

Sensible Cinema Software

Box Office for Windows 32-Bit<sup>®</sup>

USER GUIDE



Sensible Cinema Box Office for Windows 32-Bit Software  
Online Help Documentation  
Printed Manual - Revision 4

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## Chapter 1

# *Product Setup*

# Product Setup

## PRODUCT COMPONENTS

Your Sensible Cinema Box Office for Windows product is made up of three key components which may be installed and upgraded separately. The latest versions of these three components may be downloaded from our web site ([www.sensiblecinema.com](http://www.sensiblecinema.com)) and installed individually. Periodically these files will be updated to add new features and fix any bug that is reported.

### MANAGEMENT CONSOLE

Management setup, control, reporting, etc.

BOW.EXE

### TERMINAL CLIENT

Selling terminal for tickets, concessions or both

TERM.EXE

### TERMINAL SETUP UTILITY

Setup for each workstation

TERMSET.EXE

## INSTALLING FROM CD-ROM

Insert the Box Office for Windows CD-ROM in your CD-ROM drive. Select the component to install from the CD menu. The Management Software should be installed on only one (1) computer while the terminal client software is installed on every selling workstation.





## Product Setup

During the process of setting up the software, the InstallShield® installer software will install the files necessary for the components selected and make changes to your computer. When you launch the installer, it will check the following:

- |    |                                  |                                      |
|----|----------------------------------|--------------------------------------|
| 1) | Windows Operating System Version | -Must be Windows 2000, XP® or Vista® |
| 2) | Available RAM                    | -Must be at least 256 MB*            |
| 3) | Available Disk Space             | -Must be at least 100 MB*            |
| 4) | Current Screen Resolution        | -Must be at least 800x600*           |
| 5) | Processor                        | -Must be Pentium III or Higher       |

\*If the above minimum requirements are not met as required by the version of the product, the installer will report the shortfall and abort the installation.

When installing the product, some or all of the following will occur:

- 1) Windows Installer Service installed or updated
- 2) Windows core operating system components (files) updated to newer versions
- 3) System restarted
- 4) Database components installed or updated
- 5) Program files will be copied to appropriate folders
- 6) Program shortcuts are created
- 7) DLL and OCX files will be registered on the system
- 8) Default program settings and registry settings set

After the installation has completed, the program shortcuts will be placed on the desktop and the program shortcuts in the Windows program menu are available.



Management Program Icon



Terminal Client Icon



Terminal Setup Icon

Every workstation will have a Terminal Setup icon regardless of whether it is a selling terminal workstation. The program registration/licensing is done from within the terminal setup.

# Product Setup

## PRODUCT LICENSING

Sensible Cinema Box Office for Windows is licensed for use in a specific theatre or venue location. A single license is never sold for use in multiple locations. Each workstation is licensed for a specific purpose, i.e. management station, ticketing station, concession terminal or combo terminal.

### MANAGEMENT STATION

This component is required for every installation configuration.

### TICKETING TERMINAL

This component is used for selling tickets only.

### CONCESSION TERMINAL

This component is used for selling concessions only.

### COMBO TERMINAL

This component allows the sale of tickets and concessions from a single workstation.

The license information provided with your product at the time of purchase is entered into the license utility found under the terminal Setup icon.

*Select workstation type*

The terminal identity number is entered for selling terminals only and serves several purposes:

- 1) Assigns a terminal number (e.g. Term1, Term2, etc.)
- 2) Assigns a terminal type (e.g. Tickets, Conc., Both)
- 3) Verifies Licensing with Software components

Terminal I.D. is not entered on the management station.

*Terminal I.D. is only required on a selling station.  
It assigns the terminal number and terminal type.*

# Product Setup



## TERMINAL SETUP UTILITY

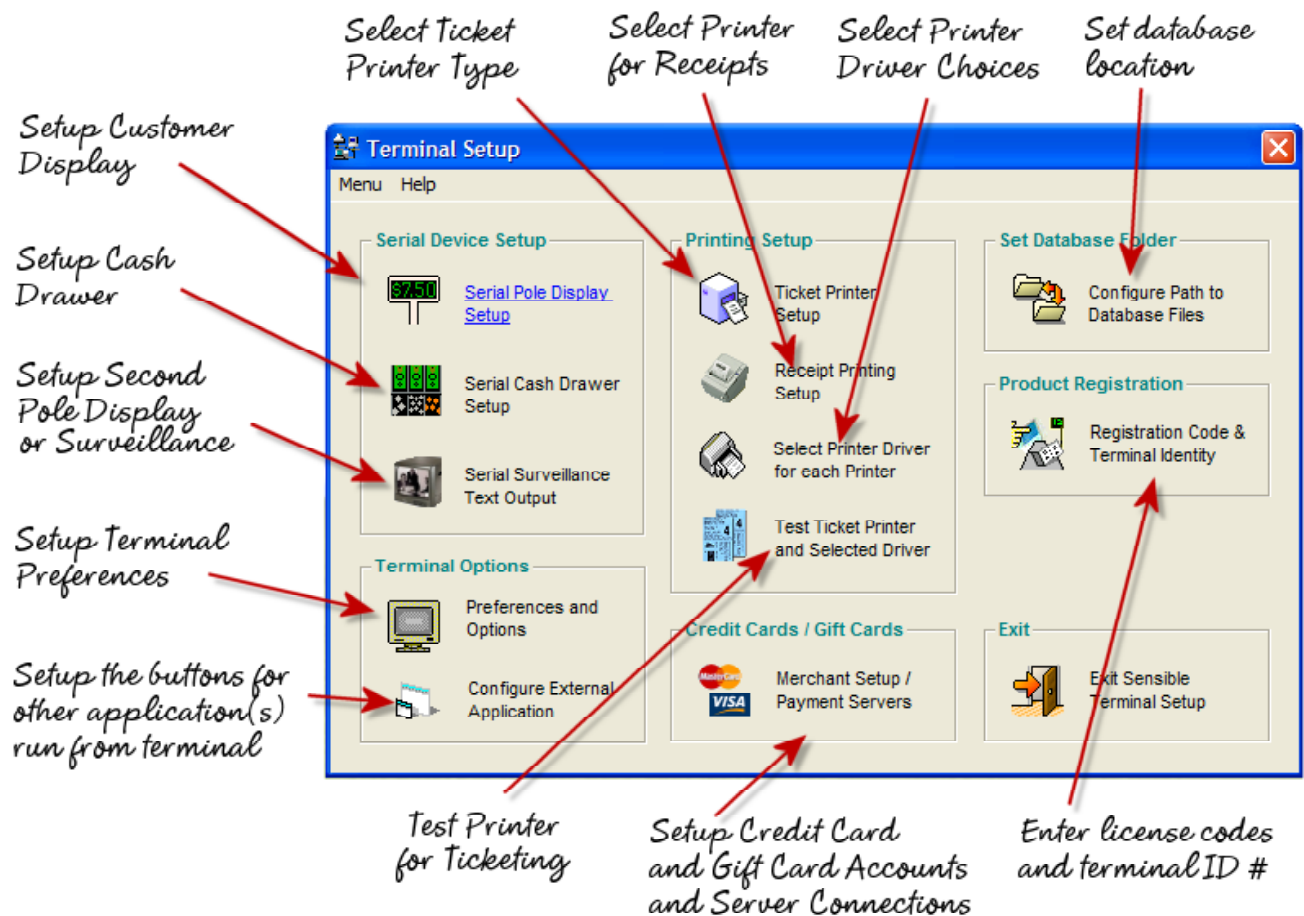
### LOCAL SETTINGS

Within the Terminal Setup are many functions that will be unique to the specific workstation. These settings are typically called “Local” settings as they apply to the specific computer. Local settings are stored in the Windows Registry for the specific computer.

### GLOBAL SETTINGS

Settings that will be uniform throughout your entire point of sale system (for example, ticket prices) are usually set from within the main program and the values are stored in the program databases. The Terminal Setup program is designed to setup and store local settings like printer port and serial port settings and other settings unique to a particular workstation.

Terminal Setup Utility:

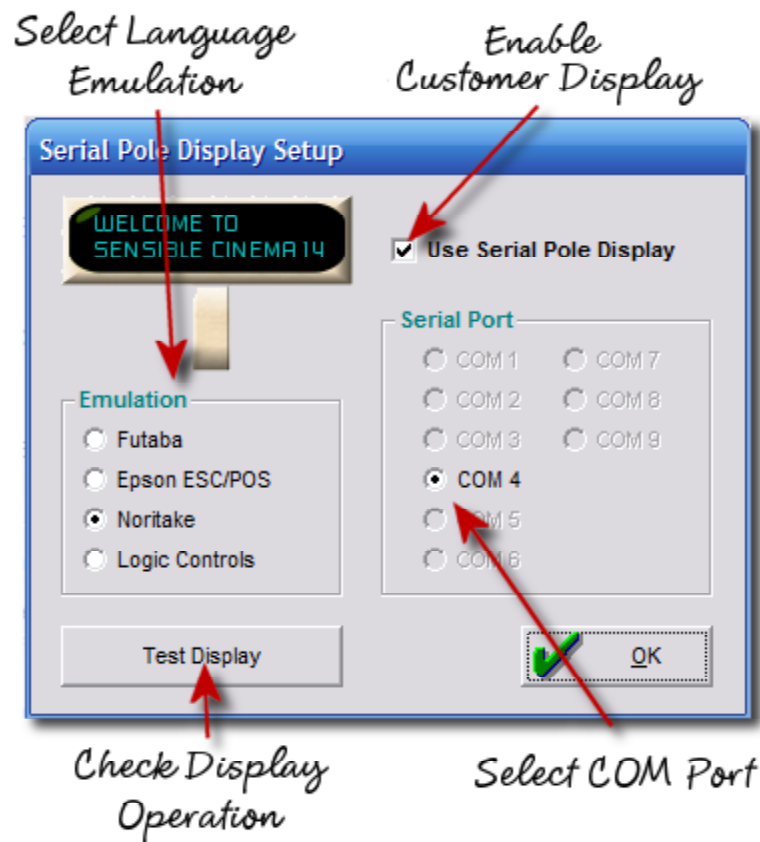




# Product Setup

## Pole Display Setup

The pole display setup allows you to select the serial port for the pole display device. The ports that are not available on your system are greyed out. Select from the available choices and ensure that another device is not conflicting. Check the “Use Serial Pole Display” check box to alert the software that a pole display is connected for use.



## REGISTRY SETTINGS:

The pole display port setting will be saved to the following registry key:

HKEY\_CURRENT\_USER\Software\VB and VBA Program Settings\Sensible Cinema Box Office  
For Windows\Default Settings\Pole Display Port Setting (Value can be 1-9)

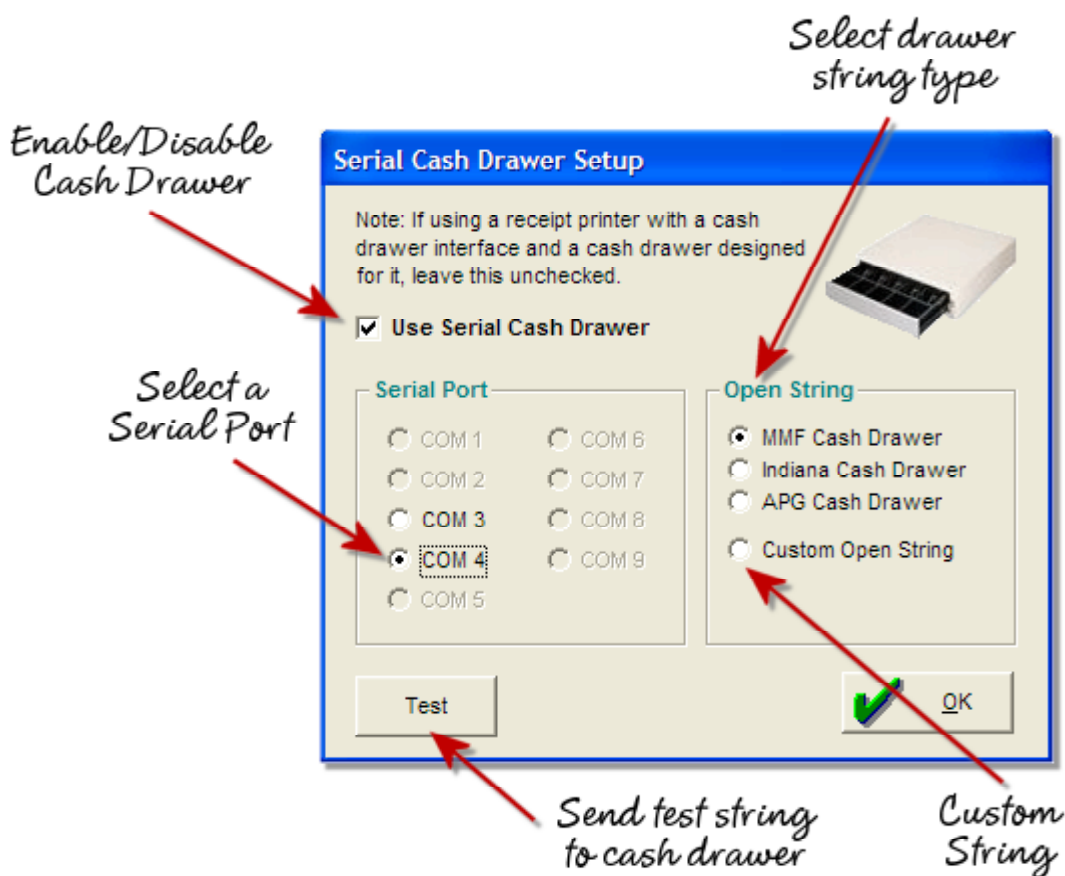
The pole display on/off setting will be saved to the following registry key:

HKEY\_CURRENT\_USER\Software\VB and VBA Program Settings\Sensible Cinema Box Office  
For Windows\Default Settings\Use Pole Display (Value can be Y or N)

# Product Setup

## Serial Cash Drawer Setup

The serial cash drawer setup allows you to select the serial port for the cash drawer device. The ports that are not available on your system are greyed out. Select from the available choices and ensure that another device is not conflicting. Check the “Use Serial Cash Drawer” check box to alert the software that a serial cash drawer is connected for use. Note: When using a printer-driven cash drawer, this check box should be cleared.



## REGISTRY SETTINGS:

The serial cash drawer port setting will be saved to the following registry key:

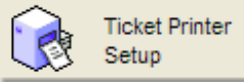
HKEY\_CURRENT\_USER\Software\VB and VBA Program Settings\Sensible Cinema Box Office  
For Windows\Default Settings\Serial Cash Drawer Port Setting (Value can be 1-9)

The serial cash drawer on/off setting will be saved to the following registry key:

HKEY\_CURRENT\_USER\Software\VB and VBA Program Settings\Sensible Cinema Box Office  
For Windows\Default Settings\Use Serial Cash Drawer (Value can be Y or N)

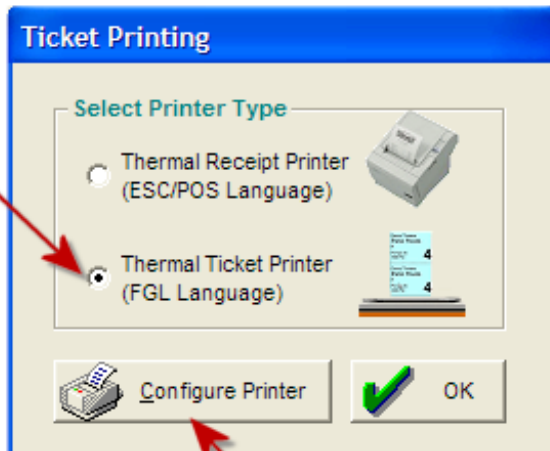
# Product Setup

## Ticket Printer Setup



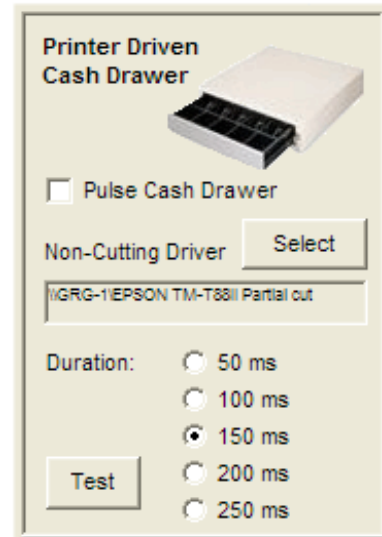
The ticket printer must be selected for each individual workstation under the Terminal Setup and the appropriate drivers for the printer must first be installed in the Windows Control Panel.

*Select Printer Type*



*Set Printer Options*

### Additional Settings for Receipt type Printers:



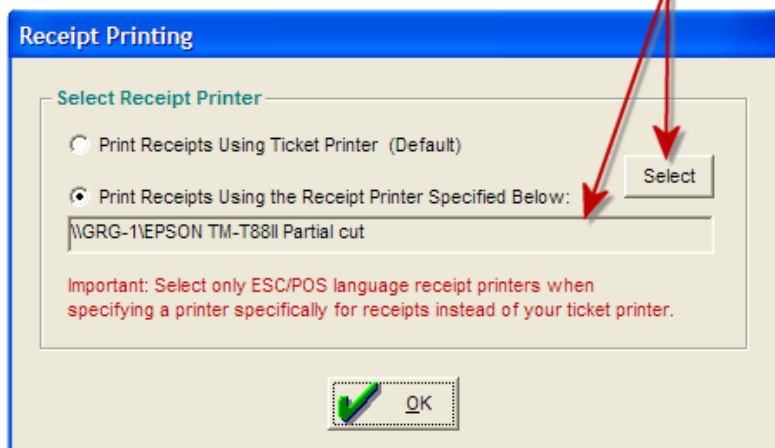
For a printer driven cash drawer you must install a 'non-cut' driver if you want to avoid having cutter paper slivers each time the drawer is opened by the printer.

## Receipt Printer Setup



*Select to print receipts on your ticket printer*

*Send receipts to a specific receipt printer*



In cases where a separate receipt printer will be used or one printer will be shared between more than one system, setup the printer under Windows Control Panel first then select the driver here in the receipt printing setup. Tickets would then go to one printer while receipts would go to the receipt printer. To set up the ticket printer preference go to **Printer Driver Preferences** and select the driver for your ticket printer. On systems used for reporting, select the driver to be used for your reports. Remember, you must first install printer drivers in Windows.

# Product Setup

## Receipt Printer Setup (ESC/POS Language)

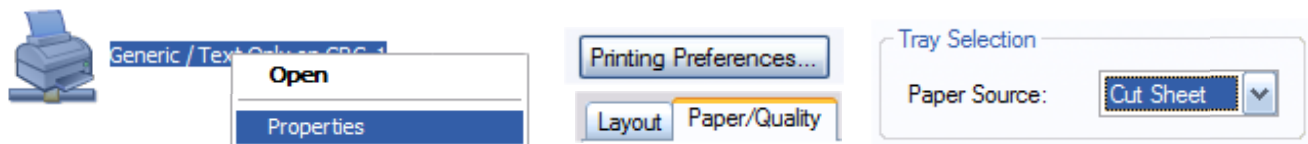
The appearance of the receipt style ticket may vary depending on the driver used. The sample shown on page 67 was created using the Epson TM-T88II printer driver and Epson TM-T88III printer. This driver and the driver for the Citizen CBM-231 may also be used for similar results with other brands of thermal receipt printers by manufacturers like Samsung and Axiom.

## Ticket Style Printer Setup (FGL Language)

Sensible Cinema Box Office for Windows supports popular FGL (Friendly Ghost Language) thermal ticket printers from leading manufacturers like Boca Systems, Datamax and Practical Automation. The default ticket size is the standard 2 x 3 1/2" ticket with a center perforation. This size has become the standard for cinema ticketing because it can be delivered sideways (2" side), making printing twice as fast as printers using the old style 2x4" ticket delivered lengthways. If your printer is currently set up for a different size ticket, contact the manufacturer for instructions on how to adjust the platen to accept this ticket stock size. To use this type of printer, select FGL as your printer type in the terminal setup utility and install either the Generic/Text Only printer driver (Windows XP) from the Windows control panel. Other drivers provided with your printer may not give you the desired results. Driver disks provided with your printer are for use with software that downloads Windows True-Type® fonts. Due to print speed concerns, Box Office for Windows only uses the printer's internal font capabilities.

### Important Issue with Window's "Generic/Text Only Driver"

In some cases Windows XP has been known to fail to eject the FGL ticket because of a bug in its generic driver which neglects to send a form feed command. To remedy this problem you can open up the printer properties and press the "Printer Preferences" button, then select the "Paper Quality" tab and change the setting from its default "Automatically Select" to "Cut Sheet" to ensure the command never fails to be sent.



## Ticket Stock Available Through Sensible Cinema

Sensible Cinema has customized ticket stock papers for your ticket printer model. For receipt printers we have thicker "Advantage Grade" paper in addition to regular receipt grade paper. For ticketing printers we stock blank color tickets with a standard disclaimer on the reverse side and take custom orders for stock in any color and with your logo if desired. In the past our customers have custom ordered sponsored tickets such as this one pictured here where an ad is shown on the reverse.



# Product Setup

## Terminal Preferences

The Terminal Preferences window allows you to customize the appearance of the feature grid and other terminal display features. Additionally, this allows you to turn off sounds for the program and set the currency symbol for the workstation. All settings made here are local settings that affect only this single workstation.

Most importantly, you can adjust the text size and boldness, cursor behavior and other features that are dependent on the type of display you are using. For instance, “Auto Screen Resolution” will make the sales terminal fill your monitor screen whenever the program is run.

The image shows the 'Terminal Preferences' window with various settings and annotations. Red arrows point from descriptive text to specific settings in the window and other UI elements.

**Feature Grid Table:**

Feature	Rating	Min
Friday Lights	PG-13	120
Ladder 49	PG-13	120
Raise Voice	PG	110
Shark Tale	PG	90

**Annotations and Settings:**

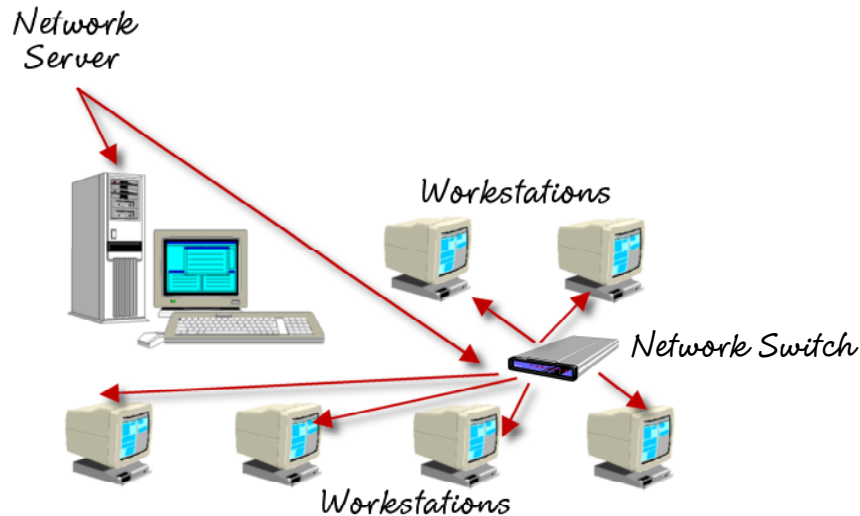
- Increase size of feature list:** Points to the 'Font' dropdown (set to Arial, size 10).
- Change List Color:** Points to the 'Background Color' dropdown.
- Change List Font:** Points to the 'Text Color' dropdown.
- Turn Sound Effects on/off:** Points to the 'Enable Click and Event Sounds' checkbox (checked).
- Select Initial Concession Page to Display:** Points to the 'Concession Menu' section, where 'Items 1-50 (Default)' is selected.
- Keep mouse pointer hidden while in sales terminal:** Points to the 'Hide Cursor in Sales Terminal' checkbox (checked).
- Hide receipt button on systems without a receipt printer:** Points to the 'Hide "Receipt" Toggle Button on this terminal' checkbox (unchecked).
- Show blue seats left progress bar:** Points to the 'Show Progress Bar' checkbox (checked).
- Ready for New Sale:** Points to the 'Ready for New Sale' button in the 'Sale Notification' section.
- Sale In Progress:** Points to the 'Sale In Progress' button in the 'Sale Notification' section.

**Other UI Elements:**

- Currency Symbol:** Points to the '\$' radio button.
- Auto Screen Resolution:** Points to the 'Auto Screen Resolution' checkbox (unchecked).
- Keypad:** A numeric keypad is shown on the right side of the window.
- Screen Information:** A small window at the bottom right shows 'Screen: 3', 'SDHW', '7:00 PM', and '9:00'.

## Database Folder

In order for the Sensible Cinema Terminal to share data (seat inventory for example) with other terminals and the manager station, a centralized database is used and all terminals must remain connected to that database at all times. The database is stored and accessed by each “workstation” or “slave” computer from the “Server” or “Host” computer. See the example system below:



### Setting “Path” to Database

The “Path” to the network server must be set at each workstation so that the local computer’s software (client) can find and connect to the database located on the host (server) computer. The default program folder for the program installed on the server is as follows (where “C” refers to the drive letter). **C:\Program Files\Sensible Cinema Software\Box Office for Windows**

### Sharing the Program Folder on the Server

The default program folder shown above should be a shared resource on the server computer and every workstation should be granted full read and write privileges to it and its subfolders.

### Mapping the Network Drive at the Workstation

At each individual workstation, the network administrator should create a mapped drive letter that represents the shared resource above. The single drive letter, colon and backslash (for example, Z:\) will represent the program folder on the server. From here, subfolders containing program databases may be found by the client software. Z: will be the same path as C:\Program Files\Sensible Cinema Software\Box Office for Windows would be on the server PC. At startup, each computer workstation should automatically reconnect to the network resource (Z:) - mentioned above so that when the application is started it has access to the databases. If the network resource is not found, a variety of errors may occur. See the screen shot on the following page for additional setup instructions for setting up the database path.

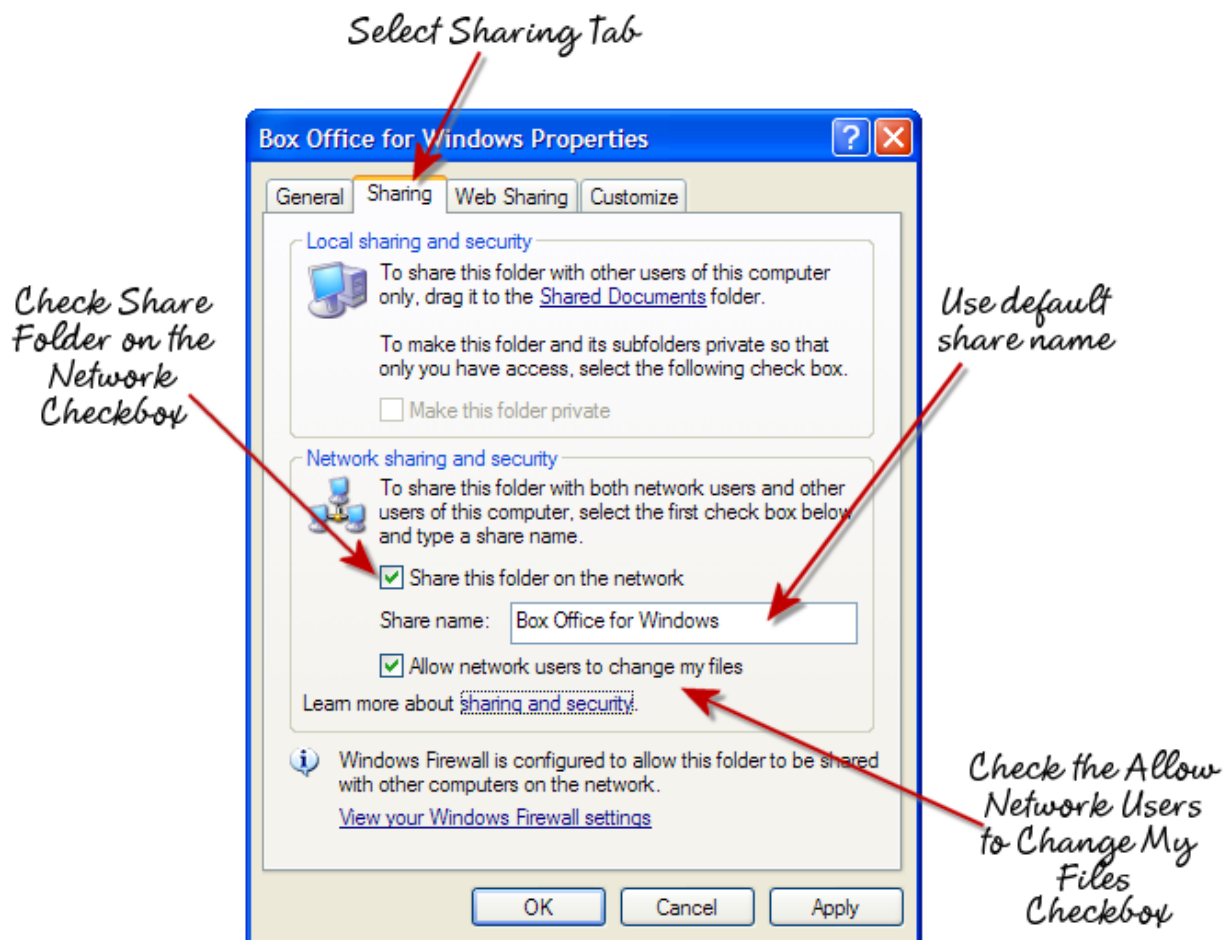


# Product Setup

## Setting Up Sensible Cinema Software Box Office for Windows on an Existing Windows Network

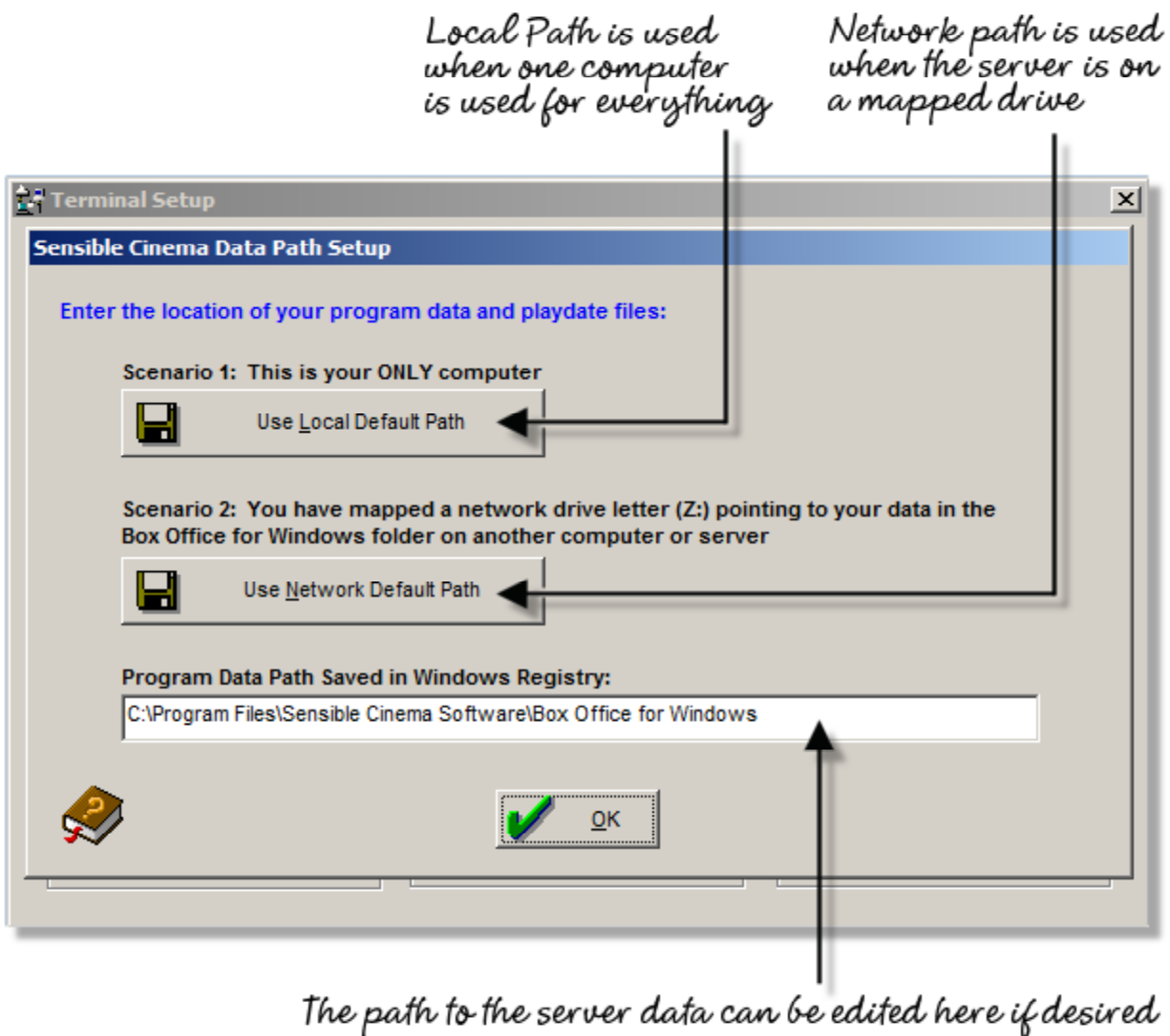
1) Management Software is installed on the Server computer and the Box Office for Windows folder is shared. From the server computer, follow these steps to share the database folder for multi-user access:

- A) Press 'Start' then select "My Computer" and Select "Local Disk C:" drive.
- B) Browse to the **Program Files\Sensible Cinema Software Folder**, then...
- C) Locate the **Box Office for Windows** sub-folder. Right-Click On It. This is the folder that must be shared. Select Sharing and Security.
- D) Check the "Share this folder on the Network" checkbox.  
Check the "Allow Network users to Change my files" checkbox.



## Product Setup

- E) On each workstation, map a network drive pointing to the shared folder on the server computer. Click “Start: then “My Network Places.” Click View Workgroup computers. Locate shared resource called “Box Office for Windows.” Right-Click and choose “Map Network Drive.” Select Drive Letter to represent the mapped drive to the shared resource “Box Office for Windows” In the example below we have used the letter “Z” as the drive letter for the mapped drive.
- F) Set the database folder on each workstation. Open the Terminal Setup Utility and select “Configure Path to Database Files.” Locate the mapped network drive letter and save the path to the Windows Registry.





# Product Setup

## MERCHANT SETUP (CREDIT & GIFT CARDS )

To configure the software for credit card acceptance, the merchant number, address and other data must be entered in the Terminal Setup utility for each workstation.

Credit cards and gift cards are processed over a secure IP (internet protocol) connection using 128-bit SSL (secure socket layer) technology. When you select your credit card processor from the available choices, your terminal will be properly configured to log into the correct payment server at the processor and access the system over the appropriate port used for the card type being processed. Sensible Cinema integrated card processing is available exclusively through our certified processors. In most cases (with satisfactory credit references) you can be ready for live processing in only a few days after your application is entered over the internet or by telephone.

**Mercury Payment Systems**  
Global® Processing Network  
800-846-4472  
www.mercurypay.com

**Sterling Payment Systems**  
Paymentech® Processing Network  
877-887-7784  
www.sterlingpayment.com

*Automatically generated  
invoice number*

*Choose Processor*

*Merchant ID*

*Terminal Number used  
to identify this register*

*Merchant Address and  
Telephone Number*

*Settings / Preferences*

The screenshot shows the 'Credit Card Processing Setup' window. It features the logos for 'MPS MERCURY PAYMENT SYSTEMS' and 'Express Lane BY STERLING'. The 'Select Processor' section has two radio buttons: 'Mercury Pay' (selected) and 'Sterling'. To the right, the 'Next Invoice #' is displayed as '408'. The 'Merchant Identity' section contains fields for 'Merchant ID Number' (0000000000=TEST) and 'Terminal ID' (000). The 'Merchant Name and Address Printed On Receipts' section includes fields for 'Business Name' (Sensible Cinema Software), 'Business Street' (123 Cinema Way), 'City/State/Zip' (Anytown, CA 90000), and 'Merchant Phone' ((000) 555-1212). The 'Options' section has a 'Require Signature on Transaction Over:' field set to '\$ 35.00' and a 'Font Size for Credit Card Receipts:' section with 'Small' and 'Large' radio buttons, where 'Large' is selected. An 'OK' button with a green checkmark is at the bottom.

Field	Value
Next Invoice #	408
Merchant ID Number	0000000000=TEST
Terminal ID	000
Business Name	Sensible Cinema Software
Business Street	123 Cinema Way
City/State/Zip	Anytown, CA 90000
Merchant Phone	(000) 555-1212
Require Signature on Transaction Over:	\$ 35.00
Font Size for Credit Card Receipts:	Large

## Chapter 2

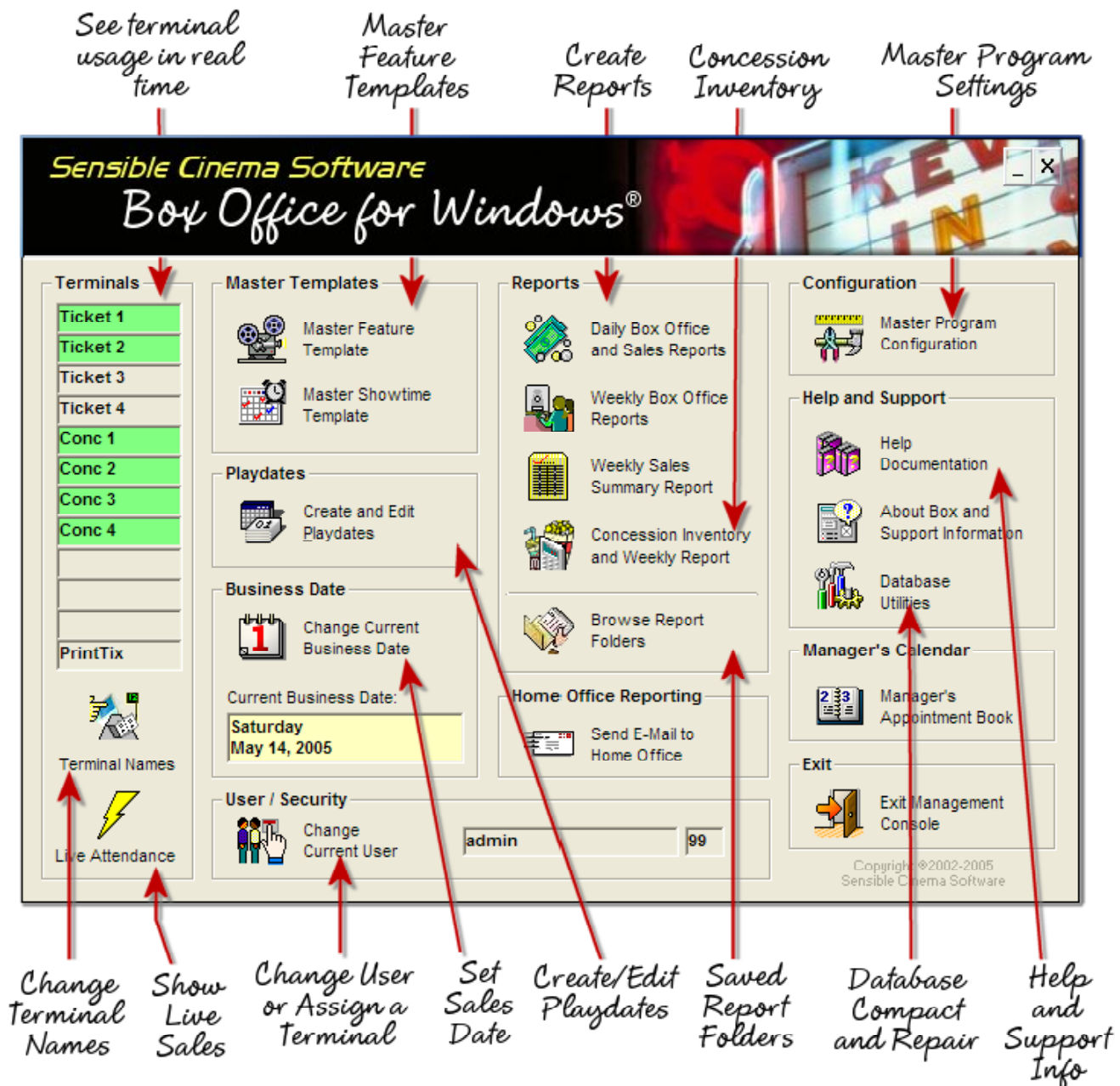
# *Management Component*

# Management Component

## MANAGEMENT COMPONENT SOFTWARE

Your Sensible Cinema Box Office for Windows Management Component gives the theatre owner or manager control over the entire point-of-sale system, including:

- Configuration of system wide settings, prices, users, options, etc.
- Setup of Features, Showtimes, Playdates
- Reporting, Cash Management, Inventory



# Management Component

## MASTER PROGRAM CONFIGURATION

Master settings for the program (settings used throughout the program and terminals) are saved to the configuration database file accessible from the management component. This section includes setup for the following program features:

- Theatre Profile, Address, Screen Count, Seating Capacities, Contact Information
- Ticketing and Terminal Options · Reporting Options
- Concession and Ticket Prices, Taxes, Deduction Items, Revenue Items, Etc.
- User Names and Passwords · Distributors · Security Settings

### Theatre Tab

The screenshot shows the 'Configuration' window with the 'Theatre' tab selected. The window is divided into two main sections: 'Theatre Information' and 'Auditorium Sell-Out Capacities'.

