Oracle[®] Hospitality Cruise Shipboard Property Management System Ticket User Guide Release 8.0

E92801-01

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.

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL: https://support.oracle.com

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	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.

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

1.1. Event Templates Setup

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

	6 🛛														
V	iome Setup														
蕊	*	•	2	2		2	S	25	*	+	×		5	G	×
Bookable Events Setup	Event Templates Setup	Locations	Locations Layout Setup	Fixed Seating Bookings View Colors Setup	Event Seating Types	Event Seating Zones	Price Categories	Account Groups & Types	Parameters	Add New	Delete	Save	Undo	Refresh	Close
	Event Setup										Eve	ent Temp	lates Set	up	

Figure 1-1 - Event Templates Setup

Select Event Templates Setup.

Locations & Events:	Location: Bu	ena Vista Theatre : 41	event Templates								
Expand All											1
- Buena Vista Theaire (4)	Event ID	Event Name	Event Description	Start Time	End Time	Fixed Seating	Hin. Attendees	Free Seating Capacity	Fixed Seatin Capaci	0 1003	
- Casablanca Beach (1)	FREESHOW	Complimentary Free Show	Complimentary Free Show	11:00	12:30	N	1	200	0	200	
Ocean Club (2)	> HV1	Movie - Transformer	Movie - Transformer								
- Study Room (1)	TESTCP03	TESTOP03	TEST CP 03	10:00	11:00	N	0	0	0	0	
	General Properties	- Transformer Prong & Sales Geek FCLE									
	General Info									Duration & Ti	imes
										Duration: Starting Time:	02:00 0 0 Ending Time: 02:00 0 + 0 Day
	Code & Name:	MV1	Movie - Transformer							Last Cal Time:	
	Description:	Hovie - Transformer									
									- 1	Capacity	
										Min.: Max.i	1 0 Cent: 0 0 50 0 Actual Counts: 0 0
	Comments									1 Ticket per	Person limit
	Location:	Buena Vista Theatre						Edit	-	Printing Confl	Iguration
	Seating:	Free Seating	Fixed Seating							Default Ticket P	Report: PCTICKET_01TICKET *
			rived searing							Print Summ	
	Layout Template							Edit			
		💟 Sales Status Enabl	led								
4											
				_					_		

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

MV1 - Movie - Transformer									
General Properties	Priding & Sales Klosk FCUI								
General Info				Duration & Times					
				Duration: 02:00 0 Starting Time: 0 Ending Time: 02:00 0 + 0 Day					
Code & Name:	MV1	Movie - Transformer		Last Call Time:					
Description:	Movie - Transformer								
				Capacity					
				Min.: 1 0 0					
				Max.: 50 1 Actual Counts: 0 1					
Comments:				C 1 Tidat per Person limit					
Location:	Buena Vista Theatre		* Edit	Printing Configuration					
Seating:	Free Seating Free Seating	xed Seating		Default Ticket Report: FCTICKET_01TICKET +					
Layout Template:			- Edt	Print Summary					

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).

look Sake Configuration Ver block Ver bloc	eral Properties Pricing & Sales Kosk FCUI		
() Show In Kook ultimedia Files Configuration deo Files () [5:1: Coor]			
Multimedia Files Configuration Kdo File: [Edit Coor]	Make Bookable in Kiosk		
deo File: Est Clear	Show in Klosk		
der Fle: Est Cor			
deo File: Est Clear			
deo File: Est Clear			
deo File: Est Clear			
deo File: Est Clear			
deo File: Est Clear			
der Fle: Est Cor			
deo File: Est Clear			
	Infilmedia Files Configuration		
	Hultimedia Files Configuration Voto File:	Edt Clear Edt Clear	

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							
MV1 - Movie - Transformer							
General Properties Pricing & Sales Kiosk FCUI							
FCUI Sales Configuration							
Make Bookable in FCUIShow in 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

₽♀	ena Vista Theatre (4) sablanca Beach (1)	
₽₽	New Event Template Remove Event Template	
₽₽	Copy Event Template into Bookable Event Create Multiple Bookable Event	

Figure 1-7 - New Event Template

Select New Event Template to create a new template.

1.1.2. Remove Event Template

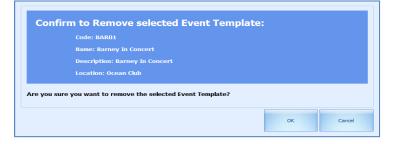


Figure 1-8 - Remove Event Template

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

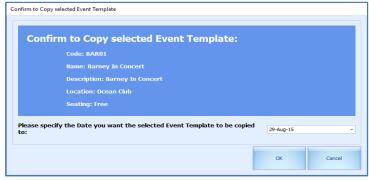


Figure 1-9 - Copy Event Template into Bookable Event

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

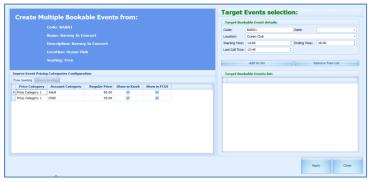


Figure 1-10 - Create Multiple Bookable Event

- 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

- N	Home Setup								
荐	苶	•	2	2	E	2	S	25	*
Bookable Events Setup	Event Templates Setup	Locations	Locations Layout Setup	Fixed Seating Bookings View Colors Setup	Event Seating Types	Event Seating Zones	Price Categories	Account Groups & Types	Parameters
	Event Setup								

Figure 1-11 - Setup

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

verview for 29-Aug-15	Book	abk	e Events Setup	for 16-M	ar-14	×		
Bookable Dates		B	ookable Ever	nts for :	16-Ma	or-14 : 4	4 Events	
▲ March 4 20								
<u>SMTWTFS</u> 23 24 25 26 27 28 1 2 3 4 5 6 7 8		Event Location		1	Event II)	Event Name	
9 10 11 12 13 14 15 16 17 18 19 20 21 22		>	Buena Vista Theatre		CP842		CP842	
23 24 25 26 27 28			Buena Vista Theatre		FREESHO	w	Complimentary F	ree Show
30 31 1 2 3 4	5	۲						
Today		С	P842 - CP8	42				
	_		General Properties	Pricing & Sa	ales Ki	osk FCUI		
Dates - Locations - Even	ts:		General Info					
			Date:	16-Mar-14				
			Code & Name: CP842					CP842
16-Mar-14	1							CP042
-Buena Copy Da			ookable Events into	another Da	ate			
			Date's Bookable Events					
FREESH MV1 Mc Disable A			nts Sales					
		UI E	vents Sales					
Disable k		osk Events Sales						
	Enable All I	Events Sales						
	Enable FCU							
	Enable Kios	sk E	vents Sales					
			Comments:					
			connerts.					
			Location:	Buena Vista	a Theatre			
			Seating:	Free Se	eating		Fixed Seating	
			Layout Template:					
						Sales Sta	tus Enabled	

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

Confirm to Copy entire Bookable Events Date	e:
Date: 04-May-14	
Bookable Events: 2	
Please select the Date you want the selected Bookable Events Date (and included all 2 Bookable Events) to be copied to:	29-Aug-15

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

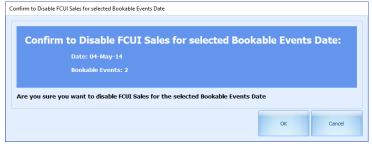


Figure 1-16 - Disable FCUI Events Sales

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

Confir	Confirm to Disable Kiosk Sales for selected Bookable Events Date:							
	Date: 04-May-14							
	Bookable Events:							
Are you sure you want to disable Kiosk Sales for the selected Bookable Events								

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**.

