

# Oracle® Hospitality Cruise Shipboard Property Management System OHC Ticket User Guide



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The Oracle logo, consisting of a solid red square with the word "ORACLE" in white, uppercase, sans-serif font centered within it.

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# Preface

The Ticket module allow you to configure the event price, design the event layout, manage the ticket bookings based on the seating capacity, printing of tickets and generate sales report. It also allow you to manage event registration at the entrance.

## Audience

This document is intended for Ship's System Administrator and/or Application Specialists of Oracle Hospitality Cruise Shipboard Property Management System.

## Customer Support

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<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
- 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/cruise.html>.

## Revision History

**Table 1 Revision History**

Date	Description of Change
September 2020	Initial Publication

# Prerequisites and Compatibility

This section describes the minimum requirements for the Ticket module.

## **Prerequisites**

- Ticket.exe

## **Compatibility**

SPMS version 20.1 or later. For customers operating on version 20.1 and below, database upgrade to the recommended or latest version is required

# 1 Setup

This section describes the set up required for Ticket module and its functionality. The majority of the required department codes are configured in the Setup tab. A good practice is to set up the Locations, Price Categories, Account Groups & Types, Event Template, followed by Bookable Event Setup.

## Location Setup

### Locations

Event Locations can be set up by clicking the **Locations** button at the ribbon bar, then enter all the required information and click **Save**.

**Table 1-1 Field Description of Location Details**

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 deck. Linked to TYP_DEK
Picture File	Stores the file path of attached picture file.
Availability	Function that controls whether the location is to show in Overview screen.
Overlap Book	Function that controls the system to warn when booking exceeded the maximum number specified.

### Deleting Event Location

To delete a location, select the location from the list and click the **Delete** button.

### Locations Layout Setup

The **Locations Layout Setup** consists of two (2) tabs;

- Layout Template Details
- Layout Level Details

### Layout Template Details

You can create the layout template using the **Code, Name, Description, and Location**.

1. At the Setup tab, click **Locations Layout Setup**.
2. Click **Add New Template** to create a new template.

3. Enter all the information and click **Save Template** and then **Close**.

## Layout Level Details

**Figure 1-1** Layout Level Details

1. Choose a layout template that you created earlier.
2. Click the **Add New Level** button.
3. Enter the Layout Level Details consisting of **Level Code**, **Level Name**, **Hybrid**, **Open Seating Capacity**, **Layout Image File**, and **Layout View**.
4. Click **Save Level** to save.

### Creating Layout Template

**Figure 1-2** Layout Template

You can add a template, delete, save or undo the previous change made on the template. After creating the location template, proceed to add a new level for the template or define the seating zones by location.

Do note that when you create a Template and Layout Level for a location;

- One location can have multiple templates.



- One template can have multiple layouts.

**Table 1-2 Field Definition of Layout Template**

Field Name	Description
Hybrid	An open space for people to stand.
Open Seating Capacity	Defines 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.
Layout Image File	Attached layout for that level (image file for example .jpg, .png, .bmp, and .gif)
Clear	To clear the saved image for that level Layout View radio button.

### Adding Seats to Layout

The seat button toggles between both options; Insert Seat/Stop Insert Seat when it is clicked.

To create a seat,

1. Click **Insert Seat** button
2. Point to the layout the location of the seat.
3. Go to the **Seat Properties** window and update the seat row, number and all other relevant information per below
  - **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.

### Creating a Series of Seats

You can choose to create a series of seats with starting seat number, number of seats and its orientation with this option.

To create, clicking the **Create Seat Series** button and enter all the relevant information, then click **Apply**

## Fixed Seating Bookings Color

### Creating a Series of Seats

You can choose to create a series of seats starting with a seat number, number of seats and its orientation with this option.

To create, clicking the **Create Seat Series** button and enter all the relevant information, then click **Apply**

Figure 1-3 Fixed Seating Booking Color

	System Default Color:	User Defined Color:	Use System Default Color:
Available Seats:	LawnGreen	0, 0, 0	<input checked="" type="checkbox"/>
Booked Seats:	Red	0, 0, 0	<input checked="" type="checkbox"/>
Selected Seats:	Yellow	0, 0, 0	<input checked="" type="checkbox"/>
Other Zones Seats:	LightGray	0, 0, 0	<input checked="" type="checkbox"/>
Source Seat selection rectangle:	Red	0, 0, 0	<input checked="" type="checkbox"/>
Target Seat selection rectangle:	Green	0, 0, 0	<input checked="" type="checkbox"/>

To select the color for each seating type,

1. Go to **Setup** tab.
2. Click the **Fixed Seating Bookings View Colors Setup** button.
3. By default, the **User System Default Color** check box is checked. To define a color of your choice, uncheck the check box and choose the color from the drop-down list under **User Defined Color**.

## Event Seating Zones

Figure 1-4 Event Seating Zones

This function allow you to define the zone for use in seating plan setup.

1. At the Setup tab, select **Event Seating Zones**.
2. Click **Add New** to add new zone.
3. At the Seating Zones form, enter the code, name and select a color and location from the drop-down list.
4. Click **Save**.

## Account Groups and Type

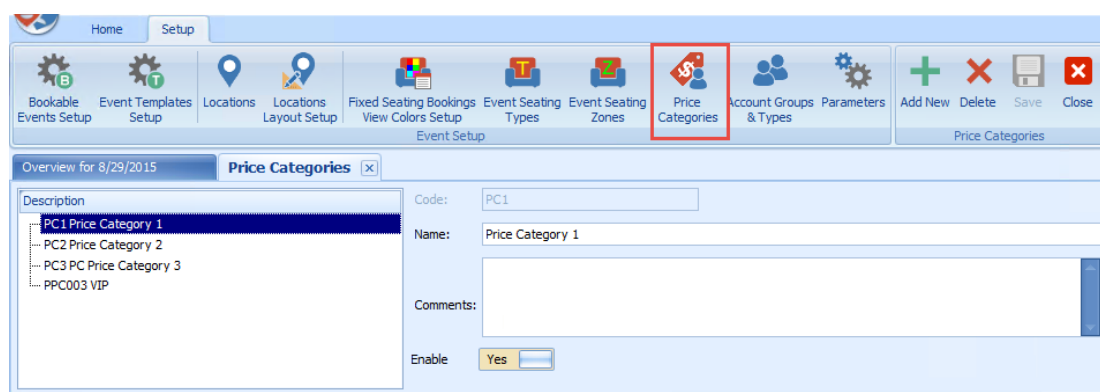
The Account Groups and Types allow you to define the ticket categories, for example, adult/child in this module.

1. Click the **Account Group and Types** at the ribbon bar.
2. Click **Add New** to add a new pricing for the required category.
3. Enter all the required information and click **Save**.
4. To delete a specific pricing category, mouse over to the required description and click **Delete**.
5. Click **Close** to close this window.

## Price Categories

The Price Categories allow you to categorize the event by price, sales type, seating zones and others.

**Figure 1-5 Price Categories**



1. Click the **Price Categories**.
2. Click **Add New** to add a new pricing for the required category.
3. Enter a **Code**, **Name**, **Comment** in the respective field.
4. Click **Save**.
5. To delete a specific pricing category, mouse over the required description, and select **Delete**.
6. Select **Close** to close this window.

### Note:

If the **Enable** is deselected, this will also disable the pricing categories from the *Edit Template-Pricing Categories* configuration tab.