**Theatre Information:**

- Theatre Name: Demo Theatre
- Circuit Name: Demo Theatre Circuit
- Location Number: 1
- Total Screens (1-30): 7
- Theatre Manager: Rusty Gordon
- Street Address: 7216 Sutton Place
- City: Fairview
- State/Province: TN
- Zip/Postal Code: 37062-9350
- Direct Telephone: (615) 799-6366
- Showtime Telephone: (615) 799-8349
- Facsimile Number: (615) 799-8367

**Auditorium Sell-Out Capacities:**

Enter the maximum number of seats you wish to sell for each auditorium.

Screen/Seats/Codes:	Screen/Seats/Codes:	Codes Key:
1 300 SDHW	16 0	S Stadium Seating
2 250 SDHW	17 0	D Digital Sound
3 200 SDHW	18 0	H Hearing Impaired System
4 150 SDHW	19 0	W Wheelchair Accessible
5 125 SDHW	20 0	C Captioning System
6 110 SDHW	21 0	I IMAX(tm) Theatre
7 100 SDHW	22 0	
8 0	23 0	
9 0	24 0	
10 0	25 0	
11 0	26 0	
12 0	27 0	
13 0	28 0	
14 0	29 0	
15 0	30 0	

At the bottom of the window, there are buttons for 'Update' and 'Exit'.

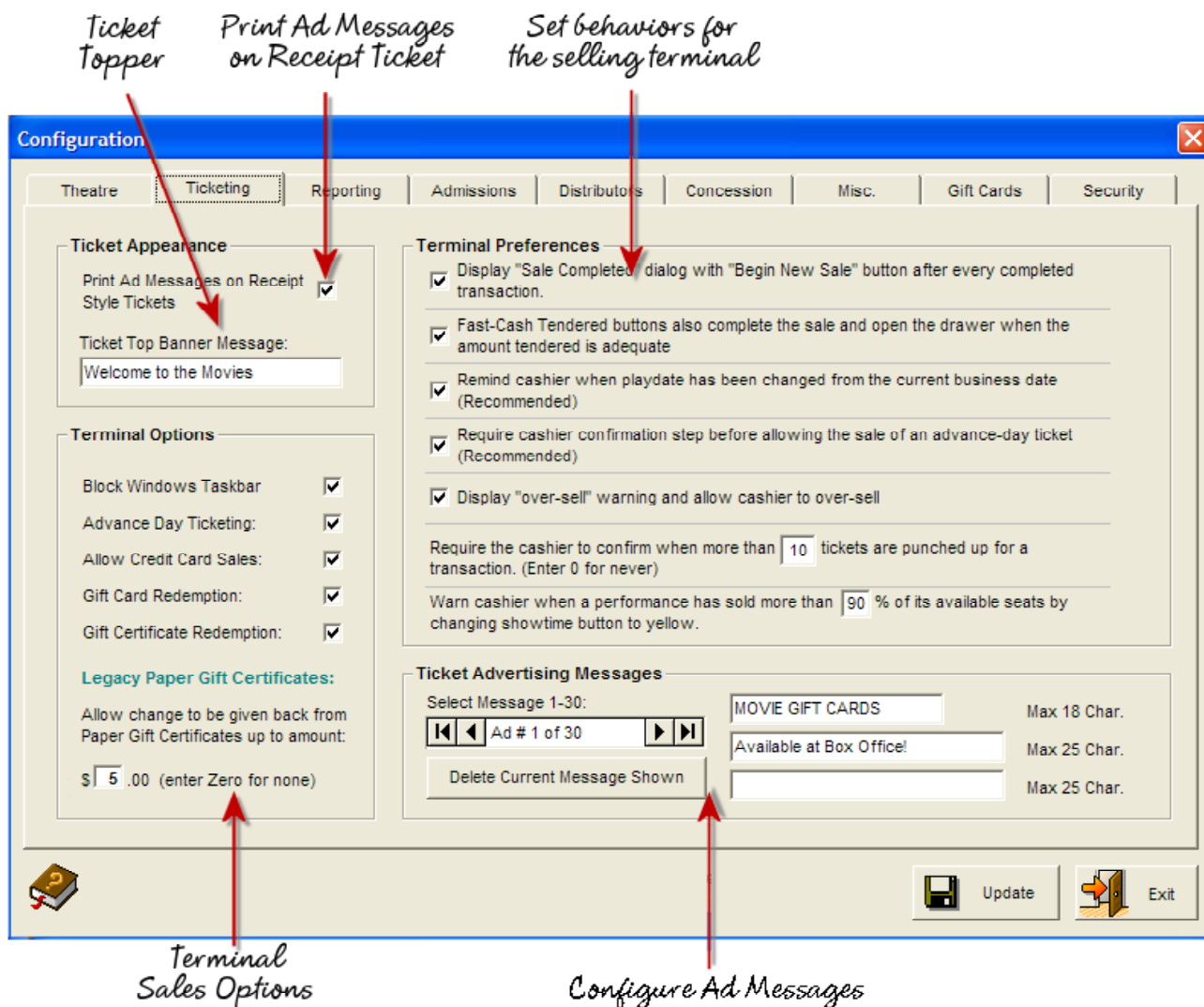
Handwritten annotations with red arrows point to specific fields:

- Theatre Tab:** Points to the 'Theatre' tab.
- Theatre Name from License Key:** Points to the 'Theatre Name' field.
- Theatre Address Info:** Points to the 'Street Address' field.
- Number of Screens:** Points to the 'Total Screens (1-30)' field.
- Seating Capacity for each screen:** Points to the 'Screen/Seats/Codes' table.
- Theatre amenity codes:** Points to the 'Codes Key' section.

# Management Component

## Ticketing Tab

The Ticketing Options Tab contains ticket appearance options and terminal behavior preference settings to let you setup the software to your liking and tailor it for your specific location.

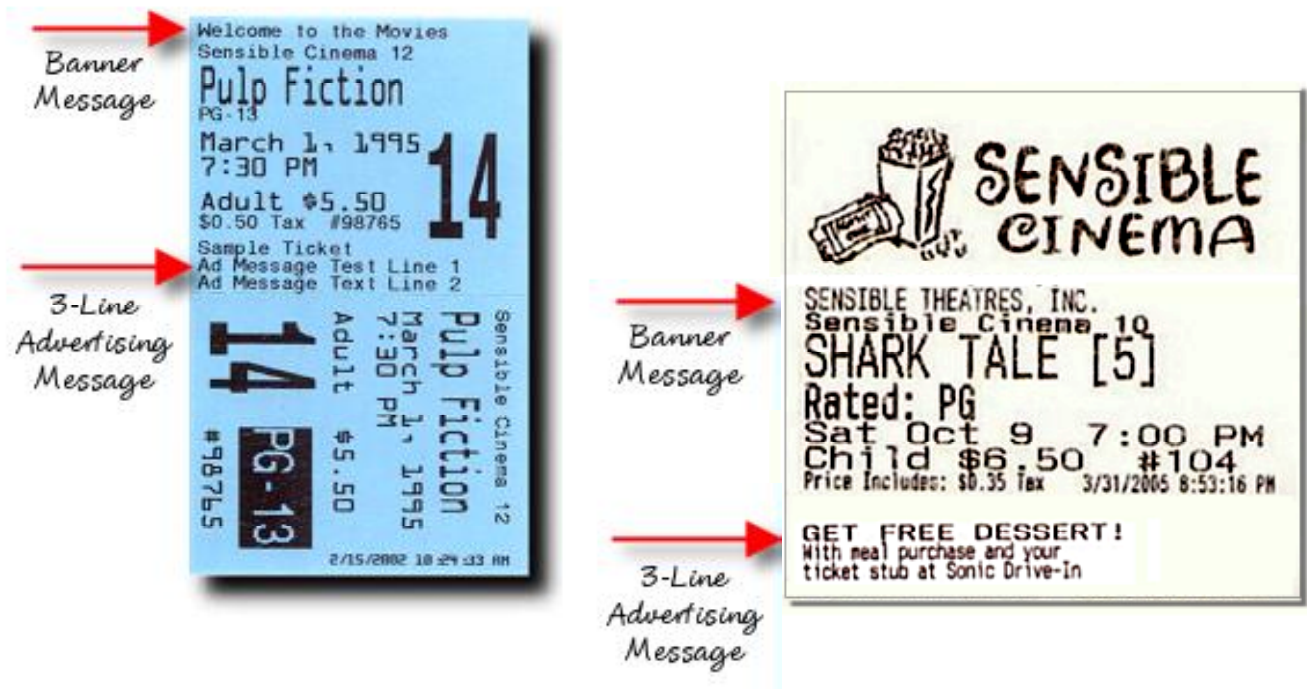


## APPEARANCE OPTIONS:

**Banner Message** - This message text is shown at the very top of your ticket on the patron half.

**Advertising Message** - This is a three-line message that can display anything you want, including information about upcoming features, concession specials, merchant tie-ins, etc. Use your imagination. Up to 30 messages can be stored here and when setting up a feature you can select one of the pre-defined messages.

## Management Component



### Print Advertising Messages on Receipt Style Tickets (Checkbox)

This checkbox allows you to turn off ad messages on receipt tickets to save paper or to save printing time. On receipt tickets, more paper is consumed when printing the ad message and more printing time is required, though nominal.

## TERMINAL OPTIONS:

**Block Windows Taskbar (Checkbox)** - This checkbox allows you to make it impossible for a cashier to access other Windows programs and functions by blocking the taskbar, provided there is no keyboard attached to the workstation terminal.

**Credit Card Sales (Checkbox)** - This checkbox allows you to add or remove the credit card tender option from the terminal screens.

**Gift Card Redemption (Checkbox)** - This checkbox allows you to add or remove the gift card tender option from the terminal screens. While not currently enabled for gift card processing, gift certificates redeemed may be tendered as such by enabling the gift certificate button in the terminal.

**Gift Card Sales (Checkbox)** - This checkbox allows you to add or remove the gift card sales option from the terminal screens. This feature is currently not available and is expected to be added in once the card issuer has its redemption program in place.

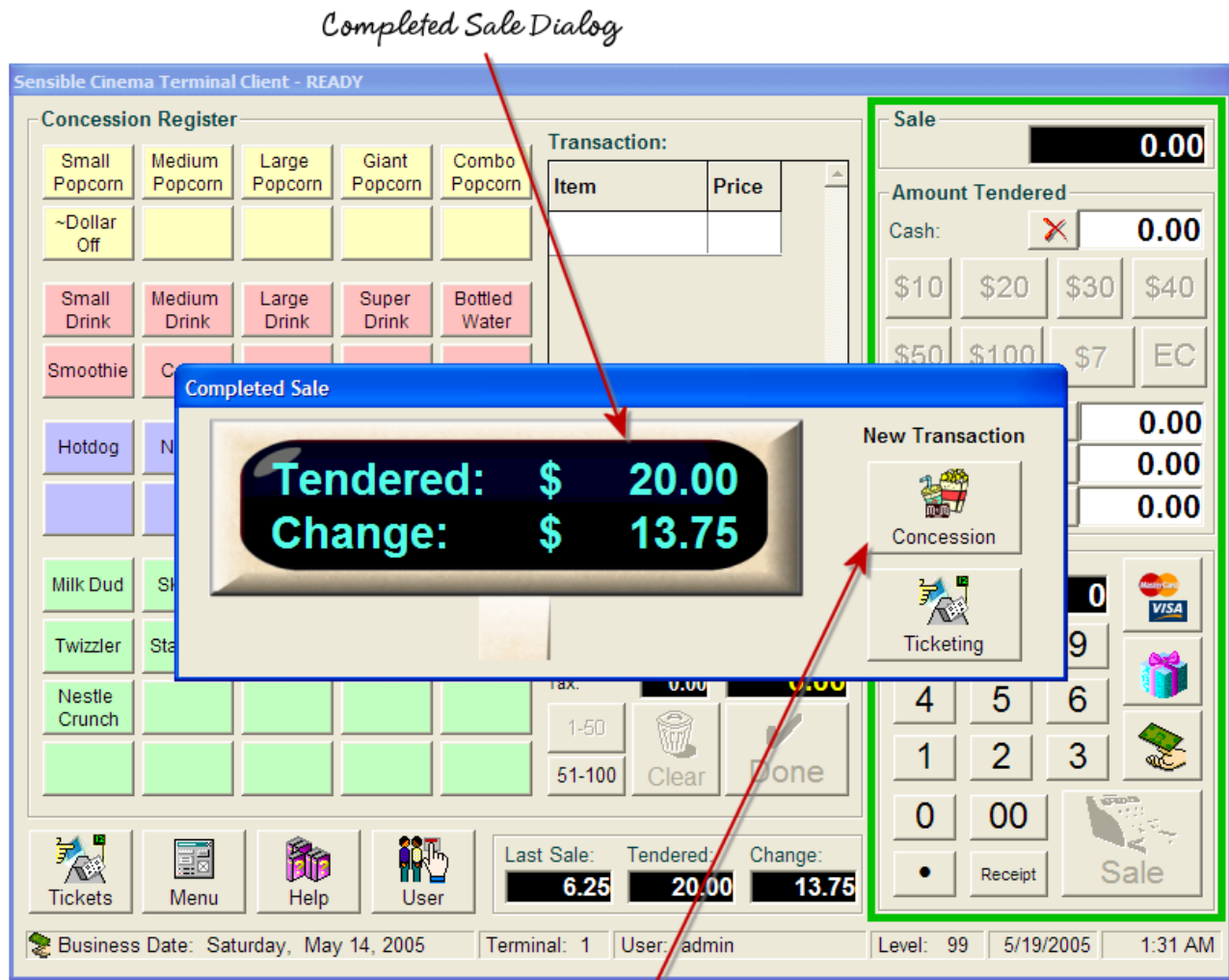


# Management Component

**Advance Day Sales (Checkbox)** - This checkbox allows you to add or remove the “Tomorrow” button and Calendar button that allow the advance sale of tickets.

## TERMINAL PREFERENCES:

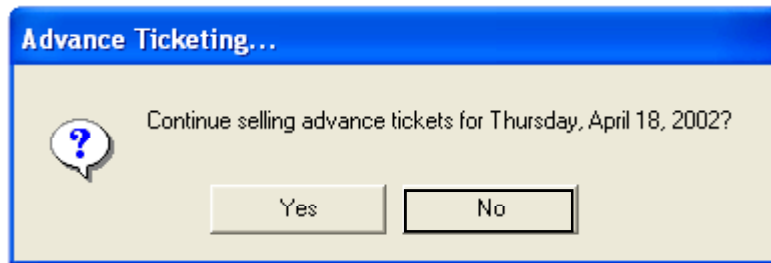
**Display “Completed Sale” dialog box (Checkbox)** - This checkbox when checked makes the terminal display a dialog showing the change amount and “Start New Sale” buttons following a complete sale.



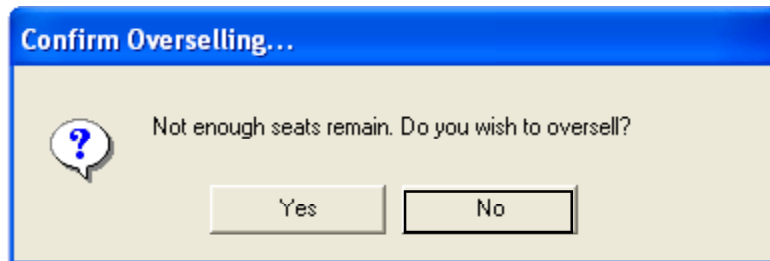
**Cash Buttons Also Open Drawer and Close The Sale (Checkbox)** - This checkbox when checked allows the cashier to skip the additional step of pressing the “Sale” button after entering a predefined tender amount or exact change buttons. If the sale is \$19.50 and the cashier presses the \$20 button, the sale completes, the pole display displays the total, the change window appears and the drawer opens.

## Management Component

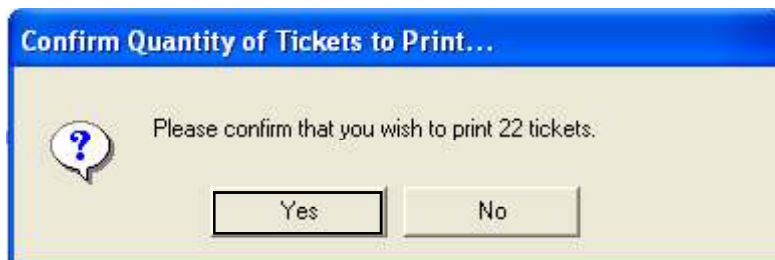
**Remind Cashier when Playdate Has Changed (Checkbox)** - This checkbox when checked sends the cashier a question dialog after completing an advance ticket sale that asks does he want to sell another advance ticket or return to the current date. This prevents the accidental sale of tickets for the wrong playdate.



**Display "Over Sell" warning dialog box and all overselling (Checkbox)** - This checkbox when checked allows the cashier to continue selling tickets after the sellout has occurred but warns him each time tickets are selected for a sold out performance. This gives the manager some discretion about seats available once the sellout figure has been reached and permits sales of tickets should there be seats available that are not accounted for in the ticketing system.



**Require confirmation when more than Xx number of tickets are punched** - If more than this number of tickets are punched up in a single sale, a message is sent to the cashier asking for confirmation. This prevents the accidental printing of an incorrect number of tickets, for instance if the cashier pressed 22 instead of 2 tickets.



**Require confirmation when advance day tickets are punched** - This option requires the cashier confirm his intention to print advance tickets every time he or she attempts to print tickets for a future date. When "Print" is pressed, a confirmation will be displayed.



# Management Component

**Warn cashier when more than XX% of tickets for a performance have been sold -**

Once xx% of the tickets have been sold, the showtime button at each terminal changes from the default button color to a warning yellow color alerting the cashier that a performance is nearly sold out. Once the showtime has sold out, the button color changes to red. Whether overselling is permitted or not depends on whether the above oversell option has been selected.

The screenshot displays the 'Sensible Cinema Terminal Client - READY' interface. It is divided into several sections:

- Select Show Date:** Shows 'Saturday, May 14, 2005' with buttons for 'Today' and 'Tomorrow (May 15)'.
- Select Feature:** A table listing movies with their ratings and minutes.
- Select Showtime:** A list of showtimes for 'Friday Lights' on Screen 3.
- Sale:** A section for processing payments, including 'Amount Tendered' (Cash, Credit Card, Gift Certificate, Gift Card) and a 'Keypad' for numeric input.
- Bottom Bar:** Displays 'Business Date: Saturday, May 14, 2005', 'Terminal: 1', 'User: admin', 'Level: 99', '5/16/2005', and '2:07 PM'.

Feature	Rating	Min
Friday Lights	PG-13	120
Ladder 49	PG-13	120
Raise Voice	PG	110
Shark Tale	PG	90
The Aviator	PG-13	150
The Forgotten	PG-13	120

Screen	Showtime	SDHW
3	12:00 PM	200
3	4:00 PM	200
3	7:00 PM	200
3	9:30 PM	200

Amount Tendered:

- Cash: 0.00
- Credit Card: 0.00
- Gift Certificate: 0.00
- Gift Card: 0.00

Keypad:

7 8 9  
4 5 6  
1 2 3  
0 00  
• Receipt Sale

Last Sale: 0.00 Tendered: 0.00 Change: 0.00

Sold Out Showtime

7:00 PM

Appears In Red

NOTE:

Any terminals that are running while changes are being made to the settings under terminal options must be restarted (exited and restarted) in order for all of the new settings to go into effect. It is NOT necessary to restart the computer or reboot the server.

# Management Component

## Report Options Tab

The Report Options Tab page permits you to control the appearance and content of your printed reports as well as the format in which to save the files to your disk.

*File Save Defaults*

*Change Default Font*

*Set reports to figure per capita based on manual sales*

*Additional Revenue Sources*

*Additional Deduction Sources*

*Report E-Mail Defaults*

**Configuration**

Theatre | Ticketing | **Reporting** | Admissions | Distributors | Concession | Misc | Gift Cards | Security

**Report Appearance**

Font:

Example:

The font size and attributes are determined by the report. If all three words "Sensible Cinema Software" are not present or are cut off in the box above, the font is too wide to use. If you have words cut off, restore to the "Arial" font.

**File Save Format**

☒ Prompt the user to save reports as a file

**Preferred File Type:**

- ☒ Adobe Acrobat (.PDF)  
Recommended Read-Only Save Format
- ☐ Rich Text Format (.RTF)  
Read and edit with any word
- ☐ Microsoft Word (.DOC)  
Read and edit with Microsoft Word or Windows WordPad

**Sales Summary Additional Revenue and Deduction Fields**

**Additional Revenue Fields:**  
eg.: Video Games, Screen Ads, Etc.

*1	Concession	5	Merchandise
2	Screen Ads	6	Theatre Rental
3	G.C. Sold	7	Arcade
4	Pay Phone Rev.	8	

☐ \*Manual Concession Sales

**Additional Deduction Fields:**  
eg.: Gift Certificates Redeemed, Paid Outs, Etc.

1	Paid Out	5	
2		6	
3		7	
4		8	PrintTxUSA

**Home Office Reporting:**

To send files and messages via e-mail through the Sensible Cinema Home Office button in the Main Menu with the values already filled in for you, enter the names and e-mail addresses below.

Primary Recipient Name:	Primary Recipient E-Mail Address:	Outlook Version:
<input type="text" value="Rusty Gordon"/>	<input type="text" value="support@sensiblecinema.com"/>	<input type="text" value="10.0.0.6515"/>
CC Recipient Name:	CC Recipient E-Mail Address:	
<input type="text" value="Gary Gordon"/>	<input type="text" value="rusty@sensiblecinema.com"/>	

### Report Appearance (Font) -

This allows you to choose a font for your printed reports from a list of fonts available on your system. The font size and attributes are actually hard-coded in the report engine but you can select the typeface used provided the overall width, height and character set are appropriate. In other words, you couldn't use "Wingdings" because its character set is all symbols or an extra wide typeface because some of your report text would be truncated. Ensure that the words "Sensible Cinema Software" fully display in the Example Box and your reports should print in an acceptable manner. This setting is stored in the registry for the individual manager workstation.

## Management Component

If you have more than one manager terminal, the font must be selected on each if you desire uniformity on your reports.

**File Save Format** - This allows you to choose a default format in which your reports will be saved to the disk. It will be the selected file type whenever a “save” or “save as” dialog box is displayed. The user can also select from five other formats at that time as well, but this is the one that is displayed initially. By default, the program has the Adobe Acrobat format selected. This is the ideal format because it gives you a portable format that is read-only—the user can’t change the report text. RTF and DOC format bring up the report in an editable word processor document format. Other choices not shown here—but displayed in the save dialog box include EXCEL .XLS format, Hypertext Mark-Up Language .HTML and Text Document format .TXT. HTML is ideal for creating a web page that shows your movies and showtimes.

**Prompt the user to save reports as a file** - This will cause a file save dialog to appear when closing report windows, prompting the user to save a report as a file. Reports can be re-generated at any time, so saving them to disk is optional.

**Sales Summary Additional Revenue and Deduction Fields** - This allows you to add custom fields to your daily and weekly summary reports to account for other revenue besides those entered by the point of sale system, including theatre rentals, arcade revenue and so forth.

**Home Office E-Mail Reporting** - This allows you to enter a default e-mail address and CC address for use when sending reports and messages to your home office. In places where an e-mail button is displayed, a pre-filled message template is created using this address information. The manager simply adds the text and file attachments he intends to send.

**Manual Concession Sales** - For users who do not have concession sales terminals, this option allows concession percapitas to be figured using the amount of sales manually entered in the first additional revenue category. Change the first revenue category name to ‘Concessions’ or ‘Snack Bar’ then check the checkbox found by clicking the “Manual Concession Sales” button. When completing your daily sales summary report, simply enter the manual concession sales figure on the newly configured first revenue category and the sales will be divided by your attendance for the day causing the percapita amount will appear on the screen, on the paper report and on the weekly sales summary report.

# Management Component

## Admissions Tab

The Admissions setup page consists of setup for ticket categories, prices, admission taxes and film censorship ratings.

*Primary Admission Price Profile*

*Second admissions profile*

*Ratings Setup*

**Configuration**

Theatre | Ticketing | Reporting | **Admissions** | Distributors | Concession | Misc. | Gift Cards | Security

**Admissions Profile 1**

Ticket Category	Price w/o Tax	Tax Amount	Ticket Price Total
Adult	8.51	0.49	\$9.00
Child	6.15	0.35	\$6.50
Senior	6.15	0.35	\$6.50
Military	6.15	0.35	\$6.50
Student	6.15	0.35	\$6.50
Matinee	6.15	0.35	\$6.50
Twilite	4.49	0.26	\$4.75
Group	4.49	0.26	\$4.75
Staff	1.89	0.11	\$2.00
Pass	0.00	0.00	\$0.00

☒ Use When Creating New Playdates

Tax Rate for Admission Profile 1:  %

**Admissions Profile 2**

Ticket Category	Price w/o Tax	Tax Amount	Ticket Price Total
Bargain	6.15	0.35	\$6.50
	0.00	0.00	\$0.00
	0.00	0.00	\$0.00
	0.00	0.00	\$0.00
	0.00	0.00	\$0.00
	0.00	0.00	\$0.00
	0.00	0.00	\$0.00
	0.00	0.00	\$0.00
	0.00	0.00	\$0.00
	0.00	0.00	\$0.00

☐ Use When Creating New Playdates

Tax Rate for Admission Profile 2:  %

**Ratings**

G  
PG  
PG-13  
R  
NC-17

Rating:  ☐ Restrict

Desc:

Add New

Delete

Save

?

Update Exit

*Selected profile to be used for all new playdates*

*Tax rate for nightly tax backout*

## Admissions Profiles

Two admissions profiles allow you to create playdates in advance even when price changes are on the horizon. Whichever of the admission profiles is selected using the radio button labeled “Use When Creating New Playdates” will be used as the pricing scheme for each new playdate created. It is important that the pricing scheme be the correct one because once the playdate is created the prices cannot be changed unless the playdate is deleted altogether. If tickets have been sold, this will not be an option.

# Management Component

## Ticket Price Changes

Changing prices is a simple process but must be done with great care. All playdates to be sold with the old prices must be created prior to changing prices in the system. After changing prices, new playdates contain the new prices. Tickets may be sold where the pricing for the future playdates at the new price are sold side by side with the current schedule at the current price. For example, if it is Monday and the prices go up on Friday, advance tickets for Friday would be at the new price while tickets for Mon-Tue-Wed and Thur would be at the old prices. Important: Once a playdate is created, pricing for that playdate cannot be changed.

## Distributors Tab

The Distributors setup page consists of setup for the movie studios you will choose from when setting up new features. It also contains the address information if you wish to maintain a list of distributor addresses.

*Distributor List*      *Contact Info*      *Gross Reporting*

**Configuration**

Theatre | Ticketing | Reporting | Admissions | **Distributors** | Concession | Misc. | Gift Cards | Security

**Film Distributors**

- 20th Century Fox
- Artisan
- Buena Vista
- Dreamworks
- Fine Line
- Focus Features
- Fox Searchlight
- Lion's Gate
- Megafilms LLC**
- MGM/United Artists
- Miramax Films
- New Line Cinema
- New Market
- Orion Classics
- Paramount
- Sony Classics
- Sony Pictures
- Universal
- USA Films
- Warner Bros.

Distributor: Megafilms LLC

Send Box Office Reports To:

Attn: Benjamin Braddock Phone: (800) 555-1212 Ext: 4

Address: 20022 N. 31st Ave

City: Phoenix St: AZ Zip/Postal: 85022

Send Film Rental Payments To:

Attn: Tom Katz Phone: (800) 555-1313 Ext: 5

Address 1: 20022 N. 31st Ave

Address 2:

City: Phoenix St: AZ Zip/Postal: 85022

Nightly Gross Reporting:

Report Grosses To Phone Number: (800) 555-1414

Report Grosses To E-Mail Address: grosses@megafilms.com

Report Grosses To Fax Number: (800) 555-1515

Buttons: Add New, Delete, Save, Create Report, Update, Exit

The Gross Reporting Phone Number and Email address will appear on the Daily Box Office Report Screen to make it easy to report your daily gross for the film selected.

# Management Component

## Concession Tab

The Concession Tab is where concession items are entered into the point-of-sale system along with their prices, tax preferences, etc. Select the item key and enter the item and its price.

*Concession Terminal Screen Layout*

*Edit Item and Price*

*Item Listing*

*Save Item*

The screenshot shows the 'Configuration' window with the 'Concession' tab selected. The window is divided into several sections:

- Concession Item Setup / Screen Layout:** A grid of 100 item keys (1-100) arranged in 10 rows and 10 columns. Each key is color-coded (e.g., 1-10 are yellow, 11-20 are red, etc.).
- Item Listing:** A table showing the details of the selected item (Key 1):
 

Key	Item Name	Price	Tax
1	Small Popcorn	2.50	1
2	Medium Popcorn	3.50	1
3	Large Popcorn	4.50	1
4	Giant Popcorn	5.50	1
5	Combo Popcorn	3.00	1
6	~Dollar Off	-1.00	1
7		0.00	1
- Edit Item:** A form for editing the selected item. It shows 'Item: Small Popcorn', 'Price: 2.50', and 'Tax Rate (1-4): 1'. There is a 'Save' button with a floppy disk icon.
- Sales Tax on Concession Items Sold:** A section with a warning message and four tax rate input fields:
  - Tax Rate 1: 8.750 %
  - Tax Rate 2: 5.000 %
  - Tax Rate 3: 0.000 %
  - Tax Rate 4: %
- Options:** Two radio buttons for selecting the tax method:
  - ☒ Items include sales taxes which will be backed out on the nightly report at the conclusion of the day.
  - ☐ Add Sales Tax to Each Item during the sale. Will result in odd-cent sales totals.
- Buttons:** 'Update' (floppy disk icon) and 'Exit' (door icon) buttons at the bottom right.

*Select the sales tax rate for each individual concession item you sell.*

*Sales Tax Rates*

*Select to "Add" Sales Tax At the Point-Of-Sale*

*Select to subtract tax out at the end of the business day*

## Sales Tax

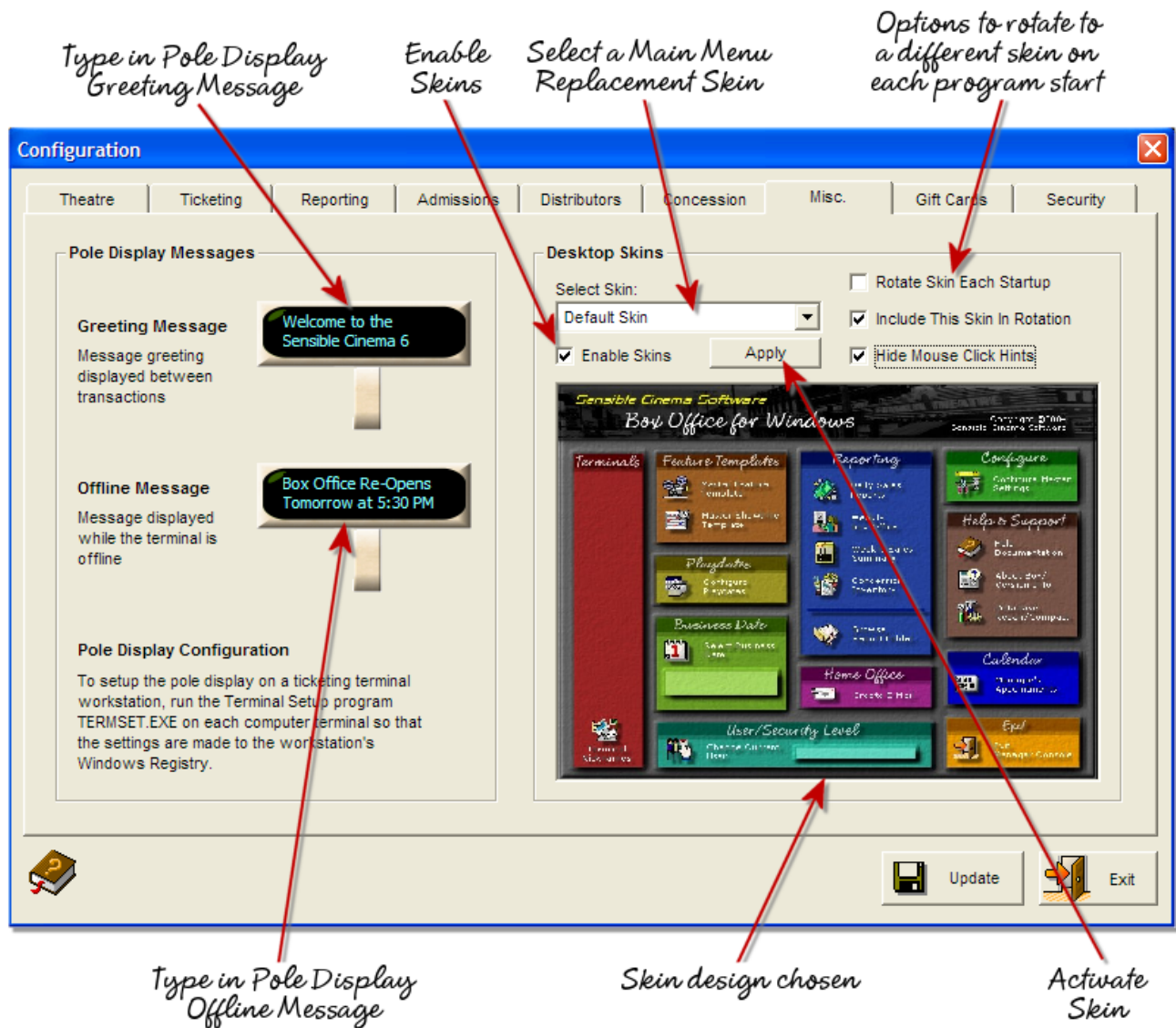
Sales taxes may be added as each item is rung up (in other words, in addition to the sales price) or the sales tax may be deducted at the end of the night (in other words, the prices include sales tax). Select which method you prefer to use and enter the amount of your sales tax. Note, including sales tax will make your item amounts be round numbers and will make your transactions go more quickly.



# Management Component

## Miscellaneous Tab

The Miscellaneous page contains the setup for your pole display messages and allows you to select and set desktop skins for your manager's screen.



## Desktop Skins

Select a desktop skin and check the "Enable Skins" checkbox to enable skins and override the default Manager's screen appearance. To automatically display a different skin each time the program is started, check the "Rotate Skin Each Startup" checkbox. To hide the mouse hints for each menu item, click the "Hide Mouse Click Hints" checkbox.

Press "Apply" to save your changes immediately.

# Management Component

## Gift Cards Tab

The gift cards page contains setup parameters for your gift card program. Frequently asked questions and an order link are provided.

**Allow Recharge:**

Tells whether to permit recharges on previously issued cards

**Deactivate:**

Tells whether to permit recharge or deactivate when balance is zero

**Use CRC:**

Checks validity of magnetic encoded stripe

**Maximum Issue Amount:**

Largest amount for which a new issue or gift recharge allowed

**Minimum Issue Amount:**

Least amount for which a gift card may be issued or recharged

**Expiration Options:**

These options are not currently monitored.



# Management Component

## Security Tab

The Security Tab is where management will assign different areas of the program certain security levels that will be required for access. If a user has a level lower than required to access an area, access will be denied. User names and passwords are entered here for each person who will access the system.

The owner of the theatre should ultimately have the highest security level (99) to access areas such as admission price profiles. The managers should be able to create and edit playdates and access most other areas including the capability of entering concession voids. Employees can be limited to sales screens and little else. Areas that require a higher level than the user currently logged in has will be locked down where the level cannot be changed. Users who have higher access levels are hidden from users who have lower access levels.

*Set program area access limitations*

*Saved user profiles*

*Security Tab*

**User Privileges / Minimum Level 1-99**

Access Master Program Settings	81
Add/Change Users and Passwords	99
Master Feature Setup	81
Master Showtime Setup	81
Change Ticket Prices	99
Concession Item Setup	99
Setup Playdates	81
Delete/Overwrite Playdates	99
Ticket Refunds, Test Tickets	81
Void Concession Items	81
No Sale/Open Drawer	51
Change Business Date	81
Reports	81
View Transaction Logs at Terminal	51
View Transactions at Manager Station	81
View Manager Appointment Book	91
Exit Selling Terminal	51
Gift Card Issue Parameters	80

**Users and Passwords**

User Name	Level	Last Name	First Name	Home Phone
admin	99	User	Administrator	
rustang	81	Gordon	Rusty	615-555-1212
staff	50	Staff	Staff User	

**Managers must have a level of 80 or greater to be offered override menu.**

First Name: Rusty      Screen Name: rustang  
Last Name: Gordon      Password: Change  
Social Security #: 123-45-6789      Access Level: 81  
Street: 7216 Sutton Pl      Home Phone: 615-555-1212  
City: Fairview      Cell Phone: 615-555-1213  
State: TN      Pager:      Alt. Phone:      Emergency:      Emergency Contact: P.C. Gordon

☐ w/User Name ☐ With SS#

*Enter (0-99) the minimum security level required to access the corresponding area*

*Add new user name*

*Log In Name*

*User security level (0-99)*

## Chapter 3

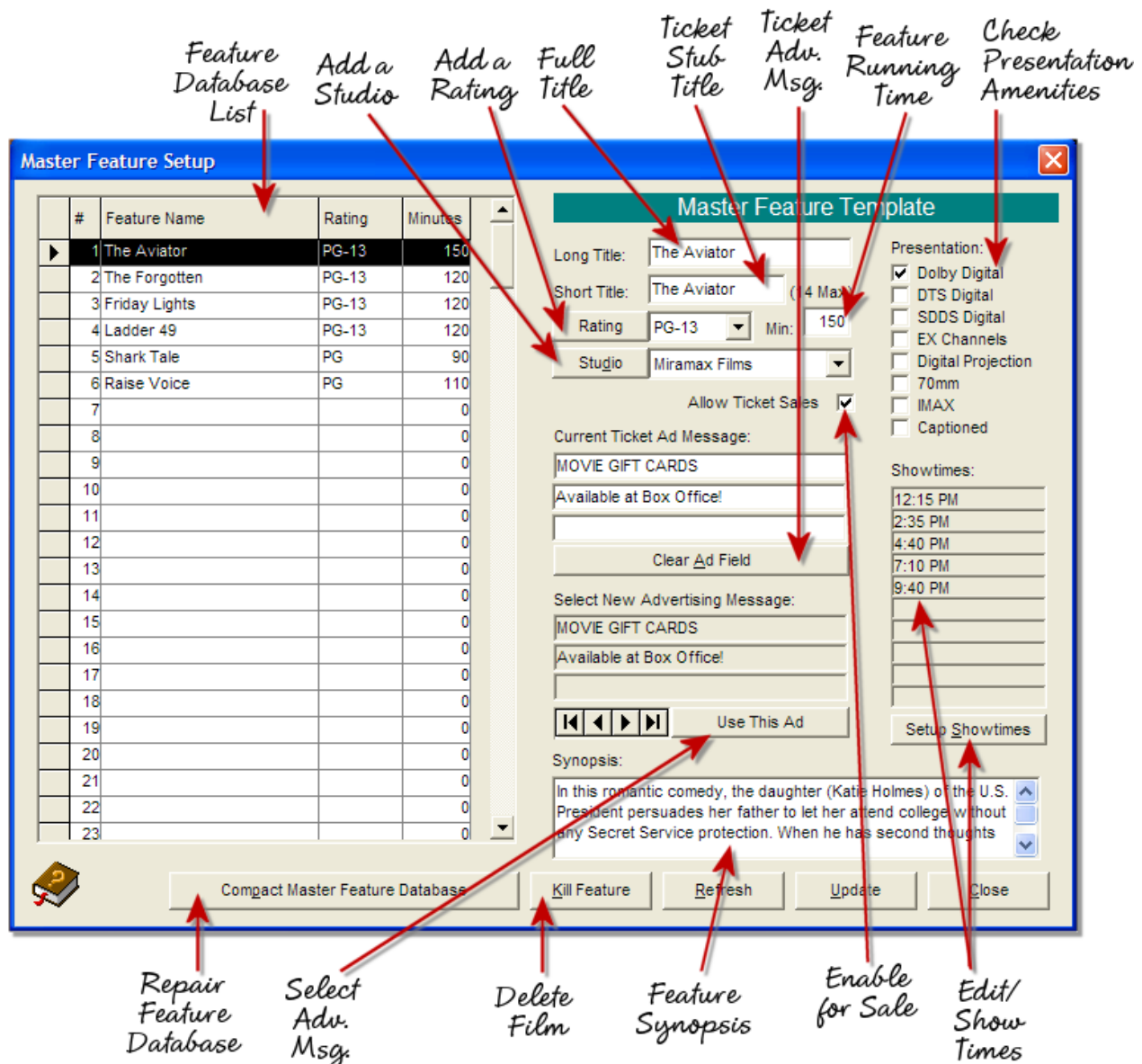
# *Feature & Showtime Setup*

# Master Feature Template

## MASTER FEATURE CONFIGURATION

Sensible Cinema Box Office for Windows playdates are created from a master template containing features and showtimes and other hidden settings such as admission prices and other preferences. The template acts as a place where features are brought in for the first time and where playdates can be cookie cuttered making only subtle changes from one date to the next. This eliminates the need to build each playdate from scratch entirely.

