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

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Oracle Hospitality Cruise Shipboard Property Management System OHC Ticket User Guide, Release 20.2

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7   User Access Rights

Preface

The Ticket module allows you to configure the event price, design the event layout, manage the ticket bookings based on the seating capacity, print of tickets, and generate a sales report. It also allows 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

To contact Oracle Customer Support, access the Customer Support Portal at the following URL:

https://iccp.custhelp.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.
July 2022	Made minor grammatical changes.
October 2022	Updated the document with correct format.
December 2023	Updated new customer portal.

Prerequisite and Compatibility

This section describes the minimum requirements for the Ticket module.

Prerequisite

- 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 setup required for the 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, and Event Template, followed by the Bookable Event Setup.

Location Setup

Locations

Event Locations can be set up by clicking the **Locations** button on the ribbon bar, entering all the required information and clicking **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	A description of the location.
Comments	Comments about 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 the Overview screen.
Overlap Book	Function that controls the system to warn when booking exceeds 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 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. Select 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, add a new level for the template or define the seating zones by location.

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, display 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 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 the following:

    • **Seat Code:** Seat Row and Seat Number (auto populated).

    • **Comments:** Enter comments for that specific seat.

    • **Zone and Type:** Select Seating Zone and Seating Type.

    • **Position X & Y:** Allows you to change the seat position X & Y in the layout.

    • **Rotation:** Option to rotate the seat.

Fixed Seating Bookings Color

Creating a Series of Seats

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

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

Figure 1-3   Fixed Seating Booking Color

To select the color for each seating type,

1. Click the **Setup** tab.

2. Click the **Fixed Seating Bookings View Colors Setup** button.

3. By default, the **User System Default Color** checkbox is selected. To define a color of your choice, deselect the checkbox and select the color from the drop-down list under **User Defined Color**.

Event Seating Zones

Figure 1-4   Event Seating Zones

This function allows 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 a 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

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

1. Click the **Account Group and Types** on 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, move the mouse pointer over to the required description and click **Delete**.

5. Click **Close** to close this window.

Price Categories

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

Figure 1-5   Price Categories

1. Click **Price Categories**.

2. Click **Add New** to add a new pricing for the required category.

3. Enter a **Code, Name,** and **Comment** in the respective fields.

4. Click **Save**.

5. To delete a specific pricing category, move the mouse pointer over the required description, and click **Delete**.
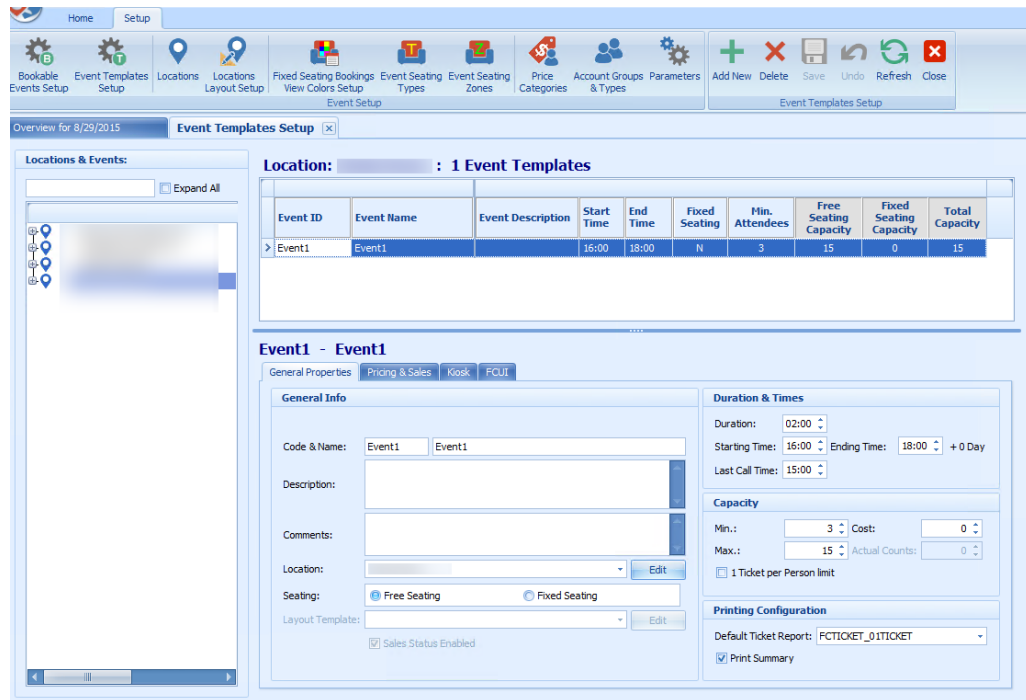
6. Click **Close** to close this window.