## Event Templates Setup

You can set up a template and use as a base for Bookable Events Setup.

Figure 1-6 Event Templates Setup Details

The screenshot shows the Oracle CRM Event Templates Setup window. The top navigation bar includes options like Home, Setup, 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, and Event Templates Setup. The main content area is titled 'Event Templates Setup' and shows a table of event templates for a location. The table has columns for Event ID, Event Name, Event Description, Start Time, End Time, Fixed Seating, Min. Attendees, Free Seating Capacity, Fixed Seating Capacity, and Total Capacity. Below the table, the 'Event1 - Event1' details are shown, including general info, duration and times, capacity, and printing configuration.

Event ID	Event Name	Event Description	Start Time	End Time	Fixed Seating	Min. Attendees	Free Seating Capacity	Fixed Seating Capacity	Total Capacity
Event1	Event1		16:00	18:00	N	3	15	0	15

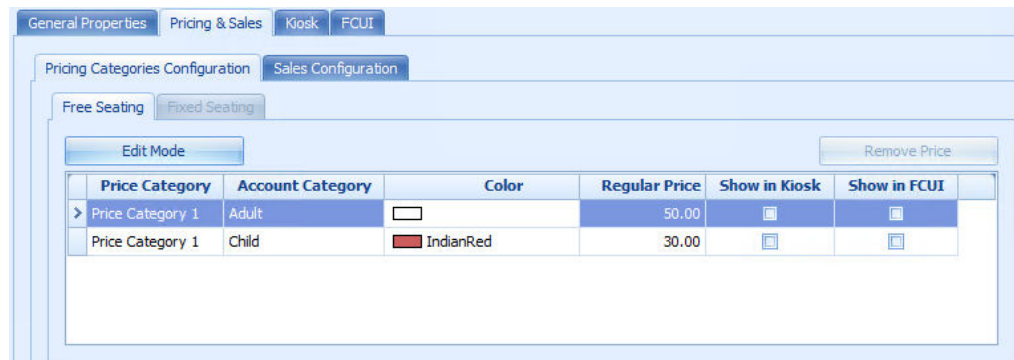
The 'Event1 - Event1' details section includes the following information:

- General Info:** Code & Name: Event1 | Event1; Description: ; Comments: ; Location: ; Seating: Free Seating (selected), Fixed Seating; Layout Template: ; Sales Status Enabled:
- Duration & Times:** Duration: 02:00; Starting Time: 16:00; Ending Time: 18:00 + 0 Day; Last Call Time: 15:00
- Capacity:** Min.: 3; Cost: 0; Max.: 15; Actual Counts: 0;  1 Ticket per Person limit
- Printing Configuration:** Default Ticket Report: FCTICKET\_01TICKET;  Print Summary

The Event Templates Setup window comprises of three (3) main sections:

- **Locations & Events:** Displays location name and type of events within the location.
- **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, Seating plan, Layout Template, if any.
- **Event ID and Event Name Details:** This section has four tabs and they are General Properties, Pricing & Sales, Kiosk, and FCUI and details of each tab is listed below.
  - **General Properties Tab**
    - \* **General Info section:** Code & Name, Description, Comments, Location, and Seating.
    - \* **Duration & Times section:** Duration, Starting Time, Ending Time, and Last Call Time.
    - \* **Capacity section:** Min, Max, and Cost.
    - \* **Printing Configuration:** Default Ticket Report.
  - **Pricing & Sales Tab**

**Figure 1-7 Bookable Event Setup — Pricing and Sales**



- \* **Pricing Categories Configuration:** Free Seating – Price Category, Account Category, Color, Regular Price, Show in Kiosk, Show in FCUI
- \* **Sales Configuration:** Sales Posting, Voiding Departments, Sales Tax and Cancellation Fee

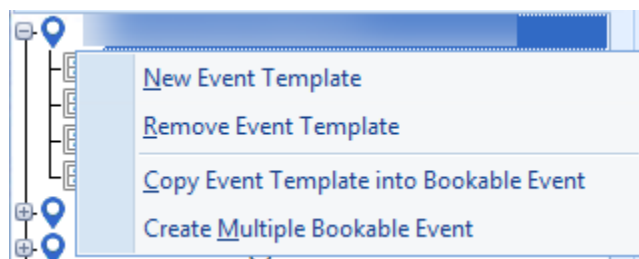
 **Note:**

Use the **Remove Price** to remove the price category or the **Edit Mode** to add the required price category

- **Kiosk**
  - \* Kiosk Sales enables you to define whether ticket can be booked through Kiosk or only to show the information. In the Multimedia Files Configuration, you can attach a video, audio or HTML file.
- **FCUI**
  - \* FCUI Sales Configuration enables you to define whether the ticket can be book through the interface or only to display the information is display in FCUI.

**Creating New Event Template**

**Figure 1-8 New Event Template Options**



To create a new template,

1. Select **Event Templates Setup**.

2. Right-click the navigation tree and select **New Event Template**.
3. Enter all the required information in each of the tabs.
4. If are using a Fixed Seating plan, you can attach a Layout Template to the event . See [Creating Layout Template](#)

### Removing an Event Template

1. At the navigation tree, right-click and select **Remove Event Template**.
2. At the system prompts “**Are you sure you want to remove the selected Event Template?**”, click **OK** to continue.

### Copying an Event Template into Bookable Event

1. At the navigation tree, right-click the event you wish to copy.
2. Select **Copy Event Template into Bookable Event**.
3. At the dialog prompts “**Please specify the Date you want the selected Event template to be copied to:**”, choose the new date and click **OK** to proceed.

### Creating Multiple Bookable Events

**Figure 1-9 Create Multiple Bookable Events Form**

**Create Multiple Bookable Events from:**

Code: Event1  
 Name: Event1  
 Description:  
 Location: Study Room  
 Seating: Free

**Source Event Pricing Categories Configuration**

Free Seating | Fixed Seating

Price Category	Account Category	Regular Price	Show in Kiosk	Show in FCUI
Price Category 1	Adult	50.00	<input type="checkbox"/>	<input type="checkbox"/>
Price Category 1	Child	30.00	<input type="checkbox"/>	<input type="checkbox"/>

**Target Events selection:**

**Target Bookable Event details:**

Code: Event1 Date:   
 Location: Study Room  
 Starting Time: 16:00 Ending Time: 18:00  
 Last Call Time: 15:00

