







Sensible Cinema Software®

Installation and User Guide

Revision 19 - August 2026



Sensible Cinema Box Office for Windows
Printed Manual - Revision 19
August 2026

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Chapter 1

Server Setup

Server Setup

The **Sensible Cinema Box Office for Windows** product can be configured four different ways depending on your budget and needs. Prerequisites and best practices for running our software are in this server setup chapter. Sensible Cinema Software recommends Microsoft Windows 11 or later, however other versions of Windows capable of running Windows 32-Bit software applications are suitable in most cases. The caveat: Sensible Cinema can only promise support of Windows versions that our remote access client software can connect to. As of the publish date of this manual, all but a few late releases of Windows 7 are largely inaccessible to us by remote access. As our vendor phases out support of obsolete operating systems, so will we.

Here are four possible configuration scenarios:

Standalone System: *recommended for very small venues; usually only ticketing*
The standalone system consists of a single computer CPU with the Sensible Manager (server and reporting software) and the Sensible Terminal (point-of-sale ticketing or ticketing and concession). All work is done from the single workstation. A touch screen is recommended for the selling interface. No network required.

Manager Server + Client/Client System: *lower cost multi-terminal configuration*
The Manager Server + Client/Client system consists of a computer CPU to be used for configuring features, showtimes, concession items, etc. and completing nightly and weekly reports with the Sensible Manager (server and reporting software) plus the Sensible Terminal software (point-of-sale ticketing or ticketing and concession). A touch screen is recommended for the selling interface. This computer can also act as the server for up to three other Sensible Terminal client computers (depending on the specifications of this PC). A fast computer is recommended for the terminal doubling as a server. 100Mbps wired Ethernet Required. 1Gbps wired Ethernet Recommended.

Manager Server/Client System: *most typical configuration*
The Manager Server/Client system consists of a computer CPU for the manager office to be used for configuring features, showtimes, concession items, etc. and completing nightly and weekly reports with the Sensible Manager (server and reporting software) and up to eighteen Sensible Terminal computers with software for point-of-sale ticketing, concession or ticketing and concession. A touch screen is recommended for the selling interface though not necessary for use on the manager/server PC. 100Mbps wired Ethernet Required. 1Gbps wired Ethernet Recommended.

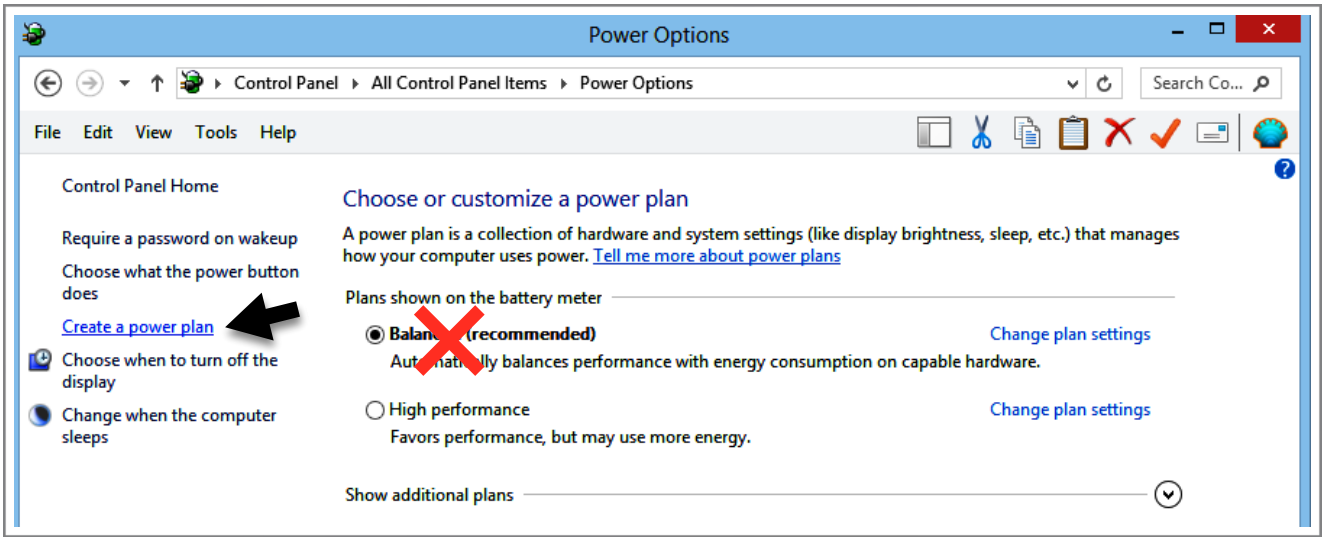
Dedicated Server/Manager/Client System: *higher volume operations; most secure*
The Dedicated Server/Manager/Client system consists of a computer CPU for the server that is not used except to serve files for the POS, a manager PC to be used for configuring features, showtimes, concession items, etc. and completing nightly and weekly reports with the Sensible Manager (server and reporting software) and up to eighteen Sensible Terminal computers with software for point-of-sale ticketing, concession or ticketing and concession. A touch screen is recommended for the selling interface though not necessary for use on the manager or server PC. 100Mbps wired Ethernet Required. 1Gbps wired Ethernet Recommended.

Server Preparation

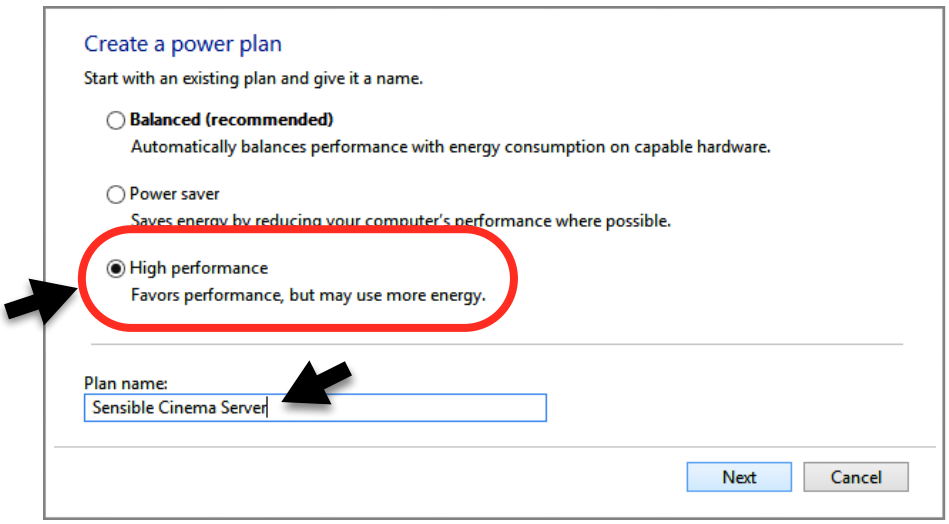
Follow these steps to prepare a new Windows computer to be used as your server.

POWER SETTINGS:

In order for Sensible Cinema Box Office for Windows terminal clients to successfully interact with your server, certain power saving options on the server must be disabled.

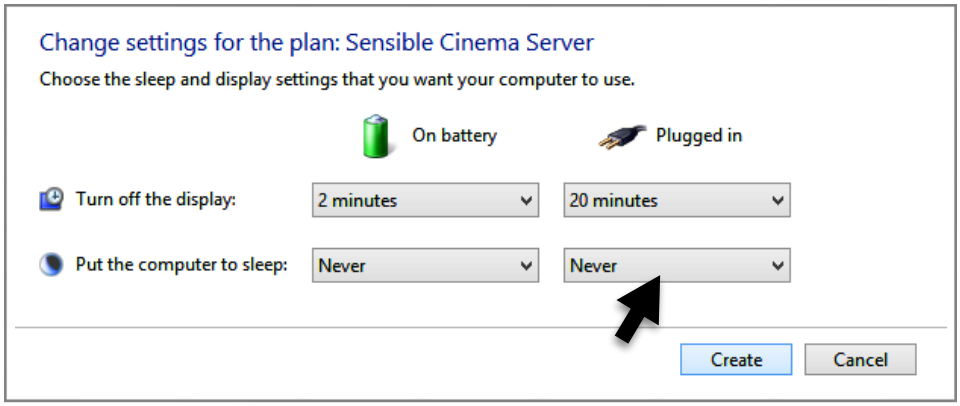


In the Control Panel, select Power Options. First, click Create a Power Plan and give it a name. Base it on the “High Performance” power plan.



Server Setup

First, basic settings will be set. Select ***Never*** to keep the computer from going into sleep mode. Set display to turn off at whatever interval you want.

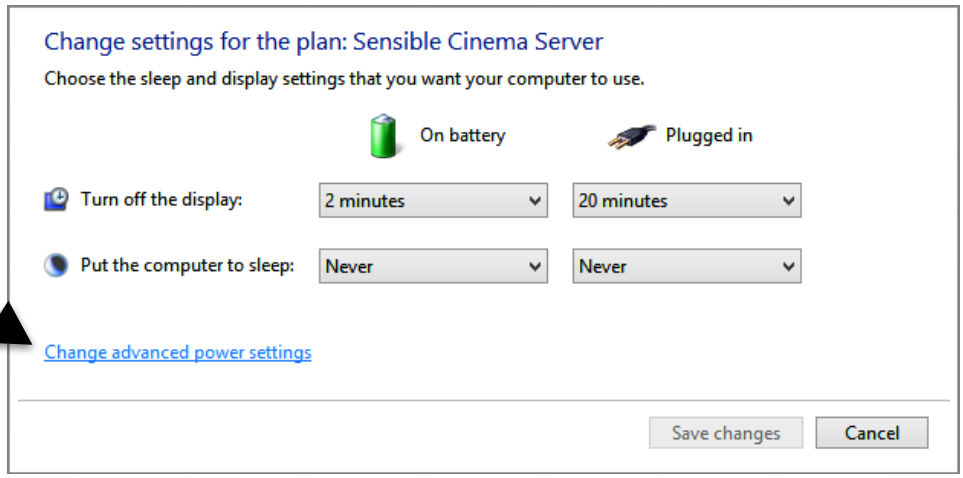


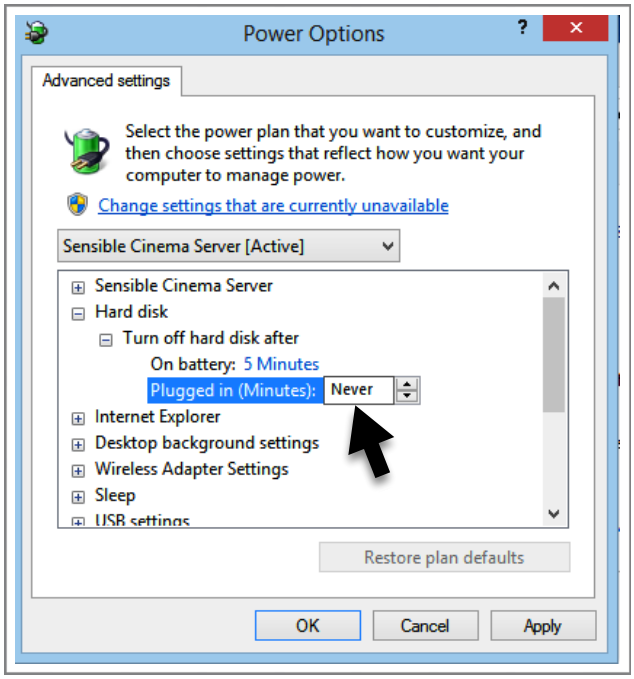
Next, select ***Change Plan Settings***

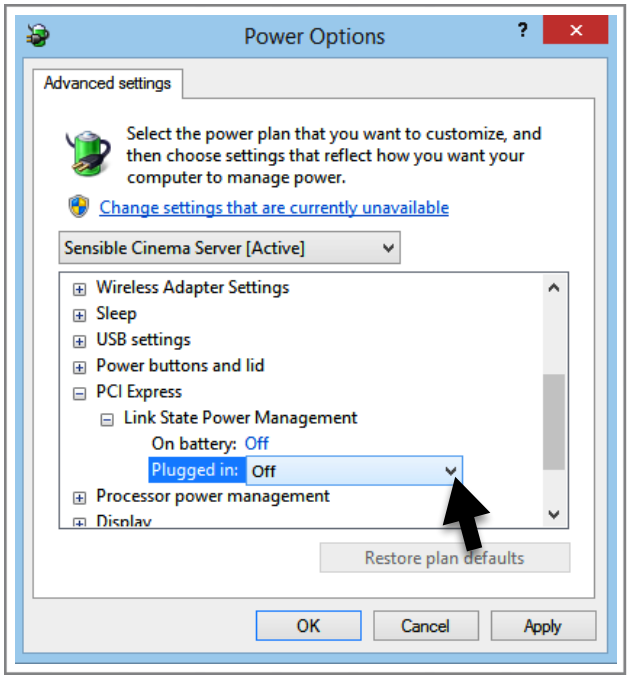


Select ***Change advanced power settings***. Set the hard disk sleep time to ***Never*** and turn off PCI Express link state power management.

These ensure that the hard disk and network are ready to receive data.

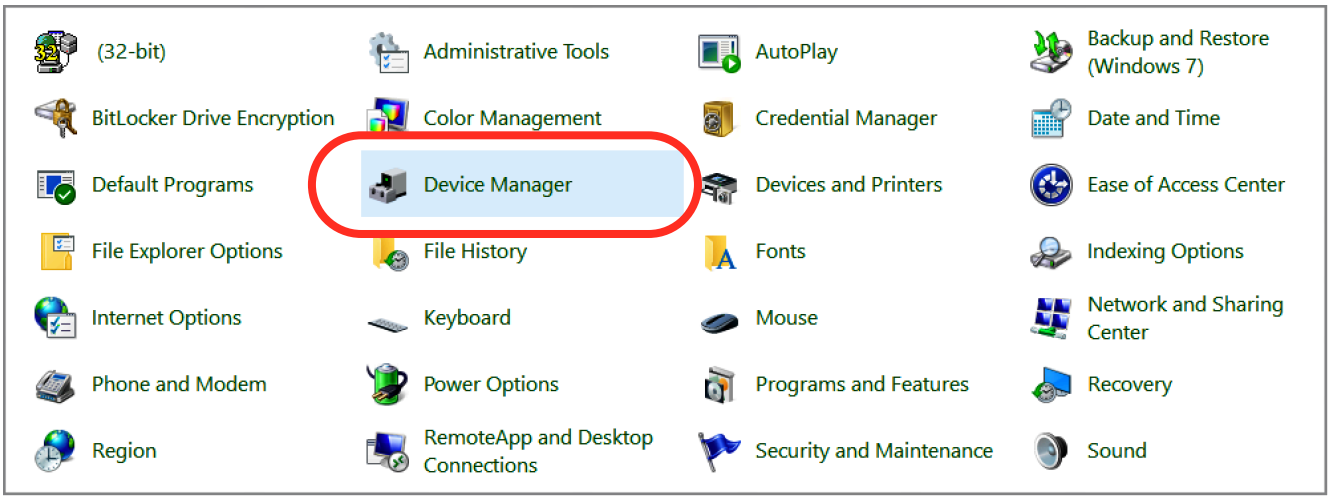




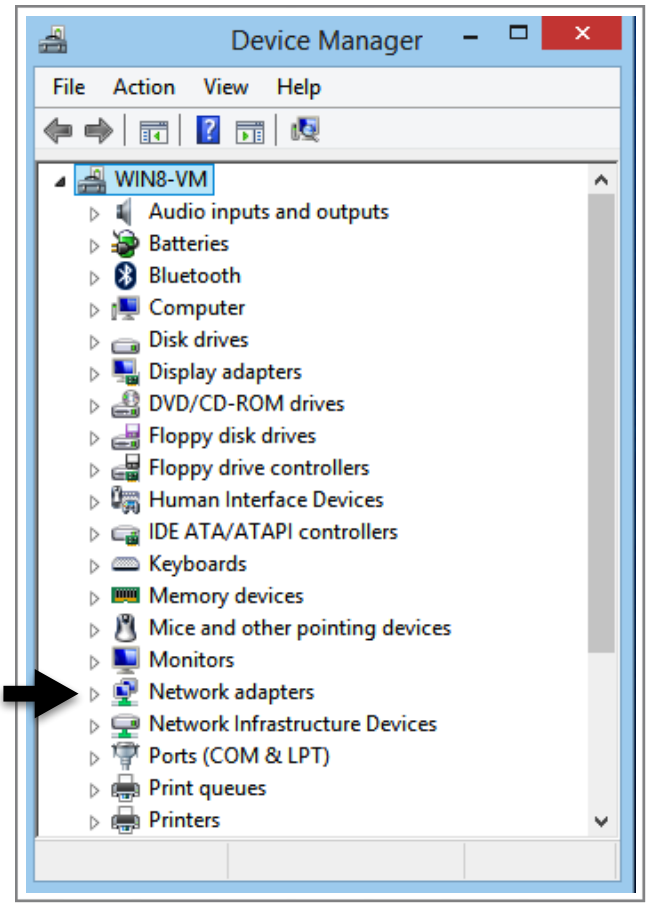


Server Setup

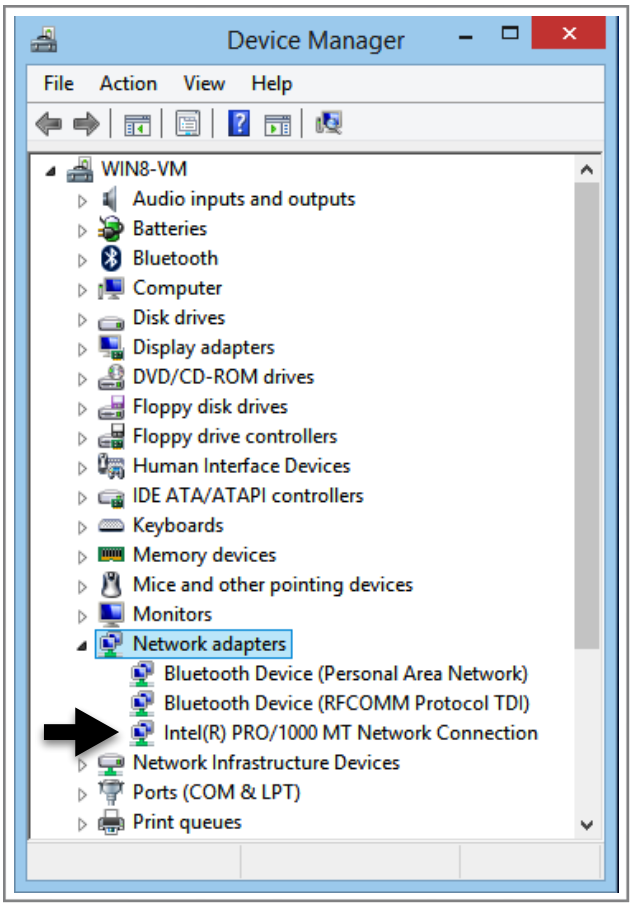
DEVICE MANAGER:
In the Control Panel open the ***Device Manager***.



1. Locate and click “Network adapters” and collapse the category list to show adapters.

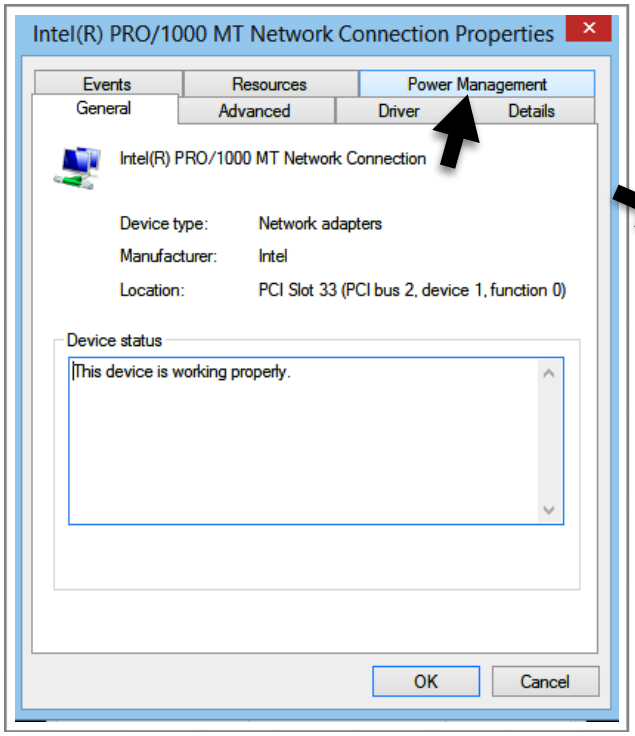


2. Locate your wired 10/100/1000 LAN adapter, right-click and click “Properties”.

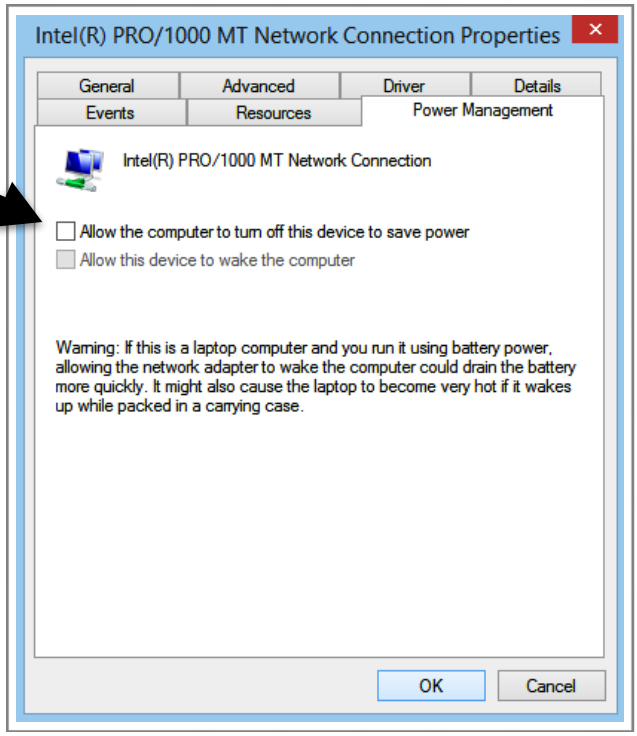


Server Setup

3. Click the “Power Management” tab.



4. Uncheck all power saving options.



Every network card is different, so in some cases these settings under the **Advanced** Tab may not be there. Make sure all connected terminals are logged out of Sensible Cinema if they are connected before changing these settings.

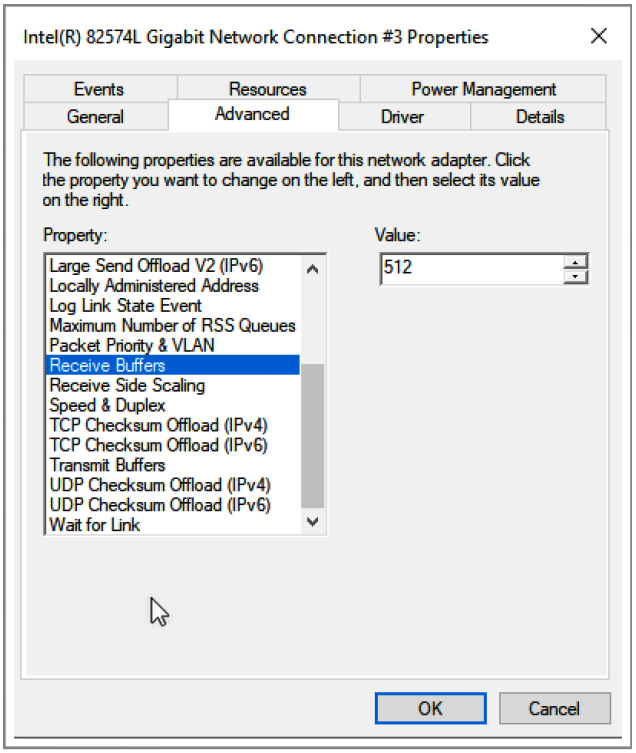
Energy Efficient Ethernet
Change from Enabled to Disabled

Green Ethernet
Change from Enabled to Disabled

Low Power Mode/Power Saving Mode/ Ultra Low Power Mode
Disable these settings if found

Receive Buffers
Set this value to 512 or as high as possible up to 1024. Some network adapters may have a lower maximum value.

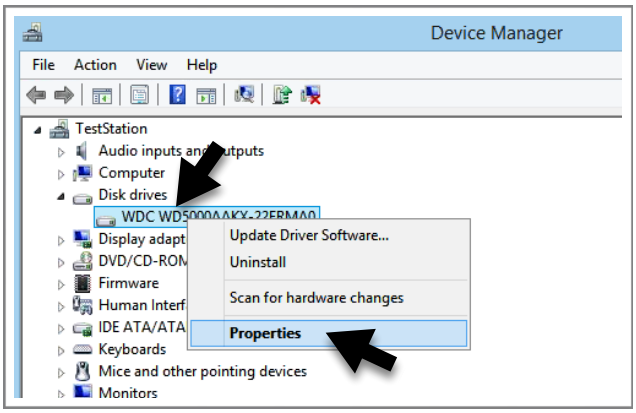
5. Check Advanced Tab for more settings.

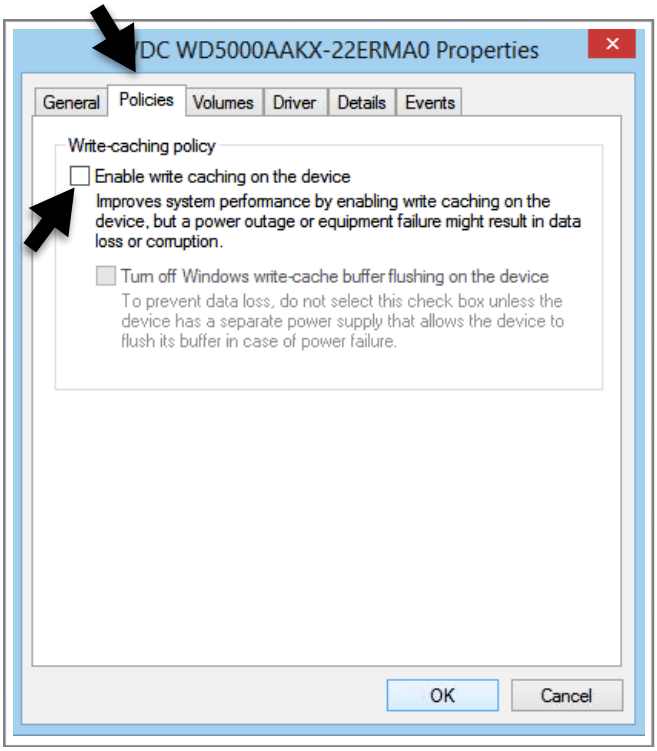


Server Setup

Next, **locate the hard disk drive** for the server computer to **disable write caching**. Do not disable caching for solid-state drives.

This ensures that data received from your selling terminals is immediately written to disk instead of being cached. This setting can prevent data loss during a power failure.

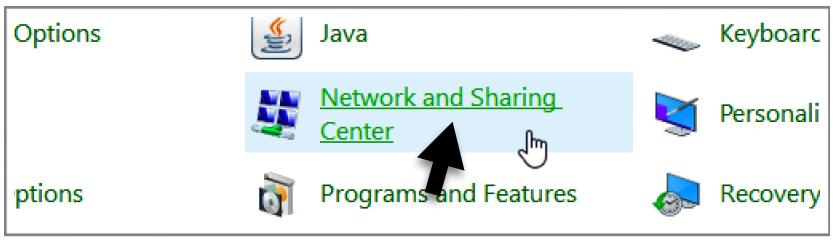




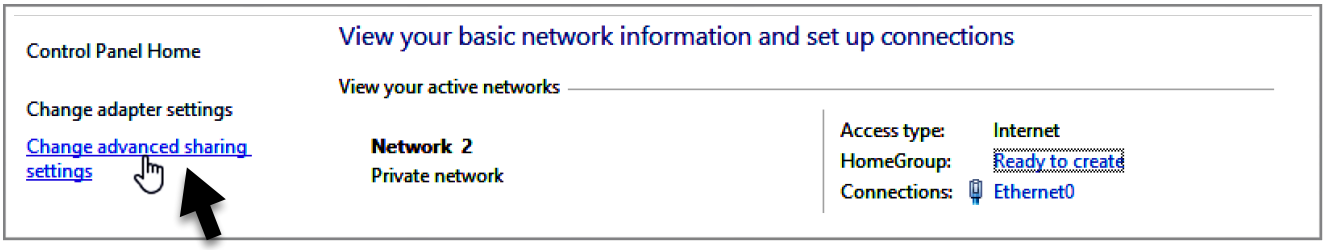
If this system has a solid state drive (SSD) or there is an Uninterruptible Power Supply (UPS) attached, skip this step. **Do not disable Write Caching for a Solid State Drive.**

Uncheck all of the checkboxes that enable write caching of data to this hard drive.

Next, we will configure the Windows network for use with Sensible Cinema. In the Windows Control Panel, select ***Network and Sharing Center***.



Click ***Change advanced sharing settings***. Here we will set up file and printer sharing as well as options which permit Sensible Cinema terminals to exchange data with the Sensible Database.

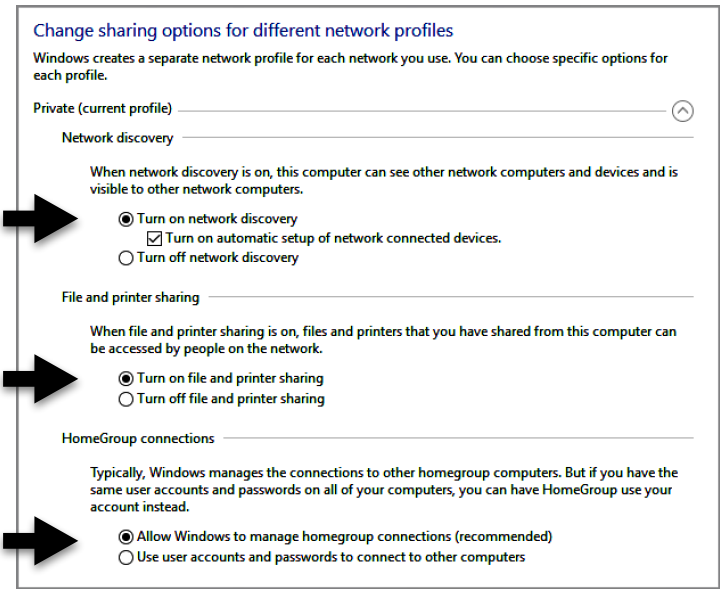


Server Setup

In **Advanced Sharing Settings**, turn on Network discovery and File and Printer Sharing. Use or create a Windows user account with a strong password on your server that you will use for file sharing. If this computer is Windows 8, 8.1 or 10 on Windows Server 2008 or newer, your email address (Microsoft Account) may be substituted for a local account. When setting up your terminal clients you will need to manually access your shared folder and enter the user account and password into an authentication dialog. If your Microsoft Account password or Windows user account password changes in the future, you will need to repeat the authentication steps.

Tip: When setting up Windows shares, using a Windows account specifically for the share makes it possible to change your own password without affecting your workstation connectivity.

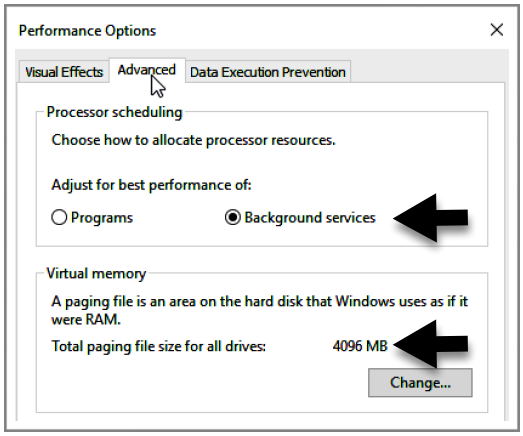
1. Locate your current profile. Turn on **Network Discovery**.
2. Turn on **File and Printer Sharing**
3. Decide whether to let Windows manage connections. This setting can be either when you are using the same user name and password for all of the shared computers.
4. Choose encryption type for the network sharing.
5. Turn on Password Protected Sharing.





In **Control Panel -> "System" Icon -> "Advanced System Settings" Link -> "Advanced" Tab -> Performance "Settings" Button -> "Advanced" Tab -> "Processor Scheduling" Frame** "Adjust for best performance of **"Background Services".**

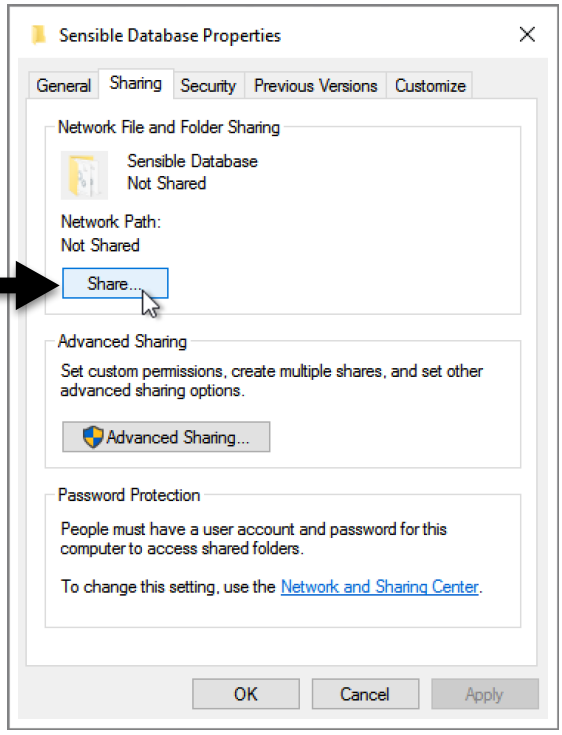
Below under **"Virtual Memory"** make sure the "Total paging file size for all drives is at least **4096** MB.



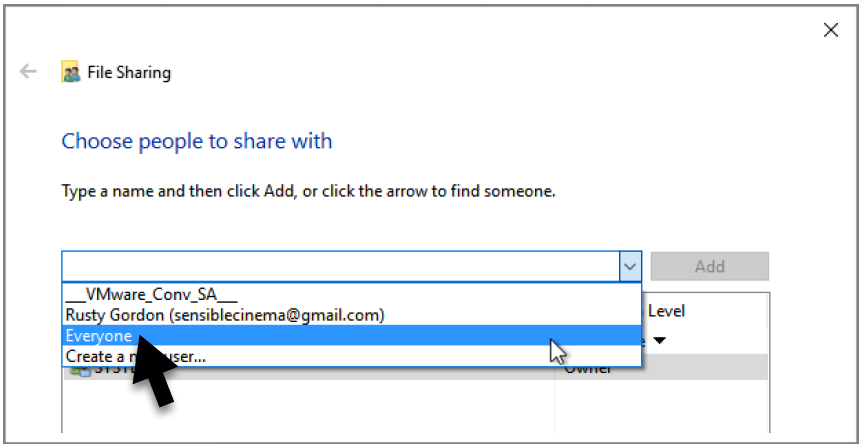
Server Setup

At this point, the remainder of the Server Setup requires that Sensible Cinema Management Software has been installed on your server computer. Skip ahead, install the Sensible Cinema Management Software and then come back.

SHARING THE SENSIBLE DATABASE:
After installing the Sensible Cinema Management Software , open your Windows File Explorer and find the Local Disk C:. Click and find the ***Sensible Database*** folder. Right-Click and choose ***Properties*** then choose ***Sharing*** tab and press the ***Share*** button.

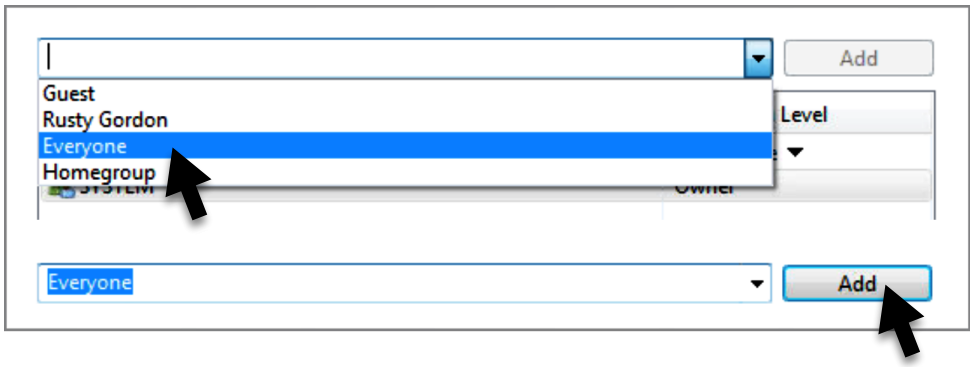


Select those with whom the **Sensible Database** will be shared. Typically this will be "Everyone".

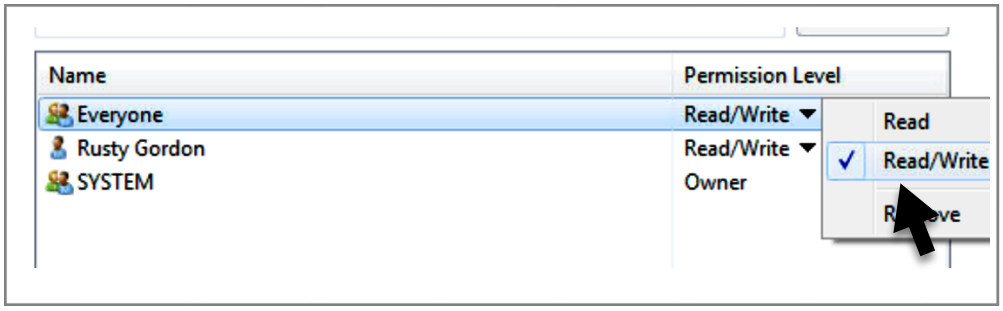


Server Setup

Select ***Everyone*** from the drop-down menu and press ***Add***.



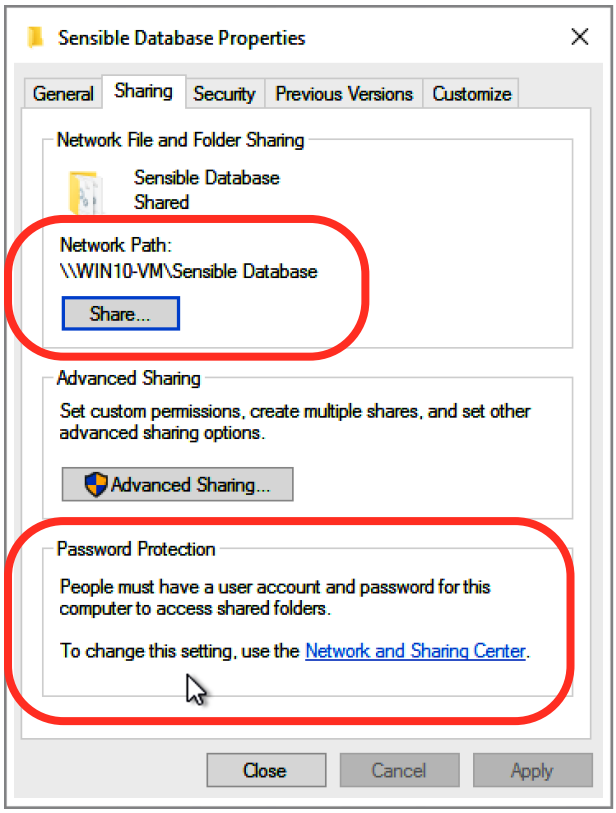
Select ***Everyone*** and change permissions to allow ***Read/Write*** access. You **must** provide read **and** write access or your selling stations will be unable to save sales data.



Network Path:
Last, press ***Share*** and you should return to the main Sensible Database properties window on its ***Sharing*** tab. Under the heading for ***Network Path***, circled on the image at the right, will be your own network path that will be used in Sensible Local Settings Software at each individual selling terminal.

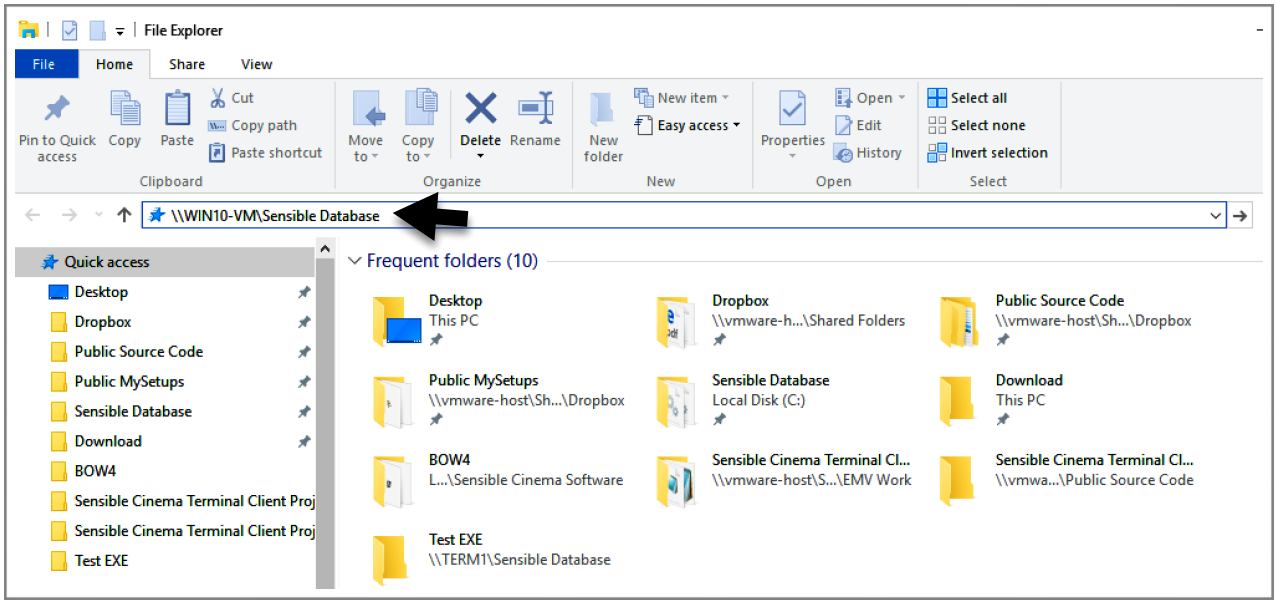
Note that the format is ***YourServerName*\Sensible Database** where YourServerName is the name of your computer you will be calling your Server.

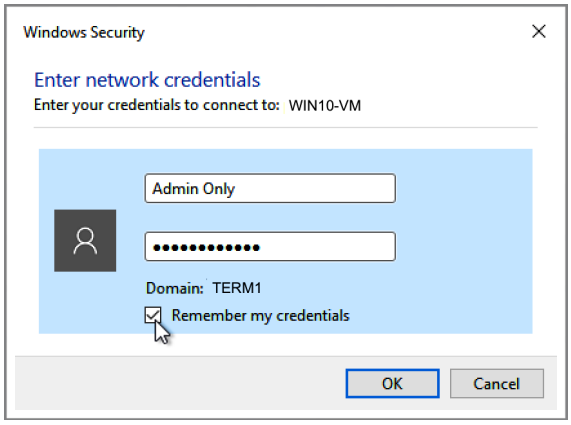
In the next step you will enter your Network Path into the **Sensible Local Settings** program on each individual selling station (and manager station if you have a dedicated server CPU).



Test Network Connectivity

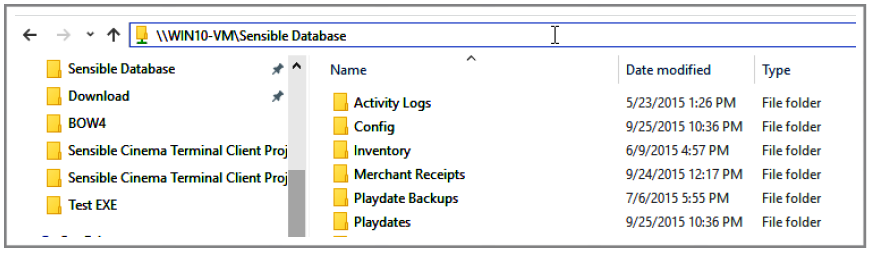
CONNECT TO SHARED *SENSIBLE DATABASE* FOLDER:
When the network is correctly set up you should be able to open the file browser on any connected machine and point to the Network Path on your server by typing the server's network path in the address field and pressing **Enter**. The first time this is done, you will need to enter the user account name and password for the password protected sharing.





ENTER NETWORK CREDENTIALS:
Be sure to check "Remember my credentials" so that these do not have to be entered each time Windows is started. After successfully entering the network user name and password, Windows Explorer should display the contents of the Sensible Database folder on your server machine. If you cannot do this, Sensible Cinema Terminal software will not be able to access the files it needs either and will display an error.

Files and folders from the **Sensible Database** folder on the file server will be shown once a successful connection has been made to the server machine.

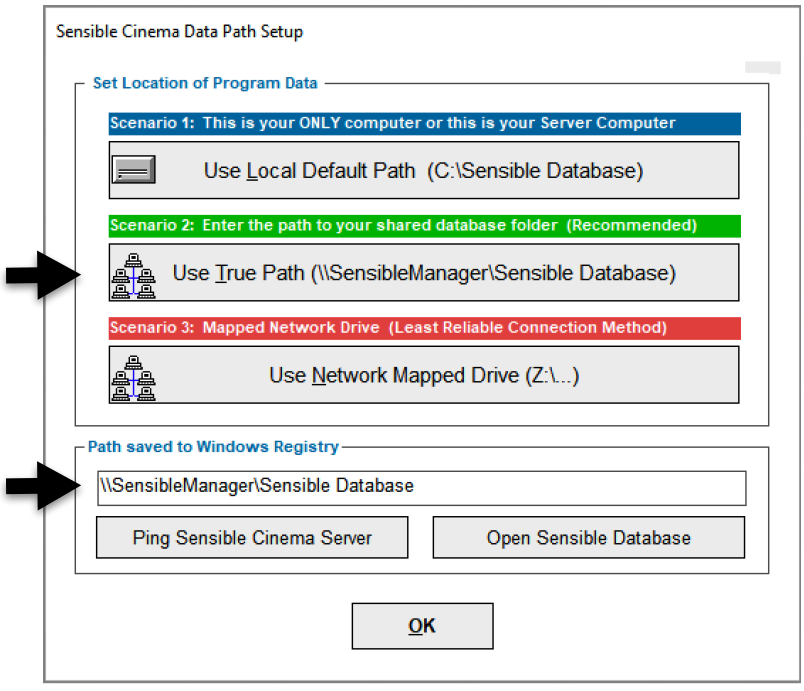


Server Setup

Open **Sensible Local Settings** on each of your Sensible Cinema Terminal Client computers and select “Configure Path to Database”.



Click the button ***Use True Path*** then manually change the server name from “SensibleManager” to your own network path shown in your own Sensible Database Properties window like the one shown on the bottom of the previous page.



Tweak Network Performance

REGISTRY SETTINGS:
The following registry changes should be made with care by persons who have experience with the Windows Registry. These settings are designed to add server level performance to standard Windows versions when Windows 7, 8, 10, etc. are to be used as the Sensible Server PC. These are not usually necessary with Windows 11.

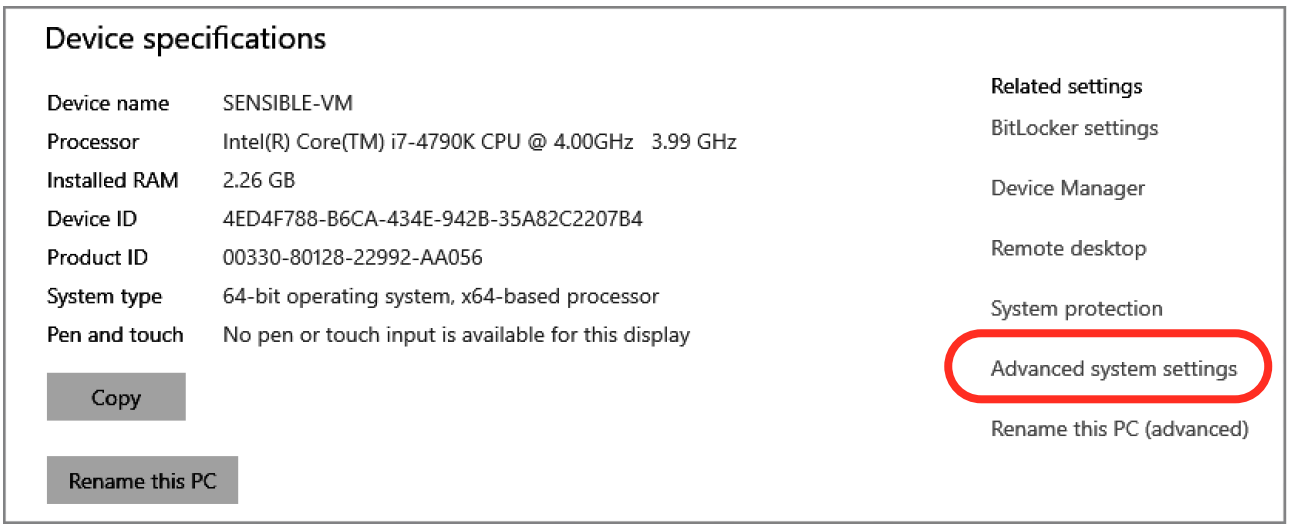
From Windows Start, select "RUN" and open **REGEDIT**.

Navigate to the following registry keys and change from the default values to the values shown in bold type.

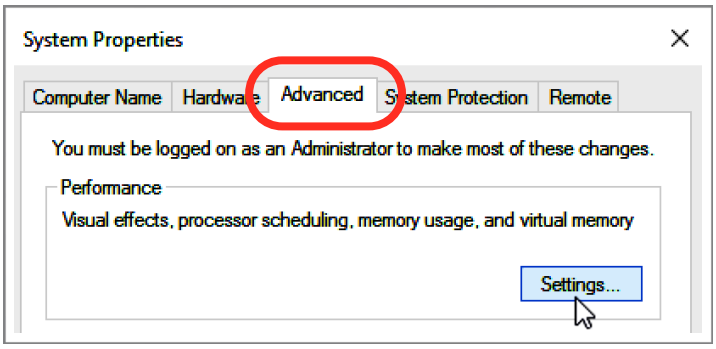
```
[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Session Manager\Memory
Management\LargeSystemCache
        1 = Minimize Memory Used
        2 = Balance
        3 = Maximize Throughput for File Sharing and Maximize Throughput for Network
Applications

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\services\LanmanServer\Parameters\size
        1 = Maximize Throughput for File Sharing
        0 = Maximize Throughput for Network Applications
```

Then restart the server computer. Make sure all client computers are logged out of Sensible Terminal.

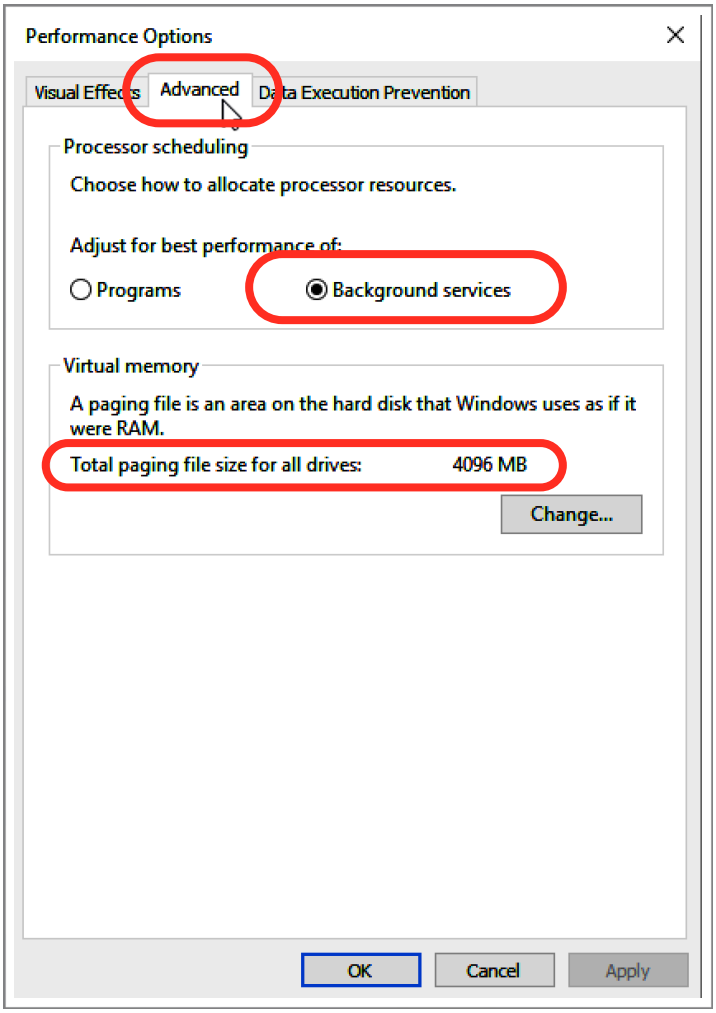
SERVER PRIORITY:
For the best possible performance of the Sensible Cinema Terminal client computers, the server PC should be set up to give first priority of the CPU time and disk services to the client computers and a lower priority to the foreground tasks on the server if it happens to be in use by a manager or other staffer. To do this, first open the Windows Settings and select **System**. When the System Properties window displays, select **Advanced System Settings**.



In **System Properties**, select the **Advanced** Tab then click the **Settings** Button.



In **Performance Options**, select the **Advanced** Tab then **Background Services**. Under **Virtual Memory**, change the paging file size to a minimum of **4096** if it is currently set to a smaller number. If it is necessary to change the size of your paging file, a reboot of the system will be required before it will take effect.



Server Setup

NETWORK CONNECTIVITY ERRORS:

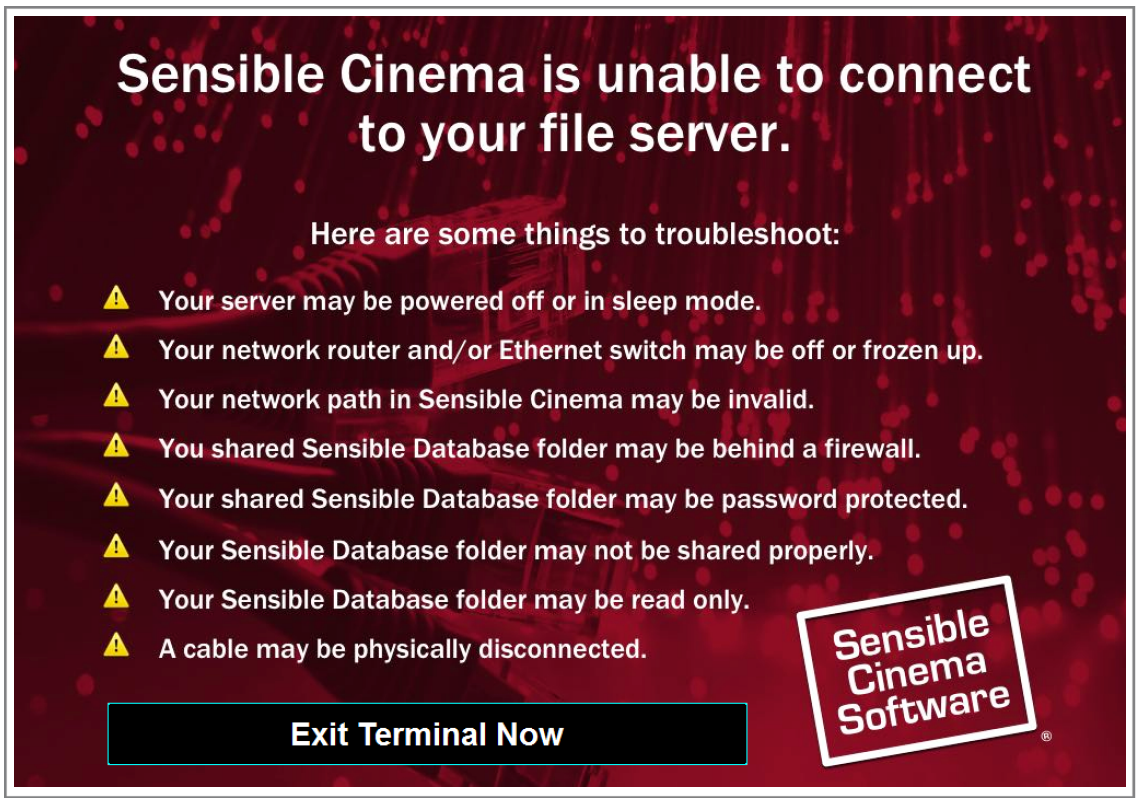
Sensible Cinema Terminal ***Error #52 - "Bad File"*** This error means you have connected to the data but the file is password protected and the credentials are invalid or blank. Refer to the steps on page 19 to connect to the share using Windows Explorer. This error can also occur if the SMB 1.0 file sharing protocol has been disabled on your server when there are still legacy Windows XP computers on your network. Microsoft started disabling SMB 1.0 in early 2021 via Windows updates due to security concerns.

Sensible Cinema Terminal ***Error #53 - "File Not Found"*** This error means either you have not connected to the shared program folder or a file being sought was not found, or both.

Sensible Cinema Terminal ***Error #75 - "File/Path Access Error"*** This error usually means you have the network share permissions set to read only. The share must be set up for read/write access. See the middle of page 18. It could also mean that the network discovery for this particular terminal client is not enabled. This is done the same way it is done on your server. This error could occur if you have not set "Everyone" file permissions to Read/Write and the user is logged in using a different user than the one explicitly setup for read/write permissions. By default, without "Everyone" permissions set to Read/Write, any user other than those explicitly specified in the permissions list (see page 18) would get error 75 and the files in the share would not be accessible.

Sensible Cinema Terminal ***Error #70 - "Permission Denied"*** This means that another terminal is running using the same six digit terminal ID number or represents the same terminal number. In other words, you can only have one "terminal 1", "terminal 2", "terminal 3", etc. Additional licensed terminals may be required.

Error dialog from Windows File Explorer: This error means either the network path is spelled wrong or the share is otherwise not found. If you are certain the network path is correct, try temporarily disabling the firewall on your server to see if that permits access to the shared folder.



Server Setup

Use this form to write down important information about your system setup.

SERVER WINDOWS PASSWORD PROTECTED SHARE SETUP:

Administrator Account User: _____

Administrator Account Password: _____

NETWORK SETUP:

Router Physical Location: _____

Router Setup IP Address: _____

Router Setup User Name: _____

Router Setup Password: _____

Network Switch #1 Location: _____

Network Switch #2 Location: _____

Network Switch #3 Location: _____

SENSIBLE CINEMA SOFTWARE:

Manager User Name: _____

Manager Password: _____

IT PERSON TO CALL:

Software Support: **Rusty Gordon, Sensible Cinema Software**
(615) 799-6366, support@sensiblecinema.com

Network Support Name: _____

Network Support Phone: _____

Network Support E-Mail: _____

Chapter 2

Sensible Manager Setup

Manager/Server Software Installation

SYSTEM REQUIREMENTS:
In order for Sensible Cinema Box Office for Windows terminal clients to work as designed and with the speed you would expect, certain minimum system requirements must be met. For best results, follow our recommendations when designing your system.

Minimum System Requirements:	Our Recommendation:
Dual Core CPU at 1.0 GHz	Dual or Quad Core CPU at 2.0 GHz or Faster
2 MB System RAM	8 GB System RAM
Windows 7, 8, 10, 11, Server 2019 or Later	Windows 11 or Later
160 GB HDD	256 GB HDD or SSD or Larger
100 Mbps Fast Wired Ethernet	Gigabit Wired Ethernet
Broadband Internet	High Speed Broadband Internet
Screen Resolution 1024x768 or Larger	Screen Resolution 1280x768
Anti-virus, and anti-malware Software	Anti-virus, and anti-malware Software
USB Port	USB 2.0 Port

Extended support expirations are as follows: Windows 7 Pro, Jan. 14, 2020, Windows POSReady 7, Oct. 12, 2021, Windows 7 Pro, Jan. 14, 2020, Paid support ended Oct. 8, 2024, Windows 10 IoT Enterprise LTSB 2016 Oct. 13, 2026, Windows 10 IoT Enterprise LTSC 2019 Jan. 9, 2029, Windows 10 IoT Enterprise LTSC 2021 Jan. 13, 2032, Windows 11 IoT LTSC Oct. 10, 2034. For other Windows 11 versions, check Microsoft web site.

MANAGER PC TEN BEST PRACTICES:
1. Keep the Sensible Cinema Programs up to date. Install updates when prompted.
2. Keep Windows updated by enabling Automatic Updates in the Control Panel.
3. Reboot your manager PC every other day to refresh system resources.
4. Install anti-virus and anti-malware programs and keep virus definitions up to date.
5. Fully scan for viruses and spyware once per week.
6. Use a laser printer for crisp and clean reports with a low total cost of ownership.
7. Avoid “surfing” the internet on the POS Server Computer.
8. Avoid heavy CPU usage—particularly games, videos and disk intensive applications.
9. Try to avoid using the server PC during periods of high volume sales.
10. Keep staff off of the management PC.

NETWORK BEST PRACTICES:
Sensible Cinema Box Office for Windows should only be used on a wired Fast Ethernet or Gigabit Ethernet network with a minimum speed of 100 Mbps with full duplex.

Wireless networks are not recommended because network connection speed and bandwidth will vary from terminal to terminal as wireless networks lower connection speeds based on signal strength. When speeds fall below the 100 Mbps threshold the possibility for damage to the database increases. Older network “Hubs” operate in “Half-Duplex” mode and should not be used.

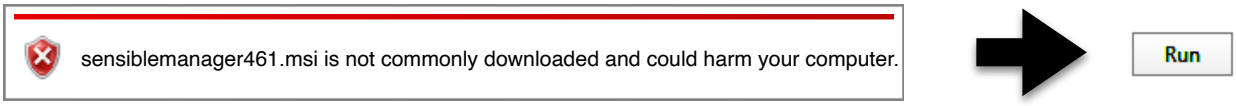
Sensible Manager Setup

SENSIBLE MANAGER DOWNLOAD SOURCE:
The latest full installer version of the **Sensible Manager** product can be downloaded from the link below. Do not install using a stale installation source like old CD-ROM discs or a file you downloaded more than a month ago.

SENSIBLE MANAGER DOWNLOAD LINK: (SUBJECT TO CHANGE, SEE WEB SITE IF LINK FAILS)
http://www.sensiblecinema.com/download/461/sensiblemanager461.msi

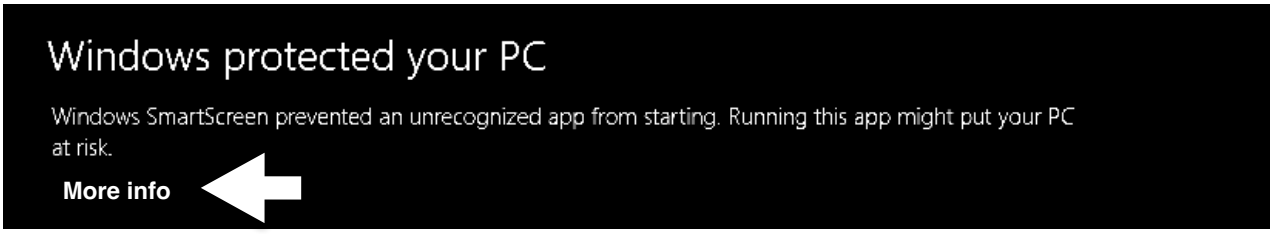
When installing or re-installing **Sensible Manager** a default license key is included in the package which will set the program in demo mode. You must have the license code sheet provided to your theatre at the time of purchase and follow the instructions on that sheet to set permanent licensing.

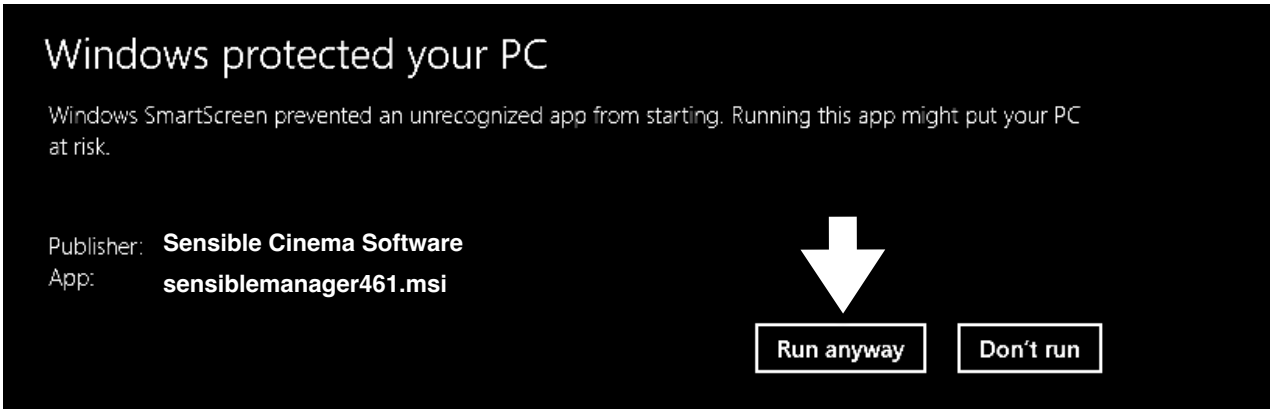
SENSIBLE MANAGER INSTALLSHIELD® WIZARD:
Once you have downloaded the program installer .msi file you must run it in order to install the product on your computer. Some of the newer Windows versions may attempt to block the setup because it isn't one widely downloaded. Sensible Cinema isn't installed as often as the Adobe Acrobat Reader, for example. Windows will try to prevent you from installing the software but it is okay to disregard those warnings as long as the installer has a digital signature showing "Verified Publisher" as **Sensible Cinema**. See box 2 on page 28.



You might also be presented these additional two security dialog boxes in Windows. To start the Sensible Manager setup, click "More Info" then press the "Run Anyway" button.

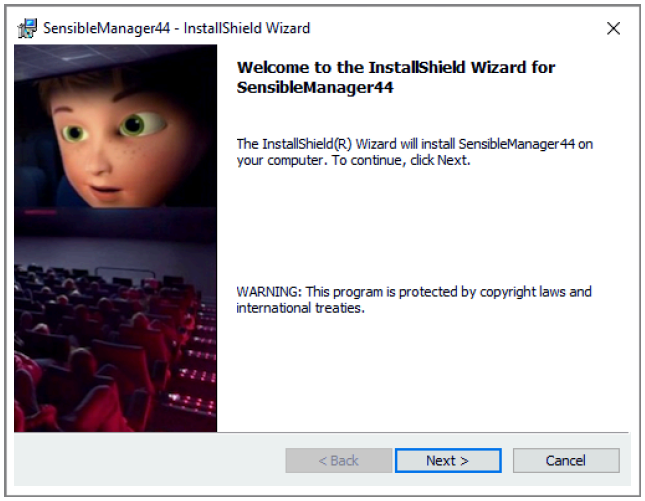
Windows Popup Warnings



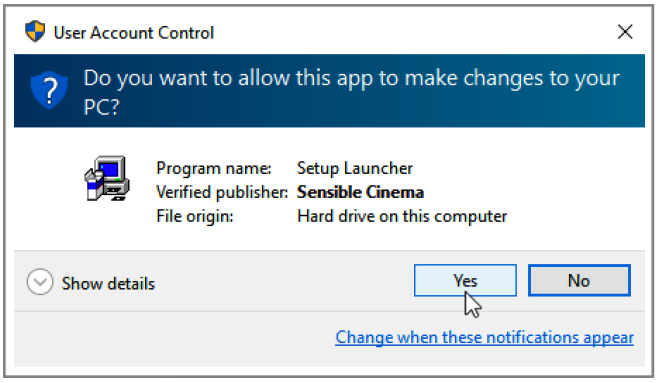


Sensible Manager Setup

1. When installer starts, select “Next”

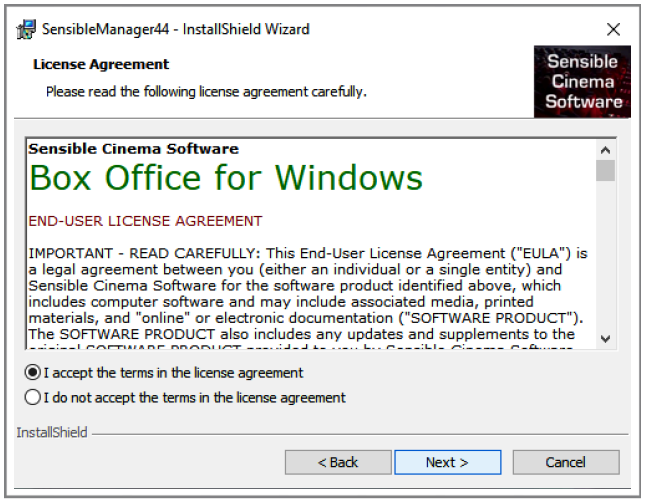


2. Press “Yes” if prompted to allow changes

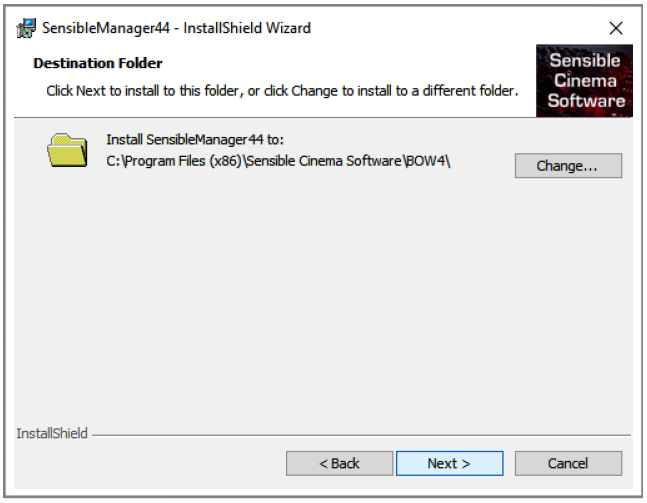


You can configure the Windows **User Account Control** to reduce the number or frequency of system related warnings.

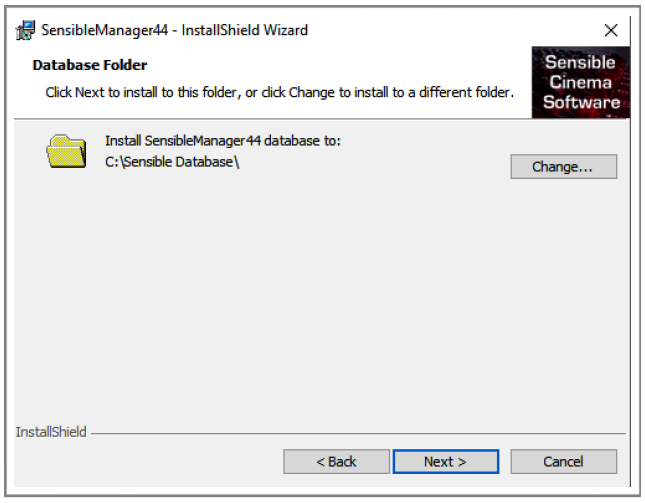
3. Select “I accept…” and press “Next”



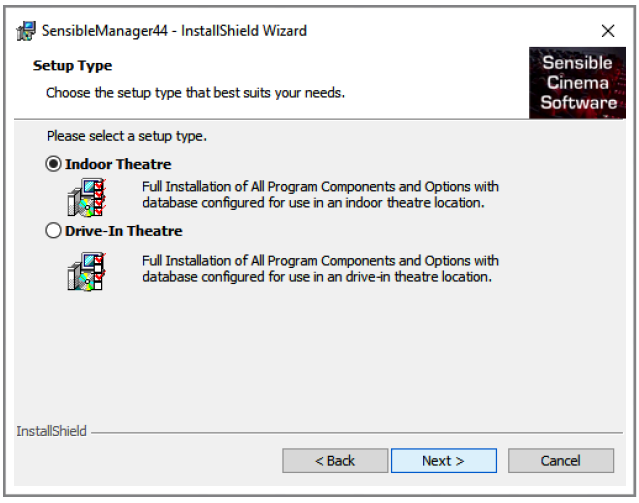
4. Use pre-selected program folder and click “Next”



5. Use pre-selected database folder and click “Next”

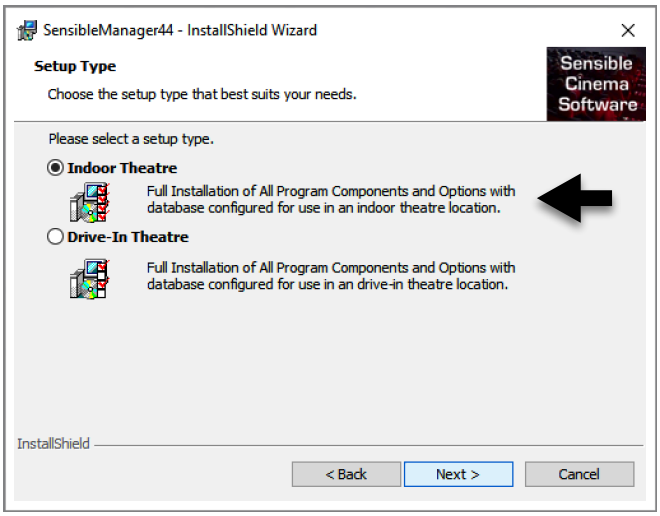


6. Use pre-selected folder and click “Next”

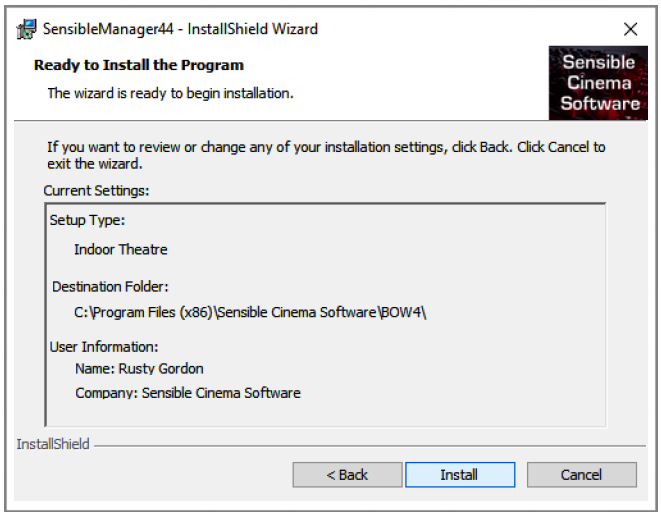


Sensible Manager Setup

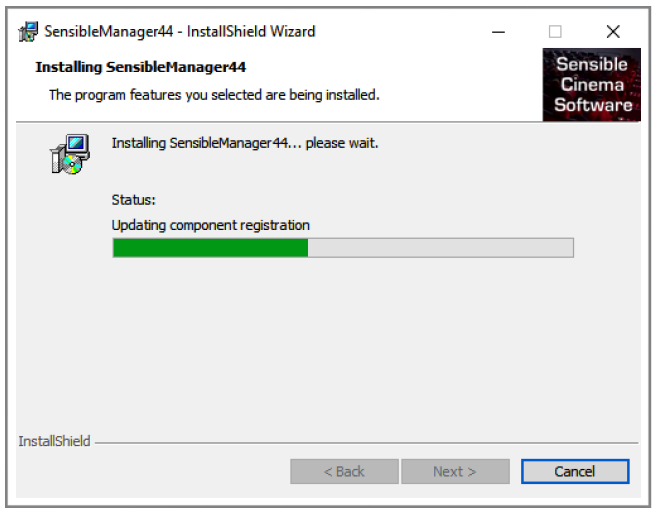
7. Choose theatre type and click “Next”



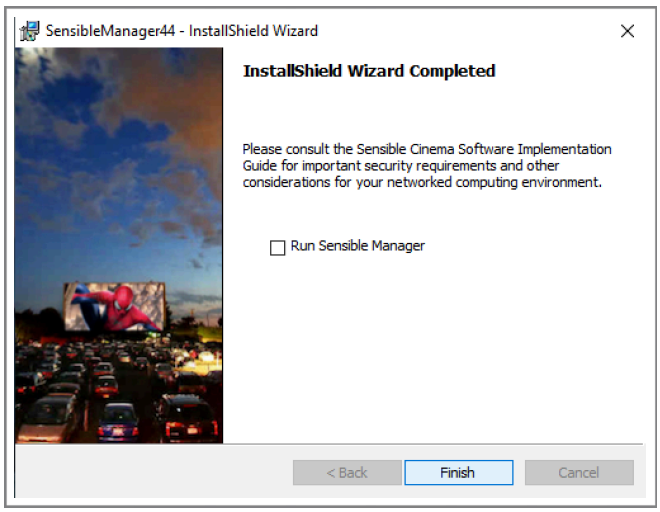
8. Review and press “Install”



9. Files will install, components will register



10. Press “Finish” once the setup completes.



SENSIBLE MANAGER INSTALLED PROGRAM COMPONENTS:

A number of program components will be installed to the Windows desktop. Some additional utility programs will be shown in the start menu only and may be moved to the desktop or added to your startup folder if needed. The schedule export utilities are licensed separately. If a desktop icon is accidentally deleted, browse to the program folder, (usually C:\Program Files\Sensible Cinema Software\BOW4) right-click the program file and select ”Send to Desktop -> Create Shortcut”

Main Program Components

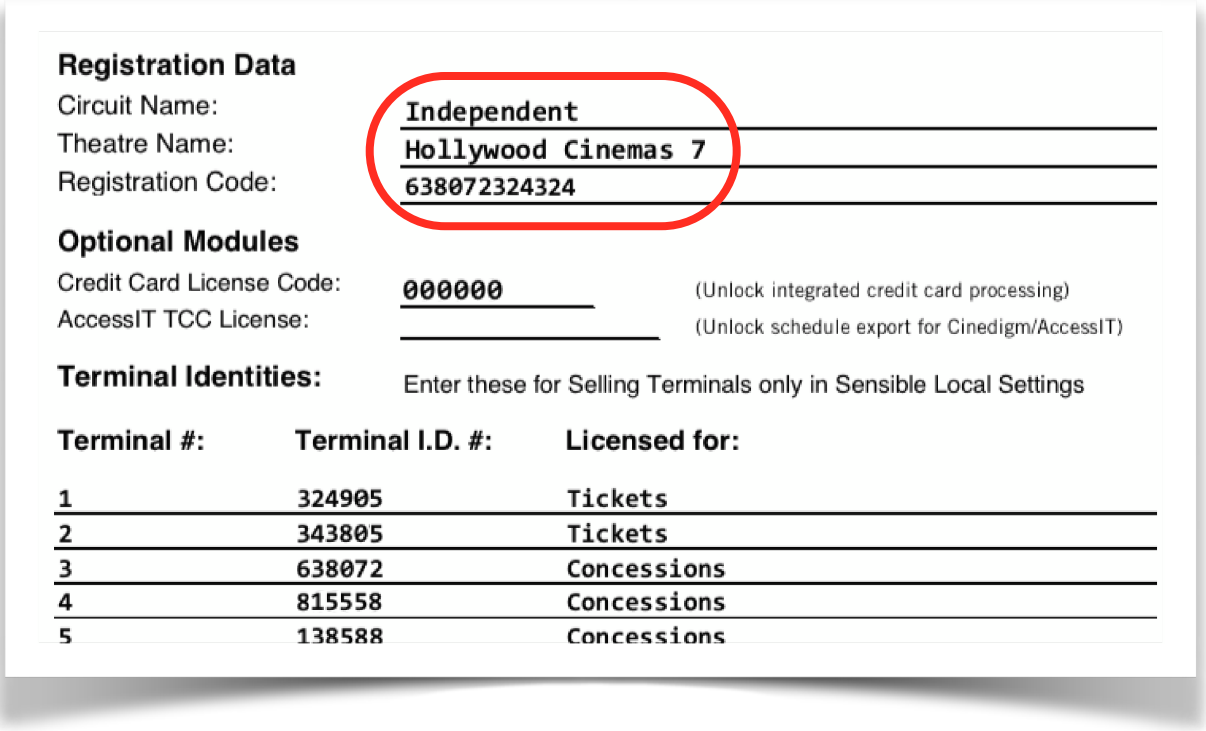
- Sensible Manager
- Sensible Local Settings
- Sensible Signage
- Sensible User Guide
- Sensible Inventory
- Sensible Database Utility

Additional Utilities found in Start Menu

- Sensible TCC/Manual Schedule Export for Cinedigm/GDC
- Sensible TCC/Auto Schedule Export for Cinedigm/GDC
- Sensible Dolby XML Auto Schedule Export

Sensible Manager Setup

SENSIBLE MANAGER LICENSE CODE SETUP:
Have the license code sheet for your theatre available in hand as you start up the desktop application called **Sensible Local Settings**.