> **Note:**
>
> If the Enable option 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 as a base for Bookable Events Setup.

Figure 1-6   Event Templates Setup Details

The Event Templates Setup window is comprised of three main sections:

- **Locations & Events:** Displays the 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, and so on.

- **Event ID and Event Name Details:** This section has four tabs: General Properties, Pricing & Sales, Kiosk, and FCUI, and Details of each tab are 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
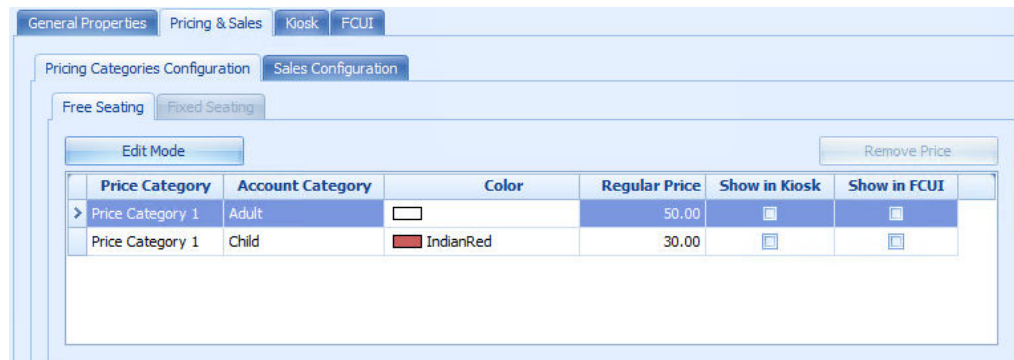
* **Pricing Categories Configuration:** Free Seating – Price Category, Account Category, Color, Regular Price, Show in Kiosk, Show in FCUI.

* **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 the ticket can be booked through the 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 booked through the interface or only display the information as displayed in FCUI.

Creating New Event Template

Figure 1-8   New Event Template Options
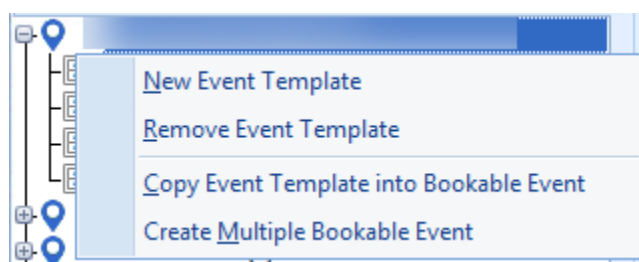
To create a new template:

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:"**, select the new date and click **OK** to proceed.