Add to List Remove from List

**Target Bookable Events list:**

Apply Close

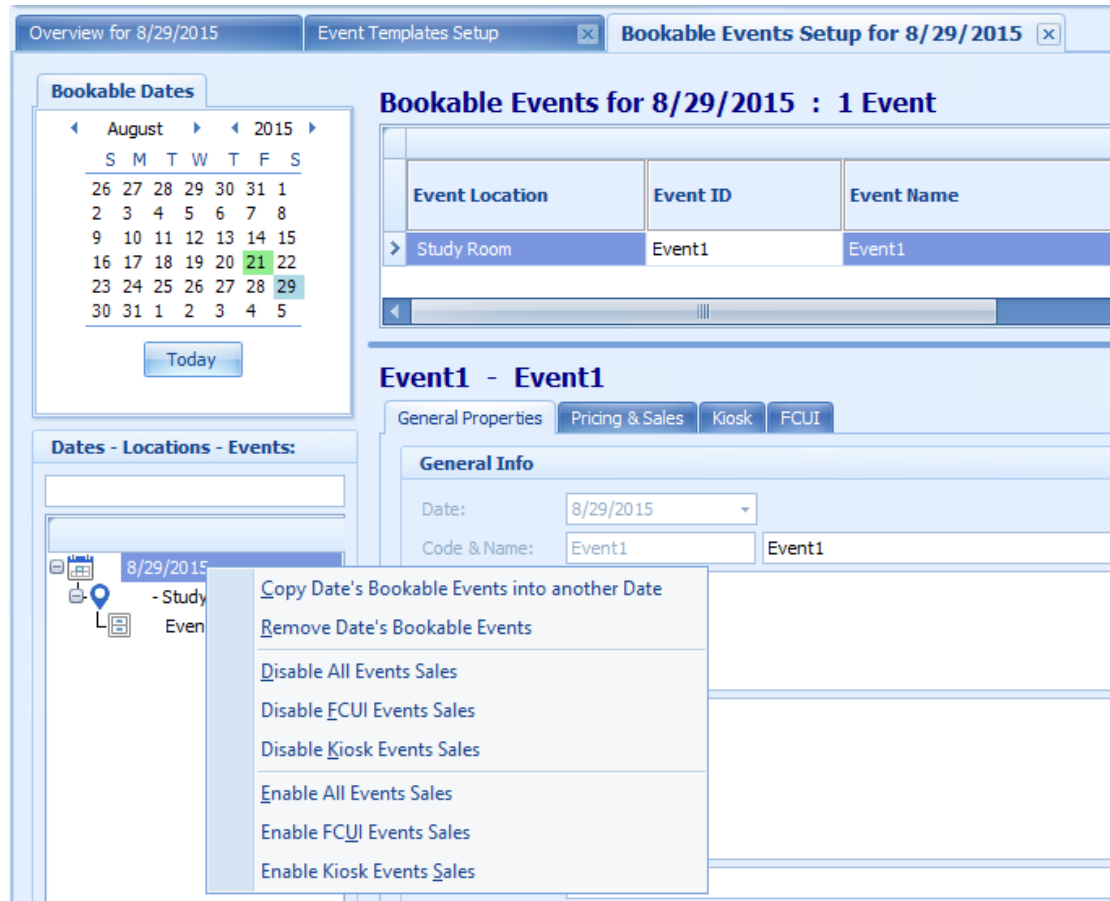
1. The bookable event is displayed in **Code** field.
2. In the drop-down list, choose for **Date, Location, Starting Time, Ending Time, and Last Call Time**.
3. Click **Add to List**. Use **Remove from List** to remove unwanted events.
4. Click **Apply** to create.

## Bookable Event Setup

The ticket booking for an event can be set up by date, location, and event level.

## Ticketing By Date

**Figure 1-10 Ticketing by Date Level**



In Ticketing by Date Level, you can perform functions as follows:

- 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.

To access one of the above function,

1. Right-click on the event date.
2. Select the option from the menu.

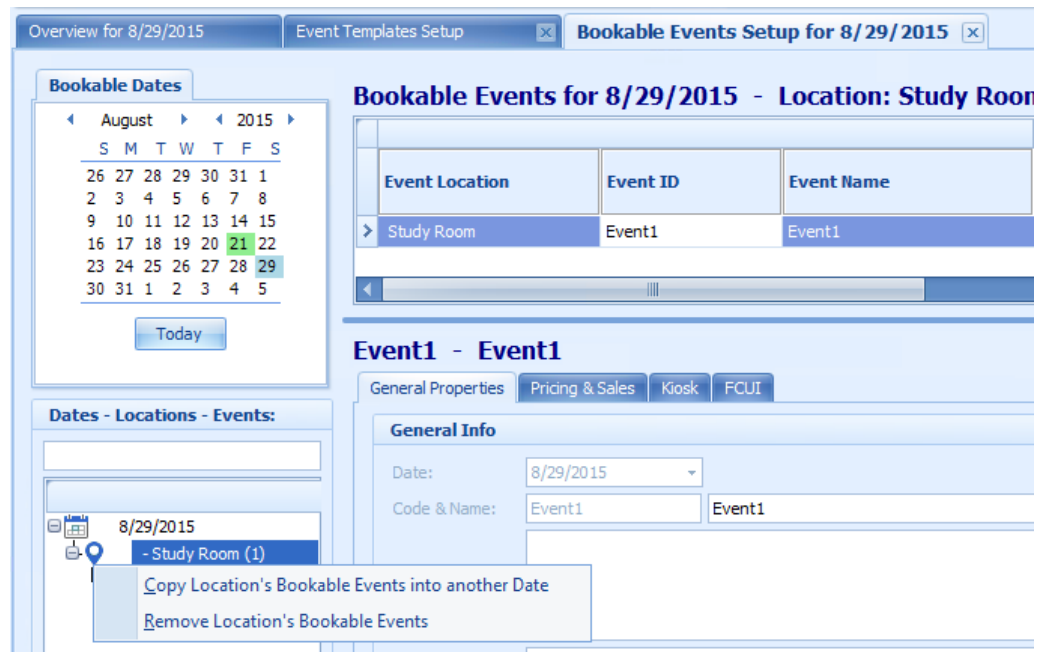
- At the confirmation prompt, read the message prompt before clicking **OK** to proceed or **Cancel** to terminate.

### Copy Date's Bookable Events into Another Date

When copying a bookable event into another date, you will receive a prompt to confirm to whether to copy the entire series of the event or not. Choose the date to copy from the drop-down list and click **OK** to confirm.

### Ticketing By Location

**Figure 1-11 Ticketing by Location Level**



In Ticketing by Location Level, you can perform one of this two functions:

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

To access this function,

- At the navigation panel, expand the date and right-click the event location.
- Select the desire option. If you are copying the location to another date, choose the new date when prompt.
- At the confirmation prompt, click **OK** to proceed.

### Ticketing by Event

To copy or remove the bookable event in Ticketing by Event Level, see steps of [Ticketing by Location](#) and select the event instead of location.



## Parameters

Below is the list of Parameters available to Ticket module and they are editable.

**Table 1-3 Parameters**

PAR Name	PAR Value	Description
Allow posting 0 price Tickets to the 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
Cancel Fees Default Dept	Dept number, for example, 1234	Debit Department to be used when posting Cancellation Fees when voiding normal Event Bookings in OHCTICKET
CancellationFees Default Value	0.00 or %	Default Value or Percentage (if % sign exists) for Cancellation Fees
Default Ticket Report	for example, OHC_Ticket_01 Ticket	Default Ticket Report for OHCTICKET (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
Enable Multiple Bookings	0 or 1	1 - Enable Multiple Bookings functionality in Bookings screen 0 - Disable this functionality, This option allows booking 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

Table 1-3 (Cont.) Parameters

PAR Name	PAR Value	Description
OHCTICKET Posting Department Code Include Sales Tax in Price	Dept number, for example, 1234	OHCTicket 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
Onboard Refund for Prepays	0 or 1	1 - Onboard refunding when voiding Prepaid Booking 0 - Shoreside refunding when voiding Prepaid Booking
PrePaid CancelFee Default Dept	Dept number, for example, 1243	Debit Department to be used when posting Cancellation Fees when voiding PrePaid Event Bookings in OHCTICKET
PrePaid Voids Default Dept	Dept number, for example, 1243	Debit Department to be used when posting Cancellation Fees when voiding PrePaid Event Bookings in OHCTICKET
Prepaid Events Default Pos Department	Dept number, for example, 1243	Debit Department to be used when posting Voids when voiding PrePaid Event Bookings in OHCTICKET
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 OHCTICKET
Use Event Waitlists	0 or 1	1 - Enable / 0 - Disable use of Event Waitlists