Registration Data

Circuit Name: Independent
Theatre Name: Hollywood Cinemas 7
Registration Code: 638072324324

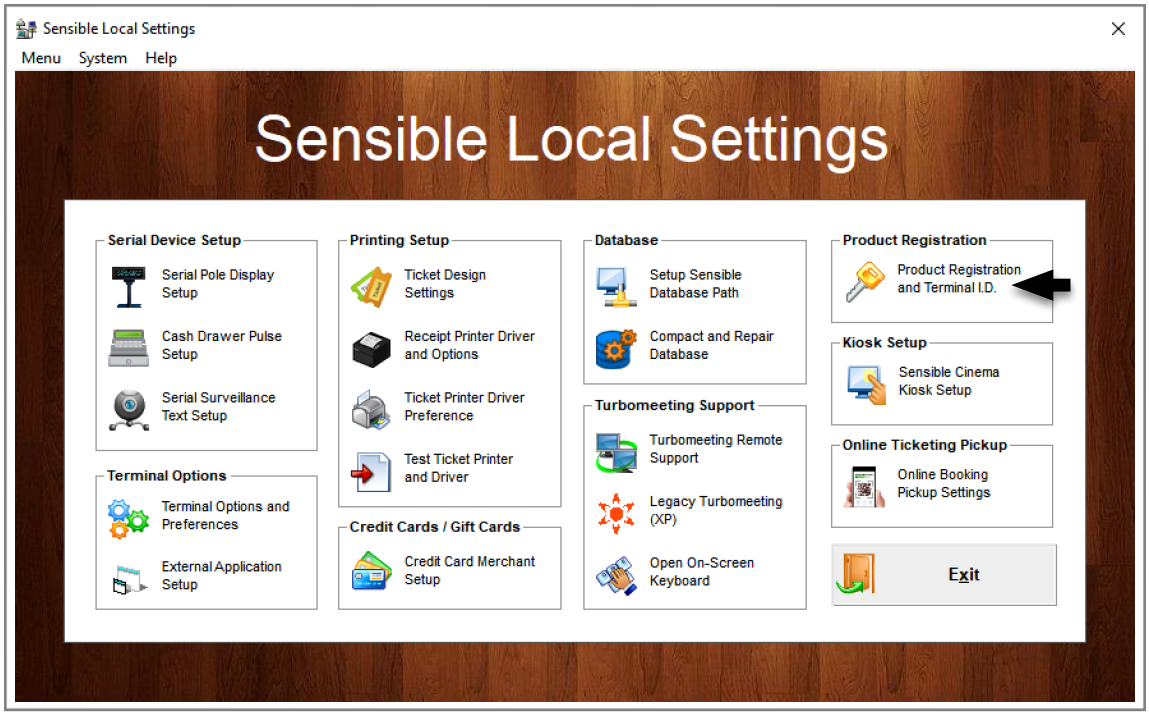
Optional Modules

Credit Card License Code: 000000 (Unlock integrated credit card processing)
AccessIT TCC License: (Unlock schedule export for Cinedigm/AccessIT)

Terminal Identities: Enter these for Selling Terminals only in Sensible Local Settings

Terminal #:	Terminal I.D. #:	Licensed for:
1	324905	Tickets
2	343805	Tickets
3	638072	Concessions
4	815558	Concessions
5	138588	Concessions

Click ***Registration Code and Terminal I.D.***

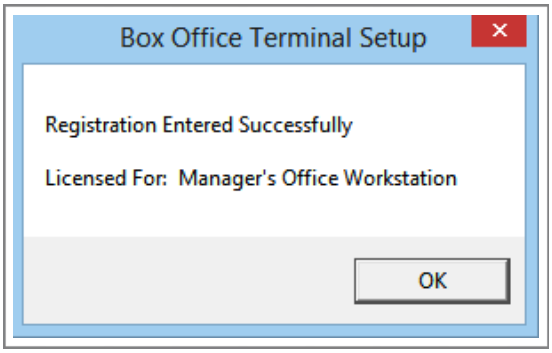


Sensible Manager Setup

Select **Manager's Station** on systems which will not have a selling terminal client installed or **Selling Station** in cases where the manager station will double as a selling terminal. Enter the registration Circuit Name and Theatre Name *precisely* as shown on the license code sheet provided. Then enter the registration code and any other required codes. Press "OK".



If you have entered everything correctly, a dialog showing a successful registration will appear. This will show the terminal number and the licensed capabilities of this particular terminal.



You can now exit **Sensible Local Settings** application and open the **Sensible Manager** application using the desktop icon. If you are using the software for the first time, use the following default administrative login. Be sure to change the password or better yet, create your own user name and password set for level 99 administrator access once you have successfully logged it for the first time.

Default Administrator User: **admin**
Default Administrator Password: **cinema**
Default Administrator Level: **99**

Sensible Manager Setup

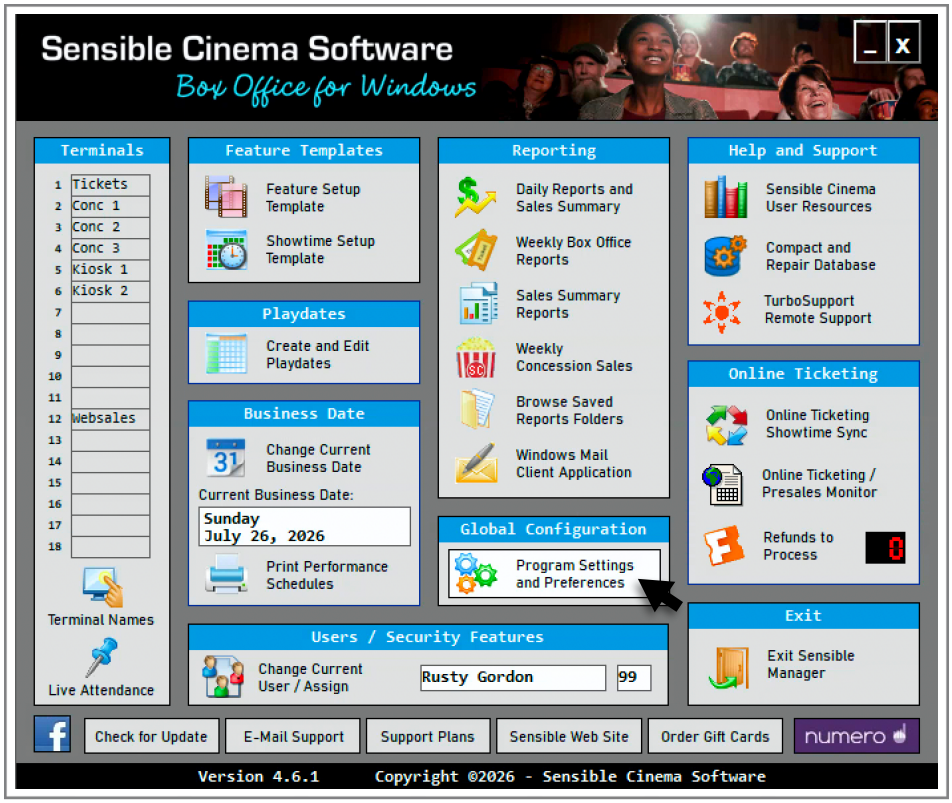
Chapter 3

Product Configuration

Product Configuration

Master Program Configuration

Set up the program's global configuration settings to customize the software for your theatre.

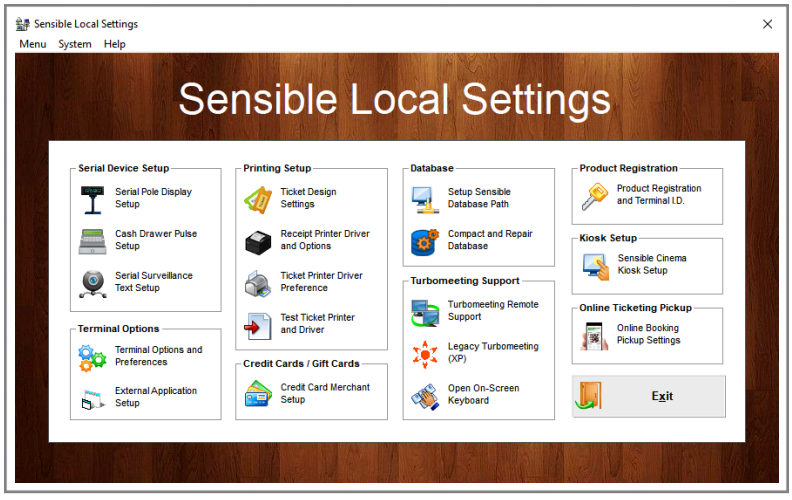


PROGRAM SETTINGS:
There are two types of settings used by Sensible:

Global Settings are settings which are the same for every computer. Movie titles, ratings, running times, showtimes, ticket prices, auditorium capacities, user names, passwords, etc. are all examples of global settings.
These are saved in the configuration file in the **Sensible Database** on the server computer. To access these global settings, click ***Program Settings and Preferences***.

Local Settings are settings for the sole use of that one workstation. Terminal I.D. numbers, terminal preferences, printer driver names and printing formats, cash drawer and other peripherals settings, etc. are examples of Local Settings. These are stored in the Windows Registry.

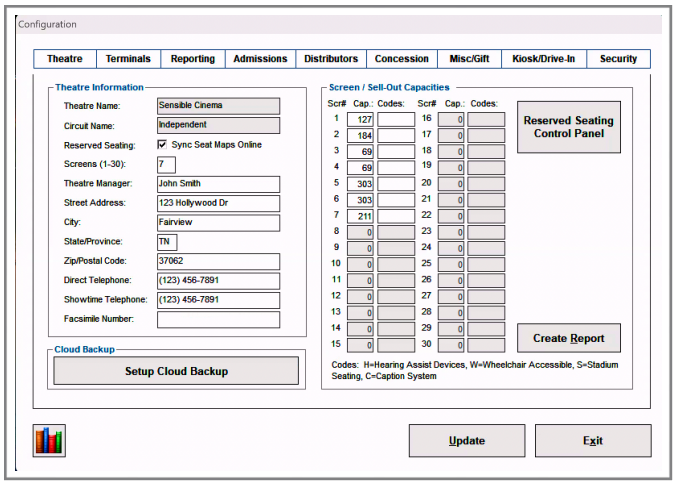
Use the **Sensible Local Settings** application to change these local settings on a machine.

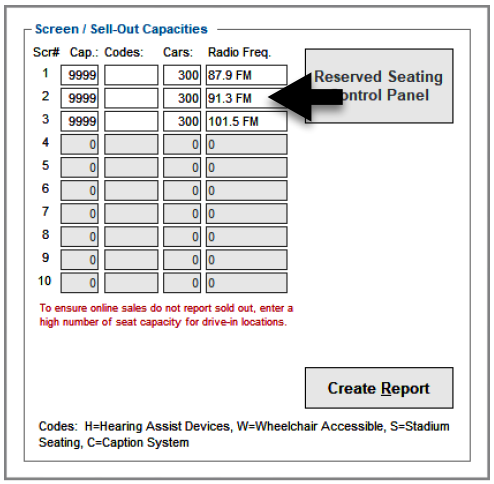


THEATRE TAB:
The first data needed to set up your system is the theatre information. Click ***Program Settings and Preferences.*** from the Sensible Manager program. It will open to the first of the nine tabs in the Global Configuration. Here we will enter basic information about your theatre.

Product Configuration

If your theatre is a drive-in, check the ***Drive-In*** checkbox to make additional options tailored for drive-in theaters appear here and throughout the Sensible Manager and Sensible Terminal applications. For Drive-Ins (right image) a cars and radio frequency column are added to setup. The Drive-In Checkbox is located on the Kiosk/Drive-In tab.

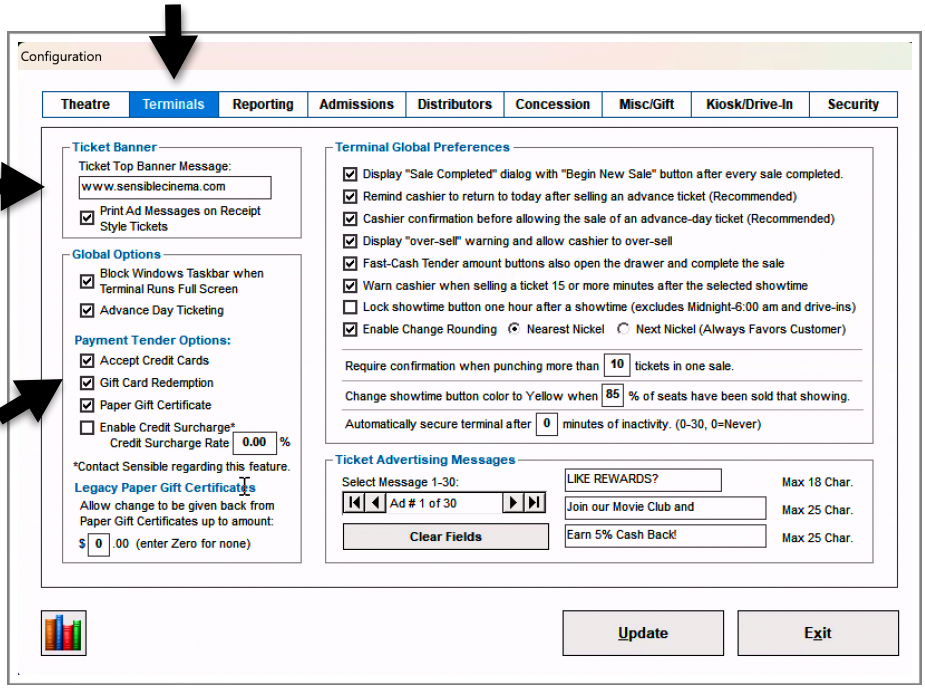




Theatre Capacities:
You can enter the exact number of seats available in your auditorium or alternatively enter a sellout capacity. In the ***Ticketing*** tab you can set warnings to engage when a certain percentage of seats have been sold. For drive-in theaters, set the total number of seats to 1000 or higher and enter the number of car spaces available for each screen. If using the drive-in theatre ticket, enter the radio frequency for each screen to be printed on the ticket.

TERMINALS TAB:
Global options and preferences set here affect all POS terminals uniformly. Here you will find options to restrict sales by time, set sellout limits, enable change rounding, secure an idle terminal, print a banner on tickets, and decide which tender types to accept.

Surcharging theaters can set surcharge percentage up to 3%.



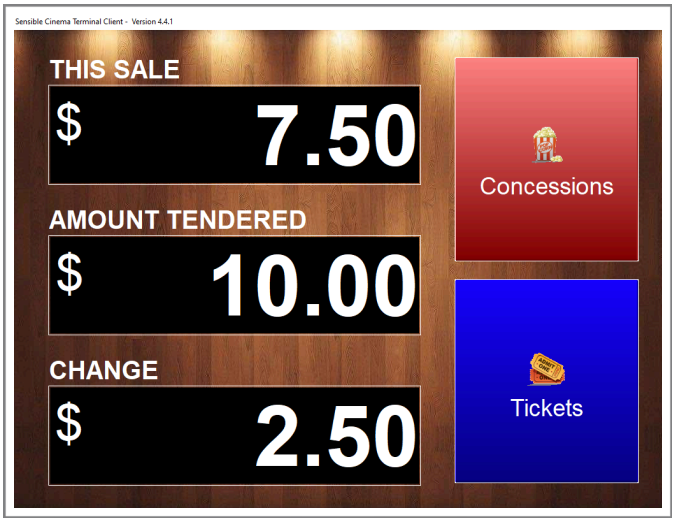
The ticket banner is a great place to advertise the theater website on every ticket sold. Some ticket types also allow an advertising message.

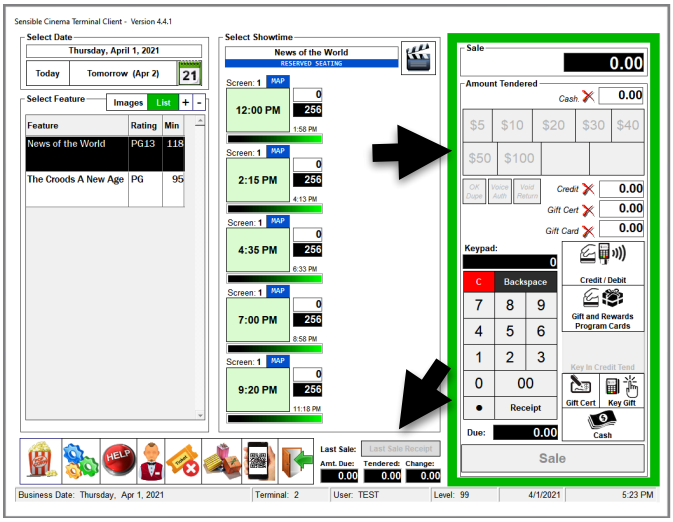
Product Configuration

Under **Terminal Global Preferences**, select the checkbox for each of the features you want to use. We call these preferences because these are all used based on the personal preference of the theatre owner about how they want the system to behave. Many are features which were at one time requested by our customers. Here is a detailed description of each preference:

☑ **Display "Sale Completed" Dialog with "Begin New Sale" button after every sale completed.**

When checked, the "Sale Completed" dialog box (left) will be shown after each sale is completed. Using the Sale Completed dialog ensures your employees know when they have successfully finished a sale prior to moving on to the next. This is especially helpful to prevent running sales together resulting in the wrong amount being charged to a customer credit card. That said, this adds an extra step to the start of each new sale. If you can train your employees to pay attention to the colored line around the amount tender area, you can eliminate this step. The line around the sale window (shown in the screen capture on the right) is **GREEN** for "GO" when ready for a new sale and turns **RED** for "STOP" when a sale is in progress. In the bottom middle of the sales terminal screen are the completed sale totals from the last sale and change due are displayed. There is even a button which allows printing a receipt for the last sale.





☑ **Remind cashier to return to today after selling an advance ticket. (Recommended)**

This preference causes the cashier to be reminded to return to the current day after selling an advance ticket. This prevents the sale of additional tickets for the wrong day.

☑ **Cashier confirmation before allowing the sale of an advance-day ticket. (Recommended)**

This preference prompts the cashier that the ticket being sold is for (specific date and time) instead of for the current day. This is to prevent mistakingly printing an unneeded ticket.

☑ **Display "oversell" warning and allow the cashier to over-sell**

This preference prompts the cashier that the maximum number of seats has been reached. It allows the cashier to knowingly over-sell in the event that seats are found for the patron since some theaters hold back a number of seats from the point-of-sale system.

Product Configuration

☑ **Fast-Cash Tender amount buttons also open the drawer and complete the sale**

This saves the additional step of pressing the "Sale" button once a tender amount is chosen.

☑ **Warn cashier when selling a ticket 15 or more minutes after the selected showtime**

This preference prompts the cashier when the feature presentation for the selected showtime has likely started so that the customer is warned that some of the film may be missed.

This locks the showtime button one hour after the start of a film so that tickets are not accidentally sold for it. If left unlocked the cashier would still get the reminder that the film has started.

Require the cashier to confirm when more than [*xx*] tickets are punched up for a transaction. (Enter 0 for never)

This prevents a large number of unintended over-punched tickets to be printed by accident.

Warn cashier when a performance has sold more than [*xx*]% of its available seats by changing the showtime button to yellow.

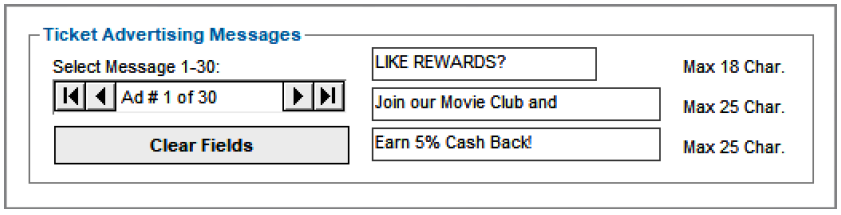
When a certain percentage [*xx*]% of your auditorium's total seating capacity has sold the showtime button will change from gray to yellow as a warning. When the show has sold out completely it will turn to red.

☑ **Change Rounding** This preference has two options:

◉ Nearest Nickel ◎ Next Nickel (Always Favors Customer)

Nearest Nickel rounds .01, .02, .06, and .07 down, .03, .04, .08, and .09 are rounded up.

Under **Ticket Advertising Messages** you can store up to 30 three line messages which may be printed on the customer stub of certain styles of tickets. When setting up individual movies in the **Sensible Manager -> Feature Setup Template** you can select from one of the 30 messages if you want to use one. This permits you to target viewers of certain films with individualized messages. This feature is not available for sites using reserved seating as this ticket real estate is used for Row and Seat Number assignment.

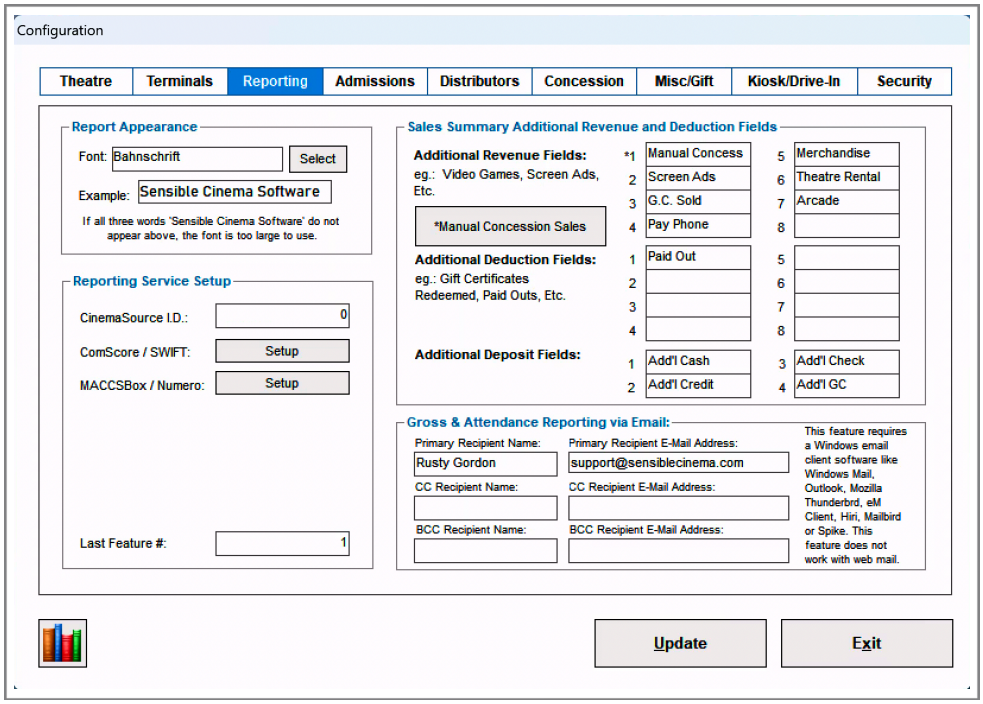


Thermal stock ticket from a Practical Automation, Boca or Datamax printer.



Product Configuration

REPORTING TAB:
Here are the configuration options specifically for your reports. These include fonts, file formats, revenue and deduction fields, online reporting setups, email and cloud backup.



Sensible Cinema Box Office for Windows retains your daily data file so that you can recreate all box office and sales summary reports on-the-fly as needed without the need to store PDF files of individual reports saved to disk. Only daily concession sales by item must be saved to a file for future use.

The **Report Appearance** window is where you can customize the look of your Sensible Cinema reports by selecting the preferred font to be used from the Windows Truetype® fonts available on your system. As long as all three words **Sensible Cinema Software** are displayed in the example window, you can be assured that your reports will be formatted correctly using your selected font.

The **File Save Format** window allows you to select the default file save format for your reports to be saved to. Our default is **Adobe Acrobat (.PDF)** because the files are made to be read only and can only be annotated, not edited. Remember, except for concession item reports, all sales summary data and box office reports can be created on-the-fly at any later date.

The **Reporting Service** IDs, ComScore®, MACCSBox® and Numero® Setup are where you enter parameters for transmitting your grosses nightly (and/or hourly) through Sensible Cinema and sending schedules to CinemaSource®. The ***Last Feature #*** field contains the last consecutive feature number used when setting up new features in the Master Feature Template when not downloading the CinemaSource ID. The Feature number is used as a unique identifier for each film. When setting up a film this way you will press a button marked “Next” to assign the next available number. These unique identifiers are used by your digital cinema library management system (LMS) or Theatre Management System (TMS) for importing showtime schedules and are used by ComScore for your reporting of grosses. See the ComScore setup on the next page.

Product Configuration

COMSCORE® REPORTING SETUP:

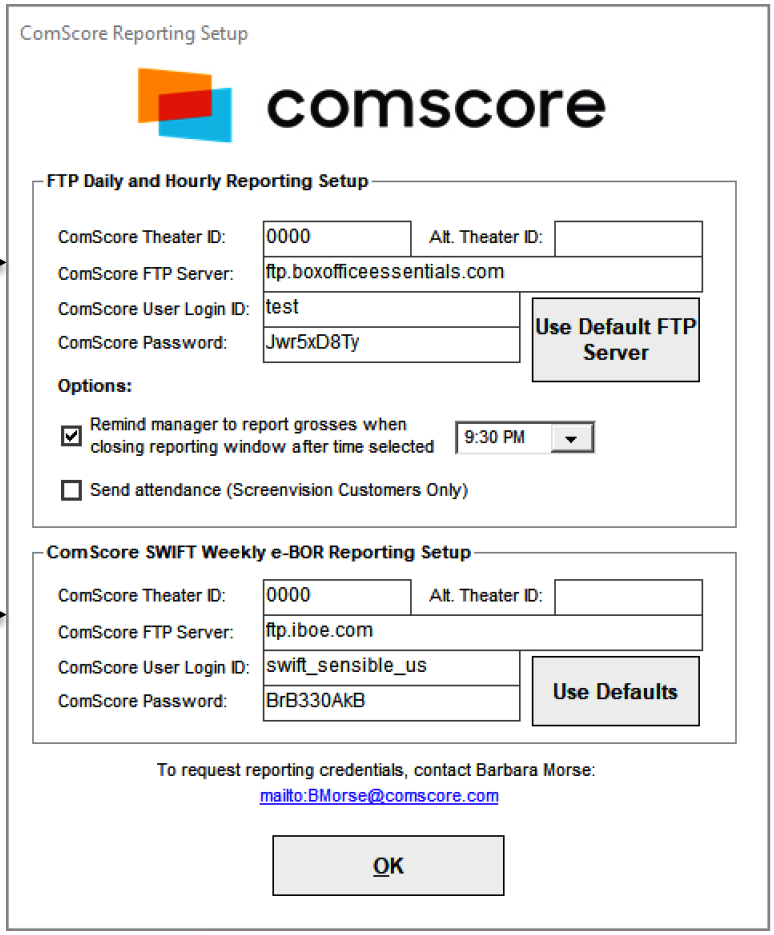
Press the ComScore® ***Setup*** button to configure the Sensible Cinema Box Office for Windows software for electronic gross reporting via our own internal file transfer protocol (FTP) client. Daily grosses and SWIFT e-BOR data are sent nightly at the box-office close. You should also report each new film opening using the button for doing so in your **Feature Setup Template**. To use the FTP reporting, you must first request a user ID, password, FTP address and theater ID from ComScore. See the setup dialog window for details or contact your film buyer. The alternate theater ID is used at sites considered to be two separate locations, for instance a theater with both indoor and outdoor screens. When setting up a film in the Master Feature Template, tick the "Alternate Comscore ID" flag for films that will use this alternate ID.

Daily Gross Reporting

Enter your theatre ID, the server address, your unique theatre login and your theater password. To have the system remind you in case you close the daily reporting without sending your grosses, set the reminder option.

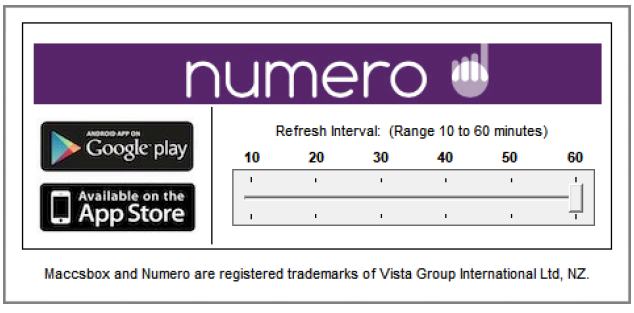
Weekly SWIFT e-BOR

Enter your theatre ID same as with Daily Grosses. Do not change the default FTP Server address, user login or password. All sites will use the same settings for SWIFT. You will be reporting sales each day that will be compiled by ComScore into each weekly SWIFT report.



NUMERO® REPORTING SETUP:

Select the Numero box in the Sensible Manager Main Menu for options and to request credentials to use with the free Numero for Exhibitors smartphone app available in the App Store and Google Play marketplace.

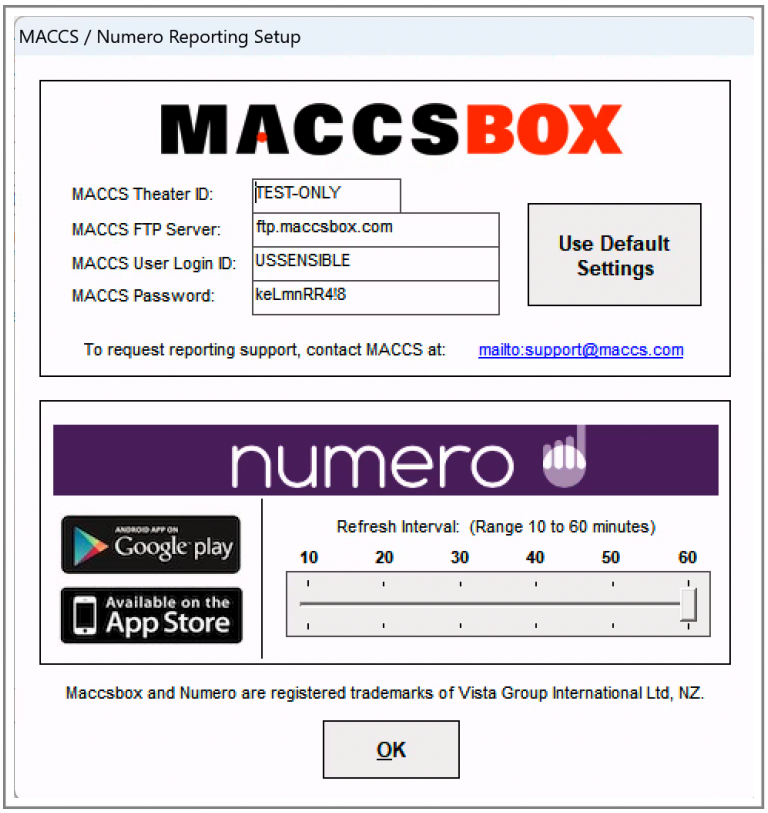


Product Configuration

MACCSBOX® REPORTING SETUP:
Press the MACCS Box® ***Setup*** button to configure the Sensible Cinema Box Office for Windows software for electronic gross reporting via our own internal file transfer protocol (FTP) client.

At the time of this writing, all Sensible Cinema customers will Use Default Settings as shown below. The Theater ID will be the same one assigned for use with ComScore.

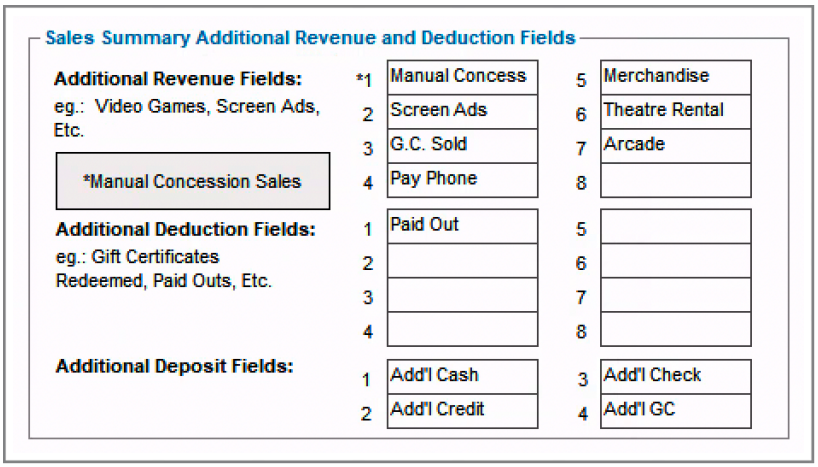
Numero:
The same Theater ID for MACCS is used here. NUMERO provides a free app for your smart phone or tablet, giving you access to both current and historic box office data. See page 142 for details.



Product Configuration

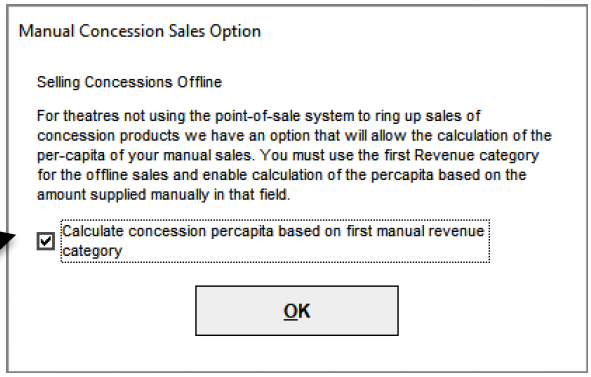
SALES SUMMARY ADDITIONAL REVENUE AND DEDUCTION FIELDS:

The Daily and Weekly Sales Summary reports created with the software are highly customizable, making it possible to include off-POS revenue and deduction items in your reconciliation. Items such as revenue from arcade games and screen ads for example can be included in your deposits. For theaters only using Sensible Cinema for ticketing, use the Manual Concession Sales revenue field to record sales from your concession stand. You can have Sensible Cinema calculate the concessions per-capita from your offline sales by pressing ***Manual Concession Sales*** and checking the checkbox to calculate concession per-capita based on the amount entered in the first revenue category.



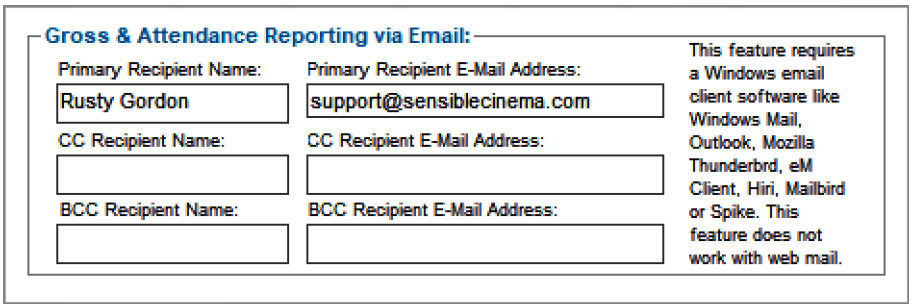
Custom Summary Fields let you categorize certain kinds of revenue, deductions and deposit items in daily, weekly and historical reports. It is important to leave these categories where you create them in this grid and not delete a category unless it was never used in the past. If a category is moved to a different position, renamed or deleted, it may not represent the intended value when reviewing previous reports.

Manual Concession Sales can be entered by anyone, even those using the point-of-sale system for concession sales. When using Sensible Cinema Terminal for concession sales the system will automatically calculate your concession per-capita based on system sales. For those not selling through Sensible Cinema, check the checkbox at the right to have the per-capita calculated based on offline sales entered into the first revenue category. Per-capita will always be based on one or the other, never both.



USING WINDOWS MAIL FOR SENDING REPORTS:

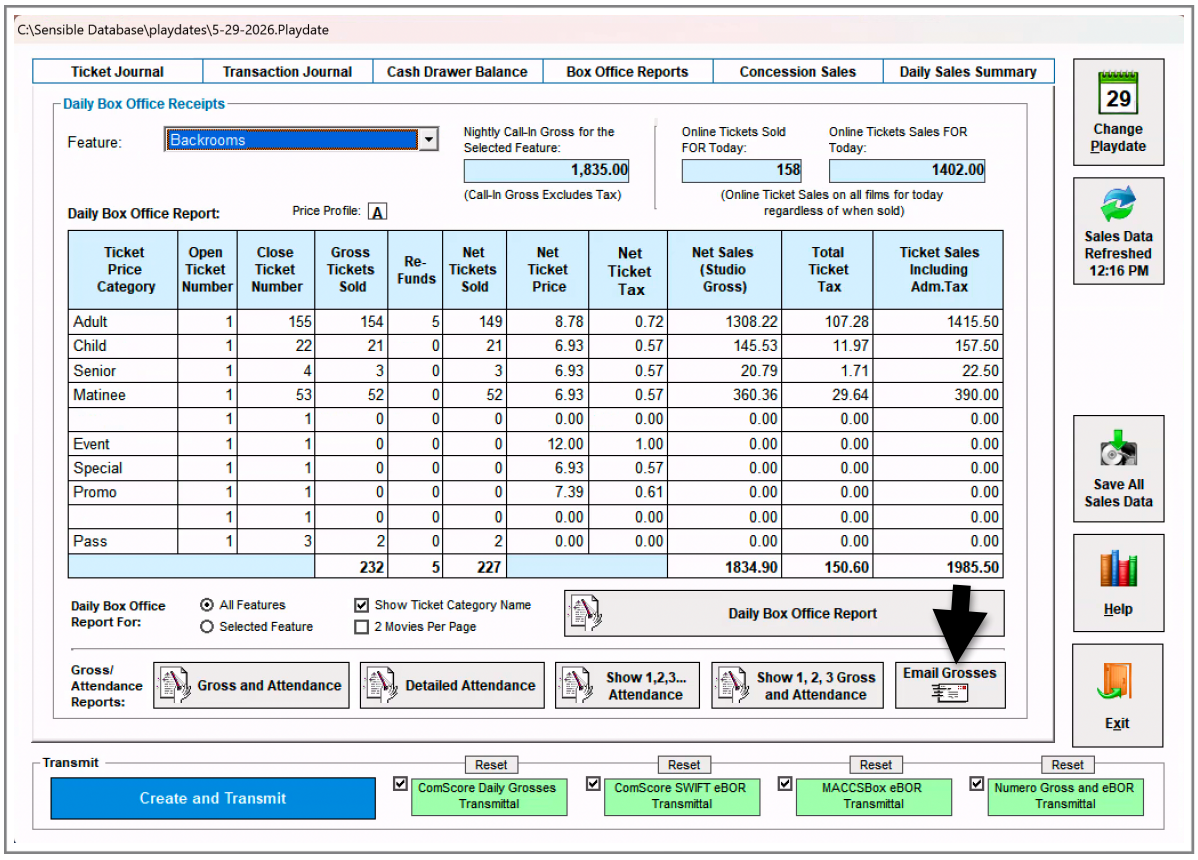
Sensible Cinema can use Windows Mail or another mail client set as your default to email your grosses at the end of the night to up to three email addresses.

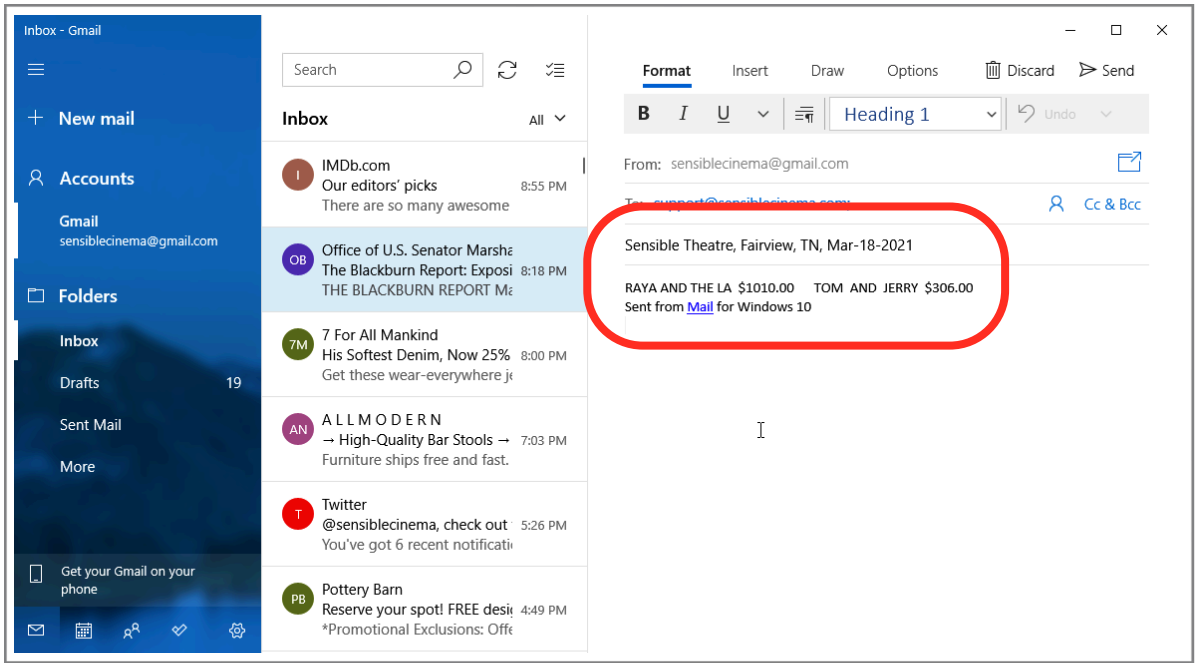


Sensible Cinema will compose an email message showing the playdate, feature names and grosses for each film. Once composed it is up to the user to send the message or edit it before sending.

Product Configuration

In Daily Reporting, select **Email Grosses**. Your default email client will be used to send your grosses via email. Sorry, this function will not work with webmail however those accounts can be set up in a classic Windows Mail client or Outlook Desktop app.





Product Configuration

ADMISSIONS TAB:
The Admissions tab is where you will maintain your ticket prices and categories. Sensible Cinema Box Office for Windows has two ten-category admission profiles, "A" and "B", with each profile independent of one another. For each film you show you will select one profile or the other. Generally speaking, profile "A" is used for 2D movies and profile "B" is used for 3D movies.

Important Information about Admission Price Setup:
Your admission categories, prices and taxes are copied from the Master Configuration to each playdate as it is created. This means you must have your pricing set and correct in the Master Configuration -> Admissions Tab *before* you create a playdate. You *cannot* change pricing, taxes or category names for a particular day *after* a playdate has been created. This is to prevent selling tickets for the same ticket category for more than one price. You can switch between admissions profile "A" and "B" *only* if no seats have been sold. If you have discovered your prices in a particular playdate are incorrect and no seats have been sold, you can delete the playdate, fix your admission price profile in the Master Configuration and then re-create the playdate. If you *have* sold tickets you will have to wait and change the prices another day or lose the sales you have made by deleting the playdate and creating it again. Remember, changes made to the Admission Price setup in the Master Configuration will not affect any existing playdates in any way. If you want to disable a certain category from sales on a certain day that you have already created, you *can* go to the showtimes for the particular playdate in **Create and Edit Playdates** and uncheck that category from all of your showtimes.

Admission Price Changes:
When planning an admission price change, you must first create the playdates which will be sold for at the old prices, change the admission prices in the Master Configuration, then create your new playdates to be at your new admission prices. This makes it possible to sell tickets for the old playdates at the old price and immediately begin selling advance tickets for the future playdates which will be at the new prices. Here is a diagram:

Create all playdates for Monday-Thursday before changing prices in the Master Configuration. Next, change prices in **Master Configuration -> Admissions Tab**. Create the new playdates for the weekend starting Friday.

MON	TUE	WED	THUR	FRI	SAT	SUN
Old Price	*Old Price*	*Old Price*	*Old Price*	***New Price***	***New Price***	***New Price***

Advance tickets sold on Monday for a Saturday night show in this scenario would be at the new prices, regardless of what the price for seeing a movie on Monday was. So, if I came to see a movie Monday and decided to buy a ticket for Saturday while I happened to be at the theatre, the price to see the movie would be different for each night.

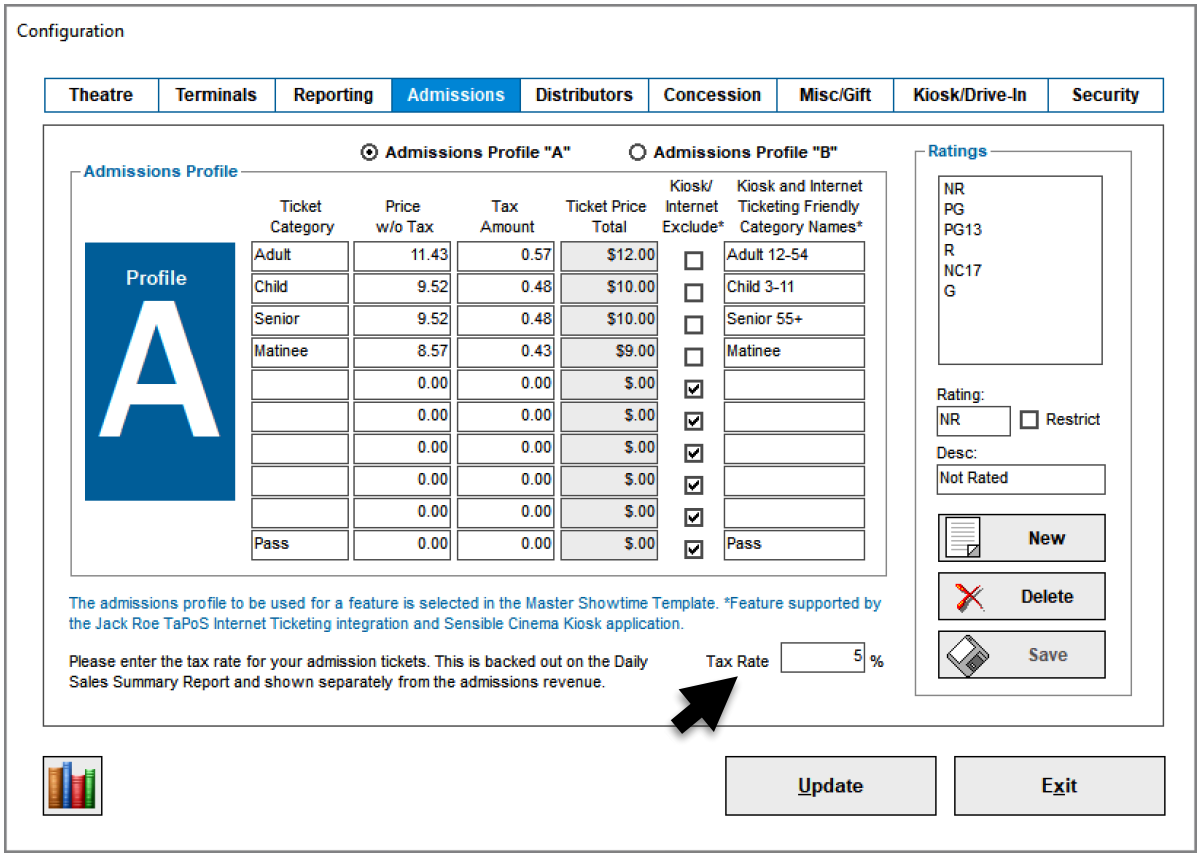
Product Configuration

Setting Up Ticket Prices and Taxes:
For each individual ticket category, you must enter the breakdown of the ticket price. This is the total face value of the ticket broken down into the admission price and admission tax components. If your tax authority does not charge tax on tickets, leave the amount for the tax as **0.00** and enter the tax rate at the bottom right as **0%**.

We enter the tax breakdown because the film distributors want the tax applied to each individual ticket reported on your box office report. We enter the percentage because the tax authority of your state, county, and municipality wants a percentage of your total ticket sales reported as your sales tax liability. These two different ways of calculating the sales tax are at odds with one another, but both must be done to satisfy the requirements of each of these entities. As a result, these two figures may differ slightly from one another. Sensible Cinema makes sure each of these entities get the reported the tax they expect. Take for example the scenario below:

Distributor Calculation Method for 5% Tax on Admissions
Example: 1000 tickets sold at $12.00 each {$11.43 and $0.57 tax} (formula 12.00 ÷ 1.05)
You Report $11,430.00 in admissions and the **Tax= $570.00** in tax = $12,000.00 Total Sales

Tax Authority (State/County/Municipal Govt.) Calculation Method for 5% Tax on Admissions
Example: 1000 tickets sold at $12.00 each = Total $12,000
Back Out Sales Tax of 5% (formula $12,000 ÷ 1.05 = $11,428.57),
Subtract $11,428.57 from $12,000 and the **Tax = $571.43**



Product Configuration

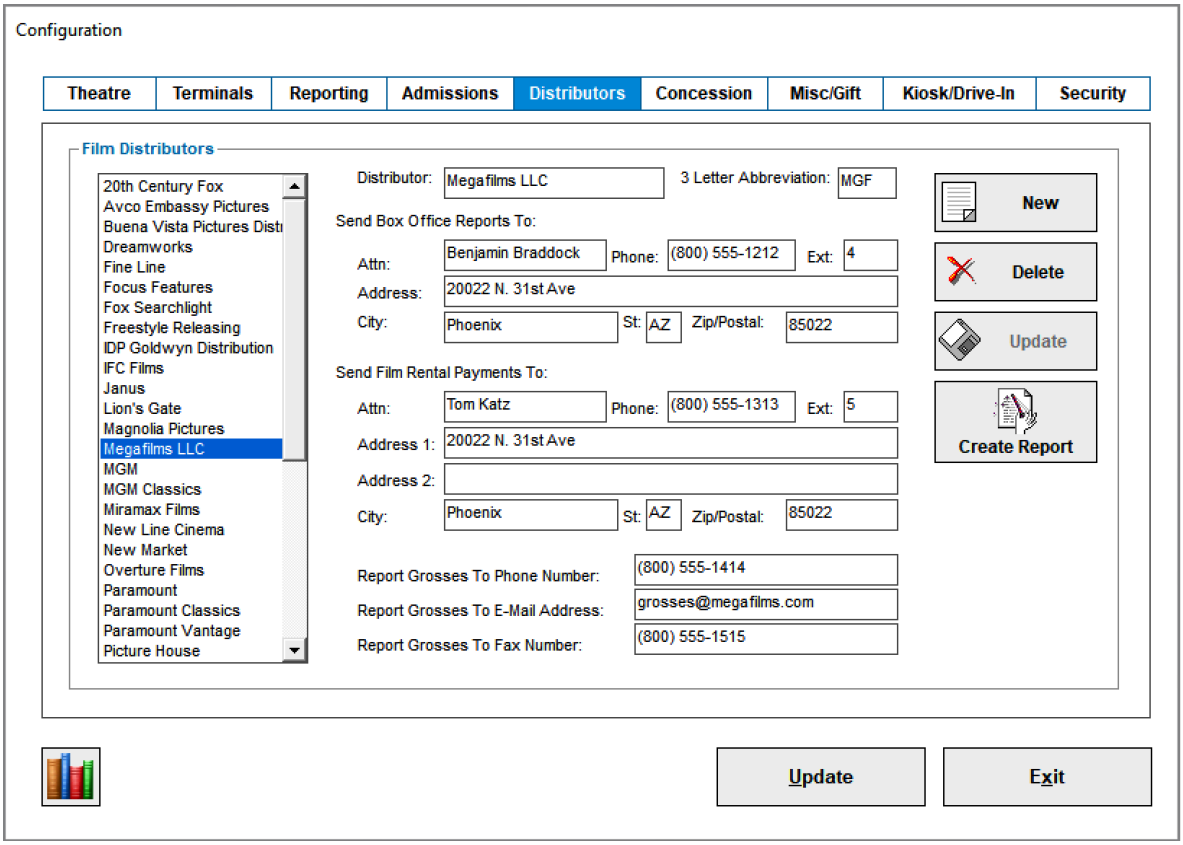
Ticket Category Names:
For each individual ticket category within each of the two admissions profiles, you must specify a unique category name. Two categories with the same name may cause some of your 'attendance by ticket category' reports to show inaccurate totals. It is best to establish a naming convention. We recommend: If using the profile "A" for 2D films and "B" for 3D films, try to have parallel category names to avoid confusion at the point of sale. For example:

2D Profile "A"		***3D Profile "B"***
Adult	→	*3D-Adult*
Child	→	*3D-Child*
Military	→	*3D-Mil*
Student	→	*3D-St*
Matinee	→	*3D-Mat*
Pass	→	*3D-Pass*

Kiosk and Internet Ticketing Friendly Category Names:
These longer "friendly" category names are used when the customer is buying using a self-service kiosk or online. It clarifies age breakdowns for each category. For example: "Child 3-11", "Adult 12-54" and "Senior 55+"

Movie Ratings:
The movie ratings table is updatable and editable.

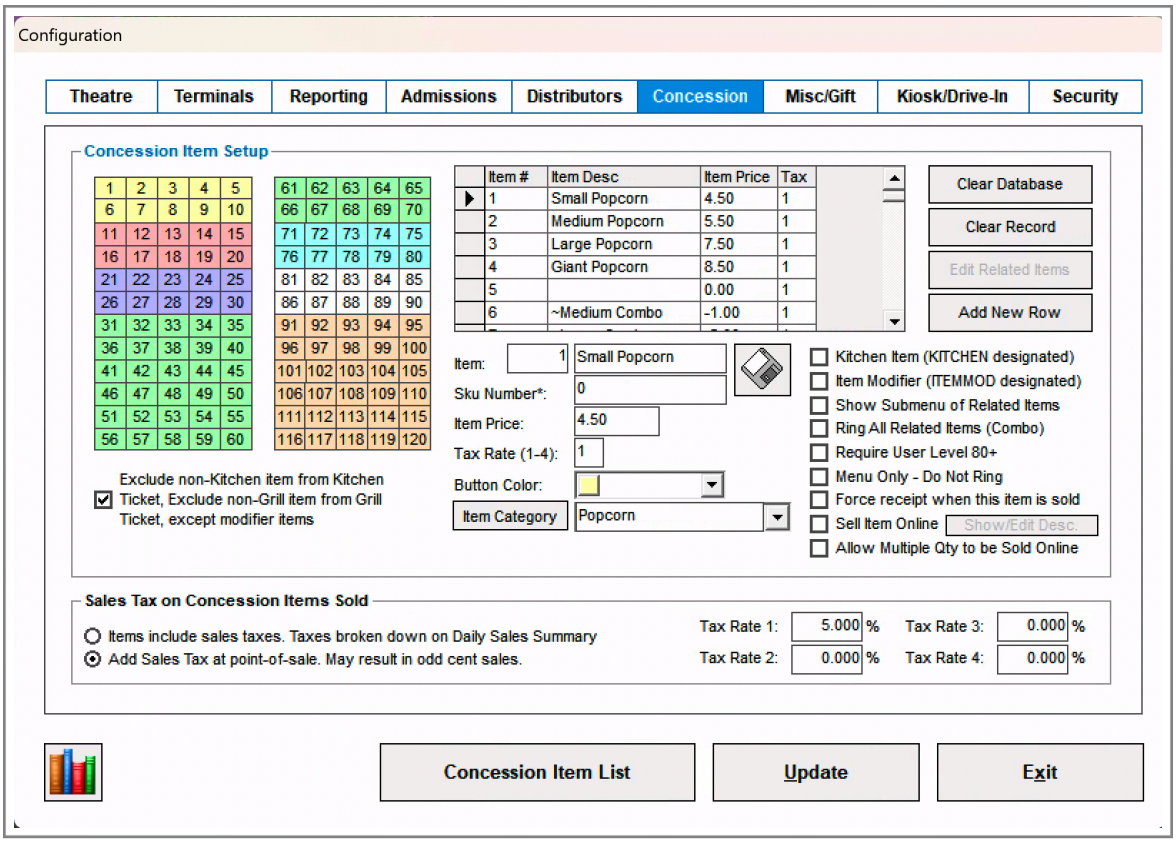
DISTRIBUTORS TAB:
This acts as an address book for your film distributors allowing you to pull data into reports and send reports to the appropriate individuals.



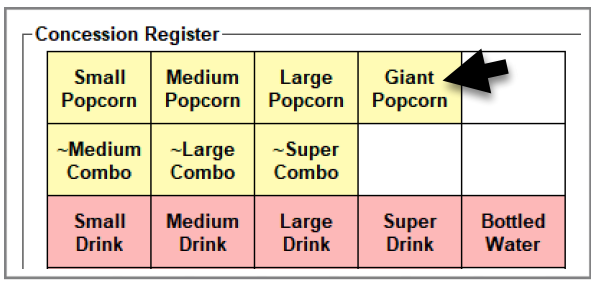
Product Configuration

CONCESSIONS TAB:
Concession items and prices are entered here along with the setup of kitchen items, modifiers, combos and taxes. Click a button number from the button layout grid on the left and the item grid will jump to the record for that button. Edit the name, SKU number if this item has one, the item price, the tax rate (rate 1-4) and select a button color. Check the checkbox of any options. These are explained below. If you run out of lines in the item grid you can add more lines for items to be placed in the PLU list by pressing ***Add New Row***. To clear all the details of a record, press ***Clear Record***.

Tip: If you want to clear out the entire database, click button #**86** and press the ***Clear Database*** button. This cannot be undone.



Sales Buttons:
Sensible Cinema Box Office for Windows has two pages of sixty item buttons for a total of 120 buttons, each button can be configured with text and a user designated color.



PLU Items:
Additionally, 9880 PLUs (**P**roduct **L**ook-**U**p) items can be set up in the system. Those items are rung up with the PLU number, scanning a barcode or added as a special modifier button associated with a regular buttoned item.

Product Configuration

☑ Kitchen Prepared Item:

Items marked as kitchen items will automatically print to a receipt printer in the kitchen when so configured or a duplicate receipt may be printed to the same printer as the customer receipt then handed to someone preparing the order. The customer copy and kitchen copy have a large order number at the top making matching customers with their orders easy. Items to be made in the kitchen are underlined and have a "kitchen" note.

The **Customer Receipt** shows the order number to be used when picking up the order.

The **Kitchen Ticket** can be printed to a receipt printer in the prep kitchen. The printer can be connected to a computer by USB, a print server or if you order an Ethernet interface printer, by CAT5 cable.



ORDER # 79

CUSTOMER RECEIPT

Sensible Cinema
123 Hollywood Dr
Your City, ST 00000
(123)456-7891

Date/Time: Sun, Sep 6, 2015 2:46 PM
Cashier : TEST
Terminal : 2

Small Popcorn	4.50	Tax 1
Small Drink	2.75	Tax 2
Hotdog	2.75	Tax 3 KITCHEN
SUBTOTAL	10.00	
TOTAL	10.00	
CASH TEND	10.00	
CHANGE	0.00	

PRICES INCLUDE ANY APPLICABLE TAX
THANK YOU



KITCHEN ORDER

79

2:46 PM

Date/Time: Sun, Sep 6, 2015 2:46 PM
Cashier : TEST
Terminal : 2

Small Popcorn	4.50	Tax 1
Small Drink	2.75	Tax 2
Hotdog	2.75	Tax 3 KITCHEN
SUBTOTAL	10.00	
TOTAL	10.00	

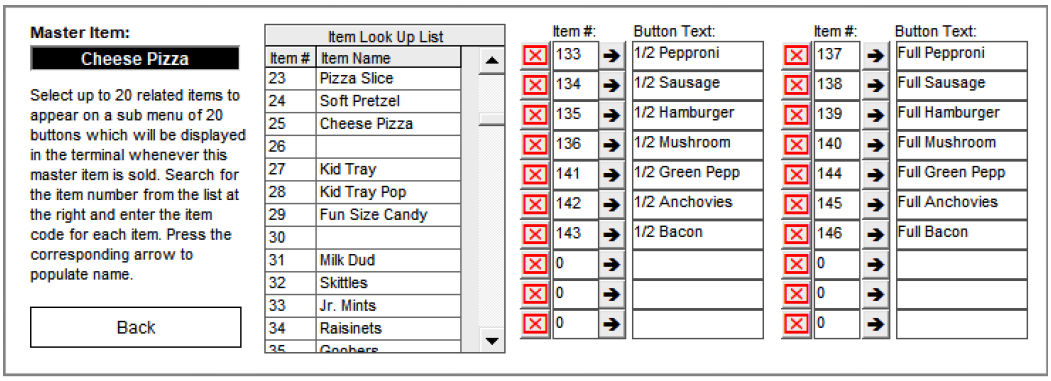
Order number and "Time In" are printed at the top of the kitchen ticket in big print.

Kitchen items are so designated for easy notice by kitchen staff.

An optional external bell is available for your kitchen ticket printer for use in noisy environments.

☑ Show Sub Menu of Related Items + *Edit Related Items* button

Modifiers for your main menu button items can include order preparation information including options, add-ons and suggestive sales of similar or complimentary items. Up to 20 modifiers may be configured to come up in a special menu every time a primary menu item is rung up at the point-of-sale. In this example, building on the kitchen item setup for Hotdog, we have configured a menu of several options which we would like presented the cashier whenever she presses "Hotdog" at her register:



Master Item:

Cheese Pizza

Select up to 20 related items to appear on a sub menu of 20 buttons which will be displayed in the terminal whenever this master item is sold. Search for the item number from the list at the right and enter the item code for each item. Press the corresponding arrow to populate name.

Back

Item Look Up List

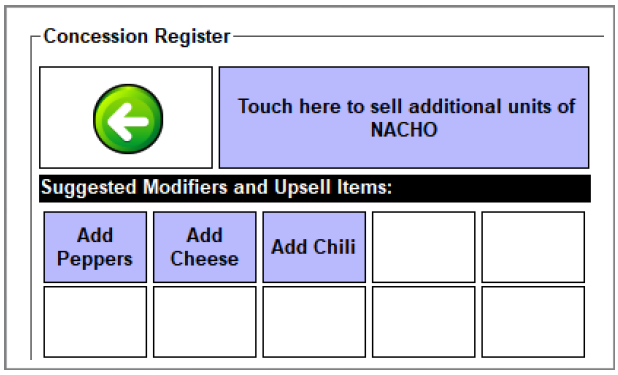
Item #	Item Name
23	Pizza Slice
24	Soft Pretzel
25	Cheese Pizza
26	
27	Kid Tray
28	Kid Tray Pop
29	Fun Size Candy
30	
31	Milk Dud
32	Skittles
33	Jr. Mints
34	Raisinets
35	Goobers

Item #:	Button Text:	Item #:	Button Text:
133	1/2 Pepproni	137	Full Pepproni
134	1/2 Sausage	138	Full Sausage
135	1/2 Hamburger	139	Full Hamburger
136	1/2 Mushroom	140	Full Mushroom
141	1/2 Green Pepp	144	Full Green Pepp
142	1/2 Anchovies	145	Full Anchovies
143	1/2 Bacon	146	Full Bacon
0		0	
0		0	
0		0	

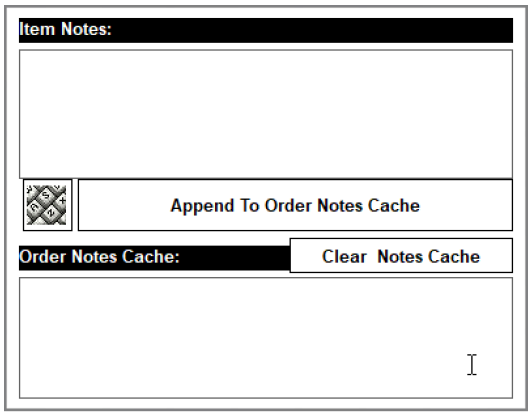
Modifiers can be items on other main menu keys or items pulled from the PLU List. Modifier items can have a price or be zero price items.

Product Configuration

The **Modifier Menu** in the concession point-of-sale will appear automatically when the primary item (in this case “Hotdog”) is chosen from the main menu. You can ring additional iterations of the main menu item by pressing the larger button at the top of the Modifier Menu.

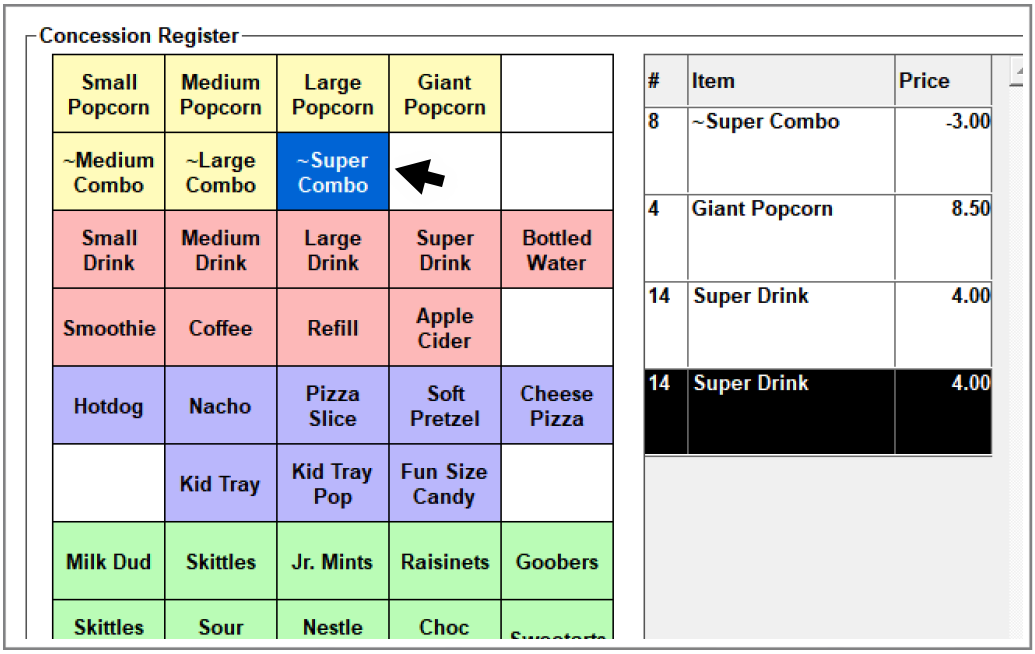


Item Notes can be added using the on screen keyboard from the Modifier Menu. Notes to the kitchen can be appended just under the item rung. The notes will be printed on the customer and kitchen receipts.



☑ **Ring All Related Items (Combo) + *Edit Related Items*** button

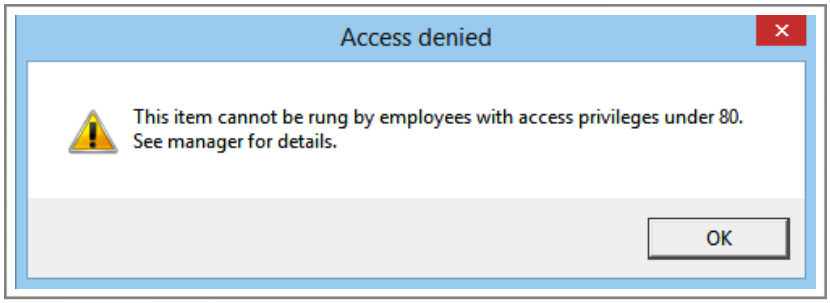
The combo ring option allows up to six items be rung up with the push of one button. The button rings up the primary item plus up to five others. When creating a combo which is not discounted, create the primary key as a zero price item then add the components of the combo to the **Edit Related Items** menu. For a discounted combo, enter the amount of the discount as the price of the primary item then add the related items at their regular price. Last, add a tilde (~) character as the first letter of the primary item name. This will make the primary item a negative number. At the point-of-sale, when the cashier presses the button for your **~Combo**, the components are rung at regular price then the discount for the combo purchase is taken.



Product Configuration

Negative Priced Items are created by entering a positive price for an item and adding a tilde (~) character to the name of the item and pressing ***Update***. The item will change to a negative. Note: There is a risk of theft when any item can be deducted. Setting the combo flag reduces this risk by requiring the entire combo be removed.

☑ **Require User Level 80+:** Items checked may not be run up by persons with a user access level under 80. This option makes it possible for certain item keys or PLU items to work only when rung by a manager or supervisor. Use this capability to give employee discounts for example.



☑ **Item Modifier (ITEMMOD designated):** Items marked as ITEMMOD will appear on a kitchen ticket when the option to only show kitchen items on the kitchen ticket is checked. When excluding all other items from the kitchen ticket you must use this checkbox if you want the modifiers to appear with kitchen items.

☑ **Menu Only (Do Not Ring):** Items marked as MENU ONLY will appear in buttons but will not actually ring anything. Instead, it will reveal a menu of up to 20 buttons which can be used to ring up actual items. This is useful to group things together, like ice cream items for example. You must also check show menu of related items and configure which items to include in the menu. Items in the menu can be pulled from other buttons or PLU items list.


KITCHEN ORDER

430

5:37 PM

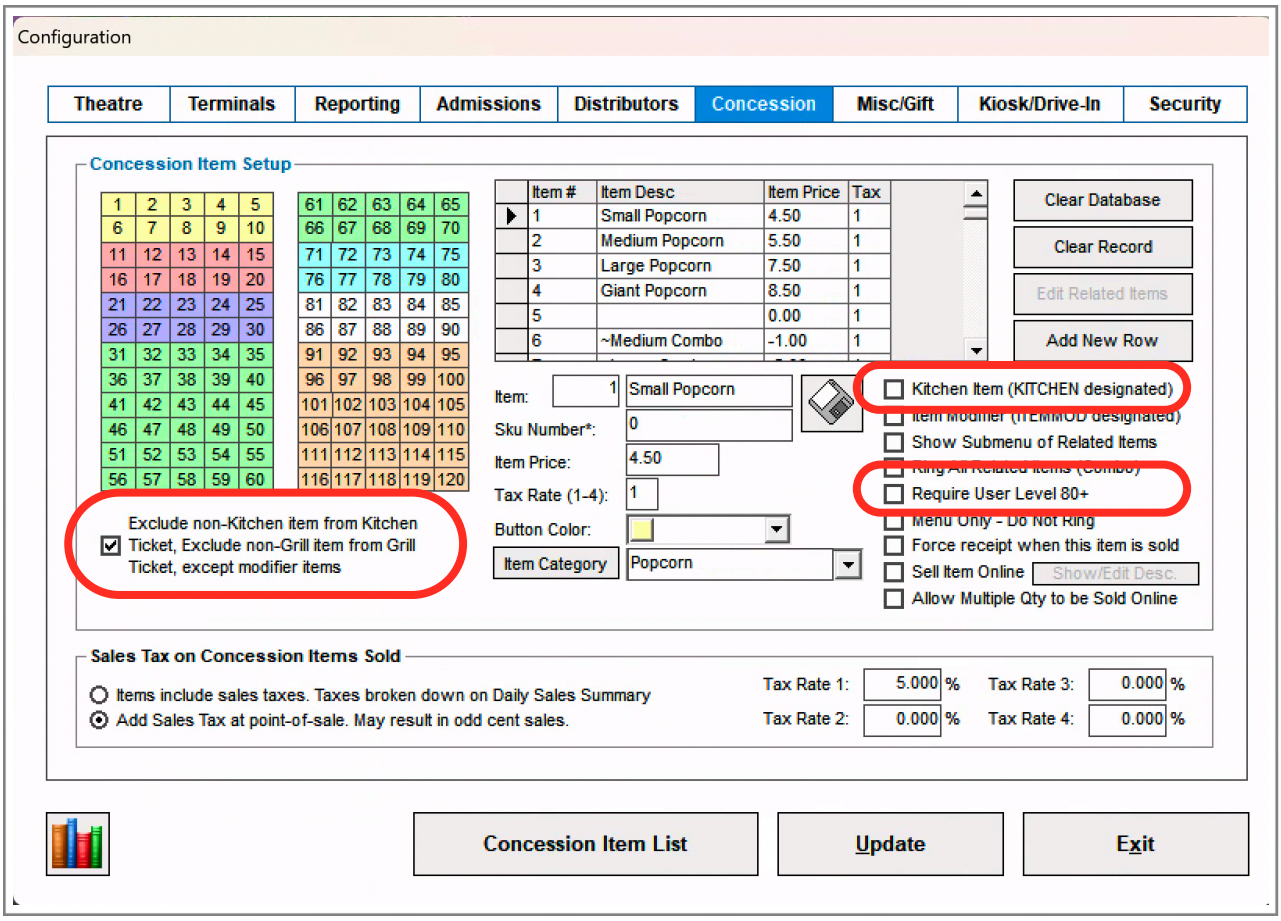
Date/Time : Thu, May 19, 2016 5:37 PM
Cashier : TEST
Terminal : 1

Burger BASKET	7.00	Tax 1 KITCHEN
Double Meat	2.00	Tax 1 ITEMMOD
Cheese Slice	0.00	Tax 1 ITEMMOD
Tomato	0.00	Tax 1 ITEMMOD
Lettuce	0.00	Tax 1 ITEMMOD
Pickles	0.00	Tax 1 ITEMMOD
Onion	0.00	Tax 1 ITEMMOD
Burger BASKET	7.00	Tax 1 KITCHEN
Cheese Slice	0.00	Tax 1 ITEMMOD
Tomato	0.00	Tax 1 ITEMMOD
Lettuce	0.00	Tax 1 ITEMMOD
Onion	0.00	Tax 1 ITEMMOD
Bacon	1.00	Tax 1 ITEMMOD

Product Configuration

☑ **Force Receipt When This Item Is Sold:**
If you want to ensure the customer is given a receipt when this particular item is sold but not necessarily when *every* item is sold, this checkbox lets you flag this item to automatically print a receipt regardless of whether the receipt button option is engaged. This can be useful when the customer needs a receipt to pick up an item at a later time. Drive-In Theatres which sell "Food Permits" like this option so that the customer has in possession proof of payment.

☑ **Kitchen ticket should only include items implicitly marked as either "Kitchen Prepared Item" or "Item Modifier":**
This global option affects all users and all items. It is designed to be used at sites which use the "Kitchen Item" feature. This option strips off all non-kitchen items and items which are not used as modifiers, limiting the kitchen to only seeing what they are expected to prepare and nothing else. It is important that you mark every item modifier as such so that these will show up when this option is chosen.



Product Configuration

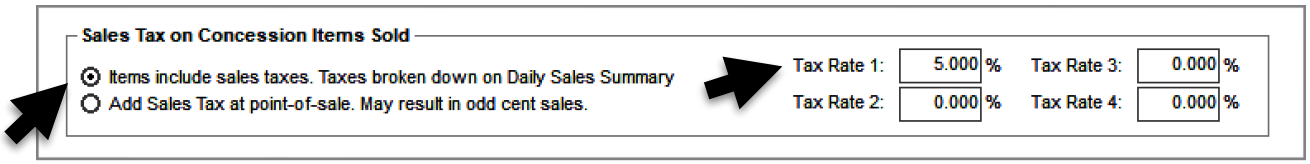
Sales Tax on Concession Items Sold:
Sensible Cinema Box Office for Windows allows users to handle sales tax in one of two ways:

Include tax in cases where you want rounded prices. All prices on your menu board and POS will include tax and the tax will be backed out at the end of the day on the Daily Summary Report. This is the most popular method. Rounding prices to the nearest quarter saves time and reduces overages and shortages. It also cuts down on the amount of change needed on hand and counting all of that change.

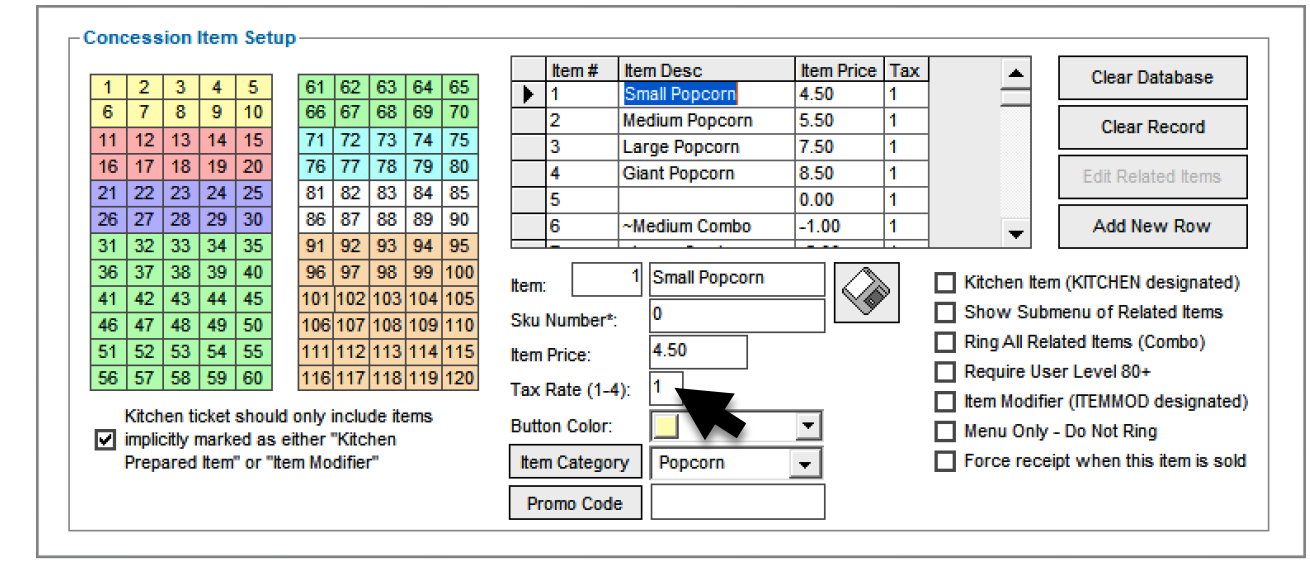
Add Tax in cases where you want to post the item price on your menu board then add tax separately. This results in a higher likelihood that the sale amounts will be odd cent totals. Totals will be shown separately on your Daily Sales Summary.

Tax Rates 1-4:
Each individual item you sell can be assigned one of four tax rates. Some localities allow certain food and drink items to be taxed at different percentages or to be tax exempt altogether. Enter up to four tax rates to be assigned to your item setup.

When entering the sales tax percentage, enter the combined state and local sales tax.



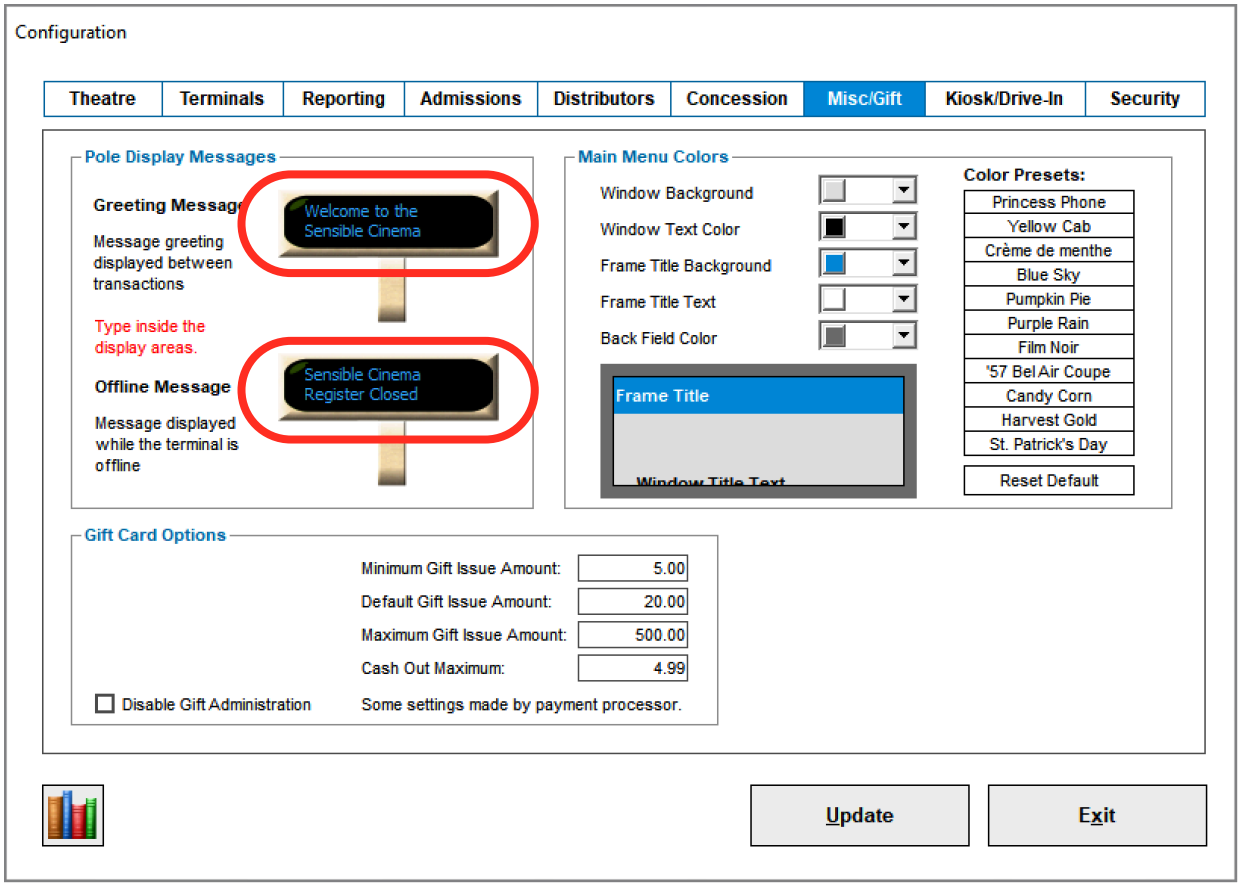
When setting up each item, select the tax rate to be used for that item.