Creating Multiple Bookable Events

Figure 1-9   Create Multiple Bookable Events Form

1. The bookable event appears in the **Code** field.

2. In the drop-down list, select 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
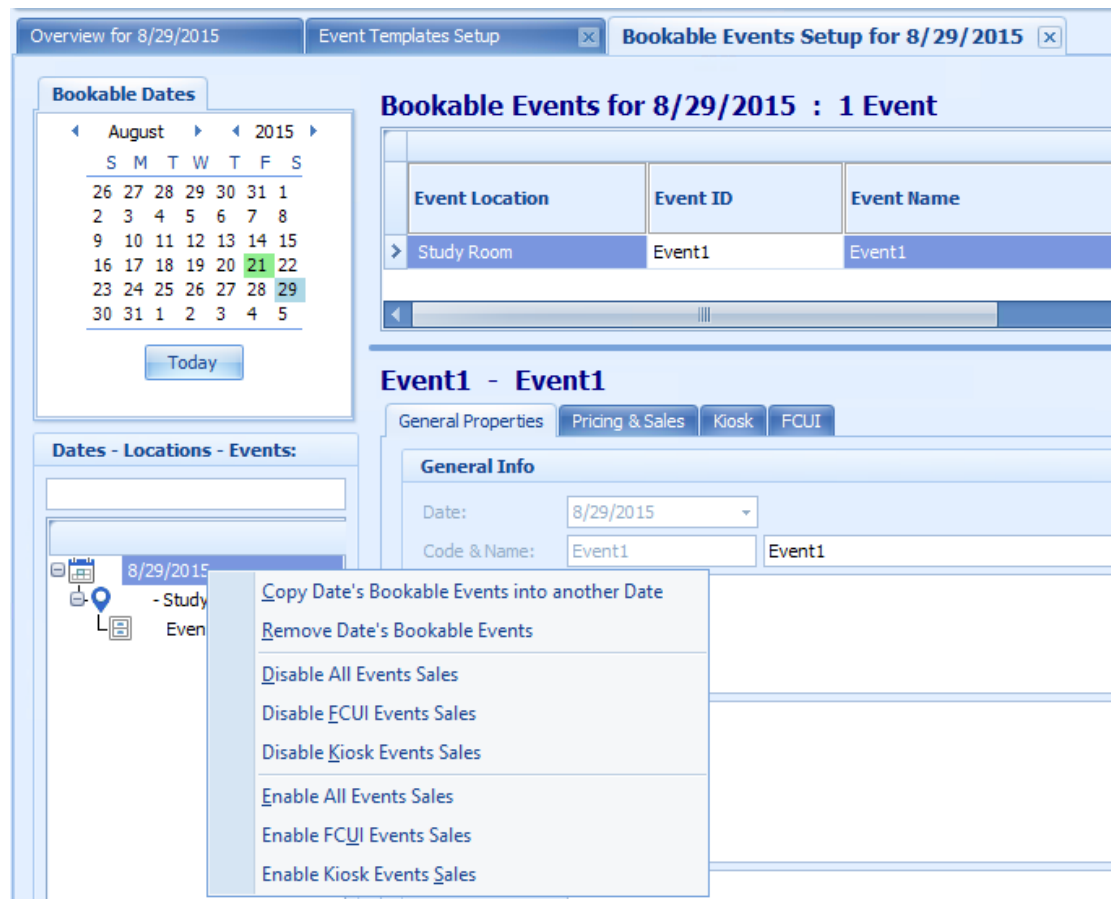
In Ticketing by Date Level, you can perform the following functions:

- 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.

3. 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. From the drop-down list, select the date to copy and click **OK** to confirm.

Ticketing By Location

Figure 1-11   Ticketing by Location Level
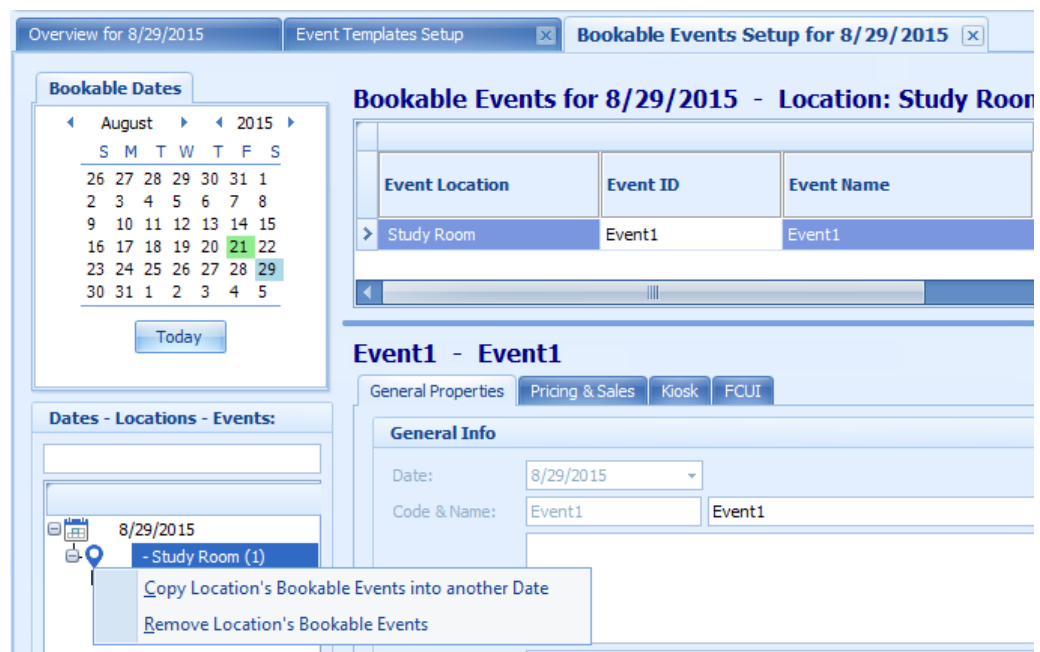
In Ticketing by Location Level, you can perform one of the folowing functions:

• Copy Location's Bookable Events into another Date.