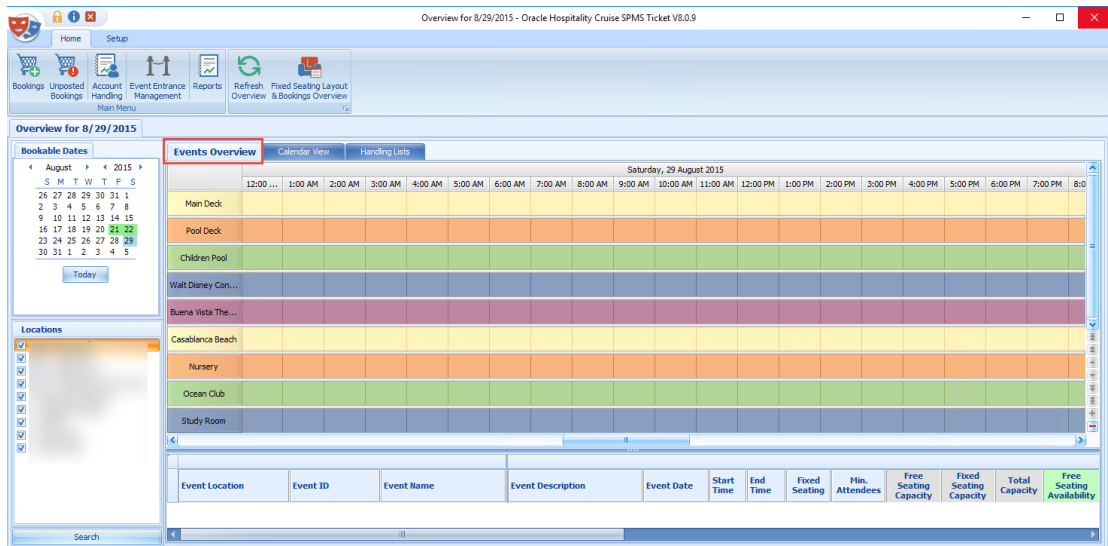
# 2

## Event Overview

The Event Overview section provides you a comprehensive view of the current and upcoming events, as well as the booking records of an event. It comprises of three tabs,

- Event Overview
- Calendar View
- Handling List

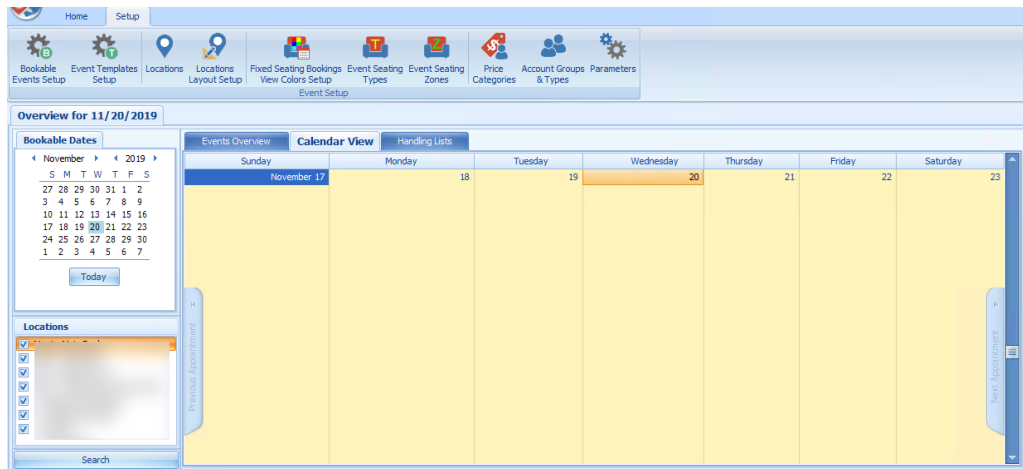
Figure 2-1 Event Overview



This window is divided into two sections providing you:

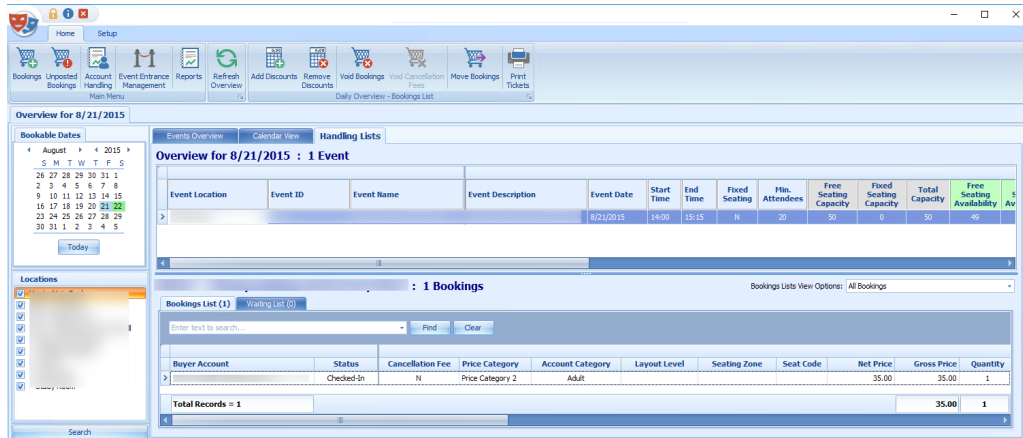
- A view of all bookable events according to the event start and end time.
- List all events of the selected date, including information such as start and end time, seating type minimum / maximum attendees, total bookings and others.

Figure 2-2 Calendar View



The Calendar View displays the weekly event of the selected date in time order. Scrolling downwards will move the date forward by week.

Figure 2-3 Event Handling List



The Handling Lists provide an overview of the selected event allowing you to manage the event from one location. It lists the details and total number of events of the selected date in the grid. List of the bookings are shown in the Booking List tab while the Waiting List tab lists all the guest on waiting list. The total number of bookings for the event is shown in the far right of the grid. Scroll right to view the remaining columns.

**Figure 2-4 Color Definition**

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

### Booking List

Under the Booking List tab, you can perform functions such as **Add Discounts, Void, Move Bookings** and **Print Tickets**. See chapter [Account Handling](#) for more details.

### Removing a Waitlist Booking

1. At the Waiting List tab, select the booking to remove.
2. Click the **Move Waitlisted Bookings** at the ribbon bar.
3. At the **Confirm to Remove All or selected Waitlisted Bookings** dialog, select the appropriate option.

#### Note:

If you select **All**, this will remove all the waitlist booking from the grid.

### Shifting a Waitlist Booking

This function enables you to reorder the waitlist booking, depending on the new number you insert. For example, if the current waitlist number is eight and the new waitlist number is ten, it will move this booking to the bottom of the list.

1. Select the booking to shift from the **Waiting List** tab.
2. Click the **Shift Waitlisted Bookings** button at the ribbon bar.
3. Insert a new waitlist number and click **Apply**.