Each playdate can contain up to 30 features stored in the template. Once everything is as you want it in the template, playdates can be created that mirror the settings in the template. After playdates have been created, the template may be changed for the purpose of creating more playdates.



# Master Feature Template

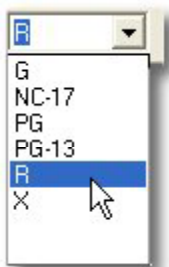
## ENTERING A NEW FEATURE:

Choose an available feature slot or 'kill' a feature that is no longer needed.

**Long Title** - This is the full title of the feature as it will appear on the majority of your reports. For instance, "Silence of the Lambs."

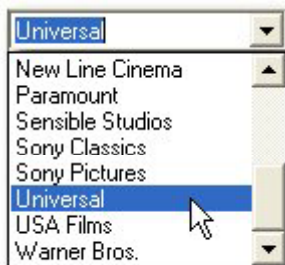
**Short Title** - This is the shortened version of the title that will be used on your tickets and other places where space is at a premium. Let's say for instance the feature's title is "Silence of the Lambs." The short title must be 14 characters or less and we would want to use as much of the real title as possible, so a good solution would be "Silence Lambs," with 13 characters.

**Rating (Combo Box)** - This is a list of the ratings in the system from which you can choose a rating.



**Rating (Command Button)** - This allows you to add a new rating to the combo list above should new ratings come about or be different in your area.

**Studio (Command Button)** - This allows you to add a new studio to the combo list above should the studio you need not be available.



# Master Feature Template

**Running Time** - Enter the length of this feature, plus any previews in minutes.

**Allow Ticket Sales (Checkbox)** - Enable the sale of tickets for this feature when the playdate is created.

Allow Ticket Sales ☒

**Advertising Messages** - Select an advertising message to be used for tickets sold for this movie.

**Presentation (Checkboxes)** - Show presentation characteristics in the point-of-sale information screen, check all that apply. See the information box displayed in the ticketing terminal below.

Presentation:

<input checked="" type="checkbox"/>	Dolby Digital
<input type="checkbox"/>	DTS Digital
<input type="checkbox"/>	SDDS Digital
<input checked="" type="checkbox"/>	EX Channels
<input type="checkbox"/>	Digital Projection
<input type="checkbox"/>	70mm
<input type="checkbox"/>	IMAX
<input type="checkbox"/>	Captioned

**Showtimes** - This displays the showtimes set up for the selected feature and a command button below the list allows you to edit the showtimes, auditoriums/seats and ticket categories.

Showtimes:

1:00 PM
3:05 PM
5:10 PM
7:15 PM
9:30 PM

Setup Showtimes

**Synopsis** - This is the description for the cashier to read to a patron who asks what a certain movie is about. See the terminal feature info box shown above under the Presentation Characteristics. If you have web access on your manager office PC, it is easy to cut and paste the synopsis from popular web pages like moviefone.com into this field.

# Master Feature Template

The screenshot shows a software window titled "Feature Details" with a blue title bar and a close button. The window is divided into several sections:

- Feature:**
  - Title:  (with an information icon)
  - Rating:  Minutes:  (with a people icon)
  - Description: A text box containing the synopsis: "Oceanic wise guys meet up with a small fish who has a big attitude in this computer-animated comedy. Don Lino (voice of Robert De Niro) is the patriarch of a family of sharks who lord over a bustling aquatic community based along a massive underwater reef. Don Lino has two sons, Frankie (voice of Michael Imperioli) and Lenny (voice of Jack Black); Frankie is".
- Presentation:** A list of checkboxes for audio and video options:
  - ☐ Dolby Digital
  - ☐ DTS Digital
  - ☐ SDDS Digital
  - ☐ EX Channels
  - ☐ Digital Projection
  - ☐ 70mm
  - ☐ IMAX (tm)
  - ☐ Captioned
- Start Times / Ending Times:** A table with two columns of time slots, each with a "Start:" and "End:" label.

Start:	End:	Start:	End:
12:15 PM	1:45 PM		
2:15 PM	3:45 PM		
4:15 PM	5:45 PM		
7:00 PM	8:30 PM		
9:00 PM	10:30 PM		
- Screen Codes:** A list of codes and their meanings:
  - S = Stadium
  - D = Digital
  - H = Hearing
  - C = Captioning
  - W = Wheelchair
  - I = IMAX (tm)
- Buttons:** At the bottom, there are three buttons: "Print This Schedule" (with a printer icon), "Print All Schedules" (with a printer icon and a dotted border), and "Exit" (with a door icon).

## Compact Master Feature Database (Command Button)

Over time, database files grow in size as records are added and deleted. This file is designed to keep those kinds of file size changes to a minimum by having a finite number of records (30 to be exact). However, to optimize the file before creating playdate replications of it you might periodically use the compact database feature to clean the file up. Once started, the Master Feature Template window will close and the compact database window will appear. Simply press the "Begin Compacting Database" command button to start the database optimization.

# Master Feature Template

## Master Showtime Template

The Master Showtime Template is actually an extension of the Master Feature Template. The actual database where these showtimes are kept is the same as the Master feature Template. The showtimes are actually part of the feature record, only shown in this separate window so that the user has more space in which to work.

The screenshot shows the 'Master Showtime Template' window. At the top, there are fields for 'Feature:' (Friday Lights), 'Rating:' (PG-13), 'Minutes:' (120), and a checkbox for 'Allow Sales'. Below these is a table with columns for Showtime, End Time, Screen, Seats, and various ticket categories (Adult, Child, Senior, Military, Student, Matinee, Twilite, Group, Staff, Pass, All/None). The table has 10 rows, with the first four rows populated with showtimes and the last six rows empty. At the bottom, there are buttons for 'Detailed Showtime Report', 'Usher/Projectionist Showtime List', 'Create Report', 'Screen Conflict Check', 'Update', and 'Close'. Handwritten annotations with red arrows point to various elements: 'Select Film' points to the Feature dropdown; 'Select Show Time' points to the Showtime dropdown; 'End Time' points to the End Time dropdown; 'Select Screen' points to the Screen dropdown; 'Ticket Categories' points to the ticket category columns; 'Select All or None' points to the All/None checkbox; 'Select and Print Show Time Report' points to the 'Detailed Showtime Report' button; 'Seats in Auditorium' points to the 'Seats' column; 'Check for Conflicts' points to the 'Screen Conflict Check' button; and 'Check to Sell for a particular ticket category' points to the 'All/None' checkbox.

Feature: Friday Lights Rating: PG-13 Minutes: 120 Allow Sales

Showtime	End Time	Screen	Seats	Adult	Child	Senior	Military	Student	Matinee	Twilite	Group	Staff	Pass	All/None
12:00 PM	2:00 PM	3	200						<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4:00 PM	6:00 PM	3	200						<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7:00 PM	9:00 PM	3	200	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9:30 PM	11:30 PM	3	200	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		0	0											
		0	0											
		0	0											
		0	0											
		0	0											
		0	0											

Detailed Showtime Report Usher/Projectionist Showtime List Create Report Screen Conflict Check Update Close

There are two ways to access the Master Showtime Template. You can select to edit a feature's showtimes by pressing the showtime button in the Master Feature Template screen, where you are limited to only the chosen feature, or you can start the Master Showtime Template directly from the Manager's Main menu and have access to all of the features in the Master feature Template via a drop down list. Changes here will only affect new playdates created after changes have been made. To make changes to showtimes, categories or screens on existing playdates you have already created, you must edit each individual playdate file affected.

# Master Feature Template

## Selecting a Showtime

To enter showtimes for a feature, always select and use the showtimes in order, leaving unused showtimes at the bottom. To select a showtime, click the spinner button to the right of the showtime field to expose the drop list. You can enter the first number of the showtime and the list will automatically jump to the PM time for the time entered. Highlight and select the showtime desired.

## Show Ending Time

The feature's show end time will be calculated automatically from the start time you have entered and the running time configured for the feature.

## Screen/Seats

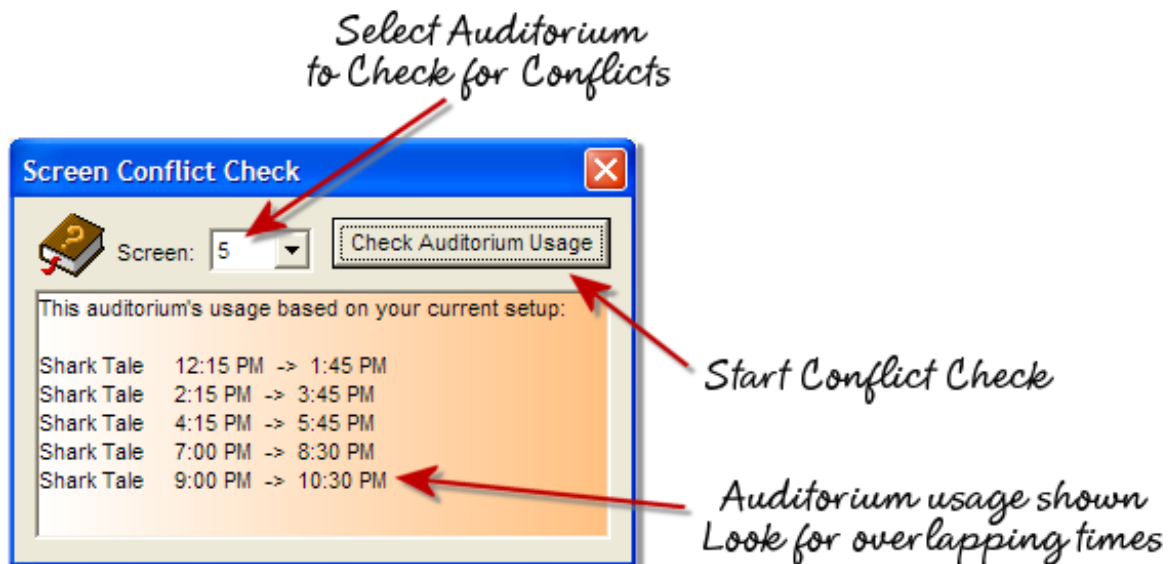
Select the screen for this showtime from the spinner under screen and the number of seats configured for the screen will be placed in the seats box automatically based on what you have set up in the Master Program Configuration in the Theatre Profile Tab.

## Ticket Categories

For each showtime you must check the checkbox corresponding to the ticket categories you wish to sell for. Category checkboxes left blank will result in the ticket price category being greyed out (unavailable for sale) at the selected showtime. Only the categories you specifically set will be available for your cashier to sell for.

## Conflict Checking

To check to see a list of showings scheduled for an auditorium, click the "Screen Conflict Check" button at the bottom of the screen. All usage of a particular screen will be displayed.





# *Master Feature Template*

## **Allow Sales (Checkbox)**

This checkbox tells the system whether or not to display this feature as one available for sales. If left unchecked, the feature will not appear in the feature grid in the ticketing terminal. After the playdate is created from this template this checkbox will also be unchecked there. It will be necessary to check the checkbox in the playdate showtime or feature setup once the playdate has been created.

## **Clearing a Showtime No Longer Used**

In order to remove a showtime you must delete it (not just type a blank space in the showtime field). Highlight the showtime and press the DELETE key on your keyboard. Then press the Update button and the showtime field and ticket categories will be reset. If you simply type a blank over the showtime it will automatically be replaced with 12:00 am by default.

## Chapter 4

# *Playdates and Business Dates*

# Playdate Setup

## PLAYDATES AND BUSINESS DATES

A Playdate file is created for every business date and contains the following information about the sales for that date:

- Features and Showtimes
- Ticket Prices and Categories
- Ticket Sales Data
- Concession Sales Data
- Transaction Data
- Hourly Sales Data

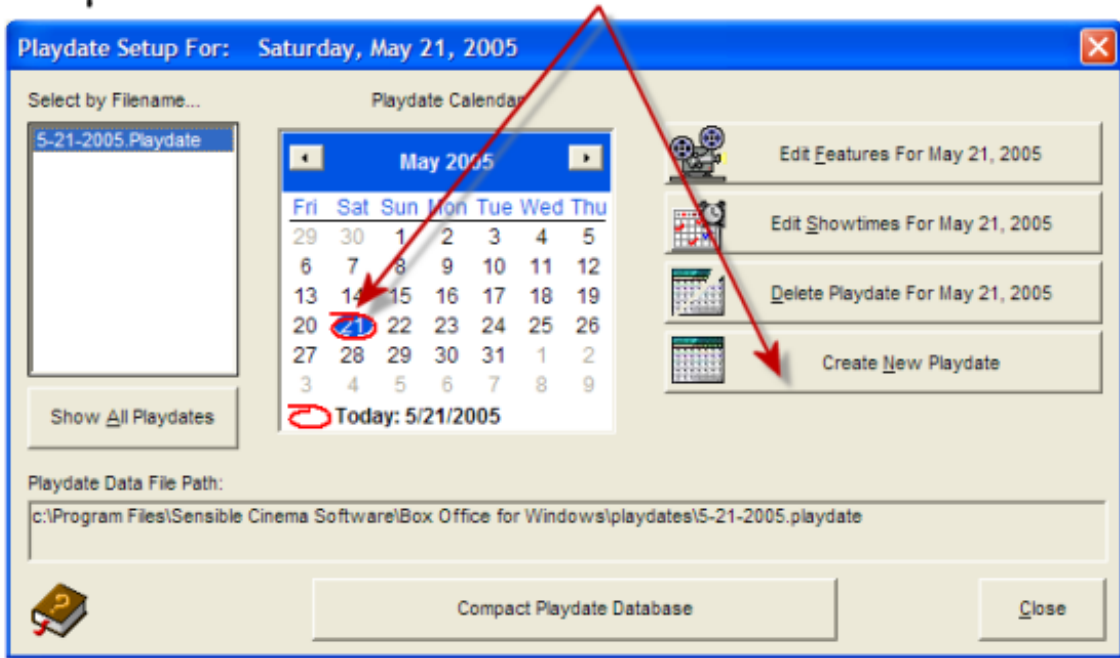
The playdate file is actually created in advance of the point it becomes the business date so that tickets may be pre-sold for that date. When the actual date rolls around, the playdate file becomes the container for concession sales data, ticket sales data and transactions for the given business date. When opening for a new business day, the business date is selected from a list of available playdates.

### Create and Edit Playdates

Select "Playdates" from the Management Component Main Menu. To create a new playdate, follow these steps:

*Step 1:*

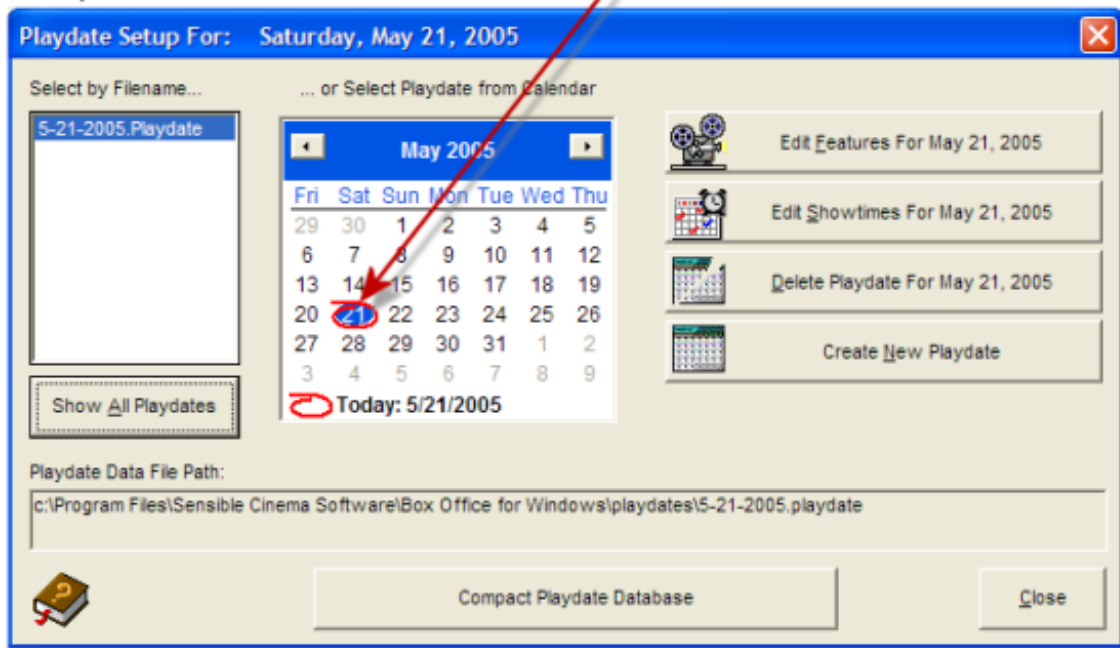
*Press "Create New Playdate" or touch date on the calendar*



# Playdate Setup

Step 2:

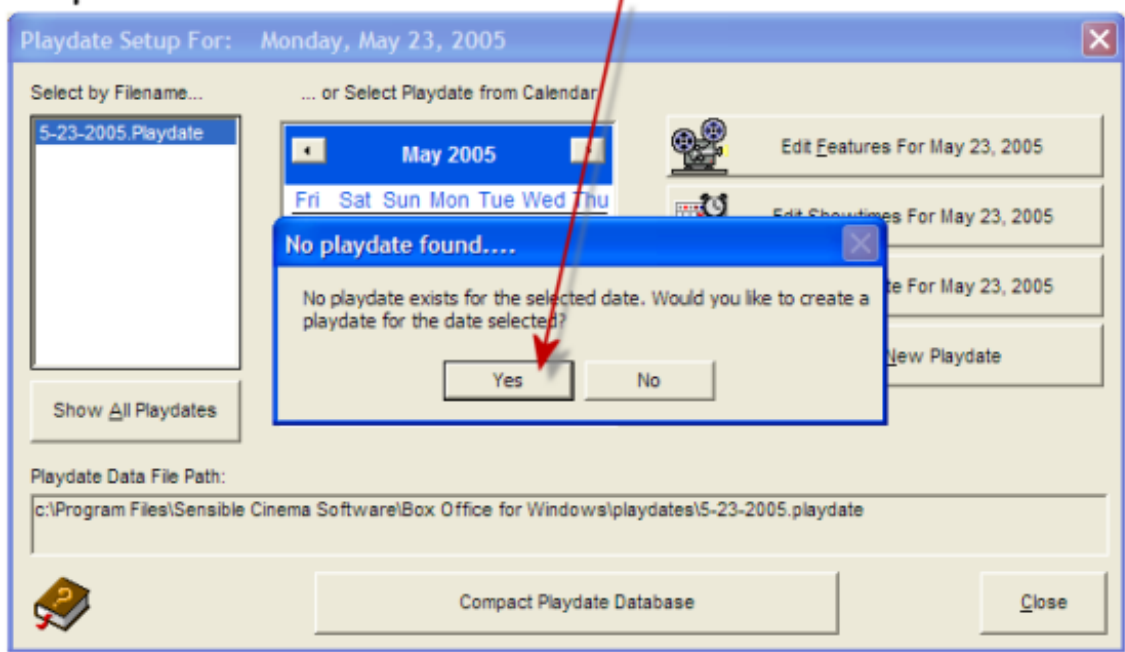
Touch the date on the calendar



The system will check to ensure that there is not already an existing playdate file for the selected date. If not, proceed to step 3 and confirm the creation of your new playdate.

Step 3:

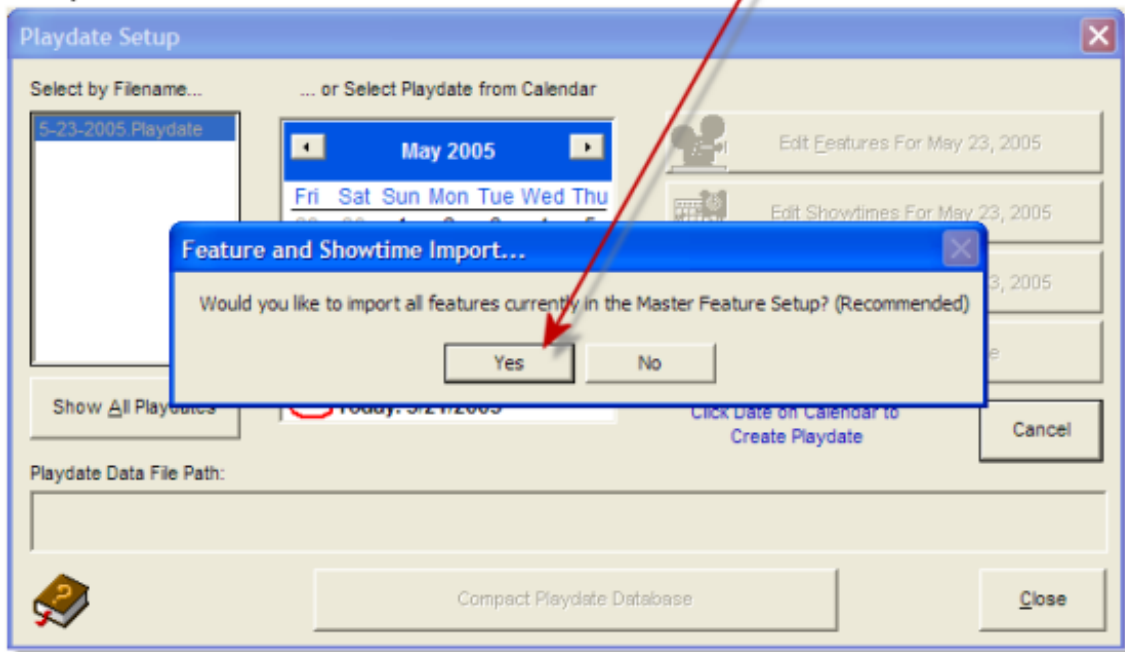
Select "Yes" to create the new playdate



# Playdate Setup

## Step 4:

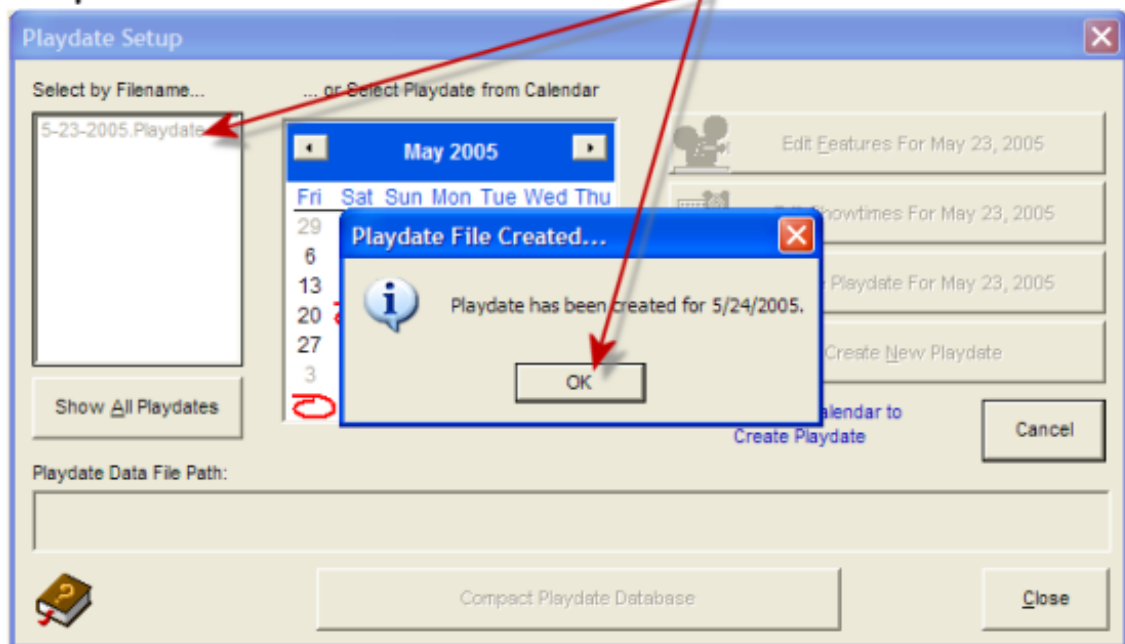
Select "Yes" to import features from the Master Feature Database



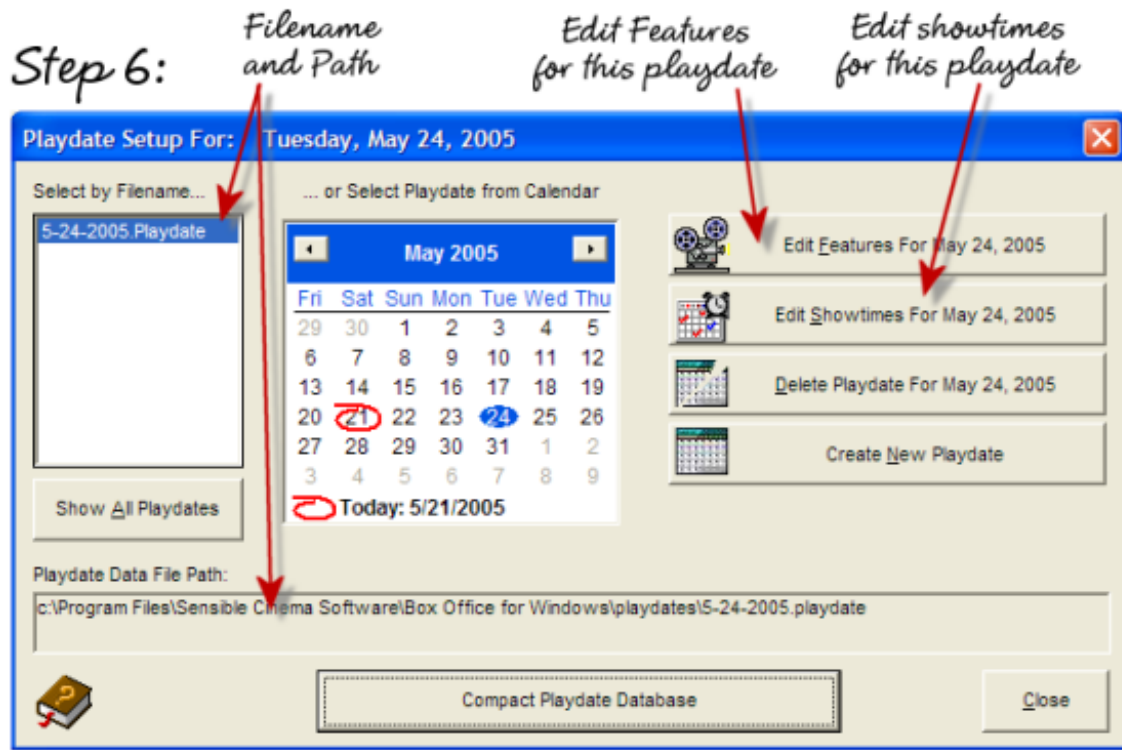
This important step copies all of the features in the Master Feature Template into your new Playdate. If you answer "No" on this step you must pull in the features you want one by one to create the playdate's movies and showtimes list. This enables you to sell far in the future for a particular feature before knowing what the rest of the lineup for the playdate will be.

## Step 5:

Press "OK" to complete playdate setup



# Playdate Setup



Once the playdate has been saved the button options for editing the features and showtimes are **available**. Changing the features and times in a playdate affects only the single playdate.

## Editing Features

Editing a feature in Playdates is really no different than editing the feature in the Master Feature Template only edits made here will only affect the selected playdate... same for showtimes and it is not possible to create other playdates from the work you do here. Doing your main feature setup in the templates ensures you do far less duplication of effort because you can create several playdates from your work.

## Importing Features Into a Playdate

One of the key differences between the Playdate Feature Setup as opposed to the Master Feature setup is that you can start with a blank palette and import individual features from the Master Template. This is especially useful when you know a particular film is coming and want to begin advance sales for it long before you know what other movies will also be playing that day. As the day draws nearer, features can be added to the playdate using the import feature.

To add a feature to the playdate, double-click the feature name from the import list or press the "Import Selected Feature" button. See the illustration on page 52.

# Playdate Setup

## Playdate Feature Setup

*Features for this playdate*      *Feature Info*      *Import a Feature from the Master Feature Database*      *Allow Sales Flag*      *Presentation Amenities*

Features for Playdate: Tuesday, May 24, 2005

#	Feature Name
1	Aviator A
2	The Forgotten
3	Friday Lights
4	Ladder 49
5	Shark Tale
6	Raise Voice
7	Aviator B
8	
9	
10	
11	
12	
13	
14	
15	
16	
17	
18	
19	
20	
21	
--	

**Features For Selected Playdate Only**

Long Title: Friday Night Lights  
 Short Title: Friday Lights (14 Max)  
 Rating: PG-13 Min: 120  
 Studio: Sony Pictures  
 Allow Ticket Sales ☒

Import from Master Feature Database  
 Aviator A  
 The Forgotten  
**Friday Lights**  
 Ladder 49  
 Shark Tale  
 Raise Voice  
 Aviator B


Showtimes for Selected Playdate  
 12:00 PM  
 4:00 PM  
 7:00 PM  
 9:30 PM

Import Selected Feature      Edit Showtimes for Playdate

Presentation:  
☒ Dolby Digital      ☐ Digital Projection  
☐ DTS Digital      ☐ 70mm  
☐ SDDS Digital      ☐ IMAX  
☐ EX Channels      ☐ Captioned

Synopsis:  
 Coach Gaines (Billy Bob Thornton) leads the Permian High Panthers of Odessa, Texas in a quest to be the state football champions. Based on the bestselling book, the movie chronicles the hopes and ...

Ticket Ad Message:

### Deleting and Editing Existing Features and Showtimes:

Take care when deleting, moving or changing showtimes for a feature after advanced sales have commenced as you will not be warned if tickets have been sold for individual features. You must check to ensure that this is not the case or you risk having your reports end up out of balance for the playdate.

### Important:

The system will only warn you that transactions exist in the event that you attempt to delete or completely overwrite a playdate.

# Playdate Setup

## Playdate Showtime Setup

### WARNING:

Removal of a showtime for which tickets have been sold can cause your hourly sales data to become inaccurate.

This screen is very similar to the Master Showtime Template and has only a couple of differences, including the ability to create reports (showtime lists) in two different styles and print them. Editing the showtimes in the playdate setup only affects the playdate shown on the title bar of this window. The work you do here cannot be saved or copied elsewhere and be used for other playdates, therefore it is best to do your major editing in the Master Showtime Templates.

*Select Feature* *Rating* *Playdate* *Run Time* *Allow Sales Flag* *Ticket Categories* *Check to allow Sales for Category*

Showtimes for Playdate: Tuesday, May 24, 2005

Feature: Shark Tale Rating: PG Minutes: 90 ☒ Allow Sales

**Showtimes For Selected Playdate Only**

Showtime	End Time	Screen/Seats	Adult	Child	Senior	Military	Student	Mattinee	Twilight	Group	Staff	Pass	All/None
12:15 PM	1:45 PM	5 / 125	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2:15 PM	3:45 PM	5 / 125	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4:15 PM	5:45 PM	5 / 125	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7:00 PM	8:30 PM	5 / 125	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9:00 PM	10:30 PM	5 / 125	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		0 / 0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		0 / 0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		0 / 0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		0 / 0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		0 / 0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*Select Showtime* *End Time* *Select Report* *Screen #* *Create Report* *Screen Seats* *Conflict Check* *Save*

☒ Detailed Showtime Report  
☐ Usher/Projectionist Showtime List  
☐ Web/Simple Listing

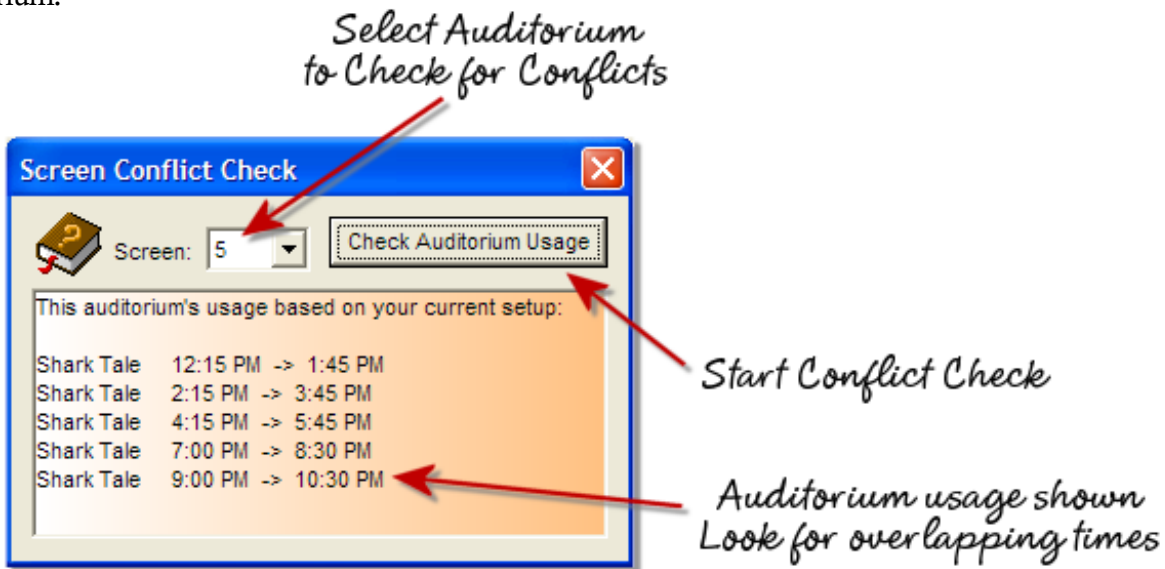
Create Report Screen Conflict Check Update Close



# Playdate Setup

## Conflict Checking

Use the Screen Conflict Command to display a list of scheduled features for a particular auditorium.



## Detailed Showtime Report

Use the printed Detailed Showtime Report for management to help spot errors in showtime configuration because this report shows which ticket categories are available for sale at each showtime. This comprehensive report is available from the showtime screen of each playdate.

Demo Theatre

Demo Theatre Circuit  
7216 Sutton Place  
Fairview, TN 37062-9350  
Phone: (615) 799-6366      Fax: (615) 799-6367

Showtime Listing For  
Tuesday, May 24, 2005

Feature: The Aviator

Rating: PG-13      Minutes: 150

Showtime:	End Time:	Screen	Seats	Adult	Child	Senior	Military	Student	Matinee	Twilite	Group	Staff	Pass
12:15 PM	2:45 PM	1	300	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2:35 PM	5:05 PM	1	300	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4:40 PM	7:10 PM	1	300	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
7:10 PM	9:40 PM	1	300	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
9:40 PM	12:10 AM	1	300	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		0	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		0	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		0	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		0	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		0	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# Playdate Setup

## Usher Box/Projectionist Showtime Report

Use the printed Usher/Projectionist Showtime Report for staff to know the feature start and end times, auditoriums, etc. for crowd management during the course of the business day. This report is available from the showtime screen of each playdate and prints in landscape mode.

### Demo Theatre

Demo Theatre Circuit  
7216 Sutton Place  
Fairview, TN 37062-9350

Phone: (615) 799-6366 Fax: (615) 799-6367

Showtime Listing For:

**Tuesday, May 24, 2005**

<b>The Aviator</b>						Rating: PG-13		Minutes: 150	
Showtime	12:15 PM	2:35 PM	4:40 PM	7:10 PM	9:40 PM				
End Time	2:45 PM	5:05 PM	7:10 PM	9:40 PM	12:10 AM				
Screen	1	1	1	1	1	0	0	0	0
Seats	300	300	300	300	300	0	0	0	0

<b>Friday Night Lights</b>						Rating: PG-13		Minutes: 120	
Showtime	12:00 PM	4:00 PM	7:00 PM	9:30 PM					
End Time	2:00 PM	6:00 PM	9:00 PM	11:30 PM					
Screen	3	3	3	3	0	0	0	0	0
Seats	422	422	422	422	0	0	0	0	0

<b>Ladder 49</b>						Rating: PG-13		Minutes: 120	
Showtime	12:15 PM	4:00 PM	7:15 PM	9:40 PM					
End Time	2:15 PM	6:00 PM	9:15 PM	11:40 PM					
Screen	4	4	4	4	0	0	0	0	0
Seats	150	150	150	150	0	0	0	0	0

<b>Raise Your Voice</b>						Rating: PG		Minutes: 110	
Showtime	12:05 PM	2:20 PM	4:40 PM	7:10 PM	9:40 PM				
End Time	1:55 PM	4:10 PM	6:30 PM	9:00 PM	11:30 PM				
Screen	6	6	6	6	6	0	0	0	0
Seats	100	100	100	100	100	0	0	0	0

<b>Shark Tale</b>						Rating: PG		Minutes: 90	
Showtime	12:15 PM	2:15 PM	4:15 PM	7:00 PM	9:00 PM				
End Time	1:45 PM	3:45 PM	5:45 PM	8:30 PM	10:30 PM				
Screen	5	5	5	5	5	0	0	0	0
Seats	125	125	125	125	125	0	0	0	0

<b>The Forgotten</b>						Rating: PG-13		Minutes: 120	
Showtime	12:00 PM	2:15 PM	4:30 PM	7:00 PM	9:30 PM				
End Time	2:00 PM	4:15 PM	6:30 PM	9:00 PM	11:30 PM				
Screen	2	2	2	2	2	0	0	0	0
Seats	250	250	250	250	250	0	0	0	0

## Advance Schedules

Since playdates can be created and sold for in advance, you can also create and print your showtime reports in advance to alert ushers, cashiers, projectionists and other staff to feature and showtime changes coming in the next few days.

# Playdate Setup

## Delete Playdates

### WARNING:

Deleting playdates prior to the actual playdate is dangerous if tickets have already been sold because the record of those sales will be lost. The system will report whether tickets have been sold for a playdate prior to allowing deletion of the playdate.

Before deleting playdates, verify that the reports you require have been printed. It is probably a good idea to retain your past playdates in the playdate folder for a period of a month or so before deleting them so that you can tie up loose ends and old reports as they crop up.

The process of deleting a playdate for which sales have been made actually does not delete the playdate from your disk but rather places it into a trash bin folder under Box Office for Windows. This way your playdate files may be recovered in the event that you need to access it again or create a report. If you must restore a playdate, it must be moved from the trash bin folder back to the playdates folder using Windows Explorer.

You cannot delete any playdate that is being used as the current business date. You must change to a different business date in order to delete the playdate.

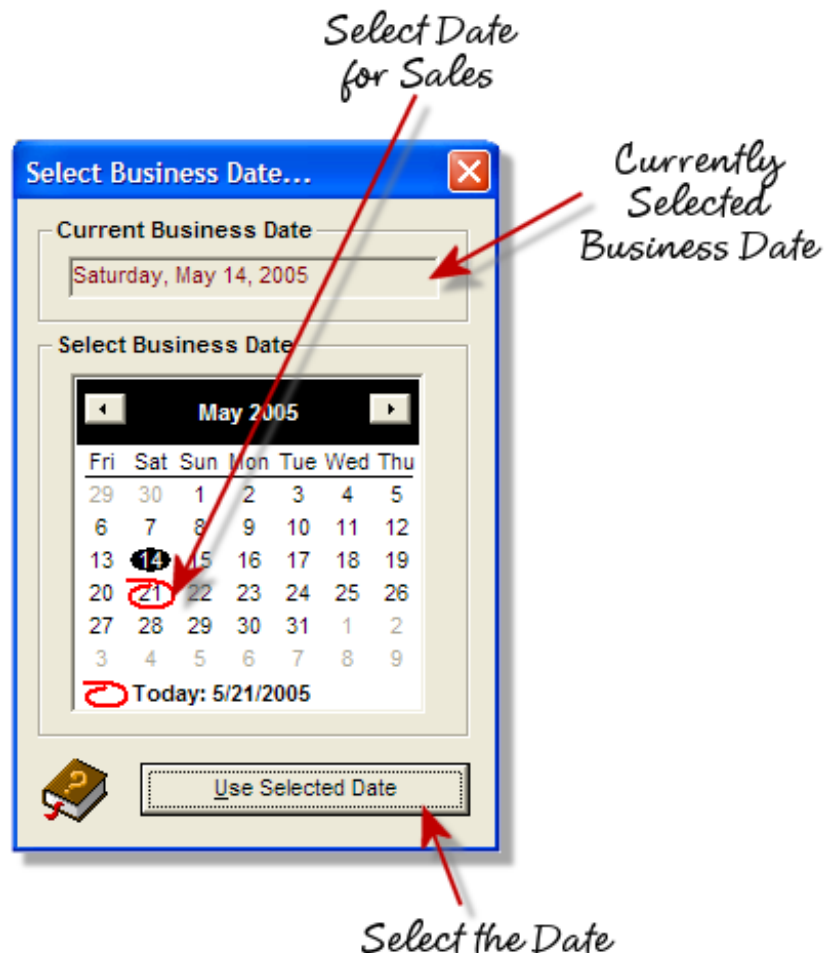


# Playdate Setup

## Change Business Date

After each day has been completed you will manually change the system over to the next business date. This is done manually so that in cases where your theatre has midnight showings or other special shows these sales may be included in a given sales date. In other words, your Midnight showings on Friday night are technically early in the morning on Saturday but the sales are really part of Friday's business.