• Remove Location's Bookable Events.

To access this function:

1. At the navigation panel, expand the date and right-click the event location.

2. Select the desired option. If you are copying the location to another date, select the new date when prompt.

3. 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 for Ticketing by Location and select the event instead of the 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 zero 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	Use Debit Department 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 24–hour format 0 - Enable Displaying time fields in 12–hour a.m./p.m. 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 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.

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 Prepaids	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.
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 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 a comprehensive view of the current and upcoming events, as well as the booking records of an event. It consists of three tabs:

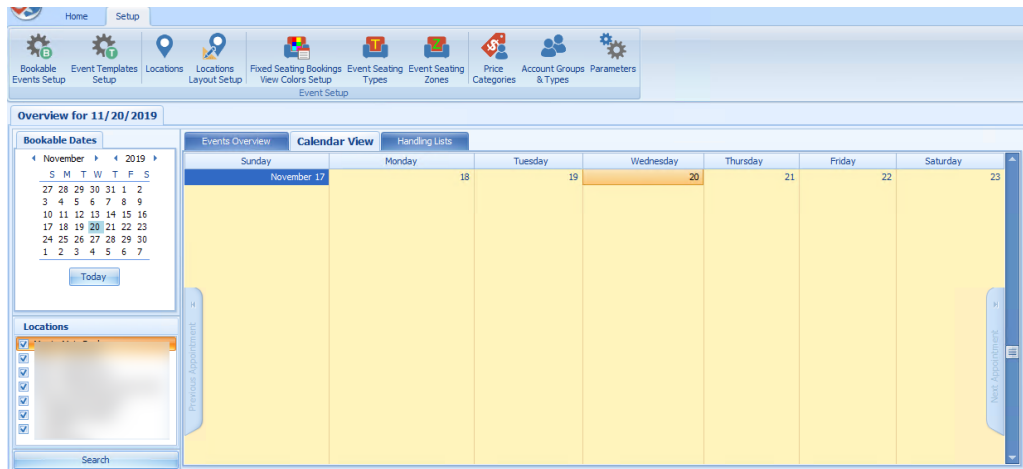- Event Overview
- Calendar View
- Handling List

Figure 2-1   Event Overview
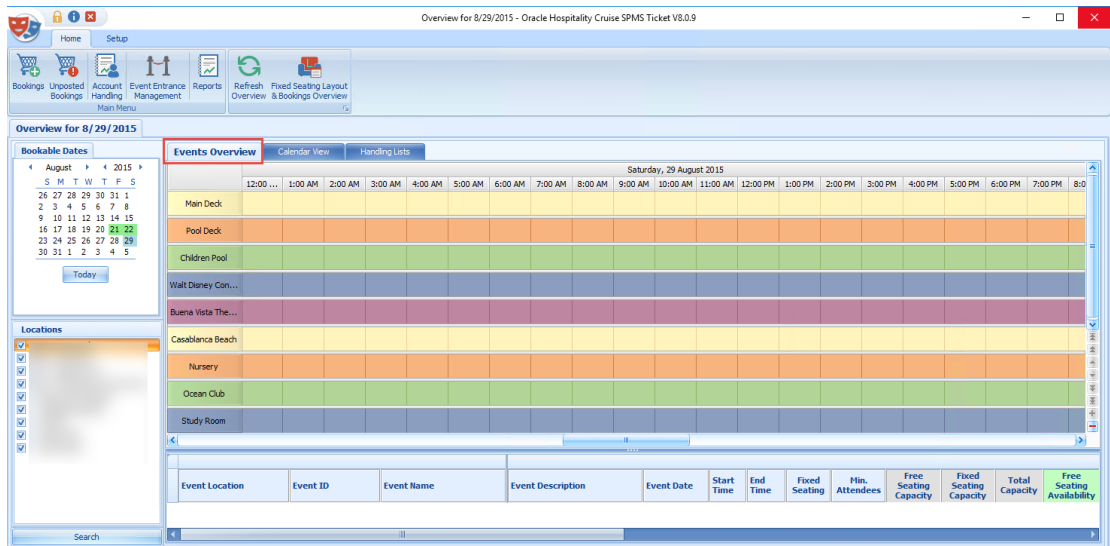
This window is divided into two sections providing the following:

- 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 events of the selected date in time order.
Scrolling downwards moves the date forward by one week.