Product Configuration

MISC/GIFT TAB:
There are three miscellaneous things you can configure here.

Pole Display Messages:
These are the messages to be displayed while the point-of-sale is idle between sales and while the register is logged out. Display COM port settings are made in the Sensible Local Settings program on each terminal. If you do not have displays, these do not affect you.

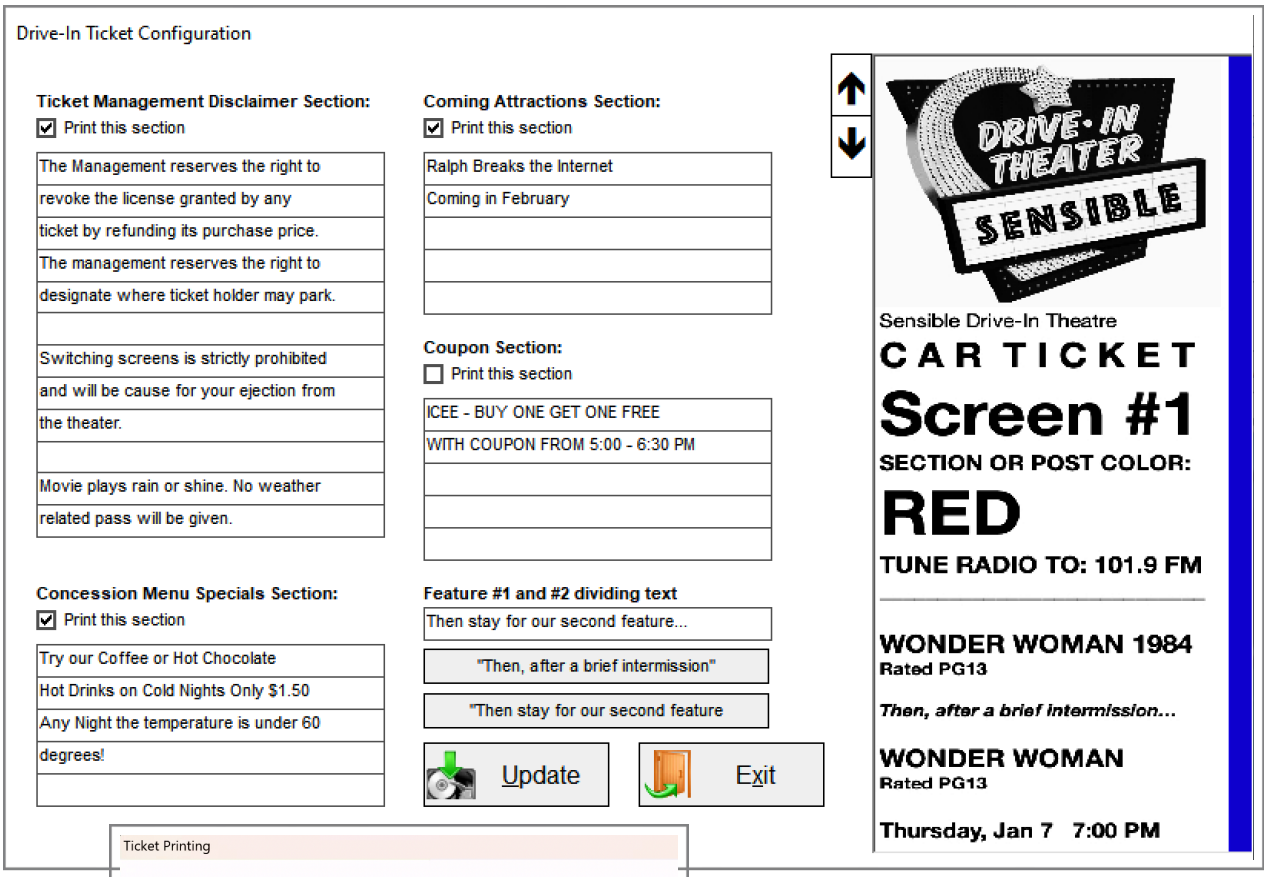


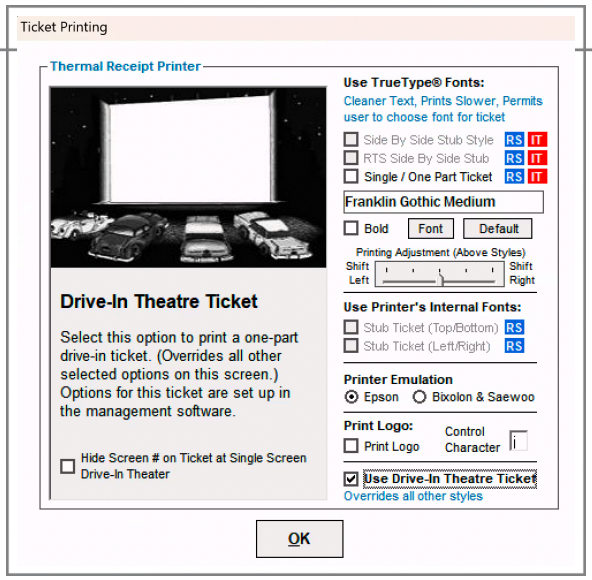
Main menu Colors:
These are color themes for the Sensible Manager Main menu that you can change as you prefer.

Gift Card Options:
These are the only settings which are available in the point-of-sale with regard to Gift and Loyalty Card parameters, the minimum issuance amount and the default amount (initial amount shown) for gift card sales. All other gift and loyalty settings are set with the credit card or gift card processor on their server side.

Product Configuration

DRIVE-IN TICKET TAB:
For Drive-In theaters Sensible Cinema can produce a single page receipt-printed ticket showing first feature, second (and third) features, radio frequency, admissions for each vehicle occupant and a variety of other optional information. On the Drive—In Ticket tab you can configure a standard disclaimer, put concession specials, upcoming movies and even a coupon for your customers to use during their visit.

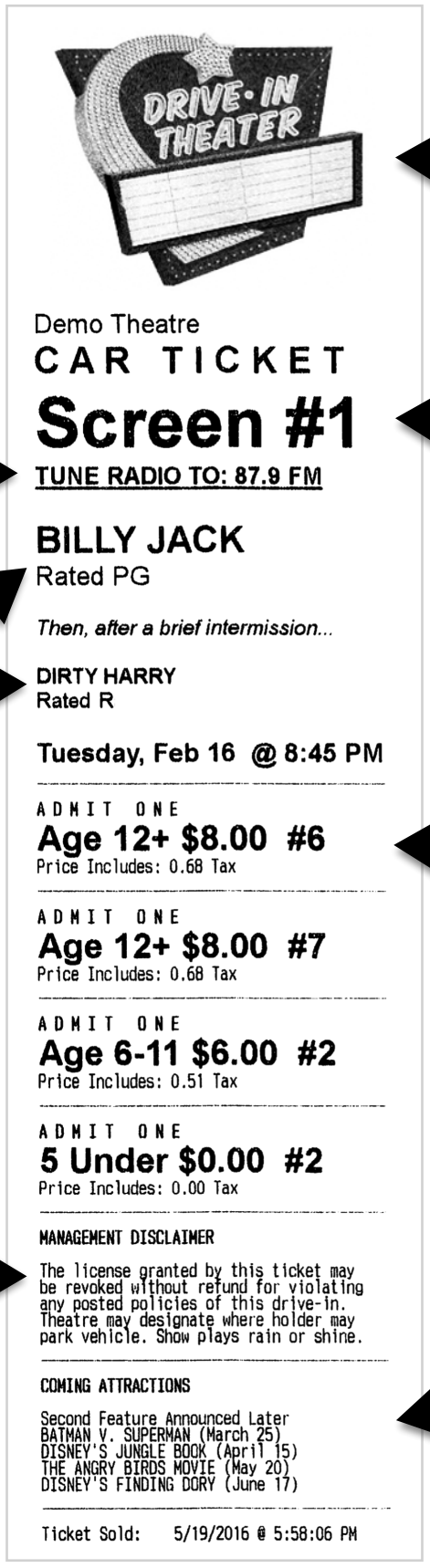




If you choose to use the Drive-In style ticket, you must select it at each selling terminal in **Sensible Local Settings -> Ticket Printing Setup -> Thermal Receipt Printer -> Configure Printer.** The Drive-In ticket overrides all other ticket configuration options. See the sample ticket shown on the next page.

Product Configuration

Drive-In Window Ticket Highlights



Logo Graphic:
An optional logo can be saved to the nonvolatile RAM in your receipt printer, saving time sending the graphic for each print job. Tools to do this are available at the printer manufacturer web site.

Screen Number:
The screen number is printed in giant print making it easy to audit the field for people who have crossed over for other screens.

Radio Frequency:
Tells the patron where to tune for program audio.

Feature Title(s):
Shows the first feature in large type plus up to two secondary features. Day, Date and Approximate show time for the first feature.

Patron Tickets:
Individual patrons shown on the ticket but grouped together.

Each ticket includes category name, price, ticket number and included admissions tax.

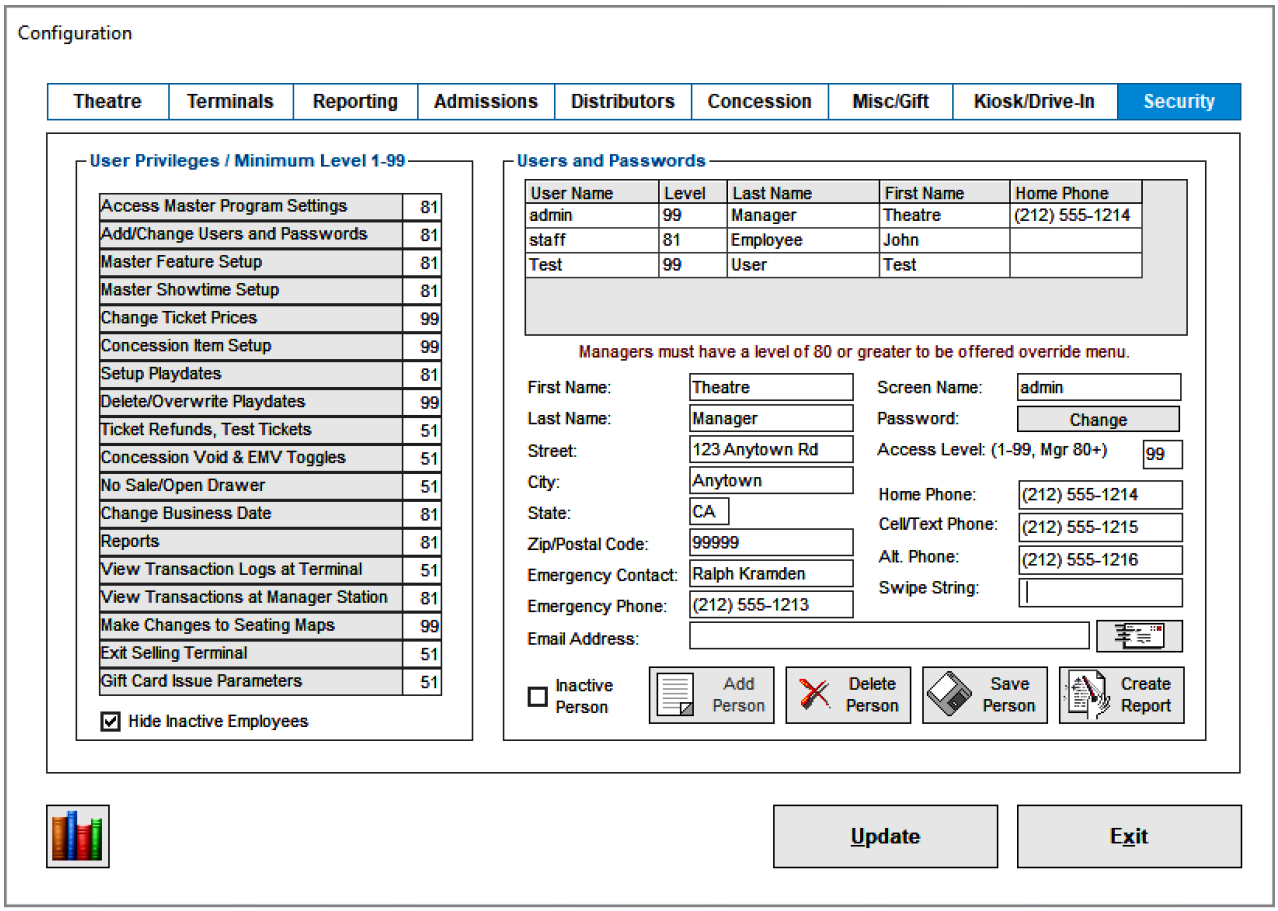
Standard Disclaimer:
Rules, refund policy and other matters. Set up in **Master Program Configuration -> Drive-Ins** tab.

Coming Attractions, Concession Specials, and Coupons:
Optionally list upcoming features, concession specials and a coupon. Configured in **Master Program Configuration -> Drive-Ins** Tab

Product Configuration

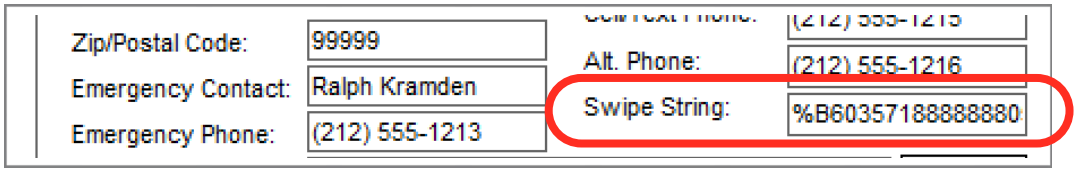
SECURITY TAB:
The security tab addresses the need for securing various areas of the program so that only the appropriate personnel have access to areas like setup of ticket and concession pricing, setup of movies, etc. Depending on the way the theatre is owned and operated, this may mean a level for owner, manager, shift supervisors and staff employees. The security privileges are set using a minimum level of access to certain functions within the management and terminal software. These minimum levels are set on the left of the dialog box below. When starting out, try using the defaults until you get used to using the program and see if these meet your needs. You can change them anytime later. The second component is the assignment of access to your individual employees. Some theaters prefer to use generic accounts like “admin” and “staff”. Unfortunately, this reduces the ability to audit when discrepancies arise. The most secure way to go is to assign each employee her own user account. This way, every ticket and concession item sold and every transaction made will have their name on it. Sales can be filtered by cashier name, terminal number or both.

Level 80 is the minimum level for those needing access to override as a manager would when it comes necessary to void items on behalf of another employee and have the void post to sales for that employee. Level 80 employees can also ring items designated manager only in the concession screen.

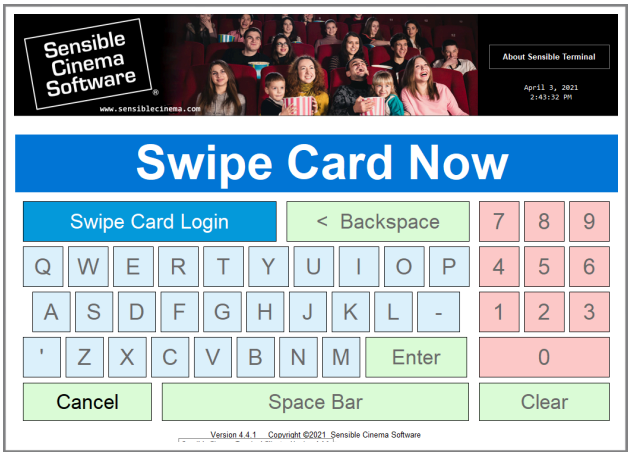


Product Configuration

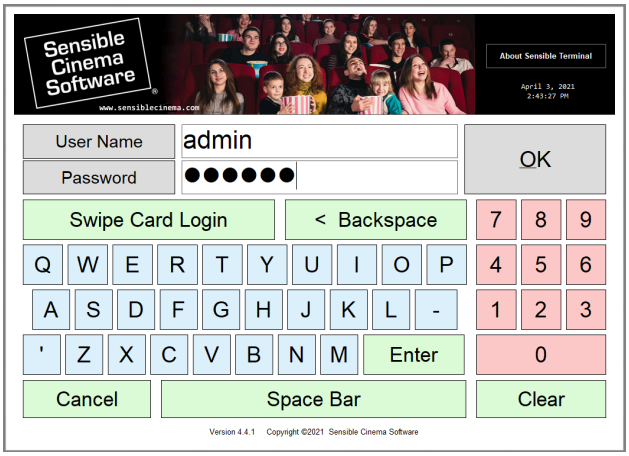
Card Swipe Data can be entered or swiped into the employee's record so that the employee can log into the selling terminal using a gift card or another card with a magnetic stripe. If the employee is not in possession of the card, she would then need to use her user name and password. If you are going to use swipe cards, it is recommended that you use them for all employees and that you purchase a portable USB swipe reader for the back office, programmed similarly to your point-of-sale computer. Sensible Cinema has these in its web store. Using swipe cards for some and not others can create confusion at the log in screen because the system remembers how the previous user logged in.



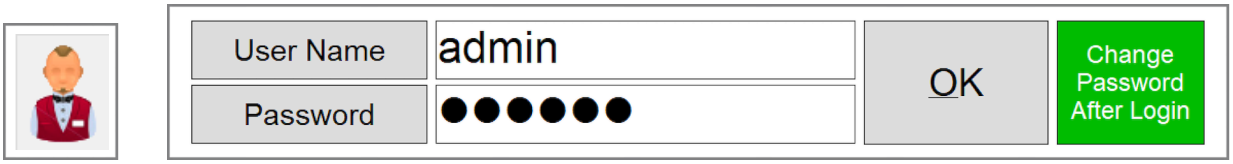
To use the **Swipe Login**, select the ***Swipe Card Login*** button and swipe your card through the MSR.



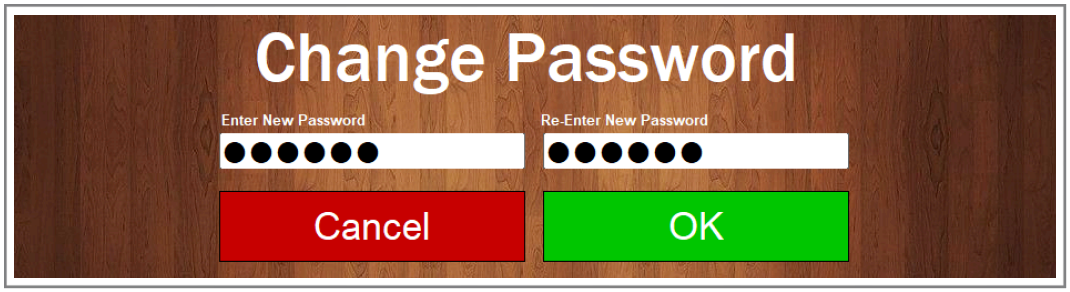
To use the **Regular User Login**, deselect the ***Swipe Card Login*** button and enter your user name and password.



To **Change Password**, press the ***User*** button from the main menu of the selling terminal. Next, check the ***Change Password After Login*** checkbox then log in.



Last, change your password.



Chapter 4

Feature Setup

Master Feature Template

Set up movies and showtimes for your theatre. Below explain key elements of setting up films and creating ***playdates*** for selling tickets. These are grouped together in the **Main Menu**.

MASTER TEMPLATES:

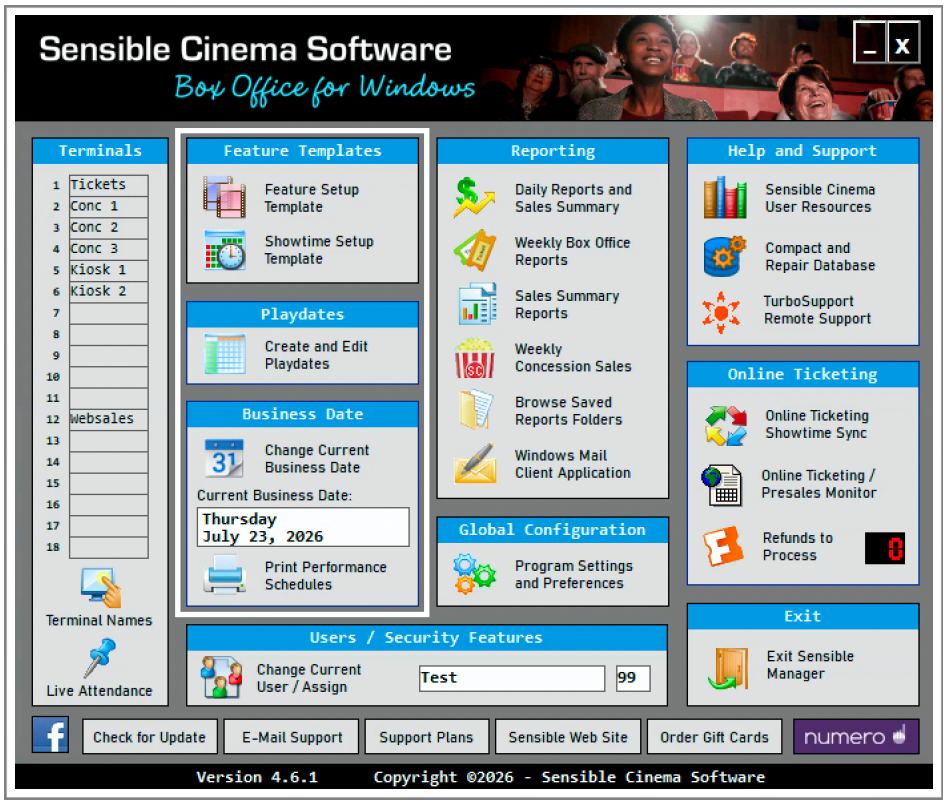
The ***Feature Template*** and ***Showtime Templates*** are where you will set up each film for your theatre, select the auditorium, set the showtimes and ticket categories available for each showtime and manage details of each engagement. These will be the building blocks used to create the **Playdate** files which will be used on each business date to record your sales.

PLAYDATES:

Creating a ***playdate*** is the step after setting up the templates the way you want them to be for a specific date or period of dates. The playdate file is made from the ***Feature Template*** or another playdate or can be created blank for the purpose of importing features later. More on this in the next few pages.

BUSINESS DATE:

This makes the playdate for a particular day be the current business date. For each business day, a ***playdate*** file must be created. It is used in advance of being the business date in cases where you want to make available advance tickets, storing pre-sale ticket sales data. When its business date rolls around it will store concession sales and other store sales data for that business date.



Sensible Cinema Feature Templates give you a lot of flexibility, including these benefits:

Future playdates can be created as far in advance as you like, allowing the sale for upcoming blockbusters before knowing what else will be playing that week.

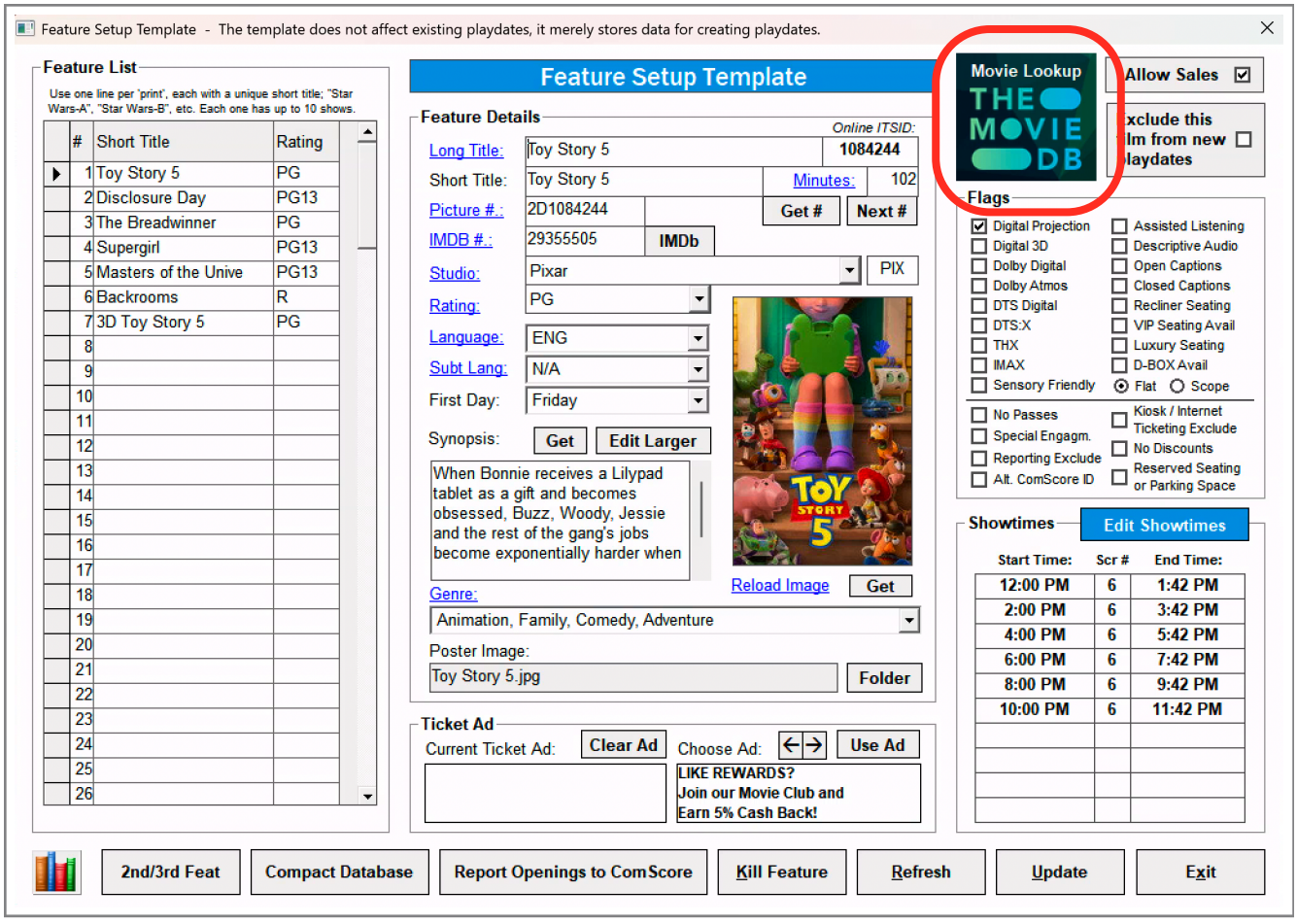
Movies aren't tied to a specific screen. Screens for performances are selected for each individual showtime.

Feature Setup

FEATURE TEMPLATE:

The **Feature Template** is used as the "original" for creating **Playdates**, which are "copies" of this slate of films. Up to 30 movies can be configured per day and the Feature Template can hold up to 30 films. Once you have created all of the playdates needed for a certain lineup of movies, the movies are no longer needed in the template. For the purpose of creating your reports, as long as the movie is not removed from the playdate file for the day, it will still be there for creating box office reports—even years later. Let's have a look around the Master Feature Template.

Using the online database TMDB, your feature grid and second or third features may be may be populated by downloading the feature metadata information, including an official Online ID number used as the Picture number. To bring up the search dialog, click **Movie Lookup**. For populating data for the second or third feature, select **Lookup/Populate** buttons next to those fields. Note, second and third features will only be shown when Sensible Cinema is placed in ***Drive-In Mode*** or if you select the 2nd/3rd Feat toggle at the bottom of the list.

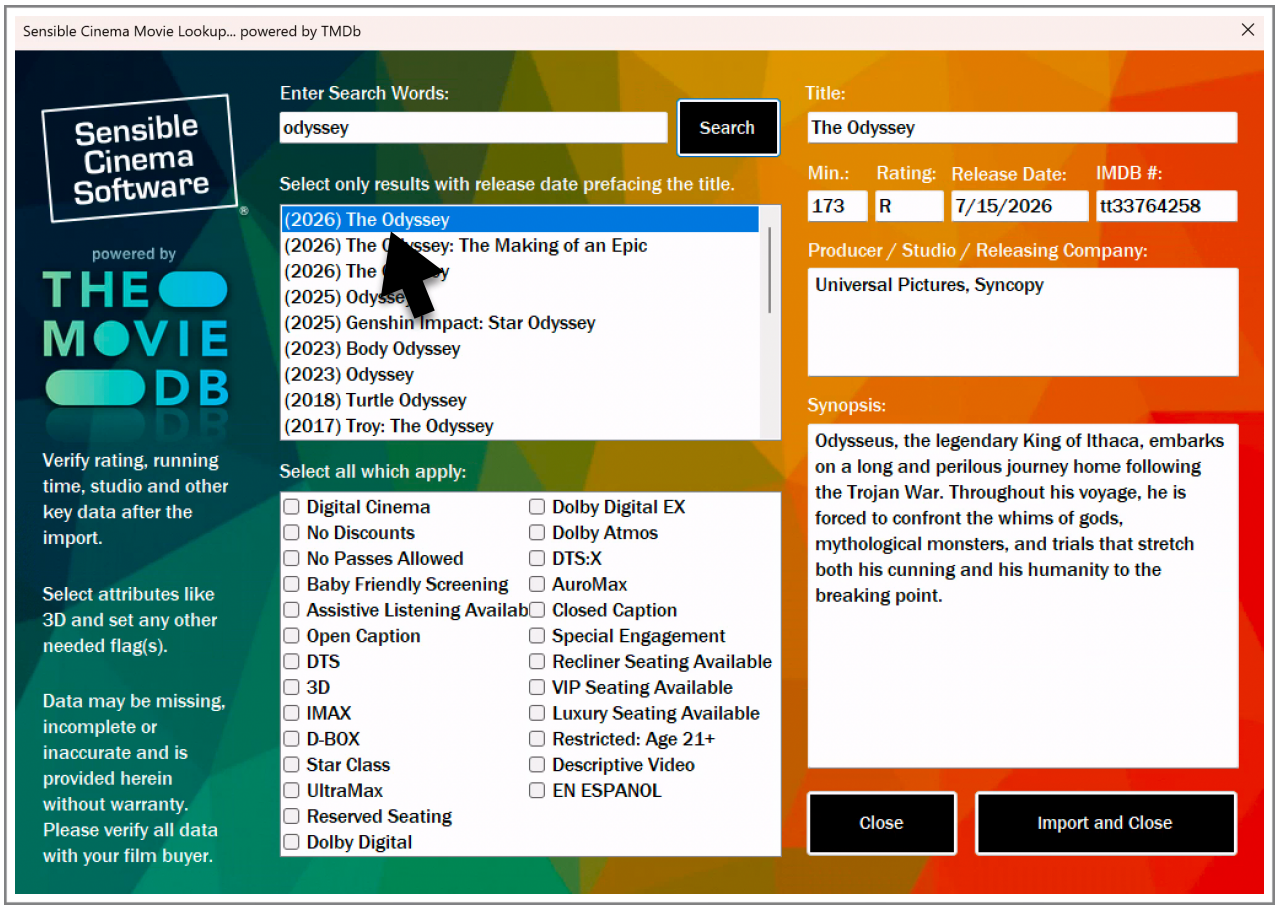


FEATURE LOOKUP AND POPULATE TEMPLATE:

To populate a record in the Master Feature Template, you must choose a blank feature slot or

that record must be cleared to an empty state first. Choose an empty slot or kill a feature which is leaving. Next, press **Movie Lookup**. Enter a portion of the feature title and click **Search**. Once choices appear, select the closes match and click **Import Feature**. Fewer words yield more results. If no results are returned, carefully check spelling and try fewer search terms.

Select any attributes you wish to convey to the Master Feature Template, especially 3D.



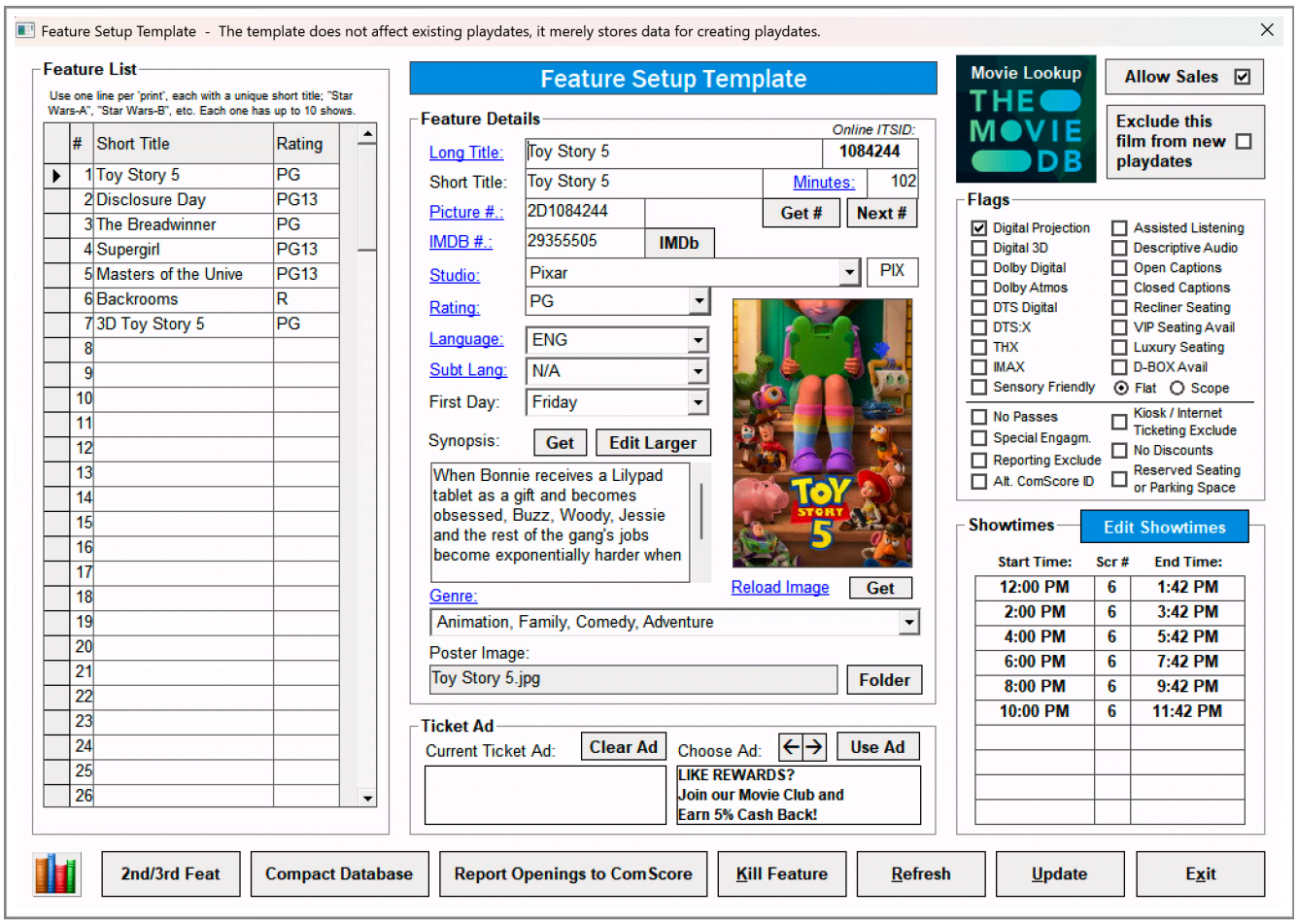
Picture ID.
A picture ID will be downloaded and used as the picture ID. This ID will be specific to the version of a film you are playing. A 2D title will have a 2D at the beginning. Likewise a 3D film will have 3D at the beginning if you have chosen 3D checkbox in the movie lookup window. Using a consistent ID is very important.

Search for the best match.
Your search may bring a number of results. Use the release date and full title as a guide to determine the best match. For example, which Star Wars release. If no match is found, check the spelling. You can always populate the grid manually. Fewer words yield more results.

Titles May Not Import
Since **TMDB** is an open source database like Wikipedia, some users will submit incomplete or incorrect information. These entries, especially without the release date, may not import. Please verify running times, studio and ratings with your film buyer. An Internet connection is required to use this tool.

Feature Setup

FEATURE EDITING:
After importing a feature, edit the feature's **Long and Short Title**, **Synopsis**, **Aspect Ratio** etc. as you wish. You will also need to set up your showtimes and pick the ticket categories you will be allowing sales for. If your theater is set up for reserved seating on every screen, the **Reserved Seating Flag** should be set automatically. If only on certain screens, manually tick that box. Pad the running time to compensate for the running time of your trailers.



Long Title:
The Long Title field is the movie title to be shown in places within Sensible Cinema where space permits. Typically this is on Box Office Reports and Comscore reporting.

Short Title:
The Short Title field is the movie title to be shown on tickets and on most reports. This is also a "reserved" master item for sorting sales. ***You should never have two different features with the same short title.*** Additionally, some characters are prohibited from use in the short title because the short title is used in creating the filename for storing the PDF reports. The Short title should be your best representation for this film within the space of 20 characters.

Feature Setup

Runtime Minutes:
The running time for the feature presentation plus your pre-show material should be entered here. The running time should be entered accurately and include previews, advertisements and theatre daters to ensure that showtimes exported to an LMS or TMS are correct. Additionally, incorrect running times will yield incorrect ending times, creating confusion for your ushers, as their reports will be incorrect.

Picture #/*Next #* Button:
The picture number is a number you enter or download from CinemaSource via the feature lookup mechanism. The picture number is used for ComScore® integrated gross reporting and eBORs with ComScore®, MACCSBox® and Disney Autobox®. The number you use should be used once from opening day until closing day for each movie shown and never reused unless the feature returns at a later date.

Studio:
The studio name and abbreviation are selected from the drop-down list. If the studio you want isn't there, click the ***Studio*** hyperlink to add it to the database. This uses studios you have stored in the Distributor Database in the Master Program Configuration -> Distributors Tab. This is shown on page 45.

Rating:
Select the movie rating from the drop-down list. If the one you need isn't there you can add it to the database by clicking the ***Rating*** hyperlink. This adds the rating to the database shown in the Master Program Configuration -> Admissions tab. This database is shown on page 44.

Language:
This is the language for the dialog in this film. This information is exported to the LMS/TMS and should be selected accurately to prevent the projector from presenting the movie with the wrong language.

Subtitle Language:
This is the subtitle language for the dialog in this film. This information is exported to the LMS/TMS and should be selected accurately to prevent the projector from presenting the movie with the wrong subtitle language.

First Day:
This is the first day of the week for each reporting period. More often it will be Friday, but this can be any day. This acts as a reminder should you be doing a weekly box office report starting from the wrong day of the week. For example, if a film opened on Wednesday and you mistakingly create the box office report as if the film opened on a Friday.

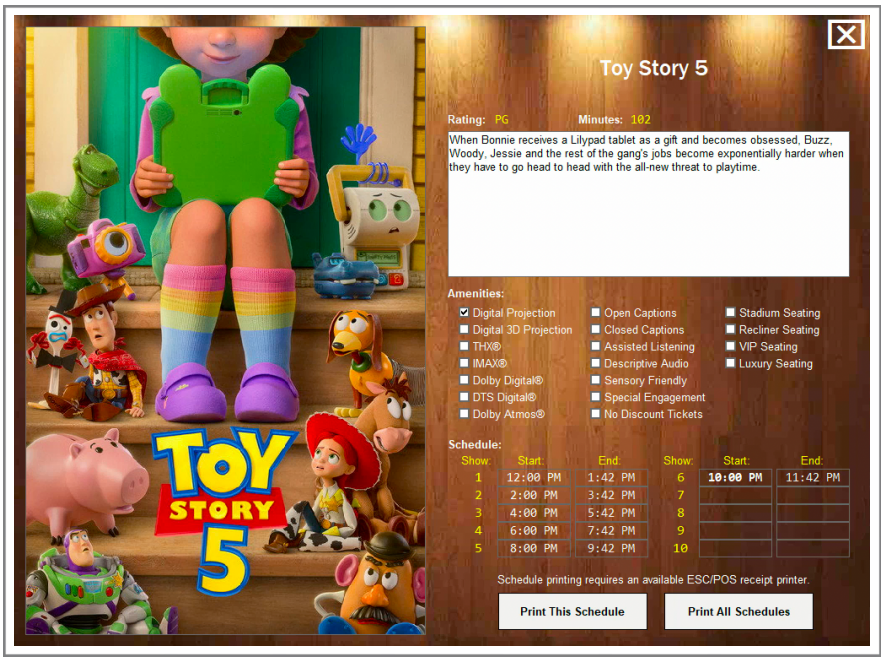
Feature Setup

Synopsis:
This will be the movie description shown at the ticketing terminal when the cashier selects the clapboard icon.



In addition, it will display the entire schedule that you can print for your customer using your receipt printer.

An image from the film is also displayed.



Current Ticket Message:
This is the message currently set to print on certain types of tickets.

Select New Message:
This allows you to select one of up to 30 messages you can store in the system and apply one to be used for tickets to this feature. See page 33 for information about storing these messages in the system.

☑**Allow Sales:**
Check the checkbox to allow sales for this feature. If left unchecked, this movie will not be available to sell on any playdate created from importing this master feature template. The feature will however be in the database of the playdate unchecked and can be enabled on the playdates it is needed.

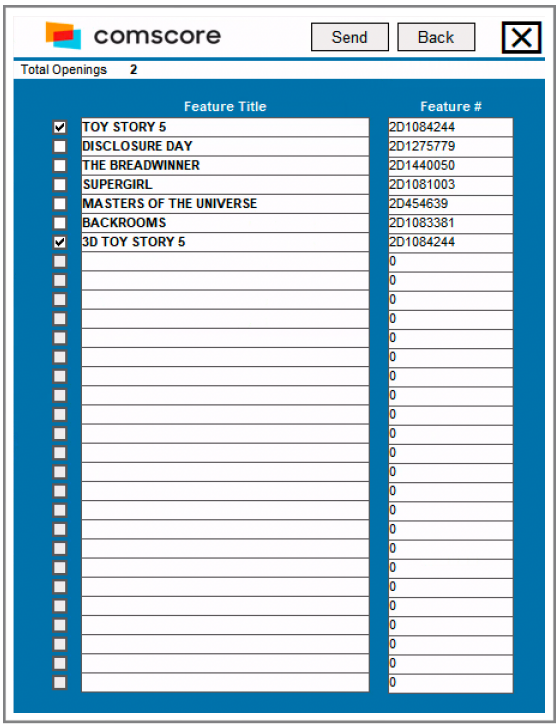
☑**Presentation Flags:**
Check all which apply. Most importantly, if you use a library management system you must check the ***Digital 3D*** checkbox to send that information during the schedule export. For movies that will be in auditoriums where reserved seating is utilized, you must check the Reserved Seating checkbox in order for the seat selection map to display.

Showtimes:
Press ***Setup Showtimes*** to enter times, select auditoriums, and pick ticket categories you want available for sale at each showtime. This is covered in the next few pages.

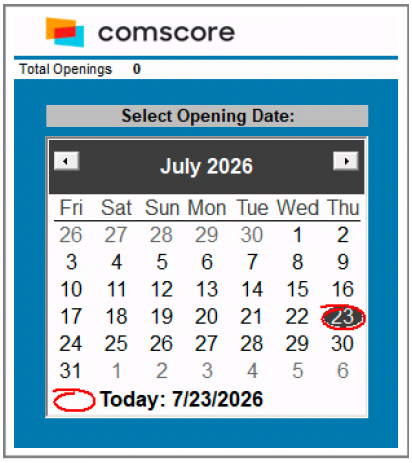
Drive-In Theatre Options:
If drive-in options are enabled, you may enter a second or third feature, rating and studio. This enables you to print an identical box office report for your secondary features.

Feature Setup

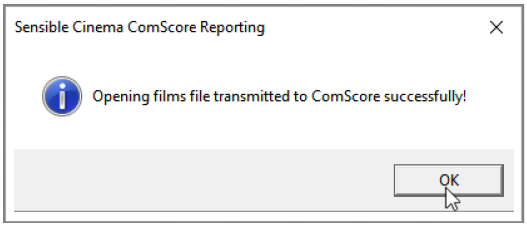
***Compact Database* Button:**
Opens the compact and repair utility so that you can reduce the size of or repair the features database.



***Report Openings to ComScore* Button:**
Opens a utility so that you can announce your new features opening each week to ComScore. This readies their system to expect your grosses in the new week.



Steps to Transmitting Your Openings:
1) Select the opening date on the calendar.
2) Check the checkbox under "New"
3) Send report to ComScore.



***Kill Feature* Button:**
Deletes all content of the currently selected feature slot. Always KILL a feature which is leaving. DO NOT simply enter data over it unless you wish to retain all of the showtimes, auditoriums and selected categories to sell from.

***Refresh* Button:**
Re-queries the database and refreshes the data grid containing your features.

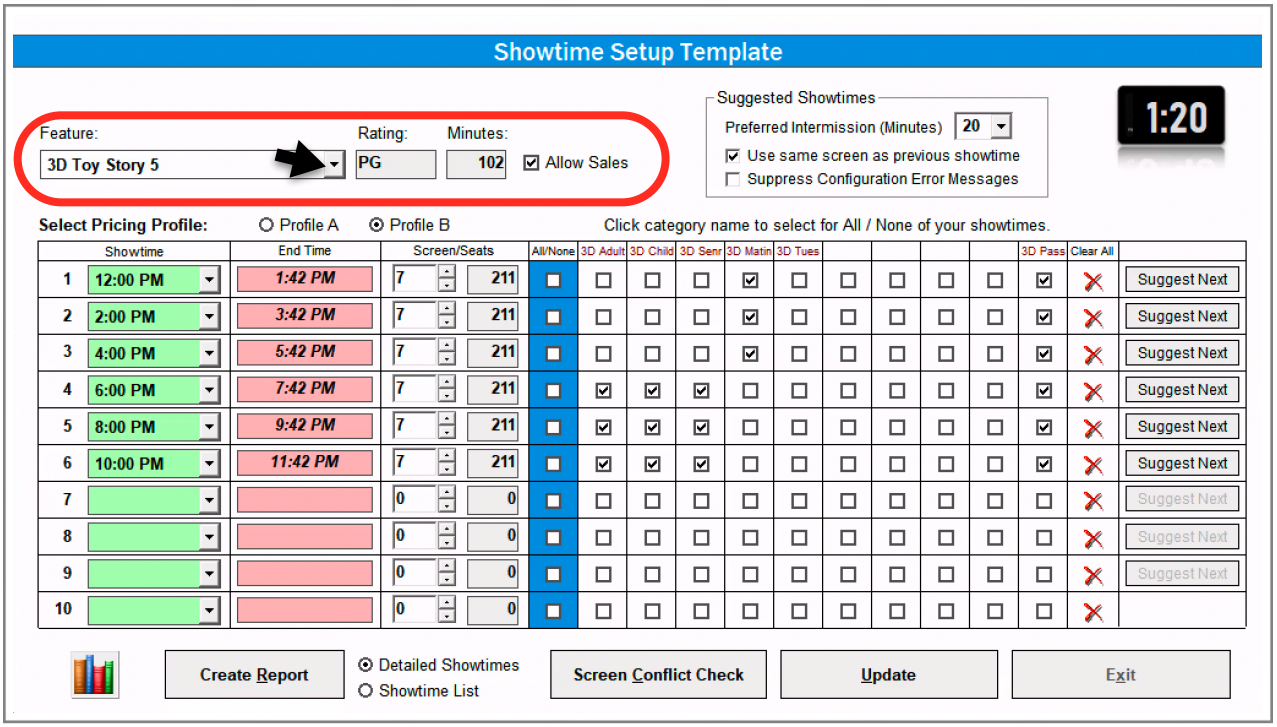
***Update* Button:**
Saves any new information entered since the last time you pressed ***Update***.

***Feature Lookup and Populate* Button(s)**:
Searches an online database for the feature you are adding to Sensible Cinema's Master Feature Template then it populates most of the template including, Long and short title, running time, rating, studio name, synopsis and CinemaSource picture ID number. Additional lookup buttons will be displayed in drive-in mode allowing you to populate fields for second and third feature.

***Exit* Button**:
Saves any new information entered since the last time you pressed ***Update*** and exits the Master Feature Template.

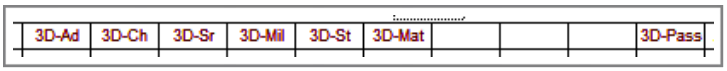
Feature Setup

MASTER SHOWTIME TEMPLATE:
The **Showtime Setup Template** is an extension of the **Feature Setup Template** using data from the same database table, allowing a simple, clean interface for configuring showtimes. Showtimes configured here only affect the template, not playdates you have already created. If you need to correct something on a particular day, select the ***Create and Edit Playdates*** button in the Main Menu and ***Edit Showtimes for…*** that Playdate. This showtime template allows you to switch from one film to the other via a drop down list. The drop down list is not in the showtime setup when using from the Master Template.



Feature, Rating and Running Time:
The movie you have selected to edit. If you have pressed ***Setup Showtimes*** in the Master Feature Template, this will display that film. If you went to **Master Showtime Template** from the Main menu, a dropdown list control will let you select any feature in the Master Feature Template.

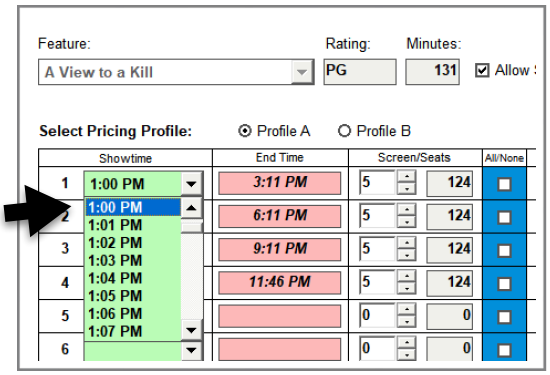
☑Allow Sales:
Check the checkbox to allow sales for this feature. If left unchecked, this movie will not be available to sell on any playdate created from importing this master feature template. The feature will however be in the database of the playdate unchecked and can be enabled on the playdates it is needed.



Select Pricing Profile:
Select the pricing profile. ◉A ❍B
Usually select "A" price profile for 2D Movies, "B" price profile for 3D films.

Feature Setup

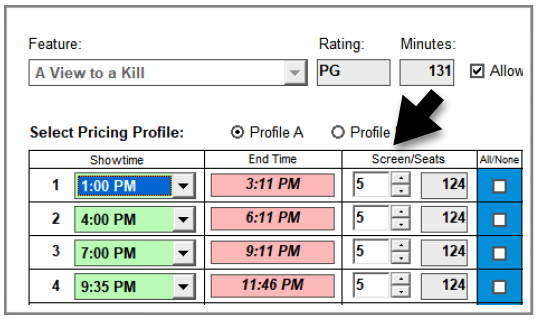
Showtime (Drop-down lists):
Each film may have up to ten (10) showtimes configured per day. If you have a movie on more than one screen and more than ten showtimes are needed, create separate setups for this movie and remember to make each one have a slightly different short title… (eg. "Avengers A", "Avengers B" and "Avengers C".)



Choosing Showtimes: You can select the drop down list and search for the time you want or drop open the list and press a number (other than one) to jump to a PM time like 7:00.

Once you have selected your showtime, the ***End Time*** box will populate with the ending time based on the running time you have entered in the ***Master Feature Template*** for the film.

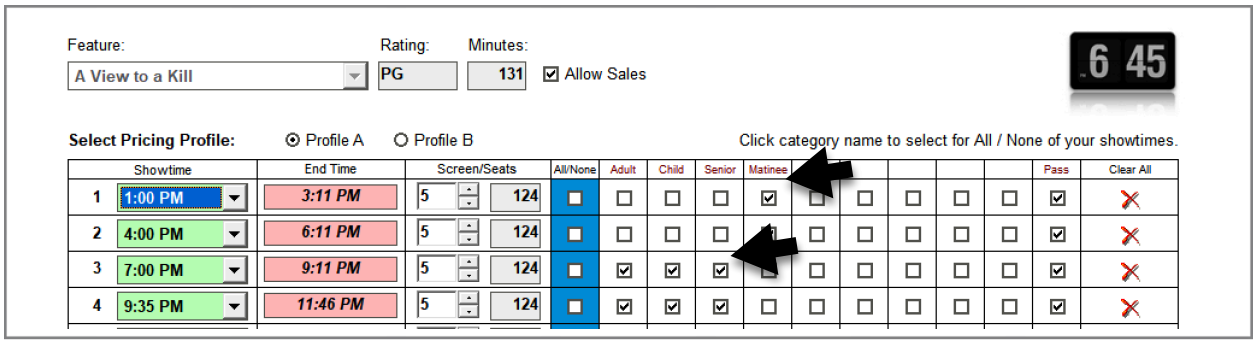
Screen Selector/Seats:
Select the screen where each performance will be shown. The seats field will populate with the capacity of the auditorium.



Choosing Auditorium:
Movies aren't tied to a specific screen. Screens for performances are selected for each individual showtime.

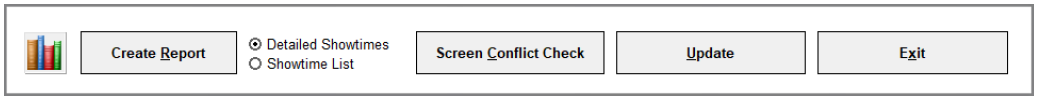
Setting Up Auditoriums:
See page 35 for an explanation of how to set up auditorium capacities in the ***Master Program Configuration.***

Select Ticket Categories:
Click the checkbox for each of the ticket categories you want available for your cashier to sell at each showtime. Click ***All/None*** to enable or deselect all categories. Clicking the big red X in the ***Clear*** column removes the showtime, the auditorium selection and all selected categories of tickets. Master Showtime Template changes do not affect playdates you have already created. Those must be edited individually if changes are necessary.



Feature Setup

***Create Report*:**



⊙ Detailed Showtimes shows each showtime and all of the categories of tickets you have selected.

Feature: **Mike and Dave Need Wedding Dates** Rating: **R** Minutes: **108**

Showtime:	End Time:	Screen	Seats	Ticket Categories Available For Showtime									
				Adult	Child	Senior	Military	Student	Matinee	Extra1	Extra2	Extra3	Pass
12:00 PM	1:48 PM	3	250	☐	☐	☐	☐	☐	☑	☐	☐	☐	☑
2:10 PM	3:58 PM	3	250	☐	☐	☐	☐	☐	☑	☐	☐	☐	☑
4:25 PM	6:13 PM	3	250	☐	☐	☐	☐	☐	☑	☐	☐	☐	☑
7:15 PM	9:03 PM	3	250	☑	☑	☑	☑	☑	☐	☐	☐	☐	☑
9:40 PM	11:28 PM	3	250	☑	☑	☑	☑	☑	☐	☐	☐	☐	☑

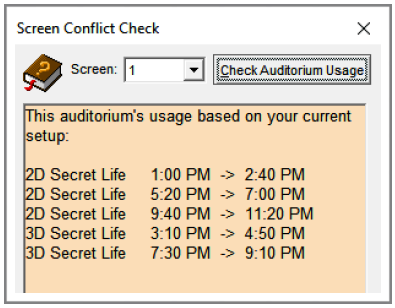
⊙ Showtime List shows each showtime and end time.

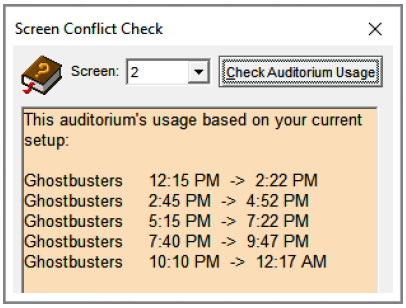
Mike and Dave Need Wedding Dates Rating: **R** Minutes: **108**

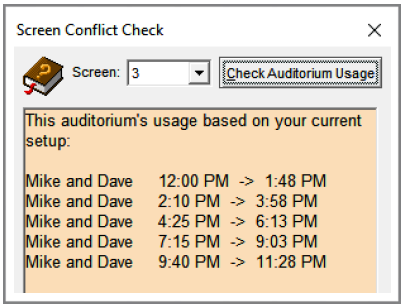
Showtime	**12:00 PM**	**2:10 PM**	**4:25 PM**	**7:15 PM**	**9:40 PM**					
End Time	1:48 PM	3:58 PM	6:13 PM	9:03 PM	11:28 PM					
Screen	3	3	3	3	3	0	0	0	0	0
Seats	250	250	250	250	250	0	0	0	0	0

***Screen Conflict Check* Button:**

Check for conflicts where two films are assigned to play on the same screen at the same time. Select each screen number to see what is playing and whether there are overlapping times.







Remember that the showtimes set up here are not the source the showtimes at the point of sale. The point-of-sale gets its showtimes from the playdates you have constructed using the Master Showtime Template or set up directly into the playdates you have created.

If the selling terminal shows an incorrect auditorium, incorrect showtime or a category of tickets disabled, you must go to ***Create and Edit Playdates*** from the **Main Menu** and open ***Edit Showtimes for...*** **Playdate** and edit showtimes, auditoriums and ticket categories available there. After correcting the mistake, it will be necessary to exit and re-open your ticket terminals for the changes to be visible. If you have made a mistake, you might want to check other future playdates you have already created and correct the mistake on them and make sure the mistake does not still exist in the Master Feature Template from which future playdates will be made.

ADVANCE TICKETING HOW TO GUIDE:

Sensible Cinema Box Office for Windows will let you sell tickets for an upcoming feature as far in advance as you wish—both at your box office and online. Here are the steps and tips to selling advance tickets and making the most of your software capabilities both online and offline. Note: If your prices are to change at some point between now and then, create ALL playdates in-between which will be at the *current* prices *before* changing the prices in the Master Configuration and creating the new playdates at the *new* prices. *Remember: Prices for a playdate cannot be changed once the playdate has been created. Your only remedy will be to delete the playdate and recreate it and even this won't be an option if you have sold advance tickets!* Prices for advance tickets will be the prices to be used on that future date even if you sell them today while prices for your other movies remain the same. Prices follow the playdate.

1. Add upcoming feature to *Master Feature Template*

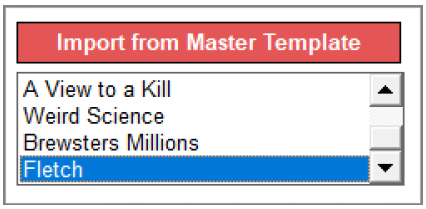
Setup the upcoming feature in your master feature template. Leave the "Allow Sales" flag unchecked so that this film does not appear for sale on days it will not be playing. Later we will set the "Allow Sales" flag in the playdates in which the film will begin showing. Be sure to set up your auditorium and showtimes if you know what these will be. (Note: You cannot sell until you do.) Playdate setup on the next page shows

2. *Create and Edit Playdates* for the dates you wish to begin selling for

When creating playdates, use **Method 2** (create empty playdate) shown on page 70.

3. Open each playdate in *Edit Playdate for... (date).*

Once you have opened the feature editor for the playdate, select the feature you wish to import from the import feature list and add it to your playdate. You'll first need to unlock fields for editing in the playdate feature setup, then select the movie you wish to import and click "Import Feature".



4. Selling Advance Tickets in your Box Office

Now that the feature has been added to this new playdate, check the ***Allow Sales*** flag at the top right of the edit features window. The advanced ticket sales button in the terminal will now allow you to navigate to this date and sell for this film on this date. To add additional films for this playdate later when you know what your other features will be, simply open the playdate again, unlock the fields for editing, and import the other features you will be playing on this day into this playdate.

5. Online Advanced Sales

Once you have entered the feature into Sensible Cinema and created your playdate file or files you can do a title match and sync in the online ticketing software allowing advance sales online as well. The procedure may differ from vendor to vendor but you should be able to sell as far in advance as you like with any of them.

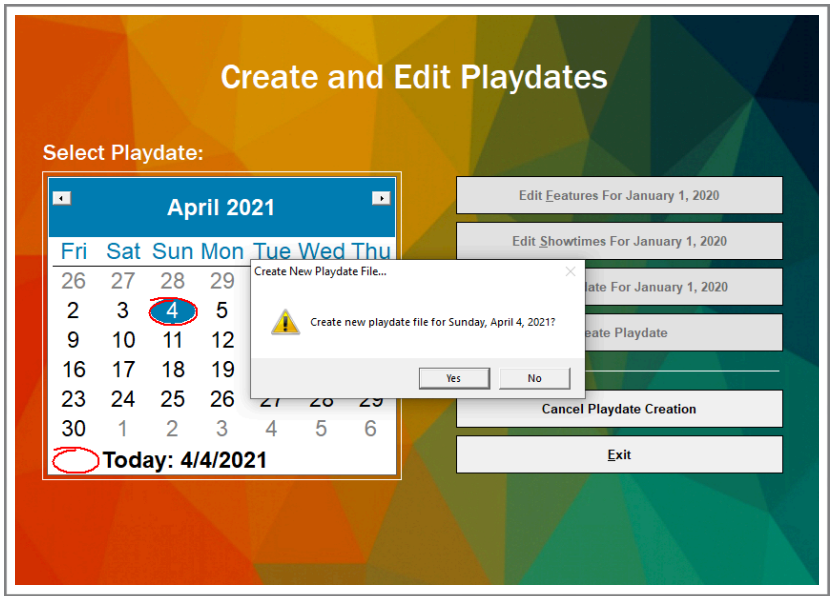
Chapter 5

Playdate Setup

Create and Edit Playdates

The Playdate file is a data file containing all of the data for a single day of business, including the movies, showtimes, tickets sold, concessions sold, individual transactions, ticket prices and audit trail. The playdate file is created by using something as a template. The most common practice is to create it as a duplicate of the **Feature Setup Template**.

CREATE A NEW PLAYDATE:
Select the date on the calendar for your new playdate. If it doesn't already exist, this dialog will ask if you want to create a new one.



The **Playdate File** is created for a specific business date in the future, days or weeks before using it on the current **Business Date** it is made for. This permits you to sell advance tickets both on site and online.

When the date for this playdate file finally rolls around, it will be used to store sales data for the specific business date, from ticket sales to concession sales and have the stored pre-sale tickets you have been selling in advance.

Method 1: ⦿ Import All Features (Recommended)
Create the playdate as a carbon-copy of the **Feature Setup Template**. This uses your current ticket prices and categories stored in the **Program Configuration** and locks them into the playdate. No changes to prices or ticket categories can occur after creating a playdate.

Method 2: ⦿ Create empty playdate
Create an empty playdate and import the features and showtimes individually at a later time. This enables you to begin selling advance tickets for a movie well in advance to knowing what other movies you will have that day. This uses your current ticket prices and categories stored in the **Program Configuration** and locks them into the playdate. No changes to prices or ticket categories can occur after creating a playdate.

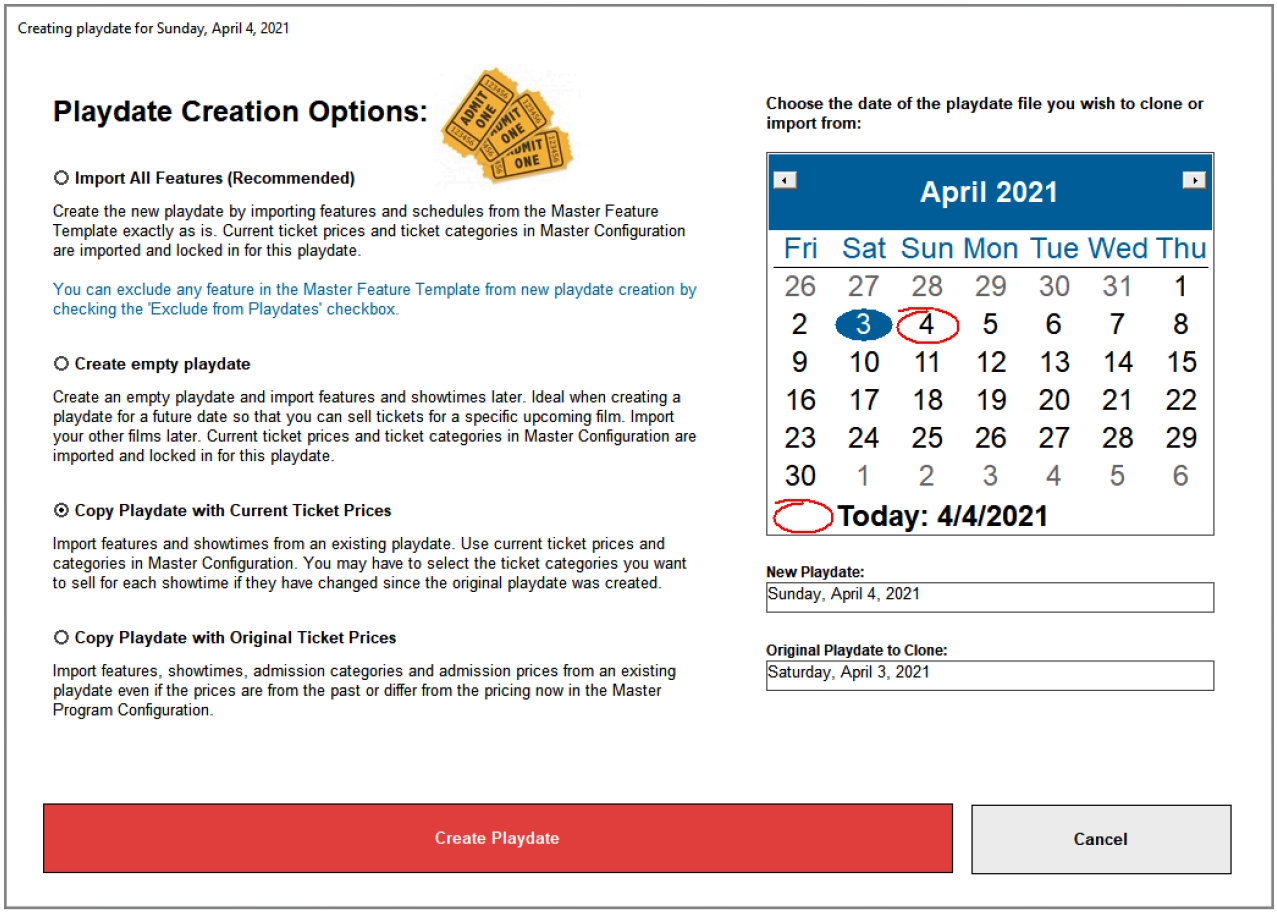
Method 3: ⦿ Copy Playdate with Current Ticket Prices
Create a playdate by copying another existing past or future playdate. This uses your current ticket prices and categories stored in the **Program Configuration** and locks them into the playdate. No changes to prices or ticket categories can occur after creating a playdate.

Playdate Setup

Method 4: ⦿ Copy Playdate with Original Ticket Prices

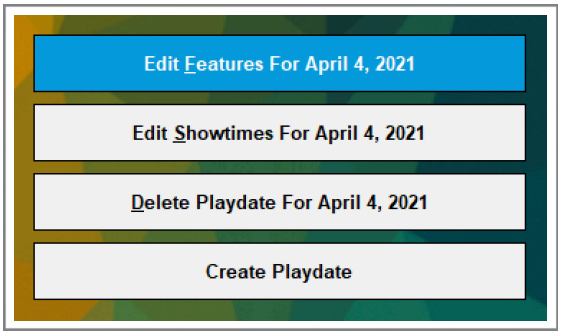
Create a playdate by copying another existing past or future playdate. This uses the ticket prices and categories stored in the **Playdate File** you select and locks them into the playdate. No changes to prices or ticket categories can occur after creating a playdate.

Descriptions of these methods are contained in the dialog box when creating playdates.



EDIT AN EXISTING PLAYDATE:
Click the calendar to select the desired date. The buttons in the Playdate setup will change and show the selected date. ***Edit Features…*** brings up a Feature Setup dialog *similar* to the Master Feature Template, except this one is only for the selected playdate.

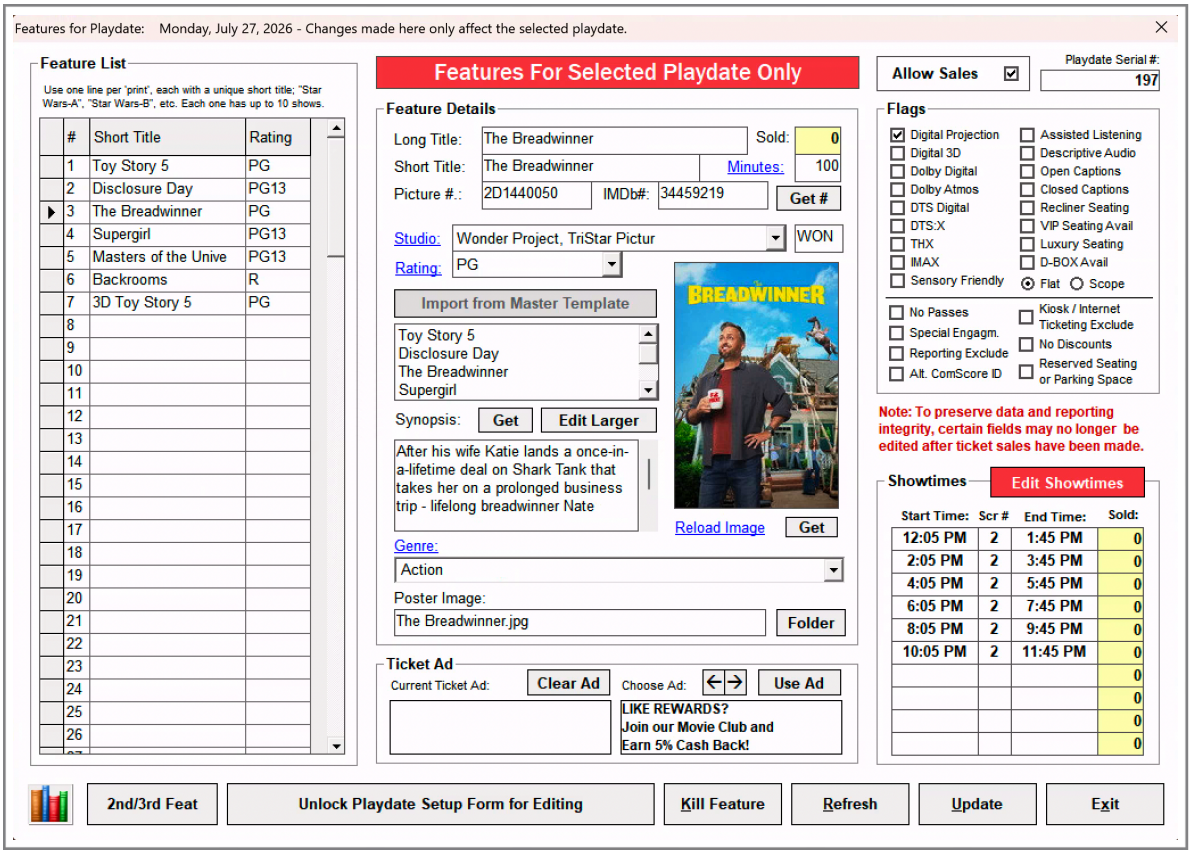
Edit Showtimes… brings up a Showtime Setup dialog *similar* to the Master Showtime Template, except that this one is specific to the selected playdate.



Playdate Setup lets you make specific changes to playdates you have created without affecting other business days.

Playdate Setup

PLAYDATE FEATURE TEMPLATE:
The **Playdate Feature Template** is the database of films configured for a specific business day. Up to 30 movies can be configured per day and the Playdate Feature Template can hold up to 30 films. Let's have a look around the Playdate Feature Template.



Click the ***Unlock Setup Fields for Editing*** **Button** to allow you the ability to edit fields in the Playdate Feature Database. Editing is protected by this step since generally the imported data is exactly as it was intended to be. A disclaimer will be displayed. F10 unlocks other protected fields like Short Title, should that need to be changed later.

Long Title:
The Long Title field is the movie title to be shown in places within Sensible Cinema where space permits. The short title is used on tickets and Weekly Box Office Reports.

Short Title:
The Short Title field is the movie title to be shown on tickets and on most reports. This is also a "reserved" master item for sorting sales. ***You should never have two different features with the same short title.*** Additionally, some characters are prohibited from use in the short title because the short title is used in creating the filename for storing the PDF reports. The short title should remain the same throughout a film's run, otherwise the playdates with the change will not show up on box office reports where they differ from the first playdate of the period.

Playdate Setup

Runtime Minutes:
The running time for the feature presentation plus your pre-show material should be entered here. The running time should be entered accurately and include previews, advertisements and theatre daters to ensure that showtimes exported to an LMS or TMS are correct. Additionally, incorrect running times will yield incorrect ending times, creating confusion for your ushers, as their reports will be incorrect.

Picture #/*Info* Button:
The picture number is a number you generate which will be used as a numerical representation for this movie. It should never have been used before for another movie and it should never be used again after this film leaves. The picture number is used by our integrated ComScore® reporting and for synchronizing your showtimes to a Library Management Server (LMS) like Cineverse (formerly Cinedigm) or Theatre Management System (TMS) from Dolby or GDC. Schedule sync software is available from Sensible Cinema for an additional license fee.

Studio:
The studio name and abbreviation are selected from the drop-down list. If the studio you want isn't there, click the ***Studio*** hyperlink to add it to the database. This uses studios you have stored in the Distributor Database in the Master Program Configuration -> Distributors Tab. This is shown on page 45.

Rating:
Select the movie rating from the drop-down list. If the one you need isn't there you can add it to the database by clicking the ***Rating*** hyperlink. This adds the rating to the database shown in the Master Program Configuration -> Admissions tab. This database is shown on page 44.

Language:
This is the language for the dialog in this film. This information is exported to the LMS/TMS and should be selected accurately to prevent the projector from presenting the movie with the wrong language.

Subtitle Language:
This is the subtitle language for the dialog in this film. This information is exported to the LMS/TMS and should be selected accurately to prevent the projector from presenting the movie with the wrong subtitle language.

Synopsis:
Enter a brief description to be available to your cashier. Be sure to enter your short title first so that it finds the title for you automatically. To access the synopsis from the terminal, select the ***Info*** clapboard button in the terminal.

Playdate Setup

Ticket Ad Message:
This is the message currently set to print on certain types of tickets. Press ***Select*** to change the message to another of the up to 30 stored messages. See page 37 for information about storing these messages in the system.

☑**Allow Sales:**
Check the checkbox to allow sales for this feature. If left unchecked, this movie will not be available for sales.

☑**Presentation Flags:**
Check all which apply. Most importantly, if you use a library management system you must check the ***Digital 3D*** checkbox to send that information during the schedule export. For movies that will be in auditoriums where reserved seating is utilized, you must check the Reserved Seating checkbox in order for the seat selection map to display.

Import Features:
Select a movie and press ***Import Selected Feature*** *(or double-click the title)* to import a movie from the Master Feature Template and add it to the current movie lineup for this playdate. The imported feature will include showtimes and categories selected in the Master Showtimes Template.

Edit Showtimes for Today:
Press ***Edit Showtimes for Today*** to enter times, select auditoriums, and pick ticket categories you want available for sale at each showtime. This is covered in the next few pages.

Drive-In Theatre Options:
If drive-in options are enabled, you may enter a second or third feature, rating and studio. This enables you to print an identical box office report for your secondary features.

Kill Feature **Button:**
Deletes all content of the currently selected feature slot.

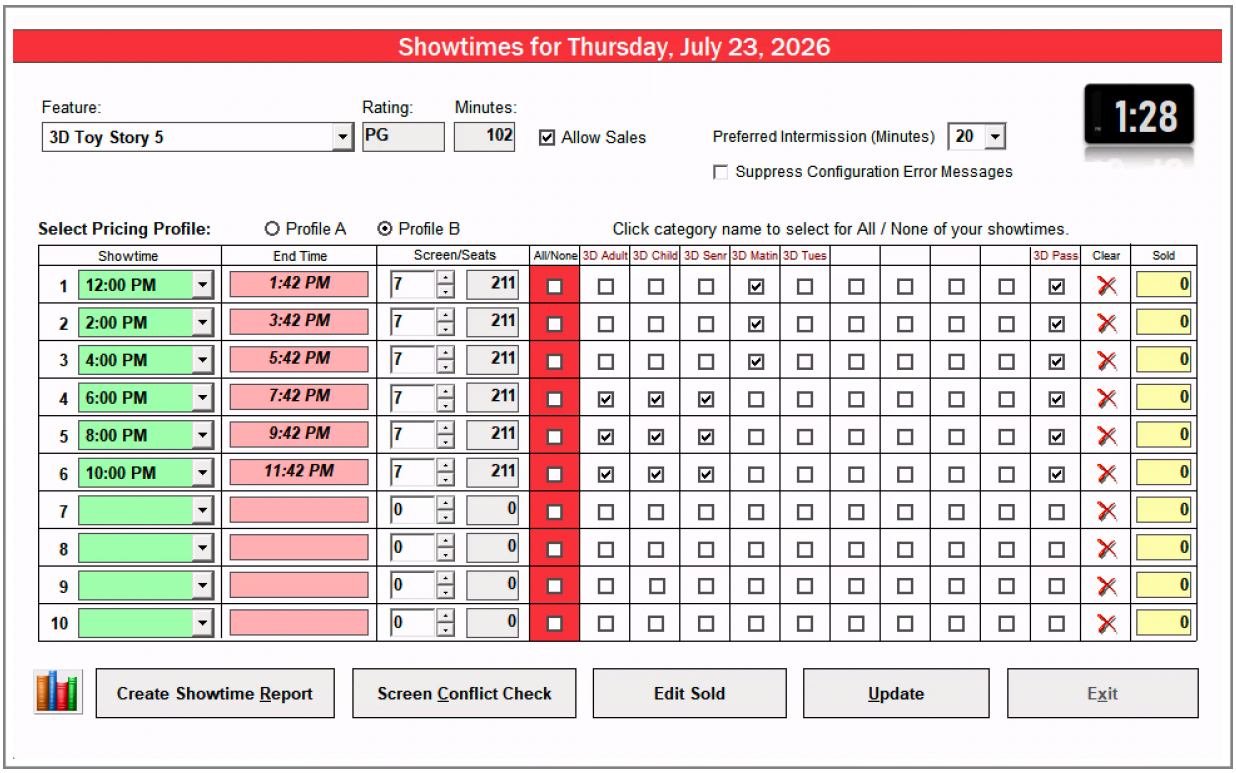
Refresh **Button:**
Re-queries the database and refreshes the data grid containing your features.

Update **Button:**
Saves any new information entered since the last time you pressed ***Update***.

Exit **Button**:
Saves any new information entered since the last time you pressed ***Update*** and exits the Playdate Feature Template.