It is very easy to change from one business date to the next, provided a playdate exists for the business date you wish to change to, otherwise a playdate must first be created.



The business date is actually a playdate file that is used on a specific date to account for all sales for that date. A playdate is created in advance of a business date so that tickets may be pre-sold, but when the actual date rolls around, it becomes the business date and records all of the sales for that date, not just ticket sales.

## *Playdate Setup*

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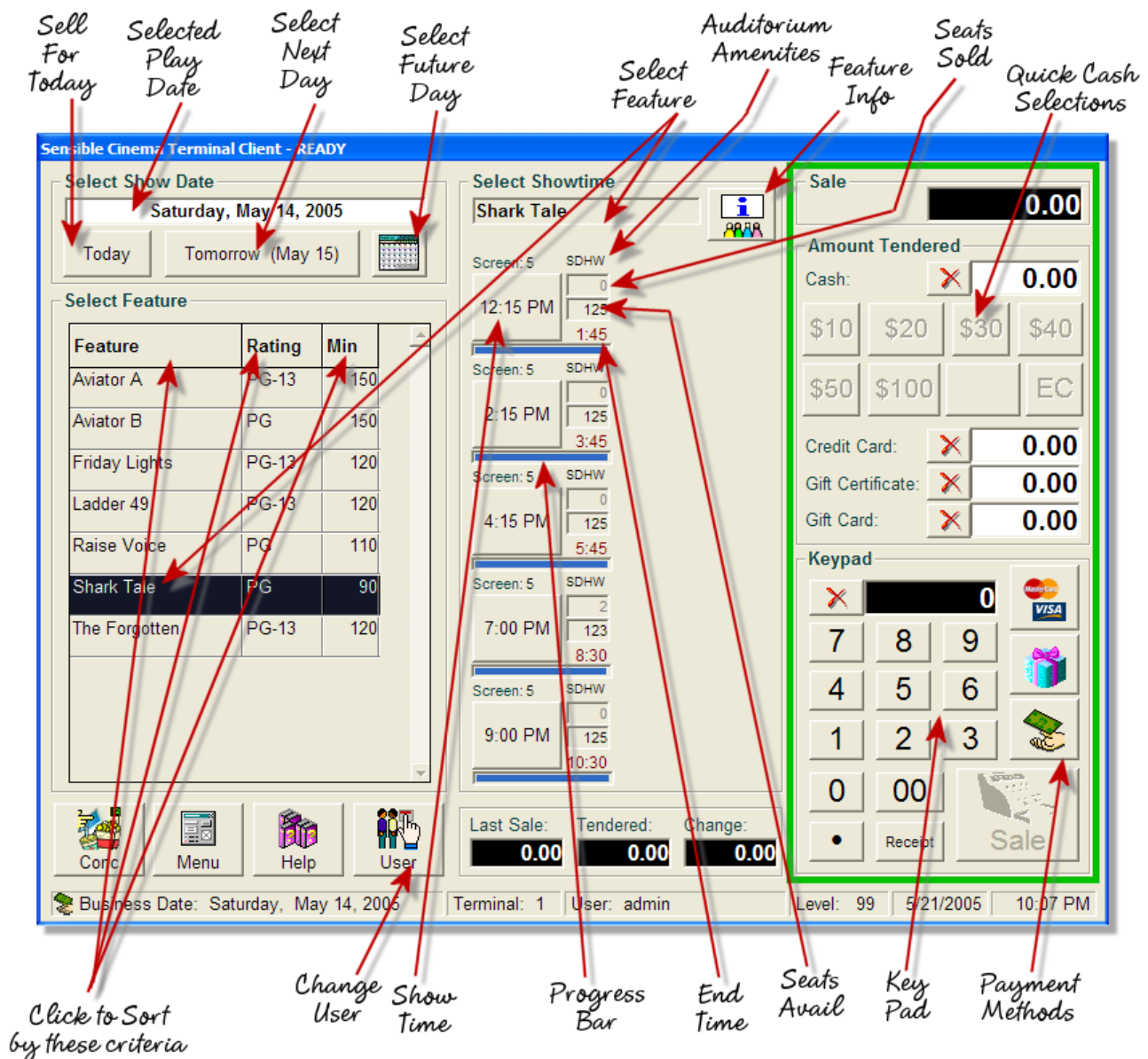
## Chapter 5

# *Terminal Client*

# Terminal Client

## TERMINAL CLIENT LICENSING

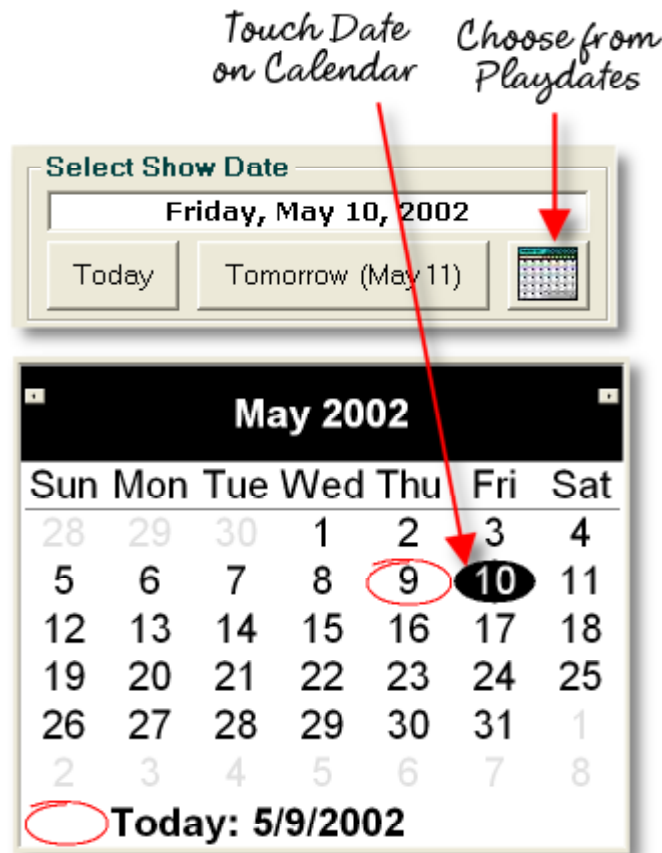
Each Sensible Cinema Terminal Client is licensed for a specific purpose within your organization and is assigned a terminal identity number that grants it permission to be used on your system, assigns it a place among your terminals and authorizes what it can do. This terminal identity number is supplied with your product licensing papers and is entered in the licensing section of the Terminal Setup program. Typically, a terminal client will be licensed for the sale of tickets, the sale of concessions or in the case of the Combo Terminal, both. The Ticketing Terminal Client will converse with the server and other terminals on your system collecting up to the minute data about ticket sales and seating availability.



## Steps to Selling a Ticket

### 1) Select Playdate

The current date is the default date for a ticket sale if no other date is selected. Press the “Tomorrow” button to sell a ticket for the next business date, Press the Calendar button to select another future playdate, or Press “Today” to return to the default date.



If no playdate has yet been created for the date selected, the cashier will get a message to that effect and will automatically be returned to the current business date.



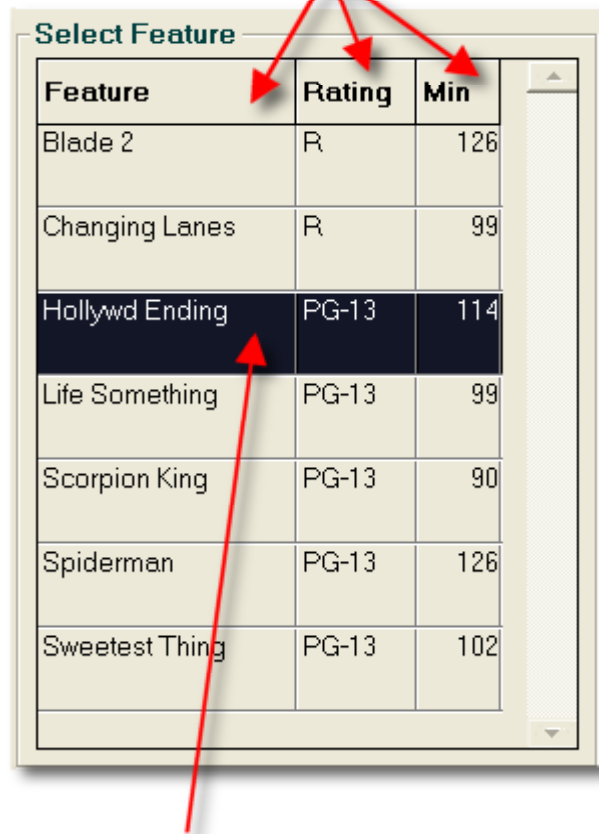


# Terminal Client

## 2) Select Feature

The feature grid displays the titles of every film available for ticket sales on the selected playdate. Simply touch the desired feature title. You can sort the feature list three ways by simply clicking on the column header. The titles can be arranged in order of title (alphabetically), by rating or by running time in minutes. To increase the width of the scrollbar, change the scrollbar width property in the control panel under Advanced Display Properties.

*Touch Header To Sort  
List By Selected Column*



Feature	Rating	Min
Blade 2	R	126
Changing Lanes	R	99
Hollywd Ending	PG-13	114
Life Something	PG-13	99
Scorpion King	PG-13	90
Spiderman	PG-13	126
Sweetest Thing	PG-13	102

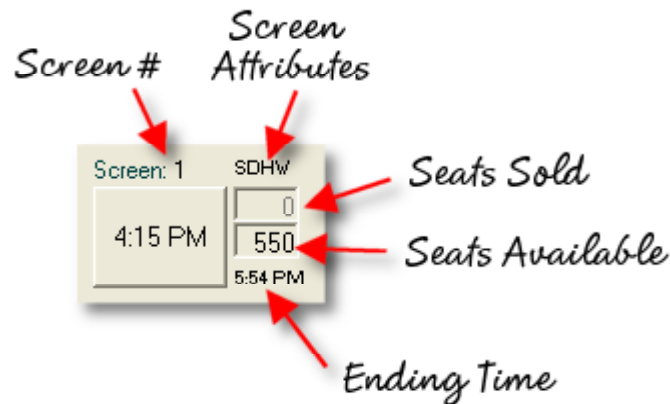
*Touch Title to Select*

The appearance of the grid can be customized in the Terminal Setup utility. There you can set the grid color and font style and size. From the “Menu” screen you can adjust the height of the grid to maximize the number of features displayed without having to scroll the list.

## Terminal Client

### 3) Select Showtime

Once the feature has been selected, the showtimes for the feature are displayed. For each showtime shown, certain properties are also displayed.

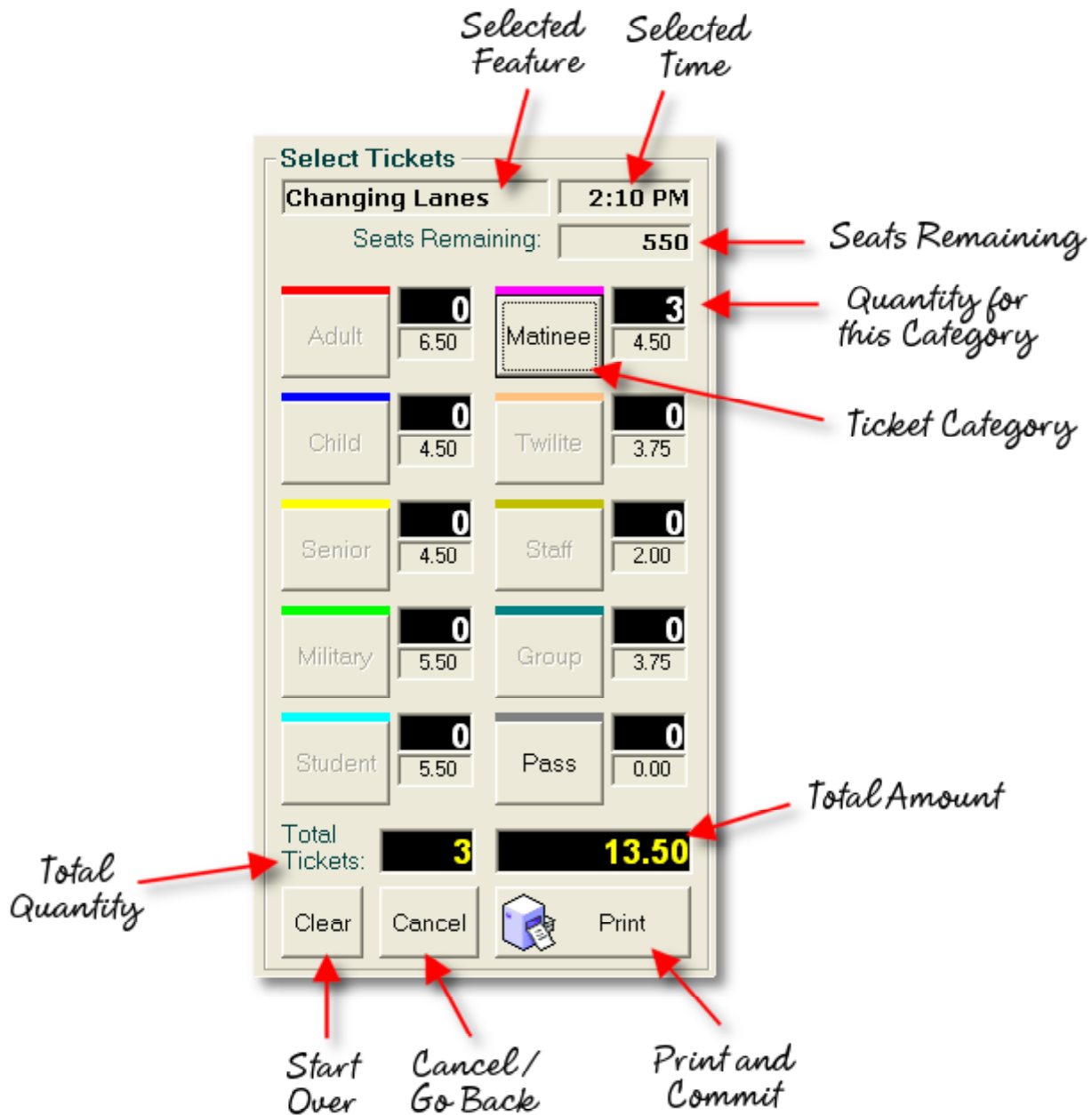


- Screen -** Auditorium this showtime is scheduled for play in.
- Screen Attributes -** Stadium, Digital, Hearing Impaired, Wheelchair Accessible Etc. See feature setup for more details. A key is provided in the “More Information” icon where the synopsis is shown.
- Seats Sold -** This is the total number of seats sold for the showtime, combining sales from all terminals and internet sales.<sup>3</sup>
- Seats Available -** Seats yet unsold for this particular showtime.
- Ending Time -** Time this feature should end based on the starting showtime and the running time of the feature.
- Showtime Button -** The showtime button itself is typically the standard button face color unless the show is almost sold out or is sold out. A “Yellow” showtime means that the seats available falls below the warning level set by management. A “Red” showtime button indicates that the performance has sold out. Depending on how management set up the oversell option, a showtime displayed in red may also be locked so no further tickets may be sold.

# Terminal Client

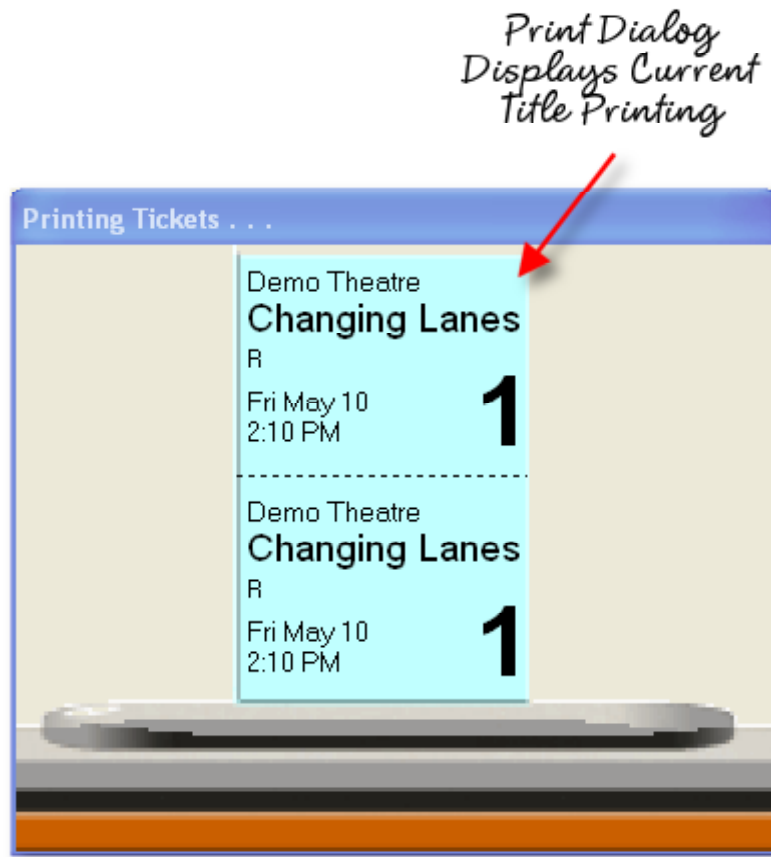
## 4) Select Tickets

Once the showtime has been selected, the names of the ticket categories available for sale at this showtime are displayed. To enter a quantity to sell, enter a number on the numeric keypad followed by the category key, or simply press the category key the desired number of times. Press the “Print” button to print your tickets and execute the sale.



## Terminal Client

### Printed Tickets



Sensible Cinema Box Office for Windows is capable of outputting tickets to standard thermal ticket printers and to thermal receipt printers. The language used to communicate the ticket detail is dependent on the type of printer used. The software has to speak the printer's language in order for the printed results to be what you expect. In order for the printer to process commands sent from the software a translating "driver" must be installed on your computer. For more information, refer to printer setup instructions found in the Terminal Setup or contact your hardware vendor.

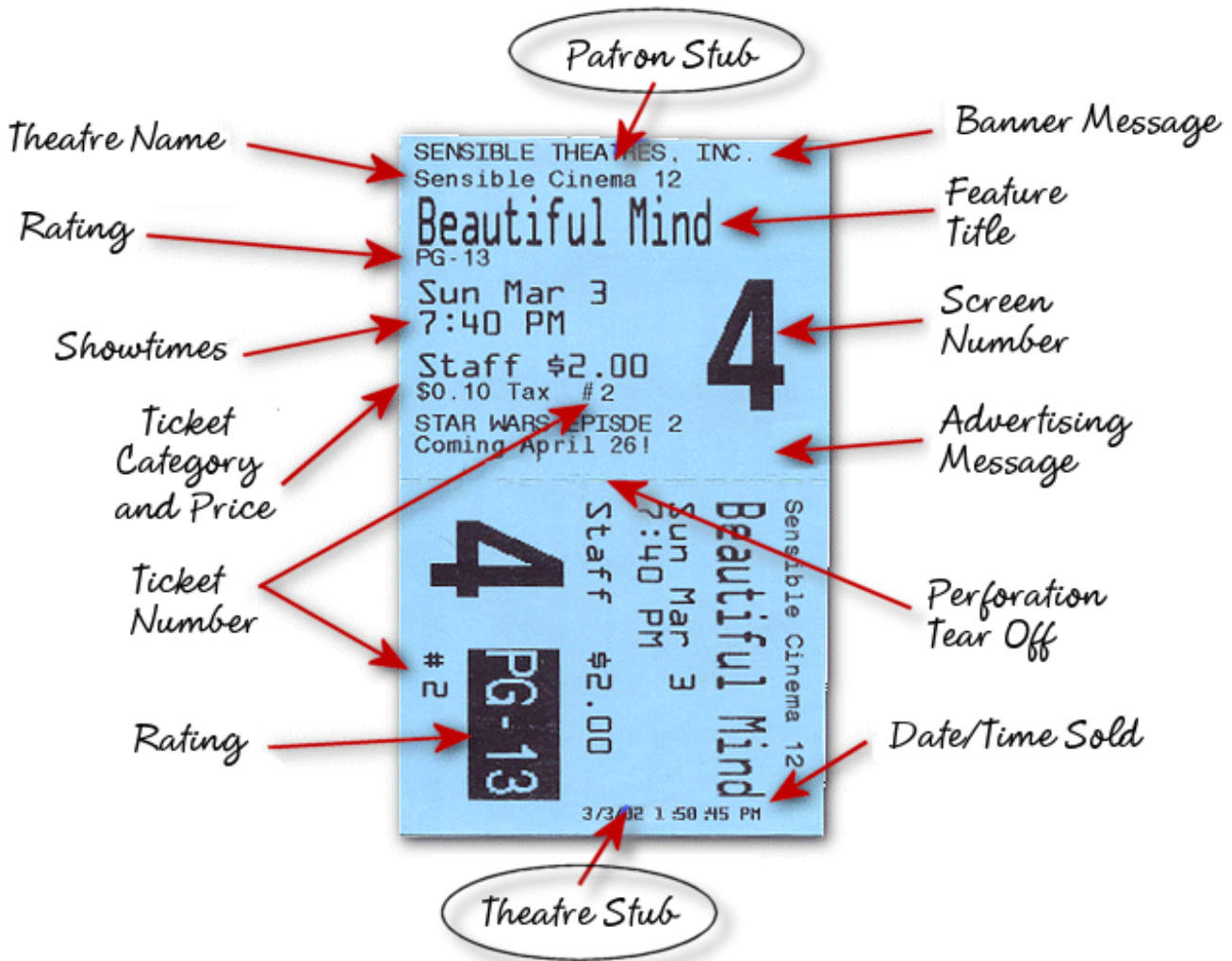
The following pages show a diagram of the printed ticket produced by each printer type, detailing what printed data is placed on the ticket by the software and what it means.

Ticket Advertising Messages and Banner Message can be customized to your preferences from the Ticket Options section of the Master Program Configuration. The ad messages can be unique to a particular film, for a particular playdate and so forth.

## Terminal Client

## Standard Theatre Style Ticket

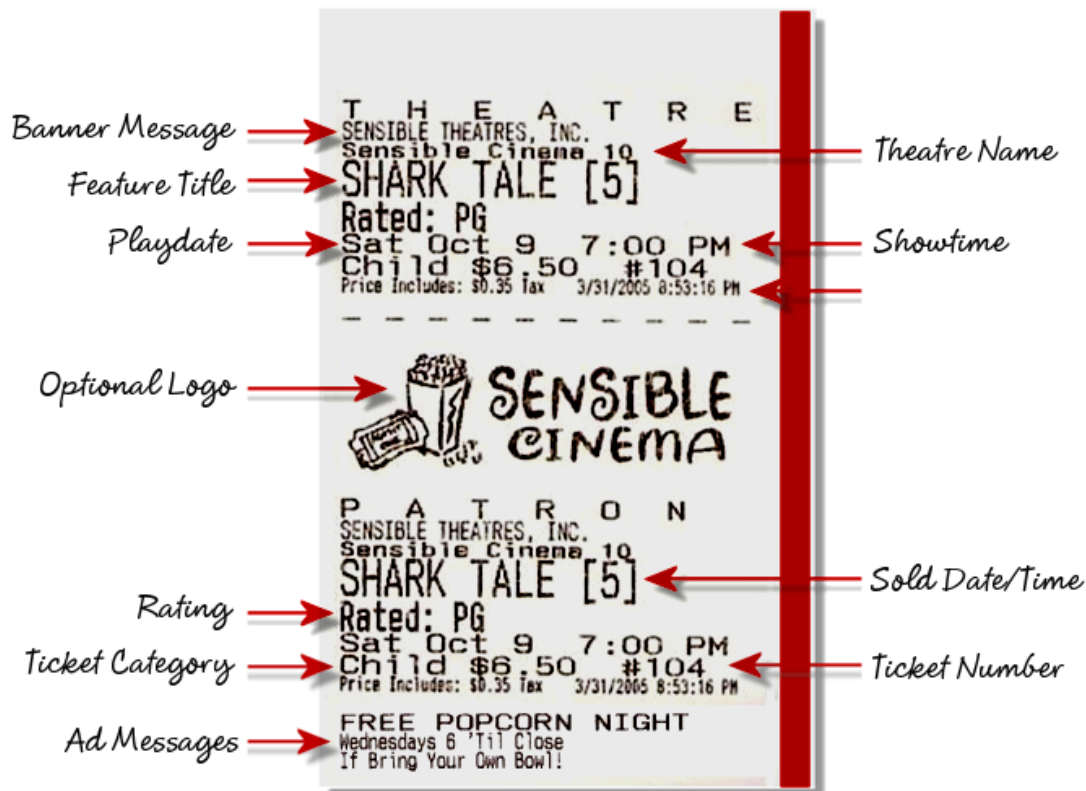
The standard theatre ticket is produced using FGL (Friendly Ghost Language) printers from manufacturers like Boca, Datamax and Practical Automation. The software uses the printer's internal or resident printer fonts (also known as hardware fonts) rather than soft fonts that would be smoother but would require a longer printing cycle due to the downloading time required to send the fonts from computer to printer. This method also ensures uniformity between one computer and another as the fonts are stored and scaled by the printer.



The appearance of your printed ticket may vary slightly depending on printer brand, model, driver used and Windows version. The above sample was printed on a Datamax ST-3210 printer on a computer running Windows XP Professional and the Datamax FGL Pass-Thru printer driver.

## Receipt Style Ticket

The receipt style ticket is produced using ESC/POS (Escape + Point Of Sale) printers from manufacturers like Epson, Citizen, Samsung, Ithica, IBM, etc. The software uses the printer's internal or resident printer fonts (also known as hardware fonts) rather than soft fonts that would be smoother but would require a longer printing cycle due to the downloading time required to send the fonts from computer to printer. This method also ensures uniformity between one computer and another as the fonts are stored and scaled by the printer. The color stripe paper shown is custom.



The appearance of your printed ticket may vary slightly depending on printer brand, model, driver used and Windows version. The above sample was printed on an Epson TM-T88IIP thermal receipt printer using the Epson TM-T88II printer driver. This driver may be used for other printers using the ESC/POS language, including the popular Epson TM-T88 IIP series printers, Samsung SRP-350 and Citizen CBM-231, CBM-1000 and idP3210 thermal receipt printers to get results near to how the example above is pictured.

The logo image is stored in the non-volatile Ram of an Epson TM-T88II or III printer using a special logo loader from Epson. The image is called for printing by the software each time a print job is started. This means less time printing because the image is not downloaded to the printer each time. Your image should be black and white, saved as a BMP file with a maximum of 16 shades of gray with dimensions of 516x95 pixels. The printer prints at approximately 200 dpi. If you need work on a logo, Sensible Cinema will do the work on your design for you once at no charge.

# Terminal Client

## Refunding Tickets

Once tickets have been printed they are officially registered in the system as sold and a refund transaction must occur in order to remove them. Refunding a ticket does not allow the ticket number to be reused but it does return the seats so that they may be sold to someone else on a new ticket with a new ticket number. To refund a ticket, follow these steps:

- 1) Select the Playdate and Feature.
- 2) Touch the "MENU" button.
- 3) Touch the "REFUNDS" button found under "Functions."
- 4) Select and Touch the Showtime desired.
- 5) Select and Touch the Ticket Categories affected

2) Select Category      Quantity Entered      1) Select Showtime      Print and Commit

The screenshot shows the 'Refund Tickets' window with the following data:

Playdate:		Feature:		Showtime:		Show #:	
Friday, May 10, 2002		Changing Lanes		9:10 PM		5	

Select Showtime									
12:15 PM	2:10 PM	4:15 PM	7:00 PM	9:10 PM					
Seats Sold: 0	Seats Sold: 3	Seats Sold: 0	Seats Sold: 0	Seats Sold: 60	Seats Sold: 0	Seats Sold: 0	Seats Sold: 0	Seats Sold: 0	Seats Sold: 0

Select Tickets to Refund									
Adult	Child	Senior	Military	Student	Matinee	Twilite	Staff	Group	Pass
Sold: 60	Sold: 0	Sold: 0	Sold: 0	Sold: 0	Sold: 0	Sold: 0	Sold: 0	Sold: 0	Sold: 0
Price: 6.50	Price: 4.50	Price: 4.50	Price: 5.50	Price: 5.50	Price: 4.50	Price: 3.75	Price: 2.00	Price: 3.75	Price: 0.00
Refund Qty: 2	Refund Qty: 0	Refund Qty: 0	Refund Qty: 0	Refund Qty: 0	Refund Qty: 0	Refund Qty: 0	Refund Qty: 0	Refund Qty: 0	Refund Qty: 0

Total Refunds: 2      Total Refund Amount: 13.00

Start Over      Cancel      Refund Tickets Now

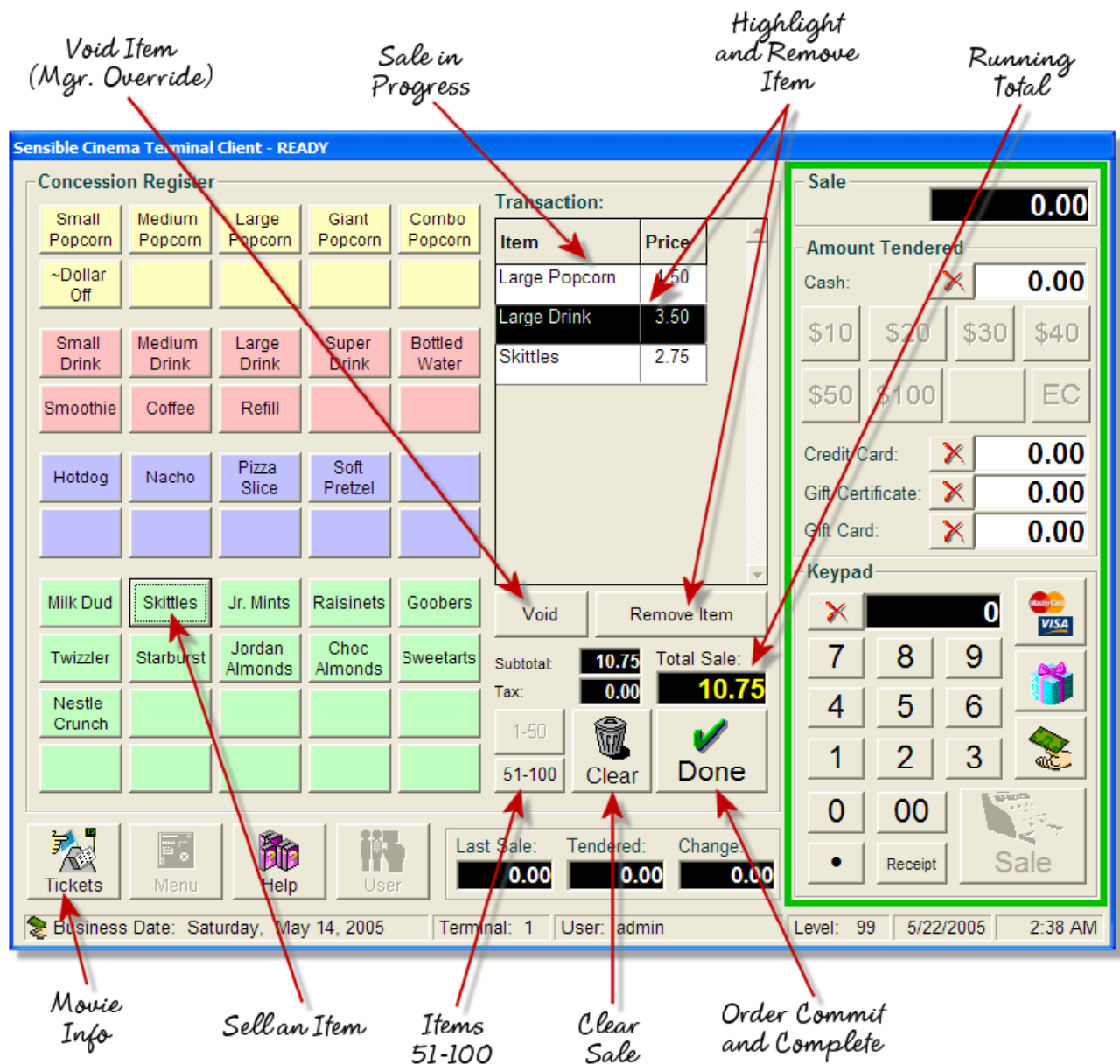


# Terminal Client

After the tickets you are refunding have been selected, touch the “Refund Tickets Now” button to print the refund and return to the ticketing sales screen. You must tender the sale to complete the transaction. If the amount is a negative number you may press the “EC” to close the sale.

## Concession Terminal

The Concession Terminal Client software has a touch-screen user interface that allows for the sale of up to 100 different concession items.





# Terminal Client

## Entering a Sale

Touch the department key for the item you wish to ring up.



Transaction:

Item	Price
Skittles	\$2.75

To ring up multiples of an item, touch the number for your quantity desired on the numeric keypad then touch the department key.



Transaction:

Item	Price
Skittles	\$2.75
Skittles	\$2.75
Skittles	\$2.75
Skittles	\$2.75
Skittles	\$2.75
Skittles	\$2.75
Skittles	\$2.75

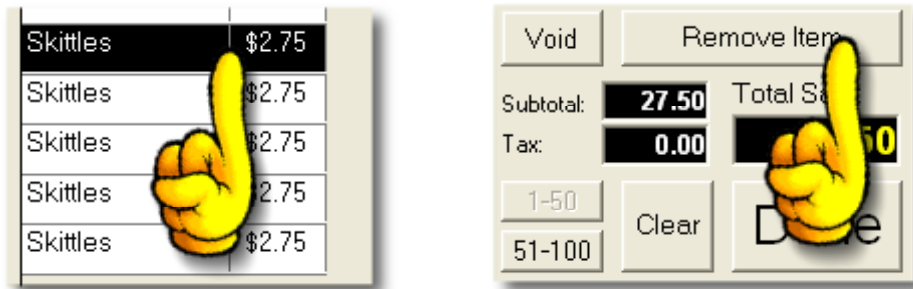
Pressing "Done" completes the order and sends the total to the transaction tally for tendering the sale.

Done

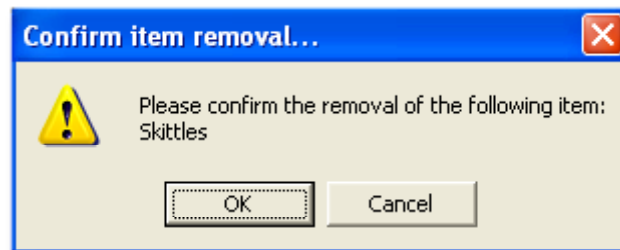
# Terminal Client

## Remove Concession Item

To remove an item from the sale tally, touch the item on the tally list then touch the “Remove Item” button. Only an item currently in the tally for the current sale can be removed.



Confirm the removal of the selected item.



## Voiding Concession Items

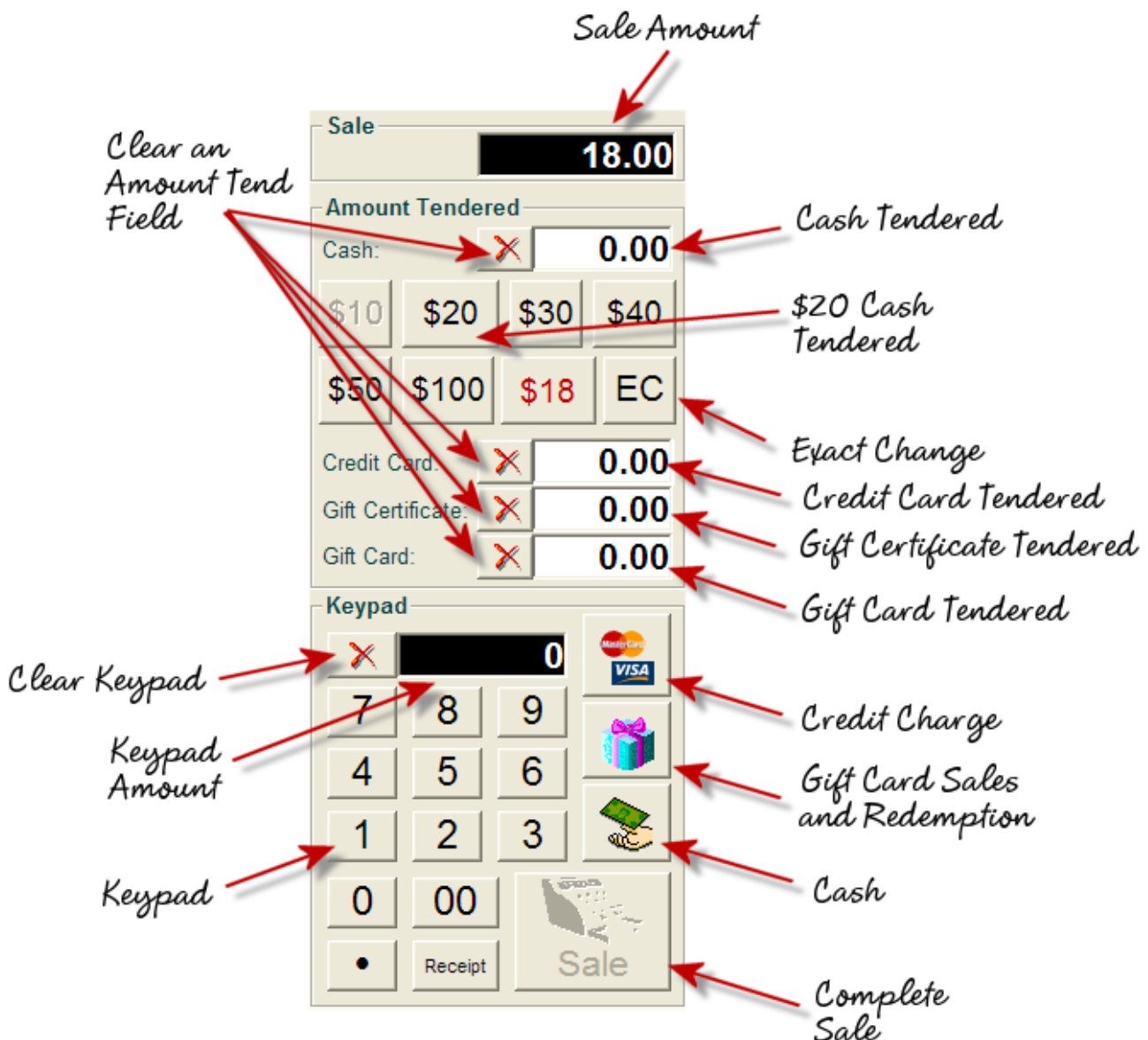
Voiding a concession item or sale can only be performed by persons with a security level that authorizes the unlocking of the void key. This procedure is different than simply removing an item because it allows the removal of items outside of an actual sale and even allows removal of items that were never rung up. To void an item, press the “Void” toggle button and then touch the item department keys in appropriate quantity. As long as the void toggle is toggled on, all items rung will be rung negatively. To resume ringing items normally, untoggle the void button. During the time the void toggle is pressed, ringing item keys automatically adds the items to the item tally as negative numbers. Once finished, press “Done” then tender the sale as normal. If the amount resulting is a negative amount, press “EC” to tender as Cash or Credit Card to process a credit on the customer’s credit card.

To avoid the possibility that unauthorized persons have access to this feature, set a security level above that the average cashier will have. A manager will then have to log into the terminal before the void button will be available to enter a void transaction.

# Terminal Client

## Tendering a Sale

The Sensible Cinema Terminal permits you to tender a sale using cash, credit card, gift certificate and gift card. **Cash:** To tender a specific amount in **cash** enter the amount in the keypad, press the “Cash” button then press Sale. **Credit Card:** To tender a specific amount in **credit** enter the amount in the keypad, press the “Credit Card” button then press Sale. To tender the sale in the amount of the sale using a credit card, simply press the “Credit Card” button. **Gift Certificate:** Enter the amount to redeem and press the “Gift Card” button. Next select “Redeem Gift (Paper)” then press the “Sale” button. **Gift Card:** Enter the amount to redeem and press the “Gift Card” button. Next select “Redeem Gift (Electronic)” then press the “Sale.”