Figure 2-3   Event Handling List
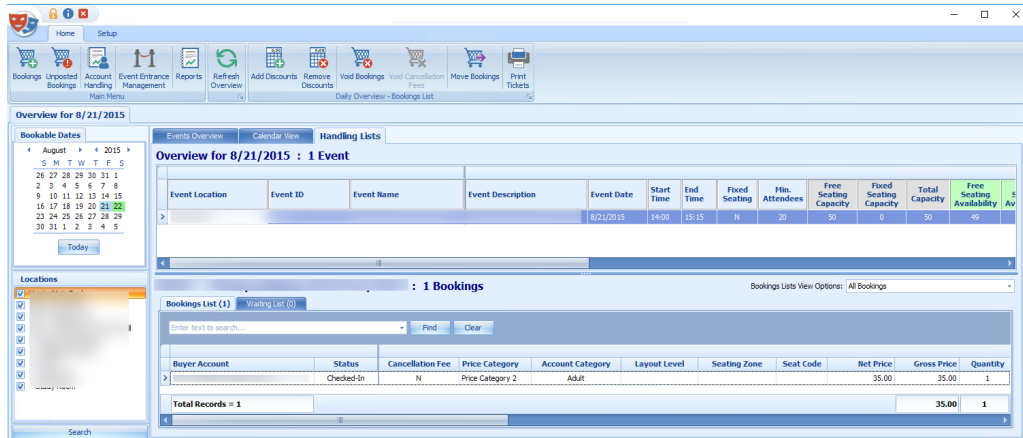
The Handling Lists provide an overview of the selected event allowing you to manage
the event from one location. It lists the details and total number of events of the
selected date in the grid. A list of the bookings appears in the Booking List tab while
the Waiting List tab lists all of he guests on waiting lists. The total number of bookings
for the event is shown on the far right side aof the grid. Scroll right to view the
remaining columns.

Figure 2-4   Color Definition

Booking List

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

Removing a Waitlist Booking

1.   In the Waiting List tab, select the booking to remove.

2.   Click the **Move Waitlisted Bookings** at the ribbon bar.

3.   In the Confirm to Remove All or selected Waitlisted Bookings dialog, select the appropriate option.

> **✎ Note:**
>
> You can select **All**, to 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

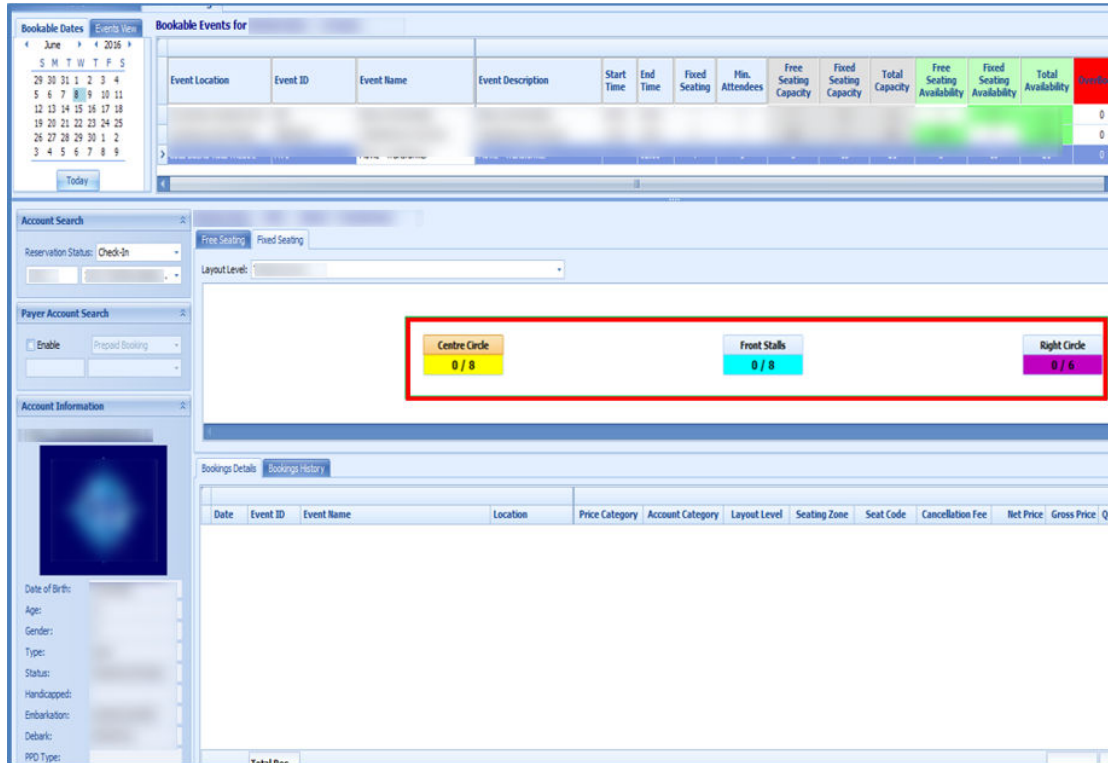**Moving Waitlist Booking to Another Date**