Playdate Setup

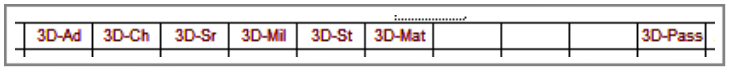
PLAYDATE SHOWTIME TEMPLATE:
The **Playdate Showtime Template** is an extension of the **Playdate Feature Template** using data from the same database table, allowing a simple, clean interface for configuring showtimes. Showtimes configured here only affect the particular playdate selected. If you need to change or correct something on a particular day, select the ***Create and Edit Playdates*** button in the Main Menu, select the playdate from the calendar and ***Edit Showtimes for…*** that Playdate. The Playdate Feature Template will show the number of seats sold for each performance and will not allow the change of a showtime that has sales to protect reporting integrity. If you find you have made a mistake with a showtime and tickets have been sold, you may disable the available ticket categories and change the screen to 0 to hide the original showtime and enter a replacement showtime.



Feature, Rating and Running Time:
The movie you have selected to edit. If you have pressed ***Setup Showtimes*** in the Master Feature Template, this will display that film.

☑Allow Sales:
Check the checkbox to allow sales for this feature. If left unchecked, this movie will not be available to sell on any playdate created from importing this master feature template. The feature will however be in the database of the playdate unchecked and can be enabled on the playdates it is needed.

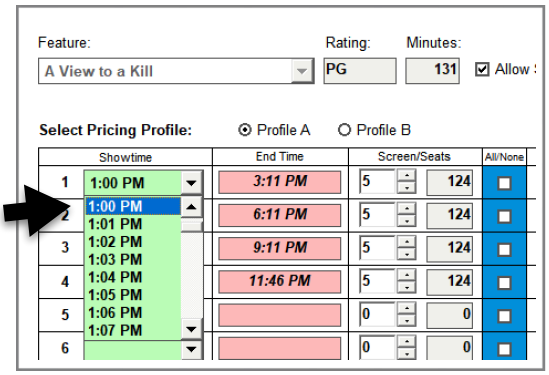
Select Pricing Profile:
Select the pricing profile. ⦿A ❍B



Usually select "A" price profile for 2D Movies, "B" price profile for 3D films.

Playdate Setup

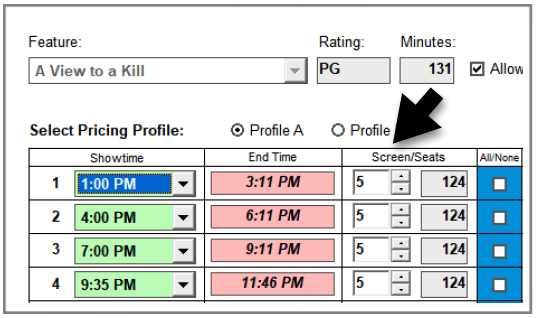
Showtime (Drop-down lists):
Each film may have up to ten (10) showtimes configured per day. If you have a movie on more than one screen and more than ten showtimes are needed, create separate setups for this movie and remember to make each one have a slightly different short title… (eg. "Avengers A", "Avengers B" and "Avengers C".)



Choosing Showtimes: You can select the drop down list and search for the time you want or drop open the list and press a number (other than one) to jump to a PM time like 7:00.

Once you have selected your showtime, the ***End Time*** box will populate with the ending time based on the running time you have entered in the Master Feature Template for the film.

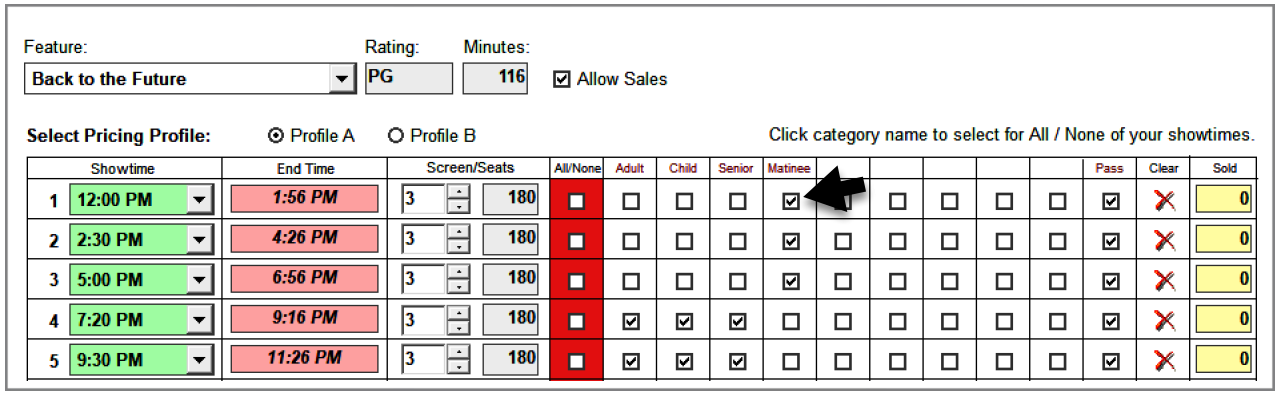
Screen Selector/Seats:
Select the screen where each performance will be shown. The seats field will populate with the capacity of the auditorium.



Choosing Auditorium:
Movies aren't tied to a specific screen. Screens for performances are selected for each individual showtime.

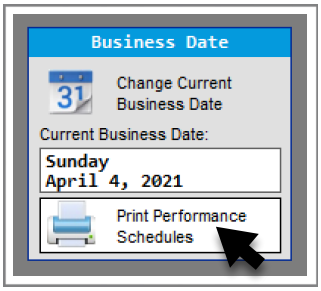
Setting Up Auditoriums:
See page 33 for an explanation of how to set up auditorium capacities in the Master Program Configuration.

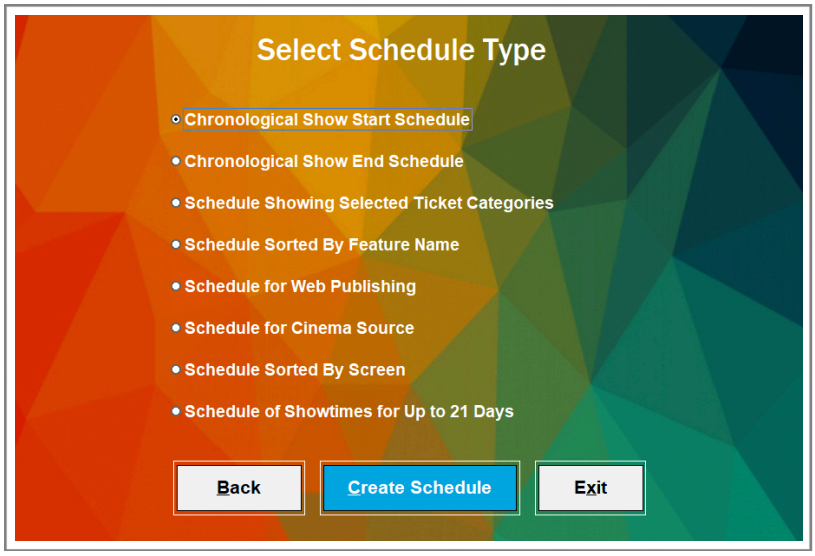
Select Ticket Categories:
Click the checkbox for each of the ticket categories you want available for your cashier to sell at each showtime. Click ***All/None*** to enable or deselect all categories. Clicking the big red X in the ***Clear*** column removes the showtime, the auditorium selection and all selected categories of tickets.



Playdate Setup

***Create Showtime Report* Button:**
A variety of showtime reports are available for each playdate. Choose the date from the calendar and select the desired report. This menu is also available from the Main Menu





Chronological Show Start Schedule:
A start-by-start list of the day's shows. See pg. 72.

Chronological Show End Schedule:
A end-by-end list of the day's shows' ending times, ideal for usher staff. See pg. 72.

Selected Ticket Categories:
A feature list showing selected ticket categories.

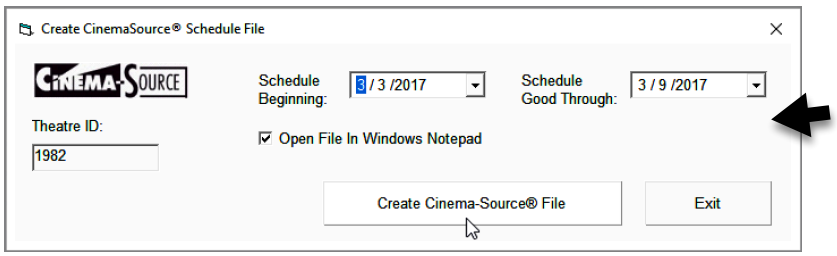
Feature: **Mike and Dave Need Wedding Dates** Rating: **R** Minutes: **108**

Showtime:	End Time:	Screen	Seats	Ticket Categories Available For Showtime: Adult	Child	Senior	Military	Student	Matinee	Extra1	Extra2	Extra3	Pass
12:00 PM	1:48 PM	3	250	☐	☐	☐	☐	☐	☑	☐	☐	☐	☑
2:10 PM	3:58 PM	3	250	☐	☐	☐	☐	☐	☑	☐	☐	☐	☑
4:25 PM	6:13 PM	3	250	☐	☐	☐	☐	☐	☑	☐	☐	☐	☑
7:15 PM	9:03 PM	3	250	☑	☑	☑	☑	☑	☐	☐	☐	☐	☑
9:40 PM	11:28 PM	3	250	☑	☑	☑	☑	☑	☐	☐	☐	☐	☑

Mike and Dave Need Wedding Dates Rating: **R** Minutes: **108**

Showtime	**12:00 PM**	**2:10 PM**	**4:25 PM**	**7:15 PM**	**9:40 PM**					
End Time	1:48 PM	3:58 PM	6:13 PM	9:03 PM	11:28 PM					
Screen	3	3	3	3	3	0	0	0	0	0
Seats	250	250	250	250	250	0	0	0	0	0

Schedule for Web Publishing:
A basic .html schedule file.



Sorted by Feature Name:
Alphabetical feature and showtime list.

CinemaSource:
Data file for submission to CinemaSource. CinemaSource submits your movie schedule to dozens of websites like Google and Fandango.

Playdate Setup

Chronological Showtime Reports:
These reports help organize staff around each show start and show end.

Demo Theatre
Evaluation Copy
123 Hollywood Dr
Your City, ST 00000
Phone: (123) 456-7891 Fax: (123) 456-7892

Chronological Show Start Schedule
Friday, March 3, 2017

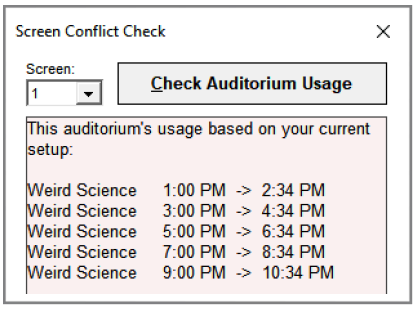
Started	Start Time	Ending Time	Screen	Feature Title	Rating	Min.	Format
❑	**12:00 PM**	1:48 PM	3	Mike and Dave Need Wedding Dates	R	108	S
❑	**12:10 PM**	2:22 PM	4	Star Trek Beyond	PG13	132	S
❑	**12:15 PM**	2:22 PM	2	Ghostbusters	PG13	127	S
❑	**1:00 PM**	2:40 PM	1	2D Secret Life of Pets, The	PG	100	F
❑	**2:10 PM**	3:58 PM	3	Mike and Dave Need Wedding Dates	R	108	S
❑	**2:45 PM**	4:57 PM	4	Star Trek Beyond	PG13	132	S
❑	**2:45 PM**	4:52 PM	2	Ghostbusters	PG13	127	S

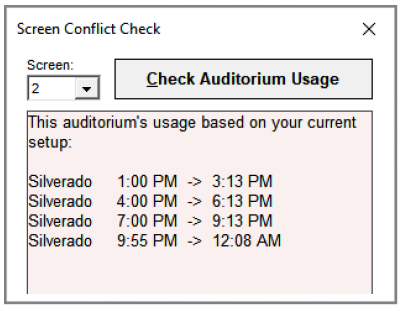
Demo Theatre
Evaluation Copy
123 Hollywood Dr
Your City, ST 00000
Phone: (123) 456-7891 Fax: (123) 456-7892

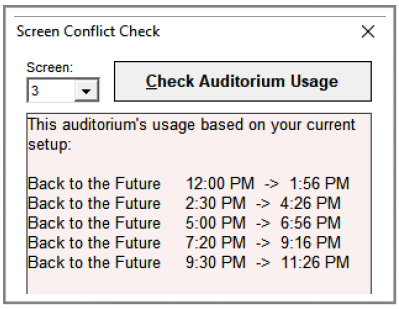
Chronological Show End Schedule
Friday, March 3, 2017

Cleaned	Ending Time	Start Time	Screen	Feature Title	Rating	Min.	Format
❑	**1:48 PM**	12:00 PM	3	Mike and Dave Need Wedding Dates	R	108	S
❑	**2:22 PM**	12:10 PM	4	Star Trek Beyond	PG13	132	S
❑	**2:22 PM**	12:15 PM	2	Ghostbusters	PG13	127	S
❑	**2:40 PM**	1:00 PM	1	2D Secret Life of Pets, The	PG	100	F
❑	**3:58 PM**	2:10 PM	3	Mike and Dave Need Wedding Dates	R	108	S
❑	**4:50 PM**	3:10 PM	1	3D Secret Life of Pets, The	PG	100	F
❑	**4:52 PM**	2:45 PM	2	Ghostbusters	PG13	127	S

***Screen Conflict Check* Button:**
Check for conflicts where two films are assigned to play on the same screen at the same time. Select each screen number to see what is playing and whether there are overlapping times.





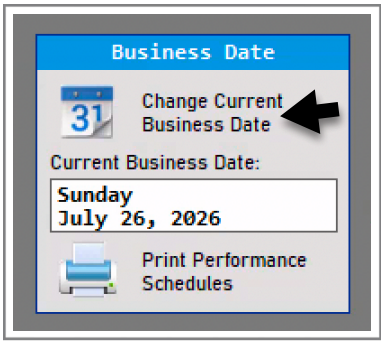


Playdate Setup

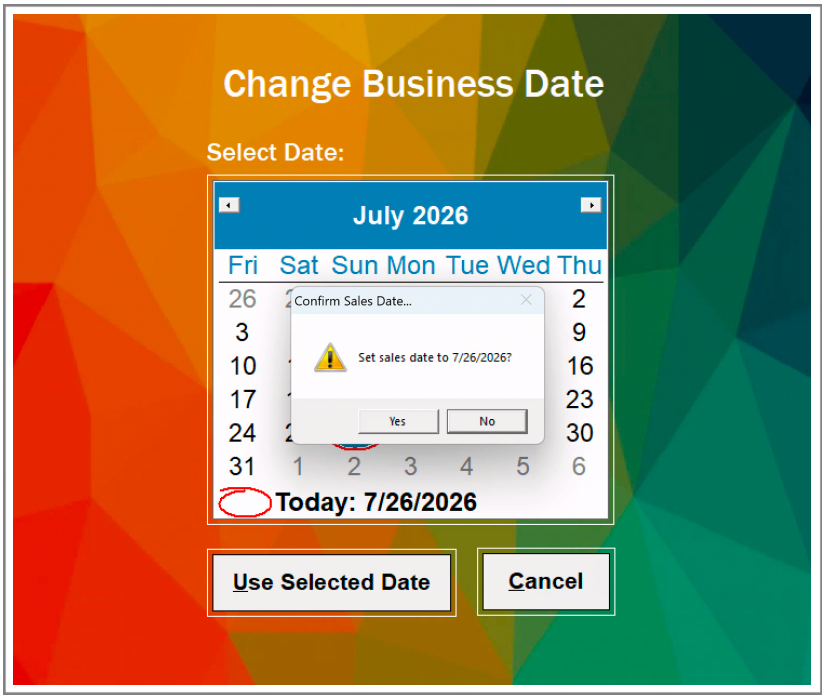
CHANGE BUSINESS DATE:
For each business day you will need to have created a playdate file as described in this chapter. Each day, you will manually change the business day to the current date, making the playdate file the storage vessel for the day's sales data.

The process of changing the business date should be done immediately after completing the day's sales and can be done even before doing the night's reports for the end of this day. This is especially a good idea if selling tickets online because online sales are posted to the current business date. If you leave the finished day as the current business date after you close, online customers may cause additional sales to be added to the concluded playdate, causing those sales to not appear on the report you are working on. In this example, opening this day's sales tomorrow may show different totals because of the additional sales made.

Changing the business date is a manual process and not one that can or should be automated because: 1) business date cannot be changed if there are terminals logged in, 2) it cannot be changed if no playdate file exists for the next business date and 3) keeping this a manual process gives the manager more flexibility— for example, to include midnight show sales on the before midnight sales date. Online sales transactions will be applied to the current chosen business date. Tickets are applied to box office reports for the day of the show.



Click **Change Current Business Date** and select the date from the calendar. A playdate file must exist for the selected date. If it does, it will ask you whether to set it as the current business date.



Terminals must be logged out in order to change the business date. If someone has turned a machine off without logging out of the software, it will still appear to be logged in. Go to the offending terminal and log into the terminal all the way to the selling screen, press "Menu, then log out of the terminal.

TROUBLESHOOTING:

One or More Films are Missing Altogether from Selling Terminal
A common mistake which results in a feature being absent from the selling terminal screen is forgetting to enable a feature for sales. If a feature is missing from the sales screen, open the playdate for the day affected in ***Create and Edit Playdates***. Make sure each feature shown has its "Allow Sales Flag" checked and the running time is not zero (0) minutes. Once you have corrected the problem, Press the "Today" button or exit the selling terminals and start them again so that the features and times are displayed. If you have future dates enabled, switching to a future date and back will do the same as exiting the terminal. If you have made this mistake and did not properly enable a feature in one playdate, chances are this is the case in the Master Feature Template and in other playdates you have created. It may be a good idea to check those as well so additional playdates don't get created with the same mistake. If the film is absent from the Playdate setup for a particular day, import it from the Master Feature Template. If you believe other playdates may have the same mistake, check them as well.

Reserved Seating Map Doesn't Display
Open the playdate affected and select the film. Ensure you have checked the Reserved Seating flag for the film on the date affected. If you find it unchecked, be sure to check the box on future playdates and in the Master Feature template so that future playdates aren't created with this error.

Certain Ticket Categories are not Enabled at Terminal
Open the playdate affected and select Showtimes for Playdate… Then check the boxes to enable the ticket categories that were left disabled. Update and refresh the terminal by pressing the "Today" button or logging out and back in. If you have made this mistake on other future playdates, open them individually in Create And Edit Playdates and check the boxes there as well. If the film is holding over, be certain to correct the error in the Master Feature Template so that future playdates created do not have this same error.

Ticket Prices Are Wrong
If you have the wrong price profile selected but no sales have been made, you can open the playdate setup and change the ticket price profile selected. If the prices are wrong altogether or there have been sales, this error cannot be corrected without deleting the playdate and recreating it. You cannot change or modify pricing after a playdate has been created whether sales have been made or not.

Edit Sold
If you have pre-sold online tickets for a future date and have decided to change the screen the film will play on, use "Edit Sold" in Playdate Showtime Setup to bulk replace the screen number so that the correct screen prints when tickets are picked up.

Chapter 6

Terminal Setup

Sensible Terminal Software Installation

SYSTEM REQUIREMENTS:
In order for Sensible Cinema Box Office for Windows terminal clients to work as designed and with the speed you would expect, certain minimum system requirements must be met. For best results, follow our recommendations when designing your system.

Minimum System Requirements:	Our Recommendation:
Single or Dual Core CPU at 733 MHz	Dual Core CPU at 1 GHz or Faster
512 MB System RAM	4 GB System RAM
Windows 7, 8, 10 or 11 or Later	Windows 11 or Later
40 GB HDD	80 GB HDD or Larger
100 Mbps Fast Wired Ethernet	Gigabit Wired Ethernet
Broadband Internet	High Speed Broadband Internet
Screen Resolution 1024x768 or Larger	Screen Resolution 1024x768 or Larger
USB 2.0 Ports (Printer, PIN Pad, Barcode Scanner)	

Extended support expirations are as follows: Windows 7 Pro, Jan. 14, 2020, Windows POSReady 7, Oct. 12, 2021, Windows 7 Pro, Jan. 14, 2020, Paid support ended Oct. 8, 2024, Windows 10 IoT Enterprise LTSB 2016 Oct. 13, 2026, Windows 10 IoT Enterprise LTSC 2019 Jan. 9, 2029, Windows 10 IoT Enterprise LTSC 2021 Jan. 13, 2032, Windows 11 IoT LTSC Oct. 10, 2034. For other Windows 11 versions, check Microsoft web site.

BEST PRACTICES:
1. Keep the Sensible Cinema Programs up to date. Install updates when available.
2. Keep Windows updated by enabling Automatic Updates in the Control Panel.
3. Reboot your PC every other day to refresh system resources.
4. Install anti-virus and anti-malware programs and keep virus definitions up to date.
5. Fully scan for viruses and spyware once per week.
6. Use a laser printer for crisp and clean reports with a low total cost of ownership
7. Avoid “surfing” the internet on the POS Server Computer.
8. Try to avoid using the server PC during periods of high volume sales.
9. Keep staff off of the management PC.

NETWORK BEST PRACTICES:
Sensible Cinema Box Office for Windows should only be used on a wired Fast Ethernet or Gigabit Ethernet network with a minimum speed of 100 Mbps with full duplex.

Wireless networks are not recommended because network connection speed and bandwidth will vary from terminal to terminal as wireless networks lower connection speeds based on signal strength. When speeds fall below the 100 Mbps threshold the possibility for damage to the database increases. Accepting credit cards over a wireless connection will require you to pay for a field audit assessment of your wireless network and require additional layers of security for which we offer no support. Drive-Ins can use wireless bridge networking coupled with 100 Mbps PoE adapters for building to building networking without digging.

Terminal Setup

SENSIBLE TERMINAL DOWNLOAD SOURCE:
The latest full installer version of the **Sensible Terminal** product can be downloaded from the link below. Do not install using a stale installation source like old CD-ROM discs or a file you downloaded more than a month ago.

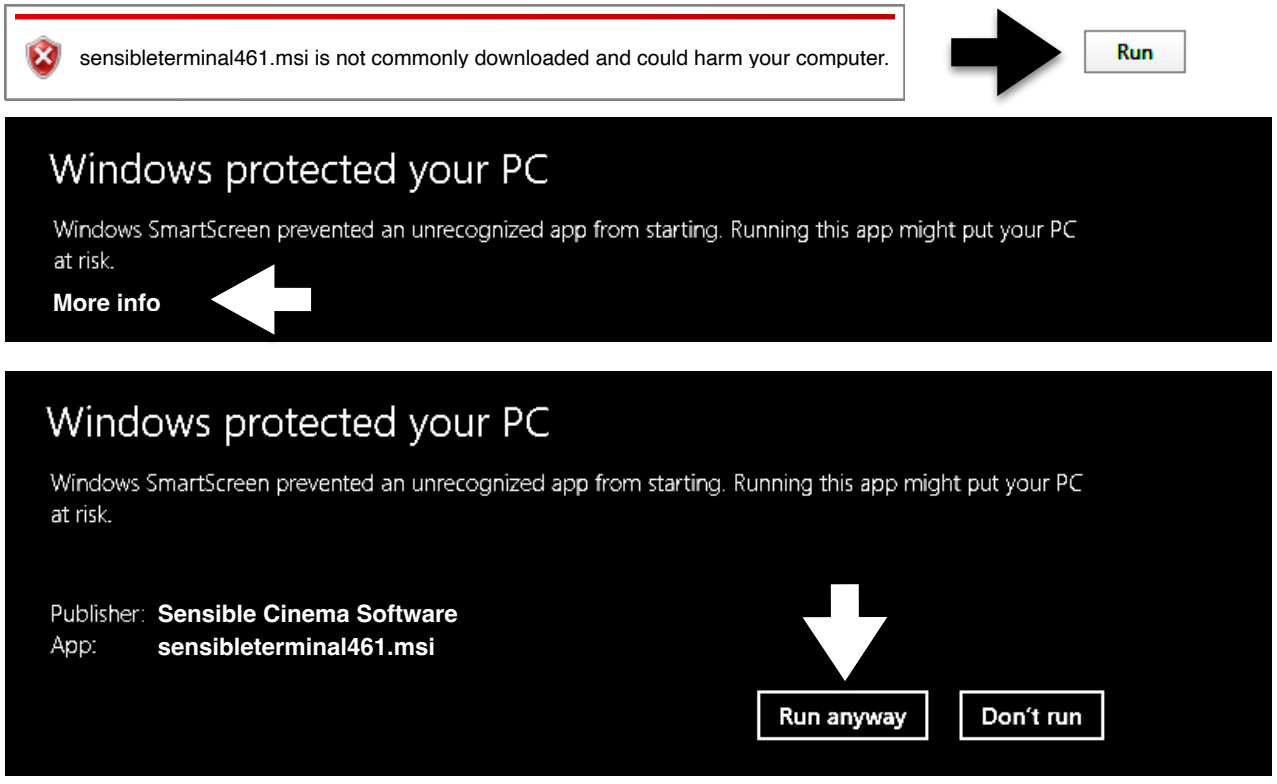
SENSIBLE TERMINAL DOWNLOAD LINK: (SUBJECT TO CHANGE, SEE WEB SITE IF LINK FAILS)
http://www.sensiblecinema.com/download/45/sensibleterminal45.msi

When installing or re-installing **Sensible Terminal no** license key is included in the package. You must have the license code sheet provided to your theatre at the time of purchase and follow the instructions on that sheet to set permanent licensing.

SENSIBLE TERMINAL INSTALLSHIELD® WIZARD:
Once you have downloaded the program installer .msi file you must run it in order to install the product on your computer. Some of the newer Windows versions may attempt to block the setup because it isn't one widely downloaded even though it has a digital signature from a certified publisher, **Sensible Cinema**. Sensible Cinema isn't installed as often as the Adobe Acrobat Reader, for example. Windows will try to prevent you from installing the software but it is okay to disregard those warnings if you have downloaded from Sensible Cinema's own web site.

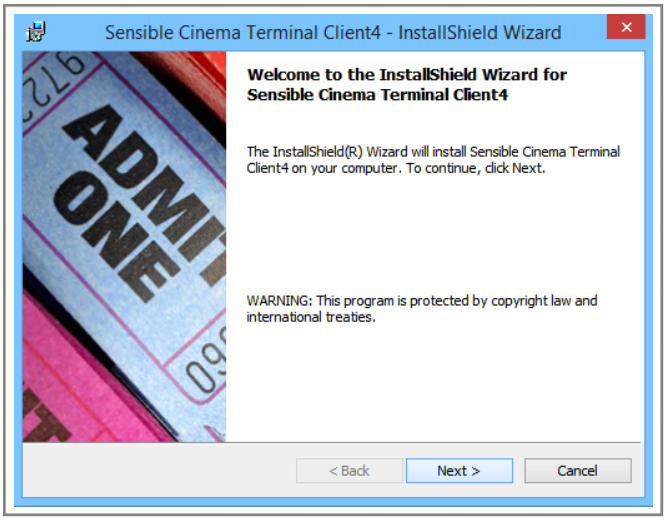
You might also be presented these additional security dialog boxes in Windows. To start the Sensible Manager setup, click "More Info" then press the "Run Anyway" button.

Windows Popup Warnings

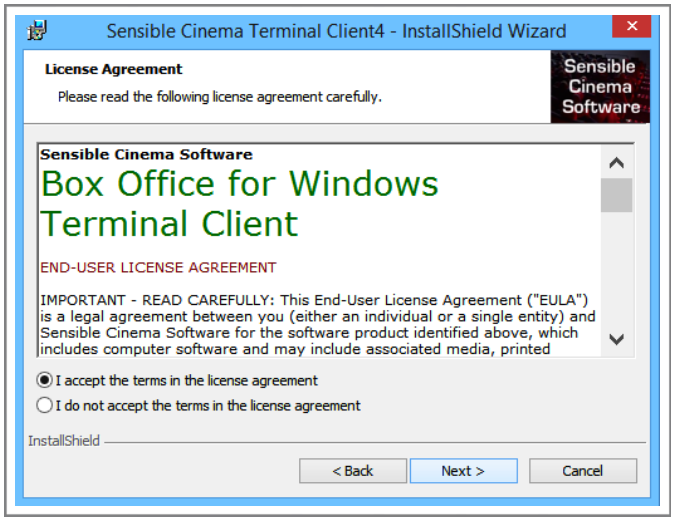


Terminal Setup

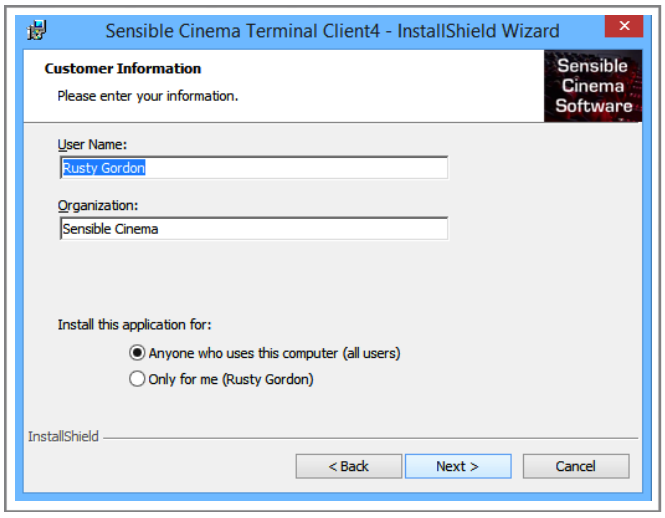
1. When installer starts, click “Next”



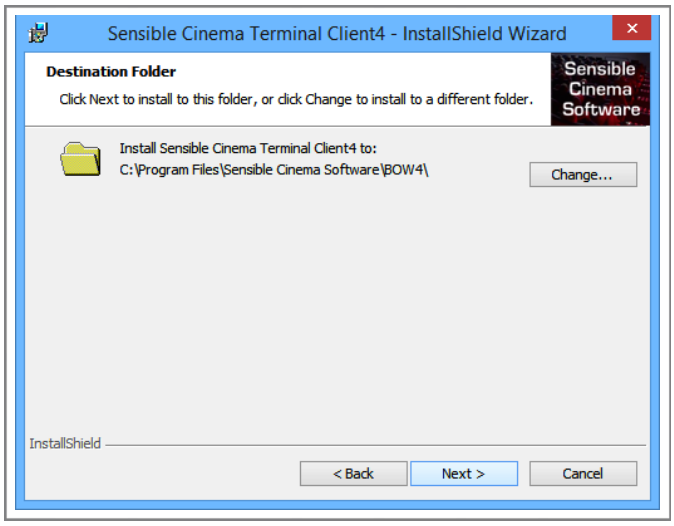
2. Select “Accept…” and click “Next”



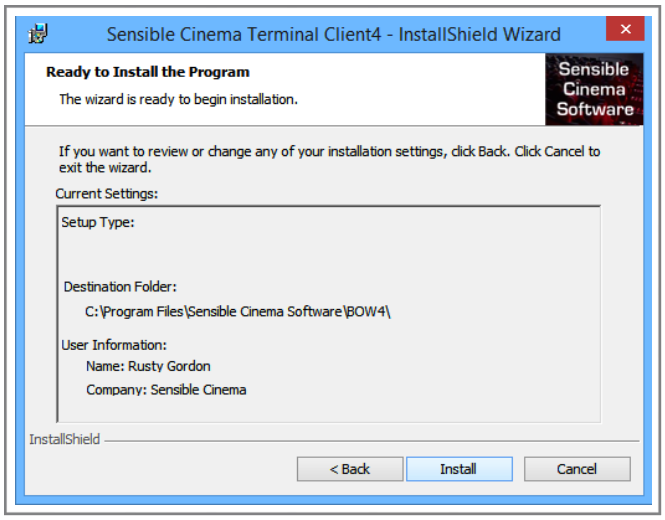
3. Enter Name and Theatre and click “Next”



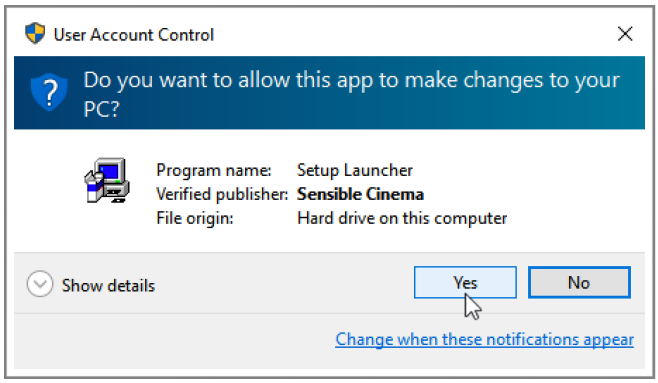
4. Use default path and click “Next”



5. Use default path and click “Next”

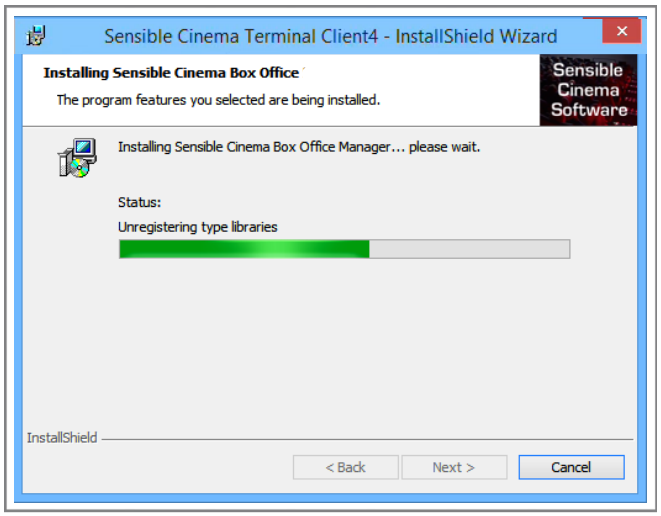


6. Allow Changes by pressing “Yes”

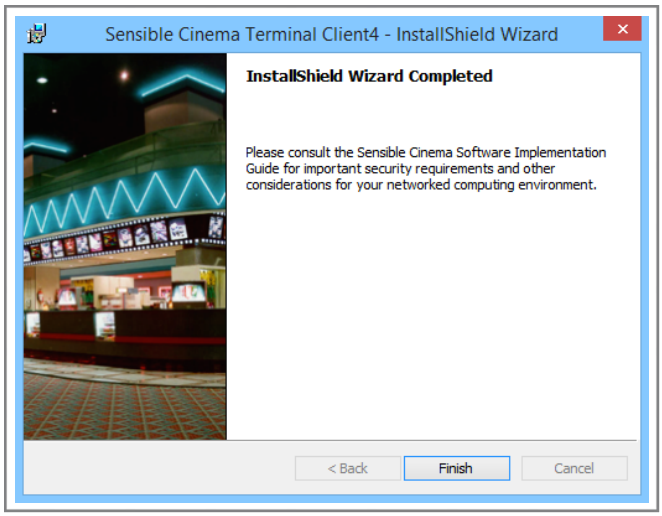


Terminal Setup

7. Program will install…



8. Press “Finish” when completed.



SENSIBLE TERMINAL INSTALLED PROGRAM COMPONENTS:
A number of program components will be installed to the Windows desktop. Some additional utility programs may be shown in the start menu only and may be moved to the desktop or added to your startup folder if needed.

Main Program Components
- Sensible Terminal
- Sensible Local Settings

SENSIBLE TERMINAL LICENSE CODE SETUP:
Have the license code sheet for your theatre available in hand as you start up the desktop application called **Sensible Local Settings**.

Registration Data

Circuit Name: Independent
Theatre Name: Hollywood Cinemas 7
Registration Code: 638072324324

Optional Modules

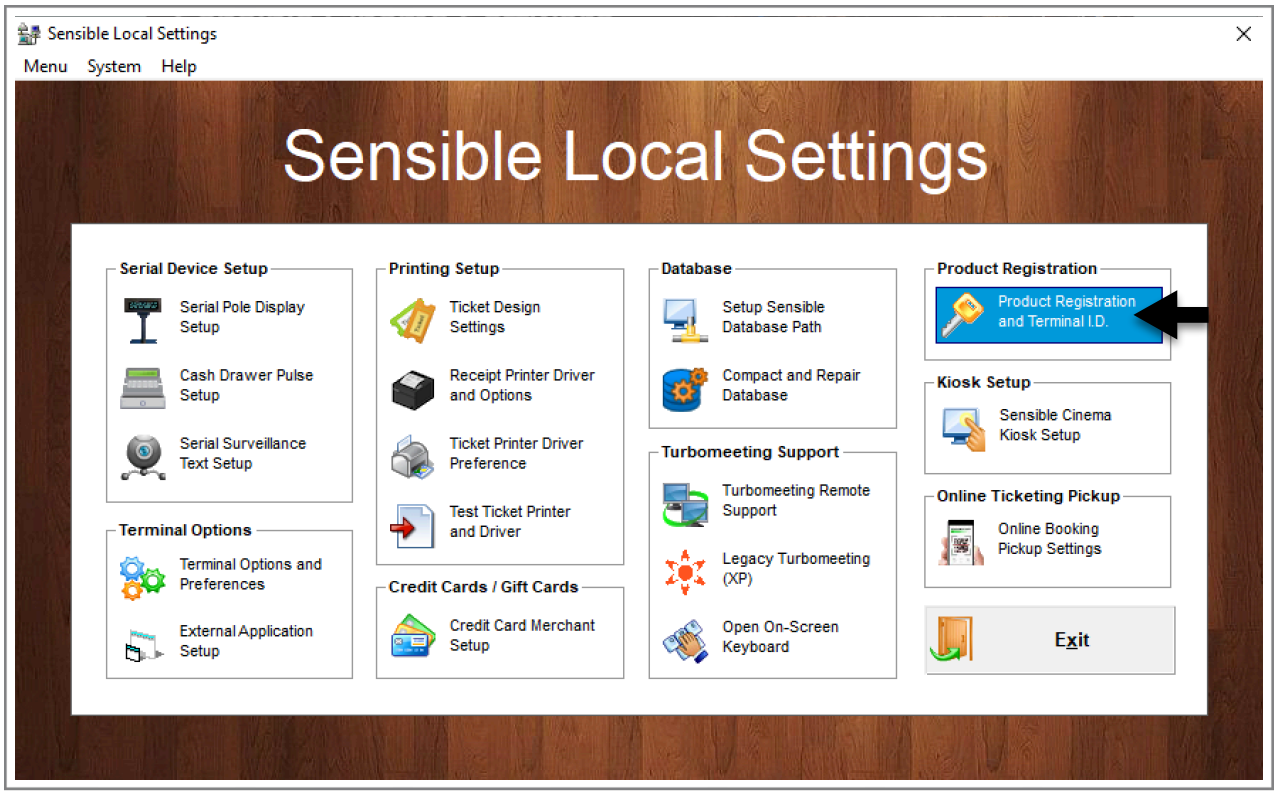
Credit Card License Code: 000000 (Unlock integrated credit card processing)
AccessIT TCC License: (Unlock schedule export for Cinedigm/AccessIT)

Terminal Identities: Enter these for Selling Terminals only in Sensible Local Settings

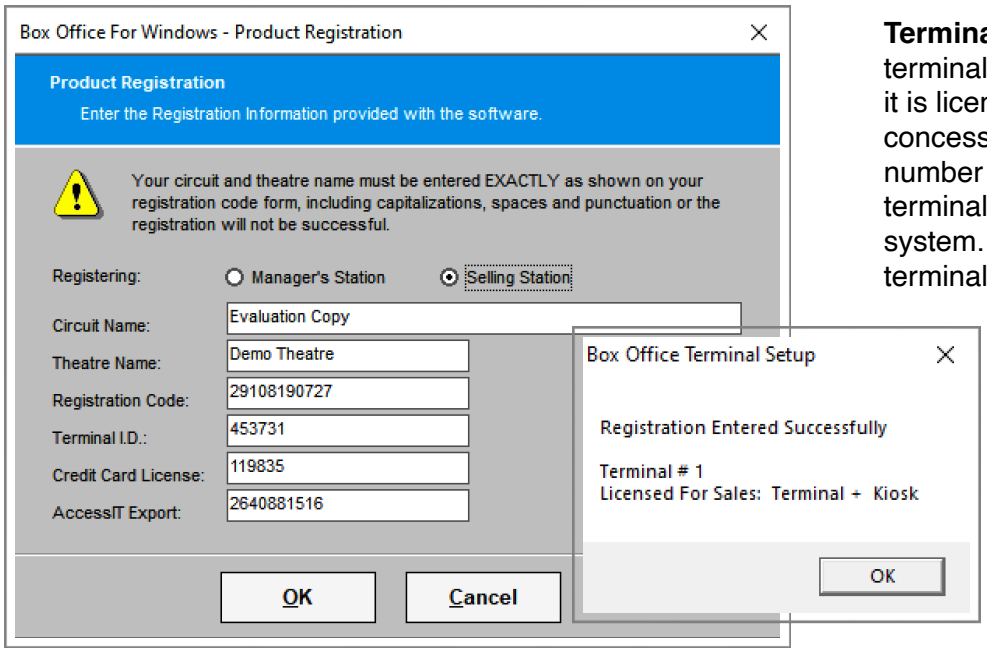
Terminal #:	Terminal I.D. #:	Licensed for:
1	324905	Tickets
2	343805	Tickets
3	638072	Concessions
4	815558	Concessions
5	138588	Concessions

Terminal Setup

Click ***Product Registration and Terminal I.D.***



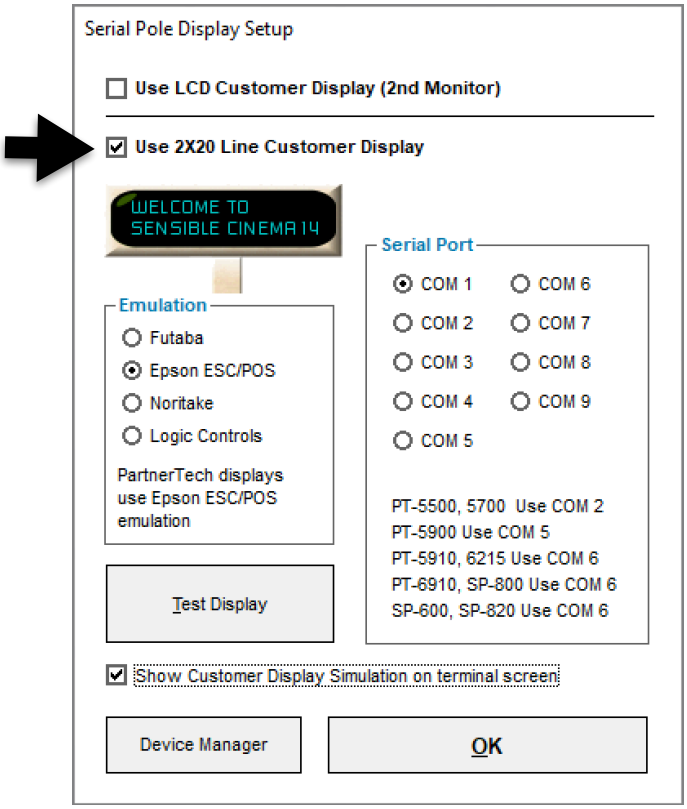
Select **Selling Station.** Enter the registration Circuit Name and Theatre Name *precisely* as shown on the license code sheet provided. Then enter the registration code and your terminal ID number for this terminal. Press "OK".



Terminal ID Numbers tell the terminal client software whether it is licensed for tickets, concessions or both. The number also assigns the terminal number on your POS system. You cannot have two terminals with the same terminal ID because it will result in file-locking errors and will mean multiple terminals selling to the same cash drawer total. You can purchase license upgrades to add combo terminals.

Terminal Setup

SENSIBLE LOCAL SETTINGS is a utility program for configuring options to use each Sensible Cinema program component. In this case we will set up specific options for your Sensible Terminal client software. Local settings are those which will only apply to this particular computer, like terminal ID numbers and settings for your printer. See a picture of the Sensible Local Settings Main Menu on page 86.

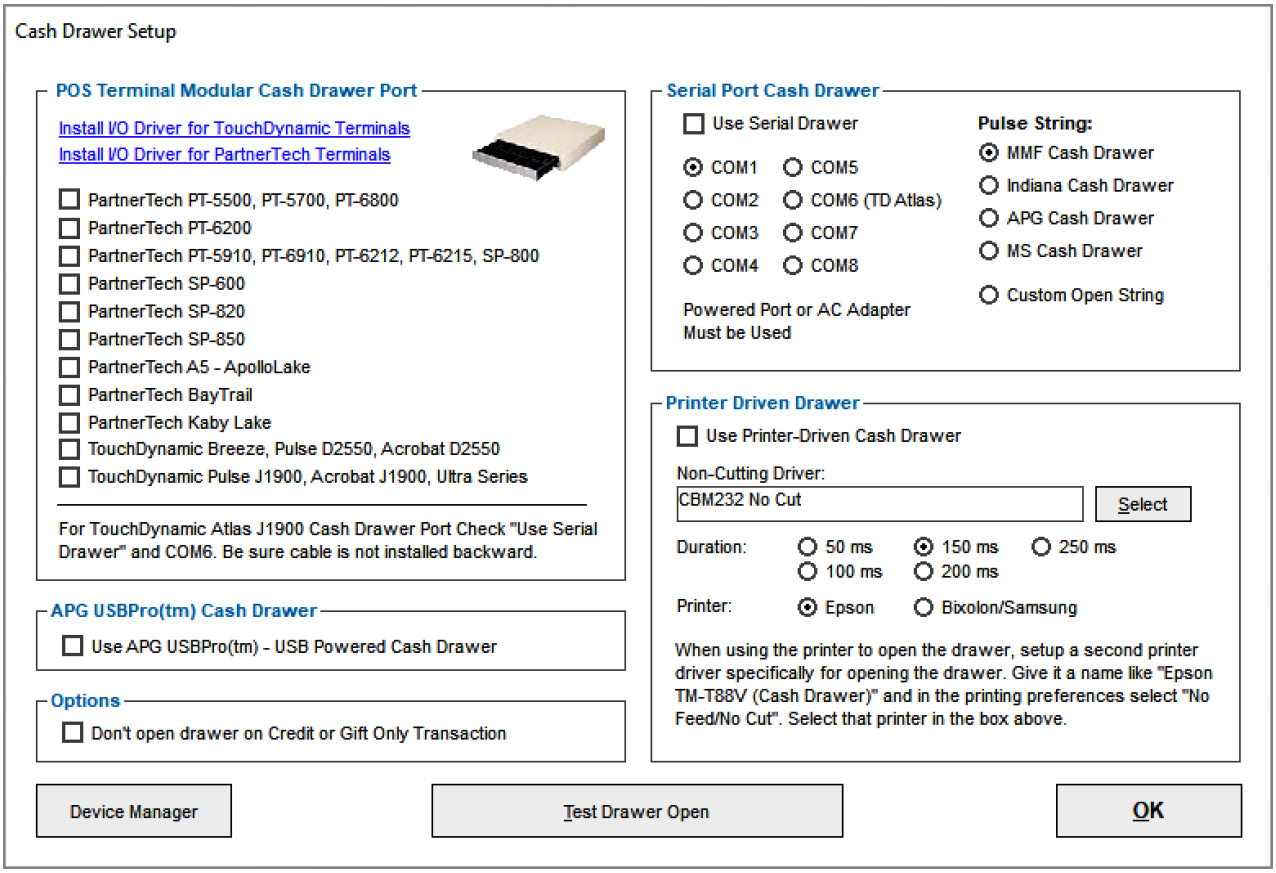


Use LCD Customer Display (2nd Monitor) lets you use a second LDC display facing the customer to display order information.

Use 2X20 Line Customer Display lets you configure the serial port and display emulation for a connected customer facing or "pole" display, showing each individual item as it is being sold from the Sensible Terminal. The 2X20 pole display can be powered by the terminal serial port or by using an A/C adapter plugged into the wall. If you use a terminal you purchased from Sensible Cinema, you can power the serial port to be used by the customer display by setting it up in the terminal's CMOS setup. This is accessed by pressing **DEL** at boot up. In integrated peripheral (Super I/O) setup, select 12V power to the selected serial port. Pole Display Setup allows you to test the display.

Terminal Setup

Cash Drawer Setup lets you add a cash drawer to your system, programmed to open when a sale has completed. A cash drawer can be connected to the terminal using a cash drawer cable (RJ-12 to RJ45), serial cable or USB cable.



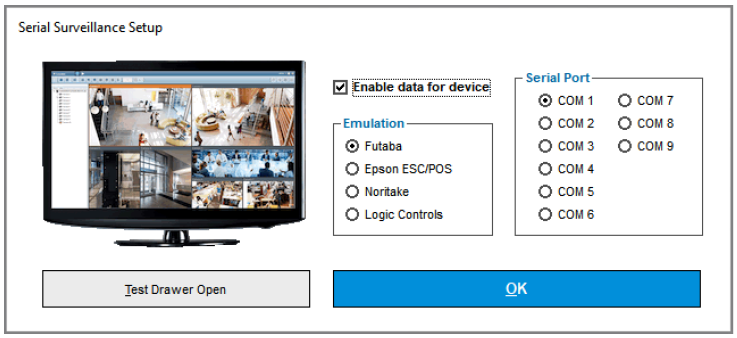
☑ **POS Terminal Powered and Driven Drawer**
Check the checkbox next to the brand and model of your POS Terminal if you want that terminal to power and open your drawer when appropriate.

☑ **Use Serial Cash Drawer**
The serial cash drawer can be powered by the terminal, serial port or by using an A/C adapter plugged into the wall. If you use a terminal you purchased from Sensible Cinema, you can power the serial port to be used by the cash drawer by setting it up in the terminal's CMOS. This is accessed by pressing **DEL** at boot up. To configure, check "Use Serial Port Cash Drawer" then choose serial port and open string. To send a NULL string, select *Custom Open String* and enter ten "@" characters.

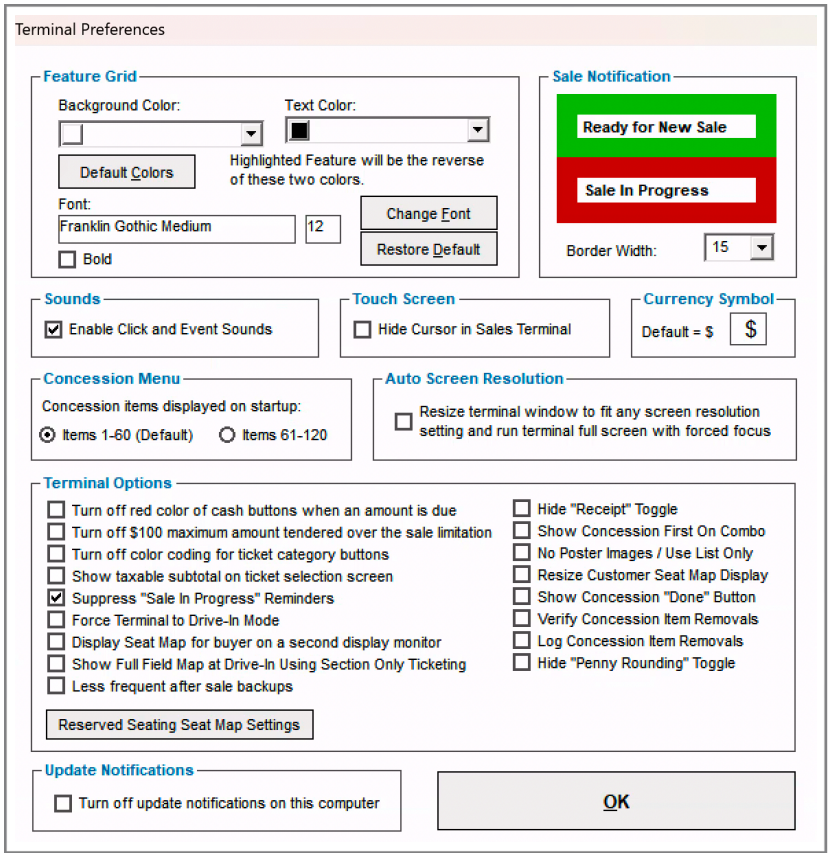
☑ **APG USBPro(tm) - USB Powered Cash Drawer**
Check the checkbox to use an APG USB port cash drawer.

The three previous choices are the best way to open the cash drawer with Sensible Cinema.

☑ **Use Printer Driven Cash Drawer**
Use this choice if your cash drawer is plugged into a thermal receipt printer. Install a second copy of your printer driver and rename it to a slight variation of the printer driver already installed, for example **Epson TM-T88V Cash Drawer**. In Windows printer preferences set paper type so that it disables the cutter and form feeds. Check the checkbox ***Use Printer-Driven Cash Drawer***. Press ***Select*** to choose your non-cutting, non-feeding driver. Set 150ms as the speed and choose the printer emulation type. Test Drawer Open. It is not unusual for a small amount of paper to be fed (1/8" or smaller) even if you specify no feed and no cut. If the paper sliver cuts or is longer than 1/4" then something was not configured correctly.



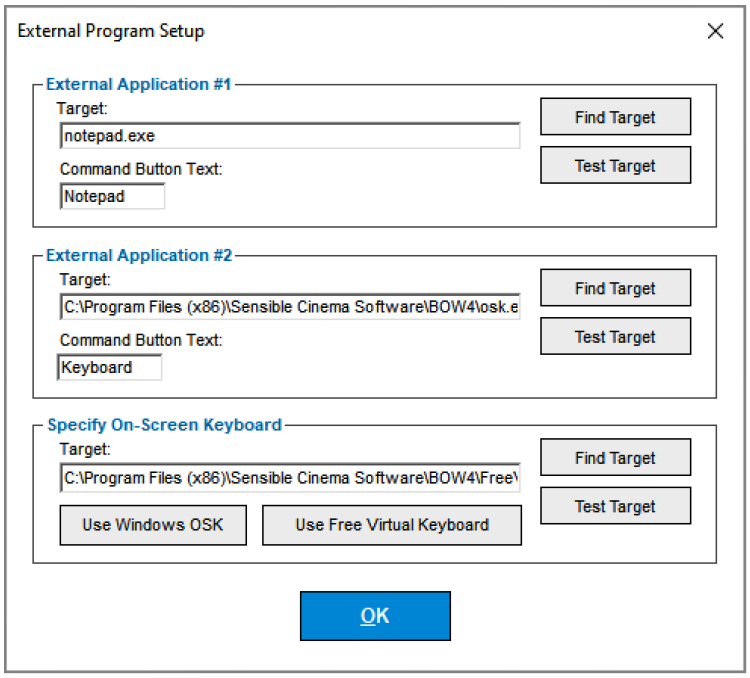
Secondary Display or Surveillance lets you add a second serial device or output sales data to a surveillance system or another display.



Terminal Options and Preferences is where a variety of personal settings can be made to the Sensible Terminal. Remember, these settings only affect this particular machine and these will need to be set on all of your other terminals as well. Changes to the feature grid appearance, sounds, cursor and several other preferences can be made. Concession Menu, lets you pick which of the two button panels appears first by default. This is useful for cafe settings where a different menu is used most. The second is using auto resolution to resize the terminal so that it runs full screen making it more secure.

Terminal Setup

External Applications can be configured to operate when one of two buttons is pressed in the selling terminal's menu. This allows the cashier to use a program on the computer which you have set up such as a time clock program or access the control panel as in the example below. It also lets you configure an on-screen keyboard. One is supplied with Windows and Sensible Cinema has its own. You can select either.



The On-Screen Keyboard can be configured here for use with the terminal's modifier menu by specifying an on-screen keyboard where it says to do so. If you do want access to it at other times, you can add the path to one of the upper two external applications.

Sensible Cinema cannot guarantee that every application will open or behave properly when opened from inside the Sensible Terminal Client.

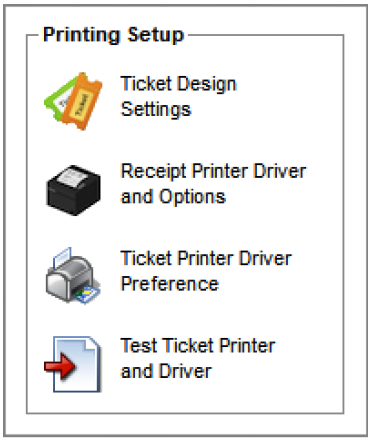
Printing Setup for your ticketing and receipt printers must be done on each individual computer. This lets you use different printer types and models from machine to machine, utilizing the fastest ones where they are needed the most. All of our supported printers use **Direct Thermal Printing**, not requiring toner, ink, ribbons or transfer films of any kind. All of our printers use specially treated papers which print by electronically heating the stock until the image appears, whether they are hard ticket stock printers or thermal roll printers. These special papers mentioned here in this guide are available in the Sensible Cinema Web Store at **sensiblecinema.com**.

Sensible Cinema supports two printer 'languages' which cause the printers to print text but also contain special formatting and perform functions like cutting paper, opening a cash drawer and communicating errors to the software, among other things. Ticket stock printers, which typically use folded thermal ticket stock, use a language called **FGL** (Friendly Ghost Language), originally developed by Boca Systems here in the U.S. for their line of Ghostwriter printers. This language is supported by Boca, Practical Automation, Datamax and others for this type of thermal ticket printer. The other language we support is the Epson **ESC/POS** language, offered as an emulation in thermal receipt printers by most receipt printer manufacturers, including Epson. Other manufacturers with ESC/POS support include Bixolon, Star Micronics, Citizen, CognitiveTPG, Zebra, Partnertech, Touch Dynamic and Logitech. Each work similarly with our software.

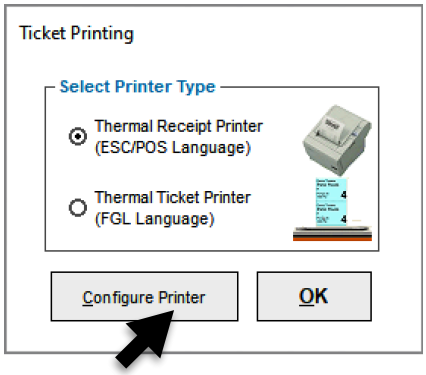
Set Up Thermal Receipt Printer for Ticketing

The first step, before setting up a printer for use in Sensible Cinema, is to install the driver for your printer in Windows. If you do not have a disk or disk drive, you can download drivers for most printers from its manufacturer's web site. Sensible Cinema has drivers for all of the printers it sells at sensiblecinema.com. Once the driver has been installed and you can print a Windows print test, you are ready to set up your printer for use with Sensible Terminal.

1. Click ***Ticket Design Settings***

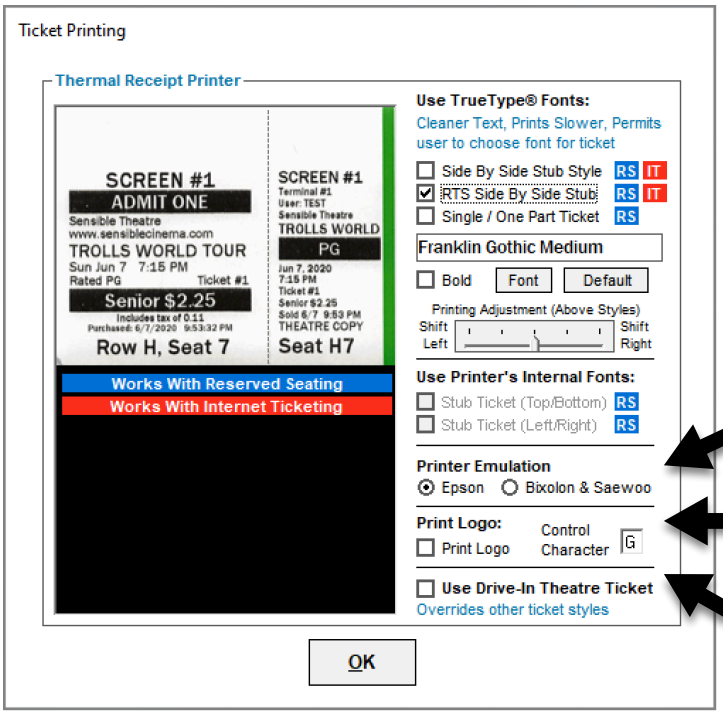


2. Click **Thermal Receipt Printer** and press ***Configure Printer***



Thermal Receipt Printers can be used to print several styles of tickets. You can view samples of them on the next screen by selecting different options.

3. Click the checkbox next to the desired style. A sample will appear in the window on the left.



Sensible Cinema sells this extra heavy-weight pre-perforated, green striped thermal roll paper.



Select Printer Type

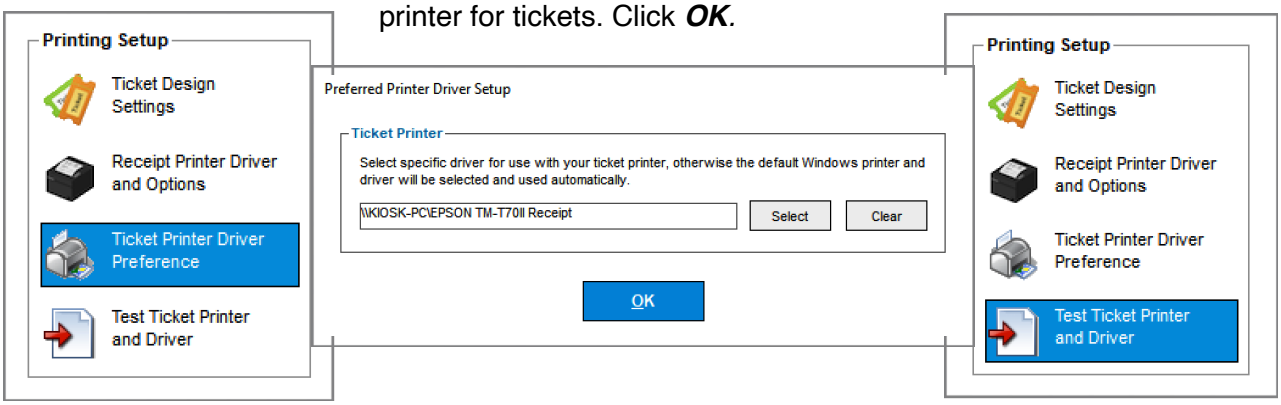
Check if you want to print a stored logo.

Check ***Use Drive-In Theatre Ticket*** to use the ticket pictured on page 50.

4. Click ***Select Printer Driver Preference***

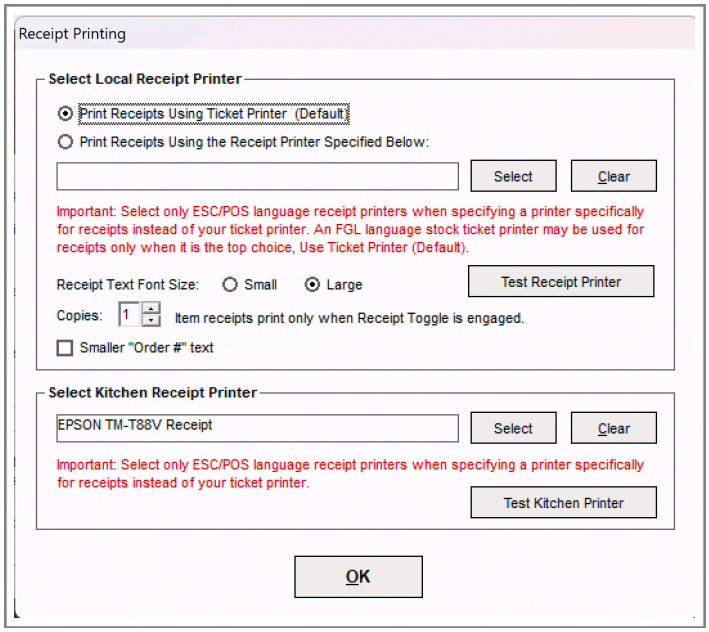
5. Select the printer driver installed for your printer. It need not be the default printer since it will always use this printer for tickets. Click ***OK***.

6. Click ***Test Ticket Printer and Driver***



Set Up Thermal Receipt Printer for Receipt Printing

The first step, before setting up a printer for use in Sensible Cinema, is to install the driver for your printer in Windows. If you do not have a disk or disk drive, you can download drivers for most printers from its manufacturer's web site. Sensible Cinema has drivers for all of the printers it sells at sensiblecinema.com. Once the driver has been installed and you can print a Windows print test, you are ready to set up your printer for use with Sensible Terminal. If using the same printer as you are using for tickets, select **"Print Receipts Using Ticket Printer (Default)".**



To use a different printer than the ticket printer, select the radio button **"Print Receipts Using the Receipt Printer Specified Below:"** and press ***Select*** to choose the printer driver to use.

Select a font size to use on all of your receipts. 8pt saves paper but prints too small for some customers to read. The larger 10pt print is the most readable for most people.

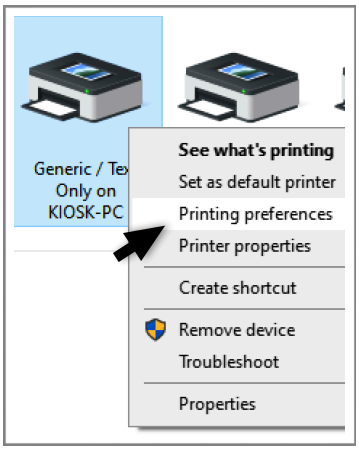
Some Epson printers have an economy mode in the driver setup which reduces white space while sill using the larger font.

To use **Kitchen Receipt Printer** select the driver to use by pressing the ***Select*** button then choosing the desired driver from the drop down. Kitchen printers are usually Ethernet printers with a fixed IP address, allowing every terminal to share access.

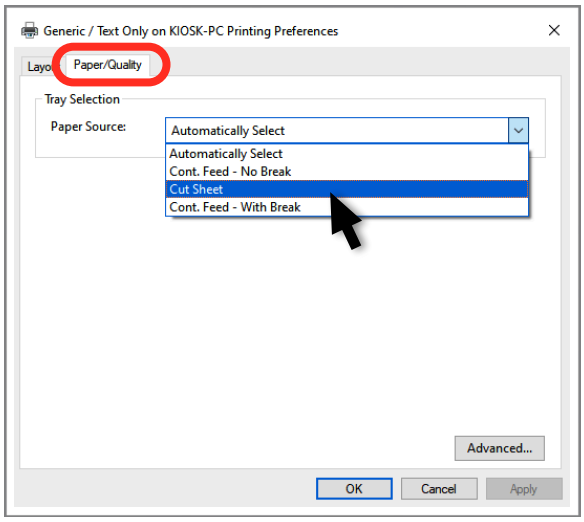
Set Up Thermal Ticket Printer for Ticket Printing

The first step, before setting up a printer for use in Sensible Cinema, is to install the driver for your printer in Windows. For all currently supported **FGL** language ticket printers, Sensible Cinema Software can use the **Generic/Text Only** printer driver which is included with Windows. There is no need to install a specific printer driver from the manufacturer. DO NOT USE the Windows Print Test to test your printer. It will not send the appropriate FGL codes to produce a test ticket. We will use Sensible Local Settings to print a test ticket in a moment. After installing the driver, you must follow these steps to use your printer.

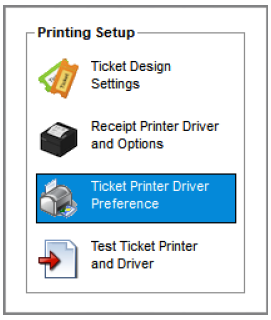
1. Select the printer and Right-Click (hold touch for 3-sec on a touch screen) and select ***Printing Preferences***.



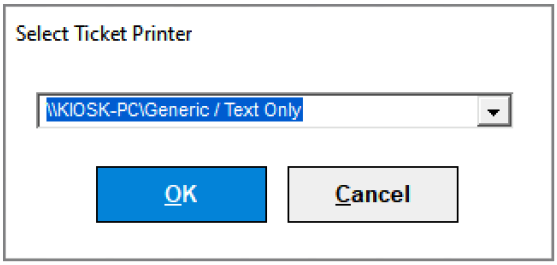
2. Select ***Paper/Quality*** tab and change the paper source from *Automatically Select* to ***Cut Sheet***. This is very important because without this setting which adds a carriage return to each print job your tickets won't eject.



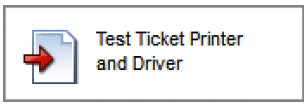
3. Click ***Ticket Printer Driver Preference***

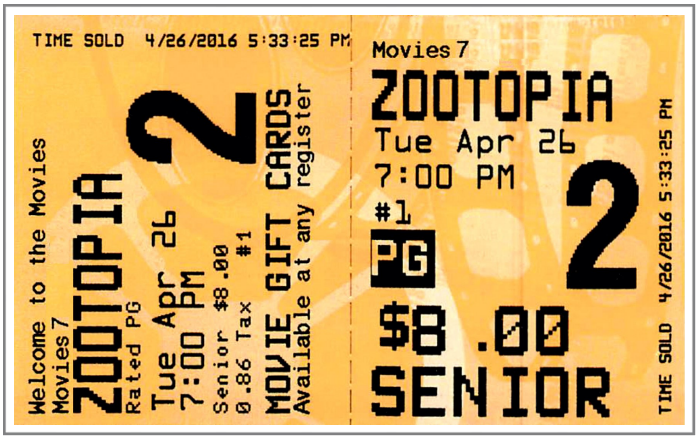


4. Select ***Generic/Text Only*** printer driver and press ***OK***.



5. Click ***Test Ticket Printer and Driver***





Credit Card Processing Setup

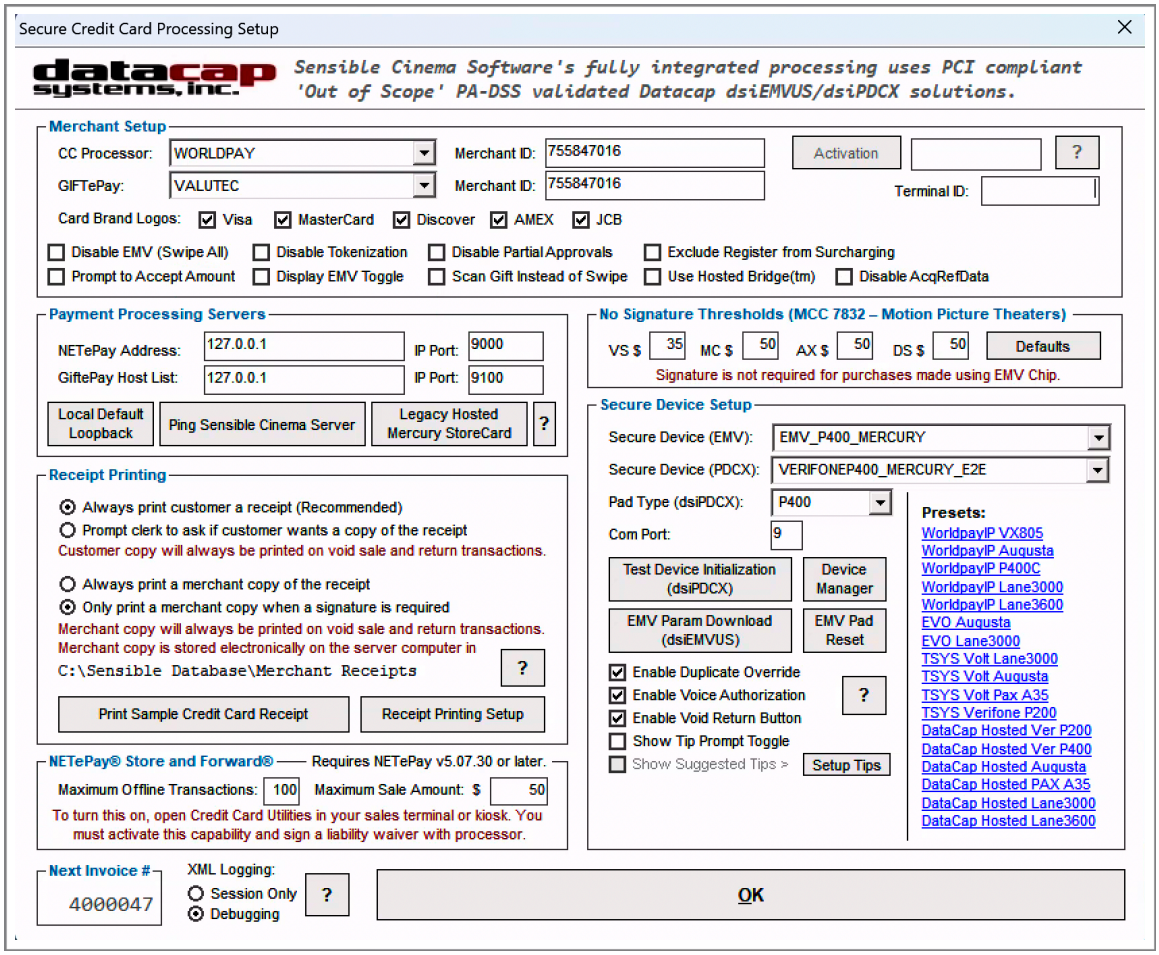
Enter Merchant Setup

Open “Sensible Local Settings” and select “Credit Card Merchant Setup”. Press **F10** to unlock the merchant setup frame. Select your credit card processor then enter your new merchant ID string. Select your gift card processor and enter that merchant ID string. Type in your Activation ID and press the “Activation ID” Button. Note: Sensible Cinema must provide the Activation ID for the date of your installation. Processing will not be possible without a successful activation regardless of whether the merchant account is correct.

Enter Payment Processing Servers

Next, set the path to the DataCap NETePay gateway on your server PC. Press “Ping Sensible Cinema Server”. You will usually choose your server Name for the NETePay and GIFTePay addresses.

Essentially, you will install DataCap NETePay™ for your specific processor, you will install drivers for your secure PIN Pad device and you will configure options as required by your processor. A more complete credit card setup guide begins on page 225.



Terminal Setup

Sensible Cinema will setup your processing and test everything for you. These are the steps we will use to do so:

Setting Up Your Secure Processing:

1. Press F10 to unlock the top block. Select your credit card and gift card processor from the drop down list.
2. Enter Your Merchant ID for your credit card and gift card processors. Some processors also use a Terminal ID.
3. Enter the NETePay address and the GIFTePay Host List of gift card payment servers.
4. Select the Secure Device from the drop-down list. Initially, the device we will support is the one shown and configured in the illustration above.
5. Select the Pad Type
6. Enter the code for activating your merchant account in Sensible Cinema.
7. Test the device by running the EMV Parameter Download. The device should respond with XML code as shown with the CmdStatus and TextResponse fields reading “Success”.
8. Confirm operation by running a test transaction.



Verifone P400
Worldpay Integrated Payments



Ingenico Lane 3600
Worldpay Integrated Payments



IDTech Augusta
Various Processors



Ingenico Link 2500
Device Support Pending



PAX A35
DataCap Hosted
TSYS
Others



Ingenico Lane 3000
Various Processors

Successful XML Response from an EMV Parameter Download

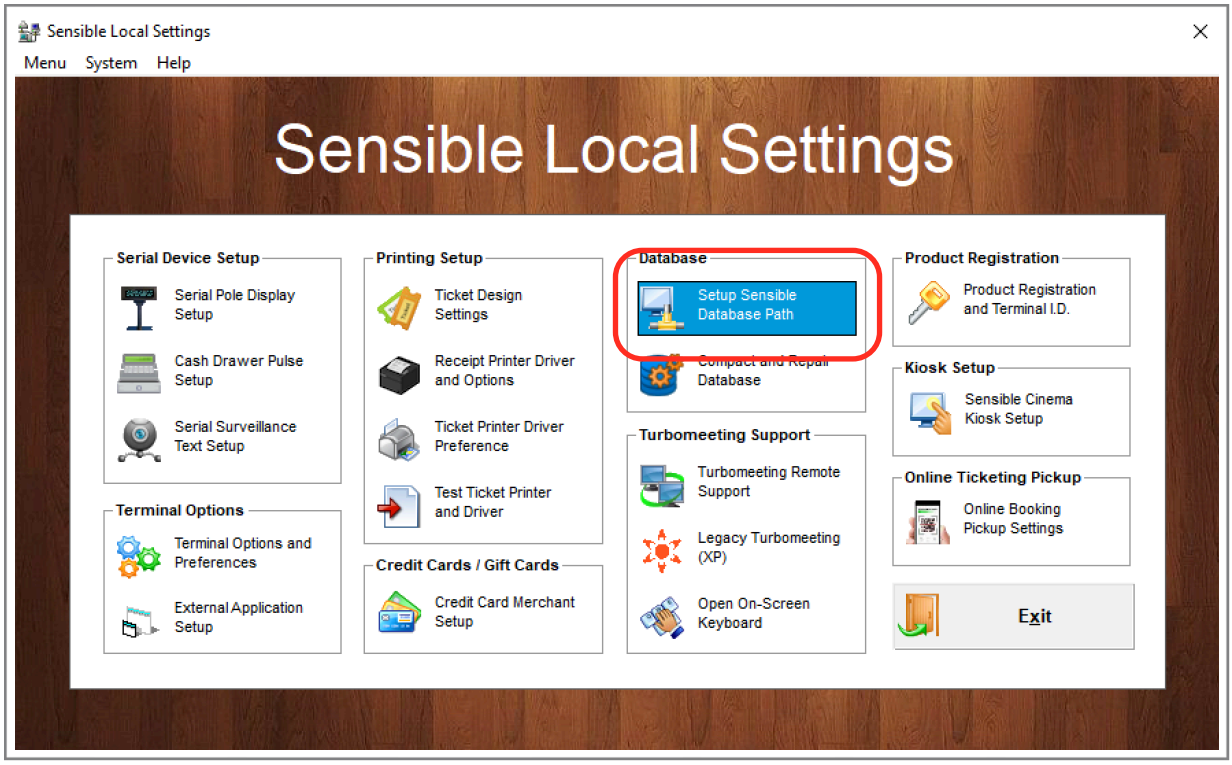
XML_Response.TXT - Notepad

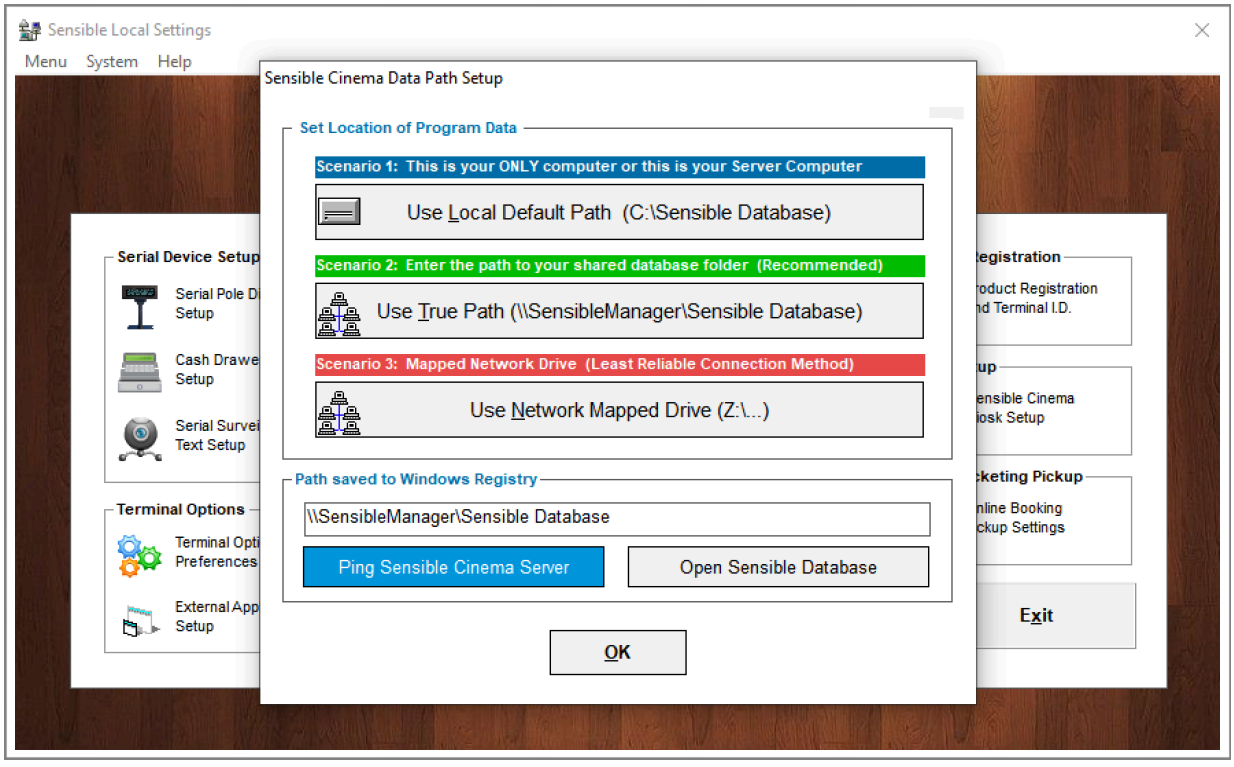
File Edit Format View Help

```
<?xml version="1.0"?>
<RStream>
        <CmdResponse>
                <ResponseOrigin>Processor</ResponseOrigin>
                <DSIXReturnCode>000000</DSIXReturnCode>
                <CmdStatus>Success</CmdStatus>
                <TextResponse>SUCCESS</TextResponse>
                <SequenceNo>0010010010</SequenceNo>
                <UserTrace></UserTrace>
        </CmdResponse>
        <TranResponse>
                <TranCode>EMVParamDownload</TranCode>
        </TranResponse>
</RStream>
```

Terminal Setup

Configure Path to Database to tell the Sensible Terminal software where to connect for program data. See page 18-20 of this user guide for information about creating a password protected share and later connecting to it at each client computer.