Overview for 29-Aug-15 Bo	okabl	e Events Setup	for 16-N	lar-14 🗵			
Bookable Dates	В	ookable Eve	nts for	16-Mar-1	L4 - L	ocation: B	uena Vist
🔹 March 🕨 🔹 2014 🕑		1					
SMTWTFS					_		
23 24 25 26 27 28 1 2 3 4 5 6 7 8		Event Location		Event ID		Event Name	
9 10 11 12 13 14 15 16 17 18 19 20 21 22	>	Buena Vista Theat	re	CP842		CP842	
23 24 25 26 27 28 29		Buena Vista Theat	re	FREESHOW		Complimentary F	ree Show
30 31 1 2 3 4 5	•				_		
Today		- P842 - CP8	42				
		General Properties	Pricing & S	Sales Kiosk	FCUI		
Dates - Locations - Events:		General Info					
-		Date:	16-Mar-14	ł		Ŧ	
6-Mar-14		Code & Name:	CP842				CP842
-Bue			CP842				
	tion's B	ookable Events into	o another [Date			
- FRI Remove Lo	cation'	s Bookable Events					
- MV'I Movie - Transform							
LE TESTCP03 TESTCP03							
		Comments:					
		Location:	Buena Vis	ta Theatre			
		Seating:	🕒 Free S	eating		Fixed Seating	
		Seating: Layout Template:		eating		Hxed Seating	

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

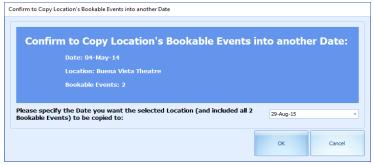


Figure 1-22 - Copy Location's Bookable Events Into Another Date

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

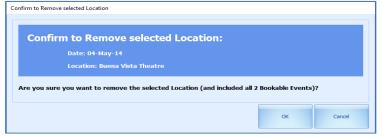


Figure 1-23 - Remove Location's Bookable Events

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

1.2.3. Ticketing By Event Level

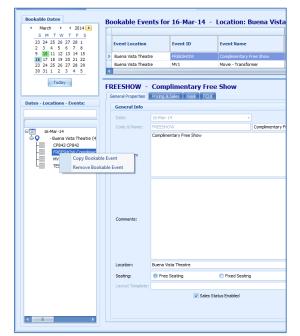


Figure 1-24 - Ticketing by Event Level

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

Confirm to Copy selected Bookable Event						
Confirm to Copy selected Bookable Event:						
Date: 04-May-14						
Code: TESTEVENT						
Name: TESTEVENT						
Description: TESTEVENT						
Location: Buena Vista Theatre						
Seating: Free						
Please specify the Date you want the selected Bookable Event to be copied to: 29-Aug-15 -						
OK Cancel						

Figure 1-25 - Confirm To Copy Selected Bookable Event

The system will prompt to confirm to copy selected bookable event User need 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

Confirm to Remove selected Bookable Event: Date: 04-May-14 Code: TESTEVENT Name: TESTEVENT Description: TESTEVENT Location: Buena Vista Theatre Seating: Free	
Are you sure you want to remove the selected Bookable Event? OK Cancel	

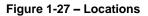
Figure 1-26 - Remove Bookable Event

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

1.3. Locations

Define the venue location.

	0 🛛												
	Home Setup												
蕊	塔	•	2	2		2	S	25	**	+	×		×
Bookable Events Setup	Event Templates Setup		Locations Layout Setup	Fixed Seating Bookings View Colors Setup	Event Seating Types	Event Seating Zones	Price Categories	Account Groups & Types	Parameters	Add New	Delete	Save	Close
	Event Setup									Locati	ons		



Code:	Meet	
Name:	Main Deck	
Description:	Main Deck	
Comments:		
Deck:	(Not Applicable)	٣
Picture File:		
Availability:	Available	🕥 Unavailable
Overlap Book:	Warn	Do not warn

Figure 1-28 - Locations Details

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

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.

Table 1 - Layout Template Properties

1.3.1 Add New Function



Figure 1-29 - Add New Event Locations Template

	nt Template		
General Properties	Priding & Sales Klosk FCUI		
General Info			Duration & Times
Code & Name: Description:	r	_	Duration: Staring Time: Last Call Time: + 0 Day
			Capacity Min.: 0 ; Cost: 0 ;
Comments:			Max.: 0 1 Actual Counts: 0 1
Location:		- Edit	Printing Configuration
Seating:	Free Seating Fixed Seating		Default Ticket Report: FCTICKET_01TICKET *
Layout Template:		• Edit	V Print Summary
	Sales Status Enabled		

Figure 1-30 - Add New Event Template

Select on Add New to add a new location.

1.3.2. Delete Function

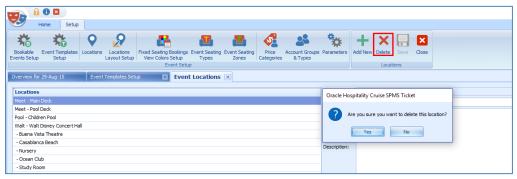


Figure 1-31 - Delete Event Locations

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

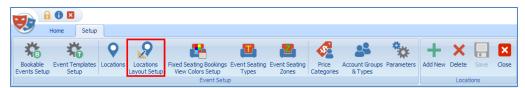


Figure 1-34 - Locations Layout Setup

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.

Add New	/ Location Layout Template
Layout Te	emplate Details Layout Level Details
Code:	
Name:	
Description:	
Location:	

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.

ayout Template Details	Layout Level Details		
Details:			
Level Code: Level Name:		Cpen Seating Capacity: 0 0	Seats Count: Zoom %:
Layout:			
Layout Image File:			Edit Clear
Layout View:	Zones View Types View		

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

	Code:		
ST1 - ST1	Name:	ST1	
	Color:	255, 128, 0	-
	Status:	Available O Blodaed	

Figure 1-39 - Event Seating Types

Consists of seating types for the Event Booking.

1.5. Event Seating Zones

Locations & Seating Zones	Code:		
🗟 🗛 - Study Raom (1)	Name:	Zone	
S21 Zone	Color:	Teal ·	
	Location	Study Room	

Figure 1-40 - Event Seating Zones

Consists of seating zones for the Event Booking.

1.6. Price Categories

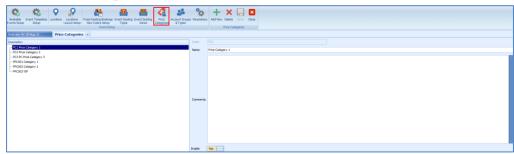


Figure 1-41 - Price Categories

- 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

😒 н	lome Setup																
恭	菘	•	2	2		2	S	25	*	+	×		×				
Bookable Events Setup	Event Templates Setup	Locations	Locations Layout Setup	Fixed Seating Bookings View Colors Setup	Event Seating Types		Price Categories	Account Groups & Types	Parameters	Add New	Delete	Save	Close				
				Event Setu	p		Events Setup Setup Cargonies a types										

Figure 1-43 - Parameters

A control of certain function within the module.

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

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_01Tic ket	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	 Enable Displaying time fields in 24Hour format Enable Displaying time fields in 12Hour AM/PM format

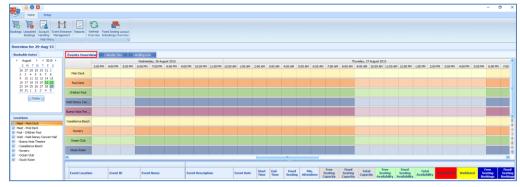
Table 2 - PAR Group Tickets

PAR Name	PAR Value	Description
Enable Multiple Bookings	0 or 1	 Enable Multiple Bookings functionality in Bookings screen 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 Prepaids	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 Prepaids	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 Calcellation 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
Prepaids Refund Confirmation	1	1 - Require Confirmation when Refunding Prepaids 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 intoWaitlist1 - 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.

