings
3430	Apply Discount
3434	Print Tickets
3433	Void Cancellation Fees
3446	Move Waitlisted Bookings
3443	Shift Waitlisted Bookings
3445	Print Info Tickets
3444	Rearrange by Booking Date and Time
3440	Post to Account and Print Tickets
3441	Post to Account only
3442	Remove Waitlisted Bookings
3463	Remove Waitlisted Bookings
3461	Remove Discount
3465	Print Summary
3460	Apply Discount
3462	Void Bookings
3464	Print Tickets
3466	Void Cancellation Fees