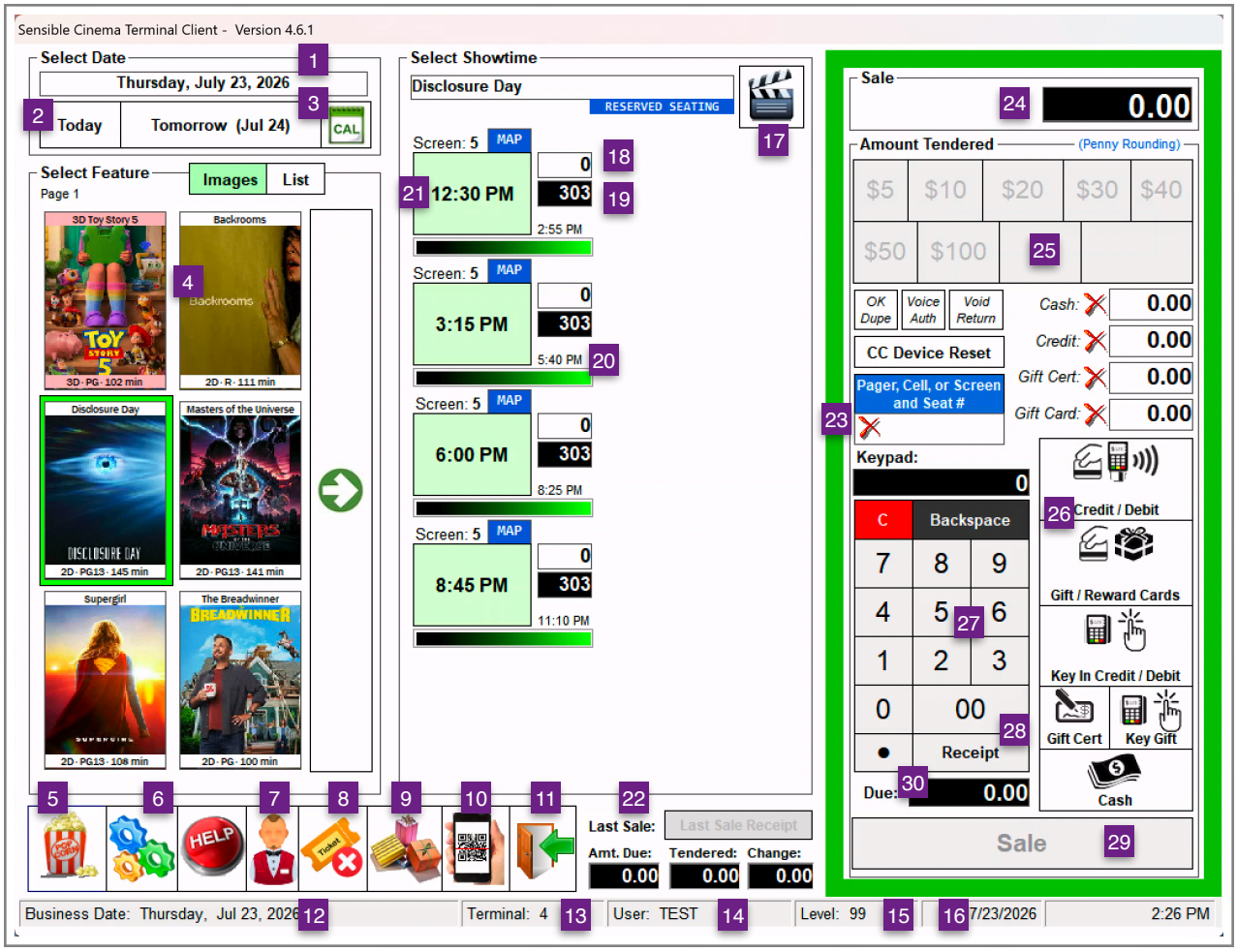


Chapter 7

Sensible Terminal

Ticket Selling Screens

Here we will take a look at some of the major features of the ticketing terminal and let you in on a few hidden features, tips and shortcuts. Since some choices open additional windows, look for details of those in the next few pages.



1. Current Ticketing Date. Sensible Terminal will allow you to ticket both for the current day and advance days. This field will tell you the currently selected day. A bright red flag with the word "Advance" will alert you when the day selected isn't the current date. After selling a group of advance tickets, you will be reminded to switch back to the current day.

2. ***Today*** Button. Switches you back to today's ticketing.

3. ***Future Day*** Buttons. Switches you to the next day's ticketing or lets you pick a day.

4. Select Feature.

5. ***Concession/Ticket Screen Toggle*** Button. This button switches you to the concession screen when in ticketing mode and to ticketing when in concession mode.

6. ***Menu*** Button. Switch to the menu screen containing many options accessible from the terminal. See page 94 for a breakdown of this screen.

7. ***User*** Button. Switch user or secure the terminal.

8. ***Refund a Ticket.***

9. ***Gift Card Administration.*** Issue, Reload and check balance of gift cards.

10. Scan Internet Tickets.

11. Exit Sensible terminal

Bottom Status Bar
Hidden feature: Click the status bar to view the database path.

12. Current Business Date Logged Into.

13. Terminal Number.

14, 15. User and Access Level of the current user. To switch user or perform a management override to exit terminal or perform a void, click the ***User*** button.

16. Date and Time Display.

Select Showtime Window Panel

17. ***Feature Information*** Button. Click to view the synopsis, print a schedule for the customer

18. Seats Sold Display. Applies to the showtime at the left of this window.

19. Seats Remaining Display. Applies to the showtime at the left of this window.

20. Show Ending Time Display. Applies to the showtime at the left of this window.

21. Showtime Display. Clicking the showtime reveals the Select Tickets window. See page 93.

Sales and Amount Tendered

22. Last Sale Display. Shows the last sale total and change. Has a ***Print Last Sale Receipt*** button for printing a receipt after the previous sale has completed.

23. Sale In Progress Border. The colored border of the Amount Tender display is green when you are between customers and red when you have a sale in progress.

24. This Sale Running Total Display. If this amount is something other than zero, the sale in progress border is red. See #23.

Hidden Feature: The amount tendered button just to the left of the EC button (shown on page 93) will dynamically change based on the sale amount. It is designed to round up to the next dollar.

25. ***Amount Tendered*** Buttons. These buttons, when pressed, use the amount displayed on the button as the amount tendered for the sale. The ***EC*** Button (Exact Change) uses the sale amount as the amount tendered.

26. ***Credit Card*** and ***Gift Card*** Buttons. When you have a sale in progress and press the credit card button, it will bring up the credit card swipe dialog box to charge the entire amount of the sale to the customer's card. If first you type a specific amount with the numeric keypad and press the credit card button, it will charge that amount and allow another amount to be paid by cash or gift card. Just enter that amount and press either cash or gift. If you have a sale in progress and press the gift card button, a dialog will come up asking if you want to redeem a gift card (electronic) or a gift certificate (paper), assuming the entire amount of the sale. If you enter a particular amount on the numeric keypad then press the gift button and the gift type, it will charge the specific amount and allow you to use a second payment means. If you press the gift card button when no sale is in progress, you can sell a gift card or check the balance on one. The ***Cash*** button below these two buttons is for doing split tender sales in much the same way.

27. Numeric Keypad. The numeric keypad is used for a variety of functions, including entering credit card numbers manually and to expedite making ticket and concession sales for larger quantities.

Hidden Feature: When ticketing, you can press a number on the numeric keypad then the ticket category name to ring up multiples of a ticket type, for instance press "8" then "Child" and 8 child tickets will be registered.

Hidden Feature: When selling concessions, you can press a number on the numeric keypad and then an item key to ring up multiples of that item, for instance press "4" then "Small Drink" and 4 small drinks will be registered.

Hidden Feature: When selling concessions, you can press the item number then the PLU key to ring up a specific item or PLU without looking it up or bringing up the PLU menu.

Hidden Feature/Easter Egg: Press 911 on the numeric keyboard and press "Help". This brings up the mayday screen with our phone number.

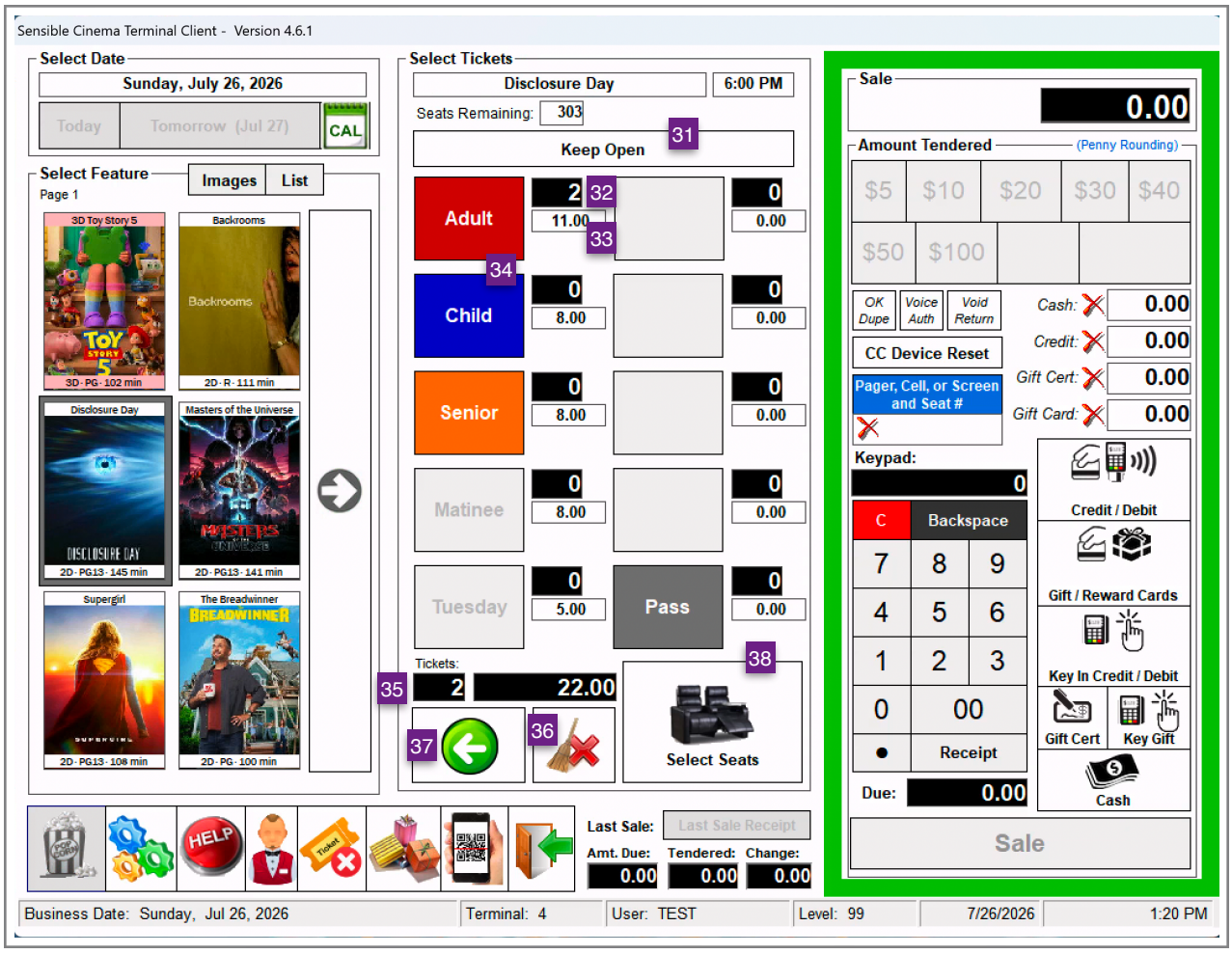
28. ***Receipt Toggle*** Button. Press the Receipt Toggle Button on (green) when you want the system to print a receipt for every sale. Leave it off (gray) when you plan to print a receipt only when asked (on demand) by pressing the ***Print Last Sale Receipt*** button.

29. ***Sale*** Button. Press the Sale Button when necessary to complete the sale, for instance when using multiple payment tender types (split tender) or doing a gift redemption.

30. Amount Due Display. Shows the balance remaining for this sale. For example, if you have a $16.00 sale and have entered $10.00 on the gift card redeemed line, this balance due would read $6.00)

Tip: If the border around the Amount Tender area is RED, stop and make sure to complete the current sale in progress before moving to a new customer.

Sensible Terminal



Select Tickets Window Panel

31. ***Keep Open*** button locks the pick tickets window for multiple sales at a single showtime.

32. Number of tickets in this sale

33. Ticket Price for this category.

34. Category buttons. Press once to register one ticket or add one ticket. Press a number on the numeric keyboard then the category button to register a larger number.

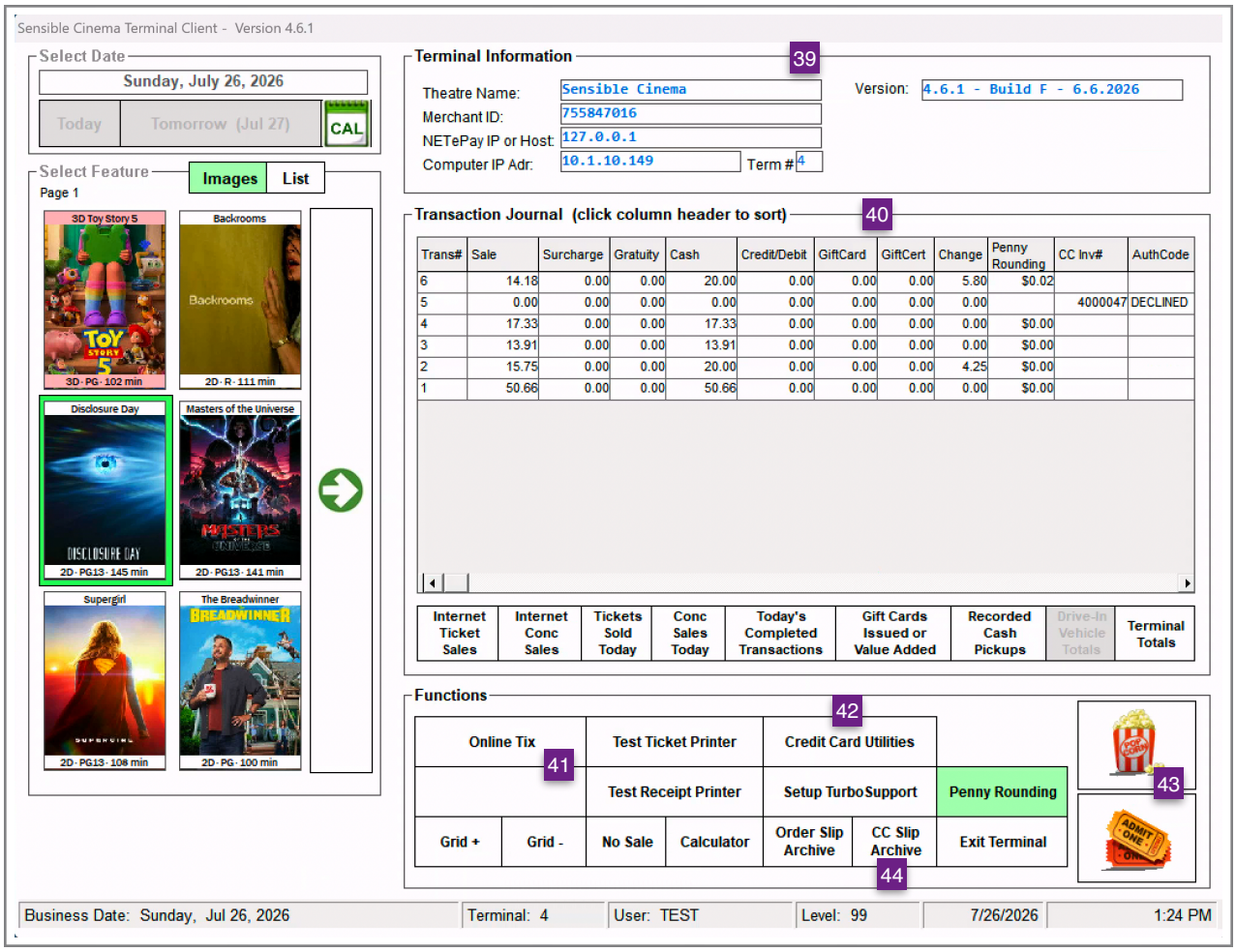
35. Total number of tickets being punched.

36. ***Clear*** everything in this window and start over.

37. ***Cancel*** back to the Select Showtime panel.

38. ***Print*** *or* ***Select Seats*** Button. For sites or films with open seating this button will read **Print Tickets**. For sites or films using reserved seating, this button will take you to seat selection.

Sensible Terminal



39. **Terminal Information Panel**: Credit Card Merchant I.D., Theatre Name, IP Address of this terminal on your network.

40. **Transaction Journal Panel:** See a grid of all of your tickets sold, concession items sold, transactions, pickups, gift card sales, terminal total, etc. for this terminal. This panel does not appear if the user logged in has an access level lower than that which is required to see this information. If you have access to this panel, you can print a terminal totals receipt showing sales for this register.

41. ***External Program*** Buttons. Lets you open another program from your terminal. Most Windows programs can be configured to open and run from the terminal menu.

42. ***Credit Card Utilities*** Button. Test and initialize your credit card devices.

43. **Concession and Ticket** Buttons. Return to the terminal sales screen for either ticket sales or concession sales.

44. **Credit Card Slip Archive** lets you view all of the credit card merchant copies for today.

Sensible Terminal

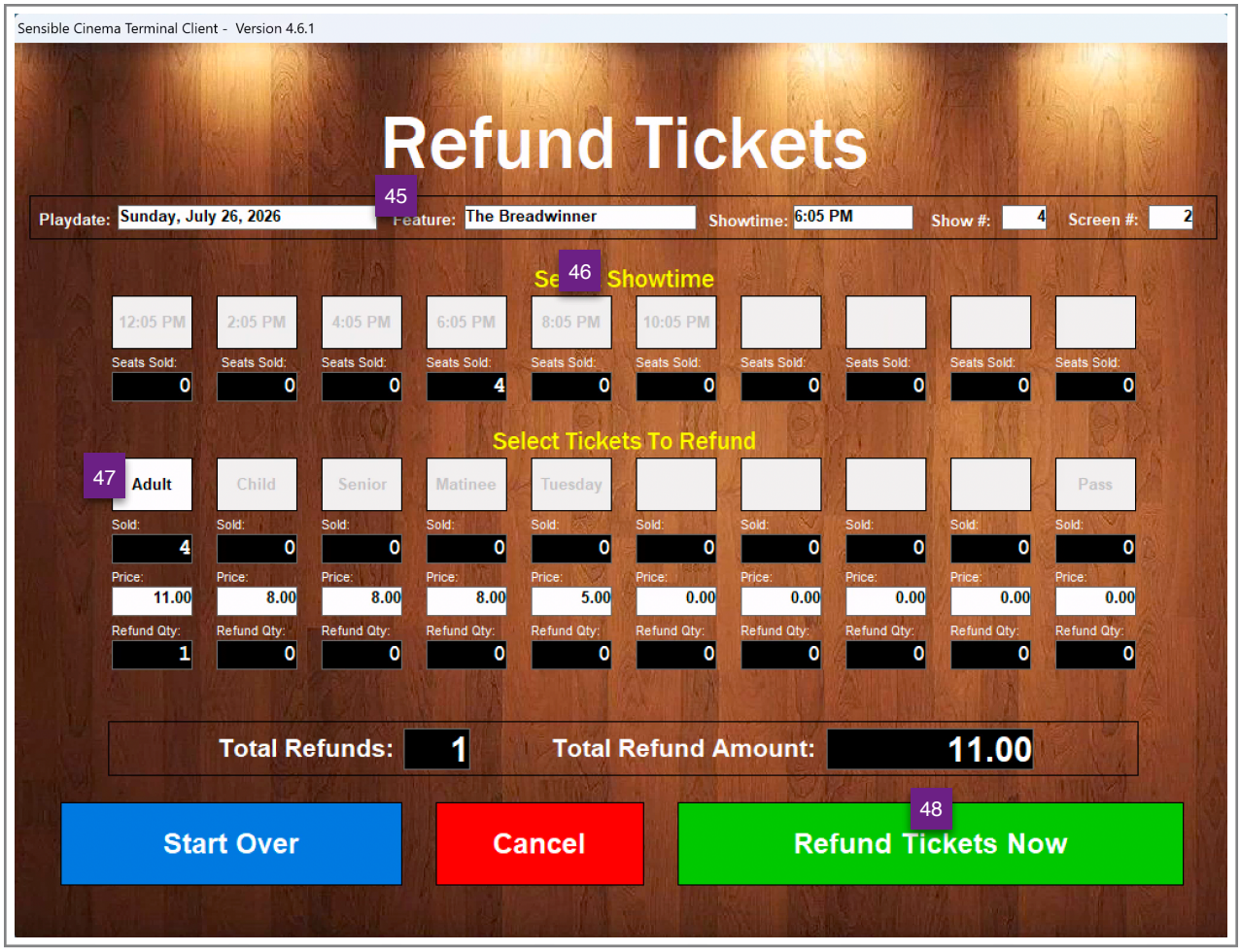
Ticket Refund Screen
Before pressing the Refund Button (9) in the Main Selling Screen, select the desired feature title from the features grid (4).

45. The top of the window shows the playdate and feature selected. When you have selected a showtime (44) the time and show number are also displayed.

46. ***Showtime*** Button. Select the showtime for which you intend to refund tickets. This will retrieve the number of seats sold for each ticket category and allow you to refund the tickets you want to refund. Note, only tickets actually sold can be refunded.

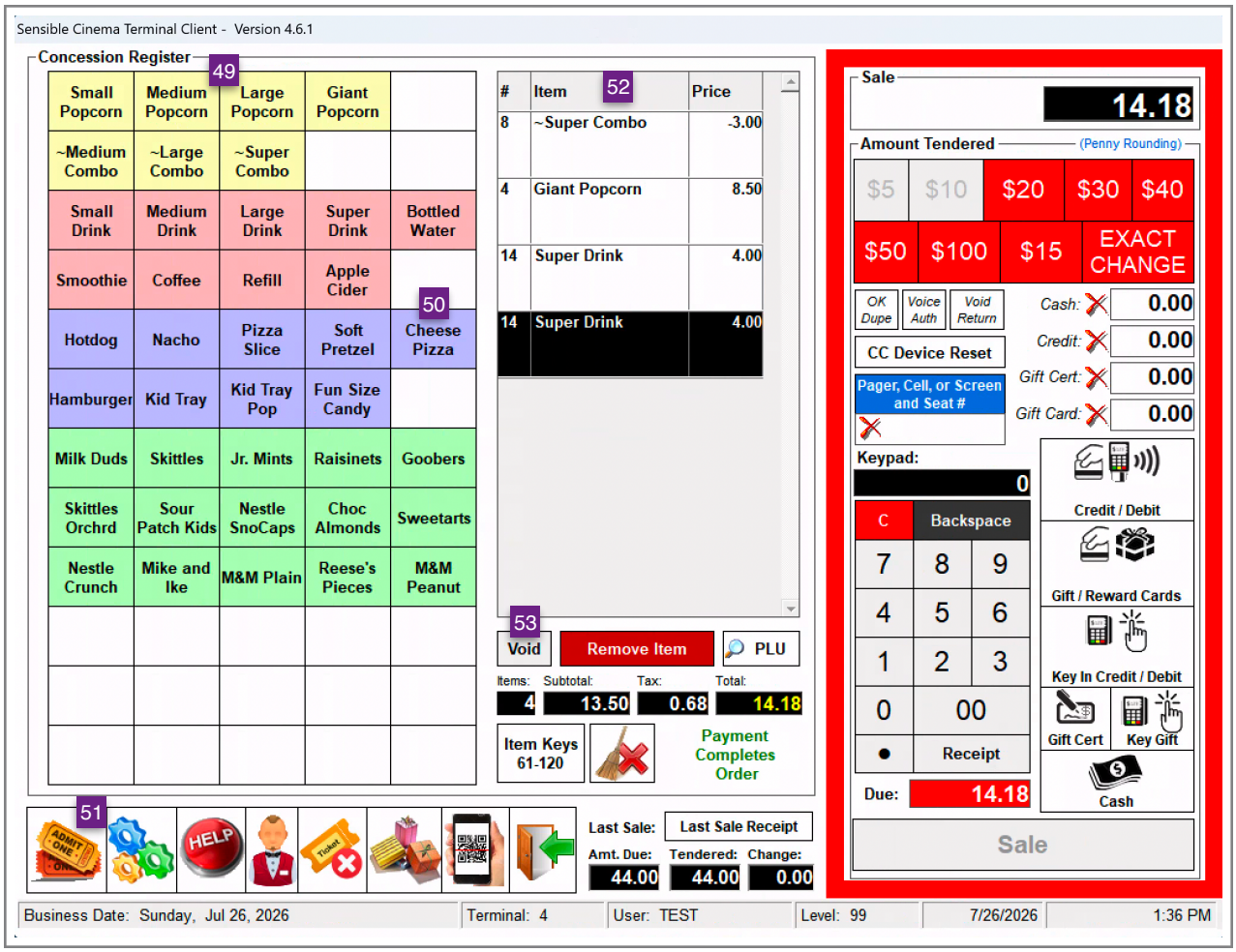
47. ***Ticket Category*** Button. Press once for each ticket you want to refund.

48. ***Refund Tickets Now*** Button. Press to refund the tickets and reduce the amount shown as Total Due or show total due as a negative number. To complete a negative sale refunding tickets as cash, press **EC** button. If returning the money to a customer's credit card, press the Credit Card button. To put the refund amount on a gift card for a customer, issue a new gift card (or recharge an existing one) in the amount of the refund. That amount will offset the negative amount of the refund.



Concession Selling Screens

Here we will take a look at some of the major features of the concession terminal and let you in on a few hidden features, tips and shortcuts. Since some choices open additional windows, look for details of those in the next few pages.



Concession Sales Screen

49. ***Concession Item*** Buttons. Press a button to register an item. To register a larger number of items, enter a number on the numerical keypad then press the item key.

50. ***Kitchen Item*** Buttons will print a receipt to a kitchen printer when part of a sale.

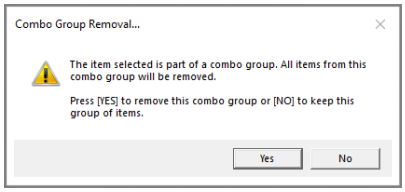
51. ***Ticket*** Button takes you to the ticket sales screen. When ticketing, this button takes you to the concession screen. See (5).

52. Items you have rung. To remove one, click that item in the grid and press ***Remove Item*** Button (52).

53. ***Void*** Button. This is available to users with access high enough to use this feature. While this toggle is depressed in the on condition, items may be voided.

Sensible Terminal

54. Remove item. Press once to remove last rung item. Highlight an item to remove a certain item somewhere else on the list of items. If the item you want to remove is part of a combo that rang with several other items, a message will appear.

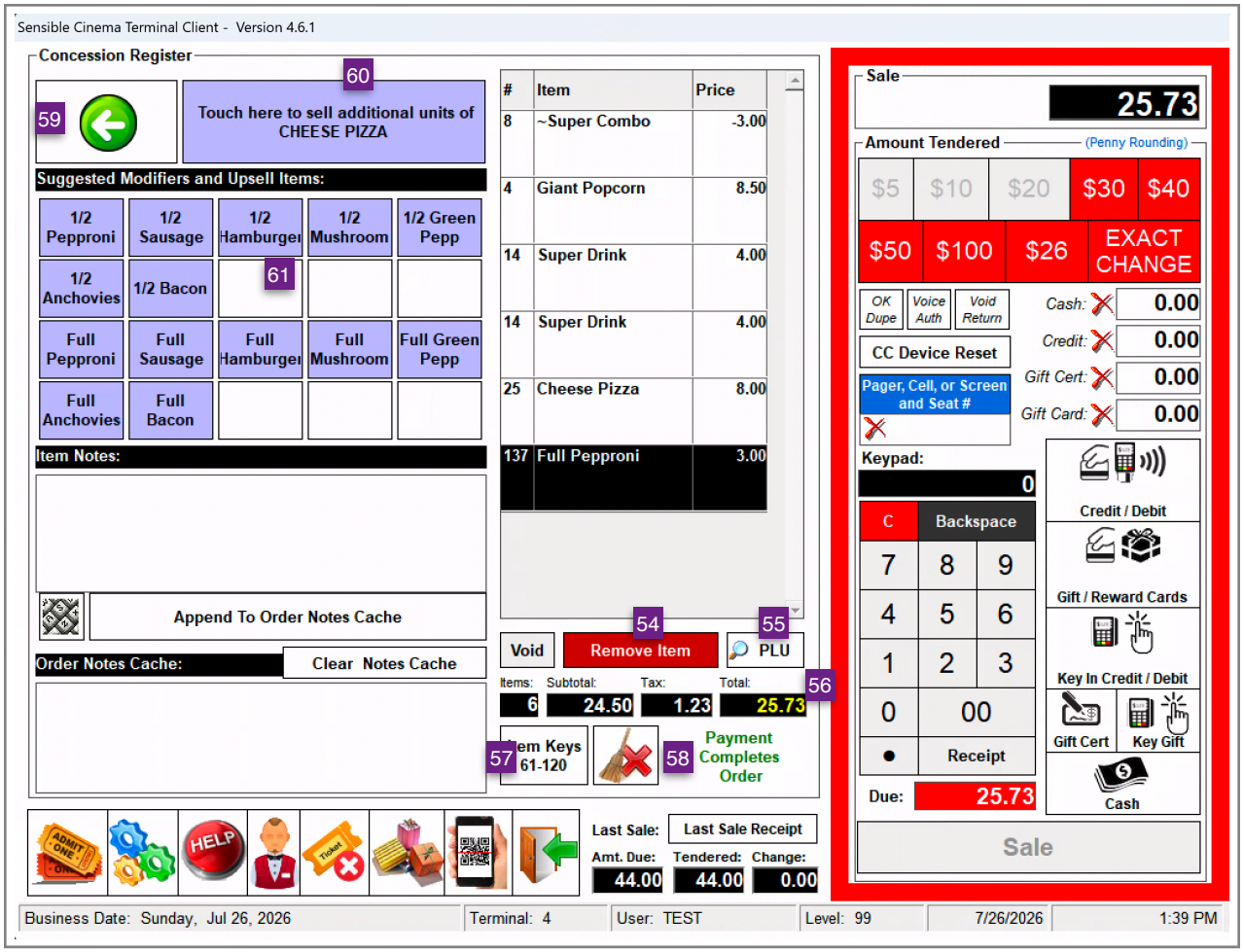


55. ***PLU*** Button. Press once to bring up the PLU item list. If you know the PLU item number, enter the PLU number on the numeric keypad and then press PLU to ring that item.

56. Total Display shows the amount of concessions being rung up in this round of selling.

57. **Item Page** Buttons. This lets you switch between page 1, showing item buttons 1-60 and page 2, showing items 61-120. You can set which page is the default page in the **Sensible Local Settings -> Terminal Options and Preferences.** See page 82.

58. **Clear** Button. Erases all items from the list of rung items and lets you start over.

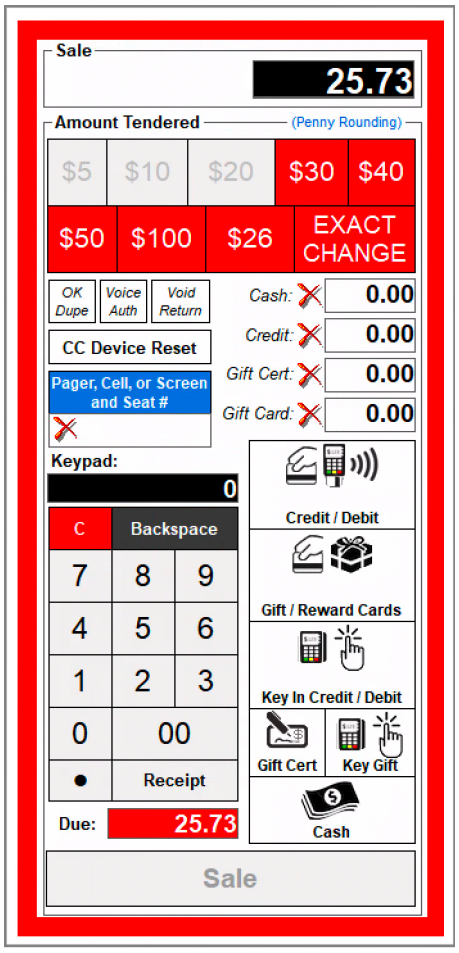


Modifier Menu

59. ***Back*** Button. Returns you to the concession sales screen and out of the Modifier menu.

60. Primary Item rung that brought up the modifier options. This button lets you add additional units of the original item.

61. ***Modifier*** Buttons. These are options for the primary item which can be additional cost or not. Kitchen instructions can be typed in using an on screen keyboard. (60) and (61).



Completing the Sale

When you have rung up all of the tickets and concession items you need to ring for your sale, tell the customer what the **total amount** due is.

CASH TENDERED
Press the red cash button corresponding to the tender amount or press ***EC*** for Exact Change. To manually enter a cash tendered you type it into the numerical keypad window, press the ***Cash*** Button and then the ***Sale*** Button.

CREDIT CARD TENDERED:
Press the ***Credit Card*** Button and then follow the directions on the credit card swipe dialog box screen.

GIFT CARD TENDERED:
Press the ***Gift*** Button, Press ***Redeem Gift Card (Electronic)*** Button followed by **Sale** and then follow the directions on the swipe dialog box screen.

GIFT CERTIFICATE TENDERED:
Press the ***Gift Card*** Button, Select ***Redeem Gift Certificate (PAPER)***

Credit Card Tendered as Payment for a Sale

Sensible Cinema Box Office for Windows 4.0 and later utilizes a PCI-Compliant secure device for processing credit, debit and gift cards *out of scope* of the application. This means that the Sensible Cinema program does not directly see or touch card data, rather, a secure device (a terminal) is handed the sale type and amount from the software, then the device captures encrypted card data with the built in swiper, swiper and EMV port or via a contactless form of payment (card with RFID chip or smart phone with Apple Pay or Google Wallet). The processor returns a token accepting or declining a sale and providing a reference number in lieu of the actual card number data to recall the sale for voids.

CREDIT OR DEBIT CARD SALE (*Secure Terminal/Swiped)*

Press the ***Credit/Debit*** Button to process the entire sale using a credit card. For a credit sale for less than the full amount due, enter a partial amount using the Keypad then press ***Credit/Debit*** when the customer is paying part of the sale using some other means. You must enter this tender followed by "Sale" in order to complete the sale.





CREDIT OR DEBIT CARD SALE *(EMV)*

Press the ***Credit/Debit*** Button then insert the card face up, chip-first into the EMV slot until it grabs. Leave there until "Approved" appears on the PIN Pad or this screen.

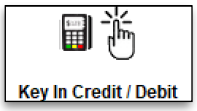
CREDIT OR DEBIT CARD SALE *(NFC, Apple Pay, Google Wallet)*

Press the ***Credit/Debit*** Button. Customer waves the card or smart phone over the surface of the PIN Pad terminal and accepts the payment using the passport application which appears on the phone's screen.

Sensible Terminal

CREDIT OR DEBIT CARD SALE (*Secure Terminal / Keyed)*

Press the ***Keyed In Credit*** Button to process the entire sale using a credit card that will be keyed into the PIN Pad terminal secure device. This is a "last resort" method of rendering a credit card sale. You want to avoid doing this when you can because a higher rate to process the transaction will result. When prompted, complete the sale using the PIN Pad device.

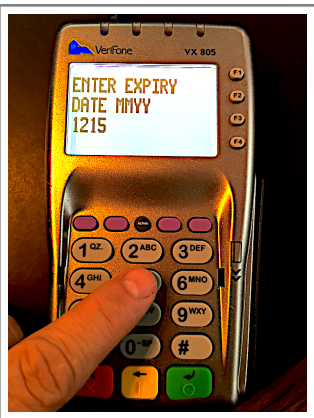




Key in account # [Press Enter]



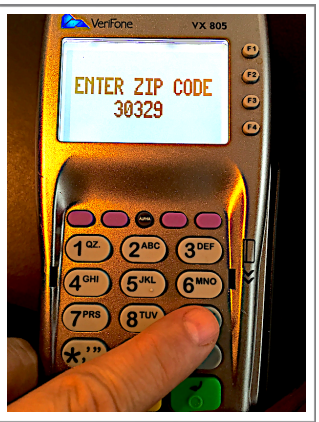
Key in expiration date [Press Enter]



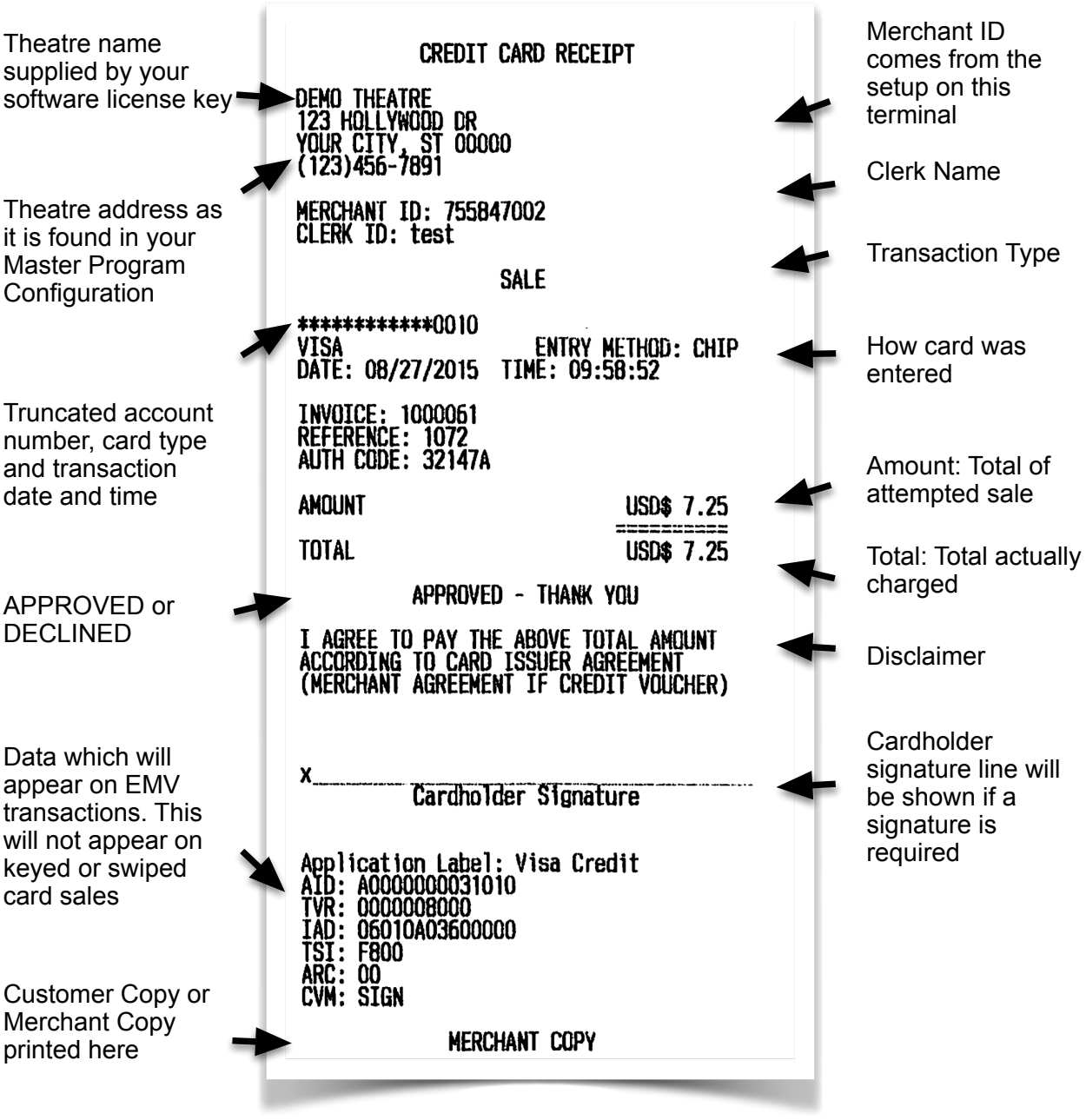
Key in CVV Code [Press Enter]



Key in Cardholder Zip Code [Press Enter]



CREDIT OR DEBIT CARD SALE RECEIPT



A digital facsimile of the merchant copy will be saved in the Sensible Database folder on your server. Each date's receipts will be saved in a separate .TXT file that may be read or printed using Windows Notepad.

C:\Sensible Database\Merchant Receipts\m-d-yyyy.txt

CREDIT VOID SALE BY RECORD NUMBER Sensible Cinema stores a token on the local server which can be used to recall and void a credit sale in the current day's batch if necessary, even if the card itself is no longer available. This is done without ever storing the actual sensitive card data on your system. For processors not supporting Tokens, select ***Void Sale Only Card Present.***

First, void the necessary tickets and concession items so that the amount due display shows a negative of the original sale amount. **Credit Void Sale** can only be done to sales made in the current day's batch. For refunds of purchases on prior days you must use **Credit Return**.

Original Credit Card Receipt
Using the original sale receipt, locate the "Invoice" Number. This will be used to look up and recall the original sale. A **Void Sale** can only be issued in the same amount as the original sale. For a different amount, use **Return**.



CREDIT CARD RECEIPT

DEMO THEATRE
123 HOLLYWOOD DR
YOUR CITY, ST 00000
(123)456-7891

MERCHANT ID: 755847002
CLERK ID: test

SALE

**********0010
VISA ENTRY METHOD: CHIP
DATE: 08/27/2015 TIME: 09:58:52

INVOICE: 1000061
REFERENCE: 1072
AUTH CODE: 32147A

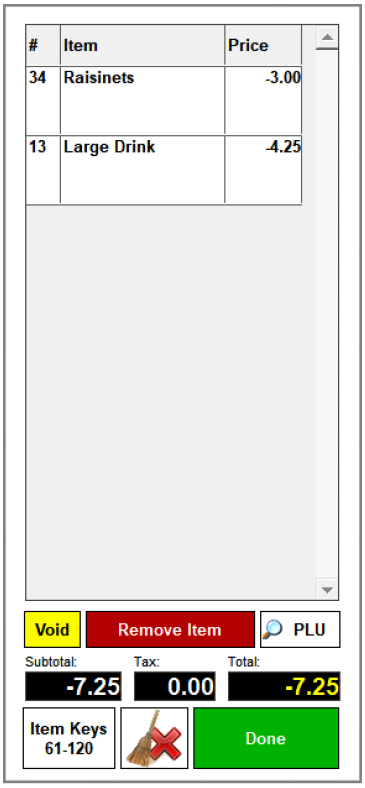
AMOUNT USD$ 7.25
TOTAL USD$ 7.25

APPROVED - THANK YOU

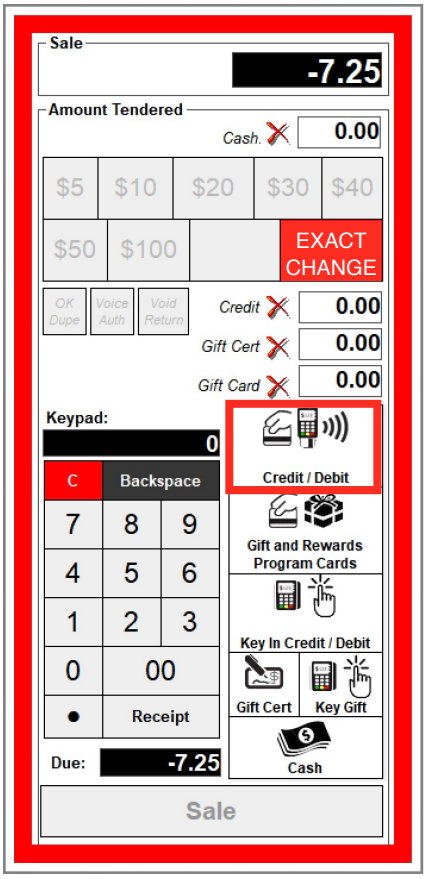
I AGREE TO PAY THE ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

X_____
Cardholder Signature

Refund Items Sold
Create a "negative sale" in the amount of the original sale.

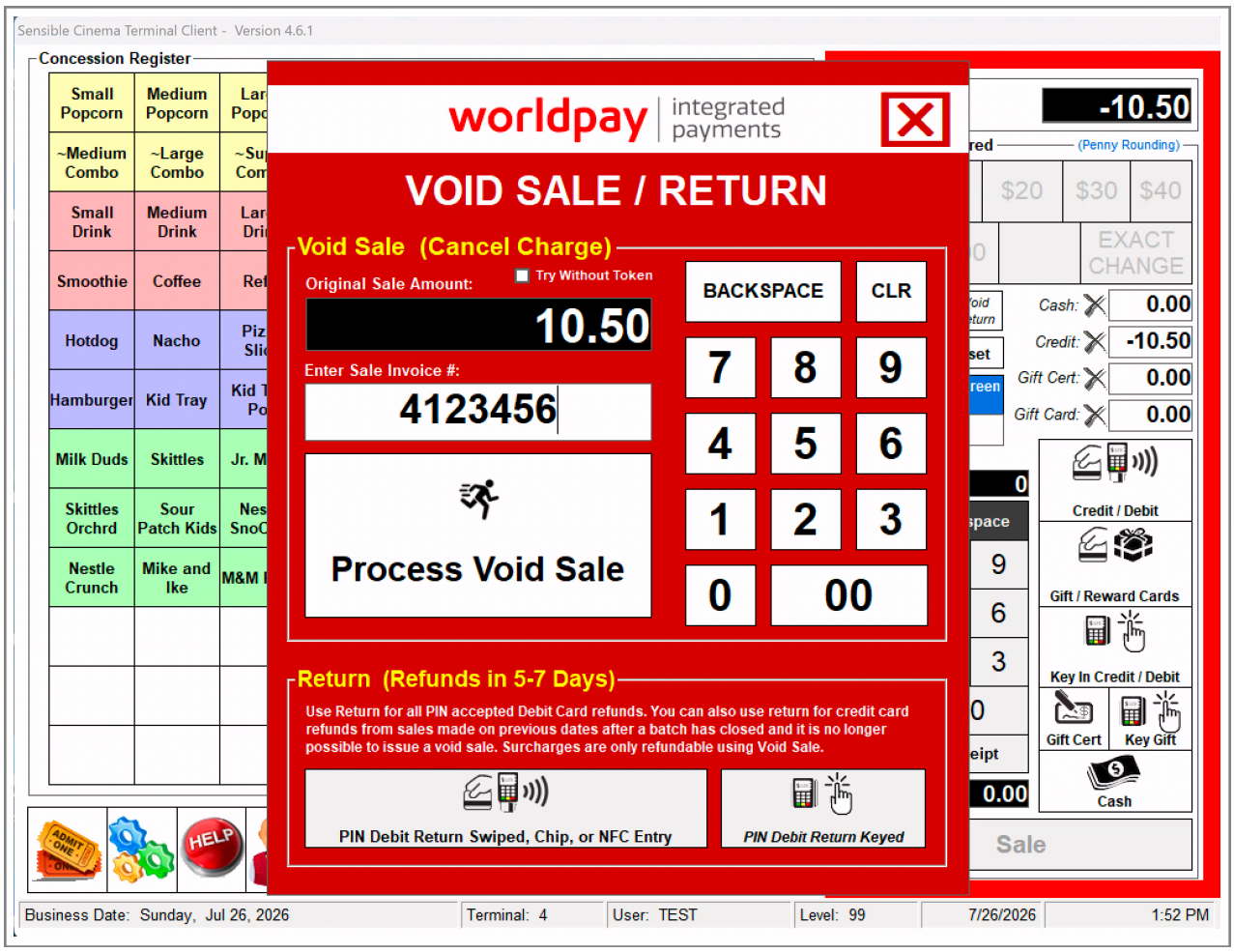


Press Credit/Debit Tend Button
to bring up the Void Sale dialog box and complete the Void.



CREDIT VOID SALE ONLY CARD PRESENT For processors not supporting Tokens, use ***Void Sale Only Card Present.*** First, as above you must void the necessary tickets and concession items so that the amount due display shows a negative of the original sale amount. Then press the ***Credit/Debit Tend*** and when the Void Sale dialog appears, choose the button marked ***Void Sale Only Card Present*** shown on the next page. You will be prompted to swipe the card again to return the funds to the cardholder's account.

For the **Credit Void Sale**, enter the invoice number shown on the receipt on the previous page and press **Process Void Sale**. For the **Credit Return**, press the appropriate button at the bottom of the Credit Void Sale dialog box.



Note: A **Credit Void Sale** returns funds to the customer's credit card several days sooner than a **Credit Return**. Whenever possible, use the void sale option so that the customer doesn't wait for a refund longer than necessary.

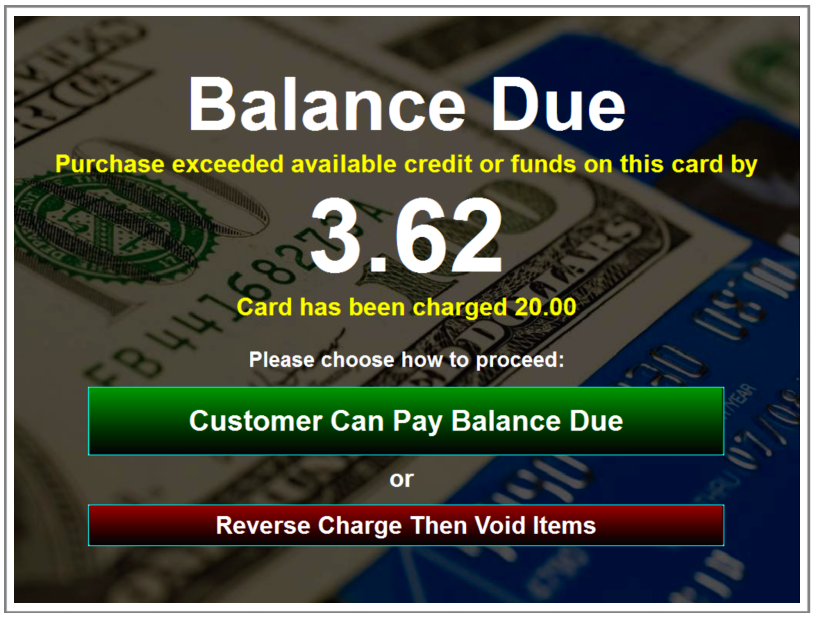
CREDIT RETURN

For instances where you do not have the original sale receipt, the sale occurred on a previous day, or you will be returning an amount other than the original sale total to a credit card, there is the **Credit Return** transaction. First, as above, void the items to be refunded to the credit card until the balance is negative in the amount to be refunded. Next, press the ***Credit/Debit Tend*** button. Instead of filling in the invoice number from the original sale, press the **Credit Return** button near the bottom of the dialog box shown above. You will be asked to swipe the customer's card (left button) or key it in it using the PIN Pad device. (Right button).

Sensible Terminal

PARTIAL AUTHORIZATIONS AND REAL-TIME REVERSALS

Card issuers require that merchants accept partial authorizations on prepaid cards so that consumers can use these cards down to their last cent of value. In cases where the sale total exceeds the available balance on one of these cards, a **partial authorization** will result. The customer can then pay the remainder owed using cash or another credit, debit or gift card. A "Balance Due" window will appear on your selling screen. Press the green button if the customer can pay the difference or the red button to reverse the value back to the card.







CREDIT CARD RECEIPT

SENSIBLE CINEMA
123 HOLLYWOOD DR
YOUR CITY, ST 00000
(123)456-7891

MERCHANT ID: 755847002
CLERK ID: test

SALE

**********0434
MASTERCARD ENTRY METHOD: CHIP
DATE: 08/27/2015 TIME: 10:36:58

INVOICE: 2000240
REFERENCE: 1096
AUTH CODE: 000000

AMOUNT USD$ 20.00
TOTAL USD$ 20.00

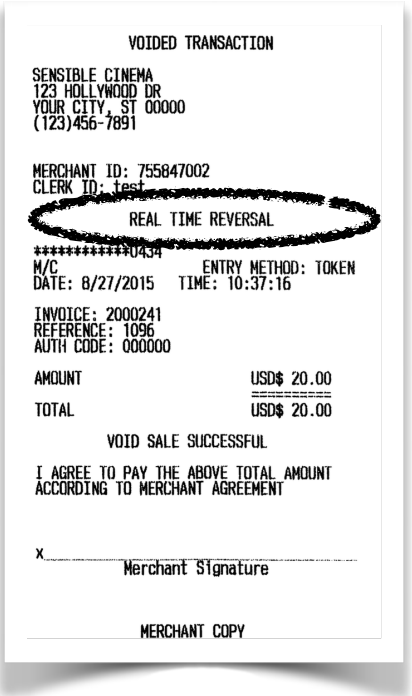
APPROVED - THANK YOU

I AGREE TO PAY THE ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

X_____
Cardholder Signature

Application Label: MasterCard
AID: A0000000041010
TVR: 4000008000
IAD: 02106010OF240000DAC0000000000000000F
TSI: E800
ARC: 00
CVM: SIGN

MERCHANT COPY



VOIDED TRANSACTION

SENSIBLE CINEMA
123 HOLLYWOOD DR
YOUR CITY, ST 00000
(123)456-7891

MERCHANT ID: 755847002
CLERK ID: test

REAL TIME REVERSAL

**********0434
M/C ENTRY METHOD: TOKEN
DATE: 8/27/2015 TIME: 10:37:16

INVOICE: 2000241
REFERENCE: 1096
AUTH CODE: 000000

AMOUNT USD$ 20.00
TOTAL USD$ 20.00

VOID SALE SUCCESSFUL

I AGREE TO PAY THE ABOVE TOTAL AMOUNT
ACCORDING TO MERCHANT AGREEMENT

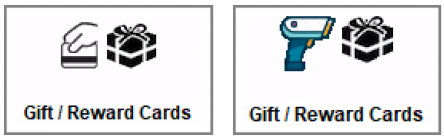
X_____
Merchant Signature

MERCHANT COPY

Video Demonstrations:
Press the "Help" button in Sensible Cinema Terminal for video based demonstrations of these and other program functions, including:

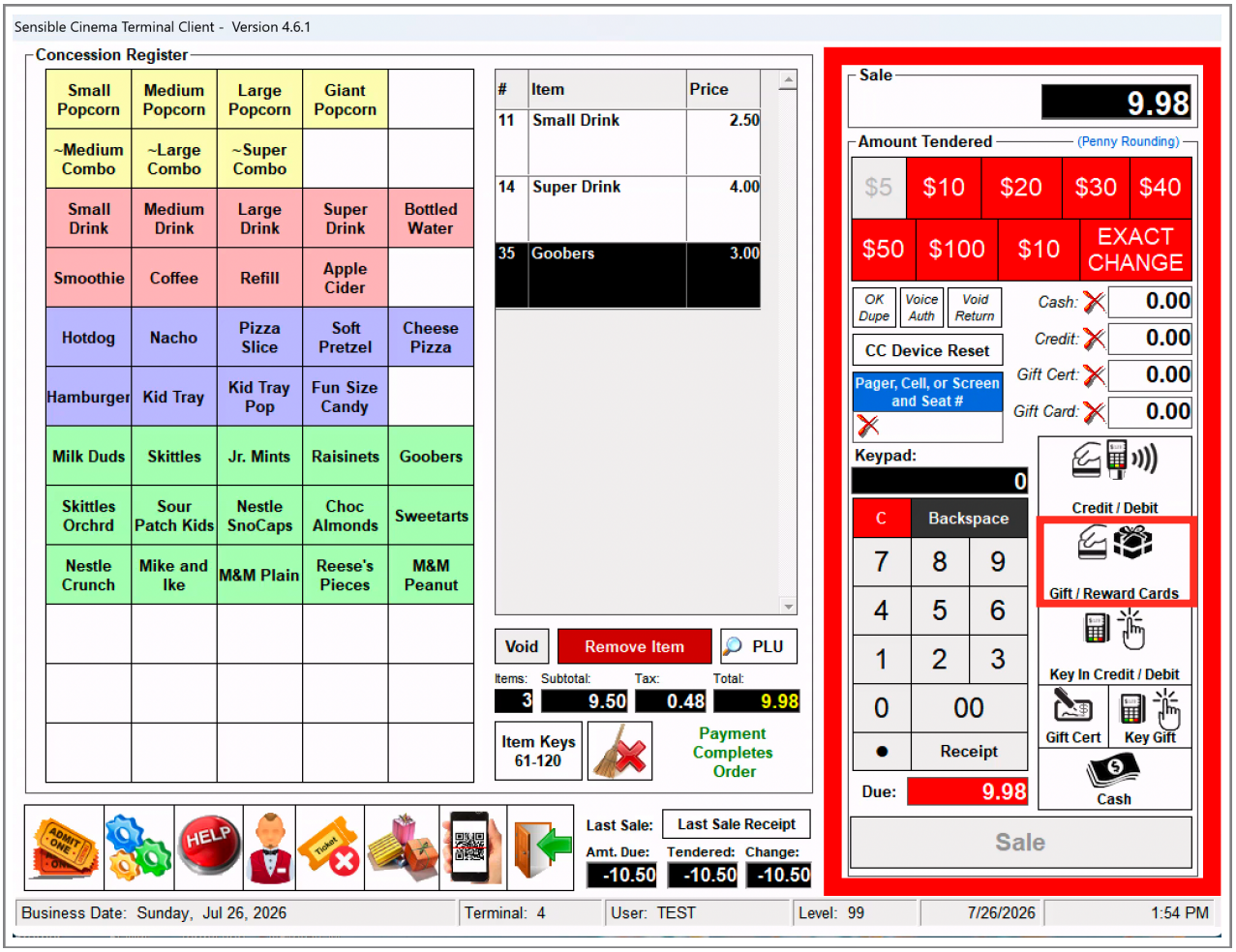
- Credit Sale
- Credit Void Sale
- Credit Partial Authorization
- Gift Issue / Gift Reload
- Gift Void Issue / Void Reload
- Gift Sale
- Gift Void Sale
- Gift Check Balance
- Gift Partial Authorization
- Ticket Sales
- Concession Sales
- Combo Items
- Concession Modifiers
- Refund Tickets

Gift Card / StoreCard® Tendered as Payment for a Sale



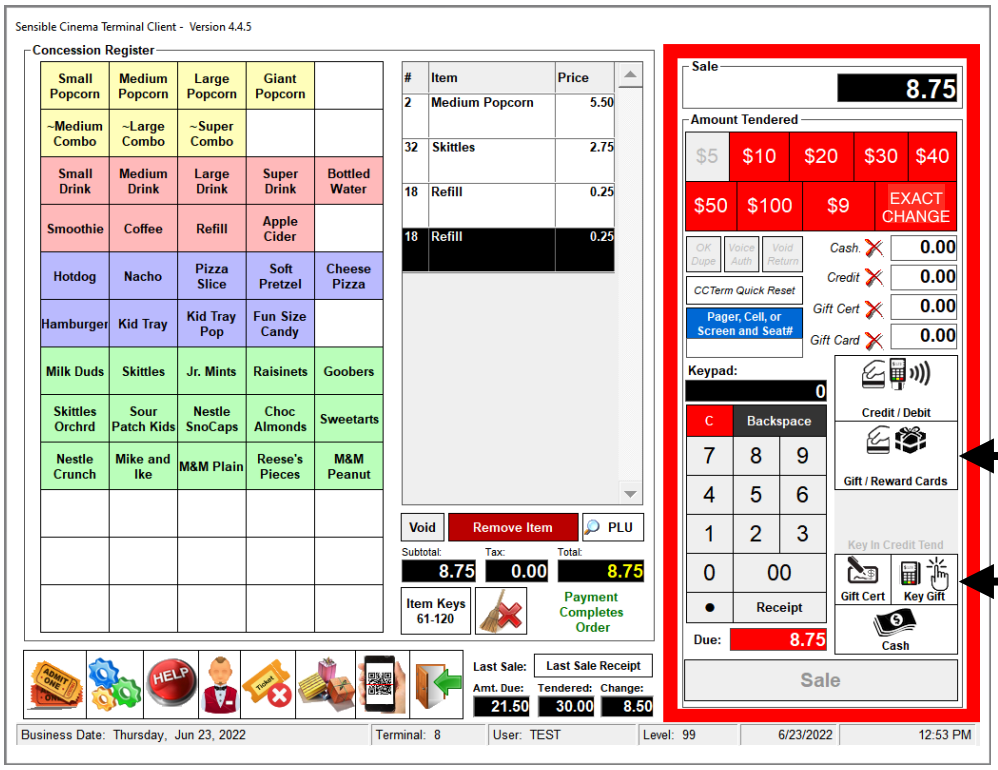
Cards can be swiped on the secure terminal or in the case of StoreCard, a 2D barcode can be presented on a smart phone to be scanned at the point-of-sale. This section will deal with the customer who presents a gift card as payment for tickets and concessions. Often with gift cards the amount of the sale will exceed the balance available on the card. First, we will demonstrate where the available balance is sufficient to cover the sale completely, then we will make a second purchase where the amount due exceeds the available card funds. When the card lacks the funds to complete the purchase, a second form of payment will be required to pay the difference owed. This can be paid with a credit card, another gift card or cash. In our example sale, concession items are rung which total $8.75. See the following pages for steps to complete this sale with payment from a Mercury StoreCard.

If you know in advance that a payment card has a certain amount of funds available, you can start the sale as a *split tender*. This is where you specify that a certain amount will be paid using a tender type. Type the amount in the keypad first, then press the tender type button.



Sensible Terminal

2. **Customer presents a Gift Card or Mercury StoreCard™.** Press ***Gift Card Tend*** button to swipe the gift card or press ***Key In Gift Tend*** if you want to either scan a QR Code on the back of the card or manually key in the account.

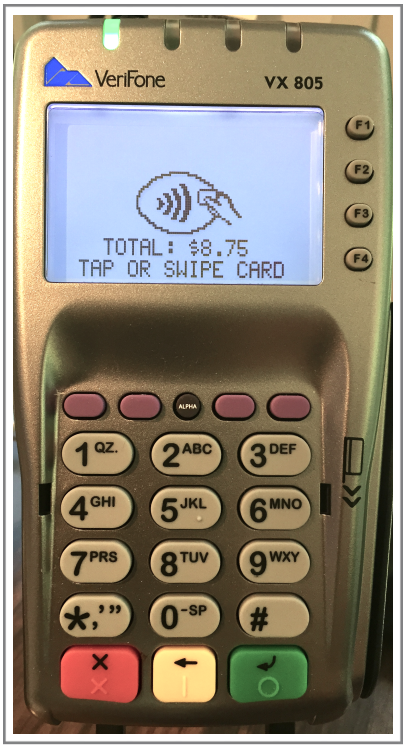


3. When prompted, swipe the gift card on the PIN Pad and follow prompts on its screen.



Sensible Terminal

4. If you had selected **Swipe Gift Card** on the previous page, swipe the card when the dialog below is displayed.



If you selected **Key In Gift Tend**, you have three options for handling the sale.:

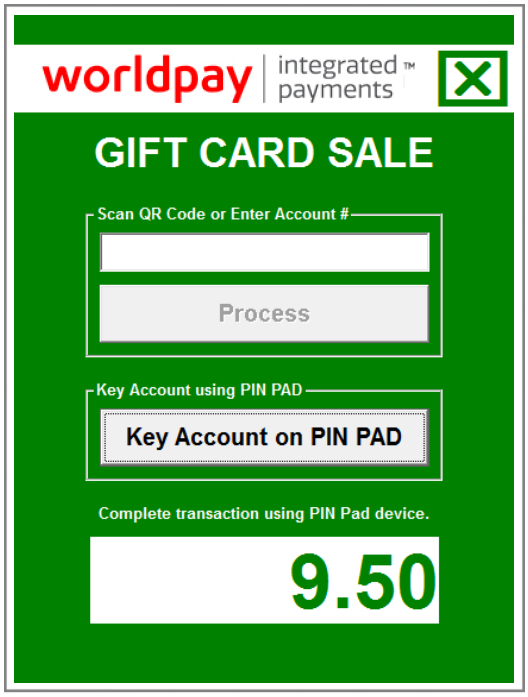
- Type the card account number into the PIN Pad. This method uses standard encryption like swiping the card. (Recommended)



- Scan the QR Code found on the customer's phone app. Customer obtains app by scanning QR Code on back of card.
- Type in a card account number in the field at the top of the screen of the dialog box. The account number is sent unencrypted. This is the least secure method.

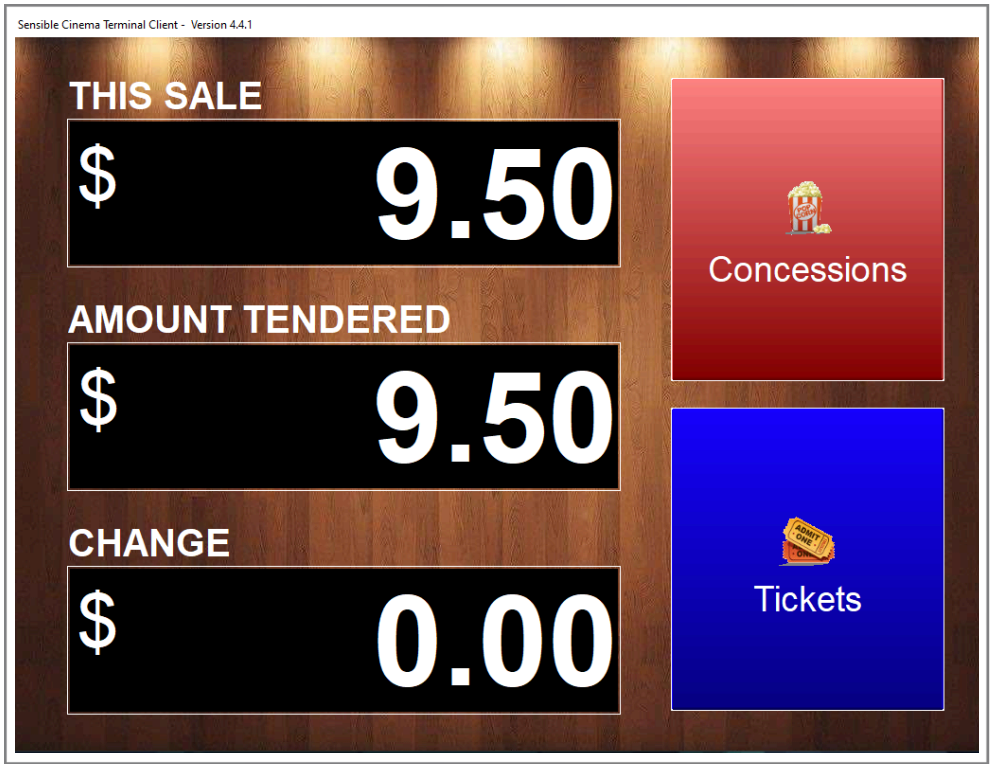


If you had selected **Key Account on PIN PAD**, complete the sale by entering the account number when prompted on the screen of the PIN Pad device the press the green Enter button.





The Sale Completed dialog will display (if enabled) and the receipt will print.



Gift Card Receipts

The Gift Card receipt will show the approval code, purchase amount and balance remaining.



Gift Card Tendered - Purchase <u>Exceeds</u> Available Gift Card Balance

This next example will explain how a split tender may be used to complete a sale where the customer's purchase exceeds the value stored on his gift card. When this occurs, the customer may complete the sale by providing a second form of payment to cover the difference. This can be done with cash, credit card or even another gift card. Once it is ascertained that the available balance of the card will not cover the sale, the transaction is stopped and the cashier is shown the balance on the card and the deficit. If the customer has a second form of payment available, the card is swiped depleting it of the available funds then printing a receipt for the portion of the total sale debited from the gift card. A second 'amount due' for the balance of the sale (the deficit) will be displayed on the terminal 'amount tender' sale screen area. At that time payment may be made for that amount due using whatever form of payment is available,

If the customer is unable to make up the difference using a second form of payment, a reversal of the funds debited from the card will occur and the items rung may have to be voided or refunded to the system.

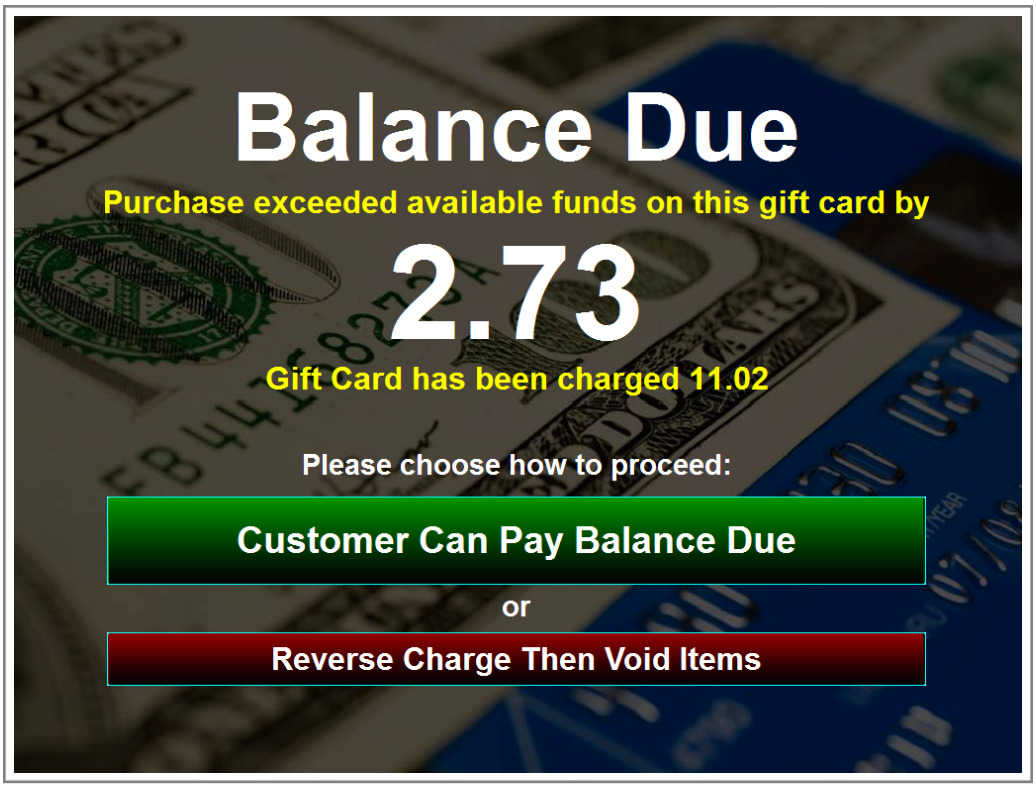
In the following example, five items are rung up in concessions and a total sale of $13.75 results. Watch what happens when we make a sale using a card with a smaller balance:

Sensible Terminal

1. **Ring the Sale** then follow previously discussed steps to debit a gift card.



2. When sale exceeds available gift card balance, choose one of the two options. In this case we will select the green ***Customer Can Pay Balance Due*** option.





GIFT CARD RECEIPT

DEMO THEATRE
123 HOLLYWOOD DR
YOUR CITY, ST 00000
(123)456-7891

MERCHANT ID: 0195884663139 22
CLERK ID: TEST

SALE

**********8575
GIFTCARD ENTRY METHOD: SWIPED
DATE: 8/27/2015 TIME: 11:28:23

INVOICE: 1000068
REFERENCE: 692260
AUTH CODE: 692260(APPROVED)
NONSFSALE

AMOUNT USD$ 13.75
AUTHORIZED USD$ 11.02

CARD BALANCE REMAINING: USD$ 0.00

APPROVED - THANK YOU

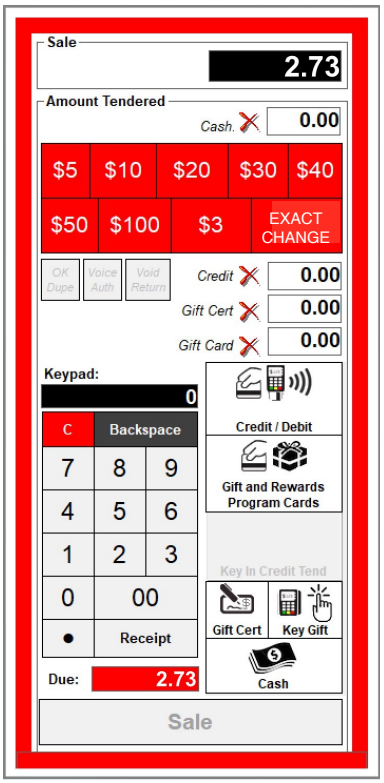
MERCHANT COPY

3. **Gift Card Receipts** for gift transactions that are partially approved will show a lower amount ***Authorized*** than the amount of the ***Purchase***. In the example below, the purchase amount was $13.75, but the authorized amount is $11.02.

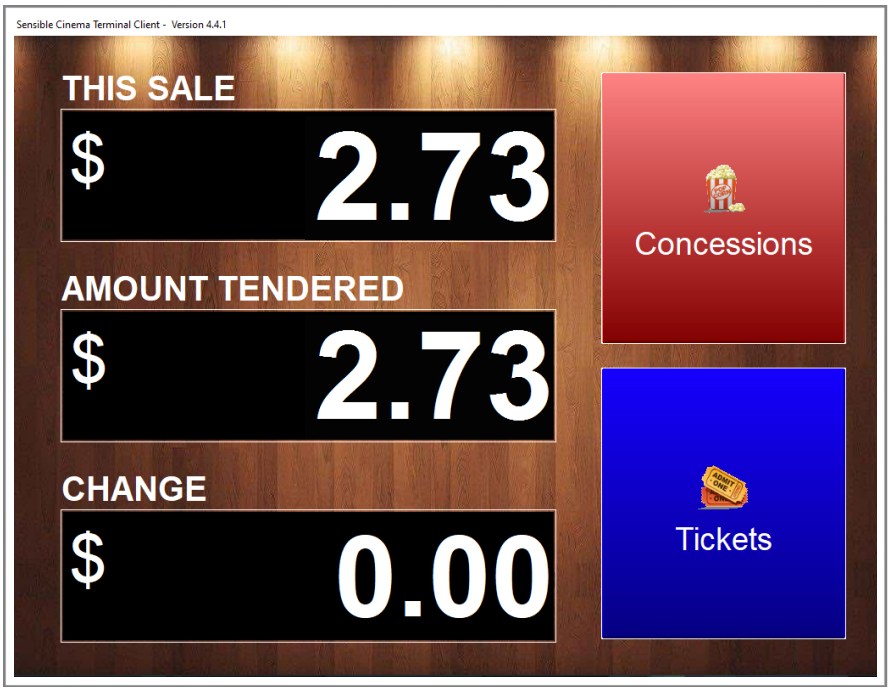
The difference owed is then transferred back to the POS System for payment as shown in the steps below.

If the customer is unable to pay the difference owed and complete the sale, a real-time reversal can be done by pressing the button marked ***Reverse Charge Then Void Items*** shown on the bottom of the previous page. This is similar to how a credit card charge reversal works (see page 112) except that re-swiping the card is necessary.

4. **Gift Card** is debited for $11.02. The balance of $2.73 is now like a new sale total due with which you can accept cash, credit or debit card or even another gift card to settle.



5. **Sale Completed** dialog will display at the end of this second part of the transaction if you have this feature enabled.



Selling Mercury Gift, StoreCard™ or Valutec™ Gift

Selling stored value cards with a loyalty component like **Mercury StoreCard** builds business by rewarding your best customers every time they come to your business instead of your competitor. This section explains how **Mercury StoreCard, Gift, or Valutec** cards are sold at the point of sale. The section of this user guide explaining the redemption of gift cards and StoreCard start at page 114. To sign up for Mercury StoreCard or gift go to **mercurypay.com**.

MERCURY GIFT

Mercury Gift Cards can be sold in any denomination and the customer can purchase additional value at a later date. You can choose from a generic design with your logo or completely design a card from scratch. Customers can check gift card balances at **https://www.mercury-gift.com**.

MERCURY STORECARD™

The Mercury StoreCard is a gift card, rewards card and mobile payment card all wrapped up into one. Mercury StoreCard is designed specifically for small and medium sized merchants, bringing them powerful, innovative technology typically affordable only to big brands.

- Turn-key, POS-integrated, closed loop prepaid service
- Low monthly service fee and no transaction fees for Mercury Credit Card customers
- Prepaid plus a whole lot more, including:
-
    - **Cash back**— rewards customers for every StoreCard purchase
    - **Reloadable**— manual or automatic refunding based on customer preference
    - **Mobile payment option**— physical card or mobile wallet conversion
    - **Online registration**— lost or stolen cards can be replaced
    - **Card Studio**— a mobile website for customers to design their own cards
    - **Social Sharing**— allow customers to share offers using social media
    - **StoreCard Manager**— merchant branded website for card management

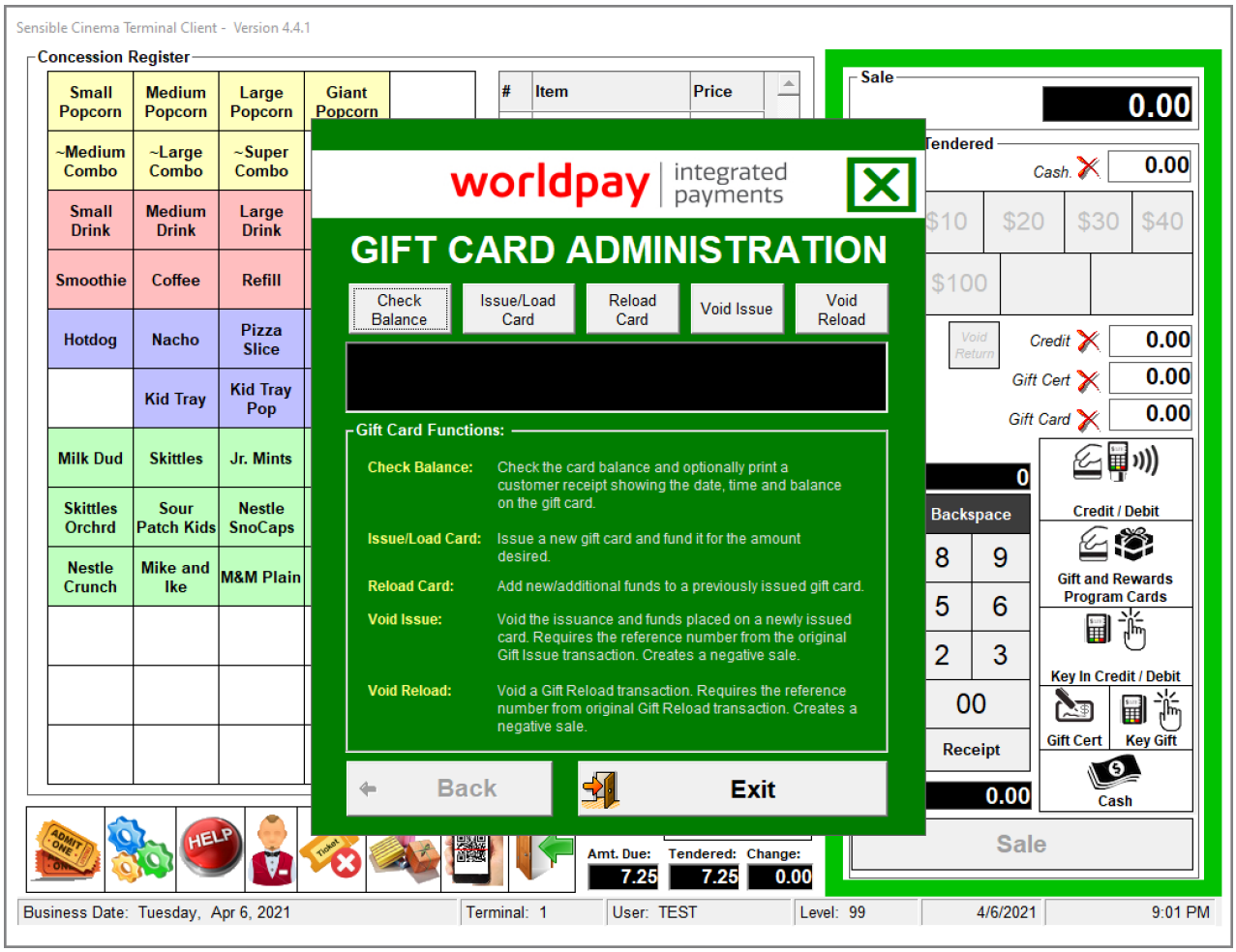


Sensible Terminal

Gift Card Sales - “Issue/Load Card” or “Reload Card”



1. **Press *Gift Administration* Button** at the point-of-sale terminal.