# Terminal Client

## Cash Tender

To tender a sale using cash, the cashier may use one of the quick cash tender keys or enter an amount on the numeric keypad then touch the **Cash** button followed by the **Sale** button.



or

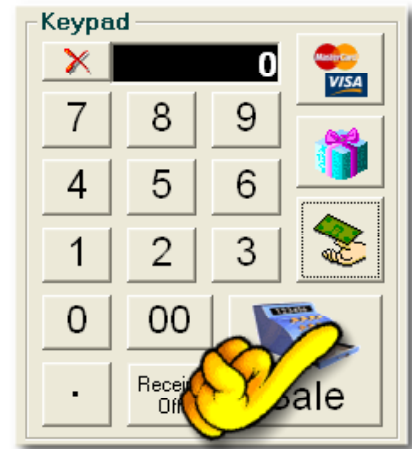
1) Enter dollar amount on keypad.



2) Touch Cash Tender button.



3) Touch the "Sale" button to finish and open the drawer.



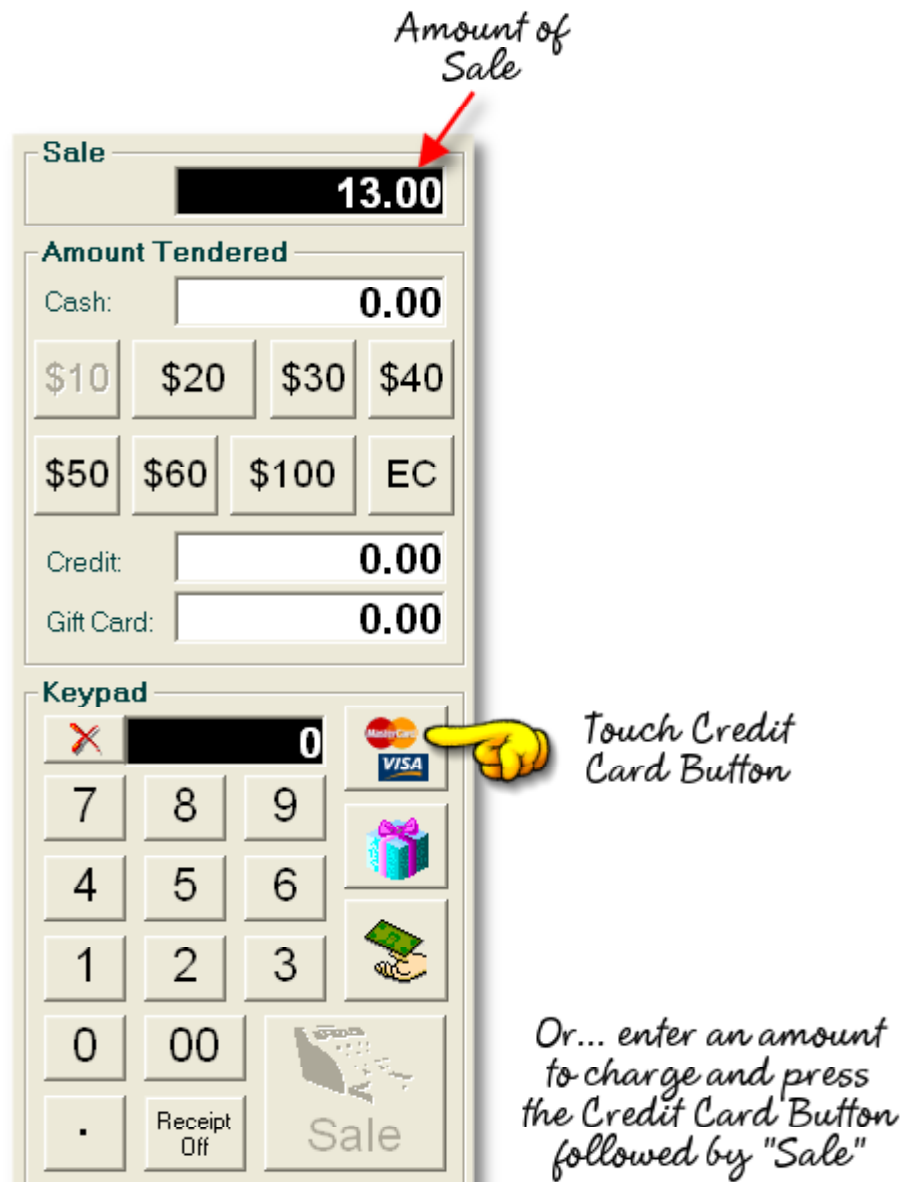
4) Give the customer the amount of change indicated in the completed sale dialog box.



# Terminal Client

## Credit or Gift Tender

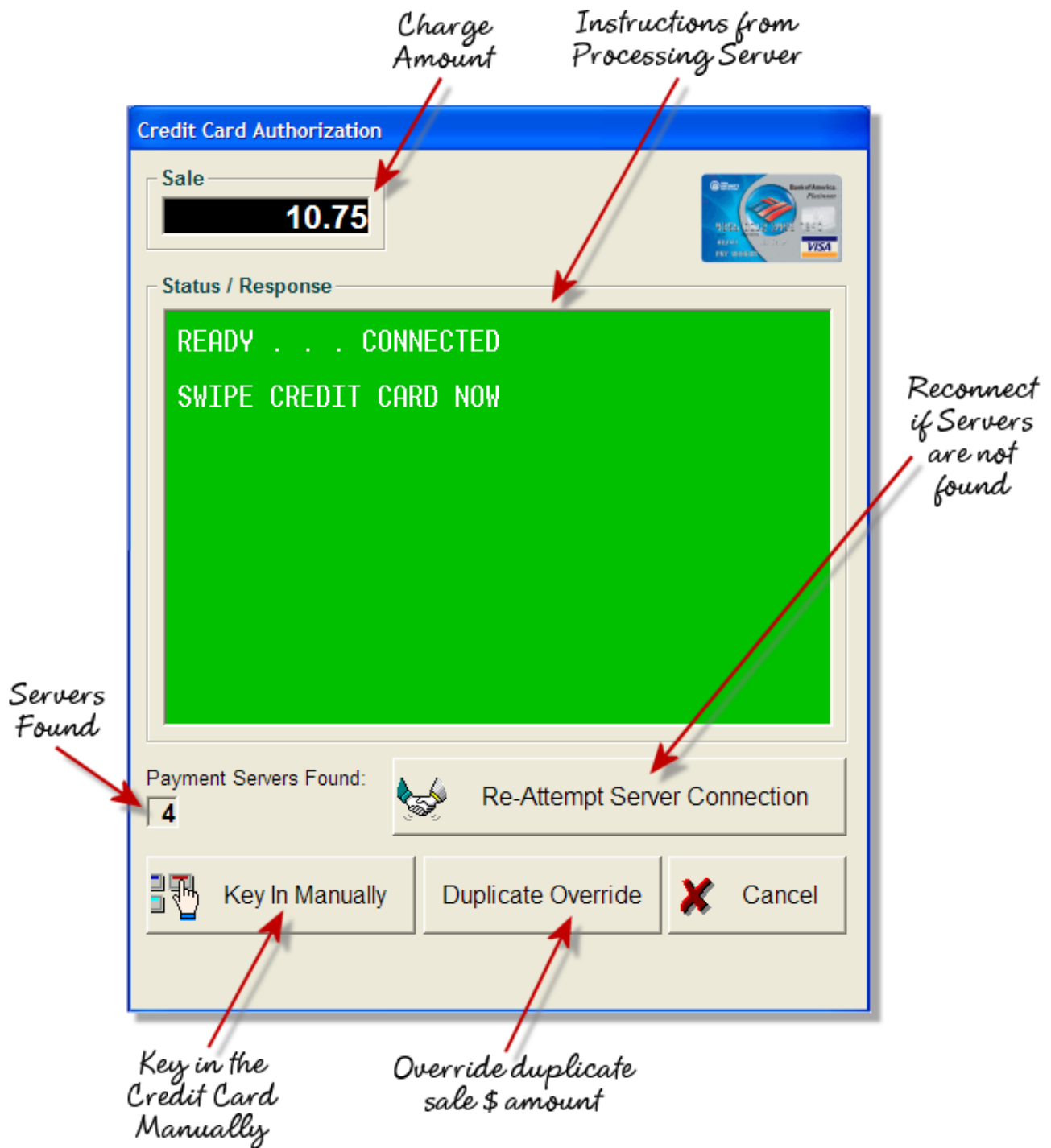
To tender a sale using a credit card use the following steps. To tender using a gift card, substitute the gift button where the credit button is mentioned.



The amount tendered will be moved to the “Credit” or “Gift” totals found in the “Amount Tendered” frame. The credit card will now be swiped through the card reader and the credit card processing of the transaction will begin.

# Terminal Client

The credit card dialog will appear after pressing the “Credit” button. Follow the instructions shown in the Status/Response window.



# Terminal Client

If for some reason the customer's card does not read through your card swipe reader you may press the "Enter Card Manually" button and enter the credit card information by hand.

Note: Non-Swiped transactions may be subject to surcharge or higher processing costs than swiped transactions due to the higher risk involved when the integrity of the card is in question.

The screenshot shows the 'Manual Credit Card Authorization' window. Handwritten annotations with red arrows point to various fields and buttons:

- Account Number:** Points to the 'Card Number' field containing '4003000123456781'.
- Expiration mmyy:** Points to the 'Expiration' field containing '0809'.
- Charge Amount:** Points to the 'Sale' field containing '13.00'.
- Type of Transaction:** Points to the 'Transaction' section with buttons for 'Sale' (highlighted), 'Return', 'Void Sale', and 'Voice Auth.'.
- Entry Keys:** Points to the 'Keypad' section with numeric buttons 0-9 and a 'Clear' button.
- Server Response:** Points to the 'Status / Response' section showing 'Connecting to Payment Servers....'.
- Server Retry:** Points to the 'Re-Attempt Server Connection' button.
- Override a Duplicate Transaction Amount:** Points to the 'Duplicate Trans. Override' button.
- Process the Charge:** Points to the 'Process Transaction' button (marked with a green checkmark).
- Cancel:** Points to the 'Cancel' button (marked with a red X).

Additional text in the window includes: 'Credit Card Tendered', 'Card Number: Touch field to move cursor.', 'Transaction:', 'Expiration:', 'Sale', 'Keypad', 'Status / Response', 'Connecting to Payment Servers....', 'Payment Servers Found: 2', and 'Duplicate Trans. Override'.

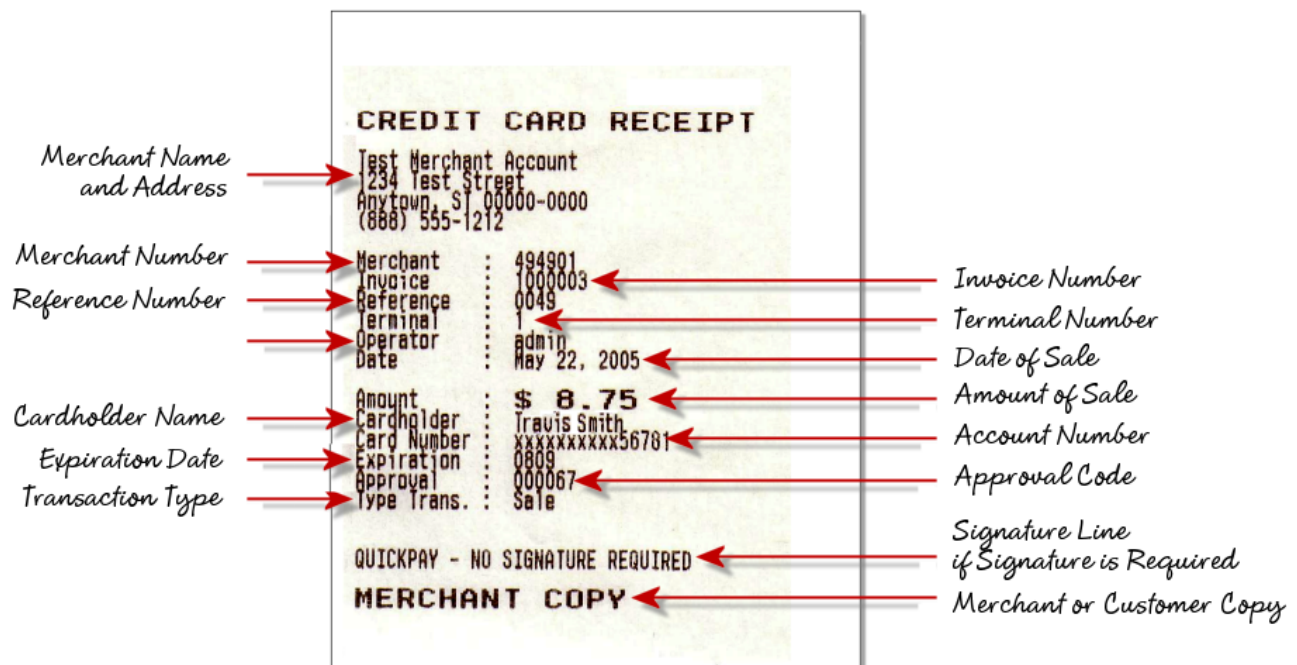
# Terminal Client

## Credit Card Receipt

The credit card receipt can be printed on either the standard ticket style printer or receipt printer and the appearances are similar. There are always two receipts printed, one marked “Merchant Copy” and one marked as the “Customer Copy” both with a truncated version of the account number for security purposes. The merchant should retain his copy as it will be the only physical record of the charge. No credit card numbers are stored on disk.

## QuickPay Option

Transactions up to a certain amount (determined in your merchant agreement) may be completed without a customer signature required if the card has successfully been swiped. On purchases over this limit or transactions where the card number and expiration date have been manually entered, the receipt will have a signature line and a signature will be required.



## Receipt Font Size Options

The credit card and gift card receipts may be set to two different font sizes if using a standard receipt printer. This is set up in the Terminal Setup Utility in the merchant account setup. The smaller font will reduce your paper usage significantly.



# Terminal Client

## Refunding Tickets or Concessions Charged on Credit Card (Returns)

If a negative balance exists as part of a transaction, for instance after refunding tickets, pressing the credit button will automatically take you to the Manual Transaction credit card screen. You may swipe the customer card and press the button marked “Return” to credit a completed sale. A return can be completed for any sale in the open batch (current business day). If the sale is from prior days, for example pre-sold advance tickets, it will be necessary to use the “Void Sale” feature instead.



Enter the complete 4-digit reference number found on the customer’s original receipt.



Once completed, a receipt for the credit (return) transaction will be printed.

## Void Transaction

A Void should only be executed when it is no longer possible to do a return, for instance when the sale actually occurred before the current batch was started (like a previous business day). Batches are typically closed automatically overnight. The transaction is handled in the same way only the reference number is not required to complete the void.

## Voice Authorization

When previous attempts to process the card have resulted in a “Call Center” response and you have obtained a voice authorization number, select the Voice option rather than the standard “Sale” option and enter the authorization code prior to completing the sale.

## Processing Problems

If you should have difficulty getting sales to authorize or have other processing issues, contact Mercury Payment Systems at the telephone number provided in your Merchant Welcome Package. Should software issues arise with regard to payment processing, Mercury will notify us and provide us with the tools we need to update our software to handle changes on the client side. Visit our web site to search for updates periodically or when setting up processing for the very first time.

## Chapter 6

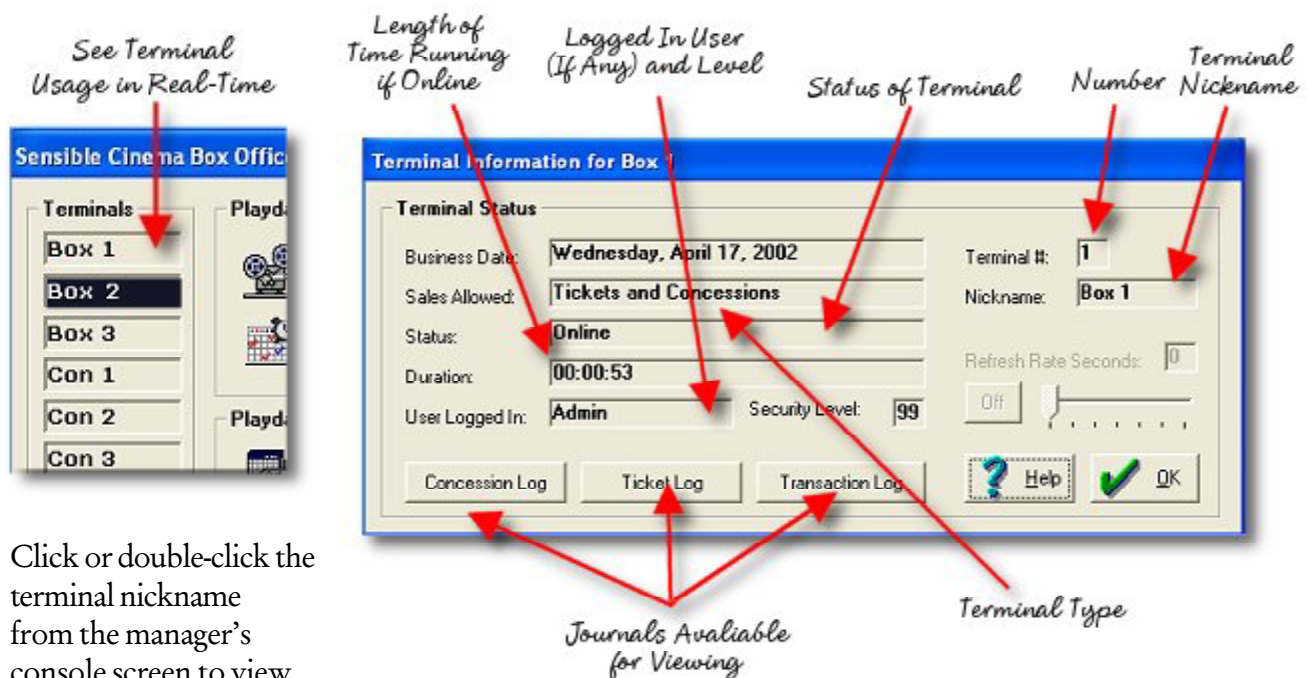
# *Real-Time Reporting*

# Real-Time Reporting

## MONITORING TERMINAL SALES

The manager can view individual item sales and completed transactions in real time as they are being made at an individual terminal or all terminals. Combined with video surveillance, real-time viewing of items sold provides an extra layer of security. The manager can view ticket sales, concession sales and completed transactions as they occur.

From the Manager's Screen, each of the terminals that are currently online are shown highlighted. Simply click the terminal's nickname to enter the monitoring utility.



Click or double-click the terminal nickname from the manager's console screen to view current info.

If a terminal is currently online it will have two or three active journals that can be accessed by clicking one of the three buttons along the bottom of the stat window, allowing you to view tickets as sold, concession items or completed transactions.

Once a journal has been opened it will automatically refresh its list at the interval specified above the "Ok" button. By default the list is sorted in the order the transactions occurred. To sort differently, click the column header for the sort criteria chosen. The automatic refresh timer is paused while you re-sort the data and while scrolling the journal. You can also periodically parse the journal data to obtain totals. If you want to view data from all terminals, select that option.

# Real-Time Reporting

The radio buttons shown near the bottom of the window allow you to filter the data to include just the data from the selected terminal or, if desired, all terminals. The Query Totals feature lets you periodically total up the quantity of concession items sold and totals the sales figure or if the journal is for tickets, the total number of tickets sold and the total dollars.

To print this data you must go to Daily Reports from the manager's console and print a filtered journal report showing the data desired. The Daily Reports engine also accesses this data and provides greater filtering control over your reports using the same information. Those reports may also be run and printed anytime.

*Journal View*

*Refresh Rate Slider*

**Terminal Information for Box 1**

**Terminal Status**

Business Date: **Wednesday, April 17, 2002** Terminal ID: **1**

Sales Allowed: **Tickets and Concessions** Nickname: **Box 1**

Status: **Online**

Duration: **00:12:37** Refresh Rate Seconds: **10**

User Logged In: **Admin** Security Level: **99** **On**

**Concession Log** **Ticket Log** **Transaction Log** **Help** **OK**

**Concession Detail Journal**

Trans	Item #	Item Description	Price	Term	Time
12	24	Soft Pretzel	2.75	1	10:04:18 AM
11	34	Raisinets	3.00	1	10:04:18 AM
10	23	Pizza Slice	3.00	1	9:52:47 AM
9	34	Raisinets	3.00	1	9:46:54 AM
8	14	Super Drink	4.00	1	9:41:50 AM
7	24	Soft Pretzel	2.75	1	9:41:50 AM
6	23	Pizza Slice	3.00	1	9:41:50 AM

☒ Show Data From This Terminal ☐ Show Data From All Terminals

**Query Totals** Items Sold: **7** Total Sales: **21.50** **Hide Detail Window**

*Periodically Update Totals Shown for Journal*

*Change To View Sales From All Terminals*

Note: The refresh rate is adjustable but setting the refresh rate to a lower number of seconds requires more access to the data and can slow the performance of sales terminals that also require access to the data.

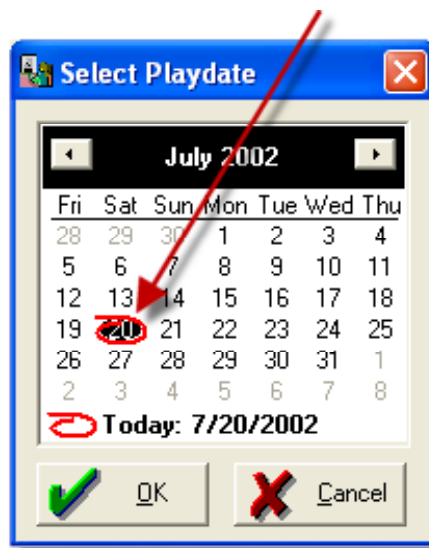
# Real-Time Reporting

## Daily Reports

Your daily reports may also be viewed to give you up to the minute details of your sales, though there is no mechanism to refresh the data unless the report is exited and re-opened. The Detailed Gross and Attendance Report can provide you with important information about your advance ticket sales for a feature. To access this report, select Daily Reports from the Reports frame on the Management Console:

Select "Daily Box Office..."

Then Select a playdate.... Next, select the "Box Office Reports" Tab



Box Office Reports

Last, select the Detailed Attendance By Showtime Button



A grid showing the number of tickets sold for each showtime, detailed by category is displayed.

Feature Name: Blade 2      Ticket Categories and Prices      Playdate: Saturday, April 27, 2002

	Adult 6.50	Child 4.50	Senior 4.50	Military 5.50	Student 5.50	Matinee 4.50	Twilite 3.75	Staff 2.00	Group 3.75	Pass 0.00	Total
12:30 PM						31 139.50				1	32 139.50
3:15 PM						22 99.00					22 99.00
7:00 PM	163 1059.50	7 31.50	8 36.00	1 5.50					1 3.75		180 1136.25
9:40 PM	67 435.50	5 22.50	13 58.50	12 66.00				1 2.00	1 3.75		99 588.25

## Chapter 7

# *Daily Reports*

# Daily Reports

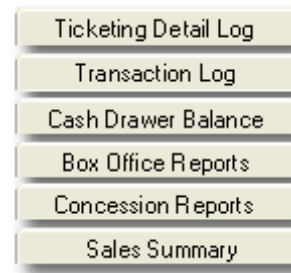
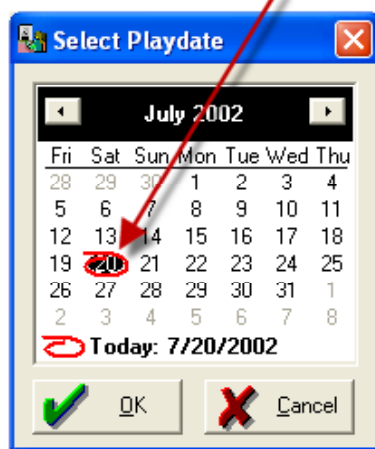
## DAILY SALES REPORTS

Sensible Cinema Box Office for Windows produces a wide variety of daily reports detailing your ticket and concession sales and revenue collected. Each report is highly customizable in content through many available options that enable you to filter and display just the information you need. The next few pages describe the major reports and some of the basic options of each report. A little experimentation will show you all that this reporting engine has to offer as there are too many individual options to show them all. All of the reports generated under Daily Sales Reports are based on the selected playdate file:

1) Select “Daily Box Office and Sales Reports”

2) Select Playdate desired

3) Select Tab for the Report desired



The reports available under each of these tabs will be discussed at length on the following few pages. Find the section header that corresponds to the tab name for more information.

### Ticketing Detail Log

The Ticketing Detail Log displays all tickets sold from start to finish on the playdate selected. The data in this log can be sorted by the columns that appear on the screen by clicking the column header. The tickets shown can be filtered to include sales from a single movie or all of the movies. Whatever sort and filter criteria is used to create the report on screen will also be used in your printed report.

Reports for the ticketing log can be of two types, a summary of the ticketing detail or the entire journal showing every ticket sold throughout the day and a summary. This detail information remains available for future reference or printing as long as the playdate file remains on your disk.



# Daily Reports

Displaying Sales For: **Saturday, November 20, 2004**

Ticketing Detail Log | Transaction Log | Cash Drawer Balance | Box Office Reports | Concession Reports | Sales Summary

**Tickets Sold Today**

☒ Include All Tickets Sold Today
 ☐ Show Only Advance Tickets Sold Today
 ☐ Show Only Tickets for Today Sold Today
 Show Tickets Sold For: **All Features**

☐ Show Internet Sales Only

**Refunds Paid Today**

☐ Show All Refunds
 ☐ Show Refunds on Tickets Sold Today for Today
 ☐ Show Refunds on Advance Tickets

Trans #	Feature	Playdate	Showtime	Scr	Category	Price	#	Term	Time Sold
1	Spongebob	11/20/2004	12:35 PM	4	Matinee	4.00	1	3	12:12:58 PM
2	Spongebob	11/20/2004	12:35 PM	4	Matinee	4.00	2	3	12:13:00 PM
3	Polar Express	11/20/2004	12:50 PM	2	Matinee	4.00	1	2	12:13:01 PM
4	Spongebob	11/20/2004	12:35 PM	4	Matinee	4.00	3	3	12:13:01 PM
5	Polar Express	11/20/2004	12:50 PM	2	Matinee	4.00	2	2	12:13:03 PM
6	Polar Express	11/20/2004	12:50 PM	2	Matinee	4.00	3	2	12:13:04 PM
7	Spongebob	11/20/2004	12:35 PM	4	Matinee	4.00	4	1	12:11:06 PM
8	Spongebob	11/20/2004	12:35 PM	4	Matinee	4.00	5	1	12:11:07 PM
9	Spongebob	11/20/2004	12:35 PM	4	Matinee	4.00	6	1	12:11:09 PM

☒ Create Report
 ☐ List All Relevant Transactions
 ☐ Show Report Totals Summary Only
 ☐ Advance Ticket Report

**Today's Totals**

Advance Tickets Sold:	0	0.00	Total Tickets Sold:	2189	9834.00
Refunds on Advance Tickets:	0	0.00	Total Refunds:	10	-4.00
Net Advance Sales:	0	0.00	Total Net Sales:	2179	9830.00

If terminals are still open making sales you must 'Exit' then re-open this report for updated totals to be displayed.

Playdate: **1**

Help

Exit

In addition to filtering data by the feature title, transactions shown can be limited to just advance tickets sold for other days, just tickets sold today for today's shows or refunds issued today only. Note: This journal only shows activity for today so tickets sold in the past as advance tickets for today will be shown on their respective date of sale.

The "Today's Totals" frame breaks down the number sold and dollar value sold today based on the data in the journals. You can quickly see advance ticket sales in the left column and the total sales and refunds in the right column.

## Advanced Ticket Report

Where the Ticket Detail Log report shows all tickets **SOLD** today including tickets sold today for today and tickets sold today as advance tickets for future days, the Advance Ticket Report only shows tickets **SOLD FOR** today including tickets sold today for today and tickets sold as advance tickets for today on prior days.



# Daily Reports

## Transaction Log Report Tab

The Transaction Log Report displays all of the completed transactions for the day. You may filter the journal by terminal and tender type or display transactions for all tender types from one or all terminals. A report may be generated showing all transactions falling into the chosen criteria or simply the totals. For example, transactions may be filtered to show those from a specific terminal or made by a specific employee or a subset of those like all credit card sales by an employee, etc. Hundreds of combinations are possible.

The printed report will reflect the sort criteria chosen on the screen and may be printed as simply a summary or with all qualifying individual transactions.

Transaction Log

Filter Criteria for Transaction Type

Filter by Cashier

Filter by Terminal

Displaying Sales For: Saturday, November 20, 2004

Ticketing Detail Log Transaction Log Cash Drawer Balance Box Office Reports Concession Reports Sales Summary

Transaction Register

☒ Show all Trans.
 ☐ Credit Trans.
 ☐ Gift Card Trans.
 Cashier: ☒ All
 Terminals:

☐ Cash Trans.
 ☐ Gift Certif Trans.
 ☐ Online Sales Trans.

Trans.#	Total Sale	Conc.Tax	Cash Tend	Credit Tend	MPS Gift Card Tend	Gift Certif Tend	Change	TransactionTime	Term.#
1	0.00	0.00	0.00	0.00		0.00	0.00	12:12:44 PM	3
2	12.00	0.00	100.00	0.00		0.00	88.00	12:13:07 PM	3
3	12.00	0.00	100.00	0.00		0.00	88.00	12:13:11 PM	2
4	16.00	0.00	16.00	0.00		0.00	0.00	12:11:16 PM	1
5	16.00	0.00	100.00	0.00		0.00	84.00	12:13:22 PM	3
6	8.00	0.00	100.00	0.00		0.00	92.00	12:13:37 PM	3
7	12.00	0.00	12.00	0.00		0.00	0.00	12:11:43 PM	1
8	16.00	0.00	100.00	0.00		0.00	84.00	12:13:55 PM	3
9	8.00	0.00	8.00	0.00		0.00	0.00	12:11:57 PM	1
10	16.00	0.00	16.00	0.00		0.00	0.00	12:14:11 PM	3
11	36.00	0.00	36.00	0.00		0.00	0.00	12:14:15 PM	2
12	12.00	0.00	12.00	0.00		0.00	0.00	12:12:26 PM	1
13	12.00	0.00	100.00	0.00		0.00	88.00	12:14:27 PM	3

☒ List All Relevant Transactions using the sort and filter criteria settings above
 ☐ Show Report Totals Summary Only using the sort and filter criteria settings above.
 Create Report

If terminals are still open making sales you must 'Exit' then re-open this report for updated totals to be displayed.

Gift Card Reports: Today's Total Sales: 0.00 Transactions: 0
 Create Report
 Web Reporting Log In

Click header to sort by header

Create Gift Card Report

Log into Web Reporting Using Merchant Account

# Daily Reports

## Cash Drawer Balance Tab

The Cash Drawer Balance Tab shows you the calculated terminal totals and allows you to enter your counted cash drops, up to four per terminal per day. This will give you an over/short figure for each terminal and the system as a whole. The cash totals from the Cash Drawer Balance are shown as the cash receipts on the Daily Summary Report.

Displaying Sales For: Saturday, November 20, 2004

Ticketing Detail Log | Transaction Log | **Cash Drawer Balance** | Box Office Reports | Concession Reports | Sales Summary

**Cash Drawer Balance**

	Ticket 1	Ticket 2	Ticket 3	Ticket 4	Conc 1	Conc 2
Total Sales:	1206.00	4412.00	3866.00	346.00	0.00	0.00
Pickup #1:	943.50	3640.00	3169.00	244.00		
Pickup #2:						
Pickup #3:						
Pickup #4:						
Total Cash Tend:	943.50	3640.00	3169.00	244.00	0.00	0.00
Credit Card Tend:	262.00	767.00	697.00	102.00	0.00	0.00
MPS Gift Tend:	0.00	0.00	0.00	0.00	0.00	0.00
Gift Certif Tend:	0.00	0.00	0.00	0.00	0.00	0.00
Over/Short:	-0.50	-5.00	0.00	0.00	0.00	0.00

	Conc 3	Conc 4		PrintTax
Total Sales:	0.00	0.00	0.00	0.00
Pickup #1:				
Pickup #2:				
Pickup #3:				
Pickup #4:				
Total Cash Tend:	0.00	0.00	0.00	0.00
Credit Card Tend:	0.00	0.00	0.00	0.00
MPS Gift Tend:	0.00	0.00	0.00	0.00
Gift Certif Tend:	0.00	0.00	0.00	0.00
Over/Short:	0.00	0.00	0.00	0.00

If terminals are still open making sales, you must press 'Refresh' to update sales figures.

**Totals**

Total Sales:	9830.00
Cash Tendered:	7996.50
Credit Tendered:	1828.00
MPS Gift Tend:	0.00
Gift Certif Tend:	0.00
Over/Short:	-5.50

Refresh

Balance Cashier

Save

Create Report

Playdate

Help

Exit

Terminal Sales Detail

Cash Balance Tab

Cash Pickup Entries

Refresh with up-to-the minute data

Totals for sales and each tender type

Balance Individual Cashier Option

Create Printed Cash Balance Report

After entering cash receipts for each terminal in the white data fields, be sure to press the "Save" button to save the drop data to the database. A printed cash report is shown on page 88.

# Daily Reports

## Demo Theatre

Demo Theatre Circuit  
7216 Sutton Place  
Fairview, TN 37062-9350

Phone: (615) 799-6366 Fax: (615) 799-6367

## Cash Balance Report

Saturday, April 27, 2002

	Box 1	Box 2	Box 3	Con 1	Con 2	Con 3
Total Sales	3219.75	0.00	0.00	0.00	0.00	0.00
Cash Tendered	3220.50	0.00	0.00	0.00	0.00	0.00
Credit Cards	0.00	0.00	0.00	0.00	0.00	0.00
Gift Cards	0.00	0.00	0.00	0.00	0.00	0.00
Over/Short	0.75	0.00	0.00	0.00	0.00	0.00

	Con 4					
Total Sales	0.00	0.00	0.00	0.00	0.00	0.00
Cash Tendered	0.00	0.00	0.00	0.00	0.00	0.00
Credit Cards	0.00	0.00	0.00	0.00	0.00	0.00
Gift Cards	0.00	0.00	0.00	0.00	0.00	0.00
Over/Short	0.00	0.00	0.00	0.00	0.00	0.00

### Cash Balance Report Totals

Saturday, April 27, 2002

Total Sales	\$ 3219.75
Total Cash	\$ 3220.50
Total Credit Cards	\$ 0.00
Total Gift Cards	\$ 0.00
Over/Short	\$ 0.75

### Cashier Balance Report Option

The Cashier Balance Report adds an additional level of cash control by permitting you to balance sales by each cashier's name rather than the terminal as a whole. After generating sales for a particular cashier, sales can be posted to the Cash Balance Report form shown above. This report will also permit you to see a particular cashier's sales for a particular terminal or over all terminals in cases where a cashier floats from terminal to terminal but retains the same till drawer.

# Daily Reports

**Cashier Balance Worksheet**

*Select Terminal* → Ticket 2  
*Select Cashier* → cheri  
*Total Sales* → 4,412.00  
*Enter the Cash* → 3644.00  
*Term Totals* → Over/Short: -1.00  
*Individual Pickups* → MPS Gift Card Tend: 0.00

**Balance a Cashier**

Select a Workstation: Ticket 2  
 Select a Cashier: cheri  
 Select Shift: Morning

Total Sales: 4,412.00  
 Total Cash: 3644.00  
 Total Credit Cards: 767.00  
 Total Gift Certificates: 0.00  
 Total MPS Gift Cards: 0.00

Over/Short: -1.00

Save Cashier Data to Terminal Grid

**Terminal Receipts for Ticket 2**

Total Sales: 4412.00    Total Receipts: 4411.00    Over/Short: -1.00    Refresh

Cashier	Cash Tend	Credit Card Tend	MPS Gift Card Tend	G
cheri	3644.00	767.00	0.00	

Delete Record

If you need to make a change to a saved cashier check-out, simply delete it and bring the cashier back up in the "Balance a Cashier" window.

Create an Individual Cashier Check-Out Report  
 Send Total Cash Receipts of 3644.00 to cash pickups and Exit  
 Create an All Terminal Check-Out Report  
 Exit Cashier Balance Worksheet

*Report* → Create an Individual Cashier Check-Out Report  
*Send to Terminal Cash Balance* → Send Total Cash Receipts of 3644.00 to cash pickups and Exit  
*Report* → Create an All Terminal Check-Out Report

## Sensible Cinema 10

Sensible Theatres, Inc.  
 7216 Sutton Place  
 Fairview, TN 37062-9350

Phone: (615) 799-6366    Fax: (615) 799-6367

## Cashier Balance Report

Saturday, November 20, 2004

Cashier	Total Sales	Cash	Credit Cards	Gift Certif	MPS Gift Card	Over/- Short	Terminal
cheri	1,206.00	943.50	262.00	0.00	0.00	-0.50	Ticket 1
cheri	3,866.00	3,170.00	697.00	0.00	0.00	1.00	Ticket 3
cheri	4,412.00	3,644.00	767.00	0.00	0.00	-1.00	Ticket 2
<b>Totals</b>	<b>9,484.00</b>	<b>7,757.50</b>	<b>1,726.00</b>	<b>0.00</b>	<b>0.00</b>	<b>-0.50</b>	



## Daily Reports

The **Detailed Gross and Attendance** report is designed to report to a studio upon request and is not a required daily report. Report for only one film at a time can be generated as this report draws data from many sources. This report shows the detailed attendance broken down by ticket category and showtime.

		1	1	0	0	0.00	0.00	0.00	0.00
		1	1	0	0	0.00	0.00	0.00	0.00
				351	0		1376.48	83.52	1460.00

Daily Box Office Report For:
 ☒ All Features
 ☐ Selected Feature
 ☒ Show 2 Mo
 ☐ 2 Mo
 ☐ 3 Mo
 ☐ 4 Mo
 ☐ 5 Mo
 ☐ 6 Mo
 ☐ 7 Mo
 ☐ 8 Mo
 ☐ 9 Mo
 ☐ 10 Mo
 ☐ 11 Mo
 ☐ 12 Mo
 ☐ All Time
 ☐ Custom

Daily Attendance Reports:

If terminals are still open making sales you must "Exit" then re-open this report for updated totals to be displayed.

Attendance	Sales Breakdown by Ticket Category	Total Sales	Total by Showtime
------------	---------------------------------------	----------------	-------------------

**Detailed Attendance Report**

Feature:  The Incredibles Playdate:  Saturday, November 20, 2004

	Adult 6.00	Child 4.00	Senior 4.00	Matinee 4.00	Pass 0.00	0.00	0.00	0.00	0.00	0.00	Total
1:20 PM				1 520.00	9						139 520.00
3:50 PM				74 296.00	15						89 296.00
7:05 PM	54 324.00	29 116.00			2						85 440.00
9:30 PM	32 192.00	3 12.00			3						38 204.00
											0 0.00
											0 0.00
											0 0.00
											0 0.00
											0 0.00
											0 0.00
											0 0.00
											0 0.00
											0 0.00
	86 516.00	32 128.00	0 0.00	204 816.00	29 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	351 1460.00

Show Ticket Prices:  
☒ Including Admissions Taxes 
 ☐ Excluding Admissions Taxes

Create Report When Sold Report Close

Full Day Attn and Sales  
Total By Ticket Category

Full Day Total  
Attn and Sales



## Daily Reports

The **Attendance Show 1-2-3** report is designed to report how many admissions were sold for each individual 'showtime period' or "walk-in period" such as first show, secondf show, third show, etc. It is more meaningful if all of the shows start at relatively similar times and features not running a full schedule are lined up with those which are, leaving the missing showtimes as blanks.

Displaying Sales For: Saturday, November 20, 2004

Ticketing Detail Log

Transaction Log

Cash Drawer Balance

Box Office Reports

Concession Reports

Sales Summary

Daily Box Office Receipts

Feature: Incredibles #1

Nightly Call-In Gross for this Feature: \$ 1,376.00

Gross Reporting To Film Exchange: Number Unavailable  
E-Mail Unavailable

Ticket Price Category	Open Ticket Number	Close Ticket Number	Gross Tickets Sold	Re-Funds	Net Tickets Sold	Net Ticket Price	Net Ticket Tax	Net Sales (Studio Gross)	Total Ticket Tax	Ticket Sales Including Adm. Tax
Adult	1	27	26	0	26	5.25	0.34	485.75	29.24	515.00
Child	1	33	32	0	32	3.77	0.23	120.64	7.36	128.00
Senior	1	1	0	0	0	3.77	0.23	0.00	0.00	0.00
Matinee	1	205	204	0	204	3.77	0.23	769.08	46.92	816.00
Pass	1	30	29	0	29	0.00	0.00	0.00	0.00	0.00
	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00
	1	1	0	0	0	0.00	0.00	0.00		0.00
	1	1	0	0	0	0.00	0.00	0.00		0.00
	1	1	0	0	0	0.00	0.00	0.00		0.00
	1	1	0	0	0	0.00	0.00	0.00		0.00
			351	0	351			1376.48		1460.00

Daily Box Office Report For:

☒ All Features
 ☐ Selected Feature

☒ Show Ticket Category Name  
☐ 2 Movies Per Page

Create Report

Daily Attendance Reports:

Gross and Attendance

Detailed By Showtime

Show 1,2,3...