Figure 2-5 Shift Events for Waitlisted Bookings

Shift Events Waitlisted Bookings confirmation

**Confirm to shift selected Waitlisted Event Booking:**

Date: \_\_\_\_\_  
 Code: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Waitlist No.: 8

**Please assign a new Waitlist No. that you want the selected Booking to be shifted to in the Waitlist:**

New Waitlist No.:

Apply Close

### Moving Waitlist Booking to Another Date

Figure 2-6 Move Event Bookings

Move Event Bookings

**Move selected Waitlisted Bookings from**

Date: \_\_\_\_\_  
 Code: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Total Bookings: 1

**Move selected Waitlisted Bookings to:**

Date: \_\_\_\_\_  
 Code: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Total Bookings: 1

**Target Event Information**

Bookable Dates

Event Location	Event ID	Event Name	Event Description	Event Date	Start Time	End Time	Fixed Seating	Min. Attendees
							Y	10
							Y	10

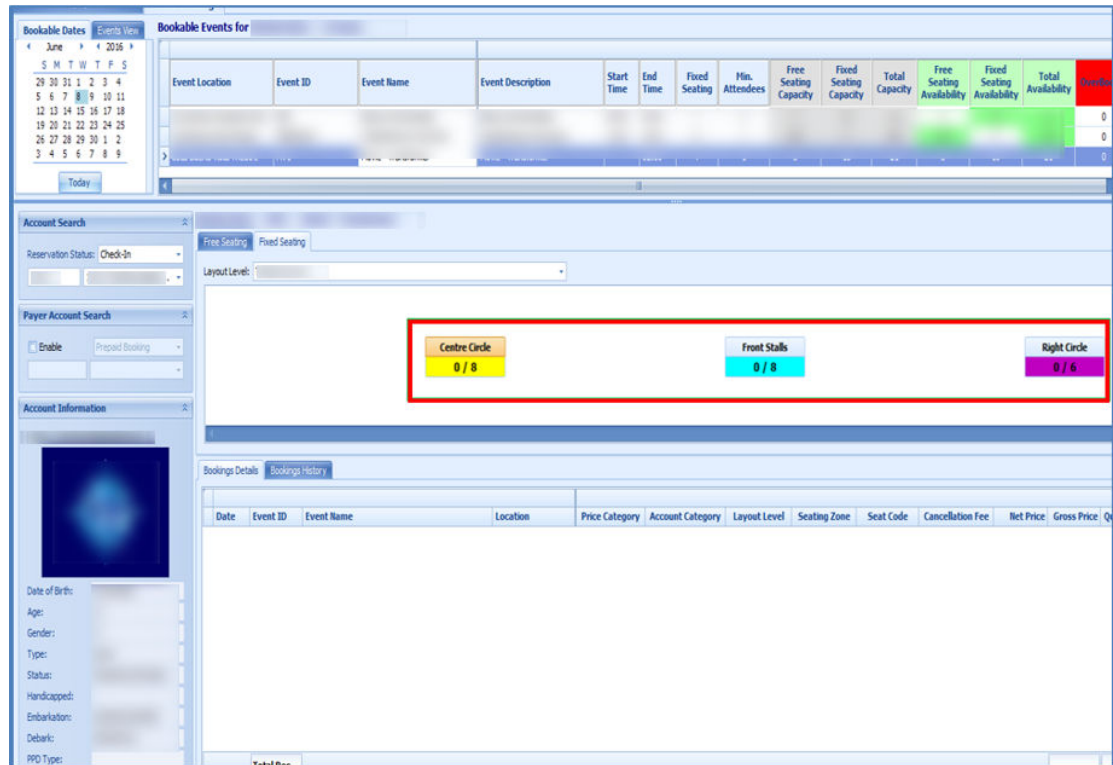
OK Close

The system only allows you to move bookings created from the same booking template.

1. Select the waitlist booking from the **Waiting List** tab.
2. Click the **Move Waitlisted Bookings**.
3. At the confirmation prompt, select the new date and click **OK**.

# Bookings

Figure 2-7 Bookable Event Fixed Seating Tab



The Event Booking window consists of two tabs,

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

## Bookable Date View

In the Bookable Date View,

- Dates marked with green denotes the event available for that date.
- Dates marked with gray is the selected date and it corresponds to the date shown in Dates, Locations, and Events.

## Events View

In the Event View tab, the system searches and return a list of events matching the event id entered in the **Event code** field

## Ticket Price

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

## Account Search

The Account Search function allow you to search for an account by reservation status (Check-In, Reservation or Check-Out Residents) and by Cabin Number/Name. The information of the account will be displayed in the Account Information section.

You can also search for the payer account type (Prepaid or Routed) by checking the **Enable** check box, then select the payer type and enter the account information.

The Account information displayed is of the selected guest.

## Booking Details

The Booking details tab displays details of the selected event, total records and prices. Functions such as **Add Discounts, Remove Discounts, Void Bookings, Void Cancellation Fees, and Move Bookings** can be performed by right clicking the selected booking or use the button at the ribbon bar.

## Booking History

Figure 2-8 Booking History

Date	Event ID	Event Name	Location	Price Category	Account Category	Cancellati...	Net Price	Gross Price	Quantity	De...
				Normal ticket	ADULT	N				
				Sales	ADULT	N				
				Normal ticket	ADULT	N				
				Discount	Senior	N				

This tab displays the history details of event previously booked. Scroll to the right for more information.

## Booking an Event

1. Click the **Bookings** button at the ribbon bar.
2. At the Event Bookings screen, select the date of the event and then the **Event Location**. The Price Category of the event is listed under the Free Seating tab.
3. At the **Account Search** function, search for the account.
4. Click the **Price Category** once. Clicking the Price Category again increases the quantity and you will receive a prompt to confirm if you would like to reserve more than one seat.
5. Click **Post** to post the booking fee to the account.

## Fixed Seating Booking

Before you can book a seat using the Fixed Seating, ensure you have the event location and layout setup. See **Locations Layout** and **Creating Layout Template** for more information.

To book,



1. To book a Fixed Seating event, choose a event from the Event Bookings tab. Select a guest and select a fixed seating event.
2. Under the **Fixed Seating** tab, select a layout from the drop-down list. The available pricing for the selected layout is displayed, For example '0/8' in the xxx Price Category. "0" indicates number of tickets booked, "8" indicates the total number of tickets available.
3. At the Booking Wizard **Step 1: Select Tickets**,
  - a. Select a **Price Category** and the number of tickets.
  - b. Click **Select Seats** to go to **Step 2:Select Seats** allocate a seat number. The default layout view for this booking is Booking View. You can change the view to Zones or Type.
  - c. Click **Book Seats**.
  - d. At the **Step 3: Confirm Booking** tab, verify the information shown and click **Confirm Bookings** to complete the booking.

**Figure 2-9 Fixed Seating Booking Step 1: Select Tickets**

Fixed Seating Booking - Step 1: Select Tickets

Step 1: Select Tickets | Step 2: Select Seats | Step 3: Confirm Bookings

**Seating Zone Front Stalls for Event:**

Date:

Code:

Name:

Location:

**Max Capacity:** 8

**Booked:** 0

**Waitlist:** 0

**Reserved:** 3

Price Category	Account Category	Quantity
> Price Catego...	Adult	2
Price Catego...	Child	1

3

Price Category 1	Price Category 1	Price Category 1
Adult 100.00	Child 50.00	Senior Citizen 70.00

Please specify the number of Bookings for each Price & Account Category.

Select Seats | Cancel

### Layout View by Zones, Types or Bookings

The information shown in the Layout by Zones and Types are similar. It list the availability of the seating zones and corresponding colors, whereas the Bookings view list the booking information of the selected seat.