Figure 2-6   Move Event Bookings

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 **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:** Enables 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 are the selected date sand correspond 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

The ticket price of the selected event is shown in the middle section of the Event Booking.

Account Search

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

You can search for the payer account type (Prepaid or Routed) by selecting the **Enable** checkbox, selecting the payer type, and then entering 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 using the button on the ribbon bar.

Booking History

Figure 2-8   Booking History

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 on the ribbon bar.

2. On the Event Bookings screen, select the date of the event and then select 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 whether you want 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 Fixed Seating, make sure you have the event location and layout setup. See **Locations Layout** and **Creating Layout Template** for more information.

To book a Fixed Seating event:

1. Select an **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 the number of tickets booked while "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** and 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

Layout View by Zones, Types or Bookings

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

Relocating Seat in Step 2 of the 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 toggles 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, will move all three seats to BB4-BB6.

4. If the number of the allocated seats is less than the seats you are moving, a warning message appears.

5. Click the **Stop Editing ALL Reserved Seats** once all seats are moved.

6. Click **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 **Confirm Bookings**.

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

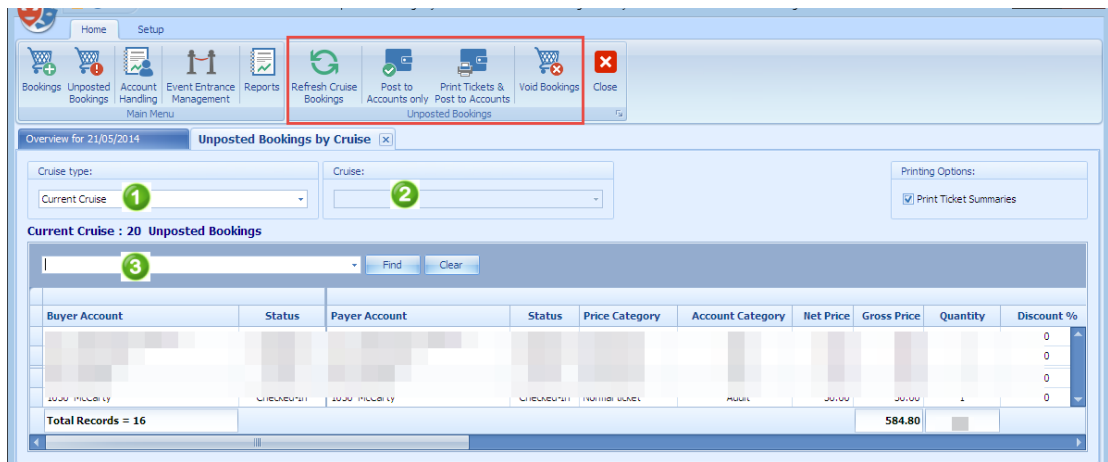**Fixed Seating Layout and Bookings Overview**

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

3

Unposted Bookings

This section displays all the unposted bookings in the system, and has four 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 selections are 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

This option prints and posts the charges to the account at the same time.