If terminals are still open making sales you must 'Exit' then re-open this report for updated totals to be displayed.

Playdate

Help

Exit

## Sensible Cinema 10

Sensible Theatres, Inc.  
7216 Sutton Place  
Fairview, TN 37062-9350

Phone: (615) 799-6366      Fax: (615) 799-6367

Attendance By Show  
Saturday, November 20, 2004

Feature	Show 1	Show 2	Show 3	Show 4	Show 5	Show 6	Show 7	Show 8	Show 9	Show 10	Total
Incredibles #1	139	89	85	38	0	0	0	0	0	0	351
Ray	15	0	24	0	0	0	0	0	0	0	39
Polar Express	86	103	74	12	0	0	0	0	0	0	275
AftertheSunset	22	14	32	15	0	0	0	0	0	0	83
Bridget Jones	34	28	64	36	0	0	0	0	0	0	162
The Grudge	0	21	0	13	0	0	0	0	0	0	34
Spongebob	146	115	103	160	52	0	0	0	0	0	576
N. Treasure	136	138	257	128	0	0	0	0	0	0	659
Show Totals	578	508	639	402	52	0	0	0	0	0	2179

## Daily Reports

The sales displayed are for the feature selected by the drop-down list marked "Feature." The nightly gross to report to the studio is at the right of the title as well as a telephone and e-mail hyperlink if available. To report grosses by phone, click the phone hyperling to start the dialer. To report by e-mail, click the e-mail link to start the default e-mail client complete with filled in gross data.

You can create a printed Box office Report for the feature selected or all features by pressing the “Create Box office Report” button after selecting the criteria desired to the left of the button.

A Gross and Attendance Report lists each feature and the day's total for attendance and gross sales, while the Detailed Attendance Report shows each showing broken down into individual ticket category. Of course, all of these reports may be created prior to completion of the period as well so that you can track advance ticket sales.

[illegible]



# Daily Reports

## Daily Box Office Statement

This is a screen shot of a printed Daily Box Office Report that included all of the features in the playdate. Each of the features has its title listed in the Contents window at the left. Clicking the title turns to the page for that feature's report.

Print Report    Select Feature    Page of Report    Daily Box Office Report

**Daily Box Office Report: Saturday, April 27, 2002**

Contents:

- Blade 2
- Clockstoppers
- Death Smoochy
- Panic Room
- Sweetest Thing
- Van Wilder

**Demo Theatre**  
Demo Theatre Circuit  
7216 Sutton Place  
Fairview, TN 37062-9350  
Phone: (615) 799-6366 Fax: (615) 799-6367

**Daily Box Office Report**  
Saturday, April 27, 2002

**Blade 2**      Rated: R      New Line Cinema

Category	Opening #	Closing #	Gross Sold	Refunds	Net Sold	Ticket Price	Tax	Total Taxes	Net Sales
Adult	1	235	234	4	230	6.13	0.37	85.10	1409.90
Child	1	13	12	0	12	4.25	0.25	3.00	51.00
Senior	1	22	21	0	21	4.25	0.25	5.25	89.25
Military	1	14	13	0	13	5.00	0.50	6.50	65.00
Student	1	1	0	0	0	5.00	0.50	0.00	0.00
Matinee	1	54	53	0	53	4.25	0.25	13.25	225.25
Twilite	1	1	0	0	0	3.50	0.25	0.00	0.00
Staff	1	2	1	0	1	1.90	0.10	0.10	1.90
Group	1	3	2	0	2	3.50	0.25	0.50	7.00
Pass	1	2	1	0	1	0.00	0.00	0.00	0.00
			337	4	333			113.70	1849.30

Box Office Reports for individual features may be printed by changing the radio button setting before creating the report. The names of the ticket categories may also be left off of the daily report by unchecking the "Show Ticket Category Name" checkbox.

To conserve paper, two reports per page may be printed by selecting the checkbox on the Box Office Report Tab page.

# Daily Reports

## Daily Concession Report

The Daily Concession Report creates an items sold list for the entire concession stand or stands or for a single register concession station. The transaction report can detail all items sold throughout the business day, sorted by whatever criteria you like. Click on the column header to sort the transaction journal. The item list can be filtered by terminal.

An Item Sales Report will provide a more meaningful report of your item sales. This report searches the transaction journal and counts the total quantity of each item sold and total sales in dollars. This report can be filtered by terminal or may include sales from all terminals combined. Parsing this sales report can take between 15 seconds and a few minutes depending on the day's sales volume.

*Item Sales Report*      *Individual Transactions*      *Select Filter Criteria*      *Print Verbose Transaction Report*      *Parse database for calculating each individual item's sales*

Displaying Sales For: Monday, October 11, 2004

Ticketing Detail Log | Transaction Log | Cash Drawer Balance | Box Office Reports | Concession Reports | Sales Summary

**Concession Transactions**

Trans. #	Item #	Item Name	Price	Term	Time
1	34	Raisinets	3.00	1	12:09:00 PM
2	34	Raisinets	3.00	1	12:09:00 PM
3	34	Raisinets	3.00	1	12:09:00 PM
4	34	Raisinets	3.00	1	12:09:00 PM
5	34	Raisinets	3.00	1	12:09:00 PM
6	34	Raisinets	3.00	1	12:09:00 PM
7	34	Raisinets	3.00	1	12:09:00 PM

Display Sales From:  
☒ All Terminals  
☐ This Terminal:

Total Sales: 1459.00      Total Items: 519

Create Transaction Report

If terminals are still open making sales you must 'Exit' then re-open this report for updated totals to be displayed.

**Concession Item Sales**

Item Name	Item Price	Total Sold	Total Sales
Small Popcorn	2.50	1	2.50
Medium Popcorn	3.50	7	24.50
Large Popcorn	4.50	10	45.00
Giant Popcorn	5.50	0	0.00
Combo Popcorn	3.00	2	6.00
~Dollar Off	-1.00	0	0.00
Small Drink	2.50	4	10.00
Medium Drink	3.00	20	60.00
Large Drink	3.50	15	52.50

Calculate Item Sales For:  
☒ All Terminals  
☐ This Terminal:

Calculate Item Sales

Total Sales: 1459.00      Total Items: 519

Create Item Sales Report

Playdate

Help

Exit

# Daily Reports


The Calculated Item Sales Report creates a list of all items you sell then goes through the daily sales item by item to determine how many of each item was sold. Reports can be for all terminals or a single selected terminal.

*Grid is now populated from calculated totals*


**Concession Item Sales**

Item Name	Item Price	Total Sold	Total Sales
Small Popcorn	2.50	2	5.00
Medium Popcorn	3.50	5	17.50
Large Popcorn	4.50	1	4.50
Giant Popcorn	5.50	1	5.50
Combo Deal	12.00	0	0.00
Small Drink	2.50	2	5.00
Medium Drink	3.00	5	15.00
Large Drink	3.50	3	10.50
Super Drink	4.00	3	12.00
Bottled Water	2.50	3	7.50

Calculate Item Sales For:  
☒ All Terminals  
☐ This Terminal:

 Calculate Item Sales

Total Sales: 121.50      Total Items: 39

 Create Item Sales Report

*Totals should agree with the total shown above in the Transaction Totals*

*Create Printed Report*

**Demo Theatre**  
 Demo Theatre Circuit  
 7216 Sutton Place  
 Fairview, TN 37062-9350  
 Phone: (615) 799-6366      Fax: (615) 799-6367

**Concession Item Sales**  
 Showing Sales From ALL Terminals  
 Saturday, April 27, 2002

Item #	Item Name	Price	Sold	Total Sales
1	Small Popcorn	2.50	2	5.00
2	Medium Popcorn	3.50	5	17.50
3	Large Popcorn	4.50	1	4.50
4	Giant Popcorn	5.50	1	5.50
5	Combo Deal	12.00	0	0.00
39	Small Drink	2.50	2	5.00
39	Medium Drink	3.00	5	15.00
40	Large Drink	3.50	3	10.50
41	Super Drink	4.00	3	12.00
	Bottled Water	2.50	3	7.50
39	Jordan Almonds	3.00	0	0.00
39	Choc Almonds	2.75	1	2.75
40	Sweetarts	3.00	0	0.00
41	Nestle Crunch	3.00	0	0.00

**Report Totals**

Total: 121.50  
 Total Concession Sales: 39  
 Total Items Sold:

## Daily Reports

## Daily Sales Summary

The Daily Sales Summary Report brings together all of the day's sales, ticket and concession sales from the sales terminals plus any other revenue and deduction items you choose to track on the report each day. Additionally, this report accounts for all deposits made for the business date. The data saved for the Daily Sales Summary Report is used to create a Weekly Sales Summary Report consisting of seven consecutive business days. The attendance shown reflects tickets sold *for* today, -even if sold on previous days- but not tickets sold today for other days. The concession percapita reflects today's concession sales divided by that attendance figure.

See concession sales and sales tax breakdown

Revenue Items

Deduction Items

Manually Entered Deposit Items

Displaying Sales For: Tuesday, December 19, 2006

Ticketing Detail Log | Transaction Log | Cash Drawer Balance | Box Office Reports | Concession Reports | Sales Summary

### Daily Sales Summary Report

Revenue Items:		Deduction Items:		Deposit Items from Sales:	
Gross Admission	1209.22	Paid Out	0.00	Cash Tended	2997.15
Concession Sales	1382.45		0.00	Credit Card Tend	54.25
Gift Card* Sales	825.00		0.00	Gift Certif Tended	220.50
Manual Concess	0.00		0.00	Gift Card Tended	589.25
Screen Ads	0.00		0.00	Gift Certif Redeemd	-220.50
G.C. Sold	0.00		0.00	Gift Card Redeemd	-589.25
Pay Phone Rev.	0.00		0.00		
Merchandise	0.00		0.00		
Theatre Rental	0.00		0.00		
Arcade	255.50		0.00		
<b>Total:</b>	<b>3672.17</b>	<b>Total:</b>	<b>0.00</b>		
Attendance:	177				
Conc Per Capita:	7.81				
Total Transactions:	120				
Total Credit Cards:	41				
Total Gift Cards:	15				
Total Gift Certificates:	0				
Playdate #	31				

**Taxes Collected:**

Admission Taxes	69.53
Conc. Sales Tax	114.05
<b>Total:</b>	<b>183.58</b>

**Manager's Remarks:**

American Idol TV season premiere

**Additional Deposit Items:**

Additional Cash	0.00
Additional Credit	0.00
Additional Checks	0.00
Other	0.00
<b>Total:</b>	<b>3051.40</b>

**Reconciliation:**

Total Due:	3046.00
Total Deposited:	3051.40
<b>Over/Short:</b>	<b>5.40</b>

Update Create Report

Playdate

**IMPORTANT:**

Sales that occur while this window is open will not appear until this window is closed and re-opened. It is possible that your reports may not balance if you do not refresh this screen to include the latest sales.

Help

Exit

Playdate Serial No.

Statistics and Item Counts

Manager Remarks

Total Deposit Receipts

Select Playdate

# Daily Reports

Printed Daily Sales Summary Report:

Demo Theatre  
Evaluation Copy  
7216 Sutton Place  
Fairview, TN 37062-9350  
(615) 799-6366 Fax: (615) 799-6367

## Daily Sales Summary

Saturday, October 9, 2004

Generated: Wed, Dec 20, 2006 - 8:47 PM

### Revenue:

Gross Admissions	1209.22
Concession Sales	1376.09
MPS Gift On Account	825.00
Manual Concess	0.00
Screen Ads	0.00
G.C. Sold	0.00
Pay Phone Rev.	0.00
Merchandise	0.00
Theatre Rental	0.00
Arcade	255.50
	0.00

**Total Revenue** **3665.81**

### Tax: (Sales x Rate)

Admissions Taxes	69.53
Tax1 (1376.09 x 8.750%)	120.41
Tax2 (0.00 x 5.000%)	0.00
Tax3 (0.00 x 0.000%)	0.00
Tax4 (0.00 x %)	0.00

**Total Tax** **189.94**

### Manager's Remarks:

Haunted houses opened today.  
Deposit bag #15258.

Attendance:	177
Conc. Per Capita:	7.77
Total Transactions:	1153

### Deductions:

Paid Out	0.00
	0.00
	0.00
	0.00
	0.00
	0.00
	0.00

**Total Deductions** **0.00**

### Deposit: (# of Items)

Cash Tend	2997.15
Credit Cards (12)	54.25
Gift Certificates (35)	220.50
MPS Gift Cards (60)	589.25
Gift Certif Redeemed	-220.50
MPS Gift Redeemed	-589.25

Additional Cash	0.00
Additional Credit	0.00
Additional Check	0.00
Other	0.00

**Total Deposits** **3051.40**

### Reconciliation:

Total Due	3046.00
Total Deposit	3051.40

**Over/Short** **5.40**

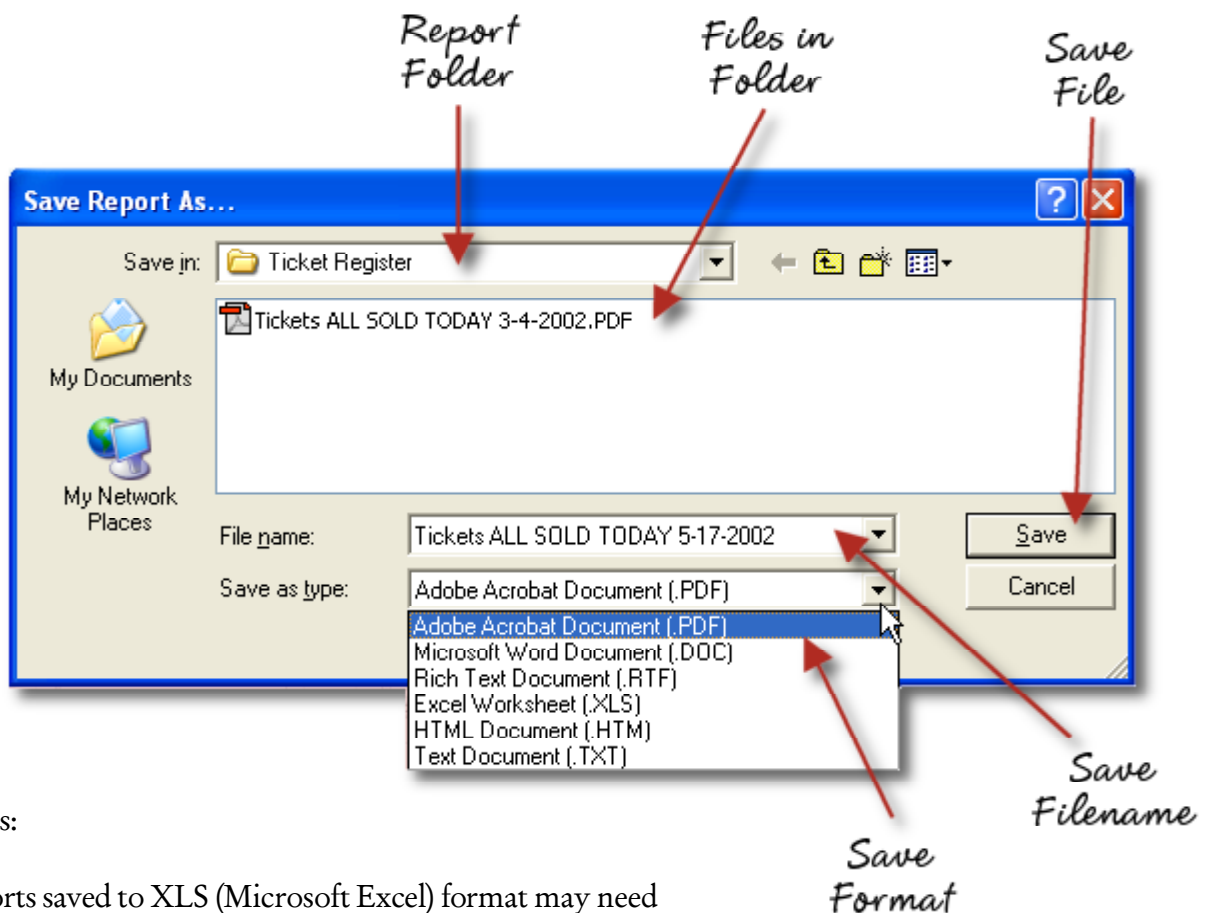
Playdate Serial #: **63**

## Saving Reports to Disk

Sensible Cinema Box Office for Windows allows you to print a report from its own viewer and once the report has been reviewed or printed or both, a file save dialog box will appear allowing you to save the report to disk.

### Report Save Formats

You may choose to set a default file save format that will be the first choice available when the file save dialog box appears. This can be set for Adobe .PDF, Rich Text Format .RTF or Microsoft Word .DOC format. The Adobe Acrobat format is the recommended default file format because it is read-only rather than editable and the readers are a free download from Adobe.com. Whichever format chosen as the default will be presented first but the user will always have the option to choose an alternate format.



Notes:

Reports saved to XLS (Microsoft Excel) format may need substantial work to create a proper worksheet.

Reports saved in RTF, DOC and HTML format may be missing certain line drawing characters. TXT documents are text only and have no special formatting.

# Daily Reports

## Adobe Acrobat Reader

The Adobe Acrobat Portable Document Format or PDF file is an ideal format for saving your reports in because it retains all of the report formatting, fonts and the resulting file sizes are small and manageable. The read-only nature of the format makes it difficult for someone to alter the report contents in the creation process. Additionally, the reader is widely used and accepted and is available as a free download from [adobe.com](http://adobe.com) and all over the internet.

**Sensible Cinema 12**  
Sensible Theatres, Inc.  
7216 Sutton Place  
Fairview, TN 37062-9350  
Phone: (615) 799-6366 Fax: (615) 799-6367

**Daily Box Office Report**  
Friday, March 1, 2002

**A Beautiful Mind** Rated: **PG-13** Universal

Category	Opening #	Closing #	Gross Sold	Refunds	Net Sold	Ticket Price	Tax	Total Taxes	Net Sales
Adult	1	83	82	4	78	6.13	0.37	28.86	478.14
Child	1	5	4	0	4	4.25	0.25	1.00	17.00
Senior	1	24	23	0	23	4.25	0.25	5.75	97.75
Military	1	11	10	0	10	5.00	0.50	5.00	50.00
Student	1	3	2	0	2	5.00	0.50	1.00	10.00
Matinee	1	19	18	0	18	4.25	0.25	4.50	76.50
Twilite	1	11	10	0	10	3.50	0.25	2.50	35.00
Staff	1	3	2	0	2	1.90	0.10	0.20	3.80
Group	1	1	0	0	0	3.50	0.25	0.00	0.00
Pass	1	3	2	0	2	0.00	0.00	0.00	0.00
			<b>153</b>	<b>4</b>	<b>149</b>			<b>48.81</b>	<b>768.19</b>

124% 1 of 13 8.5 x 11 in

## Chapter 8

# *Weekly Reports*



# Weekly Reports

## BOX OFFICE REPORTS



### STEP 1: Select Playdate

Weekly Box Office Reports chronicle sales for a particular feature for a period spanning seven days. Since this software allows the advance sale of tickets over multiple days, a separate ticket series for every business date is used.

In this first step you will select the playdate for the beginning of the reporting period.

### STEP 2: Select Feature Title

In the second step you will choose the feature you want to create a report for from the features list of the playdate selected. The report wizard will try to find reports for this feature on the six days following the selected opening date. Confirm the period for the report and press "Next."



# Weekly Reports

## STEP 3: Film Rental Terms

In this third step you can enter the terms for your film's engagement and have the film rental displayed on the box office statement.

To omit the film rental detail, simply set the "Omit Film Rental" radio button.

Once you have either entered your term or selected Omit, press "Finish" to generate the report.

This report can be produced at a later date with adjusted terms if desired as long as the playdates remain in the playdates folder.

The film rental detail is shown at the end of this three-page report.

Film Rental Terms	Deduction Items	Gross Film Rental
<b>Film Rental Computation</b> Minimum Percentage: 35% Minimum Guarantee: 125.00 House Allowance: 2000.00 Exchange Split: 90/10 <small>Film rental was determined using the minimum percentage provided as this was higher than the minimum guarantee or 90/10 computation method.</small>	Gross Film Rental Due: 1160.93 Apply Credit Balance From: Lord of the Rings -64.12 Co-Op Advertising Deduction: -75.00 Second Feature Deduction: -0.00	
	<b>Net Film Rental Due: 1021.81</b>	

*Description of method used to compute the film rental*

*Net film rental to pay*

# Weekly Reports

Demo Theatre  
Demo Theatre Circuit  
7216 Sutton Place  
Fairview, TN 37062-9350  
(615) 799-6366 Fax: (615) 799-6367

## Weekly Box Office Statement

Feature: **Blade 2**  
Exchange: **New Line Cinema**

Week Of: **Friday, April 26, 2002**

Day/Date Played	Ticket Category	Ticket Numbers Open Close	Total Sold	Ref- unds	Net Sold	Ticket Price	Gross Sales	Daily Total
Friday Apr 26	Adult	1 51	50	0	50	6.13	306.50	
	Child	1 21	20	0	20	4.25	85.00	
	Senior	1 11	10	0	10	4.25	42.50	
	Military	1 1	0	0	0	5.00	0.00	
	Student	1 1	0	0	0	5.00	0.00	
	Matinee	1 1	0	0	0	4.25	0.00	
	Twilite	1 1	0	0	0	3.50	0.00	
	Staff	1 1	0	0	0	1.90	0.00	
	Group	1 1	0	0	0	3.50	0.00	
	Pass	1 1	0	0	0	0.00	0.00	434.00
Saturday Apr 27	Adult	1 235	234	4	230	6.13	1409.90	
	Child	1 13	12	0	12	4.25	51.00	
	Senior	1 22	21	0	21	4.25	89.25	
	Military	1 14	13	0	13	5.00	65.00	
	Student	1 1	0	0	0	5.00	0.00	
	Matinee	1 54	53	0	53	4.25	225.25	
	Twilite	1 1	0	0	0	3.50	0.00	
	Staff	1 2	1	0	1	1.90	1.90	
	Group	1 3	2	0	2	3.50	7.00	
	Pass	1 2	1	0	1	0.00	0.00	1849.30
Sunday Apr 28	Adult	1 29	28	0	28	6.13	171.64	
	Child	1 10	9	0	9	4.25	38.25	
	Senior	1 2	1	0	1	4.25	4.25	
	Military	1 6	5	0	5	5.00	25.00	
	Student	1 1	0	0	0	5.00	0.00	
	Matinee	1 21	20	0	20	4.25	85.00	
	Twilite	1 1	0	0	0	3.50	0.00	
	Staff	1 1	0	0	0	1.90	0.00	
	Group	1 1	0	0	0	3.50	0.00	
	Pass	1 1	0	0	0	0.00	0.00	324.14

# Weekly Reports

## Demo Theatre

Demo Theatre Circuit  
7216 Sutton Place  
Fairview, TN 37062-9350

(615) 799-6366

Fax: (615) 799-6367

## Weekly Box Office Statement

Feature: **Blade 2**

Exchange: **New Line Cinema**

Week Of: **Friday, April 26, 2002**

Day/Date Played	Ticket Category	Ticket Numbers		Total Sold	Ref- unds	Net Sold	Ticket Price	Gross Sales	Daily Total
Monday Apr 29	Adult	1	27	26	0	26	6.13	159.38	
	Child	1	3	2	0	2	4.25	8.50	
	Senior	1	4	3	0	3	4.25	12.75	
	Military	1	11	10	0	10	5.00	50.00	
	Student	1	1	0	0	0	5.00	0.00	
	Matinee	1	1	0	0	0	4.25	0.00	
	Twilite	1	1	0	0	0	3.50	0.00	
	Staff	1	1	0	0	0	1.90	0.00	
	Group	1	1	0	0	0	3.50	0.00	
	Pass	1	1	0	0	0	0.00	0.00	230.63
Tuesday Apr 30	Adult	1	14	13	0	13	6.13	79.69	
	Child	1	3	2	0	2	4.25	8.50	
	Senior	1	5	4	0	4	4.25	17.00	
	Military	1	9	8	0	8	5.00	40.00	
	Student	1	1	0	0	0	5.00	0.00	
	Matinee	1	1	0	0	0	4.25	0.00	
	Twilite	1	1	0	0	0	3.50	0.00	
	Staff	1	1	0	0	0	1.90	0.00	
	Group	1	1	0	0	0	3.50	0.00	
	Pass	1	1	0	0	0	0.00	0.00	145.19
Wednesday May 1	Adult	1	11	10	0	10	6.13	61.30	
	Child	1	3	2	0	2	4.25	8.50	
	Senior	1	1	0	0	0	4.25	0.00	
	Military	1	4	3	0	3	5.00	15.00	
	Student	1	1	0	0	0	5.00	0.00	
	Matinee	1	1	0	0	0	4.25	0.00	
	Twilite	1	1	0	0	0	3.50	0.00	
	Staff	1	1	0	0	0	1.90	0.00	
	Group	1	1	0	0	0	3.50	0.00	
	Pass	1	1	0	0	0	0.00	0.00	84.80

Blade 2

Friday, April 26, 2002

Page 2 of 3

# Weekly Reports

## Demo Theatre

Demo Theatre Circuit  
7216 Sutton Place  
Fairview, TN 37062-9350

(615) 799-6366 Fax: (615) 799-6367

## Weekly Box Office Statement

Feature: **Blade 2**  
Exchange: **New Line Cinema**

Week Of: **Friday, April 26, 2002**

Day/Date Played	Ticket Category	Ticket Numbers		Total Sold	Ref- unds	Net Sold	Ticket Price	Gross Sales	Daily Total
Thursday May 2	Adult	1	23	22	0	22	6.13	134.86	
	Child	1	4	3	0	3	4.25	12.75	
	Senior	1	2	1	0	1	4.25	4.25	
	Military	1	15	14	0	14	5.00	70.00	
	Student	1	1	0	0	0	5.00	0.00	
	Matinee	1	1	0	0	0	4.25	0.00	
	Twilite	1	1	0	0	0	3.50	0.00	
	Staff	1	1	0	0	0	1.90	0.00	
	Group	1	1	0	0	0	3.50	0.00	
	Pass	1	1	0	0	0	0.00	0.00	221.86

Total Attendance: 599

Gross Admissions: 3289.92

### Film Rental Computation

Minimum Percentage: 35 %

Minimum Guarantee: 125.00

House Allowance: 2000.00

Exchange Split: 90/10

Film rental was calculated by subtracting the house allowance from the total gross and multiplying by the 90/10 split.

Gross Film Rental Due: 1160.93

Apply Credit Balance From:  
*Lord of the Rings* -64.12

Co-Op Advertising Deduction: -75.00

Second Feature Deduction: -0.00

Net Film Rental Due: 1021.81

Certified and Submitted By: \_\_\_\_\_

# Weekly Reports

## SALES SUMMARY REPORTS

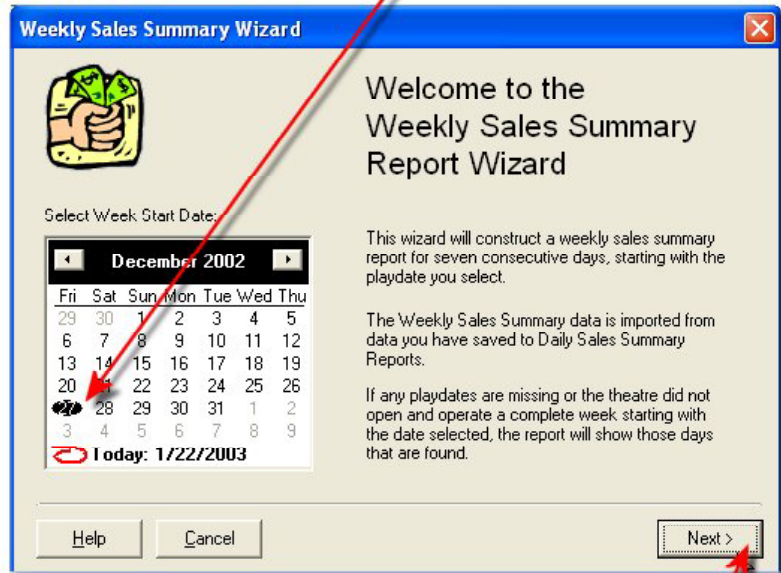
The Weekly Sales Summary Report brings together the Daily Sales Summary data into a concise report detailing sales, deductions and deposits for any seven day period.

**STEP 1:**  
Select Report



**STEP 2:**

*Select Start of 7-Day Period*



**STEP 3:** *Confirm Reporting Period*

*Press "Next"*



*Press 'Finish'*

The report, printed in landscape mode will show categorized revenue, deductions and deposits for the period.

To read the daily totals, read down the daily column. To read totals for each item across the entire week, view across the report columns left to right.

Daily totals show at the bottom of the report, weekly totals in the far right column.

# Weekly Reports

Demo Theatre		Weekly Sales Summary							
Demo Theatre Circuit 7216 Sutton Place Fairview, TN 37062-9350 Phone: (615) 799-6366 Fax: (615) 799-6367		Week Of Friday, April 26, 2002							
	Fri. Apr 26	Sat. Apr 27	Sun. Apr 28	Mon. Apr 29	Tue. Apr 30	Wed. May 1	Thu. May 2	Total	
<b>Revenue</b>									
Admissions	3320.55	2862.12						6182.67	
Concessions	1875.75	1702.77						3578.52	
Arcade Rev.		40.25						40.25	
Screen Ads								0.00	
G.C. Sold								0.00	
Pay Phone Rev.								0.00	
Merchandise								0.00	
Theatre Rental								0.00	
								0.00	
<b>Total</b>	<b>5196.30</b>	<b>4605.14</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>9801.44</b>	
<b>Tax Collected</b>									
Admissions	273.95	236.13						510.08	
Concessions	154.75	140.48						295.23	
<b>Total</b>	<b>428.70</b>	<b>376.61</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>805.31</b>	

Weekly Sales Summary Week Of: Friday, April 26, 2002 Page 1 of 2

Demo Theatre		Weekly Sales Summary							
Demo Theatre Circuit 7216 Sutton Place Fairview, TN 37062-9350 Phone: (615) 799-6366 Fax: (615) 799-6367		Week Of Friday, April 26, 2002							
	Fri. Apr 26	Sat. Apr 27	Sun. Apr 28	Mon. Apr 29	Tue. Apr 30	Wed. May 1	Thu. May 2	Total	
<b>Deductions</b>									
G.C. Redeemed		15.00						15.00	
Paid Out								0.00	
								0.00	
								0.00	
								0.00	
								0.00	
								0.00	
<b>Total</b>	<b>0.00</b>	<b>15.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>15.00</b>	
<b>Deposit</b>									
Cash Tendered	5610.50	4925.50						10536.00	
Credit Card Tendered	0.00	0.00						0.00	
Gift Card Tendered	0.00	0.00						0.00	
Gift Card On Acct	0.00	0.00						0.00	
Additional Cash		40.25						40.25	
Additional Credit Card								0.00	
Additional Check								0.00	
Other								0.00	
<b>Total</b>	<b>5610.50</b>	<b>4965.75</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>10576.25</b>	
<b>Reconciliation</b>									
Net Due	5625.00	4966.75						10591.75	
Total Deposit	5610.50	4965.75	0.00	0.00	0.00	0.00	0.00	10576.25	
<b>Over/Short</b>	<b>-14.50</b>	<b>-1.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>-15.50</b>	

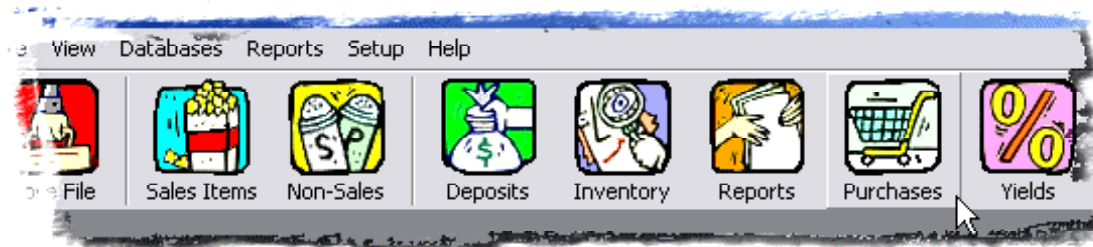
Weekly Sales Summary Week Of: Friday, April 26, 2002 Page 2 of 2

## Chapter 9

# *Concession Inventory*



# Concession Inventory



## GETTING STARTED WITH CONCESSION EXPRESS SE

Concession Express SE lets you create and maintain multiple database files so you can have inventory files for several locations, snack bars or take daily and weekly counts and keep them separate. To help you learn how to use Concession Express, start by opening the sample file sample.ced from the "File" menu. You can explore items setup in the databases and view created reports. Below are some of the terms you will encounter using Concession Express. Read through these to get a feel for how it works.

### Sales Items Defined



Sales items as defined by Concession Express SE are items which are finished and whole goods sold to the customer. Examples include: A medium popcorn; a small soft drink, a slice of pizza, a hotdog, a box of Whoppers. Each sales item must have a control item for use when counting the item. For instance, with a soft drink or a popcorn the cup or bag is used as the control item and this item is what is counted to determine how many of an item has been sold. With candy or bottled water for instance, the item itself is counted and is its own control item. For this reason, it is likely that most of your containers will be listed in the sales item database and that these containers will represent the sale of the actual finished item.

### Non-Sale Items Defined



Non-sale items as defined by Concession Express SE are items which are peripheral to a sale item or are ingredients used to prepare a sale item. These products are not actually individually sold. Examples include: Ketchup; napkins, straws, CO2, popping oil, salt, drink syrup. Other items you may want to list here may include your janitorial products, toilet tissue, paper towels, dish soap, etc. This way, Concession Express can aid in your maintenance of these items and be used to create purchase orders.

# Concession Inventory

## Yields Defined



Yields as defined by Concession Express SE are values which represent the average number of servings you are getting from finite quantity of an ingredient (for example a gallon of post mix drink syrup). Each item that you sell is assigned a yield multiplier based on the smallest serving of the item. Assume you have three drink sizes, 16 oz., 24 oz. and 32 oz. If the smallest size (16 oz.) is considered to be one (1) serving then the 24 oz. drink would be 1.31 servings and the 32 oz. size would be 2.0 servings. Next, we determine the total servings sold during the period. If we sold 100 small, 100 medium and 100 large drinks, our total servings sold would equal 431 servings. This is how we measure apples vs. apples. Finally, we look at each ingredient and divide the number of servings sold by the amount of the ingredient used. If we used four gallons of drink syrup to sell 431 servings then our yield would be 108, or 108 servings per gallon. Concession express automatically determines the number of servings sold for an item's category (see below about categories) by using the yield multiplier you set up in the sales item database to determine the yield units sold for each size.

## Item Categories Defined

As defined by Concession Express SE Item Categories are individual groups of items that are related. Members of these categories may be sales items and non-sale items. In fact, in order to compute yields, both the sales item and its ingredients must be listed within the same category. For a movie theatre, categories may include: soft drinks, popcorn, candy, beer and wine, etc. During the yields computation process, the number of servings (see Yields above) sold is divided by the amount of ingredients used to create the item.

## Control Item

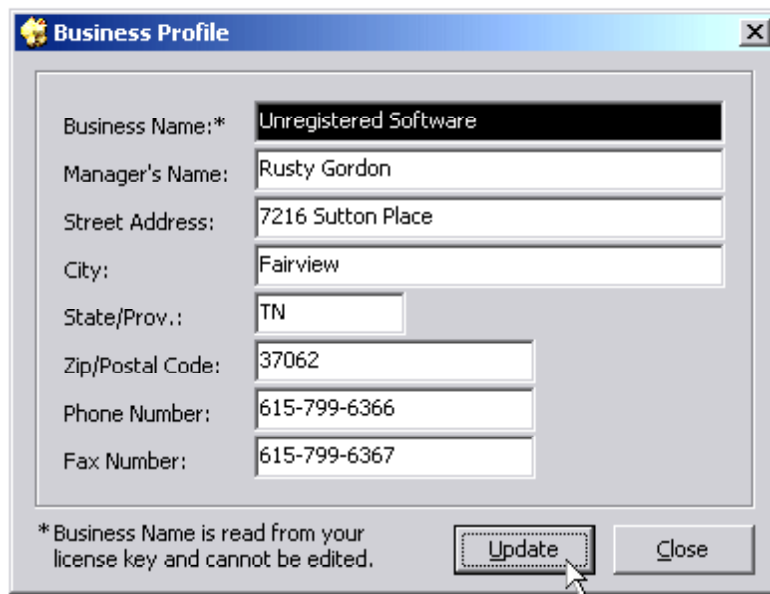
As defined by Concession Express SE, a control item is the container or item that is used in your concession count to determine how many units of a sales item have been sold. For example, a medium popcorn bag would be the control item to determine how many medium popcorns were sold. This makes much more sense than counting the corn, salt, butter to get an accurate number of units sold. In the case of a box of candy or a bottled drink, the control item would be the item itself. Items such as nachos, hotdogs, pretzels etc. must have a control item as well. This could be a nacho tray, a hotdog frank or the pretzel itself, respectively.

# Concession Inventory

## Concession Express SE Setup

### Setup > Business Profile

Your Business Profile should be setup when you first install Concession Express. This adds your business address, manager name, phone and fax number to the headers of your reports. The business name is found in the registration key for the software and cannot be changed once the registration key has been generated at the time of purchase. Until the product has been licensed to your business, the words “Unregistered Software” appear in place of the business name on all reports.



A screenshot of the 'Business Profile' dialog box. It contains several text input fields for business information. The 'Business Name' field is highlighted and contains the text 'Unregistered Software'. Below it are fields for 'Manager's Name', 'Street Address', 'City', 'State/Prov.', 'Zip/Postal Code', 'Phone Number', and 'Fax Number'. At the bottom, there is a note about the business name, an 'Update' button, and a 'Close' button.

Business Name:*	Unregistered Software
Manager's Name:	Rusty Gordon
Street Address:	7216 Sutton Place
City:	Fairview
State/Prov.:	TN
Zip/Postal Code:	37062
Phone Number:	615-799-6366
Fax Number:	615-799-6367

\* Business Name is read from your license key and cannot be edited.

Update Close

### Databases > Storage Locations (A file must be open)

Enter the names of the storage locations where your concession stock is stored. These headings will appear on your printed inventory count sheets.



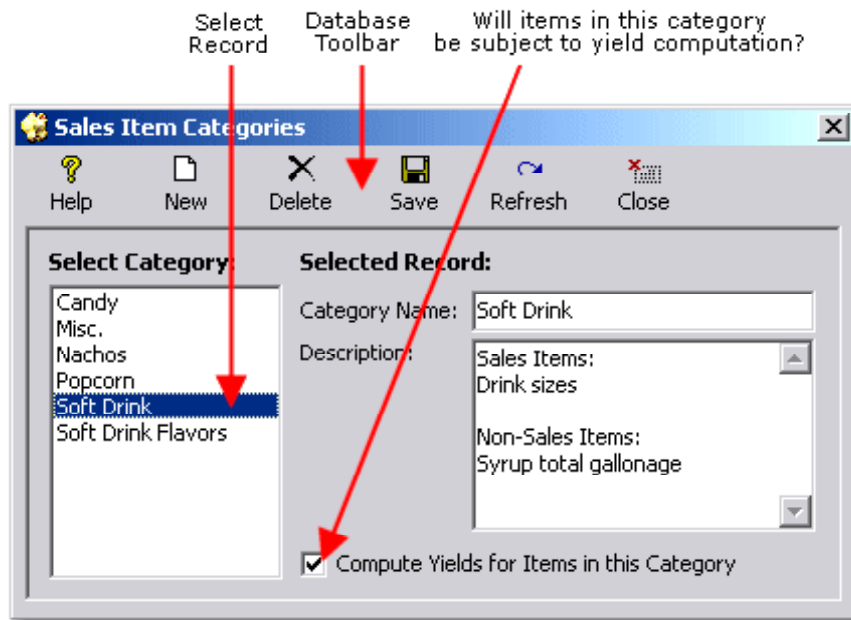
A screenshot of the 'Storage Locations' dialog box. It has a title bar and a close button. The main text says 'Enter the locations where stock is stored and counted.' Below this are four text input fields labeled 'Location 1:', 'Location 2:', 'Location 3:', and 'Location 4:'. At the bottom, there is a green checkmark icon and an 'OK' button.

Location 1:	Store Room
Location 2:	Locker
Location 3:	Office
Location 4:	Stand

OK

# Concession Inventory

## Databases > Item Categories (A file must be open)



For each category of items you sell, enter the name in this database. If the category is one for which yields will be computed on ingredients, check the “compute yields” checkbox. In the example below, the category soft drinks is a category for which yields will be computed. Soft drink sales items are compared to the ingredient syrup total gallonage, a non-sale item.