## Relocating Seat in Step 2 of Booking Wizard

Figure 2-10 Fixed Seating Booking Step 2: Select Seats



To move an allocated seat to another in **Step 2: Select Seats**,

1. Select **Edit ALL Reserved Seats**. This button toggle to **Stop Editing ALL Reserved Seats** and vice versa when clicked.
2. Select a new seat code to begin from the layout.
3. For example, the assign seat is BB1-BB3 and selecting BB4, this will move all three seats to BB4-BB6.
4. If the number of the allocated seats are less than the seats you are moving, a message shall prompt.
5. Click the **Stop Editing ALL Reserved Seats** once all seats are moved.
6. Click the **Save Changes** to update the layout view and at the grid.
7. Once confirmed, click **Book Seats** to go to next tab, **Step 3: Confirm Bookings**.
8. Complete the booking by clicking the **Confirm Bookings**.

**Figure 2-11 Fixed Seating Booking Step 3: Confirm Booking**

Fixed Seating Booking - Step 3: Confirm Bookings

Step 1: Select Tickets
Step 2: Select Seats
Step 3: Confirm Bookings

**Account and Event Details:**

<b>Account:</b>	[Redacted]
<b>Event:</b>	12/29/2019 - BBQ01 - BBQ   [Redacted]
<b>Layout Level:</b>	Level 1
<b>Seating Zone:</b>	Zone1

**Bookings Details:**

Price Category	Account Category	Gross Price	Quantity	Subtotal
Price Category 1	Adult	55.00	1	55.00
<b>Totals:</b>			1	55.00

**Please confirm your Tickets.**

**Fixed Seating Layout and Bookings Overview**

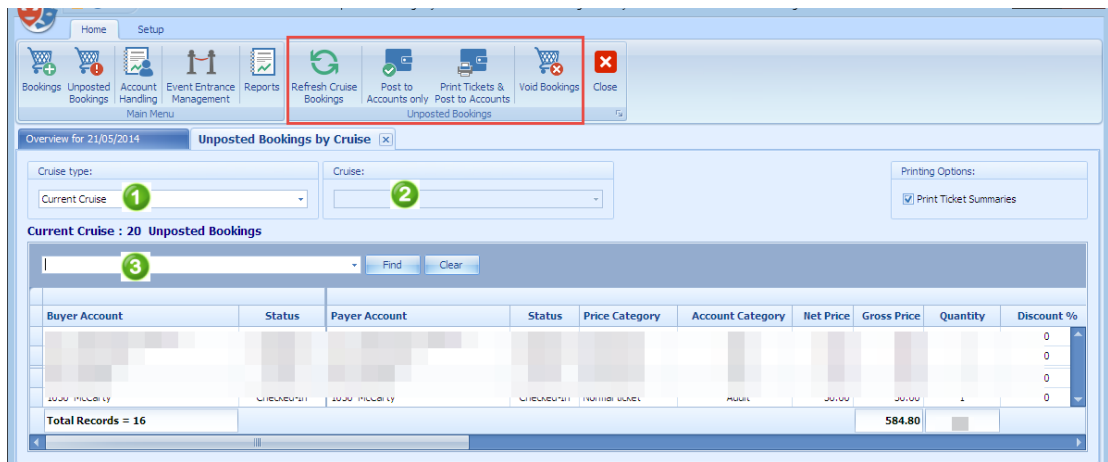
This button is only available if a fixed seating event is highlighted. It displays the layout view for the selected fixed seating event.

# 3

## Unposted Bookings

This section displays all the unposted bookings in the system, and has four (4) functions that you can perform.

**Figure 3-1 Unposted Bookings**



- Refresh Cruise Bookings.
- Post to Accounts Only.
- Print Tickets & Post to Accounts.
- Void Bookings.

### Refresh Cruise Bookings

This function refreshes the booking list in the Unposted Booking By Cruise tab.

### Post to Account

1. At the Unposted Bookings by Cruise tab, select an unposted booking from the grid. Multiple selection is allowed.
2. Click the **Post to Accounts Only** button.
3. Select the appropriate option at the confirmation prompt that indicates the number of bookings to be posted.

### Print Tickets and Post to Accounts

The option will print and post the charges to the account at the same time.

1. Select an unposted booking from the grid. Multiple selection is allowed.
2. Click the **Print Tickets and Post to Accounts** button

3. Select the appropriate option at the confirmation prompt that indicates the number of bookings to be posted.
4. The tickets will be printed to the designated printer.

### Void Booking

You can void a booking from the Unposted Booking list by clicking the Void Bookings button. Alternatively, you can also right-click on the booking and select the option from the context menu.

At the confirmation prompt, select the appropriate option.



#### Note:

The system will not prompt you for a void reason when voiding from Unposted Screen.

# 4

## Account Handling

The Account Handling section allow you to Add/Remove Discounts, Void Bookings, Move Bookings and Print Tickets.

### Adding a Discount

Figure 4-1 Event Booking Discount

Event Bookings Discounts confirmation

**Discount selected Bookings for Event:**

Date:

Code:

Name:

Total Bookings: 1

**Event Booking Information**

Sales Price:  Discount %:  Discount Amount:

**Discount Type and Value:**

Discount (%):

**Comments / Reason:**

Enter comment/Reasons here

OK Cancel

To add a discount to a booking,

1. Select the booking and click **Add Discount**.
2. Choose the type of discount - by value or by %.
3. Insert a comment or reasons in the free text field.
4. Click **OK**.

Figure 4-2 Discount Posting

Date	Event ID	Event Name	Location	Net Price	Gross Price	Quantity	Discount %	Discount / Refund Amount	Total Amount	Pr
				80.00	80.00	1	0	0.00	80.00	
				-80.00	-80.00	-1	0	0.00	-80.00	
				80.00	80.00	1	10	8.00	72.00	
Total Records = 3				80.00		1		8.00	72.00	

### Removing a Discount

Figure 4-3 Event Bookings Remove Discount

Event Bookings Remove Discounts confirmation

## Remove Discount for selected Bookings for Event:

Date:

Code:

Name:

**Total Bookings: 1**

**Event Booking Information**

Sales Price:  Discount %:  Discount Amount:

1. Select a booking with a discount value / %.
2. Click **Remove**.
3. You will be prompted a confirmation with its value shown, which is non-editable.
4. Click **OK**.
5. This reverses the transaction with discount and repost a new transaction (undiscounted).

## Voiding a Booking

**Figure 4-4 Void Booking**

Date	Event ID	Event Name	Location	Net Price	Gross Price	Quantity	Discount %	Discount / Refund Amount	Total Amount
				80.00	80.00	1	0	0.00	80.00
				-80.00	-80.00	-1	0	0.00	-80.00
				80.00	80.00	1	10	8.00	72.00
				-80.00	-80.00	-1	10	-8.00	-72.00
				80.00	80.00	1	0	0.00	80.00
Total Records = 5				80.00		1		0.00	80.00

1. Select the transaction to void.
2. Click **Void Bookings**.
3. At the confirmation prompt, the **Apply Cancellation Fee \$ X** is selected by default. Deselect this if cancellation fee is not applicable or update the PAR setting to permanently disable this function.

**Figure 4-5 Void Confirmation**

Event Bookings Void confirmation

### Void selected Bookings for Event:

Date:

Code:

Name:

**Total Bookings: 1**

Sales Price:   **Apply Cancellation Fee \$5.00**

4. Click **OK** to proceed.
5. Enter a void reason to when the system prompts the **Void Event Booking reason** screen.



- Click **OK** to confirm.