1. Select an unposted booking from the grid. Multiple selections are 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 print 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 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 the 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

To add a discount to a booking:

1. Select the **booking** and click **Add Discount**.

2. Select the type of **discount**- by value or by percentage.

3. Insert a comment or reasons in the free text field.

4. Click **OK**.

Figure 4-2   Discount Posting

Removing a Discount

Figure 4-3   Event Bookings Remove Discount

1. Select a **booking** with a discount value / percentage.

2. Click **Remove**.

3. You are prompted by a confirmation with its value shown, which is non-editable.

4. Click **OK**.

5. This reverses the transaction with the discount and reposts a new transaction (undiscounted).

Voiding a Booking

Figure 4-4   Void Booking

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 a cancellation fee is not applicable or update the PAR setting to permanently disable this function.

Figure 4-5   Void Confirmation

4. Click **OK** to proceed.

5. Enter a void reason when the system prompts the **Void Event Booking Reason** screen.

6. Click **OK** to confirm.

Voiding a Cancellation Fee

1. Select the **booking** that has a Cancellation Fee flagged with **Y**.

2. Click the **Void Cancellation Fees** button and click **OK**.

3. Enter a reason at the Void Event Cancellation Fee Reason prompt.

4. Click **OK** to confirm.

Moving a Booking

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

> **Note:**
>
> It is not possible to move an event if was copied from Bookable Event Setup.

Figure 4-6   Move Bookings

1. Select a booking from the **Account Handling** screen.

2. At the Confirm to Move All or Selected Bookings prompt, select an **option**.

3. The system prompts you to confirm the number of booking(s) to move.

4. Select the **new date** to move to.

5. Click **OK**.

Move Bookings using the same template

The system allows 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 prompts you to void the first booking and re-post.

Removing Waitlisted Bookings

Figure 4-7   Remove Waitlisted Bookings
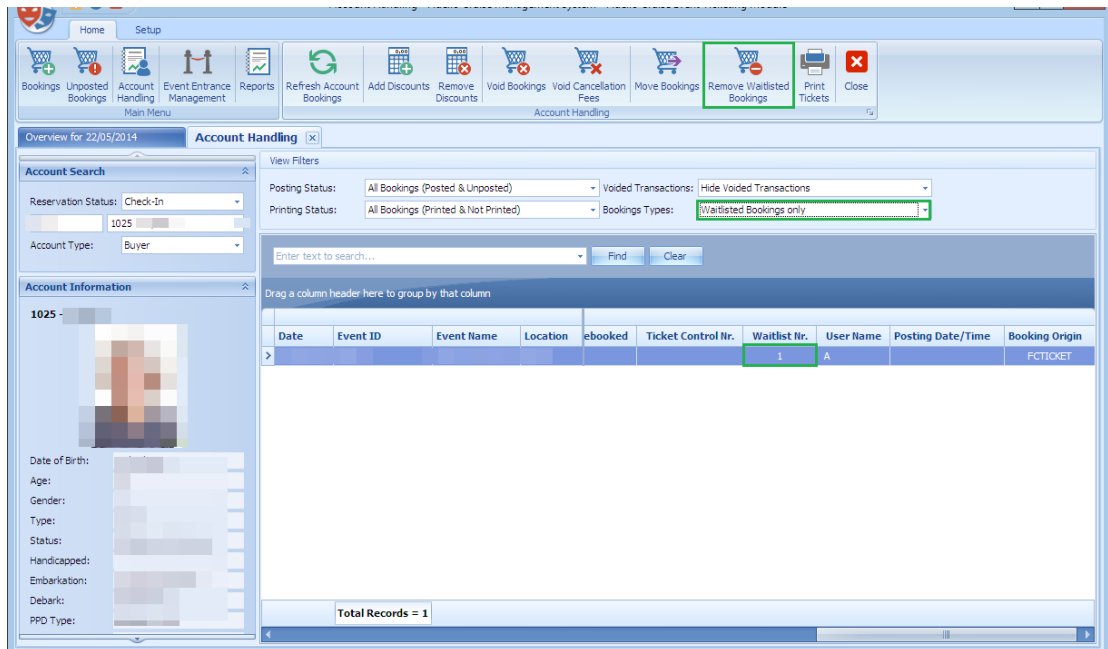
If a guest wishes not to remain on the waitlist, you can remove the guest in the Account Handling window using the following steps:

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 Event Entrance Management function allows you to pre-register the guest before the show starts. Not only does it allow you to release sold tickets for guest 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 has two additional columns: Layout Level and Seating Zone.