Overview

2.1. Events Overview



2

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

Original Original Original Original Original Original Orig	Saturday 22 200 AM 1200 AM 18th (Study Room)
Northe roots Doors Control Formation Doors Antile Doors	22
Description Control Year Description Control Year Description Description <thdescription< th=""> <thdescription< th=""></thdescription<></thdescription<>	22
I Agent I. [2]23.3 L Torong Reading Torong Reading Distribution Policy 3 17 37 4 17 11 1 20	22
1 1	22
2 (2) 2 (2) 2 (2) (2) (2) (2) (2) (2) (2	
2 (7 2) 2 (8 1) 2 (1 1	
Sectors Features Fea	

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.

																		-	a ×
Morre Setup																			
Bookings Lingosted Bookings Handling Market Mark Hens	trance Reports Refresh Add	Dacounts Remove Decounts Decounts		ove Bookings															
Overview for 21-Aug-15																			
Bookable Dates	Events Overview Cal	ender Vew Handling Li	ists																
August → < 2015 → S M T W T P S	Overview for 21-Au	verview for 21-Aug-15 : 1 Event																	
26 27 28 29 30 31 1																			
2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22	Event Location	Event ID Eve	ent Name	Event Descripti	on Event D	ite Start Time	End Time	Fixed Seating Al	Hin. tendees	Free Seating Capacity	Fixed Seating Capacity	Total Capacity	Free Seating Availability	Fixed Seating Availability	Total Availability	Overflashed N	Vaitlisted	Free Seating Bookings	Fixed Seatin Bookin
23 24 25 26 27 28 29	> Ocean Club	MEC01 Mide	ey & Minnie Anniversary S	. Hickey & Hinnie A	rriversary Show 21-Aug-1				20	50	0	50	-0	0	49		0		0
30 31 1 2 3 4 5	1																		
Locations																			_
Meet - Main Deck Meet - Pool Deck	MIC01 - Mickey & Bookings List (1) 1982		y Show : 1 Bool	kings							Boo	kings Lists View	Options: Al Bo	okings					
Valt - Walt Disney Concert Hall	Enter text to search		· Find	Clear															
- Buena Vista Theatre - Casabianca Reach																			
 Nursery 	Buyer Account	Status	Cancellation Fee	Price Category	Account Category	LayoutLev	rel :	Seating Zone	Seat Cod	de N	let Price	Gross Price	Quantity	Discourt	11% D	iscount / Refund	Amount	Total Amour	nt Pres
 Ocean Club 	> 1018 TESTER WEBSERVICE	01 Checked-in	N	Price Category 2	Adult						35.00	35.00		0			0.00	35.0	20

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.

Figure 2-4 - Color Definitions of the Event

Lists all the color definitions used for the Event Booking.

2.1.1. Bookings List

	Enter text to search		•	Find Clear						
	Buyer Account	Status 🔺 ion	Fee	Price Category	Acc	ount Category	Net Price	Gross Price	Quantity	
>	1020 Tan joey	Checked-In		Sales		Add Discounts	15.75	15.75	1	
	1025 Crystal	Checked-In		Normal ticket	_		30.00	30.00	1	
	1025 Crystal	Checked-In		Sales	Eø	Remove Discounts	15.75	15.75	1	
	1025 TESTER 854 01	Checked-In		Sales	6	Void Bookings	15.75	15.75	1	
	1028 Jenny	Checked-In		Normal ticket	裛	Void Cancellation Fees	30.00	30.00	1	
	1028 Jenny	Checked-In		Normal ticket	5	Move Bookings	30.00	30.00	1	
	Total Records = 21				97 .0	Print Tickets	-	519.50	20	

Figure 2-5 - Bookings List – Details

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

gs Unposted Account Bookings Handing Main Menu	e Reports		ist to Print Tickets & Account	temove Waitisted Bookings Daily Overview - Waiting	Date & Time B	Waltisted Print Info			
rview for 22/05/2014									
okable Dates	Events Over	view Cal	endar View Handling	Lists					
May → < 2014 →									
MTWTFSS	Overvie	w for 22/0	05/2014 : 5 Eve	nts					
28 29 30 1 2 3 4 5 6 7 8 9 10 11									
12 13 14 15 16 17 18	Event	ocation	Event ID	Event Name	Event Description	Event Date	Start Time	End Time	B
19 20 21 22 23 24 25 26 27 28 29 30 31 1	> Loc1 D	isnev	BAR01	Barney In Concert	Barney In Concert	22/05/2014	15:00	17:00	
			58Q01	BBQ Party Beside the Pool	BBQ Party Beside the Pool		18:00	21:00	
2 3 4 5 6 7 8	Loc1 D								
2 3 4 5 6 7 8	Loc1 D		CP8421	Magic Show	Description	22/05/2014	12:00	16:00	-
	Loc3 H			Magic Show	Description	22/05/2014	12:00	16:00	•
2 3 4 5 6 7 8	Loc3 H BAR01 Bookings	al	In Concert : 5 V	Waitlisted Bookings	Description	22/05/2014	12:00	16:00	
2 3 4 5 6 7 8 Today	BAR01 Bookings	al - Barney s List (13) w	In Concert : 5 V	Waitlisted Bookings		22/05/2014 Price Category	12:00		Net
2 3 4 5 6 7 8 Today	BAR01 Bookings	- Barney aust (13) w	In Concert : 5 V aiting List (5)	Vaitlisted Bookings	Clear				Net
2 3 4 5 6 7 8 Today	BAR01 Bookings Enter te	- Barney a List (13) W xt to search	In Concert : 5 V aiting List (5) Booking Date/Time	Vaitlisted Bookings	Clear Status	Price Category	Account Catego		Net
2 3 4 5 6 7 8 Today	BAR01 Bookings Enter te	- Barney a List (13) W xt to search aitlist No.	In Concert : 5 V aiting List (5) Booking Date/Time 26/12/2014 14:47:59	Pind C	Clear Status Cheoled-in	Price Category Normal toket	Account Catego Aduit		
2 3 4 5 6 7 8 Today	BAR01 Bookings Enter te	- Barney stat (13) W xt to search 1 2	In Concert : 5 V aiting List (5) Booking Date/Time 26/12/2014 14:47:59 26/12/2014 14:47:59	Pind C Buyer Account 1004 DIE JOHN 1004 ALECCI FLAVIA	Dear Status Checked in Checked in	Price Category Normal ticket Normal ticket	Account Catego Adult Adult		Net

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**.

۲	Shift Events Waitlisted Bookings confirmation	x
C	onfirm to shift selected Waitlisted Event Booking:	
	- Date: 22/05/2014	
	Code: CP8421	
	Name: Magic Show	
	Waitlist No.: 8	
	se assign a new Waitlist No. that you want the selected Booking to be shifted to in the Waitlist VerlistNo9 2	:
	Apply Cose	

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

	Confi	m to Move	All or selected Boo	okings	
You have select	ed 1 Booking. Move the selected 1	Booking or All Br	ookings in the list?		
be for none to					C
			l'''''''''''''''''''''''''''''''''''''	Selected Only	Cancel

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'.