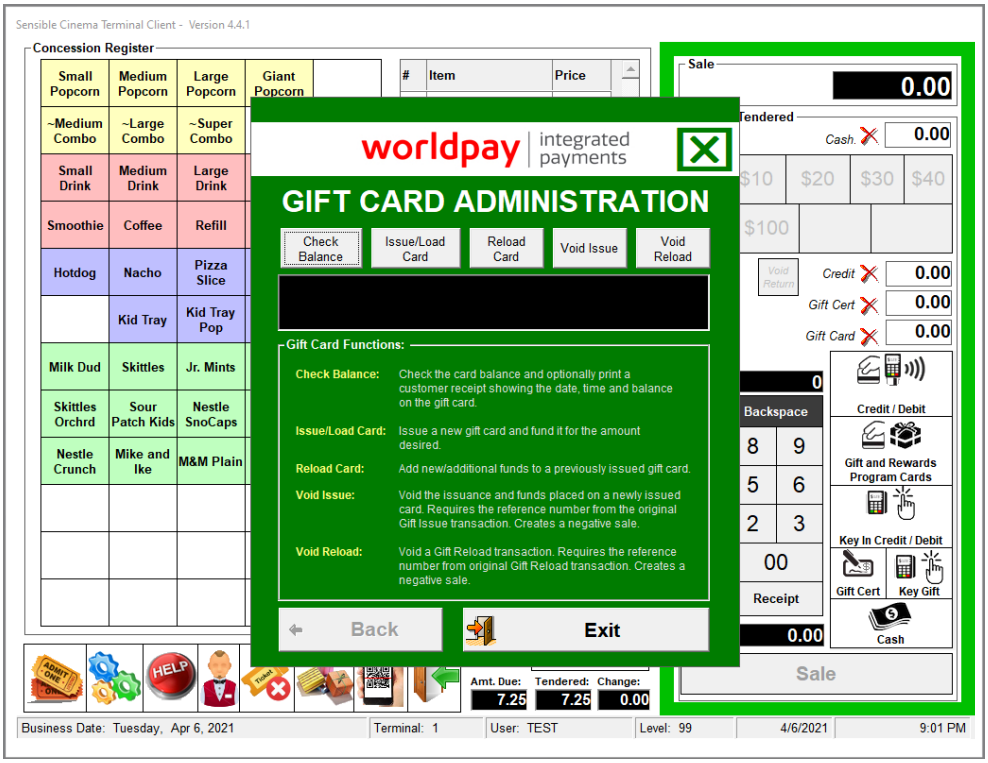
2. **Select *Issue/Load Card*** for issuing a brand new gift card or Mercury StoreCard™ adding

Mercury StoreCard™ adds a loyalty component to the standard gift card offering via a cash back percentage for every dollar spent with the card. When your theatre patron buys the card and makes purchases with the card, every purchase made is rewarded. StoreCard can be recharged and redeemed like a standard gift card and the buyer can set up triggers online for automatic recharges and access to card balances.



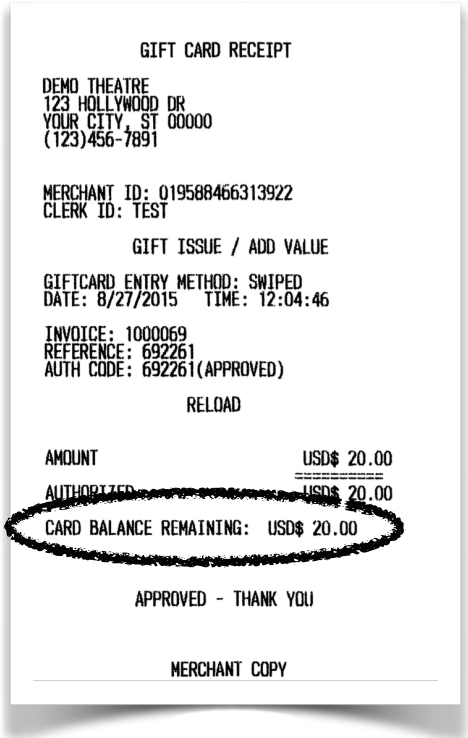
Valutec®

3. **Select *Reload*** for adding value to a card which has already been issued. Enter an amount to be loaded onto the card and press ***Swipe Gift Card***.



4. **Swipe the Card** to load the value onto the card. A receipt showing the reload and the current balance will print to your printer. The value stored on the card is stored on the payment server at Mercury Pay. The customer can check his balance online at mercury-gift.com.





GIFT CARD RECEIPT

DEMO THEATRE
123 HOLLYWOOD DR
YOUR CITY, ST 00000
(123)456-7891

MERCHANT ID: 019588466313922
CLERK ID: TEST

GIFT ISSUE / ADD VALUE

GIFTCARD ENTRY METHOD: SWIPED
DATE: 8/27/2015 TIME: 12:04:46

INVOICE: 1000069
REFERENCE: 692261
AUTH CODE: 692261(APPROVED)

RELOAD

AMOUNT USD$ 20.00
AUTHORIZED USD$ 20.00
CARD BALANCE REMAINING: USD$ 20.00

APPROVED - THANK YOU

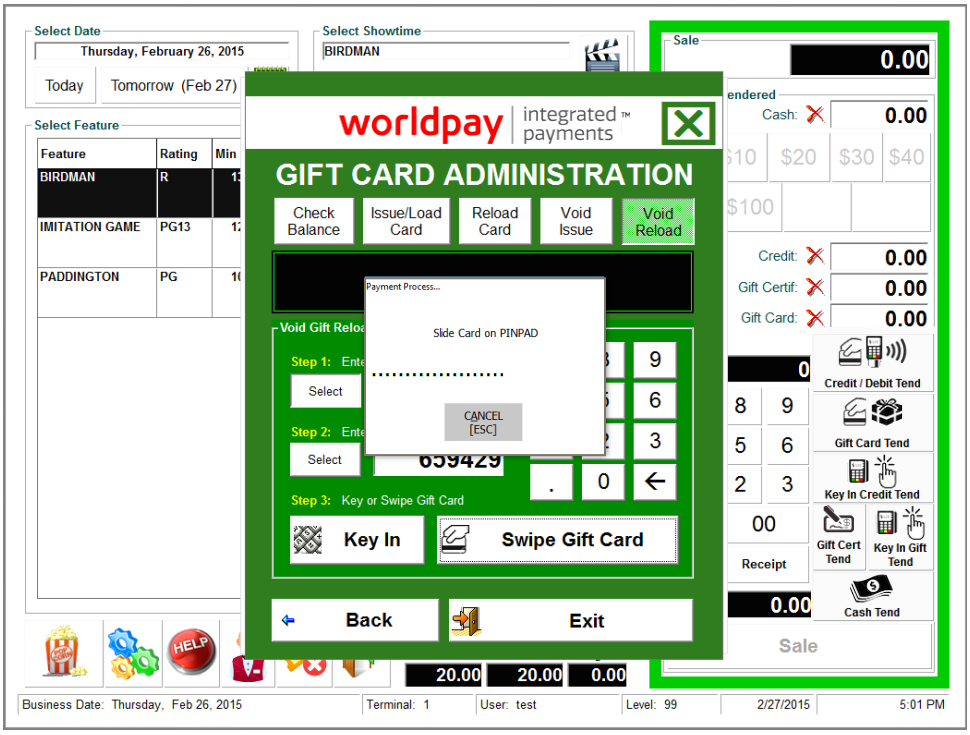
MERCHANT COPY

Gift Card Sales - "Void Issue" or "Void Reload"

1. In **Gift Card Administration**, select **Void Issue** or **Void Reload,** whichever applies. In **Step 1** enter the amount of the original reload or issue. In **Step 2** enter the **Reference Number** from the original receipt. See our example on the previous page. Press **Swipe Gift Card**.



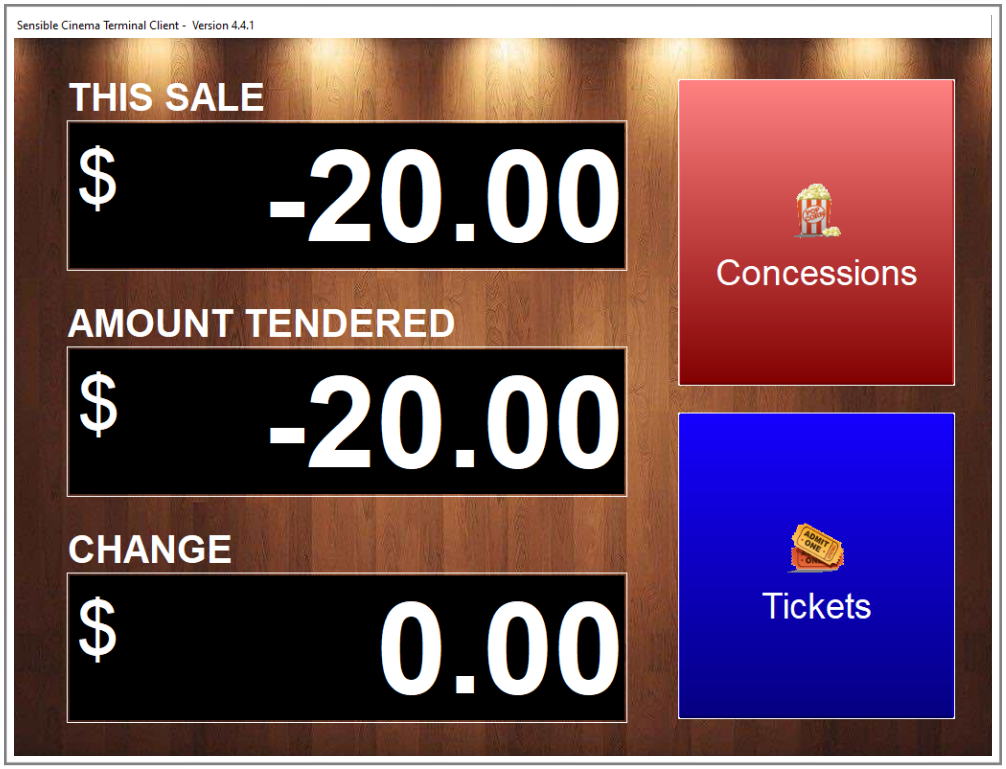
2. **Swipe the Card.**



3. Close gift administration window and a negative sale amount will appear. Return the funds to the customer or your till by pressing the **EC** button or credit a customer's credit card.

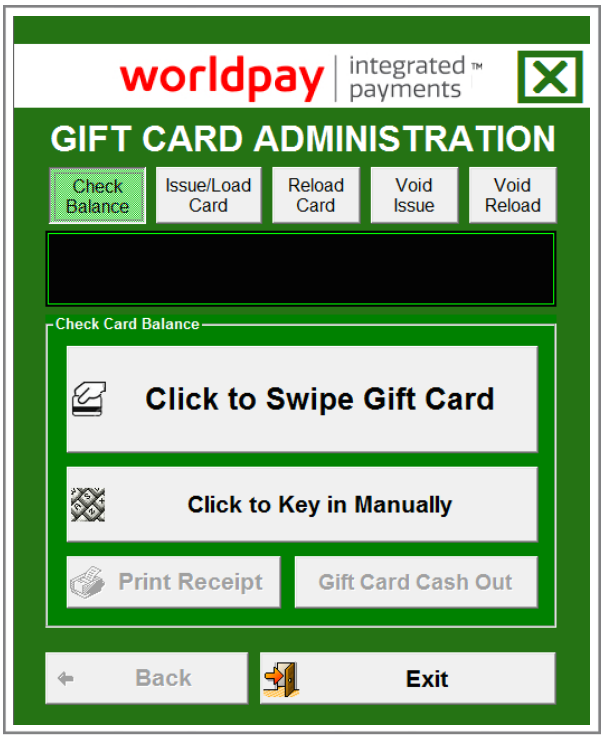


4. If enabled, the **Sale Completed** dialog box will appear.

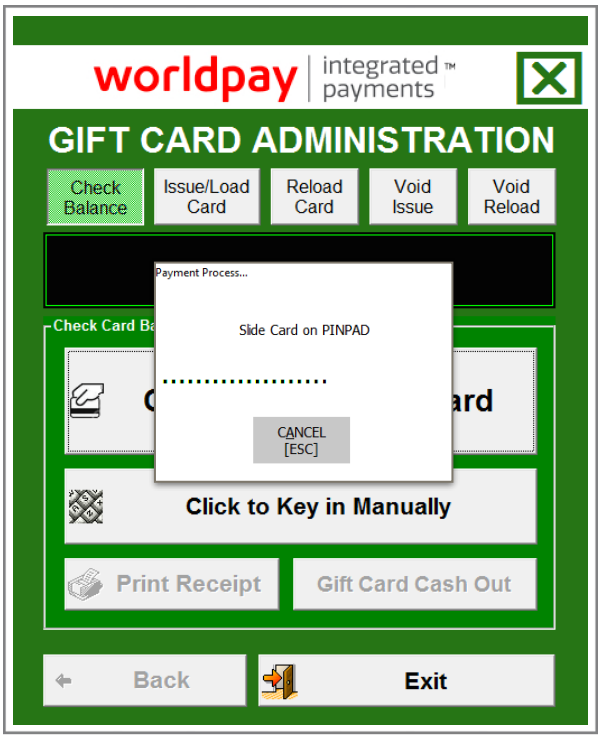


Gift Card - Check Balance

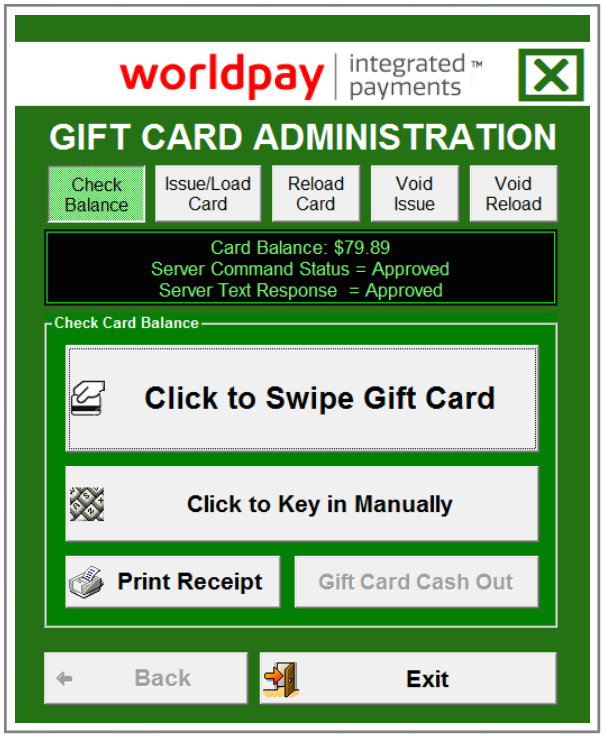
1. Press the ***Check Balance*** button then click the button ***Click to Swipe Gift Card***.



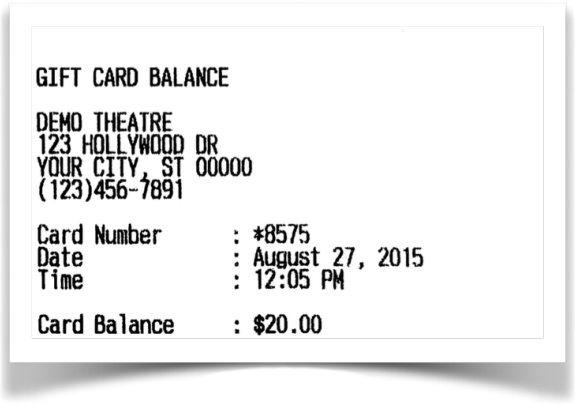
2. Swipe the gift card on the secure PIN Pad device.



3. Card balance is displayed. Press the ***Print Receipt*** button to give to customer.



4. Receipt shows the current available balance on the gift card.



GIFT CARD BALANCE

DEMO THEATRE
123 HOLLYWOOD DR
YOUR CITY, ST 00000
(123)456-7891

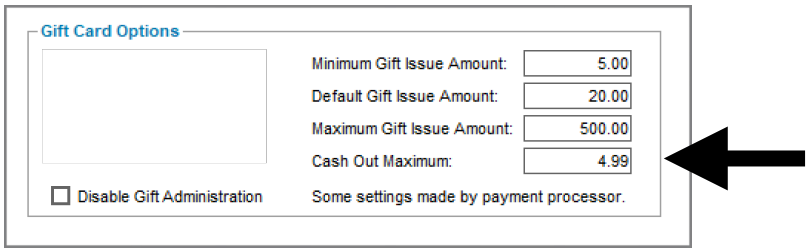
Card Number : *8575
Date : August 27, 2015
Time : 12:05 PM

Card Balance : $20.00

Note: A Mercury StoreCard™ can be entirely drained of its available balance at the point of sale then, moments later, have a small balance. This is because the loyalty benefit of each purchase is added to the StoreCard immediately after a sale is completed.

Gift Card - Cash Out

Many states require that merchants who issue gift cards allow cardholders to "cash out" gift cards with small balances. The amounts vary state to state but generally refer to balances under $10. The exact amount of your maximum cash out can be set in the Master Program Configuration on the **Misc./Gift** tab.



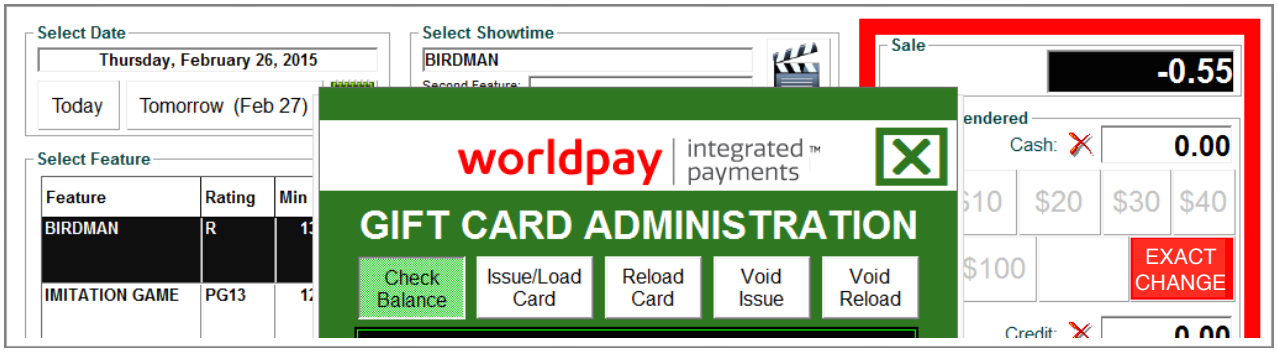
1. Check the card balance. If the balance is below the cash out maximum, the **Gift Card Cash Out** button will be activated. Press the button to cash out this gift card.



2. A message will appear asking you to confirm that you want to continue. You must select the **Yes** button to continue the cash out. Swipe the card when prompted.



3. Return the cash to the cardholder. Press **EC** to pay back the exact change.



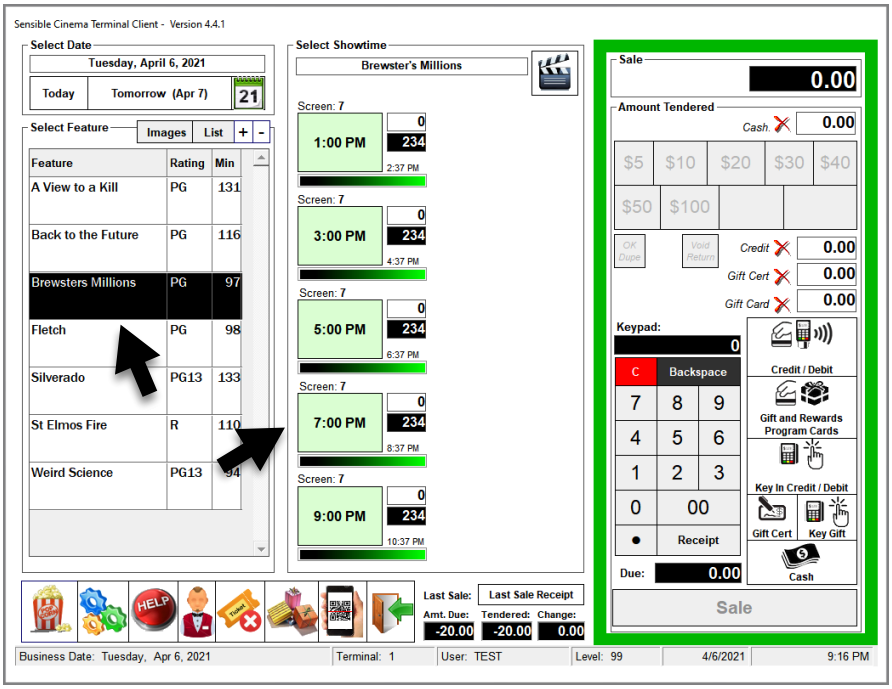
Chapter 8

Ticketing Walk-Through

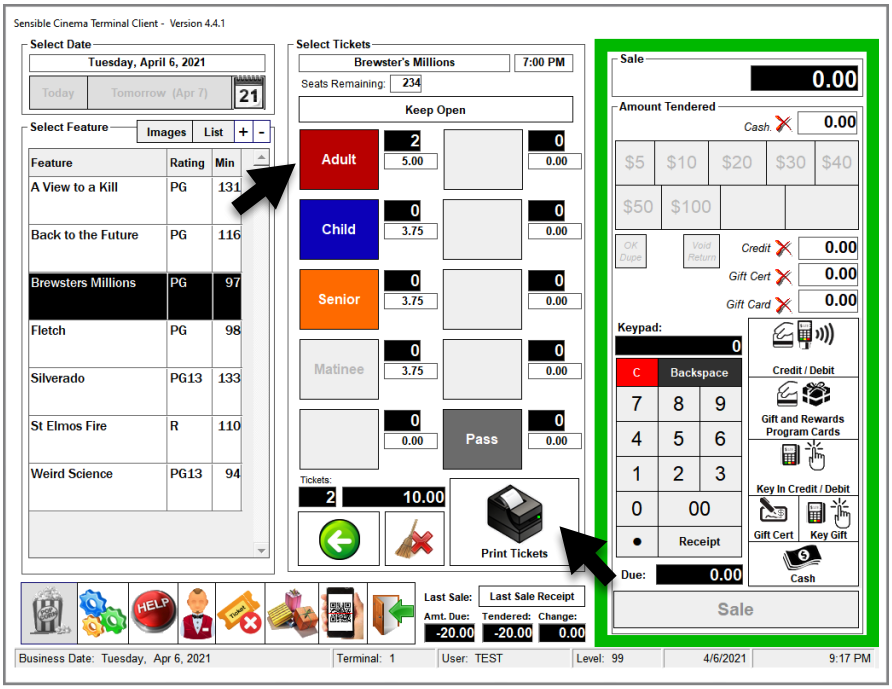
Ticketing Walk-Through

Step-By-Step - Making a Ticket Sale for the Current Day

1. **Press [*Feature Name]*** at the point-of-sale terminal. Showtimes for the feature are shown in the middle panel. **Press [*Showtime]*** in the center panel of your terminal.

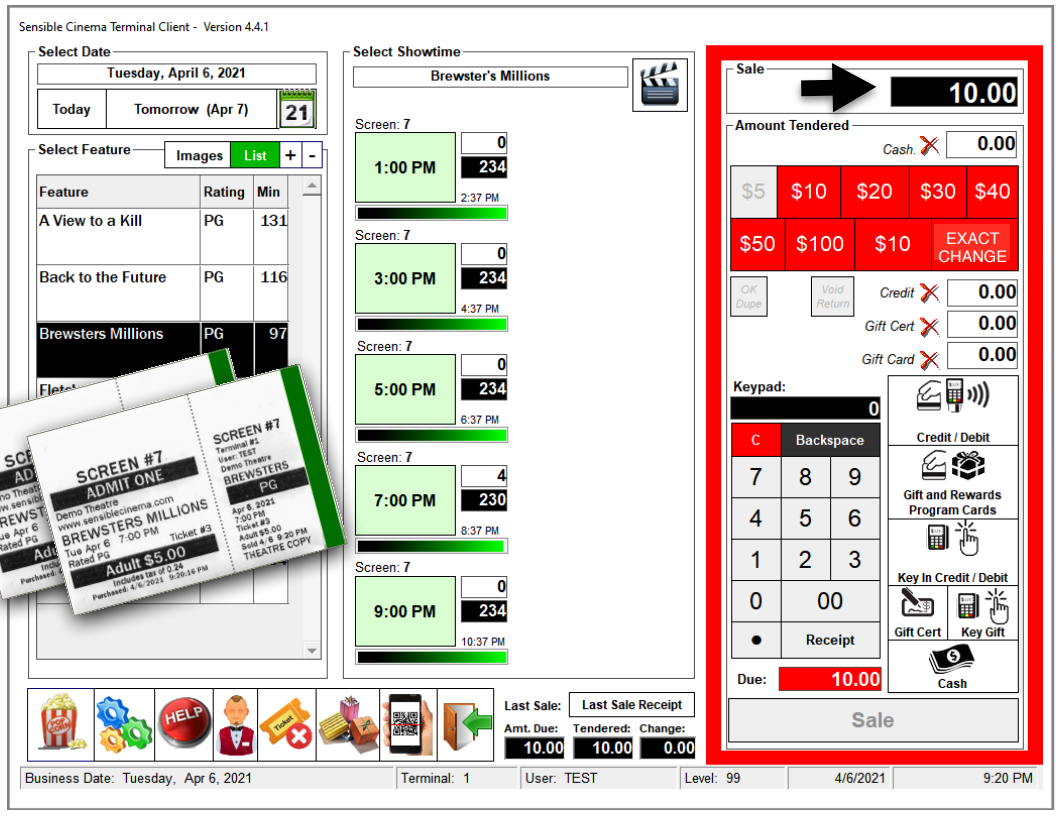


2. Press ***[Ticket Category]***. Ticket category availabilities are shown in the middle panel. Select the tickets by pressing category names and press ***Print***.

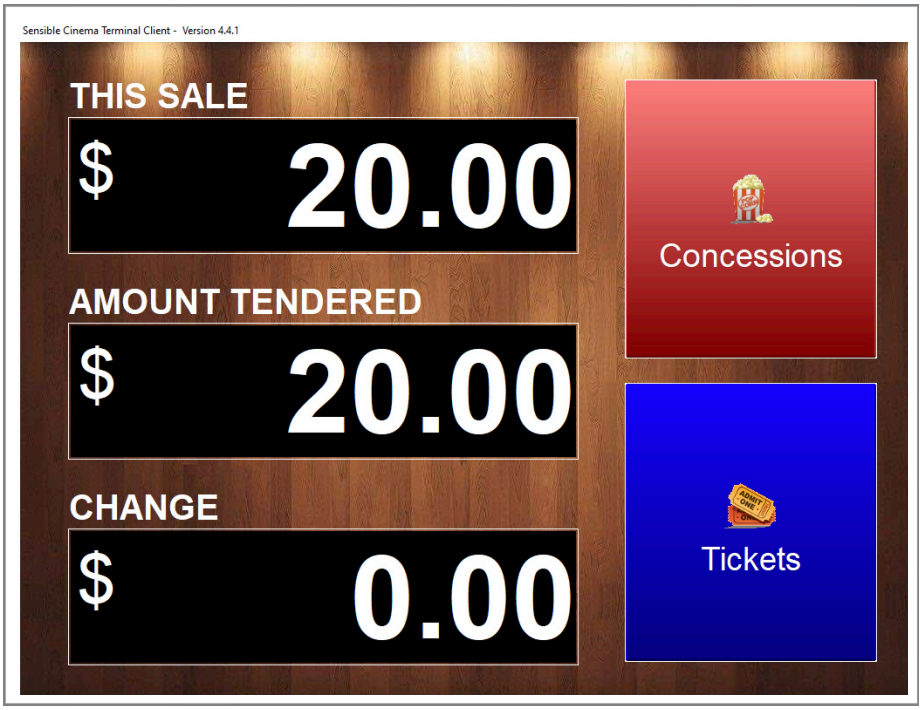


Ticketing Walk-Through

3. **Total Sale** in top of the right-most panel changes to the amount of the purchase. Select the payment type. For cash, press the ***[Amount]*** button to tender sale. For credit cards and gift, press the appropriate tender key.



4. **Complete Sale** and make change for the customer.

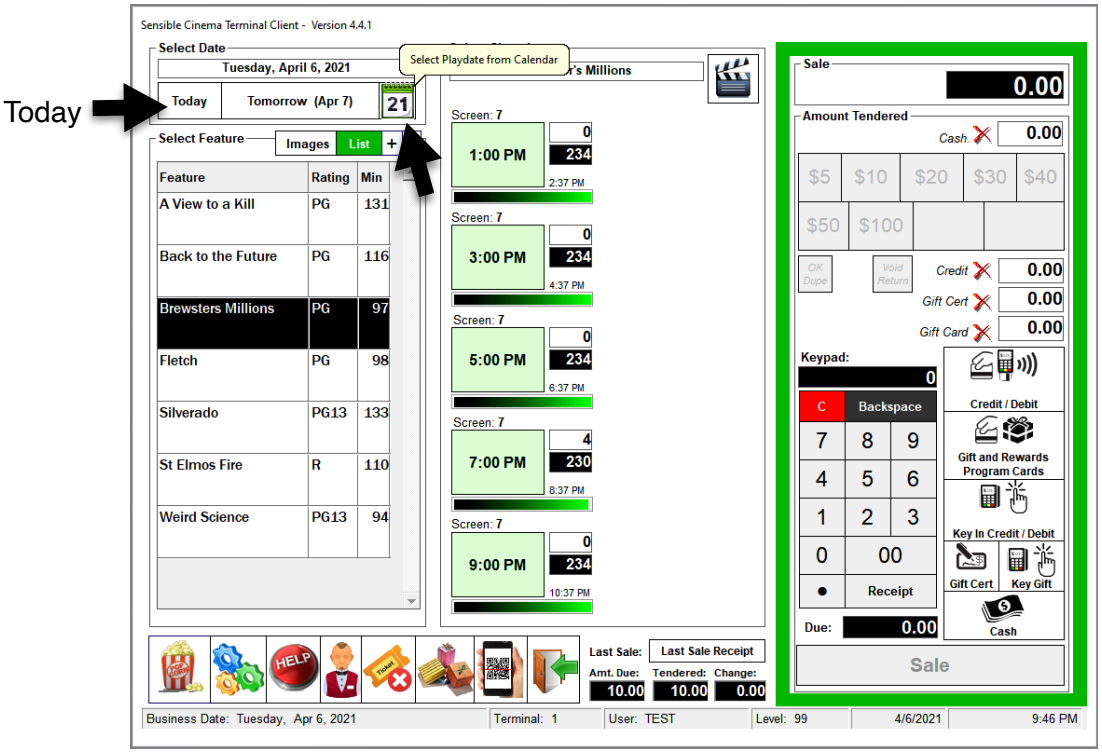


Ticketing Walk-Through

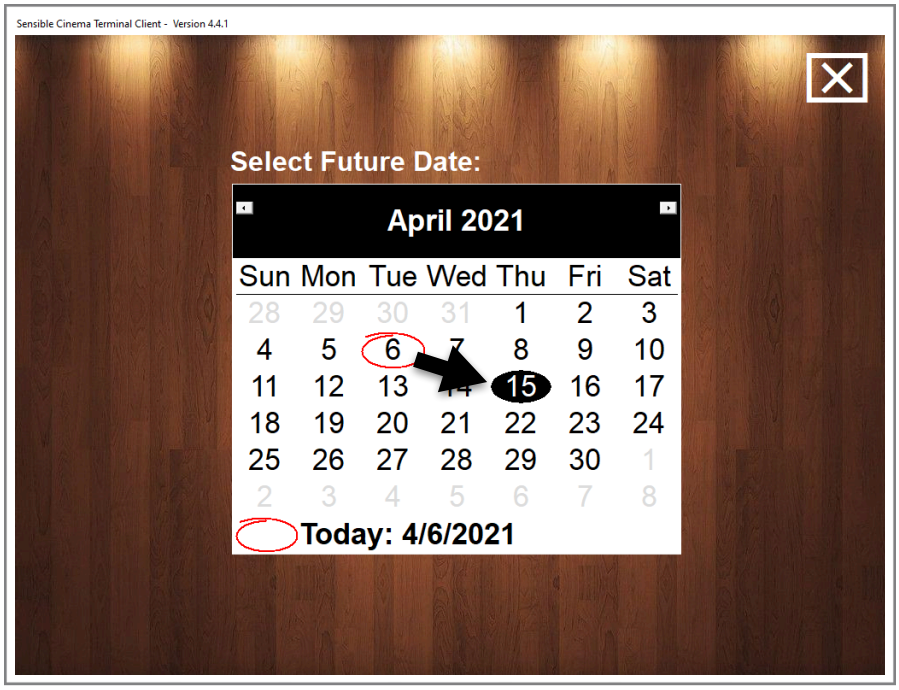
Step-By-Step - Making a Ticket Sale for a Future Day



1. Start by touching the ***Calendar*** Button. In our example we will be selling two tickets to “Brewster’s Millions” playing on Tuesday, April 6th.

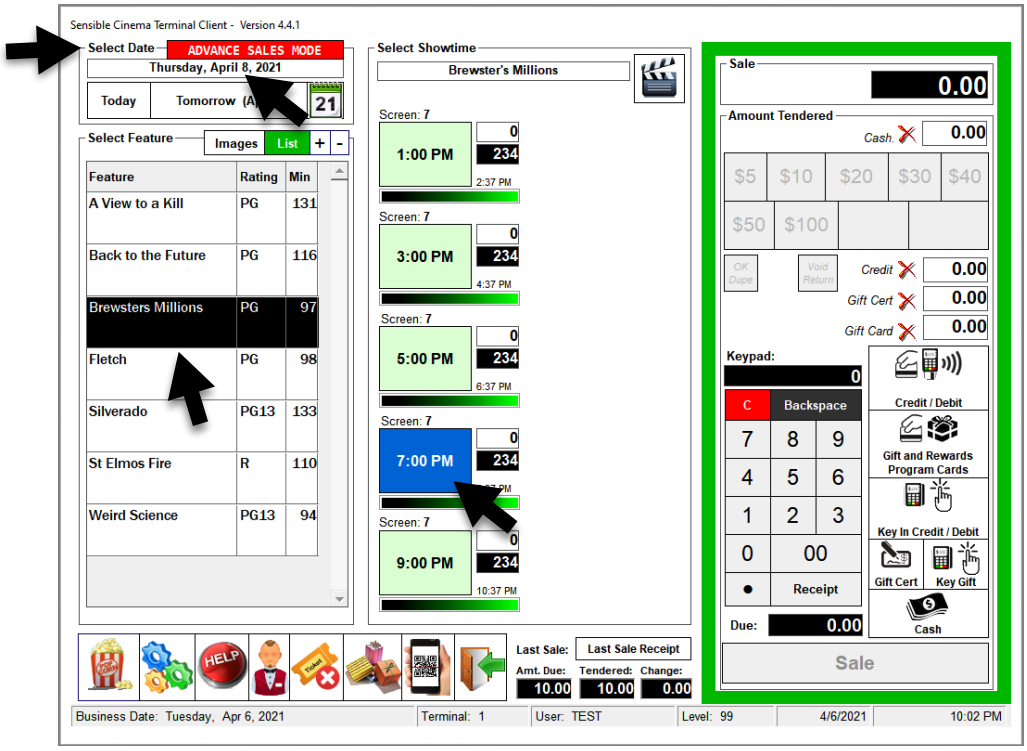


2. Next, touch the date you will be ticketing for. Select a future date. For our example, we are selecting March 6th.

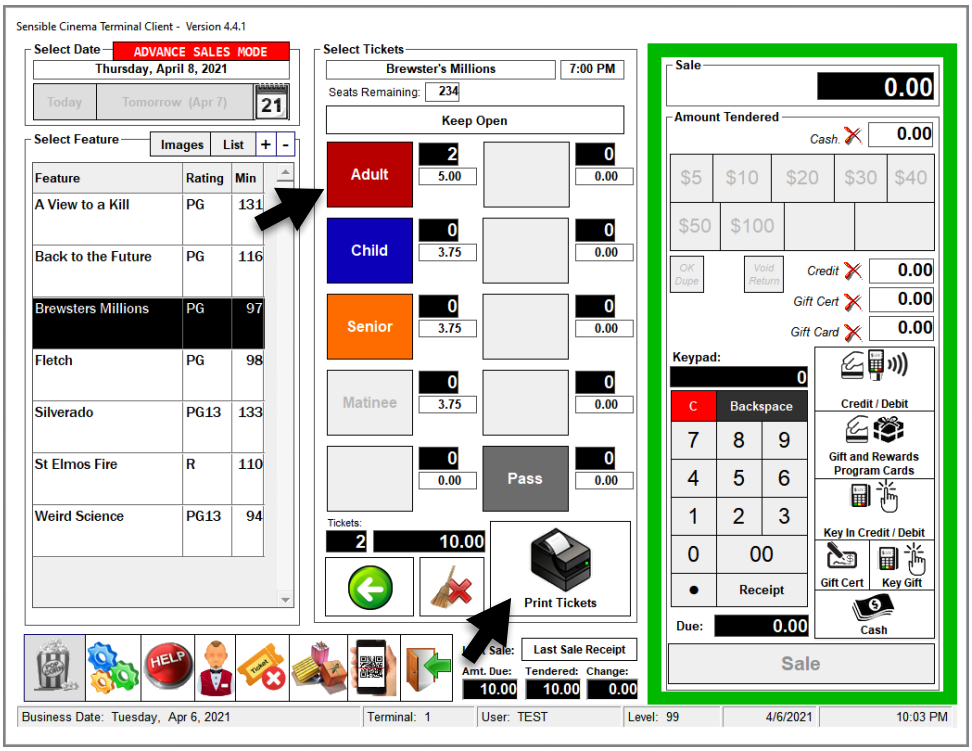


Ticketing Walk-Through

3. Note that the red “Advance Sales Mode” flag has appeared above the **Select Show Date** window and that the Select Show Date window now shows “April 8, 2021” as the ticketing date. Select our film, “Brewster’s Millions” in the **Select Feature** window. Select [***Showtime***] Button to display available ticket categories for that performance. We will pick 7:00.

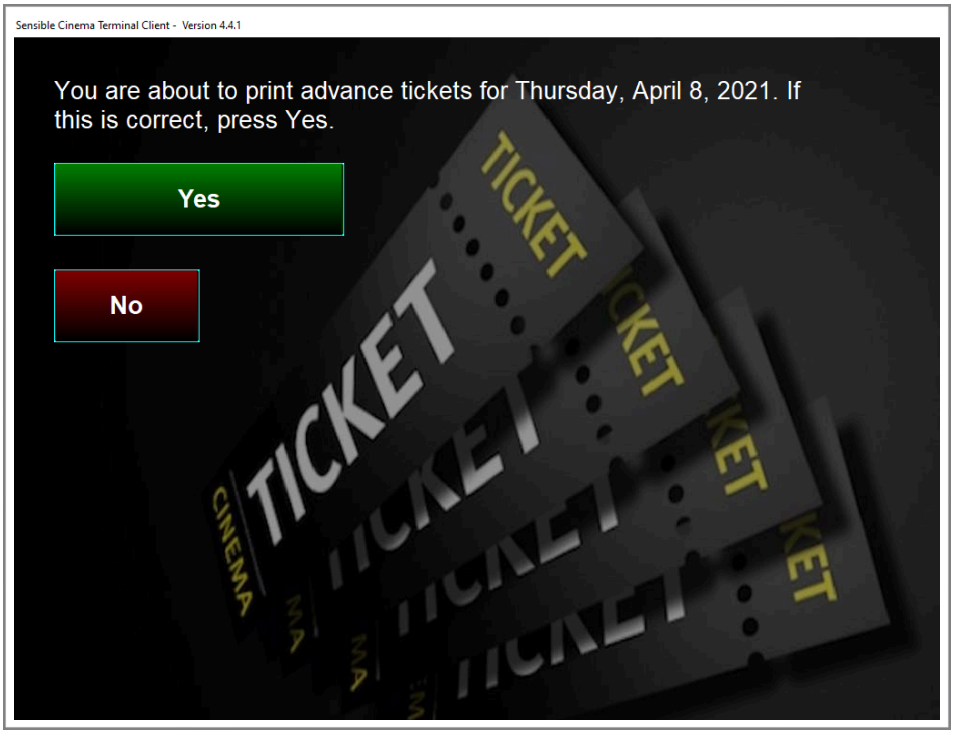


4. Now we will ring up two “Adult” tickets for the 7:00 PM performance then press ***Print***.

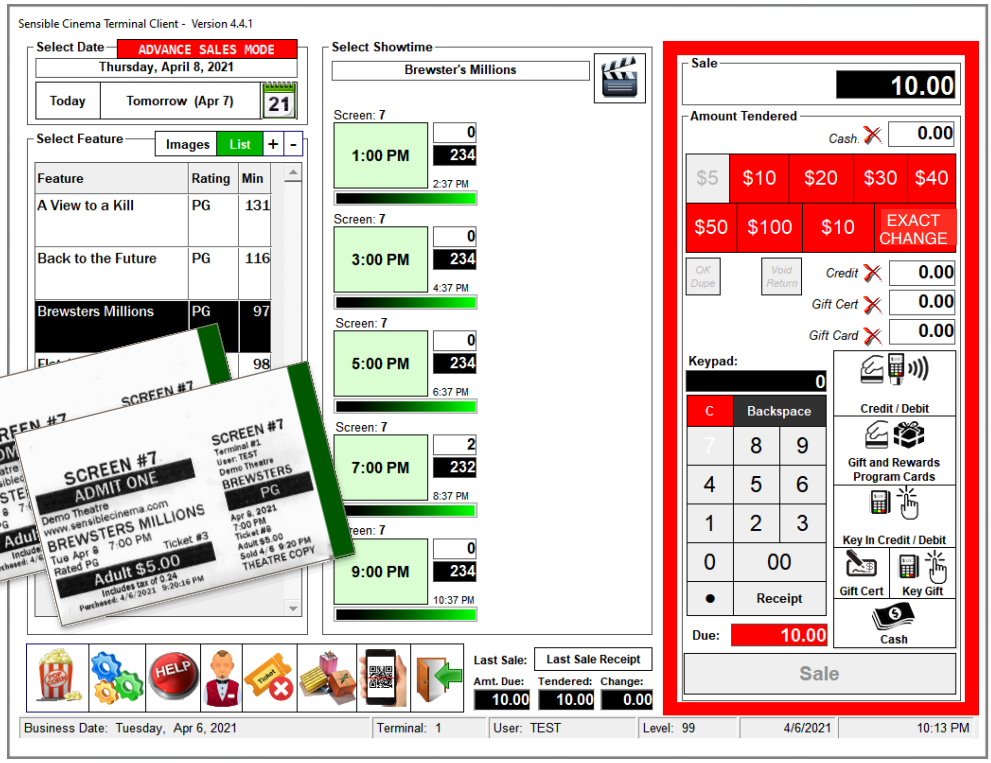


Ticketing Walk-Through

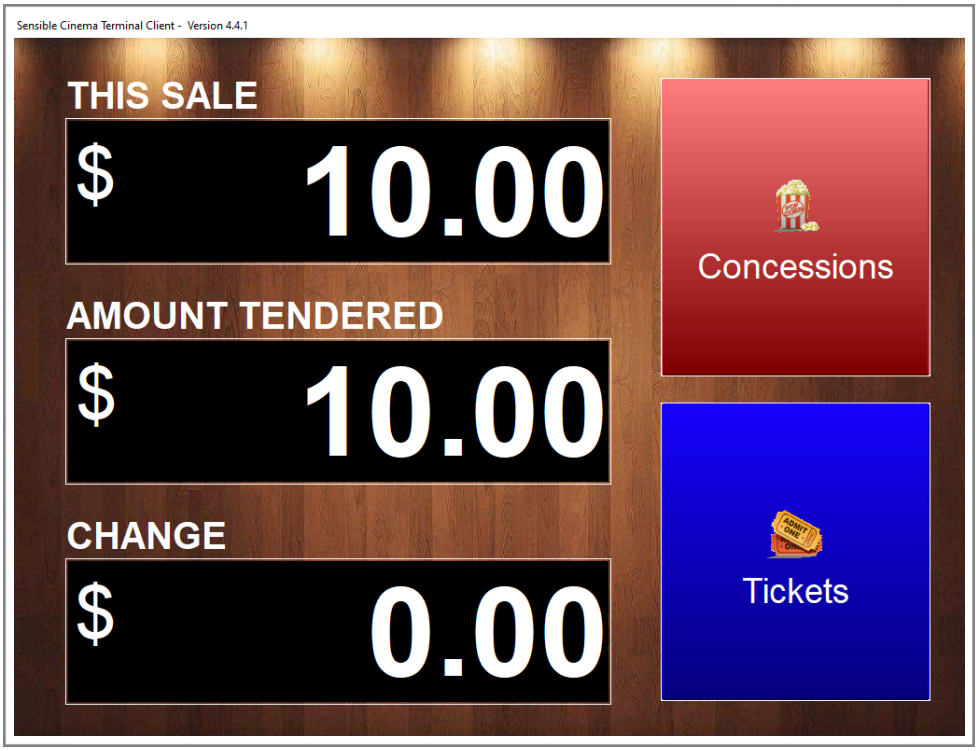
5. Press ***Yes*** to confirm that you wish to print advance tickets or ***No*** to abort.



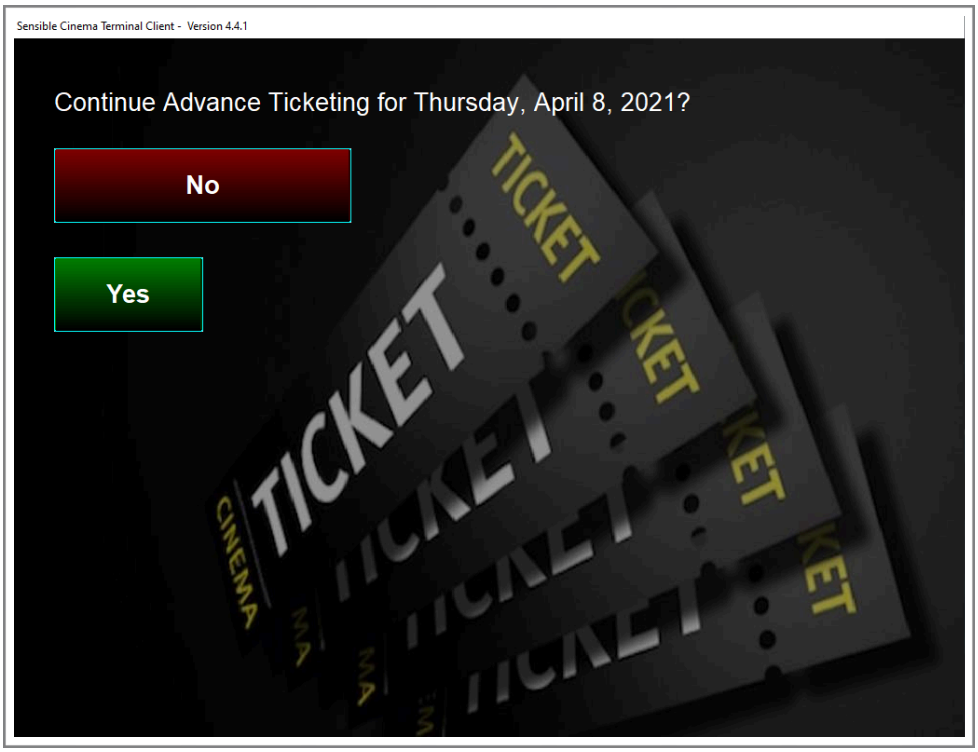
6. Now, accept payment for the advance tickets you have sold or sell additional tickets (or concessions) to the customer. Pressing ***Today*** Button returns you to sales for today's tickets. If you do not switch back to today's tickets, you will be reminded after the sale is completed.



7. **Sale Completed.** Press one of the buttons to begin the next sale.



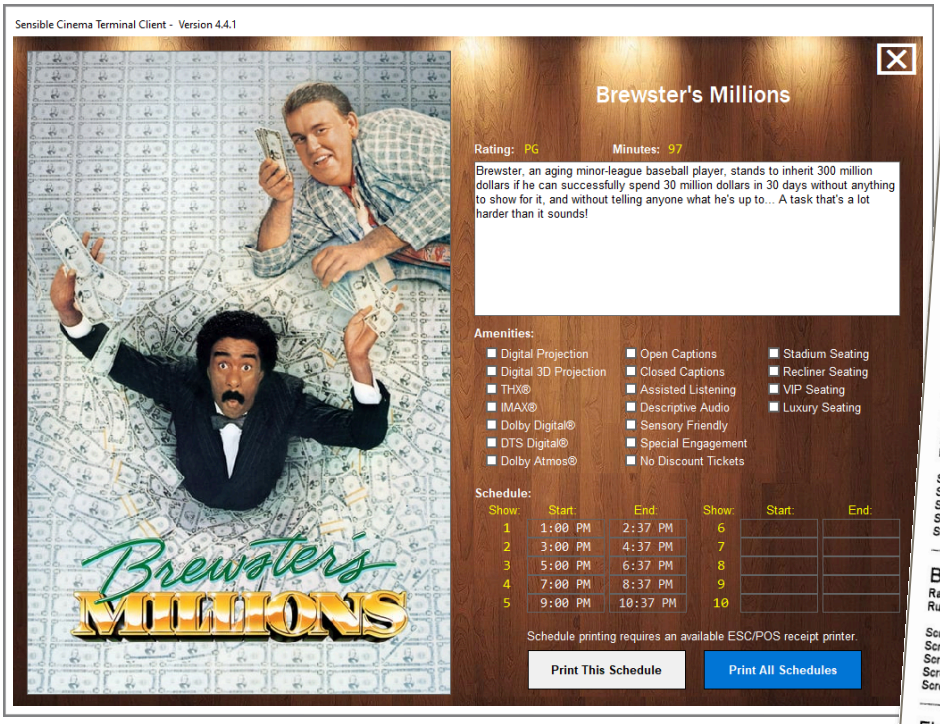
8. **Reminder.** If you wish to continue selling advance tickets for that future day, press ***Yes***, otherwise press ***No*** and the system will automatically revert back to same-day sales.



Ticketing Walk-Through

Creating a Schedule Print-Out

1. Start by touching the ***Info*** Button in the middle panel of the ticket sales screen.
2. Select either ***Print This Schedule*** or ***Print All Schedules***.





3. **Printed Schedule.** This print-out can be used internally by the theatre or as a hand-out for customers who request it. It must be printed on a receipt style printer. If a logo has been stored in the printer and selected to be used on your tickets, the logo will print here as well.

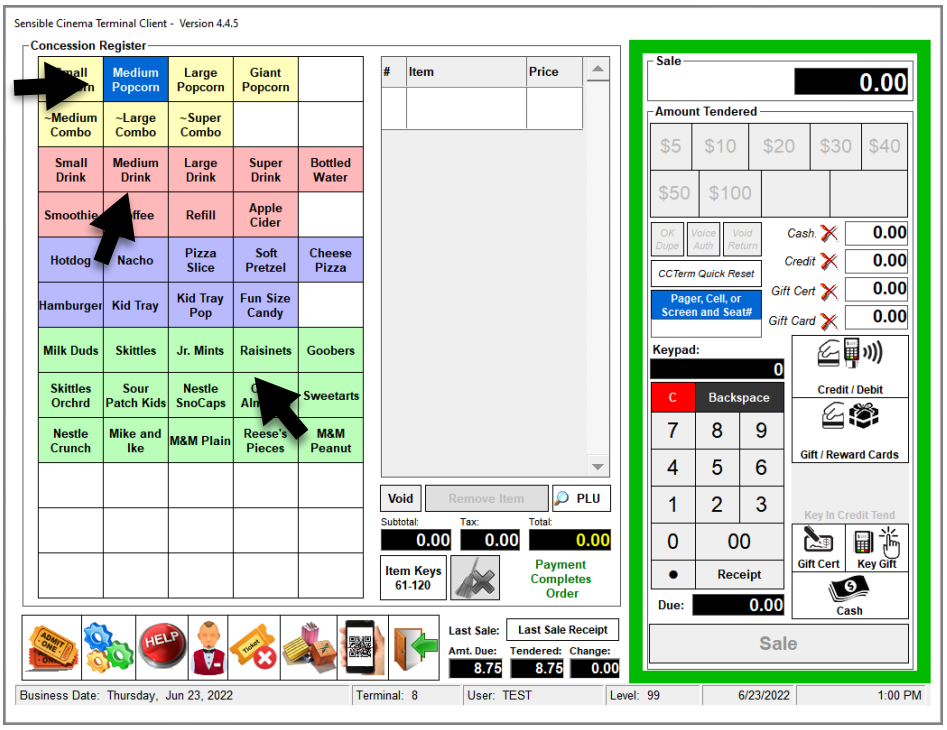
Chapter 9

Concession Walk-Through

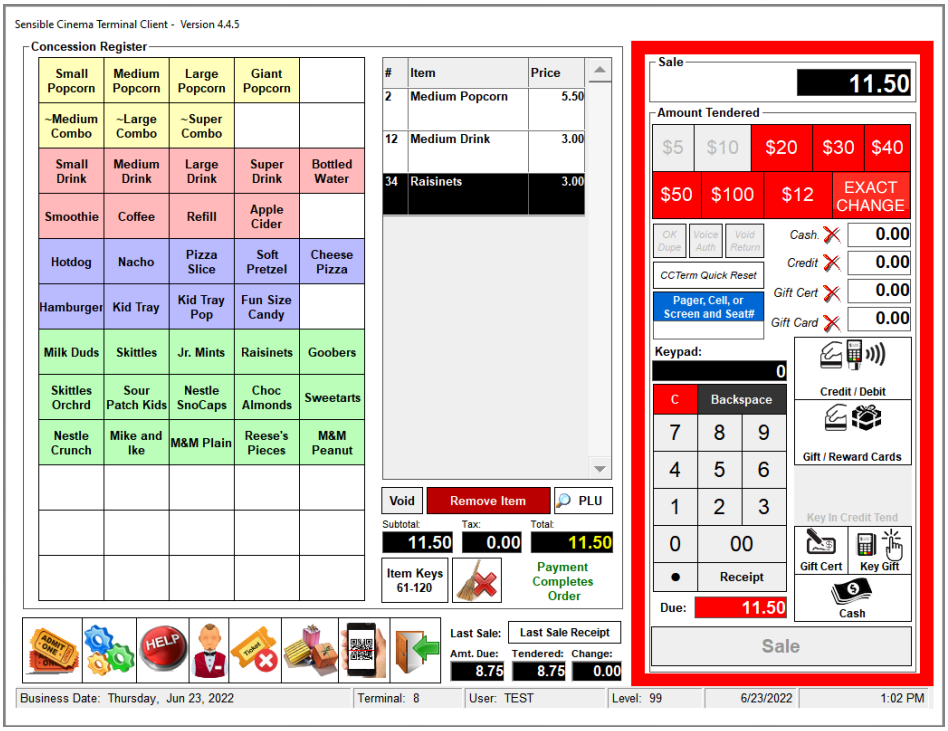
Concession Walk-Through

Step-By-Step - Making a Concession Sale

1. **Press [*Item Name]*** from the leftmost panel to register one of that item. For more iterations of the item, press the button subsequent times as needed. You could also type a number in the numerical keypad then press the item key to register that quantity of the item.

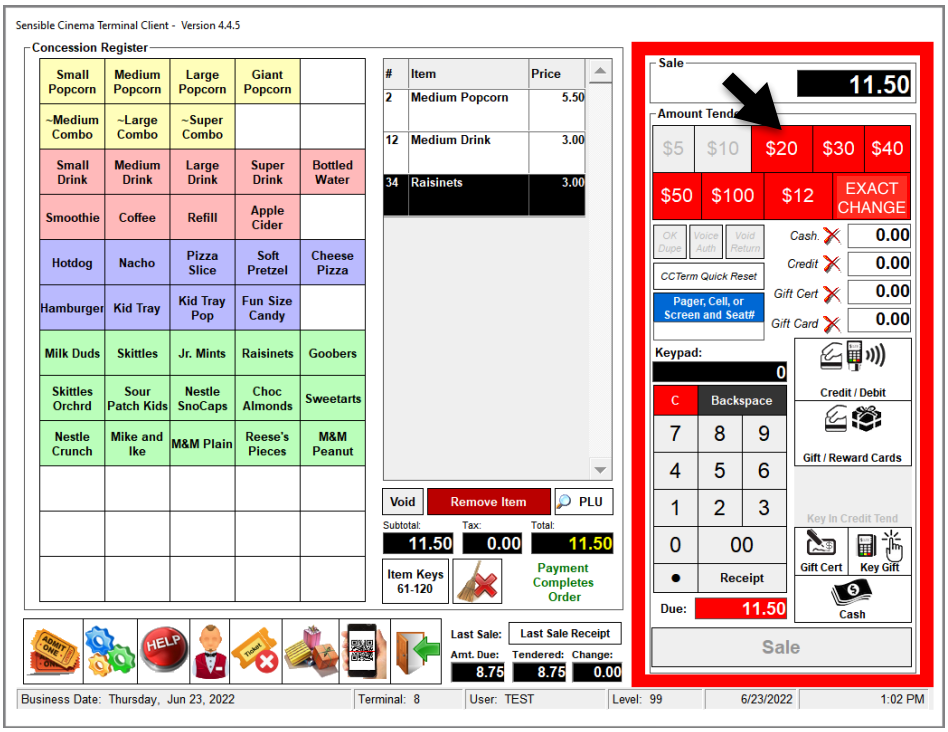


2. Items show as they are rung in the middle panel.

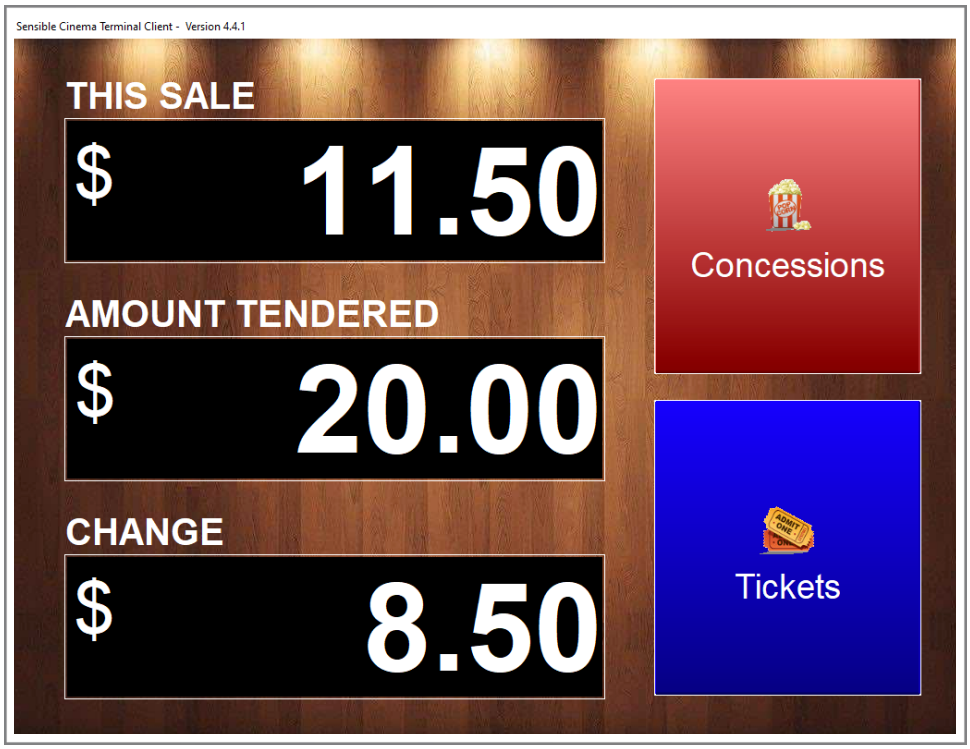


Concession Walk-Through

3. Now accept payment for the concession items. You can press a cash **[*Amount Tendered*]** button for a cash payment or accept payment by credit or gift card. See page 107 for credit card acceptance procedures. We will assume a $20 cash payment in this example.



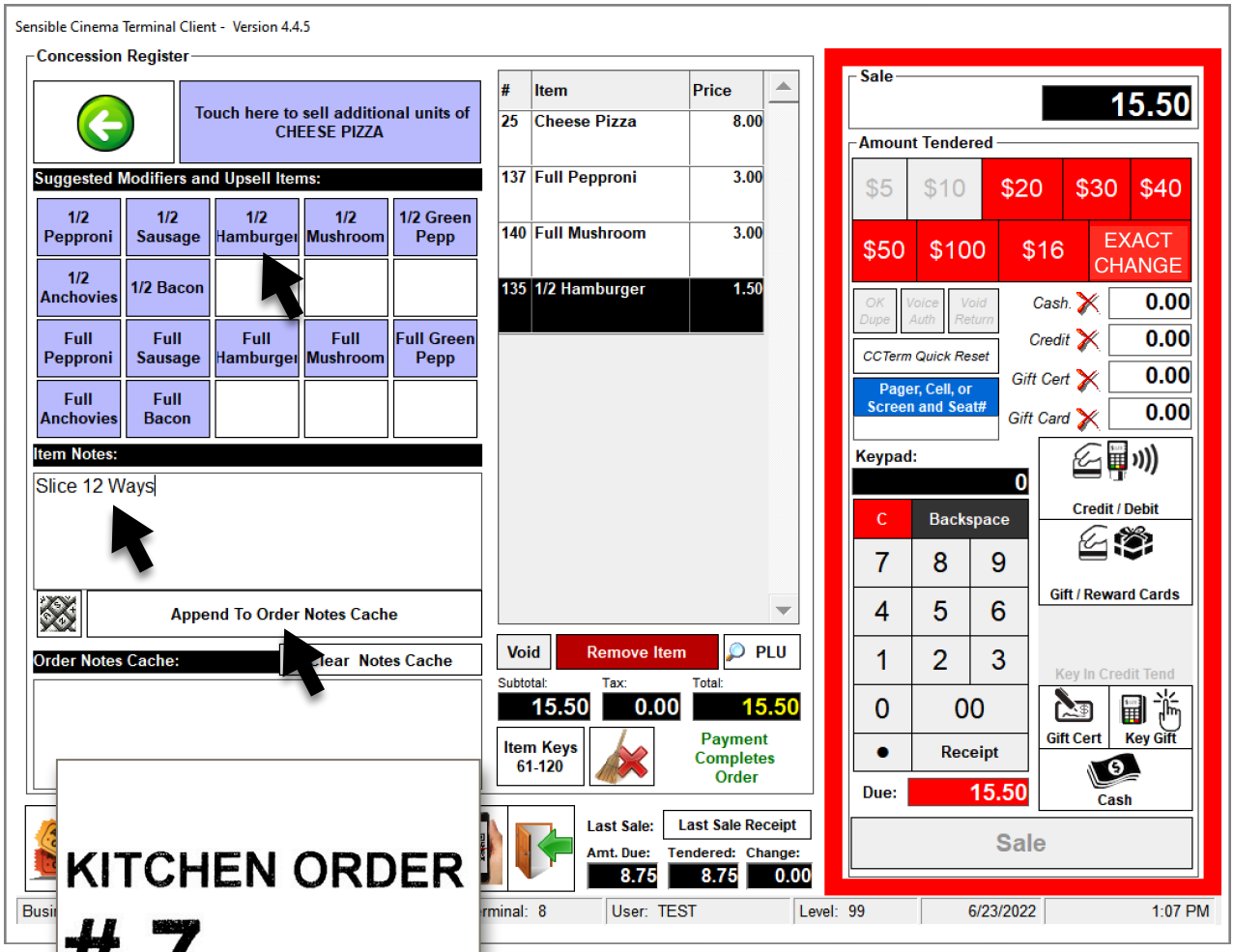
4. **Sale Completed.**



Concession Walk-Through

Concession Modifiers

Some concession items may have modifier items you can select from a secondary menu which appears automatically. You can type in notes for the order using a keyboard or invoke the on screen keyboard.





Kitchen and Grill Orders

For items that will be prepared in a kitchen or grill away from the concession stand, Sensible Terminal can print an order to a remote printer connected either by USB or Ethernet. Order notes for each item can be included. Items in a sale that are not marked as kitchen or grill items or item modifiers can be excluded from kitchen orders so that those preparing the kitchen items can focus exclusively on the items they are to prepare.

Chapter 10

Live Reports

Live Reports

Sales Monitoring

Sensible Cinema Box Office for Windows **Management Console** has a terminal monitor which allows the manager to view sales for one or more terminals. To view, click on the name of any running sales terminal (highlighted in green).



The **Terminal Status** monitor can allow you to watch as each ticket or concession item is rung or watch as transactions are posted to Sensible Cinema's transaction database.

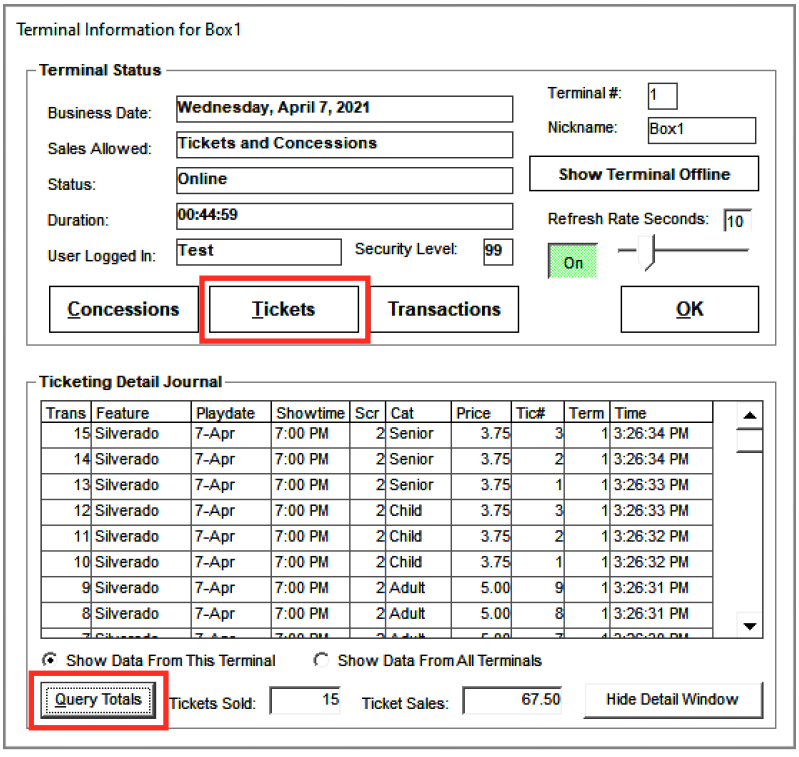
You can manually query totals for this terminal or all terminals.

You can set an automatic refresh interval or manually poll new sales on demand.

Other Status Reports:

In addition to Terminal Status, any Daily Report can be opened and viewed at any time during the business day however, the data is only refreshed in Daily Sales when you manually refresh it by pressing the ***Refresh*** button.

If a summary of attendance by show, ticket sales and concession sales is all that is needed, the **Live Attendance Report** may be preferred. This report also refreshes automatically as you specify and has a mode where you can print the report as needed.

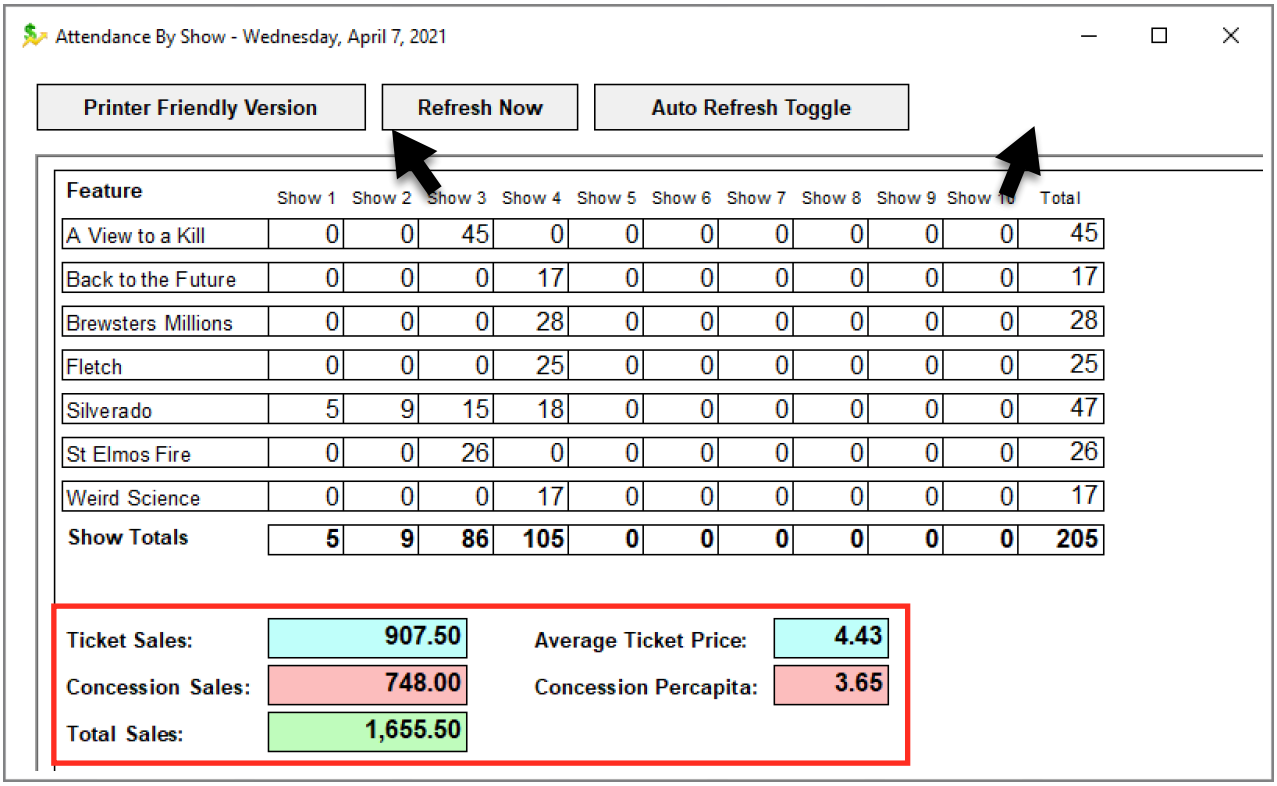


Live Attendance

Sensible Cinema Box Office for Windows' **Management Console** has a live attendance monitor which allows the manager to view ticket sales for each walk-in period for the day. To view, click on the ***Live Attendance*** Button with the lightning bolt icon. This report can be set to automatically refresh from once every 10 seconds to once per minute.

Total attendance, ticket sales revenue and concession sales revenue are constantly updated, as are the average ticket price and concessions per-capita.

To print this report, pause it by pressing the ***Printer Friendly Version*** Button and choosing the ***Print*** Button.



Feature	Show 1	Show 2	Show 3	Show 4	Show 5	Show 6	Show 7	Show 8	Show 9	Show 10	Total
A View to a Kill	0	0	45	0	0	0	0	0	0	0	45
Back to the Future	0	0	0	17	0	0	0	0	0	0	17
Brewsters Millions	0	0	0	28	0	0	0	0	0	0	28
Fletch	0	0	0	25	0	0	0	0	0	0	25
Silverado	5	9	15	18	0	0	0	0	0	0	47
St Elmos Fire	0	0	26	0	0	0	0	0	0	0	26
Weird Science	0	0	0	17	0	0	0	0	0	0	17
Show Totals	**5**	**9**	**86**	**105**	**0**	**0**	**0**	**0**	**0**	**0**	**205**

Ticket Sales:	**907.50**	**Average Ticket Price:**	**4.43**
Concession Sales:	**748.00**	**Concession Percapita:**	**3.65**
Total Sales:	**1,655.50**		

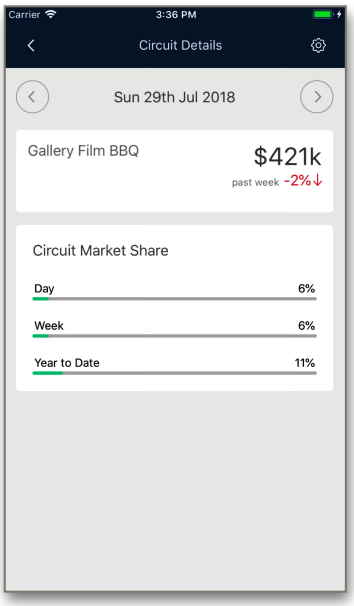
Other Attendance Reports:

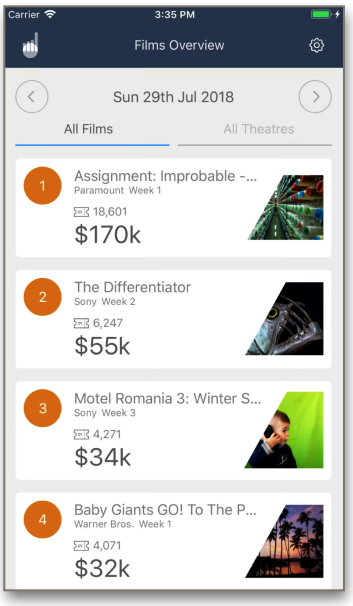
Sensible Cinema Box Office for Windows has several attendance and gross reports we will cover later in the chapter. Each of these has its own purpose and not all theaters will want or need to use them all. For cases when it is necessary to break down attendance and sales for a particular film down to its ticket categories sold per showtime, there's the **Detailed Attendance and Gross Report**. This can be especially helpful to compare to checker reports. The **Sales 1,2,3 Attendance Report** resembles the Live Attendance as does the version which includes grosses. The standard **Gross and Attendance Report** is ideal for reporting nightly figures to ComScore®, your company's home office or film buyer. Of course, ComScore Reporting is built into the software making gross reporting both quick and easy without a fax machine or a phone call.

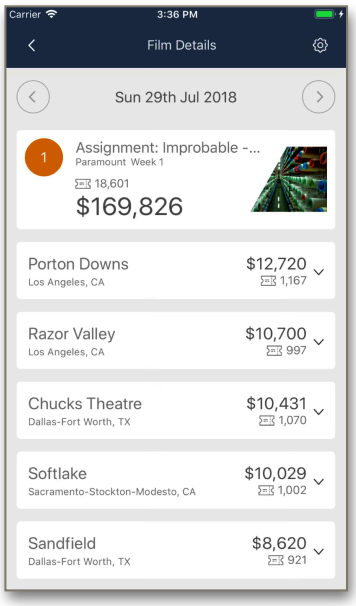
Live Reports

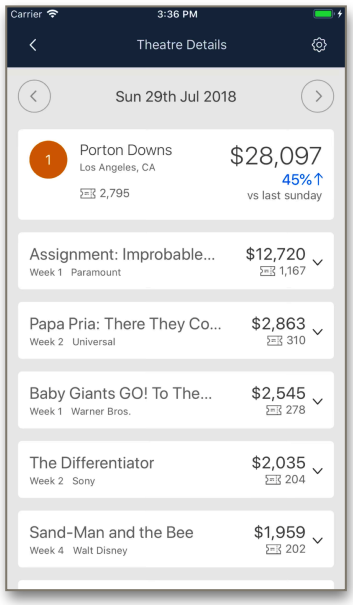
Numero for Exhibitors App

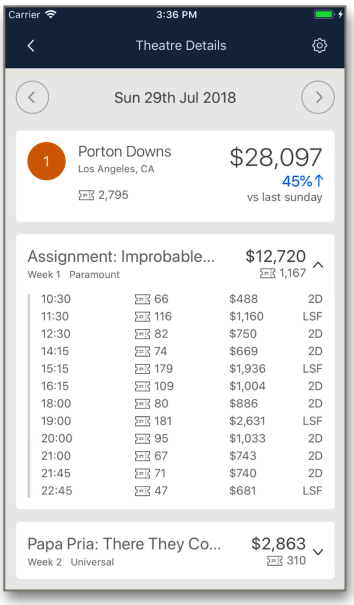
The Numero smartphone app from Vista is a free app for Apple and Android phones that exhibitors can use to monitor sales from their theater or theaters within their circuit. Sensible Cinema provides a feed every quarter hour to Numero which updates your phone app with the latest attendance and grosses for the films you are playing. Circuit operators may view each theater individually, get circuit totals as a whole, see a ranking of films by gross at each location and see how the circuit has performed as a whole on each film. Each business day may be compared to the same day on the previous week and historical data can be viewed going back as far as the theatre has been using Numero.











To request credentials or request support for the Numero app, send an email to admin@numero.co stating your circuit name, theater name and that you use Sensible Cinema as your point-of-sale.