You will also note that another category called “Soft Drink Flavors” is shown in the example below. Under the “Soft Drink” category, syrup is considered and counted as total gallonage so that your yield shows the number of servings sold per gallon— under “Soft Drink Flavors” each individual flavor is separate for determining which flavors to order and include on purchase orders. If you’re lost after reading the above, follow this: When computing yields for soft drinks, put each flavor of syrup in the flavors category and create a single inventory non-sales item called “Total Syrup Gallonage.” After you have counted the number of gallons for each syrup flavor, total up the total gallons and enter this number on the inventory as total syrup gallonage. Note: Be sure no value is entered under unit cost for total syrup gallonage because the inventory value is already getting the unit cost from where you have entered the number of gallons for individual flavors. This way, the yields are accurate and you can clearly see which flavors need to be replenished.

## Databases > Vendors (A file must be open)

Concession Express permits you to have an unlimited number of product vendors from whom you purchase the concession products, ingredients and supplies you use in your operation. For each vendor, create a record and enter the contact information, delivery method, delivery days and information about that vendor’s product line. This information will be used when creating purchase orders for each vendor. When setting up an inventory item, select the vendor for the item from the pull-down list in the sales item and non-sale item databases. You can also print a report showing this information about your vendors.

# Concession Inventory

## Databases > Vendors (Continued)

Annotations:

- Add New Vendor → New button
- Current Record Selected → Gold Medal row
- Save Vendor Record → Save button
- Delivery Days Available → Friday checkbox
- Notes About Vendor → Vendor Notes text area
- Delivery Method Used → Company Truck dropdown

Vendor Name	Street Address	City	ST	Zip Code	Contact Name
Coca-Cola	407 Craighead Street	Nashville	TN	37204-0818	Terry Lening
Gold Medal	746 Freeland Station Rd.	Nashville	TN	37228-1002	Trista Karnes
Robert-Orr Sysco	One Hermitage Plaza	Nashville	TN	37230	Bill Tyler

**Gold Medal**

Vendor Name: Gold Medal

Address: 746 Freeland Station Rd.

City: Nashville State: TN

Zip: 37228-1002

Contact: Trista Karnes

Phone: 615-256-4000 Ext:

Fax: 615-256-1973

**Delivery Days:**

☐ Mon.  
☐ Tue.  
☐ Wed.  
☐ Thu.  
☒ Fri.  
☐ Sat.  
☐ Sun.

**Delivery Method:**  
Company Truck

**Vendor Notes:**  
Have Bruce pickup items which were delivered in error.

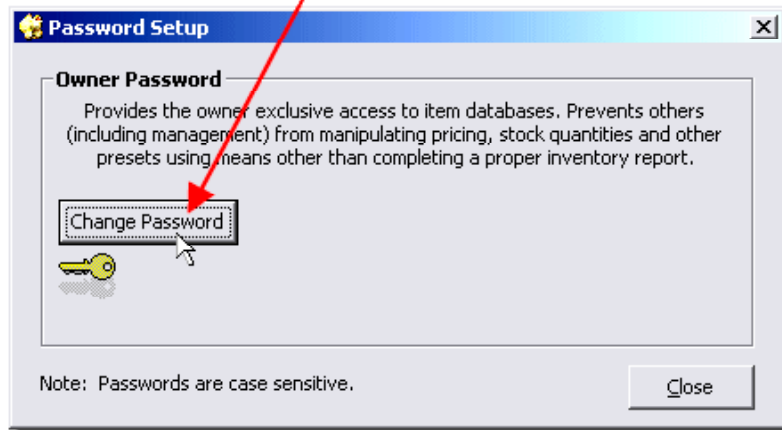
## Setup > Passwords

Concession Express allows the ownership of the business exclusive control over the product databases so that management or staff may only affect these databases in the normal course of business by taking inventories. This prevents unwanted manipulation of the pricing, quantities on hand, reorder levels, etc. The manager and staff are given a separate password to be used to start Concession Express. This “manager” password keeps unauthorized persons out of the program in entirety. Either the manager password or the owner password may be used to start Concession Express, however only the Owner password will be accepted when trying to access the sales and non-sale item databases if so secured.

The process for setting the password is the same for the owner password and manager password. If you decide not to use a password, enter your existing password and leave the new password and password confirmation fields blank—you will no longer be asked to enter your password. Once you see the password change successful dialog you must begin using any new password you have set up. Select “Passwords” from the Setup Menu and press “Change Password.”

# Concession Inventory

Select Change Password

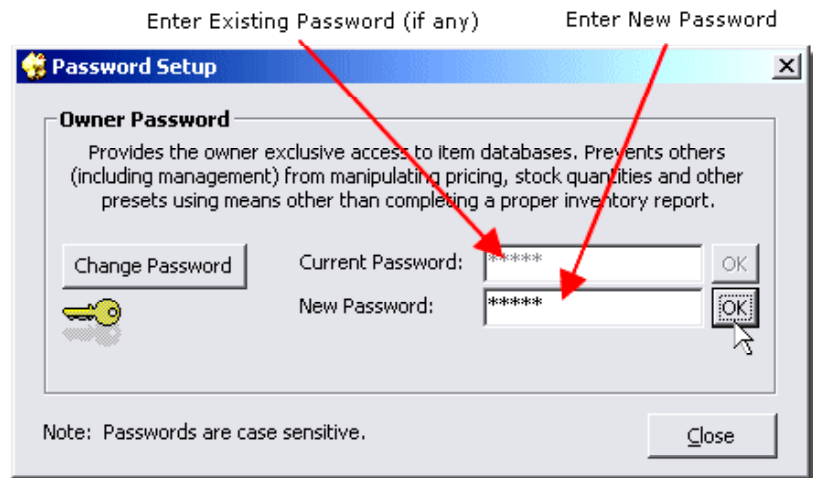


The Owner Password is used to secure areas like master product databases where the product prices, cost amounts and inventory levels cannot be changed even by management.

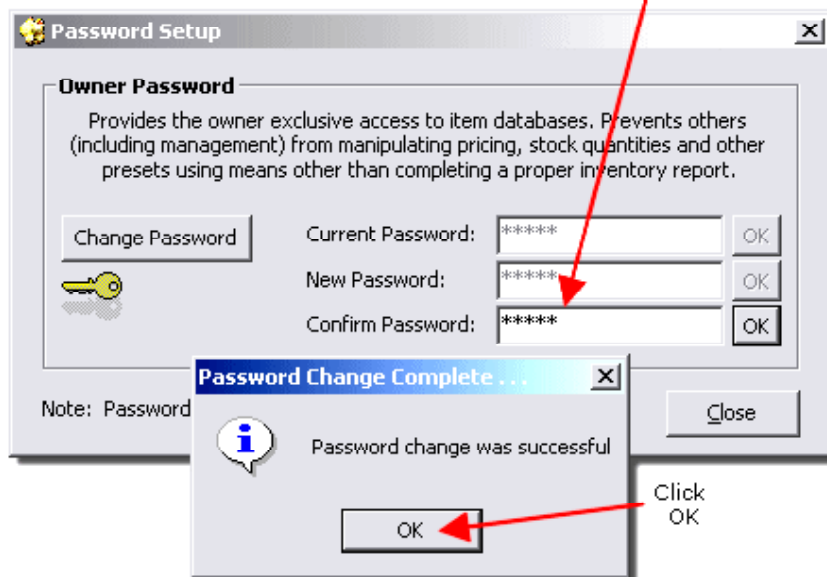
The Manager Password is used to secure other areas. The Owner Password supercedes the Manager password.

If you currently have a password enter it now, otherwise you will be asked to enter your new password.

Once you have entered the new password, press the OK button to the right of the new password field.



Masked password confirmation (retype password)



Last, you will be required to confirm the entry of the new password since its entry is masked. This prevents errors made if the password is entered incorrectly.

From this point forward, a password will be required to access the program or specific secured areas.

# Concession Inventory

## Non-Sale Item Database

The non sales item database stores the names, item codes, costs, etc. for the ingredients and peripheral items used in creating sales items. Below is a graphic showing the major features of this database. When using the database, hover the mouse pointer over a field for a hint about what information to enter in the field.

This database works in basically the same fashion as the Sales Item Database except that no retail prices are set for these items and sales history is not tracked.

Sort Options    Add New Record    Selected Record    Save Record    Print Listing of Database

Help    Sort    New    Delete    Save    Refresh    Print    Close

Item Code	Vendor Item #	Item Name	Category	On Hand	Reorder Level	Reorder Qty
700	BT107	Buttery Topping	Popcorn	4.75	4.00	2
701	501b	Popcorn Seed	Popcorn	275.00	100.00	2
702	502p	Coconut Oil	Popcorn	3.00	3.00	2
703	Flav	Flavacol Salt	Popcorn	20.50	20.00	1
704	JAL-Cheese	Nacho Cheese 6/#10	Nachos	4.50	6.00	1
705	WST	Wrapped Straws	Misc.	10870.00	4000.00	1
706	Hynap	Tall Dispenser Napkins	Misc.	14.00	10.00	1
707	Heinz-22	Ketchup Indiv. Bottle	Hotdogs	19.50	5.00	1
708	French's	Mustard Indiv. Bottles	Hotdogs	3.00	5.00	1
710	Foil	Hotdog Foil Sheets	Hotdogs	31.00	100.00	2
701	Gold Medal	Coca Cola 5 Gal BTR	Soft Drink Blends	7.25	11.00	2

**Wrapped Straws**

Item Code: 705    Unit Cost: \$0.01  
Vendor Item #: WST    Qty On Hand: 10870.00    Unit(s):  
Item Name: Wrapped Straws    Reorder At Level: 4000.00  
Category: Misc.    Reorder Qty: 1.00    Case(s):  
Supplier: Gold Medal    Reorder Case Cost: \$70.00    Case Qty: 10000.00

You can add new Vendors to the database drop-down list by editing the Vendors list under the Setup Menu. Additional product categories can be added there as well. The database list can be printed at any time showing how many of each inventory item are in stock.

# Concession Inventory

## Sales Item Database

The sales item database stores the names, item codes, prices, costs, etc. for the finished items you sell. Below is a graphic showing the major features of this database. When using this database, hover the mouse pointer over a field if you need a hint about what information to enter.

This database allows you to track sales histories for all of your sales items by month and year to date.

To expand the grid for a larger view, maximize the window to increase the number of records displayed on the grid.

The screenshot shows the 'Sales Item Database (Franklin Cinema.ced)' window. It features a menu bar with Help, Sort, New, Delete, Save, Refresh, Print, and Close. Below the menu is a table of items. A red arrow points to the 'Selected Record' (Item 103). Another red arrow points to the 'Currently Open Database File' (Franklin Cinema.ced). A third red arrow points to the 'Sales Item Database Action Toolbar' (Refresh button). A fourth red arrow points to the 'Item Sales History' section. A fifth red arrow points to the 'Browse Records' button.

Item Code	Mfr Item Code	Item Name	Item Category	Retail Price	On Hand
100	KT100	Kid's Tray	Popcorn	\$1.50	.040
101	BC85	Small Popcorn (46 oz.)	Popcorn	\$2.50	999
102	BC85	Medium Popcorn (85 oz.)	Popcorn	\$3.50	777
103	BC130	Large Popcorn (130 oz.)	Popcorn	\$4.50	900
201	IM16	Small Drink (16 oz.)	Soft Drink	\$1.50	.002
202	IM22	Medium Drink (22 oz.)	Soft Drink	\$2.25	550
203	IM32	Large Drink (32 oz.)	Soft Drink	\$2.50	230

The detailed view for 'Large Popcorn (130 oz.)' shows the following fields:

- Item Code: 103
- Vendor Item #: BC130
- Item Name: Large Popcorn (130 oz.)
- Category: Popcorn
- Supplier: Gold Medal
- Retail Price: \$4.50
- Unit Cost: \$0.19
- Qty On Hand: 900
- Reorder At Level: 600
- Reorder Qty: 1
- Reorder Case Cost: \$95.00
- Case Qty: 500
- Yield Multiplier: 2.83

The 'Sales History' section shows the following data:

Month	Units Sold	Total Sales
Jan	660	\$2,970.00
Feb	1351	\$6,079.50
Mar	66	\$297.00
Apr	150	\$675.00
May	0	\$0.00
Jun	0	\$0.00
Jul	32	\$144.00
Aug	32	\$144.00
Sep	0	\$0.00
Oct	0	\$0.00
Nov	0	\$0.00
Dec	0	\$0.00
<b>Total</b>	<b>354</b>	<b>\$1,593.00</b>



# Concession Inventory

## Non-Sales Item Inventory

### Why Count Your Inventory?

The non-sales item inventory is designed to help you control your inventory levels of ingredient items and compute yields based on the number of servings of an item sold in your concession stand. The yield report shows for instance, how many popcorn you get from a 50# bag of corn or a gallon of popping oil.

### Time For Inventory Count

The sales period should be ended for the day, week, month, etc. you are taking inventory for. Concession Express Sales Item Inventory and Non-Sales Inventory should be taken at the same time in instances where you wish to compute product yields for the period.

Concession Express provides a count sheet based on your database that you will find to be helpful when taking your count. This places each item on the count sheet in the same order as items are listed in the database, making your data entry much easier once you have completed your count. To print a count sheet, select Reports from the menu and select "Count Sheet" from the available choices under the Non-Sales Item Inventory heading.

## Non-Sales Item Inventory Count Sheet

Date: May 31, 2001 Counted by: \_\_\_\_\_

Item Code	Item Name	Store Room	Locker	Office	Stand	Total Count
700	Buttery Topping Count Item by: Gallon(s)					
701	Popcorn Seed Count Item by: Pound(s)					
702	Coconut Oil Count Item by: Gallon(s)					
703	Flavacol Salt Count Item by: Pound(s)					

### Starting The Inventory Wizard

To start the inventory wizard, click the inventory button on the Concession Express Toolbar. Select Non-Sale Items from the Wizard welcome screen.

# Concession Inventory

## STEP 1: Select Inventory Type



**Welcome to the Take Inventory Concession Express Wizard**

Please select the type of inventory report from the choices below then press the "Next" button.

☐ Sale Items

☒ Non-Sale Items

Cancel Next >

Press "Next" then click the period ending date on the calendar and press "Next."

## STEP 2: Select Period Ending Date



**Welcome to the Non-Sale Item Inventory Concession Express Wizard**

Click the Period Ending Date on the calendar below.

May 2001

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	1	2	3	4	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	9

Today: 5/31/2001

Selected Date: Thursday, May 31, 2001


< Previous Cancel Next > Finish

Select Period Ending Date and then press "Next."

# Concession Inventory

## STEP 3: Enter Inventory Information

**Sales Item Inventory - 05/31/2001**



Buttery Topping  
**Popcorn Seed**  
Coconut Oil  
Flavacol Salt  
Nacho Cheese 6/#10

Item Code: 701  
Item Name: Popcorn Seed  
Sales Unit: Pound(s)  
Category: Popcorn

Last Count On Hand	New Stock Received	Transfers In Qty	Transfers Out Qty	Spoiled Or Damaged	Adjusted Inventory			
275.00	+	100.00	+	0.00	-	0.00	=	375

When counting this item, the unit of measure for this item is by:

Pound(s)

Adjusted Inventory	Closing Count	Total Units Sold		
375	-	300.00	=	75

Record # 2

< Previous

Cancel

Next >

Finish

Select each inventory item and enter any new stock received, any transfers from other locations, transfers out to other locations, spoiled or damaged items and your closing count for the end of the period. Once you have entered data for every item, press "Finish" to complete the report.

**Sales Item Inventory - 05/31/2001**



**Cost of Goods Sold**  
Total COGS: \$65.39

< Previous

Cancel

Next >

Print

# Concession Inventory

## STEP 4: Print Inventory Report

### Concession Non-Sales Item Report

**Business:** Unregistered Software      **Date:** May 31, 2001  
**Manager:** Rusty Gordon  
**Address:** 7216 Sulton Place      **Phone:** 615-799-6366  
**City/ST/Zip:** Fairview TN 37062      **Fax:** 615-799-6367

Item Code or SKU#	Item Name or Description	Open Qty	New Stock	Transfer In	Transfer Out	Spoilage	Adj Invenry	Final Count	Total Sold
700	Buttery Topping	4.75	4	0	0	0	8.75	8	0.75
701	Popcorn Seed	275	100	0	0	0	375	300	75
702	Coconut Oil	3	0	0	0	0	3	1.75	1.25
703	Flavacol Salt	20.5	0	0	0	0	20.5	20	0.5
704	Nacho Cheese 6/#10	4.5	0	0	0	0	4.5	4.25	0.25
705	Wrapped Straws	10870	0	0	0	0	10870	10700	170
706	Tall Dispenser Napkins	14	0	0	0	0	14	11	3
707	Ketchup Indiv. Bottle	19.5	0	0	0	0	19.5	18	1.5

## STEP 5: Finalize (Save) Report

**Sales Item Inventory - 05/31/2001**

### Finalize Inventory Report

If you have printed your report and are satisfied with its accuracy, you may finalize the report for the period and prepare the wizard for the next reporting period.

This Step Will...

-  Record Closing Quantities in the Non-Sales Item Database

< Previous      Cancel      Finalize

# Concession Inventory

## Sales Item Inventory

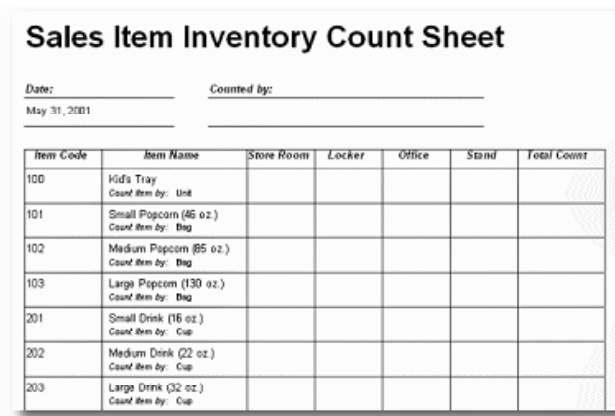
### Why Count Your Inventory?

The sales item inventory is designed to help you reconcile your cash collected with the movement of merchandise in your concession stand. Simply reading cash register tapes and counting money is not good enough. You may think you are coming out even, when in fact, certain items are being sold without being rung up and an employee may be pocketing the cash. By counting the actual merchandise and comparing your sales to deposits, you will get an accurate over/short accounting of your operation and possibly expose serious shortages you were never aware of.

### Time For Inventory Count

The sales period should be ended for the day, week, month, etc. you are taking inventory for. Concession Express Sales Item Inventory and Non-Sales Inventory should be taken at the same time in instances where you wish to compute product yields for the period.

Concession Express provides a count sheet based on your database that you will find to be helpful when taking your count. This places each item on the count sheet in the same order as items are listed in the database, making your data entry much easier once you have completed your count. To print a count sheet, select Reports from the menu and select "Count Sheet" from the available choices under the Sales Item Inventory heading.



The form is titled "Sales Item Inventory Count Sheet". It includes fields for "Date:" (with "May 31, 2001" entered) and "Counted by:". Below these is a table with 7 columns: Item Code, Item Name, Store Room, Locker, Office, Stand, and Total Count. The table lists items 100 through 203, including Kid's Tray, Small Popcorn (46 oz.), Medium Popcorn (85 oz.), Large Popcorn (130 oz.), Small Drink (16 oz.), Medium Drink (22 oz.), and Large Drink (32 oz.), each with a "Count Item by:" sub-label.

Item Code	Item Name	Store Room	Locker	Office	Stand	Total Count
100	Kid's Tray Count Item by: Unit					
101	Small Popcorn (46 oz.) Count Item by: Bag					
102	Medium Popcorn (85 oz.) Count Item by: Bag					
103	Large Popcorn (130 oz.) Count Item by: Bag					
201	Small Drink (16 oz.) Count Item by: Cup					
202	Medium Drink (22 oz.) Count Item by: Cup					
203	Large Drink (32 oz.) Count Item by: Cup					

### Entering Your Inventory Count

With a completed inventory count sheet in hand, you are almost ready to enter your closing inventory count. You will also need to have any invoices for received merchandise, transfer slips if you have transferred stock to other locations, and a list of any items damaged out during the sales period. You may want to list new stock and damages as "locations" on your count sheet. This places these items in the same order as they are found in the sales item database. Once you have all of these things available, you are ready to enter your inventory data. Select "Inventory" from the Concession Express Toolbar. Select "Sale Items" as the Inventory Type and press "Next."

# Concession Inventory

Step 1: Select Inventory Type

Press 'Next' to Continue



The window is titled "Take Inventory Wizard". On the left is a picture of various gummy bears. The main text reads: "Welcome to the Take Inventory Concession Express Wizard. Please select the type of inventory report from the choices below then press the 'Next' button." There are two radio buttons: "Sale Items" (which is selected) and "Non-Sale Items". At the bottom left is a "Cancel" button. At the bottom right is a "Next >" button. Red arrows point from the text labels to the "Sale Items" radio button and the "Next >" button.

Take Inventory Wizard

Welcome to the Take Inventory Concession Express Wizard

Please select the type of inventory report from the choices below then press the "Next" button.

☒ Sale Items

☐ Non-Sale Items

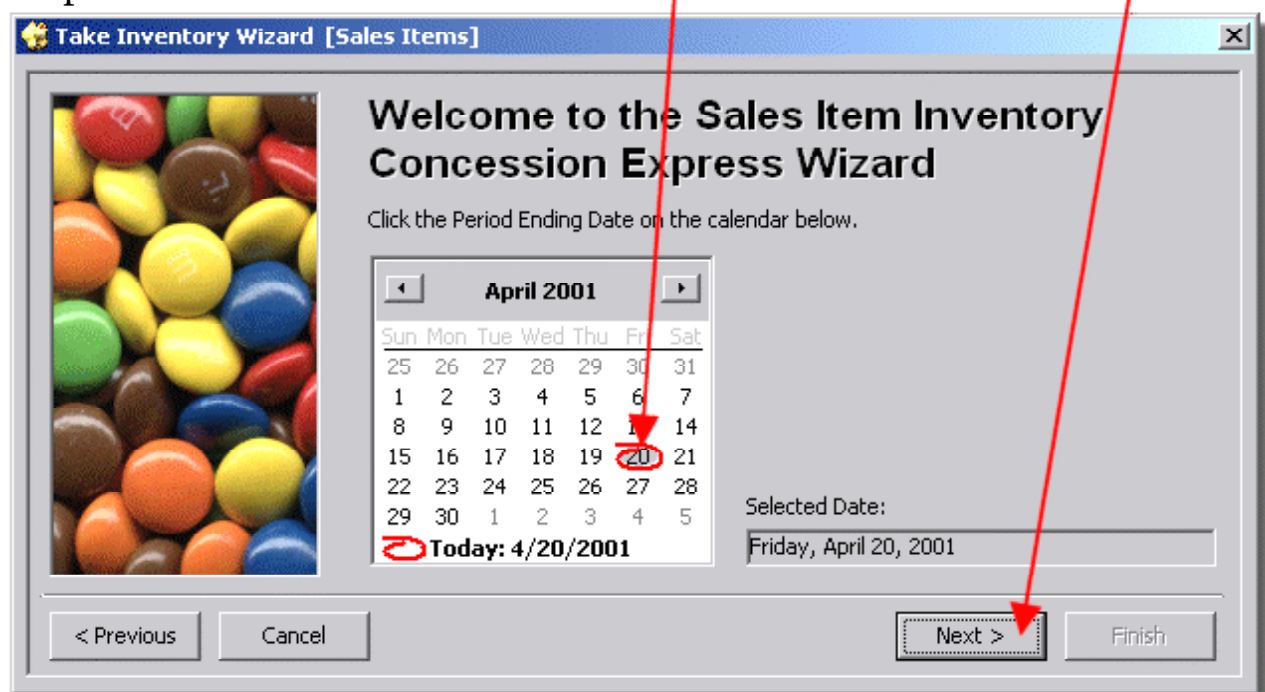
Cancel

Next >

Step 2:

Select Period Ending Date

Press 'Next' to Continue



The window is titled "Take Inventory Wizard [Sales Items]". On the left is a picture of various M&M's candies. The main text reads: "Welcome to the Sales Item Inventory Concession Express Wizard. Click the Period Ending Date on the calendar below." Below the text is a calendar for April 2001. The date 20 (Friday) is circled in red. Below the calendar, it says "Today: 4/20/2001". To the right of the calendar is a text box labeled "Selected Date:" containing "Friday, April 20, 2001". At the bottom left are "< Previous" and "Cancel" buttons. At the bottom right are "Next >" and "Finish" buttons. Red arrows point from the text labels to the date 20 on the calendar and the "Next >" button.

Take Inventory Wizard [Sales Items]

Welcome to the Sales Item Inventory Concession Express Wizard

Click the Period Ending Date on the calendar below.

April 2001

Sun	Mon	Tue	Wed	Thu	Fri	Sat
25	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	23	24	25	26	27	28
29	30	1	2	3	4	5

Today: 4/20/2001

Selected Date: Friday, April 20, 2001

< Previous

Cancel

Next >

Finish



# Concession Inventory

## Step 3:

In this step you will go item by item through the sales item database and enter any new stock, transfers in or out of inventory, damaged goods and finally, your closing count for the inventory period. Once you have finished entering information for each item, press “Finish” to continue and enter your deposit information for the completed period.

To calculate your per-person average or “per-capita,” have your theatre’s attendance total for the same period handy to enter on the next screen. Your total sales for the period will be divided by your total attendance for the period to arrive at a per customer concession purchase average.

The screenshot shows the 'Sales Item Inventory' window for the date 04/20/2001. It features a list of items on the left, including 'Kid's Tray', 'Small Popcorn (46 oz.)', 'Medium Popcorn (85 oz.)', 'Large Popcorn (130 oz.)', and 'Small Drink (16 oz.)'. The 'Kid's Tray' is selected. To the right of the list are fields for 'Item Code' (100), 'Item Name' (Kid's Tray), 'Sales Unit' (Unit), and 'Category' (Popcorn). Below these are several calculation fields with red arrows pointing to them from labels above and below the window.

**Labels above the window (pointing to fields):**

- Currently Selected Record (points to 'Kid's Tray')
- Last Inventory Closing Count (points to 'Last Count On Hand')
- New Stock Received Since Last Count (points to 'New Stock Received')
- Transfers Into Stock Since Last Count (points to 'Transfers In Qty')
- Transfers Out of Stock Since Last Count (points to 'Transfers Out Qty')
- Quantity of this Item Spoiled or Damaged for Period (points to 'Spoiled Or Damaged')
- Calculated Adjusted Inventory Before Count (points to 'Adjusted Inventory')

**Labels below the window (pointing to fields):**

- Calculated Adjusted Inventory Before Count (points to 'Adjusted Inventory')
- Current Closing Inventory Count (points to 'Closing Count')
- Unit Quantity Sold for this Inventory Period (points to 'Total Units Sold')
- Retail Sales Price (points to 'Retail Price')
- Total Sales of Item for Period in \$ (points to 'Total Item Sales')

**Fields and values in the window:**

Last Count On Hand	New Stock Received	Transfers In Qty	Transfers Out Qty	Spoiled Or Damaged	Adjusted Inventory
1040	0	0	0	0	1040

Adjusted Inventory	Closing Count	Total Units Sold	Retail Price	Total Item Sales
1040	1040	0	1.50	\$0.00

At the bottom, there is a 'Record # 1' indicator and navigation buttons: '< Previous', 'Cancel', 'Next >', and 'Finish'.

**Yellow instruction box:**

To navigate the records, select a record from the item list or click the VCR style controls on the record navigation slider. When finished entering all items' data, press "Finish."

# Concession Inventory

Step 4:

Calculated Total Sales for This Inventory Period      Enter Total Cash Deposited for This Inventory Period      Press This Button To Calculate Your Period Overage or Shortage

**Sales Item Inventory - 04/20/2001**

**Compare Cash Receipts to Items Sold**

Total Sales: \$1,586.25

Total Cash: 1589.25

Calculate Over/Short

**Calculate Per-Patron Average**

Attendance:

Calculate Per-Capita

**Cost of Goods Sold**

Total COGS: \$128.82

< Previous      Cancel      Next >      Print

Step 5:

Calculated Per-Person Average      Calculated Cost Of Goods Sold      Create Report

**Sales Item Inventory - 04/20/2001**

**Compare Cash Receipts to Items Sold**

Total Sales: \$1,586.25

Total Cash: \$1,589.25

Over/Short: \$3.00

Calculate Over/Short

**Calculate Per-Patron Average**

Attendance: 588

Per-Capita: \$2.70

Calculate Per-Capita

**Cost of Goods Sold**

Total COGS: \$128.82

< Previous      Cancel      Next >      Print



# Concession Inventory

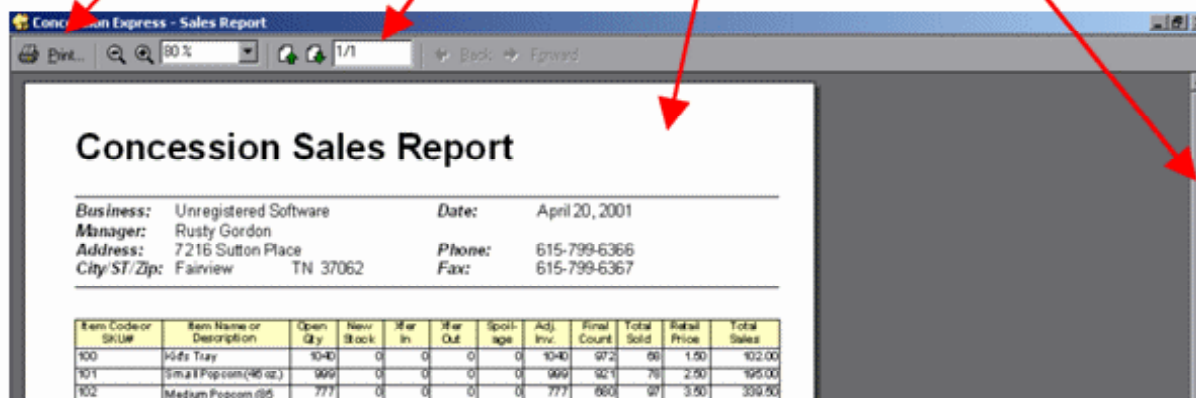
## Step 6:

Print Report Button

Page # of  
Total Pages

Report Print Preview

Scroll/Navigate  
Report



The Concession Sales Item Report is displayed in the report viewer window from where it may be printed. After doing so you will be permitted to save the report in a variety of formats as desired.

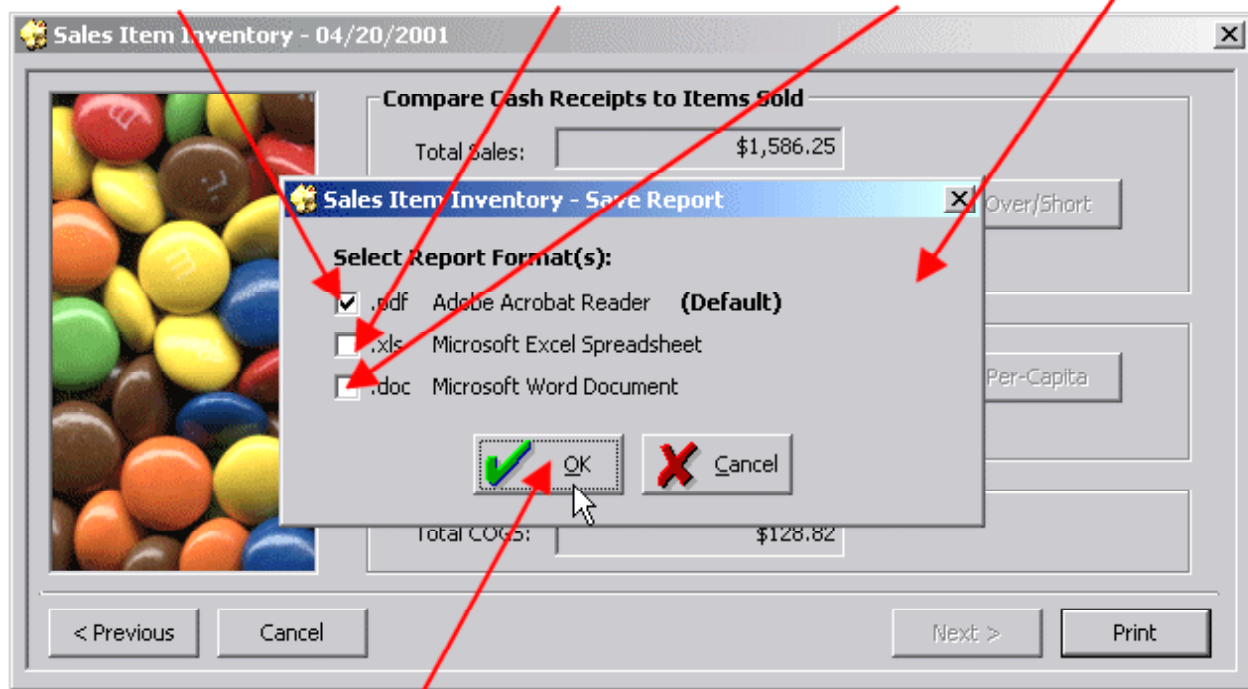
## Step 7:

Save Report As An Adobe Acrobat .PDF file (Default) Selected.

Save Report As a Microsoft Excel Worksheet (Data Only) in .XLS format. Not Selected by Default.

Save Report As MS-Word or Windows WordPad .DOC

Save Report Options Dialog



Save Report in All of the Selected (Checked) Formats

# Concession Inventory

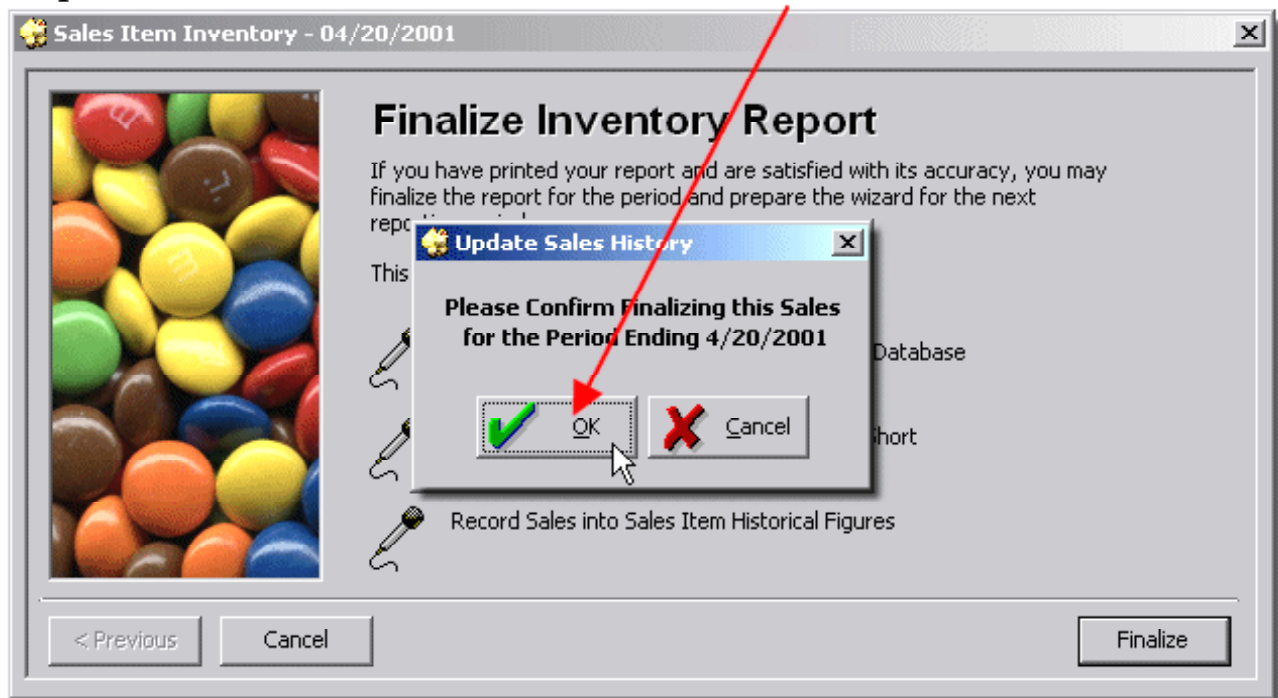
## Step 8:

Press Finalize to Complete the Report Period and Save Final Count to Sales Item Database



## Step 9:

Press "OK" to Confirm Update of the Historical Sales Figures



# Concession Inventory

## Yield Reports

### Why measure yields?

Most concessionaires have some means of portion control in place to ensure that each item it sells meets its profit margin goals for the item. Some portion controls are devices set to automatically dispense a fixed amount of a product, for example the syrup to soda water ratio (also known as Brix) of a fountain drink machine. Other means of portion controlling are less precise and leave much of the precision to the clerk who serves the item. Using portion controls such as measured ladels for nacho cheese or measured butter dispensing machines are only going to yield the proper amounts if staff using these items does so with the intention of keeping your operation on its profit margin target. Others may over-portion to delight the customer or to deliberately sabotage management's intentions. The only way to monitor the profitability of items that are portioned is to measure your yields. Quite simply, a yield is the number of servings you get from a finite amount of an ingredient. If you have a 128 oz. can of nacho cheese sauce and your ladel is 4 ounces, ideally you should yield 32 servings of cheese per can. How can you be sure this is happening if you do not evaluate your yields?

### How do I use Concession Express to Determine Yields?

First, management should be trained to eyeball product levels like nacho cheese to accurately approximate the inventory amounts they place in the inventory system in Concession Express. If you use a can of nacho cheese as its measure, the manager should be able to count the can in terms of at least one-tenth of a can accuracy. Second, you must take both a Sales Item Inventory and Non-Sale Item Inventory for the same reporting period in order to measure yields. This is because the Sales Item Inventory measures the number of servings you have sold while the non-sales item inventory shows movement of the ingredients used in the preparation of the items you sell.

Last. The yields are computed for you automatically when the two reports have been completed and you select the yields button from the Concession Express toolbar. Next is a description of how yield computations work and how to set up your product databases for the computation of yields:



Yields as defined by Concession Express 2.0 are values which represent the average number of servings you are getting from finite quantity of an ingredient (for example a gallon of post mix drink syrup). Each item that you sell is assigned a yield multiplier based on the smallest serving of the item. Assume you have three drink sizes, 16 oz., 24 oz. and 32 oz. If the smallest size (16 oz.) is considered to be one (1) serving then the 24 oz. drink would be 1.31 servings and the 32 oz. size

# Concession Inventory

would be 2.0 servings. Next, we determine the total servings sold during the period. If we sold 100 small, 100 medium and 100 large drinks, our total servings sold would equal 431 servings. This is how we measure apples vs. apples. Finally, we look at each ingredient and divide the number of servings sold by the amount of the ingredient used. If we used four gallons of drink syrup to sell 431 servings then our yield would be 108, or 108 servings per gallon. Concession express automatically determines the number of servings sold for an item's category (see below about categories) by using the yield multiplier you set up in the sales item database to determine the yield units sold for each size.

**Labels pointing to fields:**

- Sales Price
- Sales Category
- Your Item Code
- Vendor Item Code
- Item Sales Description
- Item Supplier
- Units Sold
- Sales for Period
- Year-to-Date Units Sold
- Year-to-Date Total Sales
- Case Cost
- Item Cost
- Qty On Hand
- Re-Order at Level
- Qty to Reorder
- Reorder Unit
- Reorder Unit Case Quantity
- Item Unit
- Yield Multiplier
- Edit Sales History
- Clear Item Sales History

**Item Details:**

- Item Code: 103
- Vendor Item #: BC130
- Item Name: Large Popcorn (130 oz.)
- Category: Popcorn
- Supplier: Gold Medal
- Retail Price: \$4.50
- Unit Cost: \$0.19
- Qty On Hand: 900
- Reorder At Level: 600
- Reorder Qty: 1
- Reorder Case Cost: \$95.00
- Case Qty: 500
- Yield Multiplier: 2.83

**Sales History Table:**

Units Sold		Total Sales		Units Sold		Total Sales	
Jan	660	\$2,970.00	Jul	32	\$144.00		
Feb	1351	\$6,079.50	Aug	32	\$144.00		
Mar	66	\$297.00	Sep	0	\$0.00		
Apr	150	\$675.00	Oct	0	\$0.00		
May	0	\$0.00	Nov	0	\$0.00		
Jun	0	\$0.00	Dec	0	\$0.00		
Total Units: 354		Total Sales: \$1,593.00					

Once you have pressed the Yields icon on the Concession Express Toolbar, the system will perform a check that ensures that both a sales item inventory and non-sales item inventory have been completed for the same reporting period. Press "OK" and then the preview window will display your report:

**Product Yields**

**Sales Period Ending:**

- Sales Item Inventory: April 20, 2001
- Non-Sales Item Inventory: April 20, 2001

**Buttons:** OK (with green checkmark), Cancel (with red X)

# *Concession Inventory*

## **Other Concession Express Features**

In addition to basic inventory functions your Concession Express Software can help you prepare purchase orders for multiple vendors, determine the value of your inventory, help track item sales history and more. Consult the online help documentation (F1) for information about these features and the dozens of reports this software is capable of producing for your theatre which are beyond the scope of this manual.