Date: 28/05 Code: MV2 Name: Froz Total Booki inget Event Information				Date: 29/05/2014 Code: MV2 Name: Frozen Total Bookings: 1							
Bookable Dates	Event Location	Event ID	Event Name	Event Description	Event Date	Start Time	End Time	Fixed Seating	Hin, Attende		
4 May ▶ 4 2014 ▶	2 1053 (551	NV2	From	Erene beschiption	29/05/2014	20:00	21050	Tixed Sedding	10		
M T W T F S S 28 29 30 1 2 3 4	Loc3 Hall	MV5	Frozen		29/05/2014	10:00	12:00	Y	10		
5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25	Loc3 Hall	MV6	Frozen		29/05/2014	07:00	09:00	Y	10		
26 27 28 29 30 31 1 2 3 4 5 6 7 8 Today											

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

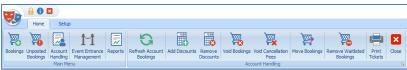


Figure 2-10 - Bookable Events Setup

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

Bookings



3

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

A May > 4 2014 >	Bookable Events for	31/05/2014 : 41	vents				Tici	et Control No. :
NTWTPSS	Event Location	Event ID	Event Rame	Event Description	Start Time	End Time	Fixed Seating	Hin. Attendees
28 29 30 1 2 3 4 5 6 7 8 9 10 11	> Loci: Dansy	DANU1	Barriey In Concert	Berney In Concert	13:00	17:96		
12 13 14 15 16 17 18	Loc1 Disney	88Q01	88Q Party Beside the Pool	BBQ Party Beside the Pool	20:00	23:00	N	20
19 20 21 22 23 24 25 26 27 28 29 30 31 1	Loc3 Hell	MVI	Novie - Transformer	Movie - Transformer	21:00	23:00	Y	2
2 3 4 5 6 7 8	Loc3 Hall	MV2	Prozen		20:00	21:50	4	30

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

colucie Curies Events	Bookable Even	ts for MV1 -	Frozen : 1	6 Events				Ticket Control No	. : 0
ent Codel	Event Date	Start Time	End Time	Event Location	Event ID	Event Name	Event Description	Fixed Seating	11
VL	\$ 16,06,2014	10:00	11:50	Loca Hell	MV1	Fream -		Y I	
with (P I):	23/10/2012		02:00	Loc3 Hall	MV1	Movie - Transformer	Move - Transformer	Ŷ	
	28/03/2013		02:00	Loc3 Hell	MVI	Movie - Transformer	Movie - Transformer	-Y	
	11/10/2013		02:00	Loc3 Hell	MV1	Movie - Transformer	Mai/e - Transformer	γ	
	12/10/2013		02:00	Loc3 Hall	MV1	Novie - Transformer	Move - Transformer	¥ .	

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

05/2014 - MV1 - Movie	- Transformer			
Discount	Normal ticket	Normal ticket	Promotion	Sales
Senior	Adult	Child	Adult	Adult
5.00	30.00	15.00	10.00	15.00

Figure 3-4 - Ticket Price

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

3.4. Account Search

Account Search		\$
Reservation Status:	Check-In	•
		•

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

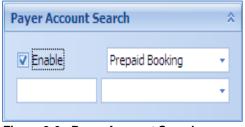


Figure 3-6 - Payer Account Search

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



Figure 3-7 - Account Information

Account information displays information of the selected guest.

3.7. Booking Details

Enter text to search		Find Clear						
Buyer Account	Status 🔺 on Fee	Price Category	Aco	ount Category	Net Price	Gross Price	Quantity	
> 1020 Tan joey	Checked-In	Sales		Add Discounts	15.75	15.75	1	
1025 Crystal	Checked-In	Normal ticket			30.00	30.00	1	
1025 Crystal	Checked-In	Sales	Ľø	Remove Discounts	15.75	15.75	1	
1025 TESTER 854 01	Checked-In	Sales	16	Void Bookings	15.75	15.75	1	
1028 Jenny	Checked-In	Normal ticket	夏	Void Cancellation Fees	30.00	30.00	1	
1028 Jenny	Checked-In	Normal ticket	Ð	Move Bookings	30.00	30.00	1	
Total Records = 21			-	Print Tickets		519.50	20	

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

ľ	Enter text to	search		Pind Clear								
ł												
	Date	Event ID	Event Name	Location	Price Category	Account Category	Cancellati	Re	t Price	Gross Price	Quantity	D
2	22/05/2014	078421	Magic Show	Hal	Normal Schet	Adult	N	165	Add Dis	counts		E
	22/05/2014	CP8+21	Magic Show	Hall	Sales	Adult	N			Discounts		
	22/05/2014	HV1	Novie - Transformer 1	Hal	Normal toket	Adult	N	_				r
	31/05/2014	MV1	Novie - Transformer	Hall	Discount	Senior	N	-	Void Bo			
		Total Records = 4						묷	Void Ca	ncellation Fees		17

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.

Unposted Bookings

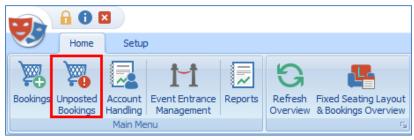


Figure 4-1 - Unposted Bookings

4

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

Home Setup		
Image: Sookings Image: Sookings <th< th=""><th></th></th<>		
Overview for 16/11/2016 Event Bookings Unposted Bookings by Cruise X		
Cruise type: Cruise:		
Current Cruise *		
Current Cruise : 4 Unposted Bookings		
Enter text to search		
	ategory	
1004 RESONLINE CC CREDIT CARD No Show AC20550 Prepaid Excursion Checked-In Categor	1	
> 1004 RESONLINE CC CREDIT CARD No Show a 201550 Prepaid Excursion Checked-In Categor	1	
1004 RESONLINE CC CREDIT 🛜 Post to Accounts only paid Excursion Checked-In Categor	/ 1	
1004 RESONLINE CC CREDIT 🥶 Print Tickets & Post to Accounts INE CC CREDIT CARD No Show Categor	11	
🐻 Void Bookings		
Edit Assigned Seats		

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.

Account Handling

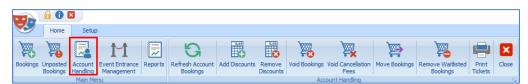


Figure 5-1 - Account Handling

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

5.1. Add Discounts

Event Bookings Discounts confirmation	
Discount selected Bookings for Event:	
Date: 22/05/2014	
Code: BAR01	
Name: Barney In Concert	
Total Bookings: 1 Event Booking Information	
Sales Price: 80.00 Discount %: 0 Discount Amount :	
Discount Type and Value:	
Discount (%): • 0 \$	
Comments / Reason:	
Enter comment/Reasons here	
QK 2	2ancel

5

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
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		10	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

Event Bookings Remo	ve Discounts confirmation
Remove Discount for sel Date: 22/05/2014 Code: BAR01 Name: Barney In Concert Total Bookings: 1	ected Bookings for Event:
Event Booking Information	
Sales Price: 80.00 Discount %:	10 Discount Amount : 8.00
	<u>Q</u> K <u>C</u> ancel