### Voiding a Cancellation Fee

- Select the booking that has a Cancellation Fee flagged with 'Y'.
- Click the **Void Cancellation Fees** button and click **OK**.
- Enter a reason at the Void Event Cancellation Fee Reason prompt.
- Click **OK** to confirm.

### Moving a Booking

The Move Booking function allows you to move ticket purchased from one date or event to another. Bookable event is created using the same template from Event Templates Setup.



#### Note:

It is not possible to move an event if they are copied from Bookable Event Setup.

**Figure 4-6 Move Bookings**

The screenshot shows the 'Move Event Bookings' dialog box. It has a title bar 'Move Event Bookings'. The main area is divided into two colored panels: a blue panel on the left and a green panel on the right. Both panels contain the text 'Move selected Waitlisted Bookings from' and 'Move selected Waitlisted Bookings to:' respectively, followed by input fields for 'Date:', 'Code:', and 'Name:', and a 'Total Bookings: 1' label. Below these panels is a section titled 'Target Event Information'. On the left of this section is a 'Bookable Dates' calendar for May 2014, with a 'Today' button below it. On the right is a table with the following columns: Event Location, Event ID, Event Name, Event Description, Event Date, Start Time, End Time, Fixed Seating, and Min. Attendees. The table contains two rows of data. At the bottom right of the dialog are 'OK' and 'Close' buttons.

Event Location	Event ID	Event Name	Event Description	Event Date	Start Time	End Time	Fixed Seating	Min. Attendees
							Y	20
							Y	20

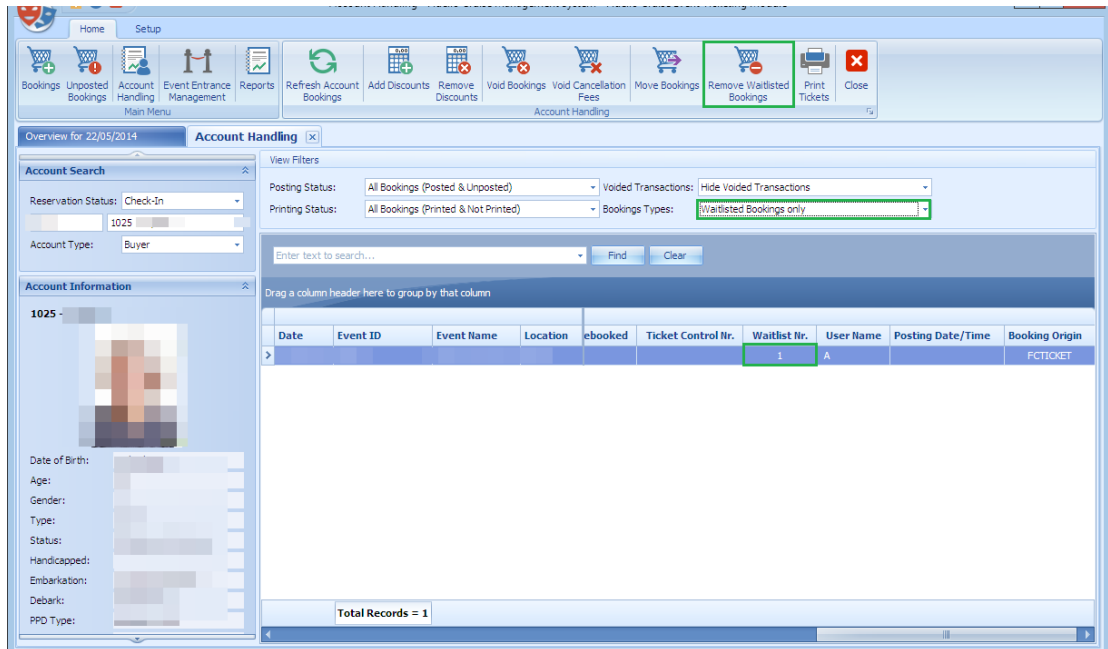
- Select a booking from the **Account Handling** screen.
- At the Confirm to Move All or Selected Bookings prompt, choose an option.
- The system will prompt for a confirmation the numbers of booking(s) to move.
- Select the new date to move to.
- Click **OK**.

## Move Bookings using the same template

The system allow you to move the bookings when they are created using the same template. If you are moving a booking that uses a different template, the system prompt that you void the first booking and then re-post.

## Removing Waitlisted Bookings

**Figure 4-7 Remove Waitlisted Bookings**



In Account Handling window, if guest wish not to remain on the waitlist, you can remove them with below steps.

1. At the Account Search, **Booking Types**, select **Waitlisted Bookings** only.
2. Click the **Remove Waitlisted Bookings** button.
3. At the confirmation prompt, select the appropriate option.

## Printing Tickets

This function allow you to print ticket(s) of the selected account.

1. Select the booking to print the ticket.
2. Click **Print Tickets**.
3. At the confirmation prompt, select the appropriate option.

# 5

## Event Entrance Management

Figure 5-1 Event Entrance Management

The screenshot displays the Oracle Event Entrance Management interface. At the top, there is a navigation bar with icons for Home, Setup, Bookings, Unposted Bookings, Account Handling, Event Entrance Management, Reports, Logon to Event, Release Pending Bookings, Bookings, Refresh Events Inventory, and Close. Below this, the main content area is titled 'Event Entrance Management' and shows an overview for 22/05/2014. On the left, there is a 'Bookable Dates' calendar for May 2014. The central part of the interface shows 'Bookable Events for 22/05/2014 : 5 Events' with a table listing event details. Below this, there is an 'Event Bookings Overview' section with a summary of booking statuses: Reserved (3), Inhouse (0), Pending (3), and Waitlist (1). The bottom right section, 'Event Management : All Reserved Bookings (3)', displays a detailed table of reservations with columns for Buyer Account, Status, Price Category, Account Category, Net Price, Gross Price, Quantity, and Discount %.

Event Location	Event ID	Event Name	Event Description	Start ...	End ...	Last Call ...	Reserved Bo...	Inhouse B...	Pending Boo...	Waitlisted
				15:00	17:00	14:30	4	0	1	0
				18:00	21:00	17:30	7	0	6	0
				12:00	16:00	10:30	18	0	16	4
				11:00	12:30	10:45	5	0	5	1
				21:00	23:00	20:30	3	0	3	1

Buyer Account	Status	Price Category	Account Category	Net Price	Gross Price	Quantity	Discount %
				30.00	30.00	1	0
				30.00	30.00	1	0
				30.00	30.00	1	0
<b>Total Records = 3</b>					<b>90.00</b>	<b>3</b>	

The Event Entrance Management function allow you to pre-register the guest before the show starts. Not only it allow you to release sold tickets that did not show up, it gives you the flexibility to accept and confirm the waitlist bookings. It also provides you an overview of the event by color coding the statuses such as Reserved, In-house, Pending and Waitlist, and brings up the corresponding guest list when selected.

If the event is a fixed seating type, additional columns such as **Layout Level**, **Seating Zone**, **Seat Code** are available in the Reserved, In House, Pending Bookings tabs. The Waitlist tab will only have two additional columns, which is the Layout Level and Seating Zone.