GET IT ON Google Play

Download on the App Store

Chapter 11

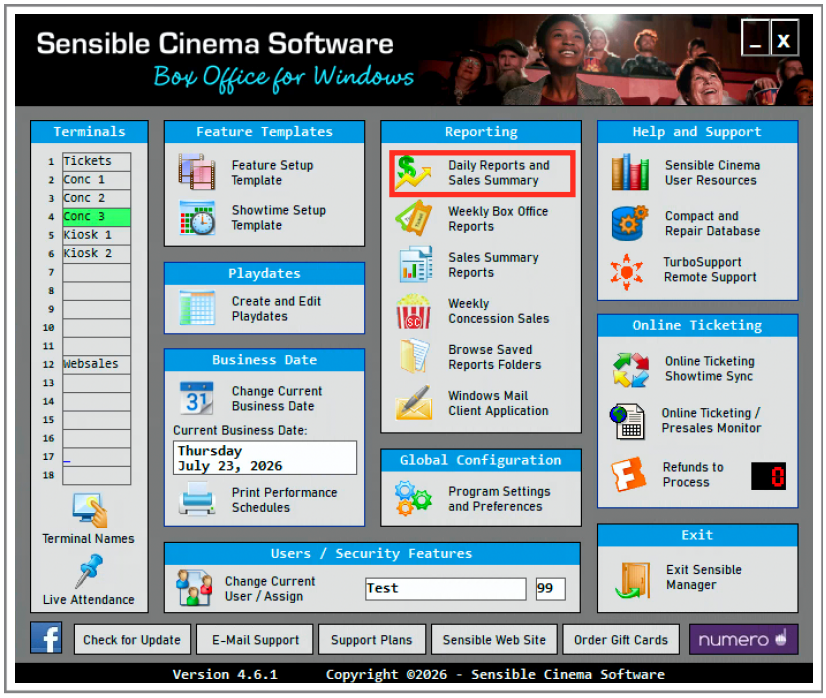
Essential Daily Reporting

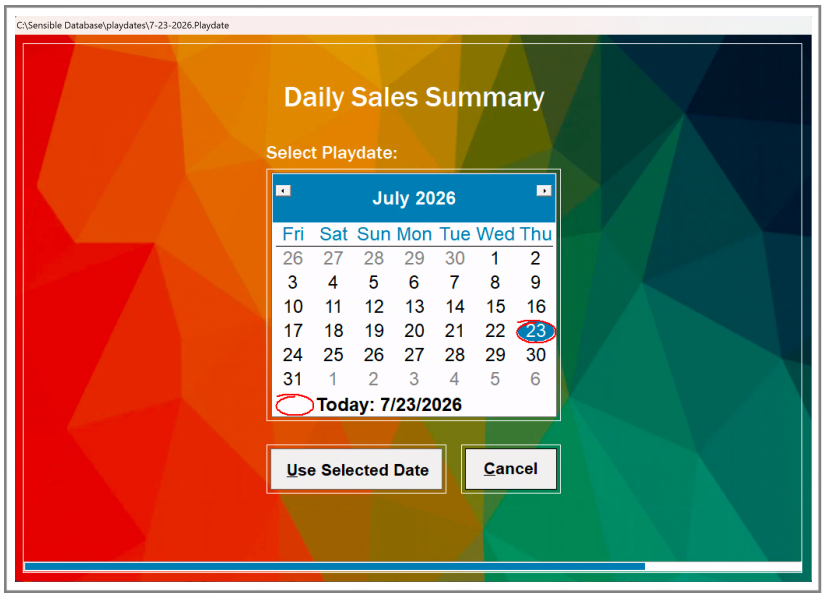
Essential Daily Reporting

Essential Daily Reports

Sensible Cinema Box Office for Windows daily reporting gives theatre owners a wide variety of informative reports from which to choose. Ultimately, the theatre owner must decide which reports are needed on a daily basis and which ones to print for safekeeping. All of the reports can be saved to the universal Adobe® PDF file format making sending them via email easy and saving paper and consumables wherever possible.

We will present an example battery of reports which may be useful to the majority of theatre owners on a daily basis. You can explore the dozen or so more to see if there are others you find helpful, many of which are useful for auditing, running sales contests and other purposes.





Cash Drawer Balance Report brings together your ticket and concession sales per terminal, credit card and gift card payments received and gives you a place to enter your cash pickups. Each column shows the drawer's over/short.

Show 1, 2, 3 Gross and Attendance Report summarizes the attendance per film, per showtime and the total gross and attendance of each film for the day. It totals these to give you a daily attendance and gross ticket revenue.

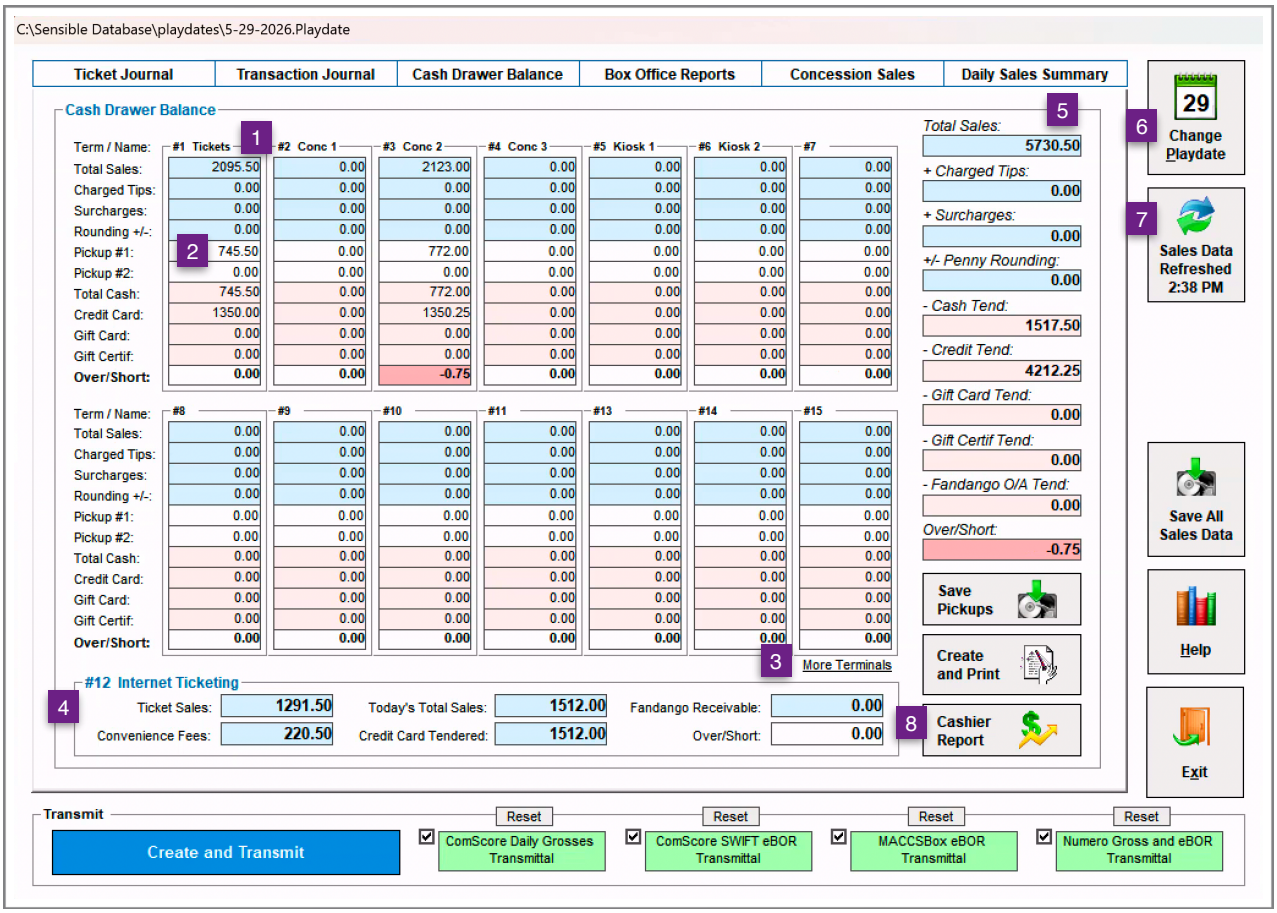
Concession Item Sales Report shows the number of each concession item you have sold for the day and the total items and concession revenue. You can filter it by cashier or terminal if you want to reconcile with a physical count.

Daily Sales Summary Report brings together ticket and concession revenue, breaks out all taxes, miscellaneous revenue and deductions, concessions per-capita, attendance and all of your deposit reconciliation. A place for manager comments is provided.

Essential Daily Reporting

1. Cash Drawer Balance Report

The Cash Drawer Balance Report is found on the ***Cash Drawer Balance*** Tab under Daily Reporting. You will use this when counting the day's receipts. The deposit information is carried over into the **Daily Sales Summary.**



1. **Terminal Number and Nickname**. The terminal nickname can be set in the Main menu of the management console right under the list of terminals on the left side of the screen. In our example above, Terminal #2 is called Conc 1. This makes it easy to identify your registers and the nickname will print on the printed version of this report.
2. Up to four **pickups** can be listed here for each register.
3. **Show** the remaining terminals not pictured here.
4. **Online Sales** of tickets are always shown as **Terminal #12 (Internet)**. The sale amount of the online sales is automatically added as a receivable on the Daily Sales Summary since cash is not collected today.
5. **Totals** for sales, cash tendered, credit card tendered, gift cards and gift certificates redeemed and Internet Sales are shown here. The over/short of all registers combined is shown here.
6. ***Change Playdate*** button takes you to another reporting date.
7. The ***Refresh Sales Data*** Button brings in new sales from the POS since the window was opened or last refreshed.
8. **Cashier Balance Report** lets you drill down sales to a single cashier. See page 154.

Sensible Cinema
Independent
123 Hollywood Dr
Fairview, TN 37062

Cash Balance Report

Friday, May 29, 2026

	1 Tickets	2 Conc 1	3 Conc 2	4 Conc 3	5 Kiosk 1	6 Kiosk 2
Total Sales	**2095.50**	**0.00**	**2123.00**	**0.00**	**0.00**	**0.00**
Charged Tips	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**
Surcharges	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**
Penny Rounding +/-	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**
Cash Tendered	745.50	0.00	772.00	0.00	0.00	0.00
Credit Card Tend	1350.00	0.00	1350.25	0.00	0.00	0.00
Gift Certificate Tend	0.00	0.00	0.00	0.00	0.00	0.00
Gift Card Tend	0.00	0.00	0.00	0.00	0.00	0.00
Over/Short	**0.00**	**0.00**	**-0.75**	**0.00**	**0.00**	**0.00**

	7	8	9	10	11	12 Internet
Total Sales	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**1512.00**
Charged Tips	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**
Surcharges	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**
Penny Rounding +/-	**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 Card Tend	0.00	0.00	0.00	0.00	0.00	1512.00
Gift Certificate Tend	0.00	0.00	0.00	0.00	0.00	0.00
Gift Card Tend	0.00	0.00	0.00	0.00	0.00	0.00
Fandango O/A Tend						0.00
Over/Short	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**

	13	14	15	16	17	18
Total Sales	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**
Charged Tips	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**
Surcharges	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**
Penny Rounding +/-	**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 Card Tend	0.00	0.00	0.00	0.00	0.00	0.00
Gift Certificate Tend	0.00	0.00	0.00	0.00	0.00	0.00
Gift Card Tend	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

Internet sales and convenience fees are included in total sales.

Total Sales	**5730.50**
Charged Tips	**0.00**
Surcharges	**0.00**
Penny Rounding +/-	**0.00**
Grand Total	**5730.50**
Internet Sales	**1291.50**
Convenience Fees	**220.50**

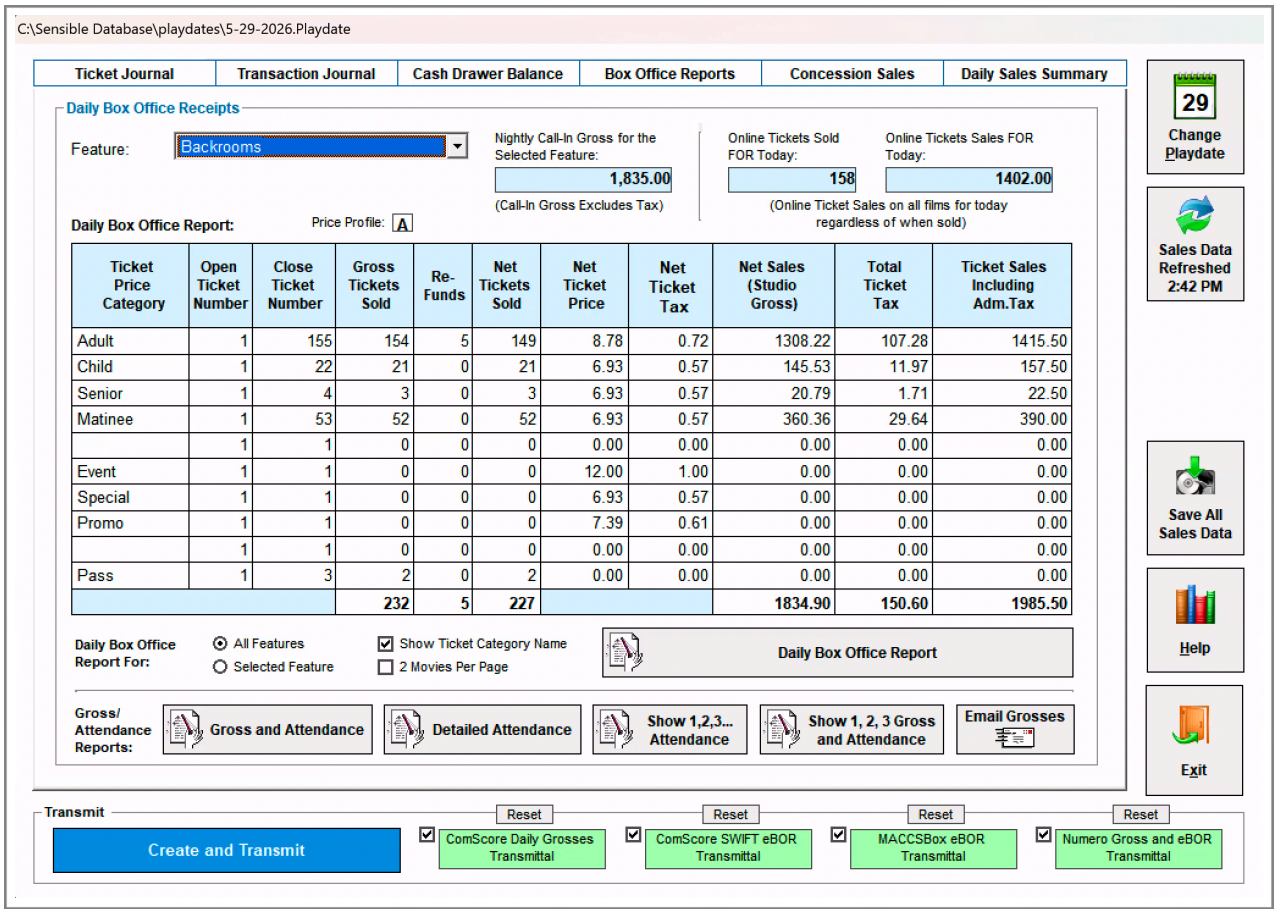
Friday, May 29, 2026

Deposit Details:

Total Cash Tendered	**1517.50**
Total Credit Card Tendered	**4212.25**
Fandango Tendered O/A	**0.00**
Gift Certificate Tendered	**0.00**
Gift Card Tendered	**0.00**
Over/Short	**-0.75**

2. Show 1,2,3 Gross and Attendance Report

The Show 1,2,3 Gross and Attendance Report summarizes the attendance per film at each show period. It totals these to give you a daily attendance and gross ticket revenue.



Sensible Cinema
Independent
123 Hollywood Dr
Fairview, TN 37062
Phone: (123) 456-7891

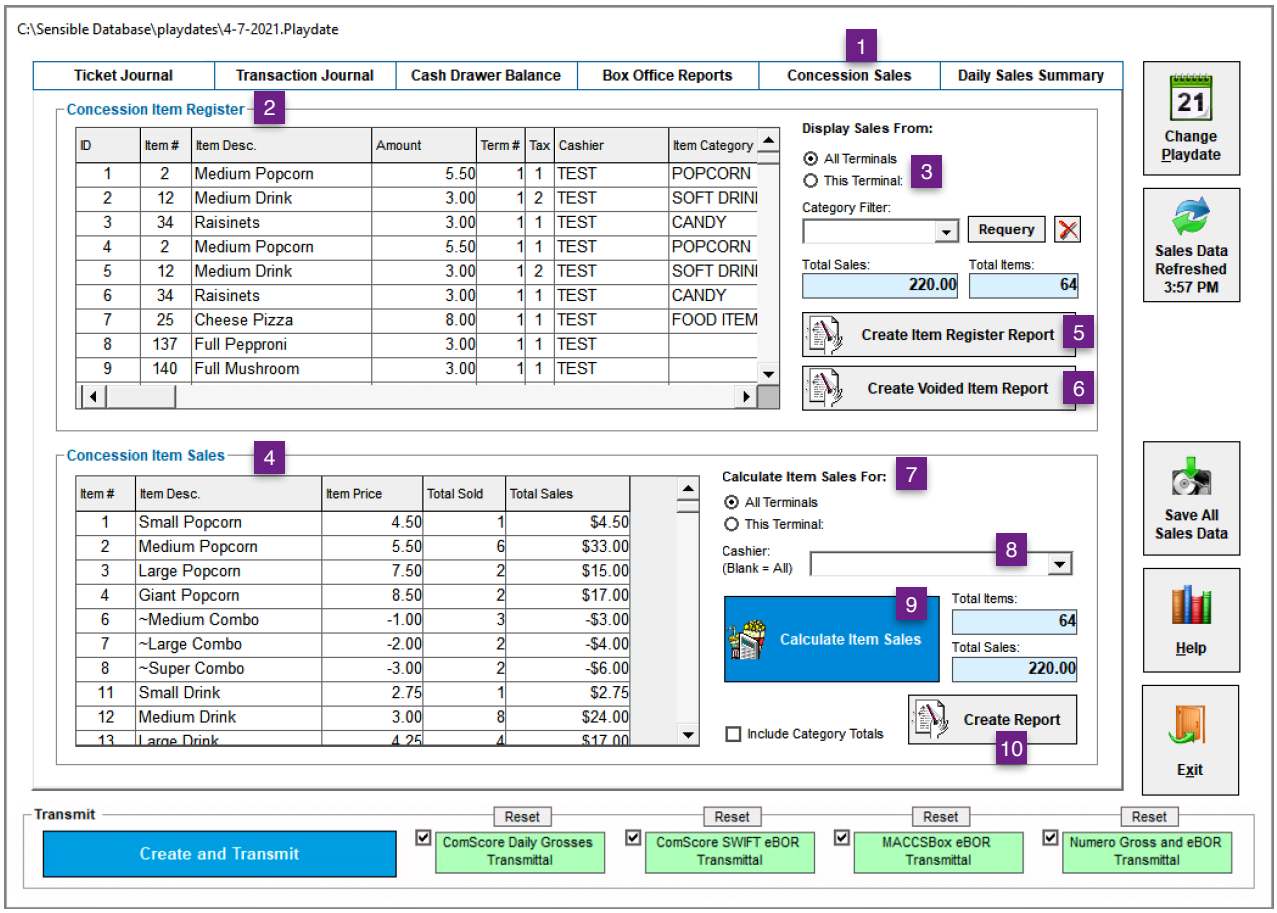
Attendance By Show
Friday, May 29, 2026
Generated: Thu, Jul 23, 2026, 2:45 PM

Feature:	Exchange:	Show1	Show2	Show3	Show4	Show5	Show6	Show7	Show8	Show9	Show10	Total	Ticket Sales Excluding Tax
3D Mandalorian	Lucasfilm Ltd.,	6	0	0	0	0	0	0	0	0	0	6	55.44
Backrooms	A24	14	40	56	117	0	0	0	0	0	0	227	1,834.90
Michael	Lion's Gate	6	11	15	31	0	0	0	0	0	0	63	501.34
Star Wars The	Disney	6	0	22	25	0	0	0	0	0	0	53	424.64
The Breadwinner	Sony Pictures	8	11	11	25	0	0	0	0	0	0	55	381.15
	Total Ticket Sales:	40	62	104	198	0	0	0	0	0	0	404	3,197.47

Essential Daily Reporting

3. Concession Item Sales Report

The Concession Item Sales Report details how many of each sales item we have sold for the day. It scans the sales table and compares it to the concession item configuration table then tells us how many instances of each item were sold.



1. Select ***Concession Sales Tab.***
2. **Concession Item Register** shows raw item sales throughout the day.
3. **Select All Terminals or a Particular Terminal** to show the raw concession item sales for that terminal or terminals.
4. **Concession Item Sales** takes the raw sales and the list of concession items in the database to see how many of each item was sold today.
5. The ***Concession Item Register Report*** prints a list of every item sold today in order.
6. The ***Create Voided Item Report*** prints a list of void entered today.
7. Filter a **Concession Item Report** to show sales at all terminals, a particular terminal or from a particular cashier. You can use a combination of these to create just the sales report you want.
8. **Choose Cashier** (option). This lets you filter by a particular cashier if you want to.
9. ***Calculate Item Sales*** Button begins the process of gathering sales data for each item you sell.
10. ***Create Report*** Button creates the report to the screen which you can print or save.

Demo Theatre
Evaluation Copy
123 Hollywood Dr
Fairview, TN 37062
Phone: (123) 456-7891

Concession Item Sales

SHOWING SALES FROM ALL TERMINALS, CASHIER = ALL

Wednesday, April 7, 2021

Item #	Item Name	Price	Sold	Total Sales			
1	Small Popcorn	4.50	3	13.50			
2	Medium Popcorn	5.50	15	82.50			
3	Large Popcorn	7.50	12	90.00			
4	Giant Popcorn	8.50	16	136.00			
6	~Medium Combo	-1.00	10	-10.00			
7	~Large Combo	-2.00	10	-20.00			
8	~Super Combo	-3.00	14	-42.00			
11	Small Drink	2.75	4	11.00			
12	Medium Drink	3.00	25	75.00			
13	Large Drink	4.25	23	97.75			
14	Super Drink	4.00	30	120.00			
15	Bottled Water	2.75	2	5.50			
16	Smoothie	3.00	3	9.00			
17	Coffee	1.75	2	3.50			
18	Refill	0.25	1	0.25			
19	Apple Cider	1.50	2	3.00			
21	Hotdog	2.75	1	2.75			
22	Nacho	3.00	1	3.00			
23	Pizza Slice	3.00	0	0.00			
24	Soft Pretzel	2.75	1	2.75			
25	Cheese Pizza	8.00	6	48.00			
27	Kid Tray	2.00	0	0.00			
28	Kid Tray Pop	2.75	0	0.00			
29	Fun Size Candy	1.00	0	0.00			
31	Milk Dud	2.75	2	5.50			
32	Skittles	2.75	2	5.50			
33	Jr. Mints	2.75	3	8.25			
34	Raisinets	3.00	5	15.00			
35	Goobers	3.00	1	3.00			
36	Skittles Orchrd	3.00	1	3.00			
37	Sour Patch Kids	3.00	1	3.00			
38	Nestle SnoCaps	3.00	3	9.00			
39	Choc Almonds	3.00	1	3.00			
40	Sweetarts	2.75	1	2.75			
41	Nestle Crunch	3.00	1	3.00			
42	Mike and Ike	3.00	1	3.00			
43	M&&M Plain	3.00	3	9.00			
44	Reese's Pieces	3.00	1	3.00			
45	M&&M Peanut	3.00	1	3.00			

121	Extra Butter	0.50	0	0.00			
122	Add Cheese	1.00	0	0.00			
126	Chicago Topping	1.25	0	0.00			
127	Add Ketchup	0.00	0	0.00			
128	Add Mustard	0.00	0	0.00			
129	Add Relish	0.00	0	0.00			
130	Add Onions	0.00	0	0.00			
131	Add Peppers	0.50	0	0.00			
132	Add Chili	1.00	0	0.00			
133	1/2 Pepproni	1.50	0	0.00			
134	1/2 Sausage	1.50	5	7.50			
135	1/2 Hamburger	1.50	0	0.00			
136	1/2 Mushroom	1.50	0	0.00			
137	Full Pepproni	3.00	5	15.00			
138	Full Sausage	3.00	0	0.00			
139	Full Hamburger	3.00	0	0.00			
140	Full Mushroom	3.00	5	15.00			
141	1/2 Green Pepp	1.00	0	0.00			
142	1/2 Anchovies	2.00	0	0.00			
143	1/2 Bacon	2.00	0	0.00			
144	Full Green Pepp	2.00	0	0.00			
145	Full Anchovies	4.00	0	0.00			
146	Full Bacon	0.00	0	0.00			

Report Totals

TOTAL CONCESSION SALES	**748.00**
TOTAL ITEMS SOLD	**223**

Category Totals

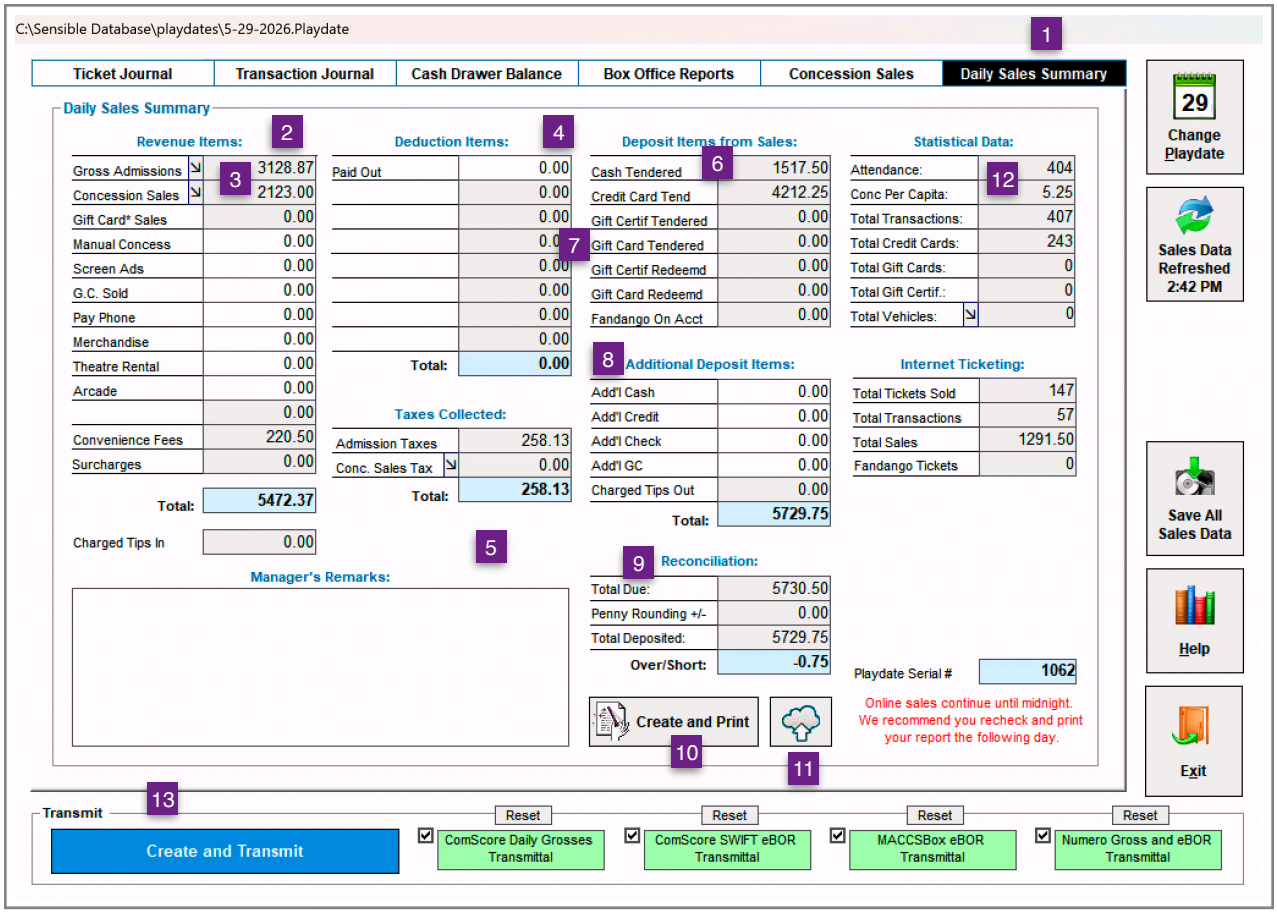
	QTY	SALES	%
POPCORN	**46**	**322.00**	**43.0**
SOFT DRINK	**83**	**304.00**	**40.6**
CANDY	**27**	**79.00**	**10.6**
ALCOHOLIC BEVERAGES	**0**	**0.00**	**0.0**
BAKED GOODS	**0**	**0.00**	**0.0**
BOTTLED DRINKS	**2**	**5.50**	**0.7**
GOURMET ITEMS	**0**	**0.00**	**0.0**
HOT BEVERAGES	**2**	**3.50**	**0.5**
DISCOUNT	**0**	**0.00**	**0.0**
FOOD ITEMS	**9**	**56.50**	**7.6**
ICE CREAM	**0**	**0.00**	**0.0**
NATURAL FOODS	**0**	**0.00**	**0.0**
NON-FOOD ITEMS	**0**	**0.00**	**0.0**
PACKAGED SNACKS	**0**	**0.00**	**0.0**
SPECIALTY DRINKS	**5**	**12.00**	**1.6**
LOGO MERCHANDISE	**0**	**0.00**	**0.0**
N$ BEER	**0**	**0.00**	**0.0**
N$ WINE	**0**	**0.00**	**0.0**
N$ LIQUOR	**0**	**0.00**	**0.0**
N$ MIXED DRINK	**0**	**0.00**	**0.0**
COMBO	**34**	**-72.00**	**0.0**
FROZEN DRINK	**0**	**0.00**	**0.0**

TOTAL CATEGORIZED ITEMS	**208**
CATEGORIZED ITEM SALES	**710.50**
TOTAL UNCATEGORIZED ITEMS	**15**
UNCATEGORIZED ITEM SALES	**37.50**

Essential Daily Reporting

4. Daily Sales Summary Report

The Daily Sales Summary Report should be your cover sheet for today's report, detailing the ticketing and concession revenue, miscellaneous revenue and deductions, a breakdown of admission and sales taxes and your deposit reconciliation.



1. Select ***Daily Sales Summary Tab.***
2. **Revenue Items** show monies coming in today for sales.
3. ***Arrow* Buttons** give you the ability to see components of this item broken down.
4. **Deduction Items** show monies going out.
5. **Manager's Remarks** provides room to explain the report or mention opposition activities.
6. **Cash Tendered** shows the total cash collected in pickups from the **Cash Balance Report**.
7. **Credit, Gift Card and Gift Certificate Tendered.** These are your deposit components.
8. **Additional Deposit Items** can be added to offset additional revenue.
9. **Reconciliation** compares your total due to your total receipts showing an over or short.
10. ***Create Report*** Button creates the report to the screen which you can print or save.
11. **Cloud Backup** lets you save this report to the theatre's Dropbox Folder.
12. **Statistics** show the attendance, concession sales per capita and payment types used.
13. **Create and Transmit** lets you submit box office figures electronically.

Essential Daily Reporting

Sensible Cinema
Independent
123 Hollywood Dr
Fairview, TN 37062

Daily Sales Summary

Friday, May 29, 2026

Revenue:	
Gross Admissions	3128.87
Concession Sales	2123.00
Gift Card On Account	0.00
Manual Concess	0.00
Screen Ads	0.00
G.C. Sold	0.00
Pay Phone	0.00
Merchandise	0.00
Theatre Rental	0.00
Arcade	0.00
	0.00
Convenience Fees	220.50
Surcharges	0.00
Total Revenue	**5472.37**

Gratuities:	
Charged Tips In	0.00

Tax Collected: (Sales x Rate)		
Admissions Taxes		258.13
Conc Tax1	(2123.00 x 5.000%)	0.00
Conc Tax2	(0.00 x 0.000%)	0.00
Conc Tax3	(0.00 x 0.000%)	0.00
Conc Tax4	(0.00 x 0.000%)	0.00
Total Tax		**258.13**

Deductions:	
Paid Out	0.00
	0.00
	0.00
	0.00
	0.00
	0.00
	0.00
	0.00
Total Deductions	**0.00**

Internet Ticketing: (Included in Gross Admissions)	
Tickets Sold ON Today	147
Transactions ON Today	57
Total Sales ON Today	1291.50
Tickets Sold FOR Today	158
Tickets Sales FOR Today	1402.00

Deposit:	(# of Items)	
Cash Tend		1517.50
Credit Cards	(243)	4212.25
Gift Certif Tend	(0)	0.00
Gift Card Tend	(0)	0.00
Fandango On/Acct	(0)	0.00
Gift Certif Redeemed		0.00
Gift Card Redeemed		0.00
Add'l Cash		0.00
Add'l Credit		0.00
Add'l Check		0.00
Add'l GC		0.00
Charged Tips Out		0.00
Total Deposits		**5729.75**

Reconciliation:	
Total Due	5730.50
Penny Rounding +/-	0.00
Total Deposited	5729.75
Over/Short	**-0.75**

Tickets Sold Today:		
Advance Tickets Sold	19	152.50
Advance Refunds	0	0.00
Advance Net Sold	19	152.50
Total Tickets Sold	409	3487.50
Total Refunds	11	-100.50
Total Net Sold	398	3387.00

Today's Statistics:	
Today's Attendance	404
Conc. Per Capita	5.25
Conc. Items Voided	0
Conc. Voids Total	0.00
Total Vehicles	0
Total Transactions	407
Playdate Serial #	1062

Manager's Remarks:

Online tickets continue selling and are included in today's admissions revenue and deposit until midnight local time. Please reprint this summary the following day for a final version of this report. This report was generated: Thu, Jul 23, 2026 - 2:49 PM

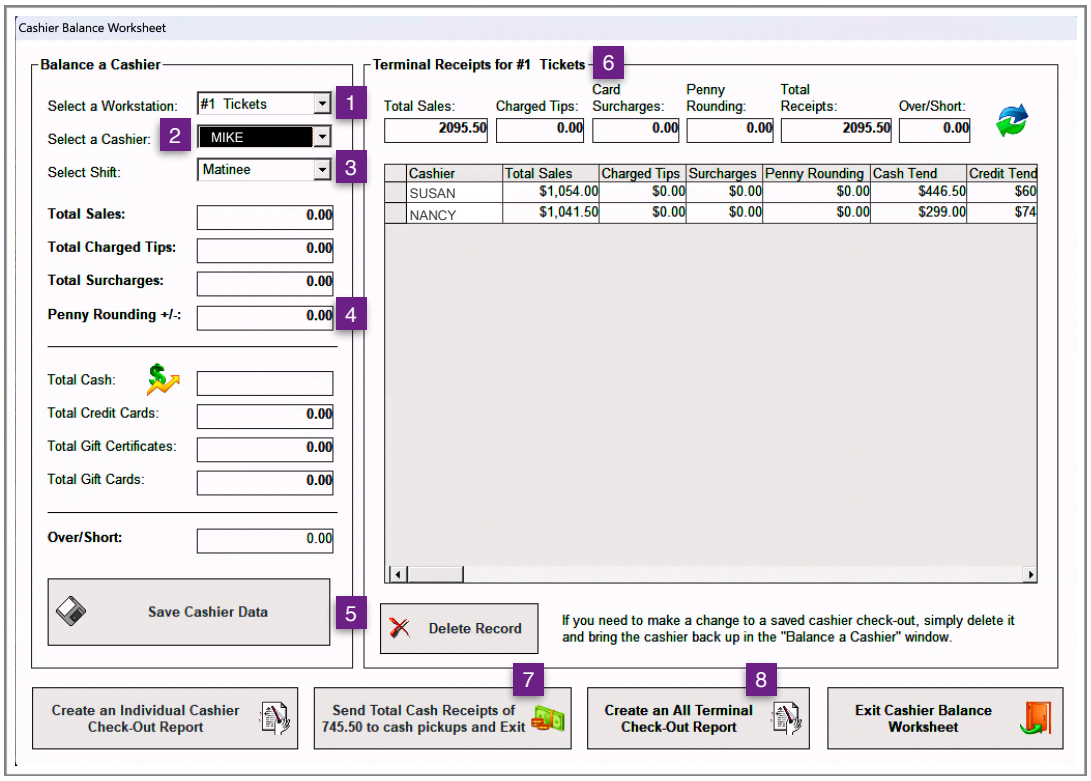
Chapter 12

Optional Daily Reports

Optional Daily Reports

Cashier Balance Report (Option)

The Cashier Balance Report is found on the ***Cash Drawer Balance*** Tab under Daily Reporting by pressing the ***Cashier Balance*** Button on the Cash Drawer Balance screen. The cashier balance screen is an extension of the cash drawer balance report for managers who want to drill down sales by cashier as well as till number. This is handy when more than one individual will use the drawer in different day parts. It enables you to filter sales by a particular login and record pickups individually by cashier to obtain an over/short for each employee handling cash.



1. **Select a Workstation** this cashier used and all of the transactions for the day made on that terminal will be totaled.

2. **Select a cashier** name and sales for that terminal are drilled down to just the ones made by this particular cashier.

3. **Select Shift** to show the day part this cashier worked on the cashier balance report.

4. **Total Cash** is entered here. Once other forms of payment are taken into account, the cashier's over/short is determined.

5. Press ***Save Cashier Data to Terminal Grid***. This puts the sales and deposit for this cashier towards the total sales for this terminal shown on #6.

6. **Terminal Receipts** shows the total sales for the selected terminal and all of the saved cashier checkouts towards that total sales amount.

7. Press ***Send Total Cash Receipts of_____ to Cash Pickups and Exit***. This adds this cashier's cash to the next available pickup slot for this terminal number on the **Cash Balance Report.**

Optional Daily Reports

8. ***Print Cashier Balance Report***

Demo Theatre
Evaluation Copy
123 Hollywood Blvd.
Beverly Hills, CA 90210

Phone (123) 456-7890. Fax: (123) 456-7891

Cashier Balance Report

Saturday, April 10, 2021

Cashier	Total Sales	Cash	Credit Cards	Gift Certif	Gift Cards	Over/Short	Terminal
Bobby	1786.25	783.00	929.00	60.75	13.50	0.00	#1 Box1
Larry	792.50	752.00	40.50	0.00	0.00	0.00	#1 Box1
Warren	1493.00	598.25	874.75	0.00	20.00	0.00	#1 Box1
John	6836.75	2912.75	3455.75	290.25	178.00	0.00	#2 Box2
Betty	356.00	60.75	288.50	0.00	6.75	0.00	#3 Conc1
TJ	1526.50	920.00	596.25	0.00	9.75	-0.50	#5 Conc3
Walter	766.00	460.50	305.50	0.00	0.00	0.00	#5 Conc3
Dylan	1607.00	848.50	753.20	0.00	5.75	0.45	#6 Conc4
Katy	839.25	462.50	376.75	0.00	0.00	0.00	#6 Conc4
Betty	631.00	308.50	322.50	0.00	0.00	0.00	#7 Conc5
Walter	4.00	4.00	0.00	0.00	0.00	0.00	#7 Conc5
June	153.25	99.00	54.25	0.00	0.00	0.00	#7 Conc5

Totals	16,791.50	8,209.75	7996.95	351.00	233.75	-0.05

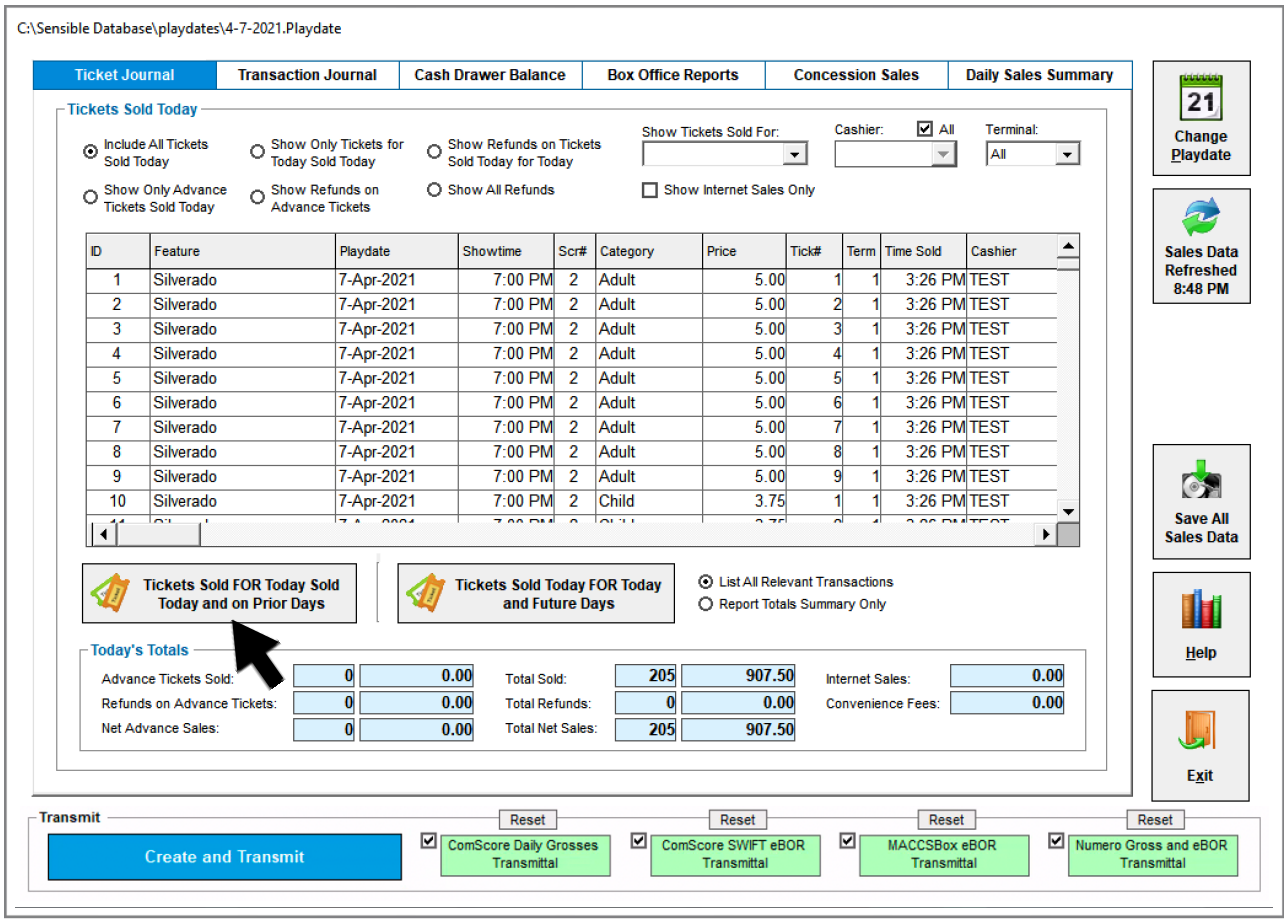
Warning:

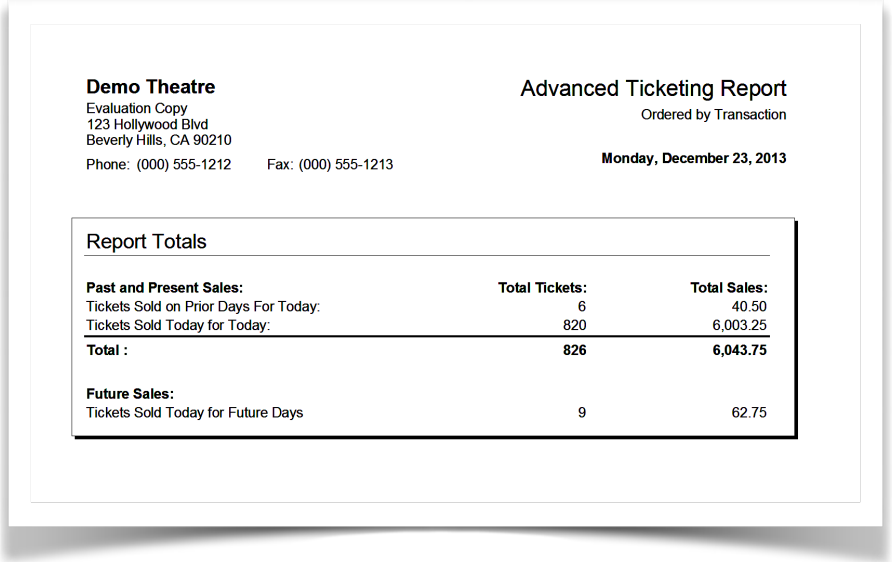
This report may not include all cashiers for the data specified and may not reflect all business done for the date if printed while some drawers remain open. This report simply combines each closed out cashier int a concise report showing sales, receipts and over or shortage at the time closed. Duplicates may occur if the manager fails to delete earlier work when doing the cash out over again. When all cashiers have been closed properly for the day, sales totals from this report should agree with those on the Cash Balance report.

Optional Daily Reports

Advance Tickets Sold Report (Option)

This report shows tickets sold today for today, tickets sold on previous days for today's shows and tickets sold today for shows on future days. The summary report is all most theatres will need to account for advance sales, however a complete ticket register is available.





Demo Theatre
Evaluation Copy
123 Hollywood Blvd
Beverly Hills, CA 90210
Phone: (000) 555-1212 Fax: (000) 555-1213

Advanced Ticketing Report
Ordered by Transaction

Monday, December 23, 2013

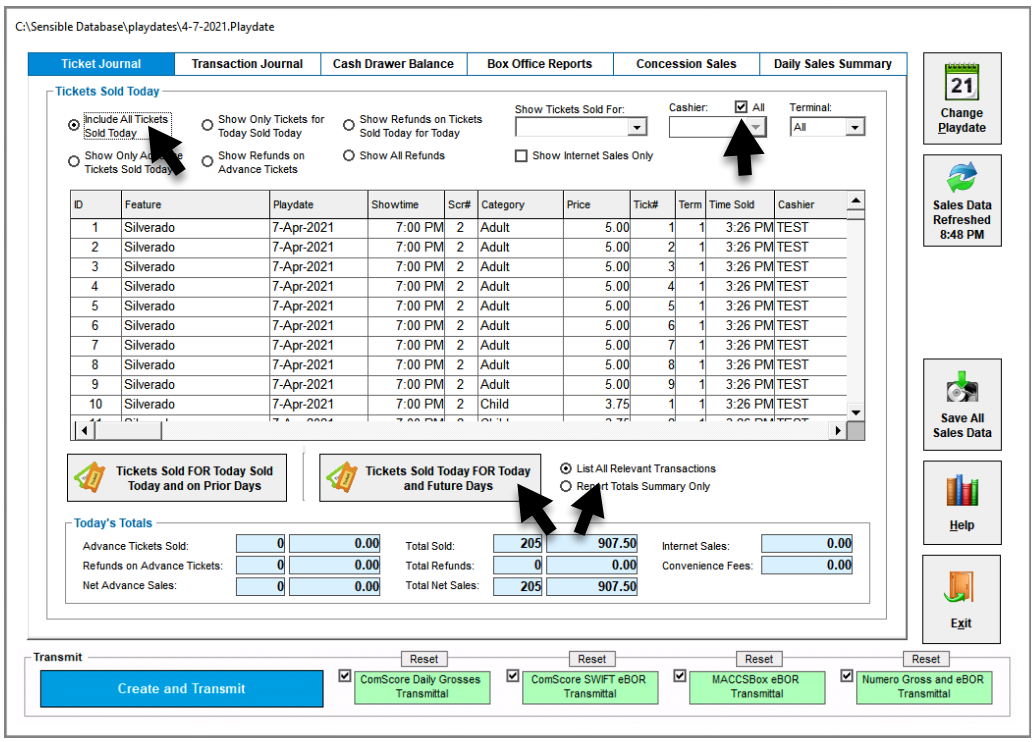
Report Totals

Past and Present Sales:	**Total Tickets:**	**Total Sales:**
Tickets Sold on Prior Days For Today:	6	40.50
Tickets Sold Today for Today:	820	6,003.25
Total :	**826**	**6,043.75**
Future Sales:		
Tickets Sold Today for Future Days	9	62.75

Optional Daily Reports

Today's Tickets Sold Report (Option)

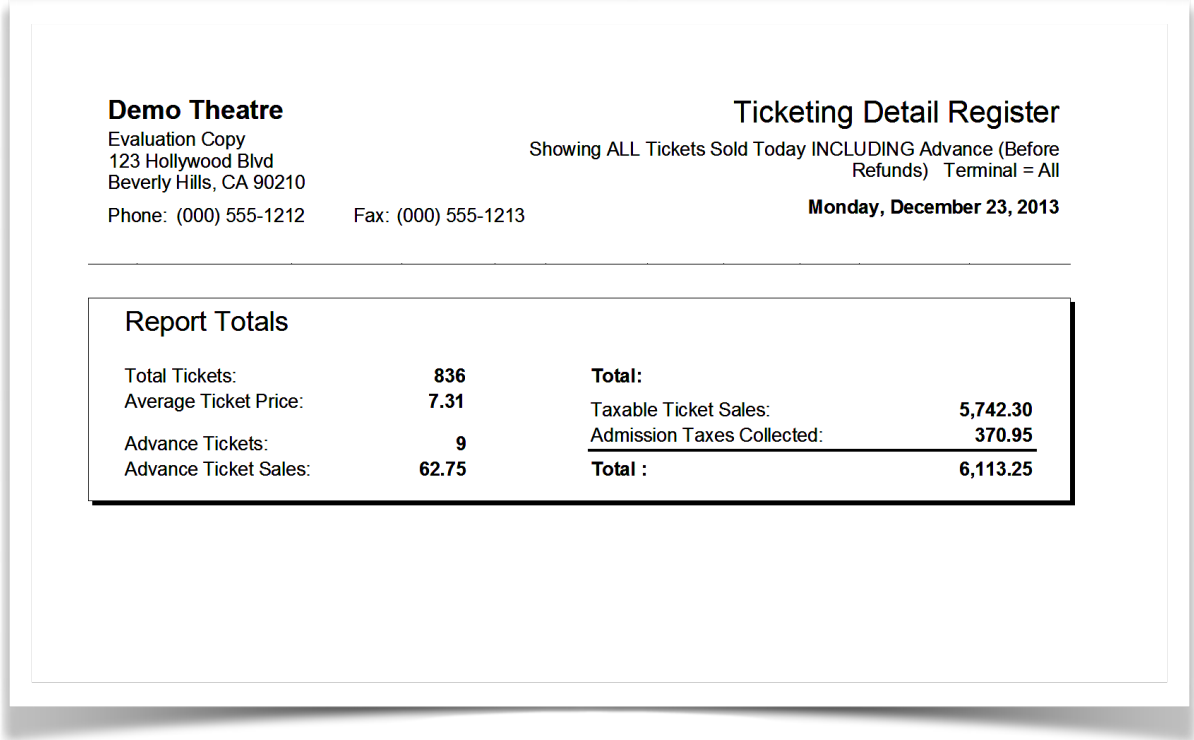
This report shows tickets sold today for today and tickets sold today for shows on future days. The summary report is all most theatres will need to account for advance sales, however a complete ticket register is available.



Choose the tickets to be included. You can filter by cashier, terminal, feature title, show only advance sales, only refunds, Internet Sales or a combination of some of these.

The Today's Tickets Sold Report will note how you have filtered the sales report right under the **Ticketing Detail Register** Report header.

You can print the summary only or choose to print all of the tickets sold as well.



Demo Theatre
Evaluation Copy
123 Hollywood Blvd
Beverly Hills, CA 90210
Phone: (000) 555-1212 Fax: (000) 555-1213

Ticketing Detail Register

Showing ALL Tickets Sold Today INCLUDING Advance (Before Refunds) Terminal = All

Monday, December 23, 2013

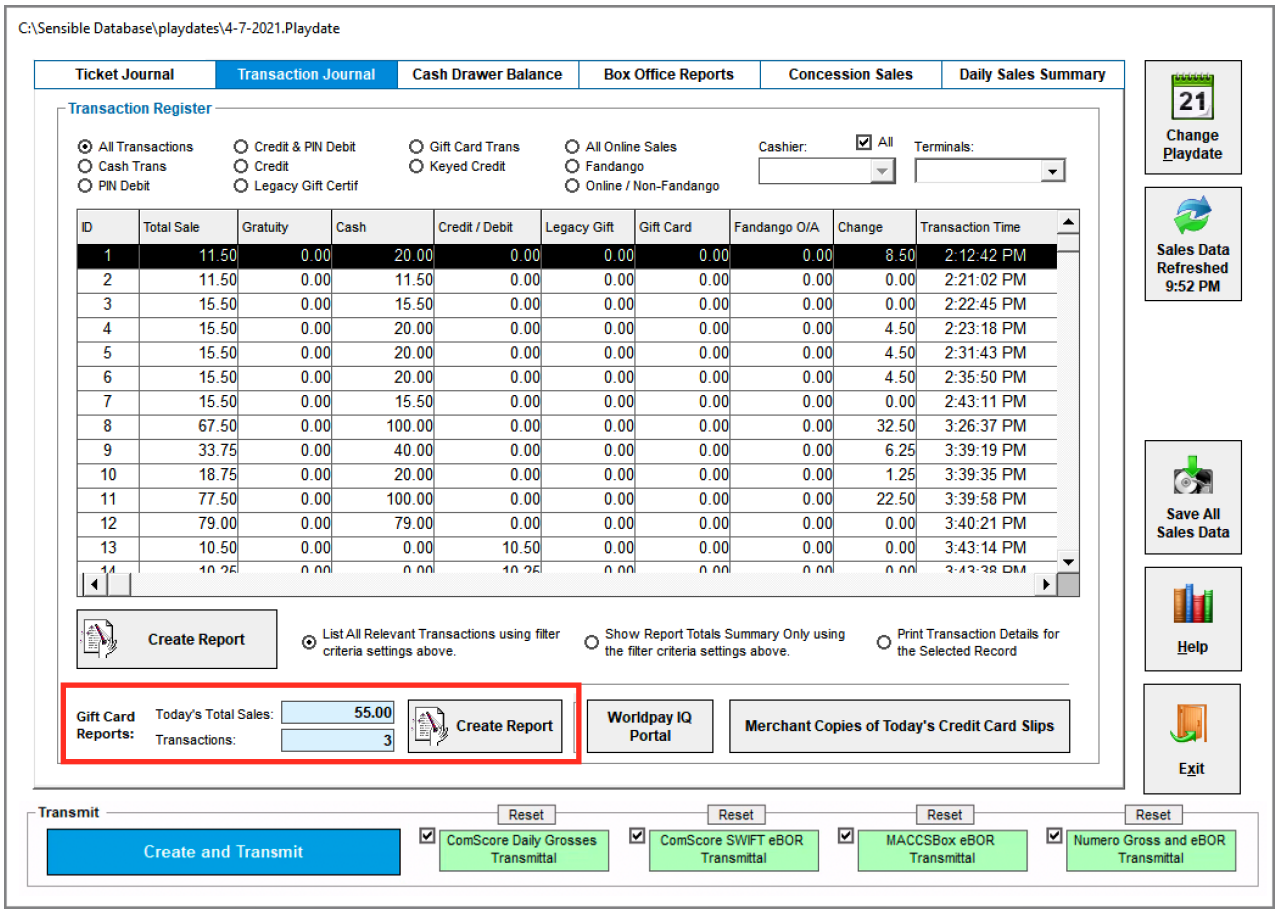
Report Totals

Total Tickets:	**836**	**Total:**	
Average Ticket Price:	**7.31**	Taxable Ticket Sales:	**5,742.30**
Advance Tickets:	**9**	Admission Taxes Collected:	**370.95**
Advance Ticket Sales:	**62.75**	**Total :**	**6,113.25**

Optional Daily Reports

Gift Cards Sold Report (Option)

This report shows gift cards issued and reloaded for the day. The report can be printed with all of the individual sales detail or as a summary. This applies only to gift cards sold through Sensible Cinema. Legacy paper gift certificates are not shown here. Links to the web portals for Mercury and Sterling Payment Systems are here if you prefer downloading a report from



67	70280000	0.00	25.00	25.00	1	Gift Issue	1	Anthony	6:50 PM
68	70280000	0.00	10.00	10.00	1	Gift Reload	2	Matthew	8:07 PM
69	70280000	0.00	30.00	30.00	1	Gift Reload	2	Matthew	8:19 PM
70	70280000	0.00	50.00	50.00	1	Gift Reload	2	Matthew	8:19 PM

Report Totals

Total Gift Transactions:	**70**
Average Gift Transaction:	**$28.04**

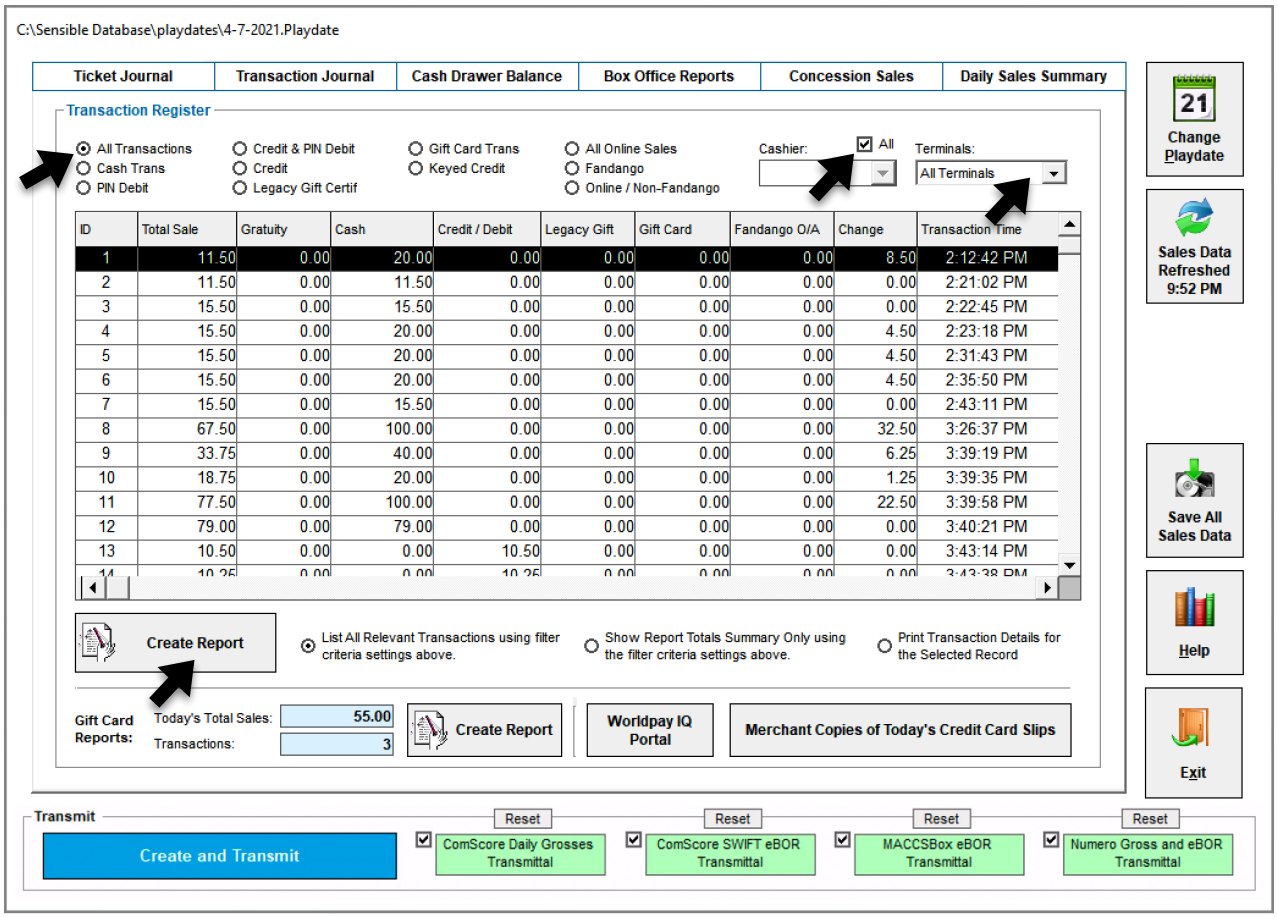
Total:

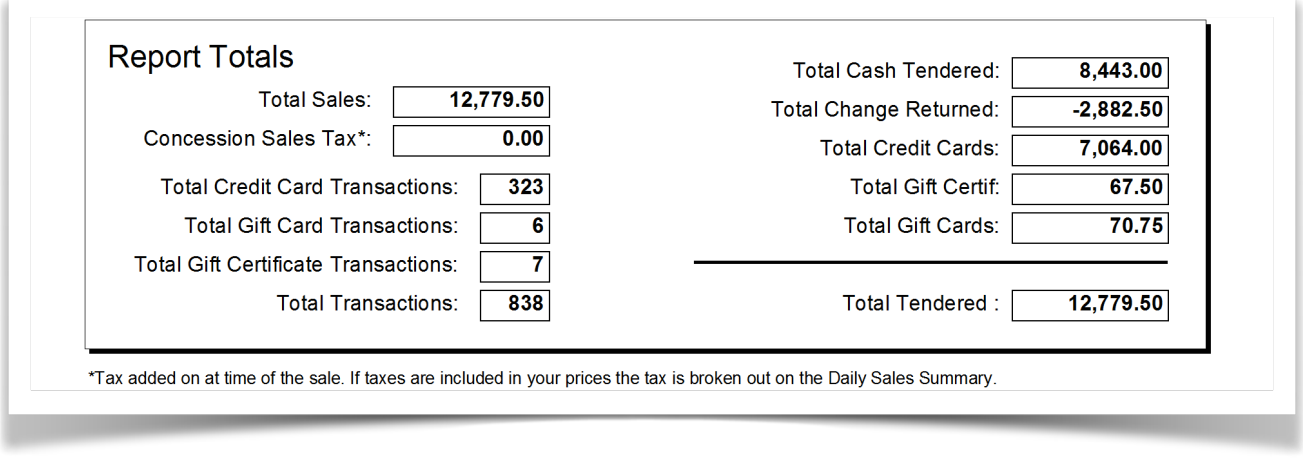
Transcode 1 - Total Gift Issue	**1,868.00**
Transcode 2 - Total Gift Reload	**95.00**
Transcode 8 - Total Gift Void Issue	**0.00**
Transcode 7 - Total Gift Void Return	**0.00**
Total :	**$1,963.00**

Optional Daily Reports

Transaction Report (Option)

This report shows shows transactions (sales for tickets, concessions or both completed with a payment). Transactions can be filtered by payment type, cashier, terminal or a combination of these. For example, a report showing all of the credit card sales is useful for reconciliation of a statement from your credit card processor or a list of online sales can help match payments from your internet sales agent as you are reimbursed for internet ticket sales. Filters for cashier and terminal can help you drill down sales as needed for suit purposes.

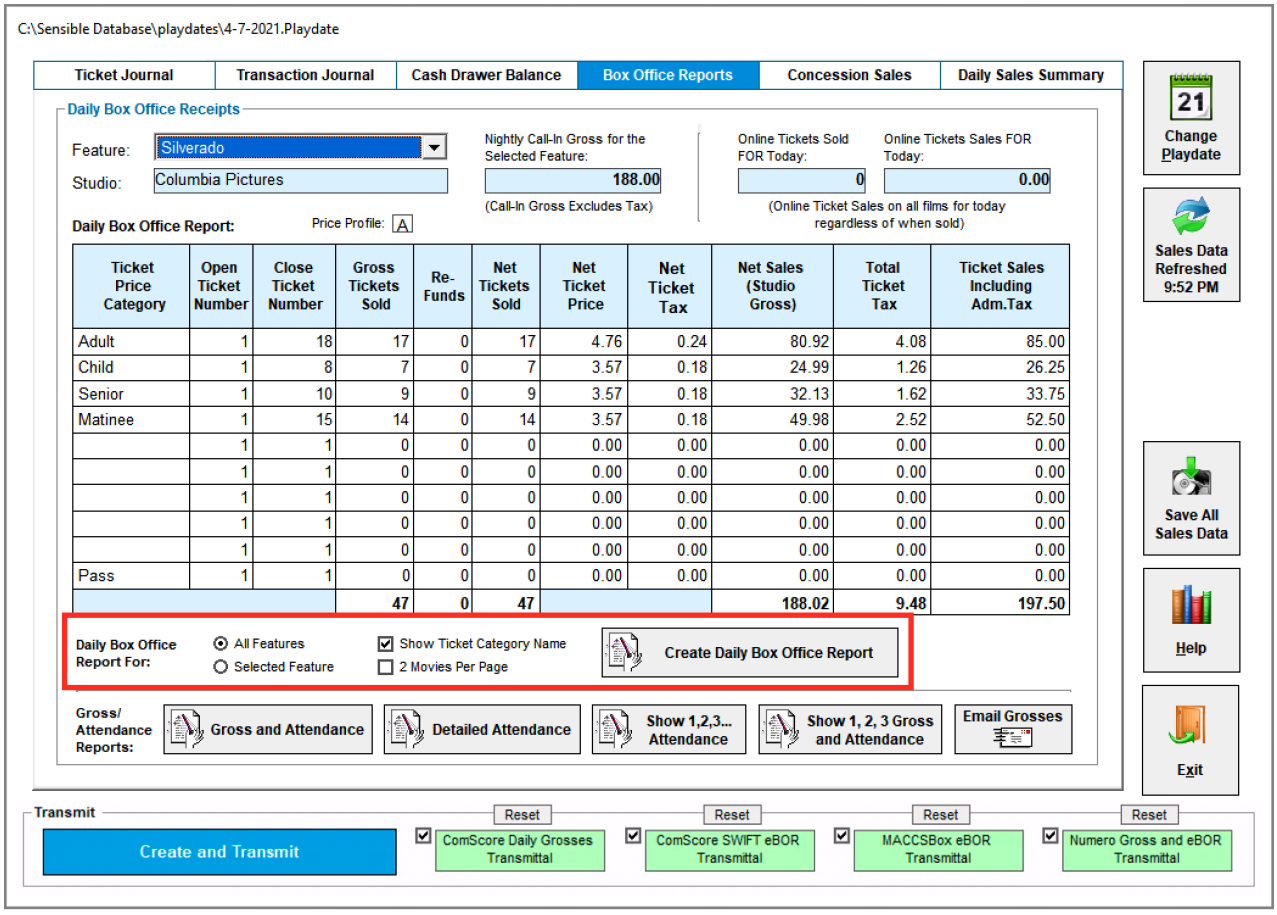


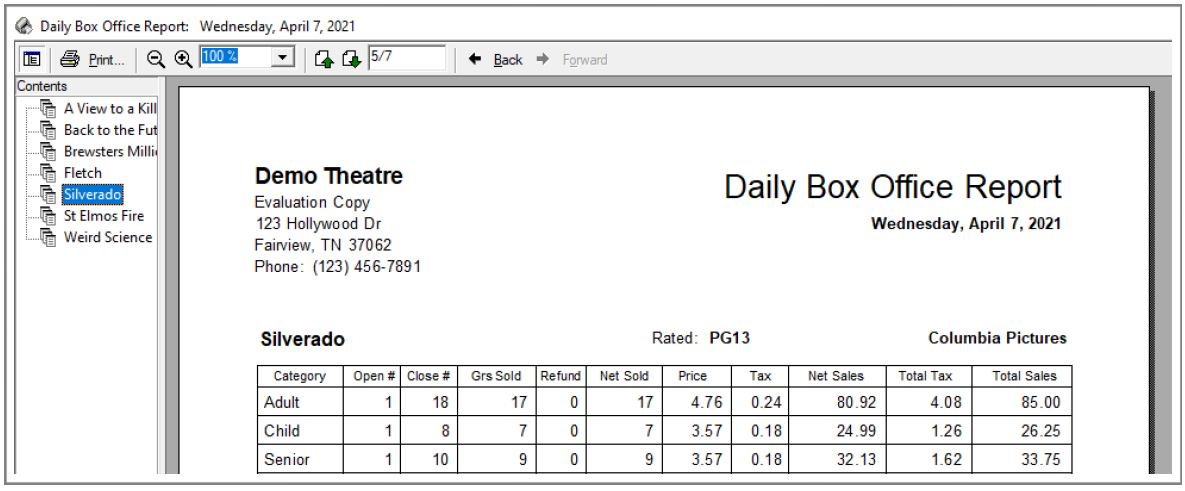


Optional Daily Reports

Daily Box Office Report (Option)

Daily Box Office Reports break down ticket sales for a film by the ticket category of each ticket, breaking out any taxes from the ticket price. This is the information which would be used later in the week on the Weekly Box Office Statement. Box Office Reports are the definitive source for the most accurate sales numbers since they are created using the actual ticket numbers to determine sales.

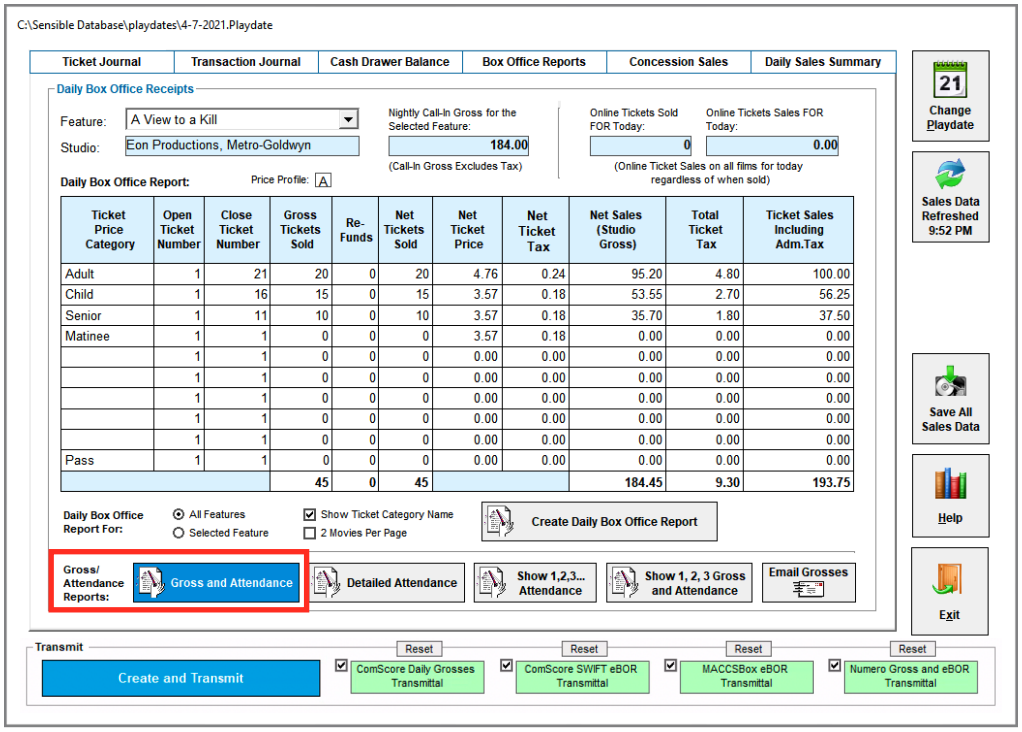




Optional Daily Reports

Gross And Attendance Report (Option)

The **Gross and Attendance Report** summarizes grosses and attendance for each film as a total. This is great for faxing or emailing to a film booker or Rentrak. For a show by show account of attendance, try the **Show 1,2,3 Gross and Attendance Report**.



Demo Theatre
Evaluation Copy
123 Hollywood Dr
Fairview, TN 37062
Phone: (123) 456-7891

Daily Attendance & Gross Report
Wednesday, April 7, 2021

ComScore Theatre ID: **TEST-ONLY**

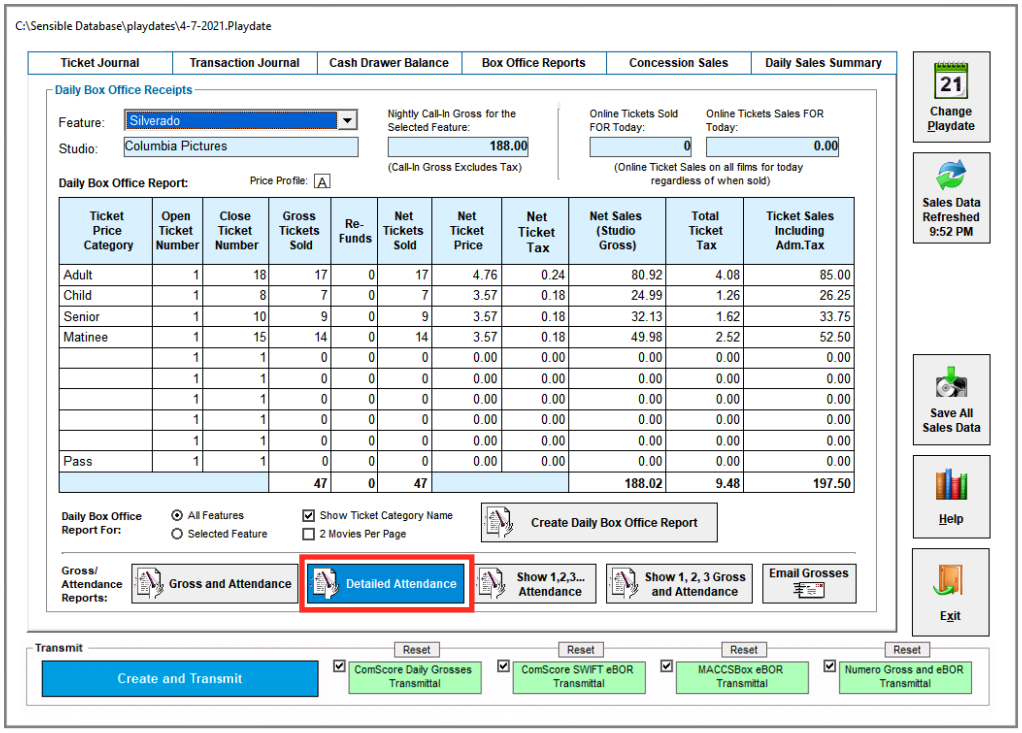
Picture	Studio	Attn	Unrounded Pre-Tax	Call-In Gross*
A View to a Kill	Eon	45	184.45	184
Back to the Future	Universal	17	72.59	73
Brewsters Millions	Silver Pictures,	28	120.19	120
Fletch	Universal	25	110.67	111
Silverado	Columbia	47	188.02	188
St Elmos Fire	Columbia	26	110.67	111
Weird Science	Universal	17	77.35	77
Totals		**205**	**863.94**	**864**

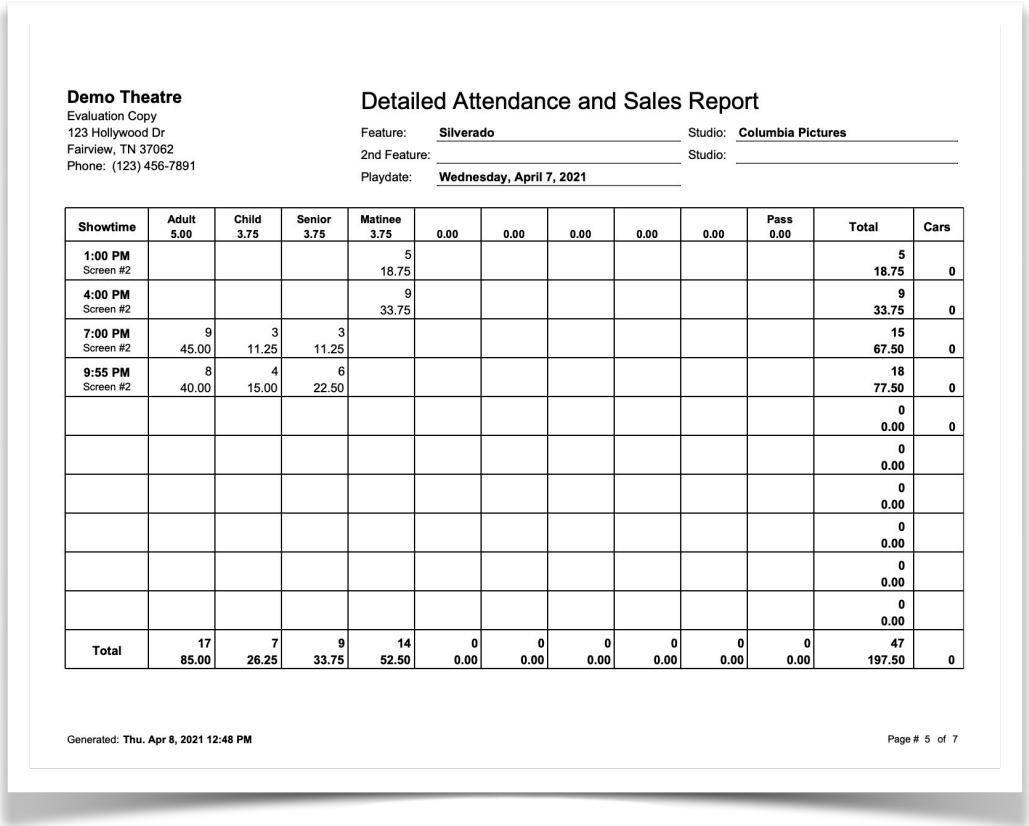
*Individual grosses have been rounded as the studios expect to receive them. The total shown as 'Total Gross' is the total of all rounded grosses, therefore it may differ from the sum of each individual unrounded gross as cents not displayed are being used in the calculation of the total.

Optional Daily Reports

Detailed Attendance Report (Option)

The **Detailed Attendance Report** shows a show-by-show breakdown of ticket sales for each ticket category. It can be shown with taxes or without. A Select Feature drop-down lets you select the feature. You can also choose to print a report showing detailed attendance for all.





Demo Theatre
Evaluation Copy
123 Hollywood Dr
Fairview, TN 37062
Phone: (123) 456-7891

Detailed Attendance and Sales Report

Feature: **Silverado** Studio: **Columbia Pictures**
2nd Feature: Studio:
Playdate: **Wednesday, April 7, 2021**

Showtime	Adult 5.00	Child 3.75	Senior 3.75	Matinee 3.75	0.00	0.00	0.00	0.00	0.00	Pass 0.00	Total	Cars
1:00 PM Screen #2				5 18.75							5 18.75	0
4:00 PM Screen #2				9 33.75							9 33.75	0
7:00 PM Screen #2	9 45.00	3 11.25	3 11.25								15 67.50	0
9:55 PM Screen #2	8 40.00	4 15.00	6 22.50								18 77.50	0
											0 0.00	0
											0 0.00	
											0 0.00	
											0 0.00	
											0 0.00	
											0 0.00	
Total	17 85.00	7 26.25	9 33.75	14 52.50	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	47 197.50	0

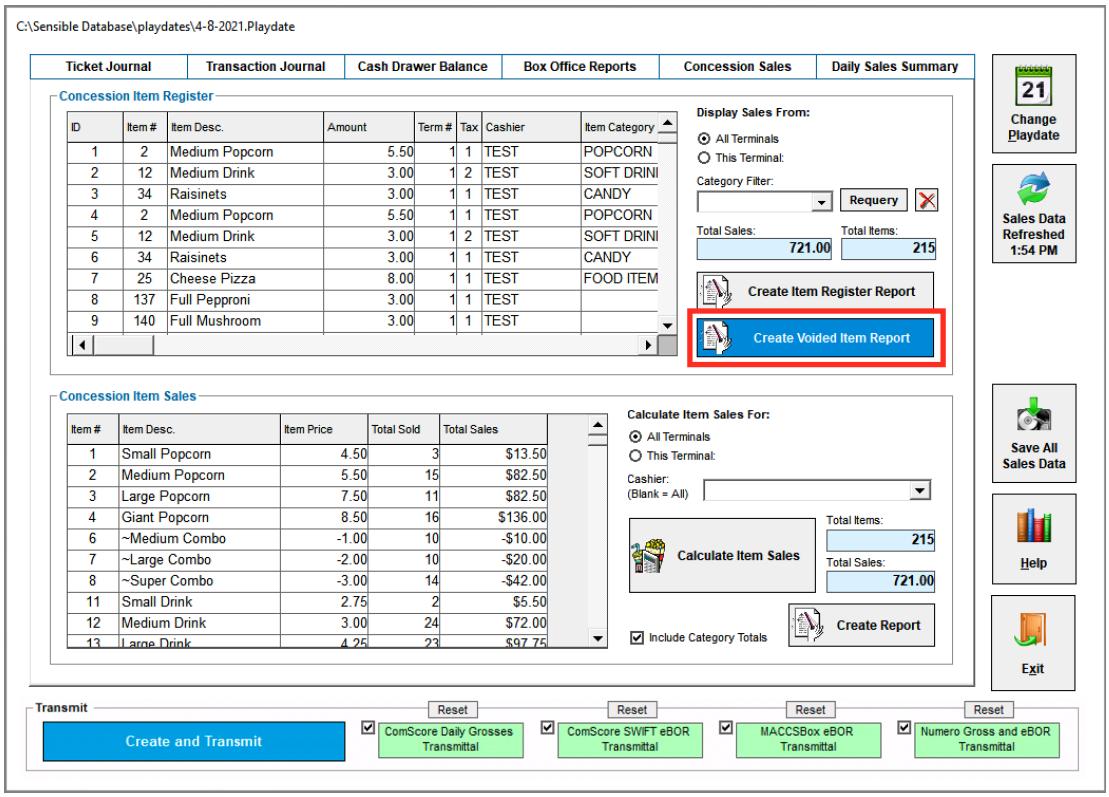
Generated: **Thu. Apr 8, 2021 12:48 PM**

Page # 5 of 7

Optional Daily Reports

Concession Voids Report (Option)

The **Concession Voids Report** shows which concession items were voided throughout the day and by whom. This report can bring to light patterns of abuse or theft which need to be corrected.