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

Event ID BAR01	Event Name Barney In Concert	Location	Net Price	Gross Price	Quantity	Discount %	Discourt / Dafard Amount	
	Barney In Concert	Newsy			Quantity	DISCOULT %	Discount / Refund Amount	Total Amount
		Usitey	80.00	80.00	1	0	0.00	80.00
BAR01	Barney In Concert	Disney	-80.00	-80.00	-1	0	0.00	-80.00
BAR01	Barney In Concert	Disney	80.00	80.00	1	10	8.00	72.0
BAR01	Barney In Concert	Disney	-80.00	-80.00	-1	10	-8.00	-72.00
BAR01	Barney In Concert	Disnev	80.00	80.00	1	0	0.00	80.00
	BAR01 BAR01 BAR01 BAR01	BAR01 Barney In Concert	BAR01 Barney In Concert Disney	BAR01 Barney In Concert Disney -80.00	BAR01 Barney In Concert Disney -80.00 -80.00	BAR01 Barney In Concert Disney -80.00 -80.00 -1	BAR01 Barney In Concert Disney -80.00 -80.00 -1 10	BAR01 Barney In Concert Daney -80.00 -80.00 -1 10 -8.00

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: 6.75 ☑K Cancel

Figure 5-6 - Void Confirmation

3. Select OK.

Void Event Booking Reason
Predefine Reason 🔹
Enter your void reason here
<u>QK</u> <u>Cancel</u>

Figure 5-7 - Void Event Booking Reason

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

5.4. Void Cancellation Fees

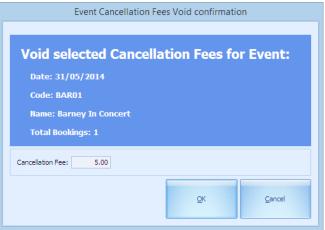


Figure 5-8 - Void Cancellation Fee Confirmation

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

Voi	d Event Cancellation Fee Reason
Reason:	Predefine Reason 🔹
User Define Reason:	Enter void reason here
	<u>O</u> K <u>C</u> ancel

Figure 5-9 - Void Cancellation Fee Reason

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

5.5. Move Bookings



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.

Confirm to Move All or selected Bookings
You have selected 1 Booking. Do you want to Move the selected 1 Booking or All Bookings in the list?
All Selected Only Cancel

Figure 5-11 - Move Confirmation

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

Move select Date: 31/05/2014 Code: MV2 Name: Frozen Total Bookings: 1 Target Event Information				Date: 2 Code: 1 Name:	Selected 28/05/2014 MV2 Frozen 300kings: 1	Booking	s to:	
Bookable Dates								
	Event Location	Event ID	Event Nar	me	Event Description	Event Date	Start Time	End Time
May	Loc3 Hall	MV2	Frozen			28/05/2014	01:00	02:50
28 29 30 1 2 3 4	Loc3 Hal	MVB	Frozen			28/05/2014	00:15	02:05
5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 1 2 3 4 5 6 7 8 Today								
	•	1						
						QK		gose

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)

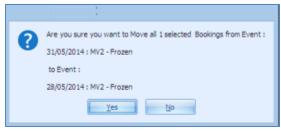


Figure 5-13 - Move From Same Template

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.

Account Intercling · Finishis Churre Management former · Finishis Churre Management · Finishis Churre · Finishis Chur

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.

Confirm to Remo	ove All or selected Waitlisted Bookings
You have selected 1 Booking. Do you want to remove the selected 1 Boo	king or All Waitlisted Bookings in the list?
	All Selected Only Cancel

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.

Confirm to print Tickets t	for All or selected Bookings
You have selected 1 Booking. Do you want to print Tickets for the selected 1 Booking a	or for All Bookings in the list?
	<u>Al</u> <u>S</u> elected Only <u>C</u> ancel
Jaura E 17 Drint Tiekate	

Figure 5-17 - Print Tickets

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

Event Entrance Management

	11 Law												
		ance Manageme											
sokable Dates		ookable Events	for 22/05/2	N14 1 5 Events									
1.74.11		Event Location	Fuend 20	Event Batter	Event Des	of the local division of the local divisiono	Start -	Red	Lait Call-	Interved In-	Informate B.	Pendley Ban-	Wathland
28 29 38 1 2		inct Daves	BARDI	Berrey In Concert.	farme In C	anart	15:00	17:00	14:20				
	15 11	Loci Derer	18Q01	BBQ Parts Baside the Pool.	MQ Parts 8	ands the Pool	18:00	J1:00	17:30	1			0
12 13 14 13 14		Lach met	010401	Hep: Show	Description		12:00	38(00	10:31	1000	Land and the		
		1.	PRESION	Conginentary Pres Shaw	Concilmente	my Prest Show	10.00	12:30	10.48		100 B		
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al ar as an an 1 ar as an an 1 minute 1 min	Inhouse: 0 Waitlist:		entit E Manageroom Servi Account Set Ayaw Set Ayaw Set Ayaw Set Busic Litt De	di - Al Reserved Bookings (Status Status Indiad II Indiad III	Price Calogor Insina Solat Insina Solat	1 0	and Car Adult Adult	tegory	30.00 30.00	31.08 31.00	1	8 - 8 - 8

Figure 5-18 - Event Entrance Management

6

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.

- 2. List of bookings will be shown and the total record corresponds to the number Reserved / Pending Bookings.
- 3. 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.

-	ting Boolangs	Inhouse Bookings				Account Bookings Ove	rview
>	Price Category Normal ticket	Account Category Adult	Net Price 30.00	Gross Price	 Allow Temp Exit	Reserved: 2	Inhouse: 1
					Admit Back	Pending:	Waitlist: 0

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

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

ding Bookings	Inhouse Bookings					Account Bookings Over	rview
Price Category	Account Category	Net Price	Gross Price	Q		Deserved	Tabaura
Normal Scket	Adut	30.00	30.00			Reserved:	Inhouse:
					Yyo= Teath Cell.	2	1
						Pending:	Waitlist:



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

6.2. Release Pending Bookings

Home Setup		1	_ D X
Bookings Unposted Account Event Entrance Reports Log Handling Management Menu			
Overview for 22/05/2014 Event Entrance Ma	inagement 🗵		
Event : MV1 - Movie - Transformer 1	Date : 22/05/20	14 Location	: Loc3 Hall
Event Overview Event Management : All Reserved Boo	kings (3)		
Reserved:	Inhouse:	Pending:	Waitlist:
3	1	2	1

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**.

	Pending Bookin	gs for Even	51	
	22/05/2014 2: MV1			
	e: Movie - Transformer 1			
	l Bookings: 2			
	Apply Cancellatio	n Fee \$5.00		
s will Void a	current 2 Pending Book	ings,		-
	all 1 Waitlisted Bookings a	Contraction of the second s	Pending Booking	ngs.

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 rebooking. If there are Waitlisted bookings, the System will assign the Waitlisted to Pending after releasing Pending book

Reports

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

7

Home Setu	p				
Bookings Unposted Bookings Unposted Bookings Main M		Reports	E	om Excel Search xport Report rt Printing	Clo
Overview for 29-Aug-15	Report	Printing 🗵			
Expand All					
earch Report					
Name					
Interpretation					
🕂 1a Passenger - General					
Ib Passenger - Manifests					
Ic Passenger - Embarking					
Id Passenger - Disembark	ing				
1e Passengers - Transit					
If U.S. Immigration - I 41	8 CBP Landscape	format			
If U.S. Immigration Lists Immigration Lists					
19 INO Immigration Lists U.S. Immigration Form					
In Passenger Data Impo					
In Passenger Data Impo					
- 1i Customs	ereporto.				
Ii Passenger Complaints					
1k IMO Immigration Lists					
- 1 Passenger Reports for	Naples Office				
🕀 - 2a Crew - General					
🐵 - 2a Crew - General					
🔅 - 2b Crew - Manifest					
🖶 2b Crew - Manifests					
🕂 - 2c Crew - Embarking					
🐵 - 2d Crew - Disembarking					
9 2e Crew - Uniform and Ite	ems				
🐵 - 3a Staff - Manifests					
🕂 - 3b Staff - Embarking					
General Staff - Disembarking					
B- 3d Staff - Transit					

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.