## Registering a Guest

Figure 5-2 Pending Bookings

The screenshot displays the Oracle Event Entrance Management interface. The main window shows an overview for event 'MV1 - Movie - Transformer 1' on '22/05/2014' at 'Loc3 Hall'. The 'Event Management: All Reserved Bookings (3)' tab is active, showing a table of bookings. Below this, the 'Account Handling' section includes 'Pending Bookings' and 'Inhouse Bookings' tabs. The 'Pending Bookings' table shows two records with a total of 2 records and a total amount of 60.00. To the right, the 'Account Bookings Overview' shows a summary of booking counts: Reserved (2), Inhouse (0), Pending (2), and Waitlist (0). Buttons for 'Check-In ALL' and 'Check-In ONE' are visible next to the pending bookings table.

Buyer Account	Status	Price Category	Account Category	Net Price	Gross Price	Quantity	Discount %	Discount / Refund Amount	Total Amount
	Checked-In	Normal ticket	Adult	30.00	30.00	1	0	0.00	30.00
	Checked-In	Normal ticket	Adult	30.00	30.00	1	0	0.00	30.00
	Checked-In	Normal ticket	Adult	30.00	30.00	1	0	0.00	30.00
<b>Total Records = 3</b>				<b>90.00</b>	<b>30.00</b>	<b>3</b>		<b>0.00</b>	<b>90.00</b>

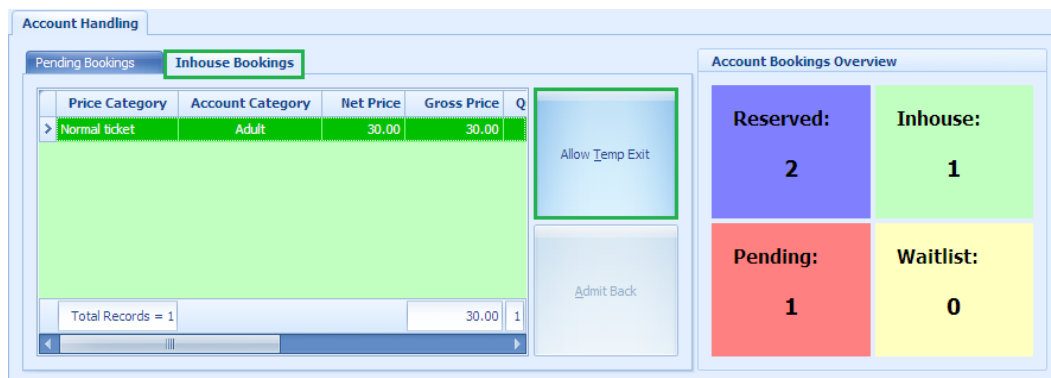
Price Category	Account Category	Net Price	Gross Price	Quant
Normal ticket	Adult	30.00	30.00	1
Normal ticket	Adult	30.00	30.00	1
<b>Total Records = 2</b>		<b>60.00</b>	<b>30.00</b>	<b>2</b>

Reserved:	Inhouse:
2	0
Pending:	Waitlist:
2	0

1. Select the guest cabin number.
2. The bookings list shown corresponds to the number of Reserved / Pending Bookings.
3. Select the record to Check-In.
4. Choose either **Check-In All** or **Check-In One**. Once the guest is checked in, the number of Pending record decreases whilst the number in the Inhouse increases. The checked in tickets is displayed at **Inhouse Bookings** tab.
5. Selecting the Inhouse Bookings records will illuminate the **Allow Temp Exit**, which permits a temporarily exit from the event.
6. Selecting the **Allow Temp Exit** sets the record line to red color.
7. To re-admit the guest, select the record and the click **Admit Back**.

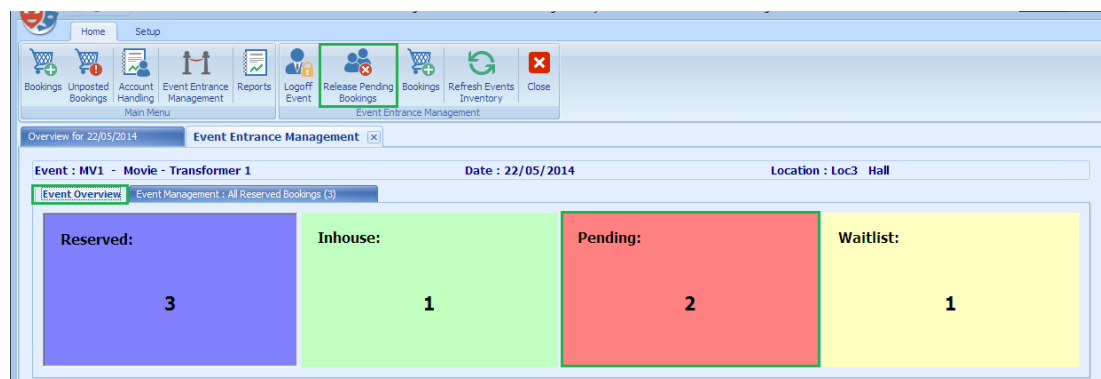
Figure 5-3 Pending Booking — Inhouse Bookings Tab



### Release Pending Bookings

This function releases all the pending bookings of the selected event, enabling you to confirm a waitlist booking, if any.

Figure 5-4 Release Pending Bookings



1. Click the **Release Pending Bookings**.
2. The system prompts the number of bookings to release.
3. The **Apply Cancellation Fee** is checked by default. Uncheck if fee is not applicable.

Figure 5-5 Release Pending Booking Fee

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

4. Click **OK** to process the release.

**⚠ WARNING:**

You cannot reverse the process once the system released the pending booking other than rebooking. The system will convert the Waitlisted booking to Pending, if any.

5. The below seat assignment window shall prompt if you are releasing booking from a Fixed Seating event.

Figure 5-6 Waitlisted Booking Seat Assignment

Fixed Seating Waitlisted Bookings Seats assignment

Waitlist No.	Booking Date/Time	Buyer Account	Price Category	Account Category	Layout Level	Seating Zone	Seat Code	A	Net Price	Gross
1				ADJ					100.00	

Total Record... 100.00

The 1 Waitlisted Bookings include 1 assigned as Fixed Seating Waitlisted Bookings.  
Please assign an available Seat to the 1 Fixed Seating Waitlisted Bookings.  
If there is no Zone availability for some Fixed Seating Waitlisted Bookings, they will remain in the Waiting List until the Seating Zone becomes available.

OK Cancel

6. Right-click the waitlisted booking from the grid and select **Assign Seat** option. This launches **Step 2: Select Seats** wizard.

7. Proceed to select a seat and confirm the booking. This releases all pending bookings and moves the waitlisted booking to pending bookings.
8. The rules to move waitlisted booking to pending bookings is same as Free Seating event.

# 6

## Reports

The Report function gives you the option to view, print or export all the reports available in the system.

1. Click the **Reports** button at the ribbon bar to view all the available reports.
2. Expand the report group and select the desire report.
3. At the Print tab, select the Printer and the number of copies to print.
4. To preview the report before printing, go to the **Preview** tab.
5. At the ribbon bar, you can perform these functions by selecting options: **Export, Custom Excel Export, Search Report**, or close the screen.



## 7

# User Access Rights

**Table 7-1 User 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 Date Bookable Events
3361	Copy Date's Bookable Events into another Date
3360	Remove Location Bookable Events
3356	New Bookable Event
3355	Remove Location 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

Table 7-1 (Cont.) User Access Rights

Security Reference Number	Description
3404	Post only
3401	Add Discount on Unposted Bookings
3411	Void Bookings
3410	Apply Discount
3416	Remove Discount
3418	Remove Waitlisted Bookings
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