**Registering a Guest**

Figure 5-2   Pending Bookings

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. Select either **Check-In All** or **Check-In One**. Once the guest is checked in, the number of Pending records decreases while the number in the Inhouse increases. The checked-in tickets is appear in the Inhouse Bookings tab.

5. Selecting the **Inhouse Bookings records** will illuminate the Allow Tempt 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 click **Admit Back**.

Figure 5-3   Pending Booking — Inhouse Bookings Tab
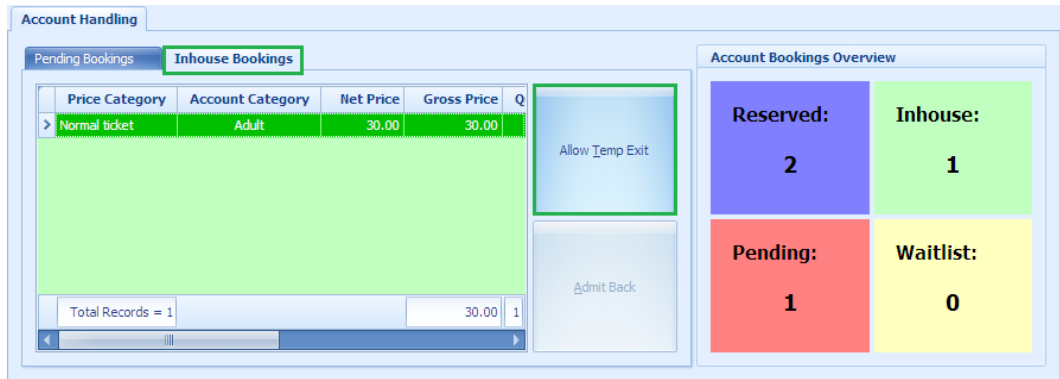
Release Pending Bookings

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

Figure 5-4   Release Pending Bookings
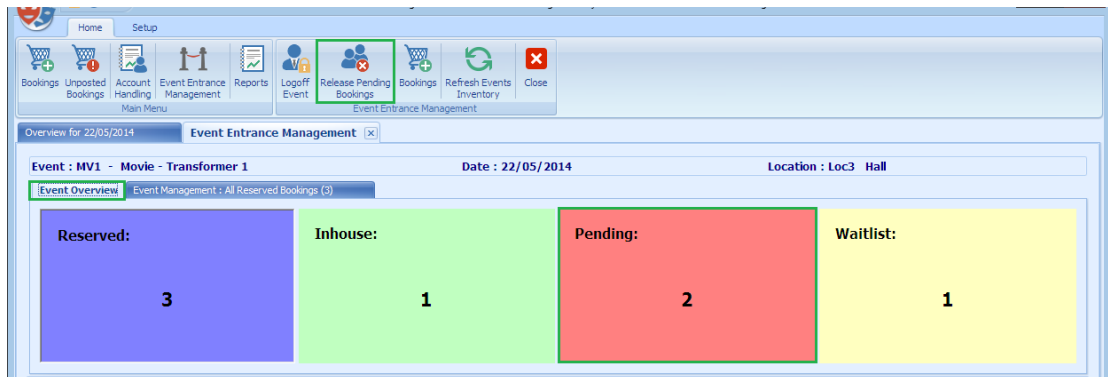
1. Click the **Release Pending Bookings**.

2. The system prompts the number of bookings to release.

3. The **Apply Cancellation Fee** is selected by default. Deselect if the fee is not applicable.

Figure 5-5   Release Pending Booking Fee

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

> ⚠️ **WARNING:**
>
> You cannot reverse the process once the system releases the pending booking other than rebooking. The system will convert the waitlisted booking to pending, if any.

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

Figure 5-6   Waitlisted Booking Seat Assignment

6. Right-click the **waitlisted booking** from the grid and select the **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 for moving waitlisted bookings to pending bookings is the same as the rules for the 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 **Export**, **Custom Excel Export**, or **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