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.

	System Default Color:		User Defined Color:	ι	Jse System Default Color:
Available Seats:	LawnGreen	•	0, 0, 0, 0	-	V
Booked Seats:	Red	-	0, 0, 0, 0	•	V
Selected Seats:	Yellow	•	0, 0, 0, 0	-	V
Other Zones Seats:	LightGray	•	0, 0, 0, 0	-	V
Source Seat selection rectangle:	Red	•	0, 0, 0, 0	-	V
Target Seat selection rectangle:	Green	Ŧ	0, 0, 0, 0	Ŧ	

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

Seating Types	Code:	Blocked		
Bocked - Blocked Seat	Name:	Blocked Seat		
Handicapped - Handicapped Seat	Color:	Red		
DutOfOrder - Out Of Order Seat				
Standard - Standard Seat				
	Status:	e 😑 Available	Blocked	

Figure 8-2 - Seating Types

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

8

8.2. Seating Zone

Home Setup							
🗱 🐝 🛛 🖉	နီ 🖪 🔮 🗳 🏂 🕂 X 🗌 ပာ 🎞 🖫 🔒 ပာ						
	eating Bookings Event Seating Event Seating Price Account Groups Parameters Add New Delete Save-Template Undo Template Add New Delete Save-Level Undo Level Leve						
	Event Setup Location Layout Templates Setup Layout Templates Levels Setup 5						
erview for 08/06/2016 Location Layout Templates & Levels Setup 🗵							
Locations & Layout Templates & Layout Levels: Layout Template: Theatre - Theatre Template							
Locations & Layout Templates & Layout Levels:	Layout Template Details Layout Level Details						
	Code: Theatre						
DOB - Buena Vista Theatre (1)	Name: Theatre Template						
실금 Thesh Thesh Campbel () └글 Turrel Thesh Line () 이 Line (- Cablanay Beach () 실금 Beach Reach () 나글 Beach Reach Templet () └글 Beach Reach Templet () 나글 Cack-Dharp Ocaserer Cub ()) 상품 Cack Dharp (balanet	Description Description:						
	Location: Buena lista Theatre						

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

itup Types it Setup	Zones Categories & Types	Template T	emplote cation Layout Templat	Level Level Levout Templat	Seat	Seat Series Layout Options
Bockable Events Setu	n fr (8)/67016	cation Layout Templa				
		cation cayout relipia	tes a teves ser	who for		
el: TLevel1 -	Theatre Level 1					
yout, Template Details	Layout Level Details					
Details:						
Level Code: TLeve	di			🛂 Hybrid	Seats Count: 16	
Level Name: Thea	belevel 1			Open Seating Capacity: 5 🗘	Zoom %: 100	
Layout:						
Layout Image File:	C:(SPMSIFC Ticket/peat1_clean_all.jpg					Edt
Layout View:	Cones Vew C Types Vew					
201	CODIE CONTRE CINCLE	DCOB.A ,	RENA			
and and	• • 3	* *	AT CHELS			
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~	•	°				

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

	💀 + >
Details	
Seat Code:	M5
Seat Row:	M
Seat Number:	5
Comments:	
Options	
Zone:	Centre Circle
Zone Color:	-256
Type:	Standard Seat
Type Color:	-16711936
Status:	Available
Properties	
Position X:	232
Position Y:	145
Rotation:	

Figure 8-5 - Seat Properties

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

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.

Table 4 - Seat Properties

8.5. Create Series of Seats

9	Create Series of S	eats		×
St	arting Seat:	BB1		
Nu	umber of Seats:		1 🗘	
Та	ab value:		0 ‡	
Or	rientation:	Horizontal	+	
Dia	agonal Direction:	l Up	🔘 Down	
		Apply	Close	

Figure 8-6 - Series of Seats

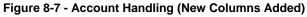
Seats creation allows the user to choose the start seat, number of seats and how the orientation of the seat to be like.

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.

Deven to 200220 Emiliting Account Handling	(x)		
Account Search 3	Veri PRes		
Reienatur Data: Oed-9r	Peolog Statue: #Eoking: Posted KUrposted	+ Holded Transactions Hite Holded Transactions	-
	Peinting Status: All Bookings (Printed & hot Peinted)	- Bookings Types: All Bookings	
Assert Type	Harmoth and + Hid day		
Access biernates 2	Dig a ciles hade here ti piùs hat clam		
	Date Event ID Event Name Local	on Start Time End Time Cancellation Fee Price Category Av	count Category Layout Level Seating Zone Seat Code
Ne strage dels			



Select Home, Account Handling (new columns added)

verview for 08/06/2016	Event Bookings	Unposted Bookings by Cruise	e x			
Cruise type:			Cruise:			Bookings Types:
Current Cruise		*			*	All Bookings
urrent Cruise : 0 Unpos	ted Bookings					
Enter text to search		 Find Clear 				
Enter text to search		✓ Find Clear				

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.

07	erview for 08/06/2016 Event Bookings Event Templates Set	up (ĸ		0								
	Locations & Events:	1	ocation: Bue	na Vista Theatre : 2 I	Event Templates								
	C Expand All	ľ											
	G Q Loc8 - Buena Vista Theatre (2)		Event ID	Event Name	Event Description	Start Time	End Time	Fixed Seating	Min. Attendees	Free Seating Capacity	Fixed Seating Capacity		
	FREESHOW Complementary Free Show		FREESHOW	Complimentary Free Show	Complimentary Free Show	11:00	12:30	N	1	200	0	200	
	MV1 Movie - Transformer	3	MV1	Movie - Transformer	Movie - Transformer		02:00	Y	1	5	16	21	
	Coc - Catsaway Beach (1)								·				
	DOQUIDDQ Party Deside the Pool LocA - Disney Oceaneer Club (3)												
	- BAB Beauty and the Beast			Transformer									
	- BAR01 Barney In Concert		General Properties	Pricing & Sales Kosk FCUI									
	MIC01 Mickey & Minnie Anniversary Show		General Info									Duration & Ti	mes
												Duration:	02:00 🗘
												Starting Time:	C Ending Time: 02:00 C + 0 Day
			Code & Name:	MV1	Movie - Transformer							Last Call Time:	
				Movie - Transformer								cost con miler	•
þ			Description:										
												Capacity	
												Min.: Max.: [] 1 Ticket per	1
			Comments:										
			Location:	Buena Vista Theatre						Edit		Printing Confi	iguration
									-	cat		Default Ticket R	Report: FCTIORET_01TIORET
				C Free Seating	Fixed Seating							Print Summa	
			Layout Template:							Edit		· ····· Juline	*1
1													