## Chapter 10

### *Tips, Tricks and Troubleshooting*

## Frequently Asked Questions

### With Regard to Product Setup:

1.     **Q:     How do I connect to data on the remote server?**

*A:     You must first share the product folder on the server computer's drive, on the server machine that is probably C:\Program Files\Sensible Cinema Software\Box Office for Windows then you must point to that shared resource by mapping a drive letter on the local machine that is a representation of that folder on the server. The drive letter where your database is located is pointed to using the Terminal Setup Utility, Data drive configuration. Refer to page 19-20 for more information.*
2.     **Q:     My ticket printer is printing junk characters or control codes. How do I fix problems with my ticket printer?**

*A:     You must first be sure that you have selected a printer type that matches the output "language" of the printer you are using. Two types are supported here; ESC/POS language receipt printers and FGL (Friendly Ghost Language) ticket printers. Make sure the appropriate type is selected then make sure that you have installed an appropriate printer "driver" in your Windows control panel and made the printer selected to be the default printer on the system. See page 17 for more information regarding drivers included on the Sensible Cinema CD-ROM disk.*
3.     **Q:     How do I set up the product to prevent the overselling of tickets?**

*A:     You can lock the system when a sellout occurs or you can simply warn the cashier, leaving the option open to sell additional tickets if seats are found together. Either way it will be clear to the cashier that the show is a sellout. See pages 27-29 for information about terminal setup options.*
4.     **Q:     What can I do if I forget the administrator password and no one can gain access to the management controls?**

*A:     A technical support call will be required and a password defeat can be initiated. In order to do a password defeat the person of record for password defeat must call and give his social security number to us and we must verify in our records that the person authorizing the password defeat is so authorized. If he/she is authorized, a temporary password that will be valid only once will be issued allowing the manager to set up a new management user name and password with administrator privileges.*



## Tips, Tricks & Troubleshooting

5. **Q:** If I want to expand and add an additional terminal or change a concession terminal or ticket terminal to a combo terminal what must I do?

*A: This is merely a change in the licensing. If adding additional selling terminal(s) you would register what you need and be issued a terminal I.D. number for your new terminal which you would then enter into your terminal setup utility under licensing. If changing a station from one type to another, simply enter a new Terminal I.D. number issued to you in the licensing utility in the Terminal Setup.*

6. **Q:** Why does a ticket series not carry over from one day to the next?

*A: This is how things were done in the days before advance ticketing; you would sell tickets one show at a time off a roll of tickets and that series would continue throughout the film's run. With advance ticket sales it is not possible to issue consecutive tickets spanning multiple days and therefore a unique consecutive series is issued for each playdate. It would not be possible to predict ticket numbers for advance days otherwise. A ticket sold on Monday for a Friday show would be sold using a unique serial number for Friday and the accounting for the sale would be the same on the box office report for Friday. This way the report accurately reflects the same ticket number as issued to the patron. The date of the playdate appears on the admission ticket and the report.*

7. **Q:** We want to accept credit cards. How do we go about setting up acceptance of credit cards and what is involved?

*A: To accept credit cards it is first necessary to have a constant internet connection via some non-dialup means like a DSL or Cable Modem connection as all of our credit card transactions are processed via an I.P. (internet protocol) connection. You may need to install routers and other necessary equipment so that your terminals can share access to your internet connection. Second, each of your workstations will need to have magnetic credit card stripe readers capable of reading tracks 1 & 2. Last, your theatre must apply for and be approved for a merchant account through our processor, Mercury Payment Systems. The application can be taken over the phone and all fees, discount rate information etc. can be discussed at that time. Because this is IP based processing we are able to offer through Mercury some of the lowest processing rates in the business. If you currently have a deal in place with your bank for merchant credit card processing, have it available during the application interview. Your theatre can choose from a variety of cards to accept, including Visa, Mastercard, American Express, Discover and other popular cards. For more information about starting the credit card sign-up process, contact Rusty Gordon at Sensible Cinema Software (615) 799-6366 or e-mail [support@sensiblecinema.com](mailto:support@sensiblecinema.com).*

## Tips, Tricks & Troubleshooting

**8. Q: How do I change prices and when can I change them?**

*A: Ticket price changes must be planned in advance of creating a playdate. Once a playdate has been created it is not possible to change the ticket category names, prices or taxes. Having said that, a playdate for which no tickets have been sold may be deleted and re-created using new pricing. The admissions profile which is selected via the “Use this admissions profile” radio button will be used for each new playdate created. If your prices are going to change in the near future be sure to create those playdates with the new pricing scheme so that advance ticket sales are at the new price. This way, only those purchasing tickets for performances after the price increase are subject to the new pricing policy.*

**9. Q: How can I set up concession keys for sale of “Combo” items?**

*A: With the first release of the product there are no special ways to handle combo item sales so a little creativity on your part will be required. Any key may be setup to represent whatever you want it to represent and the pricing may be set up to \$99.99. In future versions there may be additional capabilities with regard to combo “recipes.”*

**10. Q: How can I sell and redeem gift cards through the program’s terminal.**

*A: If you are not currently processing credit card charges through the software, a Sterling Payments or Mercury Payment Systems Merchant Account must be applied for and your theatre may need to purchase card swiping equipment and pay application fees to begin processing. Gift cards will be handled much like credit cards in that the account balances will be stored on payment servers on the network. The actual cash collected for the sale of gift cards will be retained by the theatre. See pages 144-149 for more information about ordering and processing gift cards and promotional materials. If you have gift cards from another POS system we can work with you to bring those into the fold with your new software.*

**11. Q: I have Windows 98, 98 Second Edition or Windows Me and the software is working fine. Why do you say that Windows 2000 Professional or Windows XP are required to run this software?**

*A: The software was developed for 32-Bit Windows and while those operating systems are capable of running the program, much of the infrastructure of those Windows versions are built on legacy 16-bit code, making them less than ideal for reliability and data integrity. Professional business that relies on the integrity of the operating system to protect the databases containing mission critical business data have used Windows NT operating system for years and 2000 and XP have been built on that NT framework. 2000 and XP use the NTFS (NT File System) model for improved disk reliability and the operating system is less subject to failure due to memory handling and system resource management improvements that make the product far superior to the Windows 9x systems.*

## Tips, Tricks & Troubleshooting

### With Regard to Feature Setup:

1.   **Q:    How do I print out my showtimes?**  
      *A:    The showtimes can be printed from the playdate setup. Once a playdate has been created from the template, select “Edit Showtimes for xx/xx/xxxxx” and there will be reporting options on the screen. See page 53.*
  
2.   **Q:    A showtime keeps re-appearing or changing itself to 12:00 am after I have deleted it. How do I make it go away?**  
      *A:    You are actually probably only typing a blank space over the showtime and a blank space defaults to 12:00 am. To truly delete the showtime, highlight it and press the “Delete” key on your keyboard. After doing so, click the “Update” button on the screen to save changes made to the record.*
  
3.   **Q:    The ticket category I want to sell a ticket for is shaded out and the button is locked. How do I sell a ticket for it?**  
      *A:    Take the active terminal(s) off line and go to the playdate setup for the affected playdate, select the playdate, select “Edit Showtimes for xx/xx/xxxxx” and check the checkbox corresponding to the admissions category desired at the showtime you want it available for. Restart your terminal(s) and the ticket category should be available.*
  
4.   **Q:    How many days in advance can I configure sales for?**  
      *A:    As many days ahead as you have playdates created for.*
  
5.   **Q:    Can I create playdates from scratch without pulling in films from the master feature template?**  
      *A:    Yes. Take care to spell the Short Title the same on all days if you want to be able to create a weekly report that includes all days. Any difference however slight will cause the reporting engine to skip the day and treat the other spelling as a different feature altogether. If you have an upcoming movie-- say a couple of weeks away-- that you'd like to begin sales for you may create the movie in the master feature configuration then create a blank playdate for the advance sales dates and import the film for the advance playdates. As the day draws closer, import other titles that will be available for sale on that playdate. Always set up the films initially in the master template so that each playdate is sure to get exactly the same information. On any playdate created from the entire template, a single feature can be removed.*

## Tips, Tricks & Troubleshooting

6. **Q:** When I start the terminal I get a message saying the business date is incorrect. When do I change the business date?

*A: The business date is the date for which the sales are applied regardless of which day the ticket is sold for. The business date should be changed after the day's sales have been completed or at opening time for a new day. If there are midnight shows the business date should remain the same as the previous day until the last ticket has been sold and all reports completed. See page 57.*

### With Regard to the Ticketing Terminal Client:

1. **Q:** Why can I not sell a ticket for an advance playdate?

*A: If the playdate is not created, an error message will be displayed. If the playdate appears but the movie you want doesn't, perhaps the film you want to sell for will no longer be playing. It may be that it is not set for ticket sales to be allowed.*

2. **Q:** How can I change the display order of the features?

*A: You can sort the features list by title (alphabetically), by rating or by running time from shortest to longest. Touch the column header to sort by that criteria.*

3. **Q:** How can I change the height of the feature grid?

*A: You can change the height by touching "Menu" and increase/decrease grid buttons on the menu page.*

4. **Q:** How can I change the font/color/size of the feature grid text?

*A: You must change these attributes on each individual computer in the terminal setup utility.*

5. **Q:** How do I print a receipt?

*A: You must click the "Receipt" toggle on prior to completing the sale. After the sale is completed it is no longer possible to print a receipt.*

6. **Q:** My receipt printed tickets do not resemble the sample on page 67. How can I get my tickets to look like this?

*A: You can install the Epson TM-T88II driver found on our CD-ROM.*

## Tips, Tricks & Troubleshooting

7. **Q:** When I refund a ticket my “Sale” amount shows a negative amount. How do I complete the sale?  
*A:* You can tender the refund by cash by pressing the “EC” or Exact Change button or by credit card credit by pressing the credit card tender button.
8. **Q:** I have a group of 250 people coming to a show. Do I have to print 250 tickets?  
*A:* You can avoid actually printing the tickets to paper by setting the default printer used for tickets to “offline” mode. This is done by going to START, clicking “Printers and Faxes”, selecting the printer and right-clicking the icon for it. Choose “Use printer offline.” Ring up your sale then return to the printer icon, double-click it and choose “Cancel all Documents” from the “File” menu in the spooler window. Be sure to set the printer back to online mode after doing this. You might want to print a receipt for this customer. Be sure to toggle the receipt on before completing the transaction.
9. **Q:** Why am I unable to see a particular film on my terminal that I know exists?  
*A:* Check that the movie exists in today’s playdate, not just the Master Feature Template. Make sure the “Allow Sales” flag is checked and the running time is not “0” minutes.

### With Regard to the Concession Terminal Client:

1. **Q:** How do I remove an item I have rung in error?  
*A:* Touch the item on the item tally and highlight it. Touch “Remove Item” to remove it from the tally.
2. **Q:** How do I take items off after pressing “Done?”  
*A:* A manager or supervisor with a security level high enough to perform a void will have to void off the item. See page 71.

### With Regard to the Tendering a Sale at the Terminal:

1. **Q:** How do I tender a sale with a credit card?  
*A:* Touch the credit tender button or enter an amount to tender by credit card press the credit tender button. See page 75.
2. **Q:** I cannot connect to a credit card payment server.  
*A:* Check your internet connection, router, hub, etc.

# Tips, Tricks & Troubleshooting

## With Regard to Reporting:

1. **Q: How do I see the sales stats for a terminal that is offline?**  
*A: You can't view a terminal's sales in real-time if the terminal is offline but you can see the totals up to the last sale made by going to the Daily Reporting engine, selecting the current playdate and filtering the ticket sales, concession sales or transactions by terminal, cashier or both.*
2. **Q: How do I view advance sales for a movie?**  
*A: Select the playdate you're wanting to view from the Daily Reports engine then select the film you want to see sales for under the Box Office Reports tab. You can also view a detailed attendance report on this screen.*
3. **Q: I just sold a bunch of tickets for an advance date but I go to that date in the Daily Report engine and none of them are listed in the tickets sold?**  
*A: You will find those tickets listed in the grid for the tickets sold for whatever date is the current business date. These tickets may be for an advance date, but the money was collected on another date and that's when the ticket was sold. These tickets will be shown in the attendance and box office report for the selected playdate. The cash due etc. will appear on the date of the sale not the advance playdate.*
4. **Q: How do I view sales by a particular user (employee) rather than just the total for the terminal as a whole?**  
*A: You must create a transaction report that is filtered by the user name AND terminal number. The employee could log on to more than one terminal and have access to more than one drawer so be sure that you set the filter to see the data you want to see.*
5. **Q: Can I create a detailed Attendance by Showtime Report for all features in a single step like completing the daily box office report?**  
*A: You can only create this report for the selected feature that is displayed in the grid.*
6. **Q: Some of the text in my report is cut off or truncated. How do I fix that?**  
*A: Be sure the font you have selected in the program setup is narrow enough to display the full "Sensible Cinema Software" text in the text test window. If only "Sensible Cinema" appears then the font is too wide and should not be used. A safe bet would be to use either "Arial" or "Times new Roman," as the default report font. These are shipped with Windows. Also, be sure the printer you have selected for reports is capable of printing 80 columns. Do a Windows printer test to ensure that your printer driver has been properly installed.*

## Tips, Tricks & Troubleshooting

7. **Q: What is the best format for saving reports in?**  
*A: Adobe Acrobat format retains all of the proper document formatting, is portable from one computer to another, has a small footprint file size wise and is a read-only format.*
8. **Q: How long can I go back and re-do a weekly box office report and change its terms?**  
*A As long as the playdate files remain in the primary playdate folder you can go back and re-do reports.*
9. **Q: My weekly report for a movie is skipping one or more days. Why?**  
*A When you select the movie title from the list you are selecting the movie by it's **short title**. If the short title is different on other playdates, even only in a subtle way, those will be ignored and treated as if they were a different movie. For instance "Spider Man" and "Spider-Man" would be treated as two different films. To correct this, go to the playdate setup, feature setup and ensure that the Short Title field is uniform for every playdate in your reporting period. This may seem a side effect, but ensures that you can specify Spider-Man S1 and Spider-Man S2 in instances where you have two prints on multiple screens and are required to report sales separately for each print.*
10. **Q: What do I do if I have two prints of a movie and I'm required to account for each separately?**  
*A You should set each one up as if it was a separate movie. You can specify "Spider-Man S1" and "Spider-Man S2" as the short titles in instances where you have two prints on multiple screens and are required to report sales separately for each print. This ensures that weekly reporting is kept separate and each one is displayed differently on the admission ticket.*
11. **Q: Nothing is shown when I create a Weekly Sales Summary Report?**  
*A Only data saved to Daily Sales Summary Reports is saved and reported on Weekly Sales Summaries. Ensure that the playdates still exist on your disk and that when in the Daily Reports Engine there are saved reports under Sales Summary for each day as it is selected.*

### **Calling for Technical Support**

#### **Support Contact Information**

The latest support contact information can be found in the program's Management Component Main Menu under Help and Support or by visiting our web page at [www.sensiblecinema.com](http://www.sensiblecinema.com). You may also find a knowledge base of articles related to your support topic on our web page and solve your problem at no cost to you.

#### **Who to Call**

If your hardware was installed by someone other than an agent of Sensible Cinema Software, contact this person or company first before calling Sensible Cinema if the issue you have is hardware related. See the next page for contact information unique to your installation.

For example, if this is an issue regarding Windows networking, hardware issues unrelated to this software or other unrelated subjects even if the use of the software is prevented because of the problem, the call may not be considered a support call included in your support package. You will be notified by Sensible Cinema Software in advance if you are to be billed for the subject of the call.

Let's say you do not know how to restore a lost network connection on your computer and choose to contact us for assistance rather than the computer manufacturer, retailer from whom you purchased the computer or consulting the help documentation provided with your computer and Windows, we may charge you for our time in doing so and that time may be billed at a per minute or per hour rate other than the \$30 per incident we charge for our software support.

#### **When to Call**

If you need emergency support, call immediately day or night. We are on call and will respond within a few hours at any time on any day.

If you need to order supplies or have some other non-emergency please call during regular business hours Monday through Friday, 8:00 am to 5:00 pm CST. We spend our off time with our families and don't mind taking urgent calls but would rather take the non-emergency calls during business hours on business days.

Please refer to troubleshooting for answers to common problems. More may be posted in our Knowledge Base on the web site at [www.sensiblecinema.com](http://www.sensiblecinema.com).



## Technical Support Contacts

### **Sensible Cinema Software (615) 799-6366**

Support regarding the operation of Sensible Cinema Box Office Software including terminal software used for tickets and concession point of sale and reporting software for the back office.

24/7 for Emergencies / Office Hours M-F 9-5 CST for everything else

Email support: [support@sensiblecinema.com](mailto:support@sensiblecinema.com)

*Be sure to respond to our server's e-mail ID request if this is your first time e-mailing us.*

### **Dell Computer (800) 624-9896**

Support regarding the operation of Dell Computers and Peripherals

Have the product name, model and "Service Tag" code off of the product before calling.

24/7 Support by phone, web or e-mail. Go online to <https://support.dell.com>

### **PartnerTech (949) 598-1888**

Support regarding the operation of Partner Tech Sales Terminals

Have the product serial number ready when calling. Be sure to request a support incident ID if the product will need warranty replacement.

<http://www.partnertechcorp.com/support.shtml>

Monday-Friday 8 am-6 pm PST

### **Practical Automation (203) 882-5640**

Support regarding the operation of Practical Automation printers.

Monday-Friday 8 am-6 pm EST

### **Boca Systems (561) 998-9600 x170**

Support regarding the operation of Boca Systems printers.

Monday-Friday 8 am-6 pm EST

### **Epson, Samsung and Ithaca Thermal Receipt Printers**

Support available through your dealer and on the internet.

# Internet Ticketing



Sensible Cinema Software is pleased to offer print-at-home internet ticketing through our partnership with **PrintTixUSA**. The PrintTix model makes it possible for your customer to purchase tickets in advance from the comfort of home or office for any playdate for which you have enabled sales. The PrintTix server in Utah communicates with a computer placed on your premises that serves a dual purpose: It communicates in real time with your Sensible Cinema server computer and it validates the customer admissions as described below. Tickets are sold on a consignment basis through the theatre's own web site and partner sites like Movietickets.com

The customer prints a bar coded receipt from home he then brings to the theatre for validation. An unmanned computer outfitted with a bar code reader and receipt printer is used by the customer to scan the receipt and print individual admission tickets. Each receipt is ensured to only be validated one time. If the customer cannot print his receipt he may bring his confirmation number which can be manually entered into the PrintTix computer. PrintTix print-at-home internet ticketing system allows the customer to "Bypass the Box Office"®

This Piece Of Paper Is Your Ticket - Bring It With You To The Theatre!

Page 1 of 1

## **This Is Your Movie Ticket**

*Take this ticket directly to the ticket taker, where it will be scanned and validated. Your ticket is valid only for the movie & showtime below.*  
**THERE IS NO NEED TO STOP AT THE THEATRE BOX OFFICE.**



**Theatre:** Sensible Test Theatre

**Valid For The Admissions Listed Below**

**Movie:** Secret Window  
**Showtime:** 7:15 PM on 10/2/2004

**Adult:** 2  
**Child:** 1

**559839** - 10/2/2004 4:51:45 PM  
© 1998-2001 **PrintTixUSA, Inc.** PATENT PENDING.

**VOID IF DETACHED!** *This Section Must Be Removed By Ticket Taker* **VOID IF DETACHED!**

# Internet Ticketing

## Getting Ready for Internet Ticketing:

In order to redeem tickets, you will need to purchase a basic computer system to run the Ticket Validation System software. Since PrintTixUSA does not provide, install or support this hardware; you must obtain it locally. However, it is readily available at literally any computer store, most office supply stores and through Sensible Cinema Software.

## Important:

You **MUST** provide a dedicated computer for this purpose. The computer cannot be used to run any other software of any kind. The system is locked down in a kiosk mode making it impossible for the public or your staff to surf the internet or even access the Windows desktop. The minimum requirements for this computer system are below.

- Intel®-based Personal Computer System
- Windows 2000 Professional®, Windows XP® or Windows Vista®
- 1Ghz or faster microprocessor (Intel or AMD)
- 256 MB or more RAM
- Ethernet network adaptor
- 40 GB or more hard disk space
- Standard 101-key Keyboard
- Mouse (optical mouse highly recommended)
- VGA video monitor (flat panel recommended but not required)
- Always on Internet Connection

Most pre-packaged computer systems sold at stores such as CompUSA, Best Buy, Wal-Mart, Office Max, and Office Depot will be adequate for your needs. These systems typically cost well under \$1,000.00 complete with video monitor. *You do not need an expensive or fancy computer to run the PrintTixUSA software* –a very basic computer will work just fine. If you have questions about what kind of hardware you need to purchase, or questions about whether a certain computer will meet your needs, contact the PrintTix technical support department.

## Equipment:

Sensible Cinema Software can furnish the bar code reader and thermal receipt printer you will need for use with your PrintTix software. There are a number of models to choose from.

## Gift Cards



The **Gift Card Express Program** is a quick, easy and inexpensive way for merchants to get started with gift cards. Custom Gift Cards are also available.

It provides all the basic ingredients for gift card success: great looking cards, point-of-sale merchandising, program reporting, 24/7 customer service and **FREE PROCESSING**.<sup>\*</sup> All you have to do is:

- \* Choose one of the eight cards.
- \* Choose the font you want for your business name.
- \* Then send in your enrollment and processing agreement to [Gift@MercuryPay.com](mailto:Gift@MercuryPay.com).

That's it. Within two weeks you will receive your complete gift card package in the mail.

Your package will include: 1 Gift Card Welcome Guide (including a reorder form and a guide to the online gift card reports), Mercury's online gift card reporting system and...



500 gift cards of your choice



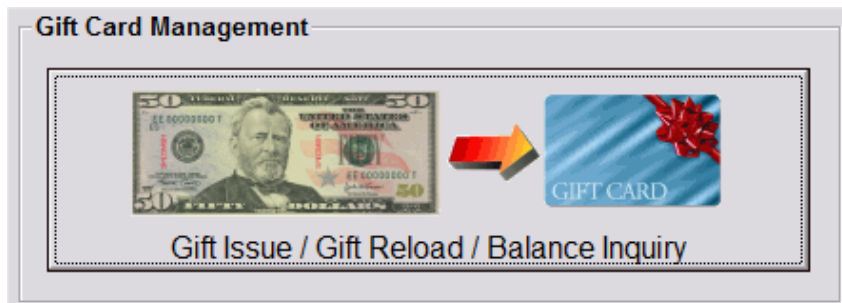
50 tent cards  
Promotional acrylic display

To order gift cards please contact MPS at:  
1 800 846-4472 x 1822 or [Gift@MercuryPay.com](mailto:Gift@MercuryPay.com)

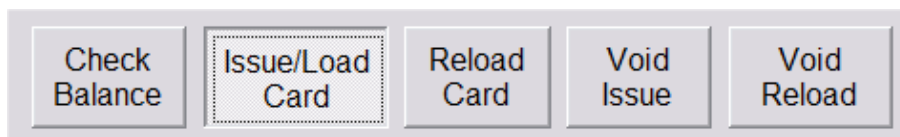
# Gift Cards

## Issuing a New Gift Card

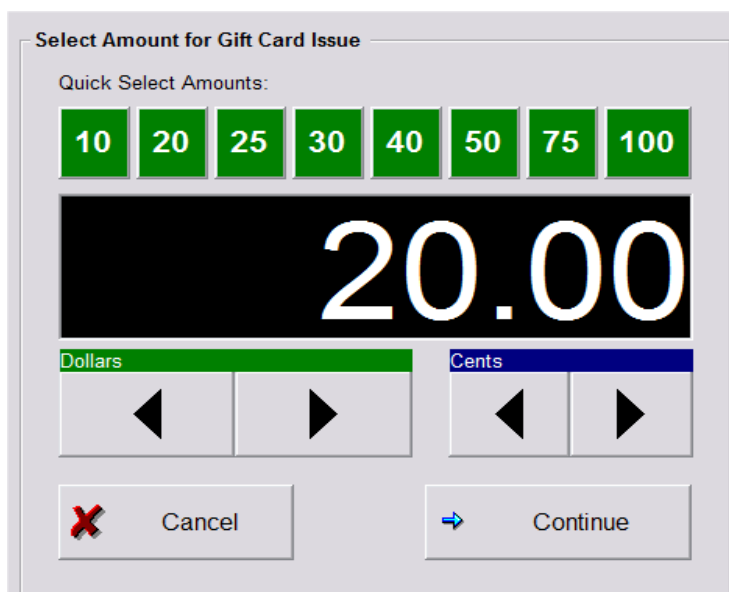
The process of making a gift card usable for the first time is referred to as *Issuing* a gift card. The issuance of a gift card makes it recognized as “live” on the Mercury Payment Server and gives it a starting value within your issuance minimum and maximum amounts. This is done by pressing the “Gift” button (shown above) in the amount tender area of the terminal. Next, select the “Gift Card Management” section of the Gift Certificates and Gift Cards dialog box.



Next, select *Issue/Load Card* from the top portion of the issuance screen.



Next, press or enter an amount. If an amount is shaded it is because it is less than your system minimum or more than your system maximum issuance amounts allowed. Press *Continue* when done.



Last, you will be prompted to swipe the gift card through your credit card reader and a receipt showing the issuance amount will be printed. (Example on next page)

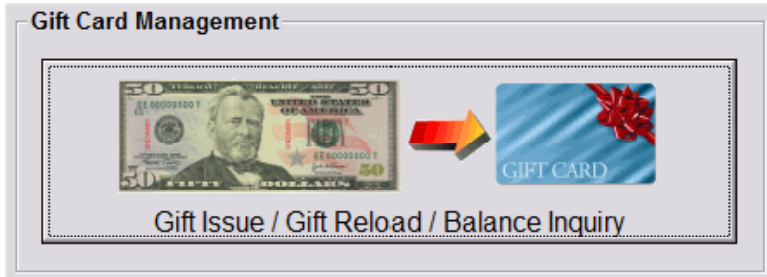
The amount of the cost of the gift card will be shown or added to any total previously displayed in the *Sale* display at the top right of your monitor. The customer then may elect to pay using cash or credit card or even another gift card.



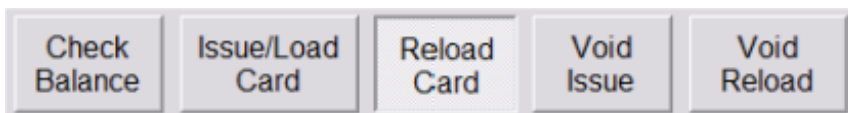
# Gift Cards

## Reloading a previously issued Gift Card

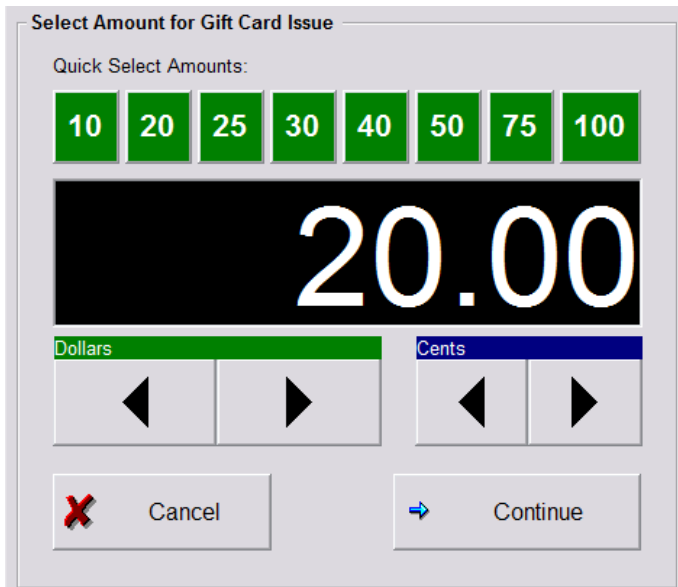
Press the Gift button on the terminal screen in the keypad area of the Amount Tender section of your screen. Next, press the *Gift Issue / Reload / Balance Inquiry* button at the bottom of the new dialog box.



Next, select *Reload Card* from the top portion of the gift card dialog box.



Next, press or enter an amount. If an amount is shaded it is because it is less than your system minimum or more than your system maximum amounts allowed. Press *Continue* when done.



Last, you will be prompted to swipe the gift card through your credit card reader and a receipt showing the reload amount and card balance will be printed.



The amount of the cost of the gift card will be shown or added to any total previously displayed in the *Sale* display at the top right of your monitor. The customer then may elect to pay using cash or credit card or even another gift card if transferring balances from one card to another is necessary.

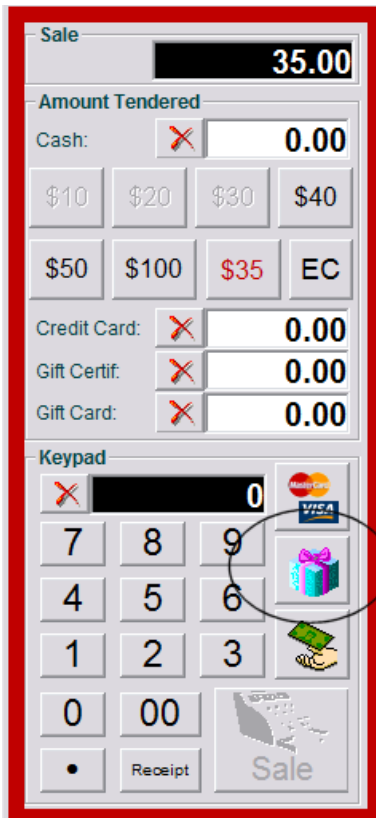
# Gift Cards

## Accepting Gift Card as Payment

The tickets and/or concession items are rung up in the usual manner only instead of tendering the sale using cash or a credit card, the gift card is used as a form of *tender* or payment. In this example we have a balance due of \$35.00. We're going to use a gift card we issued with a total of \$50.00 on it.

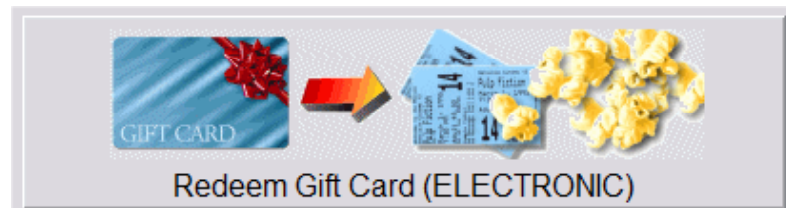
### STEP 1:

Press the Gift Card Button



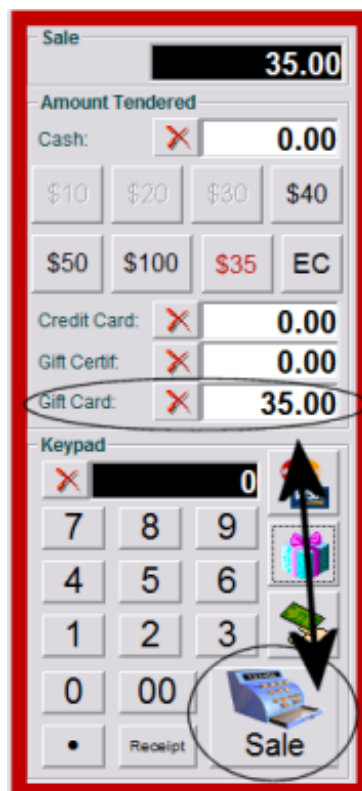
### STEP 2:

Select Redeem Gift Card (ELECTRONIC)



### STEP 3:

The amount to be paid via gift card is shown under *Gift Card* in the Amount Tendered display. Pressing the *Sale* button prompts you to swipe the gift card which, in this case would prove successful because sufficient value exists on the card account to close this sale, leaving a \$15 balance on the card.



### GIFT CARD RECEIPT

Test Merchant  
123 Any Street  
Anytown, ST 12345  
(888) 555-1212

Merchant : 326801  
Invoice : 1000003  
Reference : 6098237  
Terminal : 1  
Operator : admin  
Date : November 28, 2006

Amount : \$ 35.00  
Card Number : xxxxxxxxxx03135  
Approval : 6098237  
Type Trans. : Sale

Card Balance: \$ 15.00

### CUSTOMER COPY



# Gift Cards

## Accepting Gift Card as Payment (continued)

In this example we have a balance due of \$21.00. We're going to use that gift card that has a \$15.00 balance remaining on it. Of course, we know that's not enough for the sale and you will often encounter gift cards that cannot alone pay for the customer's order. You cannot tell by looking at them how much value remains on them. When this occurs, you will be notified of the insufficient balance to cover the transaction before the card is processed then once the card is run for the remaining balance you will be prompted for payment of the balance owed using cash, credit card or another gift card.

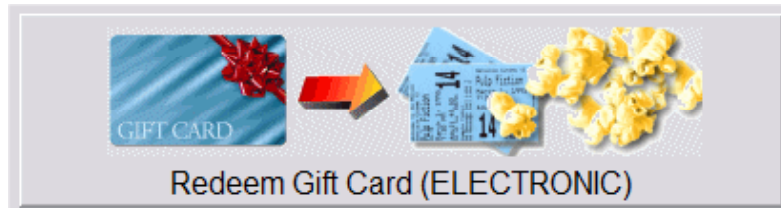
### STEP 1:

Press the Gift Card Button



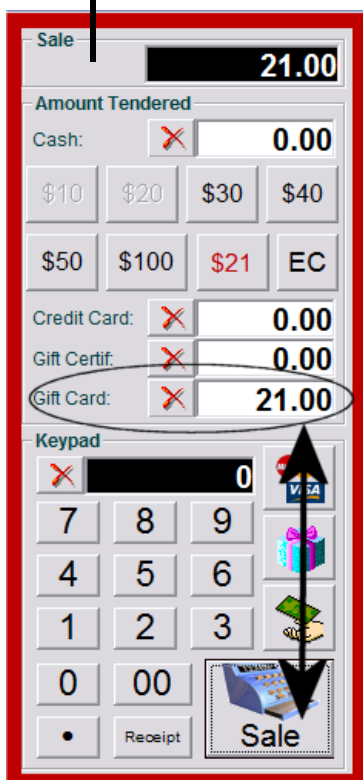
### STEP 2:

Select Redeem Gift Card (ELECTRONIC)



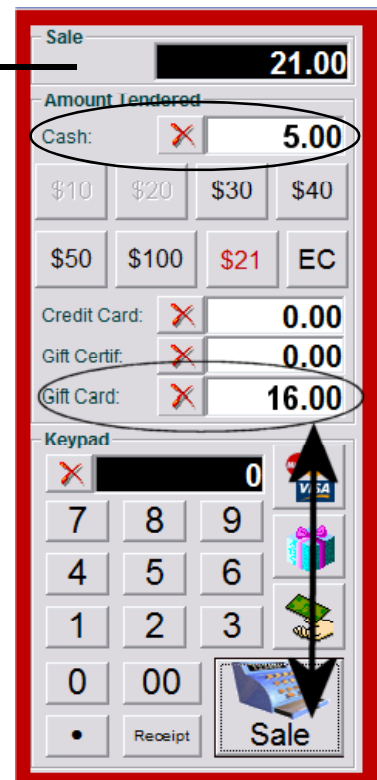
### STEP 3:

You will see the full \$21.00 amount entered as Gift Card Tendered. Press *Sale* to presumably complete the transaction, only you cannot because of insufficient funds on the gift card.



If you *know* there will be a shortfall on the gift card and the customer is prepared to pay the balance owed using cash, you can enter the cash amount on the cash tendered line and the gift card amount on the gift card line in the Amount Tendered register area. If there is enough balance on the gift card to cover the amount entered for gift card your sale will process, the receipt will be printed and the cash will close the sale.

In the next step (shown on page 149) you will deal with the shortfall and additional balance due after the gift card balance has been exhausted. Your customer can pay the remaining balance using cash, a credit card or funds on another stored value card.





# Gift Cards

## Accepting Gift Card as Payment (continued)

### STEP 4:

When a shortfall is determined by swiping the card for the full amount of the sale, the amount to be charged to gift card is reduced to its available balance and the shortage is shown in the 'shortage' box in the gift card funds window. In our example, after the gift card is charged the \$15.00 available. Afterward, the customer must pay the \$6.00 balance using cash, credit card or another gift card.

The screenshot shows a POS interface with the following fields and annotations:

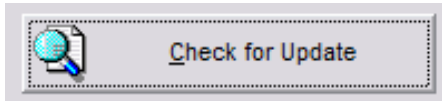
- Sale:** 21.00 (Annotated: *Total Sale Amount Due*)
- Amount Tendered:**
  - Cash: 0.00
  - Buttons: \$10, \$20, \$30, \$40, \$50, \$100, \$21 (highlighted), EC
- Gift Card Available Funds:**
  - 0.00
  - 0.00
  - 15.00 (Annotated: *Adjusted amount to be charged to gift card*)
- Shortage:** 6.00 (Annotated: *Remaining Balance to be paid afterward*)
- Press SALE now to Use Available Funds.** (Annotated: *Press Sale to confirm*)
- Buttons:** Cancel, 0, 00, ., Receipt, Sale (Annotated: *Press Sale to confirm*)

Once the gift card has been charged for \$15.00 your sale amount will change from \$21.00 to \$6.00 allowing your customer to pay the remaining amount due in any way he chooses, including using another gift card to pay the amount due. Be sure the sale is totally completed before your customer walks away. The Amount tender area's red border will be replaced with a green border once the sale has been completed back to \$0.00.

# Software Updates

## Checking for Updates

The Sensible Cinema management software allows you to check the current version number and compare it to the latest software version available on our web site. To check what version of the management software you currently use, go to **Help and Support | About Box**.



The version will be shown in yellow print in the support dialog. For instance, 2.40.1. If you are connected to the internet you can have the software check to see if an update is available by pressing the “Check for Update” button. Check for an available update at least once quarterly to ensure you have the latest features and fixes available. ALWAYS update ALL the manager computer(s) and terminal client computers.

## Downloading Updates

The Sensible Cinema web site contains the most current version of the program update and that installer will always be cumulative of all previous update releases. Special instructions may accompany such updates and should be paid careful attention to. It may specify when or under what circumstances the update should be installed, for instance certain updates should be installed before starting a business day or at the start of a new film week.

On the web site you will find the “Download Product Updates” link in the “Support” submenu. Once there, select “Download Latest Cumulative Patch” and save the file to your disk. Once you have completed the download, “Run” the file and follow the instructions in the install wizard.

**ALWAYS EXIT ALL RUNNING SOFTWARE BEFORE PROCEEDING WITH AN UPDATE.**

## One Installer Does It All

The Sensible Cinema Box Office for Windows Update *InstallShield Wizard*<sup>®</sup> contains all of the files necessary to update the manager computer and every terminal— so it doesn’t matter what you’re updating, one file does it all. See the web page for details on what is covered by an update. Also, for a look at the entire feature and fix update “History” file, go to the update web page and click the Release History link.

## Updates On Media

The Sensible Cinema Box Office for Windows Update *InstallShield Wizard*<sup>®</sup> is available by mail on CD-ROM for the cost of a support incident. Check the **Help | About Box** in the manager program and press the “Support” button for the cost of a support call. Updates of this user guide are available on the web site as well from time to time. A printed copy is \$30.

## Windows Vista® Operating System

### System Requirements:

Available RAM	-Must be at least 512 MB, We recommend 1GB for Manager PC
Available Disk Space	-Must be at least 100 MB, We recommend 2 GB for Manager PC
Screen Resolution	-Must be at least 800x600, Optimized for 1024x768 displays
Processor	-Must be Pentium III or Higher, Pentium 4 or higher recommended

### Challenges:

**Windows Vista®** requires a faster processor and more system RAM than previous versions of Windows. Vista changes many ways Windows handles video and audio from the methods used on Windows NT, 2000 and XP® computers, therefore we make the following recommendations to avoid severe performance shortfalls:

1) **Disable UAC** (User account control). The primary function of the UAC is to prevent rogue software from installing itself without your knowledge and making changes to the Windows registry for spurious reasons. Having a good firewall program or using Windows firewall plus anti-virus and anti-spyware software is a more than adequate way to protect your system. UAC can cause disruptions to file and folder availability rendering the system flaky under heavy network traffic. To turn off UAC go to the Windows Control Panel, select **User Accounts** and **Turn User Account Control On or Off**. A warning message will be displayed periodically and each time the PC is rebooted and can be ignored.

2) **Disable AERO user interface**. On systems with enough horsepower to run the pretty Windows Aero interface you may wish to reconsider and change the theme to Windows Classic instead. The Aero interface has a bug which prevents the Sensible Cinema terminal program from covering the taskbar during operation creating a potential security risk in allowing the cashier access to other computer programs and controls. To disable AERO right-click on the Windows Desktop, select **Personalize**, select **Theme** and select **Windows Classic** theme.

3) **Disable Sound Enhancements**. There will be a noticeable 1/3 second delay to the sound effects produced when touching the screen if these enhancements are not disabled. Even on systems with no sound there will be sluggish behavior as the system is dragged playing the .WAV files. To disable sound enhancements right-click on the Windows Desktop, select **Personalize**, select **Sounds**, select **Playback**, select the **Speakers** or device shown with the checkmark next to it, select **Properties**, then select the **Enhancements** tab. Next, check the **Disable All Enhancements** checkbox.