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

Bookable Dates		Bookable	e Events for O8	/06/2016 :	3 Events												
< 3une →																	
<u>SMTW</u> 29 30 31 1 5 6 7 8	2 3 4 9 10 11	Event	Location	Event ID	Event Name	Event Description	Start Time	End Time	Fixed Seating	Min. Attendees	Free Seating Capacity	Fixed Seating Capacity	Total Capacity	Free Seating Availability	Fixed Seating Availability	Total Availability	OverBo
12 13 14 15 19 20 21 22		LocA D	isney Oceaneer Out	BAB	Beauty and the Beast	Beauty and the Beast	20:00	22:00	Y	0	0	16	16	0	13	13	0
26 27 28 29		Loce Bu	uena Vista Theatre	FREESHOW	Complimentary Free Show	Complimentary Free Show	11:00	12:30	N	1	200	0	200	194	0	194	0
3 4 5 6	789	> Loce Bu	uena Vista Theatre	MV1	Movie - Transformer	Movie - Transformer		02:00	Y	1	5	16	21	5	16	21	0
Today	y	•						-									
																	_
Account Search		\$	08/06/2016 -	MV1 - Mov	vie - Transformer												
Reservation Statu	e: Check-In		Free Seating F	ixed Seating													
	1018 TESTER WEBS		Layout Level: Th	eatre Level 1													
1010	1010 ILSILK WLD.	Jun 1															
Payer Account S	iearch	\$															
C Enable	Prepaid Booking	*			Centre					Front S						Right Ci	_
					0 /	8				0/	8					0/6	5
Account Informa																	
Account Informa	ation	^															
1018 - TESTER V	WEBSERVICE 01	_	•														
			Bookings Details	Rookings Histo													
	MA		r .														
			Date Fy	ent ID Eve	nt Name	Location	Discontraction				and care			Consultation of the last	- F		- Datasa da
	SC		Date EV	ent ID Eve	nt name	Location	Price Categor	Accourt	nt Categor	Y Layout D	evel Seati	ng zone	Seat Code	Cancellatio	n ree Ne	t Price Gross	s Price (
Date of Birth:	07/10/1985																
Age:	31																
Gender:	м																
Type:	Guest																
Status:	Checked-in/On-Bo	ard															
Handicapped:																	
Embarkation:	22/09/2014/ATSE	A															
Debark:	29/09/2014/																
PPD Type:			To	tal Bac													

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.

Fixed Seating Booking - Step 1: Select Tickets					
Step 1: Select Tickets Step 2: Select	ect Seats	S	tep 3: Conf	irm Booki	ngs
Seating Zone Front Stalls for Event:	Max Capacity: 8		Price Category	Account Category	Quantity
Date: 08/06/2016	Booked:		Price Catego Price Catego	Adult Child	2
Code: MV1	0				
Name: Movie - Transformer	Waitlist:				
Location: Buena Vista Theatre	0				
	Reserved:				
	3				3
Price Category 1 Price Cat Adult Chi 100.00 50.	ld		Price Cate Senior Ci 70.0	tizen	
Please specify the number of Bookings for each Price &	Account Category.				*
			Select Seats		Cancel

Figure 8-11 - Step 1: Select Tickets

Step 1: Select Tickets

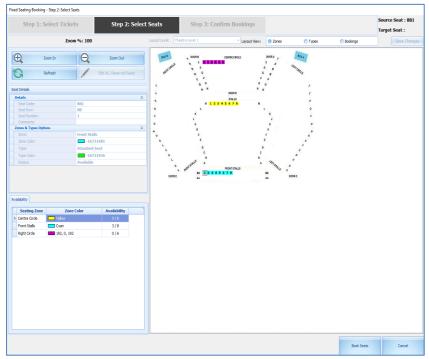
Select Price Category and number of tickets to purchase. Consists of Max (Maximum) Capacity, Booked, Waitlist and Reserved tickets.



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



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	Enable to change the seat code for all of the reserved
Seats	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

Oracle	Hospitality Cruise SPMS Ticket	×
	Selected starting Seat does not fit all Reserved Bookir	ngs.
	ОК	

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.
- 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).

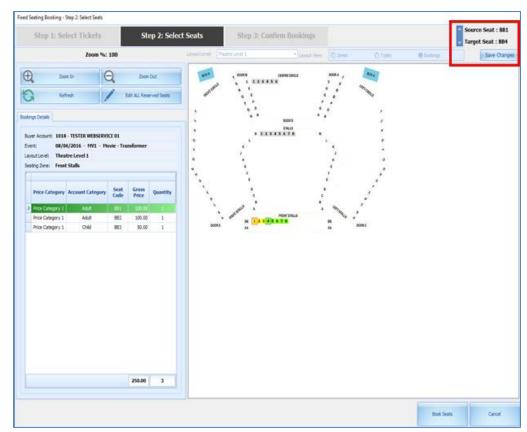


Figure 8-16 - Edit All Reserved Seats

- 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.

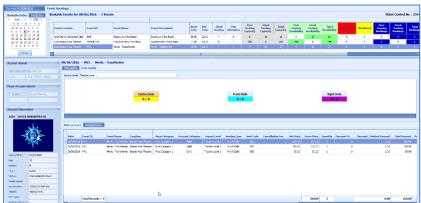
Step 1: Select Ticke	ets S	tep 2: Select Seats	Step 3: C	onfirm Bookings
	Ac	count and Event Deta		
			Click to return to Seats se	election screen.
ccount:	1018 - TE	STER WEBSERVICE 01		
vent:	08/06/2	016 - MV1 - Movie - T	ransformer	
ayout Level:	Theatre L	evel 1		
eating Zone:	Front Sta	lls		
		Bookings Details:		
Price Category	Account Category	Gross Price	Quantity	
Price Category 1 Price Category 1		100.00 50.00	2 1	200.00 50.00
			Totals: 3	250.00
ase confirm your Ticket	s.			

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.

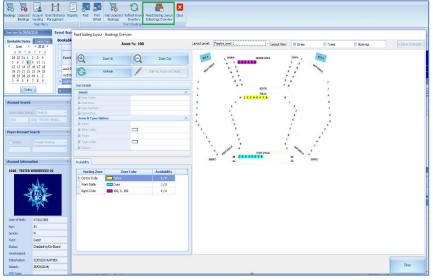


Figure 8-19 - Fixed Seating Layout & Bookings Overview

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

sea to 00,00,00 d. Event Sc	Event Entrance M	tanagement (*												
olohie Dates	Bookable Events for 08/0	6/2016 : 3 Ev	ents											
4 Juny - F - 4 2026 - F														
ANTWITS		Event ID	Event Name	Event Description			Last Call Time	Reserved Bookings	Inhouse Bookings	Pending Bookin				
29 30 31 1 2 3 4 5 9 7 8 9 10 11	Loch Distary Devanaer Club		Deauty and the Deaut	Desity and the Dear					•					
12 13 14 15 16 17 13		HR2ESHOW	Completion tary Free Show	Complimentary Free Mode - Transformer	Stow 11:00	12:30	10:45		0		0			
19 20 21 22 23 24 25 26 27 28 29 30 1 2	> Loci Quera Vieta Treatre	98/1	Movie - Transformer	Hovie - Transformer	38500	12:00			•	· · ·				
26 27 28 29 30 1 2														
Today														
Reserved:	Inhouse:		nier leut la search		- 7M	Cent								
		10												
			Beyer Account	Status		Account Category	Layout Leve		Seat Code		Gross Price		Discount %	Discount / Refer
			1015 TESTER WERSTRUGT 01	Checked-On	Trice Category 1	CNIA	Theatre Level		853	98.00	30.00		0	
			1015 TESTER WEBGERVICE 01	Checked in	Hice Category 1	ASA	Theatre Level		801	106.00	200.00	1	0	
				Checked-In	Price Category 1				852	100.00	100.00	1	0	
8	0													
8	0		1019 TESTER FIRST DATA DI	Checked (in	Price Category 1	ASA	Theatre Level							
8	0		1019 TESTER FIRST DATA DI 1019 TESTER PIRST DATA DI	Checked-On	Price Category 1	Adult	Theatre Level	1 Pront Stella	004	100.00	330.00	1	0	
8	0		1019 TESTER FIRST DATA DI 1019 TESTER FIRST DATA DI 1019 TESTER FIRST DATA DI	Checked-On Checked-On	Price Category 1 Price Category 1	Asiat Asiat	Theatre Level Theatre Level	1 Pront Stalls 1 Front Stalls	854 897	100.00	190.00	1	0	
8	0		1010 TESTER FIRST DATA DI 1010 TESTER PIRST DATA DI 1019 TESTER FIRST DATA DI 1019 TESTER FIRST DATA DI 1010 TESTER PIRST DATA DI	Orecled-On Orecled-On Orecled-On	Price Category 1 Price Category 1 Price Category 1	Aslat: Aslat: Aslati	Theatre Level Theatre Level Theatre Level	1 Pront Stals 1 Front Stals 1 Pront Stals	804 887 888	100.00	190.00 190.00	1	0	
8	0		1019 TESTER FIRST DATA DI 1019 TESTER FIRST DATA DI 1019 TESTER FIRST DATA DI	Checked-On Checked-On	Price Category 1 Price Category 1	Asiat Asiat	Theatre Level Theatre Level	1 Pront Stals 1 Front Stals 1 Pront Stals	854 897	100.00	190.00	1	0	
-	0 Waitlist:		1010 TESTER FIRST DATA DI 1010 TESTER PIRST DATA DI 1019 TESTER FIRST DATA DI 1019 TESTER FIRST DATA DI 1010 TESTER PIRST DATA DI	Orecled-On Orecled-On Orecled-On	Price Category 1 Price Category 1 Price Category 1	Aslat: Aslat: Aslati	Theatre Level Theatre Level Theatre Level	1 Pront Stals 1 Front Stals 1 Pront Stals	804 887 888	100.00	190.00 190.00	1	0	
8 Pending:			1010 TESTER FIRST DATA DI 1010 TESTER PIRST DATA DI 1019 TESTER FIRST DATA DI 1019 TESTER FIRST DATA DI 1010 TESTER PIRST DATA DI	Orecled-On Orecled-On Orecled-On	Price Category 1 Price Category 1 Price Category 1	Aslat: Aslat: Aslati	Theatre Level Theatre Level Theatre Level	1 Pront Stals 1 Front Stals 1 Pront Stals	804 887 888	100.00	190.00 190.00	1	0	
-			1010 TESTER FIRST DATA DI 1010 TESTER PIRST DATA DI 1019 TESTER FIRST DATA DI 1019 TESTER FIRST DATA DI 1010 TESTER PIRST DATA DI	Orecled-On Orecled-On Orecled-On	Price Category 1 Price Category 1 Price Category 1	Aslat: Aslat: Aslati	Theatre Level Theatre Level Theatre Level	1 Pront Stals 1 Front Stals 1 Pront Stals	804 887 888	100.00	190.00 190.00	1	0	
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-			1010 TESTER FIRST DATA DI 1010 TESTER PIRST DATA DI 1019 TESTER FIRST DATA DI 1019 TESTER FIRST DATA DI 1010 TESTER PIRST DATA DI	Orecled-On Orecled-On Orecled-On	Price Category 1 Price Category 1 Price Category 1	Aslat: Aslat: Aslati	Theatre Level Theatre Level Theatre Level	1 Pront Stals 1 Front Stals 1 Pront Stals	804 887 888	100.00	190.00 190.00	1	0	
Pending:			1010 TESTER FIRST DATA DI 1010 TESTER PIRST DATA DI 1019 TESTER FIRST DATA DI 1019 TESTER FIRST DATA DI 1010 TESTER PIRST DATA DI	Orecled-On Orecled-On Orecled-On	Price Category 1 Price Category 1 Price Category 1	Aslat: Aslat: Aslati	Theatre Level Theatre Level Theatre Level	1 Pront Stals 1 Front Stals 1 Pront Stals	804 887 888	100.00	190.00 190.00	1	0	
-			1010 TESTER FIRST DATA DI 1010 TESTER PIRST DATA DI 1019 TESTER FIRST DATA DI 1019 TESTER FIRST DATA DI 1010 TESTER PIRST DATA DI	Orecled-On Orecled-On Orecled-On	Price Category 1 Price Category 1 Price Category 1	Aslat: Aslat: Aslati	Theatre Level Theatre Level Theatre Level	1 Pront Stals 1 Front Stals 1 Pront Stals	804 887 888	100.00	190.00 190.00	1	0	
Pending:			1010 TESTER FIRST DATA DI 1010 TESTER PIRST DATA DI 1019 TESTER FIRST DATA DI 1019 TESTER FIRST DATA DI 1010 TESTER PIRST DATA DI	Orecled-On Orecled-On Orecled-On	Price Category 1 Price Category 1 Price Category 1	Aslat: Aslat: Aslati	Theatre Level Theatre Level Theatre Level	1 Pront Stals 1 Front Stals 1 Pront Stals	804 887 888	100.00	190.00 190.00	1	0	
Pending:			1010 TESTER FIRST DATA DI 1010 TESTER PIRST DATA DI 1019 TESTER FIRST DATA DI 1019 TESTER FIRST DATA DI 1010 TESTER PIRST DATA DI	Orecled-On Orecled-On Orecled-On	Price Category 1 Price Category 1 Price Category 1	Aslat: Aslat: Aslati	Theatre Level Theatre Level Theatre Level	1 Pront Stals 1 Front Stals 1 Pront Stals	804 887 888	100.00	190.00 190.00	1	0	
Pending:			1010 TESTER FIRST DATA DI 1010 TESTER PIRST DATA DI 1019 TESTER FIRST DATA DI 1019 TESTER FIRST DATA DI 1010 TESTER PIRST DATA DI	Orecled-On Orecled-On Orecled-On	Price Category 1 Price Category 1 Price Category 1	Aslat: Aslat: Aslati	Theatre Level Theatre Level Theatre Level	1 Pront Stals 1 Front Stals 1 Pront Stals	804 887 888	100.00	190.00 190.00	1	0	

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.

Waitlist No.	Booking Date/Time	Buyer Account	Price Category	Account Category	Layout Level	Seating Zone	Seat Code 🔺	Net Price	Gr
1	04/05/2017 3:41:25 PM	1019 TESTER FIRST DATA 01	Price Category 1	Adult	Theatre Level 1	Front Stalls		100.00	
Total Recor									100
Total Recor	11							[100
Total Recor	11								100
	11								100
	ed Bookings includ	de 1 assigned as Fixed Sea	ating Waitlisted Bo	ookings.		_			100
Total Recor e 1 Waitlist	n ed Bookings includ	de 1 assigned as Fixed Sea	ating Waitlisted Bo	ookings.					100.
e 1 Waitlist		-	-	pokings.					100
e 1 Waitlist		de 1 assigned as Fixed Sea to the 1 Fixed Seating Wal	-	pokings.					100
e 1 Waitlist		-	-	xokings.					100
e 1 Waitlist ease assign	an available Seat t	to the 1 Fixed Seating Wa	itlisted Bookings.		the Waiting Li	t until the Geo	ting Tong bo		
e 1 Waitlist ease assign	an available Seat t	-	itlisted Bookings.		the Waiting Lis	st until the Sea	ting Zone bec	comes availabl	
e 1 Waitlist ease assign	an available Seat t	to the 1 Fixed Seating Wa	itlisted Bookings.		the Waiting Lis	st until the Sea	ting Zone bec	comes availabi	
e 1 Waitlist ase assign	an available Seat t	to the 1 Fixed Seating Wa	itlisted Bookings.		the Waiting Lis	st until the Sea	ting Zone bec	comes availabl	

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.

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

Table 6 - User Security Access Rights

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