Demo Theatre
Evaluation Copy
123 Hollywood Dr
Fairview, TN 37062
Phone: (123) 456-7891

Concession Voids Register

Showing Voids From Terminal #1

Thursday, April 8, 2021

Trans.#	Item #	Item Name	Tax Rate	Price	Term #	Date/Time Sold	Cashier Name
224	3	Large Popcorn	1	-7.50	1	4/8/21 1:52 PM	TEST
225	12	Medium Drink	2	-3.00	1	4/8/21 1:52 PM	TEST
226	45	M&M Peanut	1	-3.00	1	4/8/21 1:52 PM	TEST
227	36	Skittles Orchrd	1	-3.00	1	4/8/21 1:52 PM	TEST
228	27	Kid Tray	1	-2.00	1	4/8/21 1:52 PM	TEST
229	16	Smoothie	1	-3.00	1	4/8/21 1:52 PM	TEST
230	11	Small Drink	2	-2.75	1	4/8/21 1:52 PM	TEST
231	11	Small Drink	2	-2.75	1	4/8/21 1:52 PM	TEST

Report Totals

Total:

Total Amount Voided: **-27.00**
Total Items Voided: **8**

Optional Daily Reports

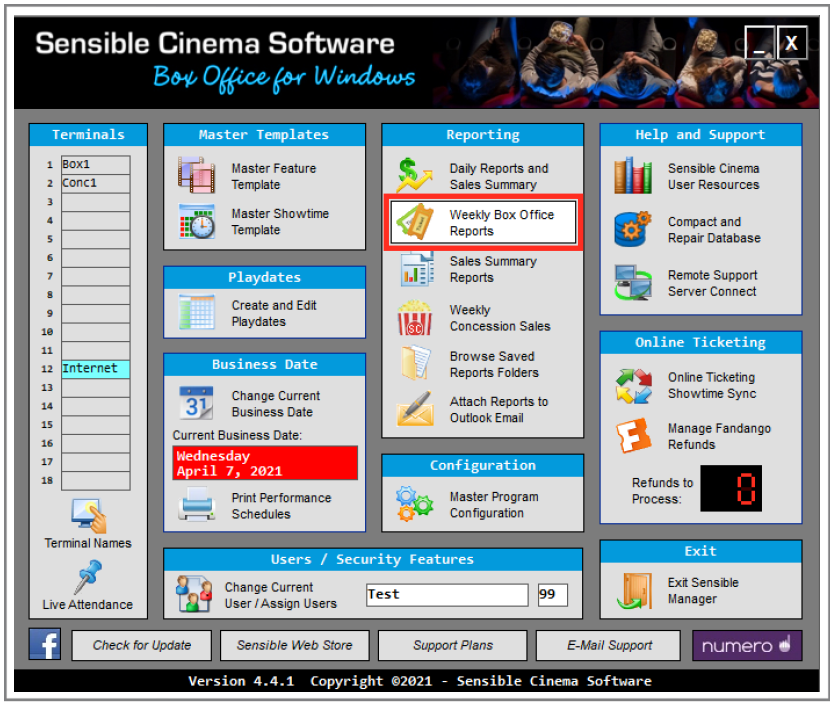
Chapter 13

Weekly Box Office Reports

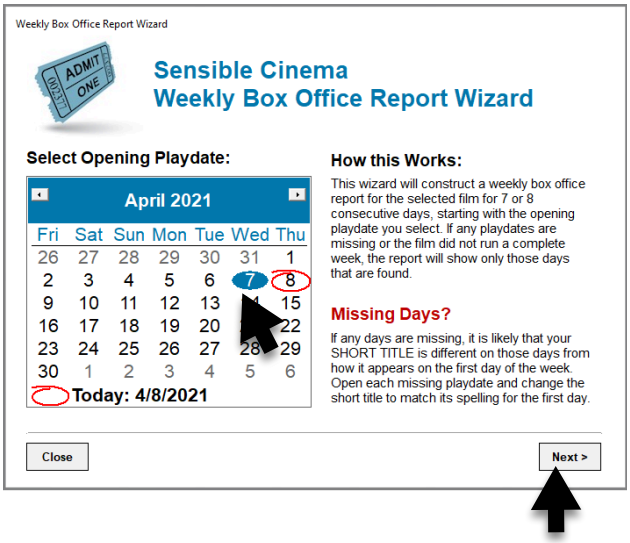
Weekly Box Office Report

The Paper Weekly Box Office Statement is formatted to meet the requirements of every major film studio, showing your ticket categories and prices, ticket serial number, price with and without tax and total admissions. Sensible Cinema supports other formats we will discuss in the next few pages, but here we will demonstrate how to create a standard paper box office report including entering film rental terms in a variety of ways.

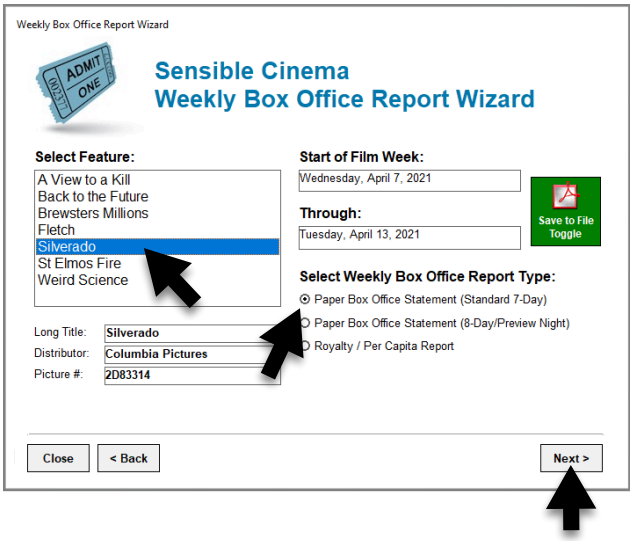
To begin, click ***Weekly Box Office Reports***:



Select the opening playdate from the calendar. This will look up all of the features that played on that day. Press ***Next***.

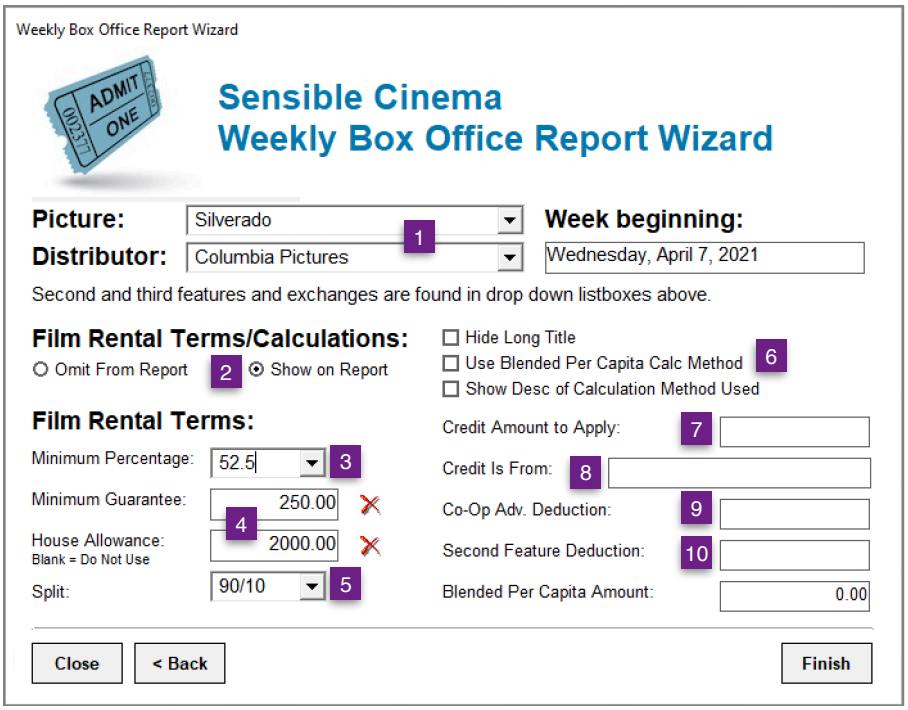


Click on a **[*Feature Title*]** shown in the list. We will choose the Standard Paper 7-Day Box Office Report. Press ***Next***.



Weekly Box Office Reports

Set film rental terms and enter additional credits and deductions.



1. **Select Feature**. In cases where there is a Second Feature or Third Feature associated with this film's run, select the drop-down list to reveal those movie titles. This enables the printing of the same box office statement for the second feature(s). The distributor drop-down list works the same way.

2. **Show Film Rental** on the Box Office Report. Choose a radio button setting.

3. Set the **Minimum Film Rental Percentage**. Select a rounded amount or enter another amount.

4. Enter a **Minimum Guarantee** and **House Allowance**. Leave these fields blank unless your booker states otherwise.

5. The **Split** comes into play only if you are entering a **House Allowance**.

6. Use a blended per-capita method and enter that minimum amount on the **Blended Per-capita Amount** line.

7. Enter a **Credit Amount** from another engagement to deduct from film rental owed.

8. Enter the **Previous Film's Name** from which the credit being applied comes.

9. Enter the deduction allowed for sharing **Co-Op Advertising Expenses**.

10. Enter the **Second Feature Deduction** for cases where a double-bill is shown, usually at drive-in theatres.

Weekly Box Office Reports

Demo Theatre
Evaluation Copy
123 Hollywood Dr
Your City, ST 00000
(123) 456-7890 Fax: (123) 456-7892

WEEKLY BOX OFFICE STATEMENT

FEATURE **Gone Girl**
EXCHANGE **20th Century Fox**
WEEK OF: **Friday, October 3, 2014**

Day/Date Played	Ticket Category	Ticket Open	Numbers Close	Gross Sold	Ref-unds	Net Sold	Net Price	Net Tax	Gross Price	Net Admissions	Net Taxes	Gross Admissions	Daily Totals	
Friday Oct 3	Adult	1	388	387	8	379	9.52	0.48	10.00	3608.08	181.92	3790.00		
	Child	1	9	8	2	6	7.62	0.38	8.00	45.72	2.28	48.00	Attn:	**709**
	Senior	1	103	102	0	102	7.62	0.38	8.00	777.24	38.76	816.00	Net:	**6122.68**
	Military	1	6	5	0	5	7.62	0.38	8.00	38.10	1.90	40.00		
	Student	1	2	1	0	1	7.62	0.38	8.00	7.62	0.38	8.00	Taxes:	**307.32**
	Matinee	1	227	226	10	216	7.62	0.38	8.00	1645.92	82.08	1728.00	Gross:	**6430.00**
	Extra1	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00		
	Extra2	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00	ATP:	**9.07**
	Extra3	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00		
	Pass	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00		
Saturday Oct 4	Adult	1	440	439	2	437	9.52	0.48	10.00	4160.24	209.76	4370.00		
	Child	1	33	32	0	32	7.62	0.38	8.00	243.84	12.16	256.00	Attn:	**1464**
	Senior	1	288	287	0	287	7.62	0.38	8.00	2186.94	109.06	2296.00	Net:	**11985.98**
	Military	1	30	29	0	29	7.62	0.38	8.00	220.98	11.02	232.00		
	Student	1	27	26	0	26	7.62	0.38	8.00	198.12	9.88	208.00	Taxes:	**600.02**
	Matinee	1	660	659	6	653	7.62	0.38	8.00	4975.86	248.14	5224.00	Gross:	**12586.00**
	Extra1	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00		
	Extra2	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00	ATP:	**8.60**
	Extra3	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00		
	Pass	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00		
Sunday Oct 5	Adult	1	217	216	2	214	9.52	0.48	10.00	2037.28	102.72	2140.00		
	Child	1	10	9	0	9	7.62	0.38	8.00	68.58	3.42	72.00	Attn:	**801**
	Senior	1	80	79	0	79	7.62	0.38	8.00	601.98	30.02	632.00	Net:	**6487.36**
	Military	1	19	18	0	18	7.62	0.38	8.00	137.16	6.84	144.00		
	Student	1	8	7	0	7	7.62	0.38	8.00	53.34	2.66	56.00	Taxes:	**324.64**
	Matinee	1	476	475	4	471	7.62	0.38	8.00	3589.02	178.98	3768.00	Gross:	**6812.00**
	Extra1	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00		
	Extra2	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00	ATP:	**8.50**
	Extra3	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00		
	Pass	1	4	3	0	3	0.00	0.00	0.00	0.00	0.00	0.00		
Monday Oct 6	Adult	1	102	101	4	97	9.52	0.48	10.00	923.44	46.56	970.00		
	Child	1	3	2	0	2	7.62	0.38	8.00	15.24	0.76	16.00	Attn:	**179**
	Senior	1	9	8	0	8	7.62	0.38	8.00	60.96	3.04	64.00	Net:	**1548.28**
	Military	1	1	0	0	0	7.62	0.38	8.00	0.00	0.00	0.00		
	Student	1	3	2	0	2	7.62	0.38	8.00	15.24	0.76	16.00	Taxes:	**77.72**
	Matinee	1	77	76	6	70	7.62	0.38	8.00	533.40	26.60	560.00	Gross:	**1626.00**
	Extra1	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00		
	Extra2	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00	ATP:	**9.08**
	Extra3	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00		
	Pass	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00		
Tuesday Oct 7	Adult	1	89	88	0	88	9.52	0.48	10.00	837.76	42.24	880.00		
	Child	1	4	3	0	3	7.62	0.38	8.00	22.86	1.14	24.00	Attn:	**155**
	Senior	1	9	8	0	8	7.62	0.38	8.00	60.96	3.04	64.00	Net:	**1348.30**
	Military	1	3	2	0	2	7.62	0.38	8.00	15.24	0.76	16.00		
	Student	1	1	0	0	0	7.62	0.38	8.00	0.00	0.00	0.00	Taxes:	**67.70**
	Matinee	1	55	54	0	54	7.62	0.38	8.00	411.48	20.52	432.00	Gross:	**1416.00**
	Extra1	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00		
	Extra2	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00	ATP:	**9.14**
	Extra3	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00		
	Pass	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00		
Wednesday Oct 8	Adult	1	117	116	0	116	9.52	0.48	10.00	1104.32	55.68	1160.00		
	Child	1	3	2	0	2	7.62	0.38	8.00	15.24	0.76	16.00	Attn:	**241**
	Senior	1	21	20	0	20	7.62	0.38	8.00	152.40	7.60	160.00	Net:	**2056.82**
	Military	1	8	7	0	7	7.62	0.38	8.00	53.34	2.66	56.00		
	Student	1	8	7	0	7	7.62	0.38	8.00	53.34	2.66	56.00	Taxes:	**103.18**
	Matinee	1	90	89	0	89	7.62	0.38	8.00	678.18	33.82	712.00	Gross:	**2160.00**
	Extra1	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00		
	Extra2	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00	ATP:	**8.96**
	Extra3	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00		
	Pass	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00		
Thursday Oct 9	Adult	1	121	120	0	120	9.52	0.48	10.00	1142.40	57.60	1200.00		
	Child	1	11	10	0	10	7.62	0.38	8.00	76.20	3.80	80.00	Attn:	**240**
	Senior	1	28	27	0	27	7.62	0.38	8.00	205.74	10.26	216.00	Net:	**2041.56**
	Military	1	10	9	0	9	7.62	0.38	8.00	68.58	3.42	72.00		
	Student	1	21	20	0	20	7.62	0.38	8.00	152.40	7.60	160.00	Taxes:	**102.44**
	Matinee	1	53	52	0	52	7.62	0.38	8.00	396.24	19.76	416.00	Gross:	**2144.00**
	Extra1	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00		
	Extra2	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00	ATP:	**8.93**
	Extra3	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00		
	Pass	1	3	2	0	2	0.00	0.00	0.00	0.00	0.00	0.00		

Theatre Manager: _____	Net Sold:	Net Admissions:	Taxes:	Gross Admissions:	Ave. Ticket:
	3789	**31590.98**	**1583.02**	**33174.00**	**8.76**

Weekly Box Office Reports

Weekly Box Office Report
FILM RENTAL CALCULATION METHOD - "PERCENTAGE RENTAL"

The following example shows film rental computed by using a minimum percentage of **58.5%** versus a **$350 Minimum Guarantee**. Since the percentage rental exceeds the $350 minimum, that is the film rental calculation method used to determine the **Gross Film Rental Due**.

Demo Theatre
Evaluation Copy
123 Hollywood Dr
Your City, ST 00000
(123) 456-7890 Fax: (123) 456-7892

WEEKLY BOX OFFICE STATEMENT

FEATURE **Gone Girl**
EXCHANGE **20th Century Fox**
WEEK OF: **Friday, October 3, 2014**

Film Rental Calculation

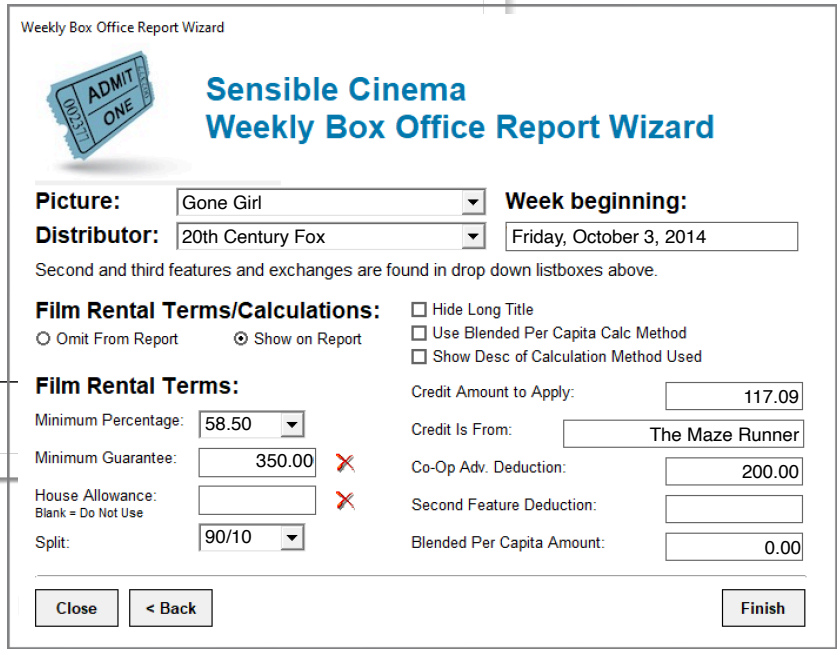
Net Admissions:	31590.98
Second Feature Deduction:	
Adjusted Net Admissions:	31590.98
Minimum Percentage:	58.50%
Minimum Guarantee:	350.00
Gross Film Rental Due:	**18480.72**

Credits and Deductions

Gross Film Rental Due:	18480.72
Apply Credit Balance From: *The Maze Runner*	-117.09
Co-Op Advertising Deduction:	-200.00
Net Film Rental Due:	**18163.63**

Film rental was determined using the minimum percentage provided as this was higher than the minimum guarantee or 90/10 computation method.

Certified Accurate by: _____



Weekly Box Office Reports

Weekly Box Office Report
FILM RENTAL CALCULATION METHOD - "HOUSE ALLOWANCE AND 90/10"

The following example shows film rental computed by using a minimum percentage of **58.5%** versus a **90% Film Rental after a House Deduction of $2000**. Since the percentage rental exceeds the $350 minimum, that is the film rental calculation method used to determine the **Gross Film Rental Due**.

Demo Theatre
Evaluation Copy
123 Hollywood Dr
Your City, ST 00000
(123) 456-7890 Fax: (123) 456-7892

WEEKLY BOX OFFICE STATEMENT

FEATURE **Gone Girl**
EXCHANGE **20th Century Fox**
WEEK OF: **Friday, October 3, 2014**

Film Rental Calculation

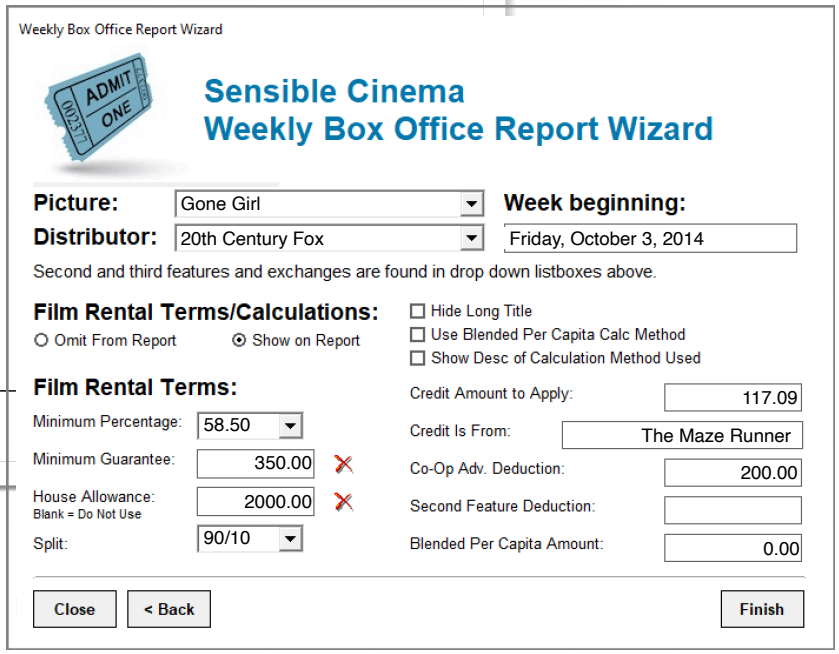
Net Admissions:	31590.98
Second Feature Deduction:	
Adjusted Net Admissions:	31590.98
Minimum Percentage:	58.50%
Minimum Guarantee:	350.00
House Allowance:	2000.00
Exchange Split:	90/10
Gross Film Rental Due:	**26631.88**

Credits and Deductions

Gross Film Rental Due:	26631.88
Apply Credit Balance From: *The Maze Runner*	-117.09
Co-Op Advertising Deduction:	-200.00
Net Film Rental Due:	**26314.79**

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

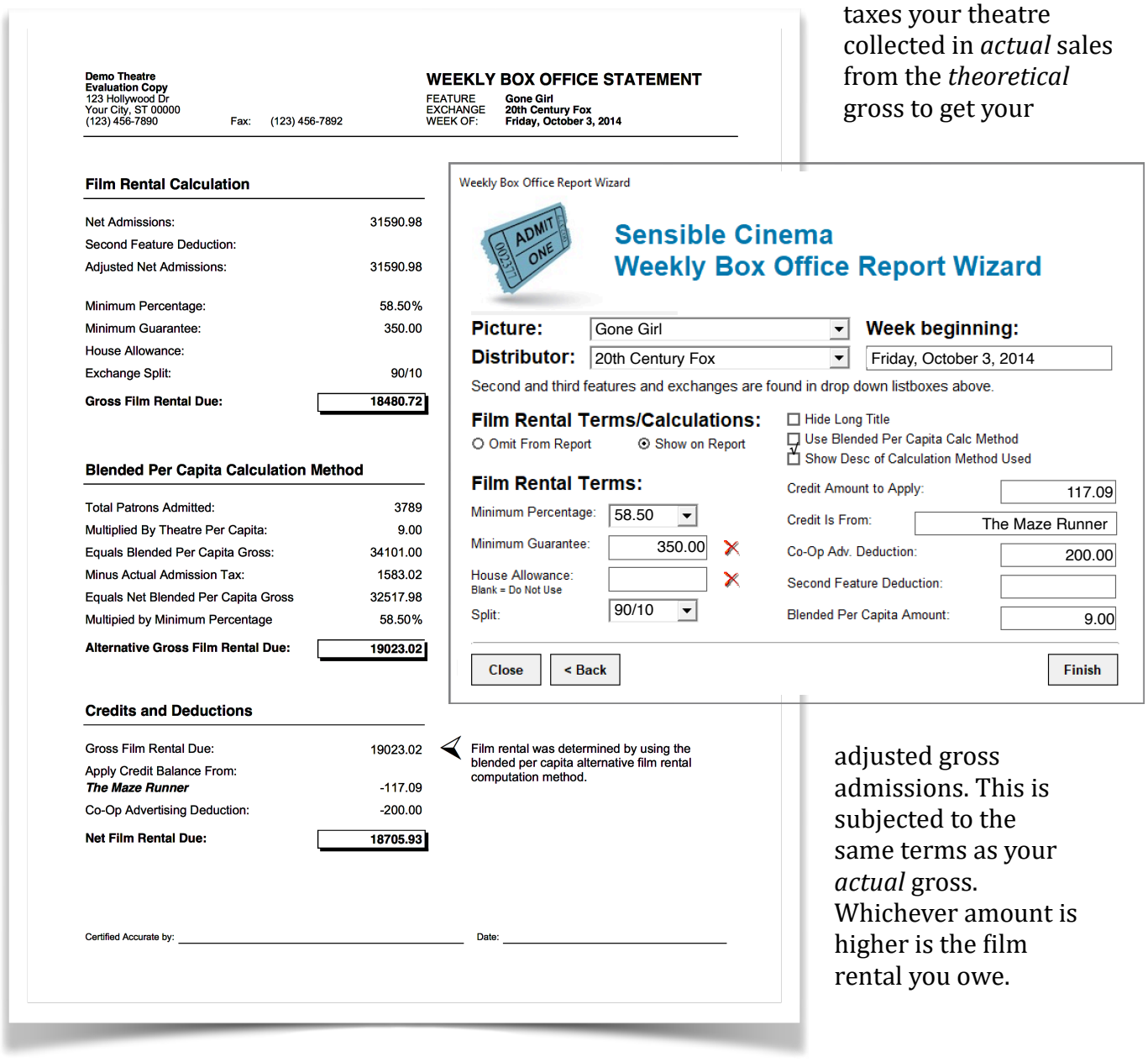
Certified Accurate by: _____



Weekly Box Office Reports

Weekly Box Office Report
FILM RENTAL CALCULATION METHOD - "BLENDED PER-CAPITA"

The following example shows film rental computed by using a minimum percentage of **58.5%** versus a **Per-Capita of $9.00 per ticket**. Since the blended per-capita calculation exceeds both the percentage rental and the $350 minimum, that is the film rental calculation method used to determine the **Gross Film Rental Due**. The **Blended Per-Capita** method of film rental computation is an alternate way your film rental may be decided, particularly if your theatre has an unusually low admission price policy. The distributor assigns each theatre a "per-capita" based on your market's average ticket prices. In the example below, $9.00. You multiply the per-capita by the total number of admissions, giving you a 'theoretical' gross. Then you subtract the *actual* admission taxes your theatre collected in *actual* sales from the *theoretical* gross to get your adjusted gross admissions. This is subjected to the same terms as your *actual* gross. Whichever amount is higher is the film rental you owe.



Demo Theatre
Evaluation Copy
123 Hollywood Dr
Your City, ST 00000
(123) 456-7890 Fax: (123) 456-7892

WEEKLY BOX OFFICE STATEMENT

FEATURE **Gone Girl**
EXCHANGE **20th Century Fox**
WEEK OF: **Friday, October 3, 2014**

Film Rental Calculation

Net Admissions:	31590.98
Second Feature Deduction:	
Adjusted Net Admissions:	31590.98
Minimum Percentage:	58.50%
Minimum Guarantee:	350.00
House Allowance:	
Exchange Split:	90/10
Gross Film Rental Due:	**18480.72**

Blended Per Capita Calculation Method

Total Patrons Admitted:	3789
Multiplied By Theatre Per Capita:	9.00
Equals Blended Per Capita Gross:	34101.00
Minus Actual Admission Tax:	1583.02
Equals Net Blended Per Capita Gross	32517.98
Multipied by Minimum Percentage	58.50%
Alternative Gross Film Rental Due:	**19023.02**

Credits and Deductions

Gross Film Rental Due:	19023.02
Apply Credit Balance From: ***The Maze Runner***	-117.09
Co-Op Advertising Deduction:	-200.00
Net Film Rental Due:	**18705.93**

Film rental was determined by using the blended per capita alternative film rental computation method.

Certified Accurate by: _____ Date: _____

Weekly Box Office Report Wizard

Sensible Cinema
Weekly Box Office Report Wizard

Picture: Gone Girl
Distributor: 20th Century Fox
Week beginning: Friday, October 3, 2014

Second and third features and exchanges are found in drop down listboxes above.

Film Rental Terms/Calculations:
○ Omit From Report ◉ Show on Report
☐ Hide Long Title
☐ Use Blended Per Capita Calc Method
☑ Show Desc of Calculation Method Used

Film Rental Terms:
Minimum Percentage: 58.50
Minimum Guarantee: 350.00
House Allowance: (Blank = Do Not Use)
Split: 90/10

Credit Amount to Apply: 117.09
Credit Is From: The Maze Runner
Co-Op Adv. Deduction: 200.00
Second Feature Deduction:
Blended Per Capita Amount: 9.00

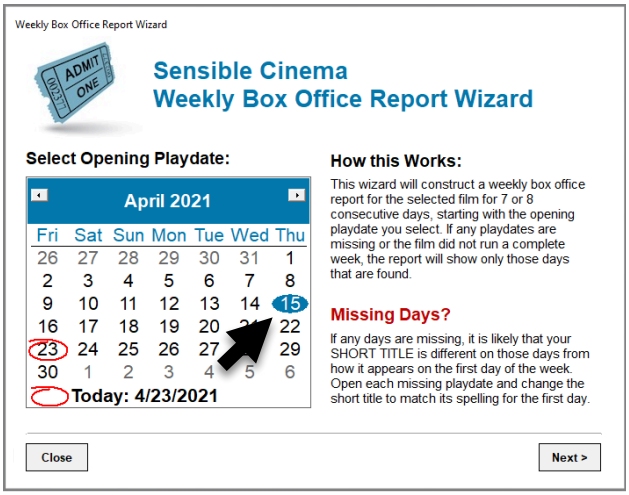
Close < Back Finish

Weekly Box Office Reports

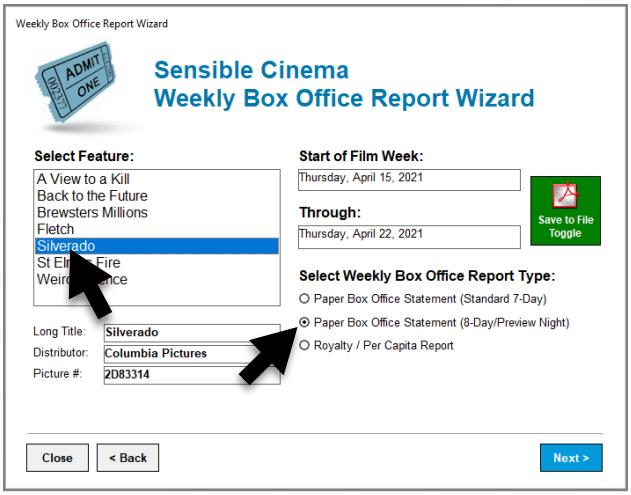
Weekly Box Office Report
PREVIEW NIGHT - 8 DAY BOX OFFICE REPORT

The following example shows a Weekly Box Office Report that adds a **Preview Night** from the day before an official opening of a movie. By showing the Preview Night (in this case a special showing on a Thursday night) to the box office report, it will be included in the first week gross and calculation of film rental terms. If the studio wishes to have the theatre include the Preview Night showing with the next day's gross, the studio will simply add the preview night and the opening night grosses together. Otherwise, if they want the Preview Reported separately, they have that already in this report.

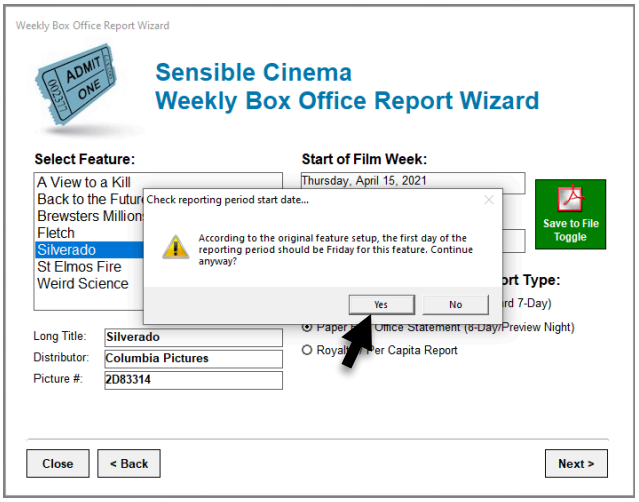
1. Select the opening playdate from the calendar. This will look up all of the features that played on that day. Press ***Next***.



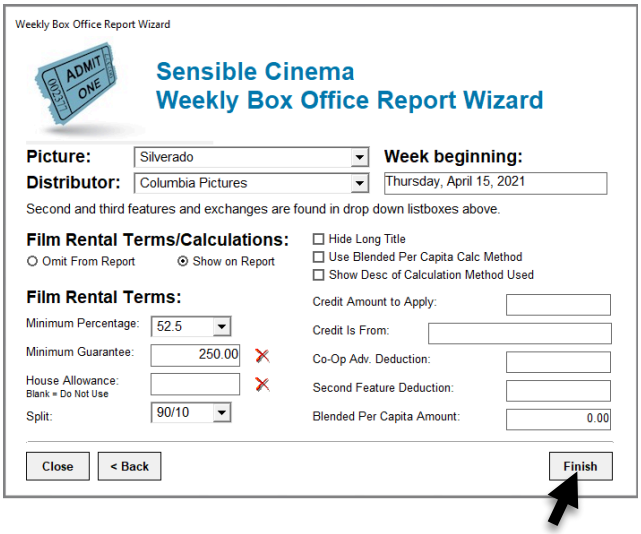
2. Select the film. Select the radio button for **Paper Box Office Report (8-Day/Preview Night)**. Press ***Next***.



3. You might be reminded that the feature starts on a different day than you chose. Press ***Yes*** to Continue Anyway.



4. Enter your Film Rental Terms *or* change the radio button to "Omit From Report" and press ***Finish***.



Weekly Box Office Reports

Weekly Box Office Report
PREVIEW NIGHT - 8 DAY BOX OFFICE REPORT

Demo Theatre
Evaluation Copy
123 Hollywood Dr
Your City, ST 00000
(123) 456-7890 Fax: (123) 456-7892

WEEKLY BOX OFFICE STATEMENT

LONG TITLE **Silverado**
SHORT TITLE **Silverado**
EXCHANGE **Columbia Pictures**
WEEK OF: **Thursday, April 15, 2021**

Day/Date Played	Ticket Category	Ticket Numbers Open	Close	Gross Sold	Refunds	Net Sold	Net Price	Net Tax	Gross Price	Net Admissions	Net Taxes	Gross Admissions	Daily Totals	
Thursday Apr 15	Adult	1	221	220	0	220	9.52	0.48	10.00	2094.40	105.60	2200.00	Attn:	**283**
	Child	1	5	4	0	4	7.62	0.38	8.00	30.48	1.52	32.00		
	Senior	1	39	38	0	38	7.62	0.38	8.00	289.56	14.44	304.00	Net:	**2574.46**
	Military	1	22	21	0	21	7.62	0.38	8.00	160.02	7.98	168.00		
	Student	1	1	0	0	0	7.62	0.38	8.00	0.00	0.00	0.00	Taxes:	**129.54**
	Matinee	1	1	0	0	0	7.62	0.38	8.00	0.00	0.00	0.00		
	Extra1	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00	Gross:	**2704.00**
	Extra2	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00		
	Extra3	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00	ATP:	**9.55**
	Pass	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00		
Friday Apr 16	Adult	1	388	387	8	379	9.52	0.48	10.00	3608.08	181.92	3790.00	Attn:	**709**
	Child	1	9	8	2	6	7.62	0.38	8.00	45.72	2.28	48.00		
	Senior	1	103	102	0	102	7.62	0.38	8.00	777.24	38.76	816.00	Net:	**6122.68**
	Military	1	6	5	0	5	7.62	0.38	8.00	38.10	1.90	40.00		
	Student	1	2	1	0	1	7.62	0.38	8.00	7.62	0.38	8.00	Taxes:	**307.32**
	Matinee	1	227	226	10	216	7.62	0.38	8.00	1645.92	82.08	1728.00		
	Extra1	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00	Gross:	**6430.00**
	Extra2	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00		
	Extra3	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00	ATP:	**9.07**
	Pass	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00		
Saturday Apr 17	Adult	1	440	439	2	437	9.52	0.48	10.00	4160.24	209.76	4370.00	Attn:	**1464**
	Child	1	33	32	0	32	7.62	0.38	8.00	243.84	12.16	256.00		
	Senior	1	288	287	0	287	7.62	0.38	8.00	2186.94	109.06	2296.00	Net:	**11985.98**
	Military	1	30	29	0	29	7.62	0.38	8.00	220.98	11.02	232.00		
	Student	1	27	26	0	26	7.62	0.38	8.00	198.12	9.88	208.00	Taxes:	**600.02**
	Matinee	1	660	659	6	653	7.62	0.38	8.00	4975.86	248.14	5224.00		
	Extra1	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00	Gross:	**12586.00**
	Extra2	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00		
	Extra3	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00	ATP:	**8.60**
	Pass	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00		
Sunday Apr 18	Adult	1	217	216	2	214	9.52	0.48	10.00	2037.28	102.72	2140.00	Attn:	**801**
	Child	1	10	9	0	9	7.62	0.38	8.00	68.58	3.42	72.00		
	Senior	1	80	79	0	79	7.62	0.38	8.00	601.98	30.02	632.00	Net:	**6487.36**
	Military	1	19	18	0	18	7.62	0.38	8.00	137.16	6.84	144.00		
	Student	1	8	7	0	7	7.62	0.38	8.00	53.34	2.66	56.00	Taxes:	**324.64**
	Matinee	1	476	475	4	471	7.62	0.38	8.00	3589.02	178.98	3768.00		
	Extra1	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00	Gross:	**6812.00**
	Extra2	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00		
	Extra3	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00	ATP:	**8.50**
	Pass	1	4	3	0	3	0.00	0.00	0.00	0.00	0.00	0.00		
Monday Apr 19	Adult	1	102	101	4	97	9.52	0.48	10.00	923.44	46.56	970.00	Attn:	**179**
	Child	1	3	2	0	2	7.62	0.38	8.00	15.24	0.76	16.00		
	Senior	1	9	8	0	8	7.62	0.38	8.00	60.96	3.04	64.00	Net:	**1548.28**
	Military	1	1	0	0	0	7.62	0.38	8.00	0.00	0.00	0.00		
	Student	1	3	2	0	2	7.62	0.38	8.00	15.24	0.76	16.00	Taxes:	**77.72**
	Matinee	1	77	76	6	70	7.62	0.38	8.00	533.40	26.60	560.00		
	Extra1	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00	Gross:	**1626.00**
	Extra2	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00		
	Extra3	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00	ATP:	**9.08**
	Pass	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00		
Tuesday Apr 20	Adult	1	89	88	0	88	9.52	0.48	10.00	837.76	42.24	880.00	Attn:	**155**
	Child	1	4	3	0	3	7.62	0.38	8.00	22.86	1.14	24.00		
	Senior	1	9	8	0	8	7.62	0.38	8.00	60.96	3.04	64.00	Net:	**1348.30**
	Military	1	3	2	0	2	7.62	0.38	8.00	15.24	0.76	16.00		
	Student	1	1	0	0	0	7.62	0.38	8.00	0.00	0.00	0.00	Taxes:	**67.70**
	Matinee	1	55	54	0	54	7.62	0.38	8.00	411.48	20.52	432.00		
	Extra1	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00	Gross:	**1416.00**
	Extra2	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00		
	Extra3	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00	ATP:	**9.14**
	Pass	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00		
Wednesday Apr 21	Adult	1	117	116	0	116	9.52	0.48	10.00	1104.32	55.68	1160.00	Attn:	**241**
	Child	1	3	2	0	2	7.62	0.38	8.00	15.24	0.76	16.00		
	Senior	1	21	20	0	20	7.62	0.38	8.00	152.40	7.60	160.00	Net:	**2056.82**
	Military	1	8	7	0	7	7.62	0.38	8.00	53.34	2.66	56.00		
	Student	1	8	7	0	7	7.62	0.38	8.00	53.34	2.66	56.00	Taxes:	**103.18**
	Matinee	1	90	89	0	89	7.62	0.38	8.00	678.18	33.82	712.00		
	Extra1	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00	Gross:	**2160.00**
	Extra2	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00		
	Extra3	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00	ATP:	**8.96**
	Pass	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00		
Wednesday Apr 22	Adult	1	121	120	0	120	9.52	0.48	10.00	1142.40	57.60	1200.00	Attn:	**240**
	Child	1	11	10	0	10	7.62	0.38	8.00	76.20	3.80	80.00		
	Senior	1	28	27	0	27	7.62	0.38	8.00	205.74	10.26	216.00	Net:	**2041.56**
	Military	1	10	9	0	9	7.62	0.38	8.00	68.58	3.42	72.00		
	Student	1	21	20	0	20	7.62	0.38	8.00	152.40	7.60	160.00	Taxes:	**102.44**
	Matinee	1	53	52	0	52	7.62	0.38	8.00	396.24	19.76	416.00		
	Extra1	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00	Gross:	**2144.00**
	Extra2	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00		
	Extra3	1	1	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00	ATP:	**8.93**
	Pass	1	3	2	0	2	0.00	0.00	0.00	0.00	0.00	0.00		

Theatre Manager: _____

Net Sold:	Net Admissions:	Taxes:	Gross Admissions:	Ave. Ticket:
4072	**34165.44**	**1712.56**	**35878.00**	**8.81**

Weekly Box Office Reports

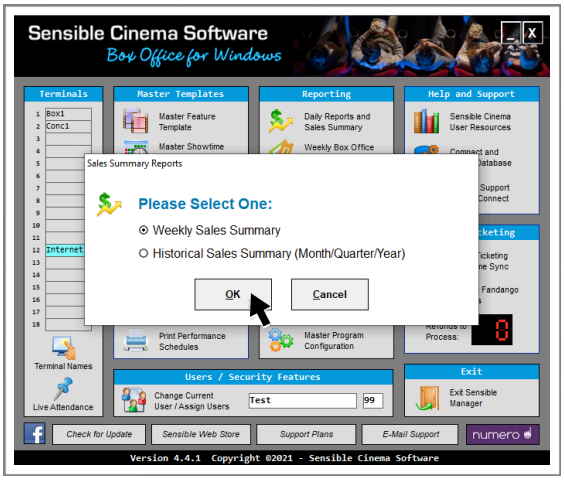
Chapter 14

Weekly Summary Report

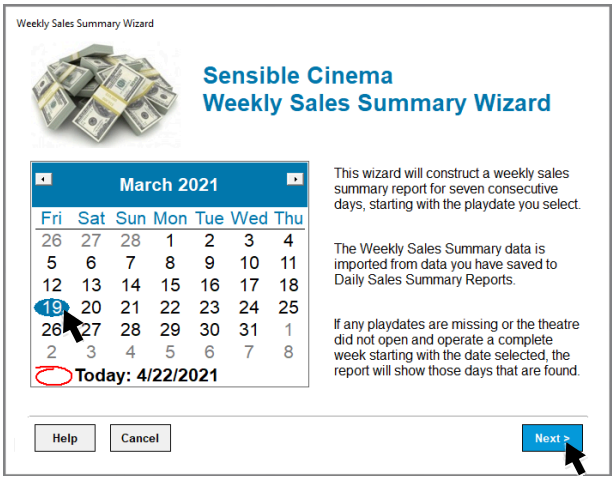
Weekly Summary Report

The Weekly Summary Report brings data from all of your Daily Sales Summary Reports into a concise, columned report totaling sales from a seven-day period. The two-step wizard is all it takes to create the report, formatted for two landscape oriented pages. This report is probably the most useful report to provide to your accountant so she does not have to wade through all of your individual daily reports. It can be saved as an Adobe .PDF file or Microsoft Excel .XLS Spreadsheet.

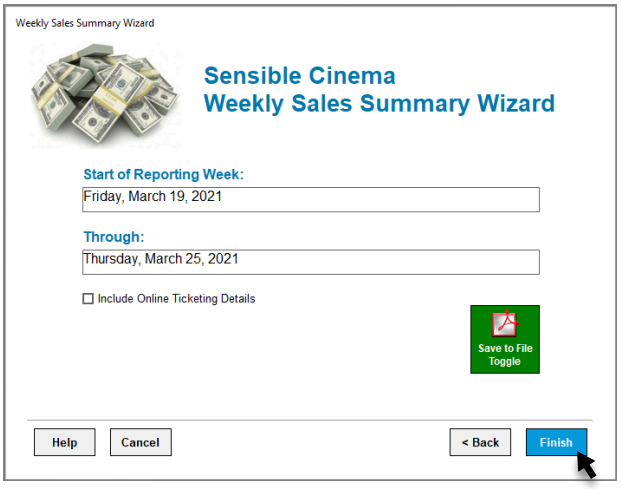
1. Select the ***Sales Summary Reports*** Button from the Main Menu then ***Weekly Sales Summary*** and ***OK***.



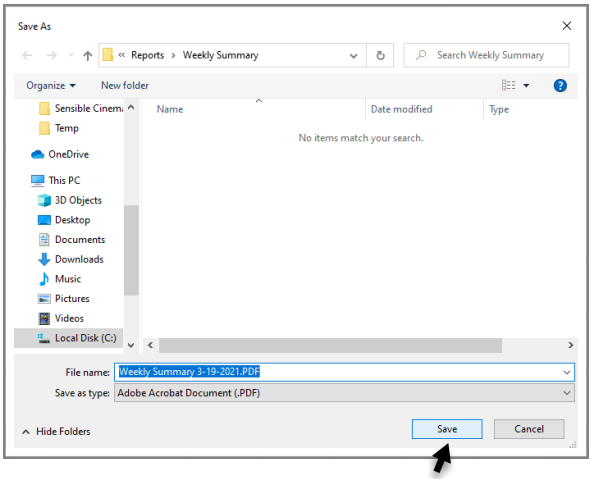
2. Select the starting date for the seven-day **Weekly Sales Summary** reporting period.



3. Confirm the reporting period is correct and press ***Finish***.



4. After printing your report (see page 173), close the report and save to a .PDF file or .XLS Spreadsheet file if desired.



Weekly Summary Report

Sensible Cinema
Independent
7217 Kerry Ct
Fairview, TN 37062

Weekly Sales Summary

Week Of: Wednesday, July 1, 2026

	Wed. Jul 1	Thu. Jul 2	Fri. Jul 3	Sat. Jul 4	Sun. Jul 5	Mon. Jul 6	Tue. Jul 7	Total
REVENUE								
Admissions	1554.10	2274.94	3636.07	2201.41	2993.44	2107.73	1907.26	16674.95
Concessions	3583.14	2133.49	3299.30	1841.22	3069.32	1975.18	2070.26	17971.91
Manual Concess	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
GC Sold	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MB Sold	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
AM Sold	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
PT Sold	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
ATM	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Arcade	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
PrinTixUSA	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Gift Card On Account	0.00	0.00	0.00	50.00	0.00	0.00	0.00	50.00
Convenience Fees	33.00	27.00	45.00	30.00	12.00	25.50	19.50	192.00
Surcharges	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total	5170.24	4435.43	6980.37	4122.63	6074.76	4108.41	3977.52	34888.86
GRATUITIES								
Charged Tips	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TAX COLLECTED								
Admissions	104.90	153.56	245.43	148.59	202.06	142.27	128.74	1125.55
Concessions	241.86	144.01	222.70	124.28	207.18	133.32	139.74	1213.09
Total	346.76	297.57	468.13	272.87	409.24	275.59	268.48	2338.64
CONCESSION TAX								
Sales for Tax Rate 1	3583.14	2133.49	3299.30	1841.22	3069.32	1975.18	2070.26	17971.91
Sales for Tax Rate 2	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Sales for Tax Rate 3	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Sales for Tax Rate 4	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Conc Tax1: 6.750%	241.86	144.01	222.70	124.28	207.18	133.32	139.74	1213.09
Conc Tax2: .000%	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Conc Tax3: .000%	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Conc Tax4: .000%	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Sensible Cinema
Independent
7217 Kerry Ct
Fairview, TN 37062

Weekly Sales Summary

Week Of: Wednesday, July 1, 2026

	Wed. Jul 1	Thu. Jul 2	Fri. Jul 3	Sat. Jul 4	Sun. Jul 5	Mon. Jul 6	Tue. Jul 7	Total
DEDUCTIONS								
GC Redeemed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
LBJ	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
GC Sold Online	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Coupon/Special	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
PrintTixUSA	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DEPOSIT								
Cash Tendered	1429.00	1148.50	2470.00	1632.00	1840.00	1230.50	1400.50	11150.50
Credit Card Tendered	4088.00	3543.50	4943.00	2764.00	4586.13	3064.00	2847.00	25835.63
Gift Certif Tendered	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Gift Certif Redeemed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
GiftCard Tendered	0.00	41.00	35.00	0.00	58.00	88.50	18.00	240.50
GiftCard Redeemed	0.00	-41.00	-35.00	0.00	-58.00	-88.50	-18.00	-240.50
Fandango On/Acct	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Concess Cash	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Addl. Cash	0.00	100.00	0.00	0.00	0.00	0.00	0.00	100.00
Addl. Checks	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Addl. Credit	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Charged Tips Out	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total	5517.00	4792.00	7413.00	4396.00	6426.13	4294.50	4247.50	37086.13
RECONCILIATION								
Net Due	5517.00	4692.00	7413.50	4395.50	6426.00	4295.50	4247.50	36987.00
Penny Rounding +/-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Deposit	5517.00	4792.00	7413.00	4396.00	6426.13	4294.50	4247.50	37086.13
Over/Short	0.00	100.00	0.50	0.50	0.13	-1.00	0.00	99.13
Attendance	217	344	517	313	441	283	371	2486
Conc. PerCapita	16.51	6.20	6.38	5.88	6.96	6.98	5.58	7.23
Vehicles	0	0	0	0	0	0	0	0

Weekly Summary Report

Sensible Cinema
Independent
7217 Kerry Ct
Fairview, TN 37062

Weekly Sales Summary

Week Of: Wednesday, July 1, 2026

	Wed. Jul 1	Thu. Jul 2	Fri. Jul 3	Sat. Jul 4	Sun. Jul 5	Mon. Jul 6	Tue. Jul 7	Total
INTERNET SALES								
Tickets Sold Today	22	18	30	20	8	17	13	128
Transactions Today	8	8	10	6	4	5	6	47
Ticket Sales Today	166.00	147.00	255.00	144.00	62.00	144.50	82.00	1000.50

Tickets Sold Today = Number of Internet Tickets Sold for today or for a future day.
Transactions Today = Number of Internet Transactions that occurred today, whether buying for today or for a future day.
Ticket Sales Today = The dollar amount of tickets sold today either for today or a future day.

Tickets Sold for Today	20	17	40	6	29	12	12	136
Ticket Sales for Today	164.00	138.50	325.00	48.00	219.50	109.50	72.00	1076.50

Tickets Sold for Today = Number of Internet Tickets sold for today whether purchased today or presold on previous days.
Ticket Sales for Today = Dollar amount of tickets sold for today whether purchased today or presold on previous days.

Chapter 15

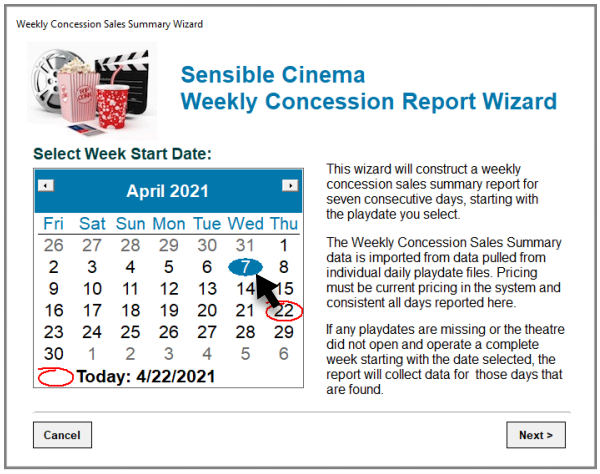
Weekly Concession Report

Weekly Concession Report

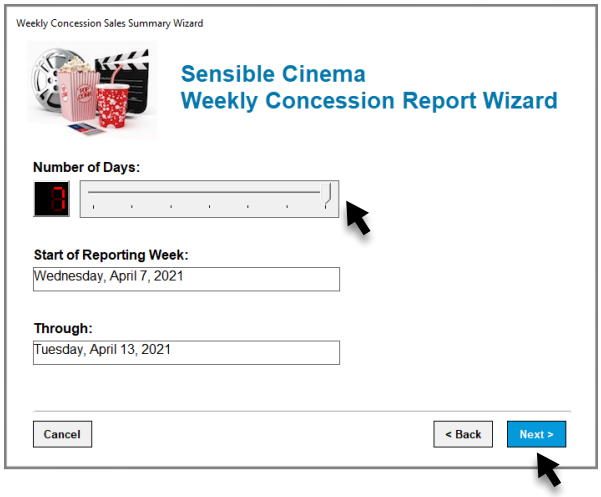
The Weekly Concession Report takes sales for up to a seven day period and combines item sales to show movement of merchandise and revenue for the period. Items and prices must be consistent for all of the selected days of the period in order for it to be meaningful. See below:

Important: It is imperative that you finish a reporting period and complete your reports before changing concession item prices or deleting items from the concession item database. Once items are deleted, they will no longer be looked for by the reporting engine and those items will not be counted. Likewise, if you change prices for an item or items during the period, your totals will not be correct. If you have already done this, you will have to use saved daily concession reports to add up the days before you made these changes.

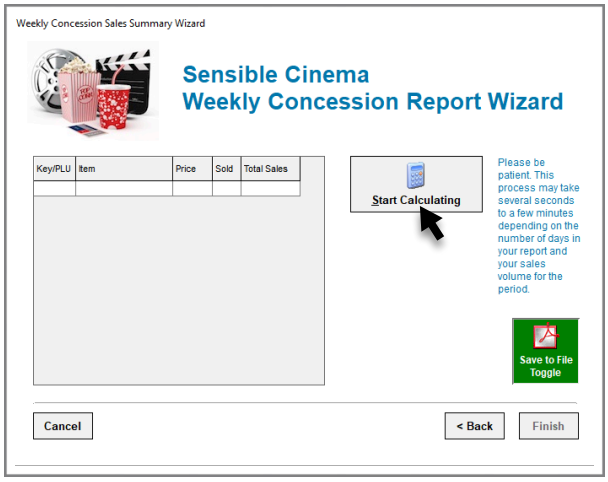
1. Choose the beginning date for the reporting period then press ***Next***.



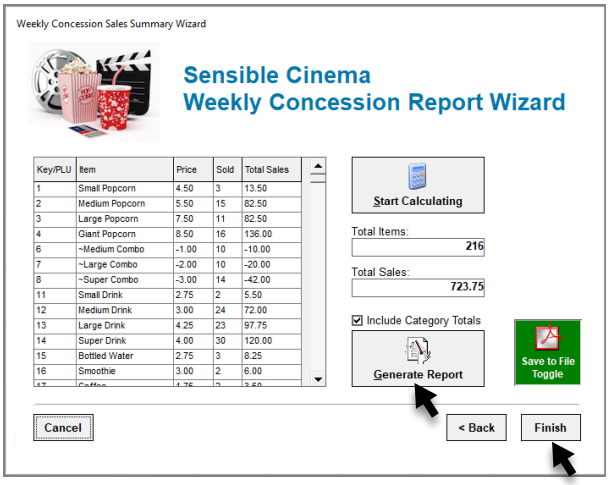
2. Select the number of days to include in the report, up to 7 for one week.



3. Press ***Start Calculating***.



4. Press ***Generate Report***.



Weekly Concession Report

Demo Theatre
Evaluation Copy
123 Hollywood Dr
Your City, ST 00000
Phone: (123) 456-7890 Fax: (123) 456-7892

Weekly Concession Item Sales

Ordered by Item Number

Week of: Friday, October 3, 2014
Through: Thursday, October 9, 2014

Item #	Item Name	Price	Sold	Total Sales			
1	Small Popcorn	2.50	29	72.50			
2	Medium Popcorn	3.50	64	224.00			
3	Large Popcorn	4.50	83	373.50			
4	Giant Popcorn	5.50	24	132.00			
6	~Medium Combo	-1.00	37	-37.00			
7	~Large Combo	-2.00	50	-100.00			
11	Small Drink	2.75	49	134.75			
12	Medium Drink	3.00	103	309.00			
13	Large Drink	3.50	123	430.50			
14	Super Drink	4.00	21	84.00			
15	Bottled Water	2.75	20	55.00			
16	Smoothie	3.00	29	87.00			
17	Coffee	1.75	19	33.25			
18	Refill	0.25	52	13.00			
19	Apple Cider	1.50	11	16.50			
21	Hotdog	2.75	23	63.25			
22	Nacho	3.00	14	42.00			
23	Pizza Slice	3.00	19	57.00			
24	Soft Pretzel	2.75	40	110.00			
25	12" Whole Pizza	10.50	49	514.50			
31	Milk Dud	2.75	22	60.50			
32	Skittles	2.75	19	52.25			
33	Jr. Mints	2.75	18	49.50			
34	Raisinets	3.00	10	30.00			
35	Goobers	3.00	17	51.00			
36	Twizzler	3.00	19	57.00			
37	Starburst	3.00	21	63.00			
38	Jordan Almonds	3.00	15	45.00			
39	Choc Almonds	3.00	18	54.00			
40	Sweetarts	2.75	14	38.50			
41	Nestle Crunch	3.00	11	33.00			
42	Mike and Ike	3.00	9	27.00			

Report Totals

Total:

Total Concession Sales:	**3175.50**
Total Items Sold:	**1052**

Weekly Concession Report Data Export

The Weekly Concession Report data can be extracted for use in Excel as a tab separated table by using the save to .RTF format file. Once opened, the file will be cleaned of all header and line formatting. To copy all data, select it by pressing CTRL + A. Copy all selected by pressing CTRL + C. Open a spreadsheet application like Microsoft Excel and CTRL + V to paste data into a worksheet.

Save report to an **.RTF** format file, a text file with columns of data and no formatting.

First:
Select All (CTRL+A)

Then:
Copy All (CTRL+C)

Item number, Item name, retail price, number sold and total sales columns will be exported.

1	Small Popcorn	4.50	62	279.00
2	Medium Popcorn	5.50	80	440.00
3	Large Popcorn	7.50	181	1,357.50
4	Giant Popcorn	8.50	24	204.00
6	~Medium Combo	-1.00	3	-3.00
7	~Large Combo	-2.00	24	-48.00
8	~Super Combo	-3.00	6	-18.00
11	Small Drink	2.75	80	220.00
12	Medium Drink	3.00	101	303.00
13	Large Drink	3.50	210	735.00
14	Super Drink	4.00	27	108.00
15	Bottled Water	2.75	7	19.25
16	Smoothie	3.00	0	0.00
17	Coffee	1.75	0	0.00
18	Refill	0.25	202	50.50
19	Apple Cider	1.50	0	0.00
21	Hotdog	2.75	16	44.00
22	Nacho	3.00	0	0.00
23	Pizza Slice	3.00	12	36.00
24	Soft Pretzel	2.75	7	19.25

Last:

Paste All (CTRL+V) into a Microsoft Excel or similar spreadsheet workbook.

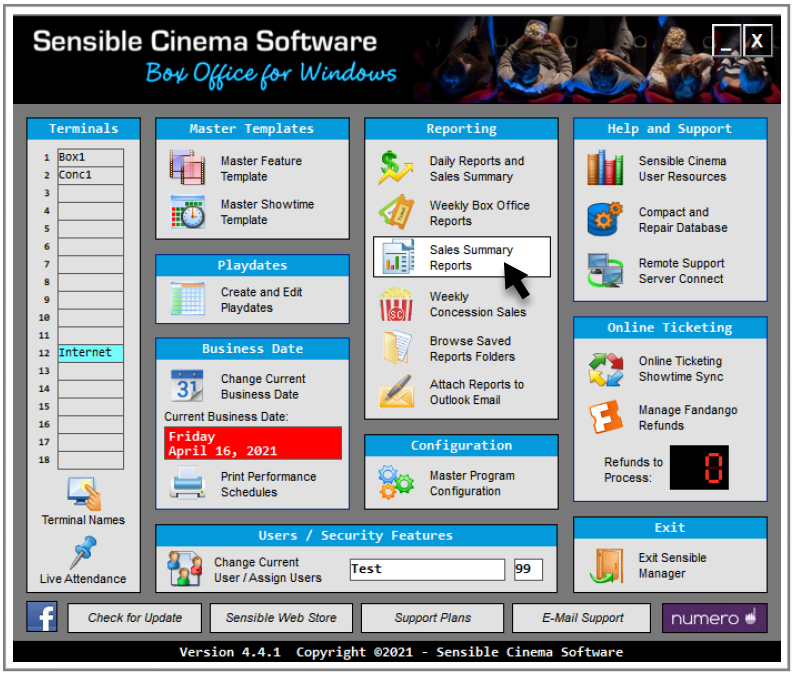
	A	B	C	D	E	F	G
1		1	Small Pop	4.5	62	279	
2		2	Medium P	5.5	80	440	
3		3	Large Pop	7.5	181	1,357.50	
4		4	Giant Pop	8.5	24	204	
5		6	~Medium (	-1	3	-3	
6		7	~Large Co	-2	24	-48	
7		8	~Super Co	-3	6	-18	
8		11	Small Drin	2.75	80	220	
9		12	Medium Dr	3	101	303	
10		13	Large Drin	3.5	210	735	
11		14	Super Drin	4	27	108	
12		15	Bottled Wa	2.75	7	19.25	
13		16	Smoothie	3	0	0	
14		17	Coffee	1.75	0	0	
15		18	Refill	0.25	202	50.5	
16		19	Apple Cide	1.5	0	0	
17		21	Hotdog	2.75	16	44	
18		22	Nacho	3	0	0	
19		23	Pizza Slic	3	12	36	
20		24	Soft Pretze	2.75	7	19.25	

Chapter 16

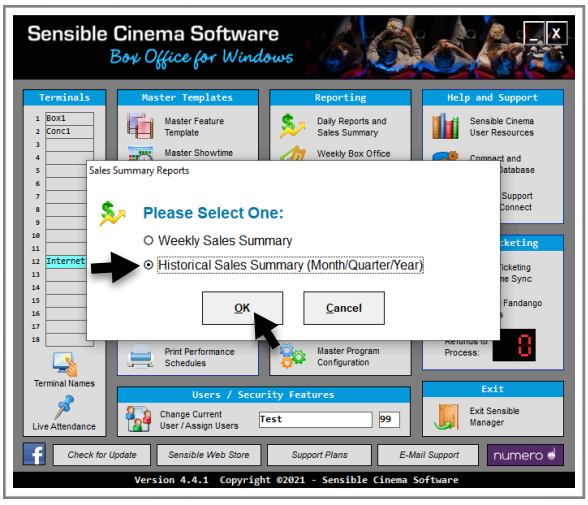
Historic Summary Report

Historic Summary Report

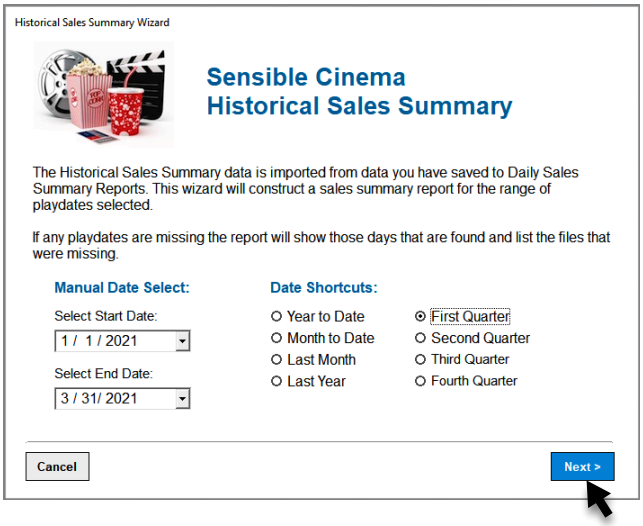
The Historic Summary Report takes sales data stored in individual **Daily Sales Summary Reports** and lets you build your own sales summary report for either a date range or a month, quarter or year. It will notify you if there are any missing playdates and create a list. The report created is portrait oriented and is a summary of all of the sales for the period, including revenue and deduction items numbered 1-8. This is because totals for these fields are based on the numbered position, not the category name since the name or position may have changed at some time during the period.



1. Select the **Historical Sales Summary (Month/Quarter/Year)** and press the ***OK*** Button.



2. Select the Reporting Period from the automated choices under **Date Shortcuts** or manually enter a date, then press ***Next***.



Historic Summary Report

Sensible Cinema
Independent
7217 Kerry Ct
Fairview. TN 37062

Historic Sales Summary

Period Starting > Wednesday, July 1, 2026
Period Ending > Tuesday, July 7, 2026

REVENUE	
Admissions	16674.95
Concessions	17971.91
Manual Concess	0.00
GC Sold	0.00
MB Sold	0.00
AM Sold	0.00
PT Sold	0.00
ATM	0.00
Arcade	0.00
PrinTixUSA	0.00
Gift Card On Account	50.00
Convenience Fees	192.00
Surcharges	0.00
Total	34888.86

GRATUITIES	
Charged Tips	0.00
Total	0.00

TAX COLLECTED	
Admissions	1125.55
Concessions	1213.09
Total	2338.64

CONCESSION TAX BREAKDOWN	
Sales for Tax Rate 1	17971.91
Sales for Tax Rate 2	0.00
Sales for Tax Rate 3	0.00
Sales for Tax Rate 4	0.00
Tax for Tax Rate 1	1213.09
Tax for Tax Rate 2	0.00
Tax for Tax Rate 3	0.00
Tax for Tax Rate 4	0.00

Attendance	2486
Conc. PerCapita	7.23
Vehicles	0

DEDUCTIONS	
GC Redeemed	0.00
LBJ	0.00
	0.00
	0.00
GC Sold Online	0.00
Coupon/Special	0.00
	0.00
PrintTixUSA	0.00
Total	0.00

DEPOSIT	
Cash Tendered	11150.50
Credit Card Tendered	25835.63
Gift Certif Tendered	0.00
Gift Certif Redeemed	0.00
GiftCard Tendered	240.50
GiftCard Redeemed	-240.50
Fandango On/Acct.	0.00
Concess Cash	0.00
Addl. Cash	100.00
Addl. Checks	0.00
Addl. Credit	0.00
Charged Tips Out	0.00
Total	37086.13

INTERNET SALES	
Online Tickets Sold	128
Online Transactions	47
Online Sales	1000.50
Fandango Tickets	0.00

Tickets purchased online are included in gross admissions. Ticket sales may be for future days outside of this reporting period.

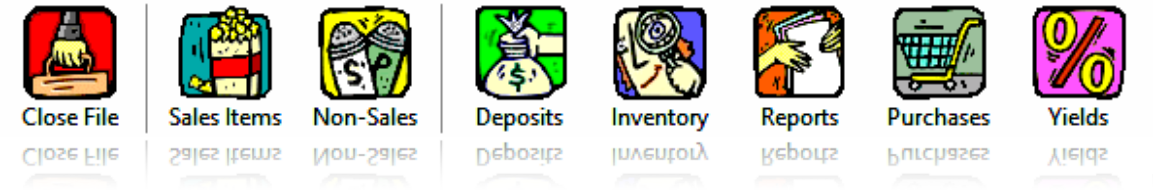
RECONCILIATION	
Net Due	36987.00
Penny Rounding +/-	0.00
Total Deposit	37086.13
Over/Short	99.13

Historic Summary Report

Chapter 17

Concession Inventory

Concession Inventory



Getting Started with Concession Express

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 SE. Read through these to get a feel for how it works.



SALES ITEMS

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-SALES ITEMS

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 mea- sure 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 multi- plier 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

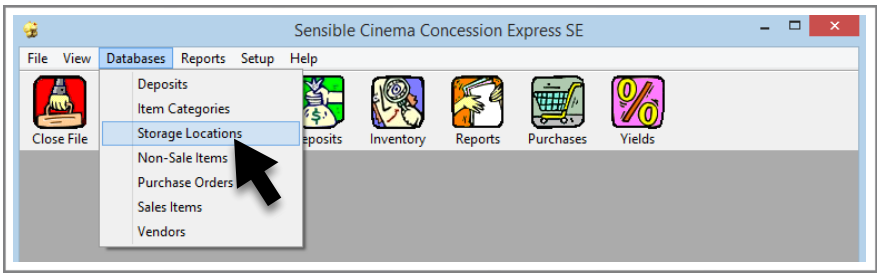
As defined by Concession Express SE, a **control item** is the container or item that is used in your concession count to determine how many units of a sales item have been sold. For example, a medium popcorn bag would be the control item to determine how many medium popcorns were sold. This makes much 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.

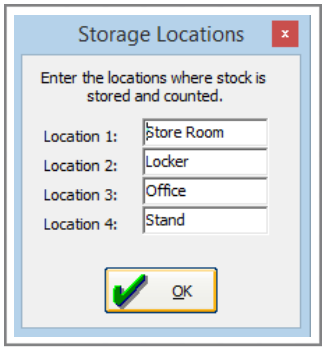
Database Setup

Open or create a new Sensible Cinema Concession Express data file or open the **sample.ced** file which shipped with the software.

STORAGE LOCATIONS

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



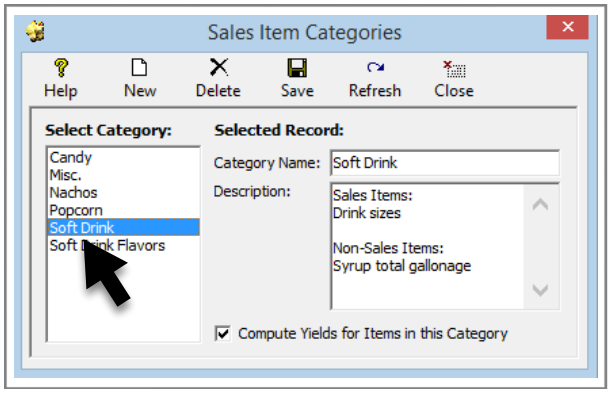


STORAGE LOCATIONS

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

ITEM CATEGORIES

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. 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. 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.

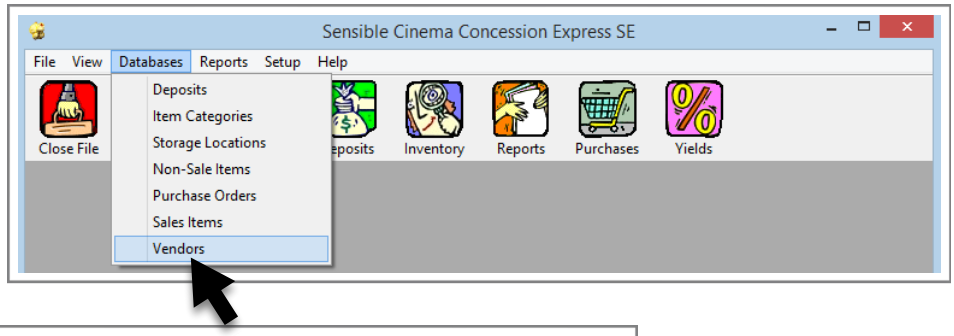


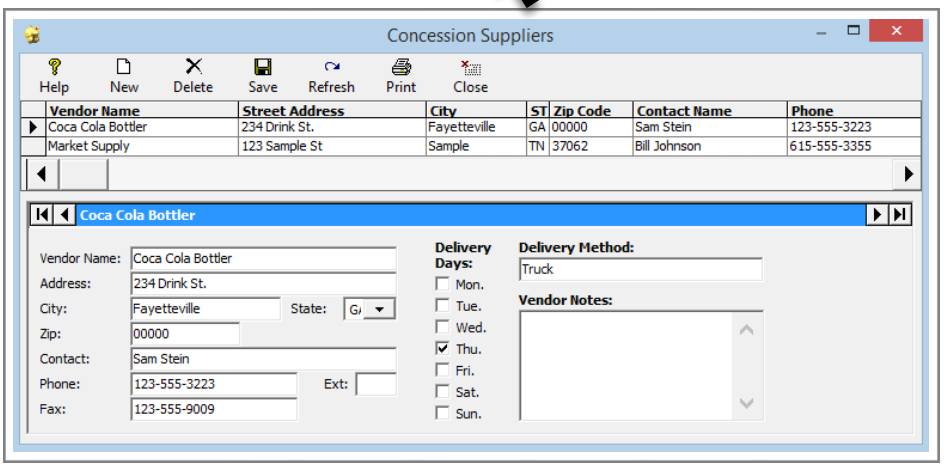
Concession Inventory

VENDOR DATABASE

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.

Select **Vendors** from the text menu found under the **Databases** heading.





When entering your inventory items you will be able to associate each item with the preferred vendor for that item, specify cost, reorder level and your theatre's **par** quantity of the item to keep on hand at all times.

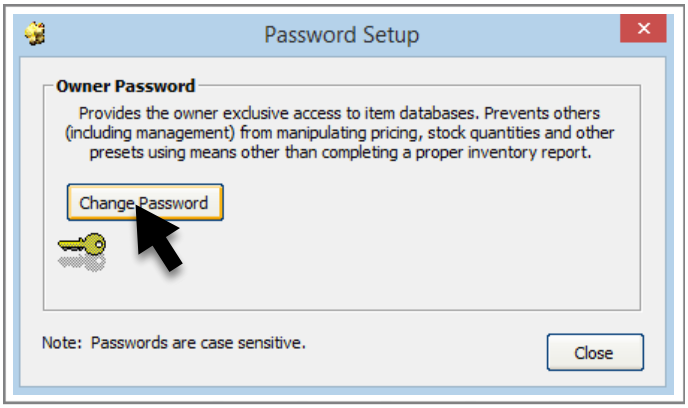
SETUP ➜ PASSWORDS

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.

Concession Inventory

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.”

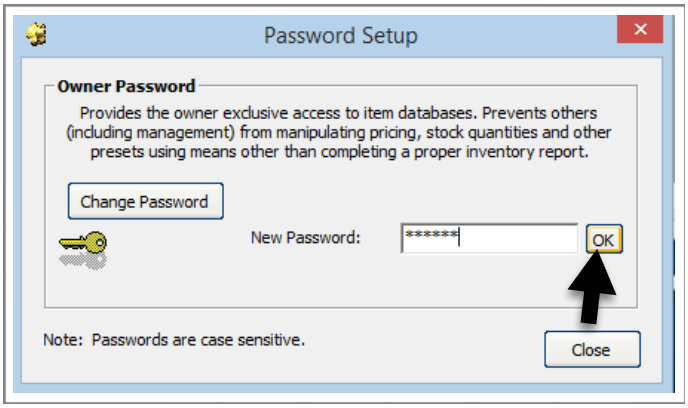


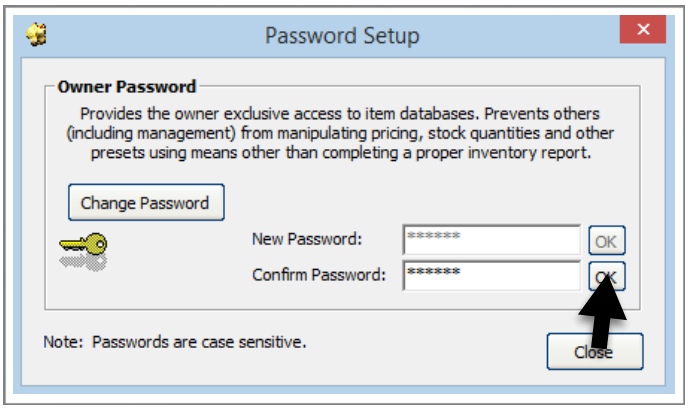
The Owner Password is used to secure areas like master product databases where the product prices, cost amounts and inventory levels cannot be changed even by management.

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

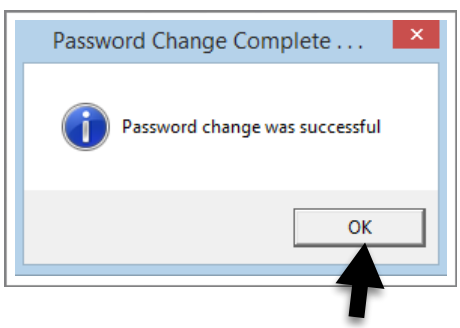
If you currently have a password enter it now, otherwise you will be asked to enter your new password.

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





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.

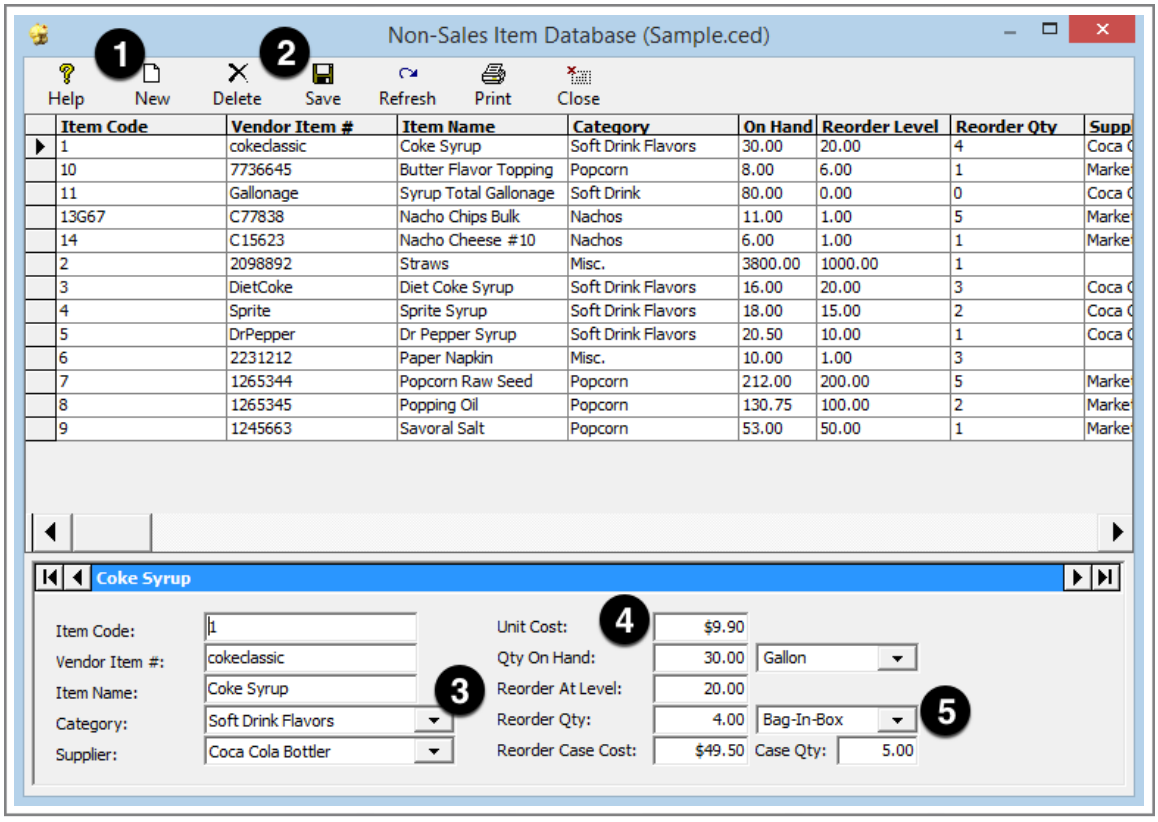


From this point forward, a password will be required to access the program or specific secured areas.

NON-SALES 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. 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.



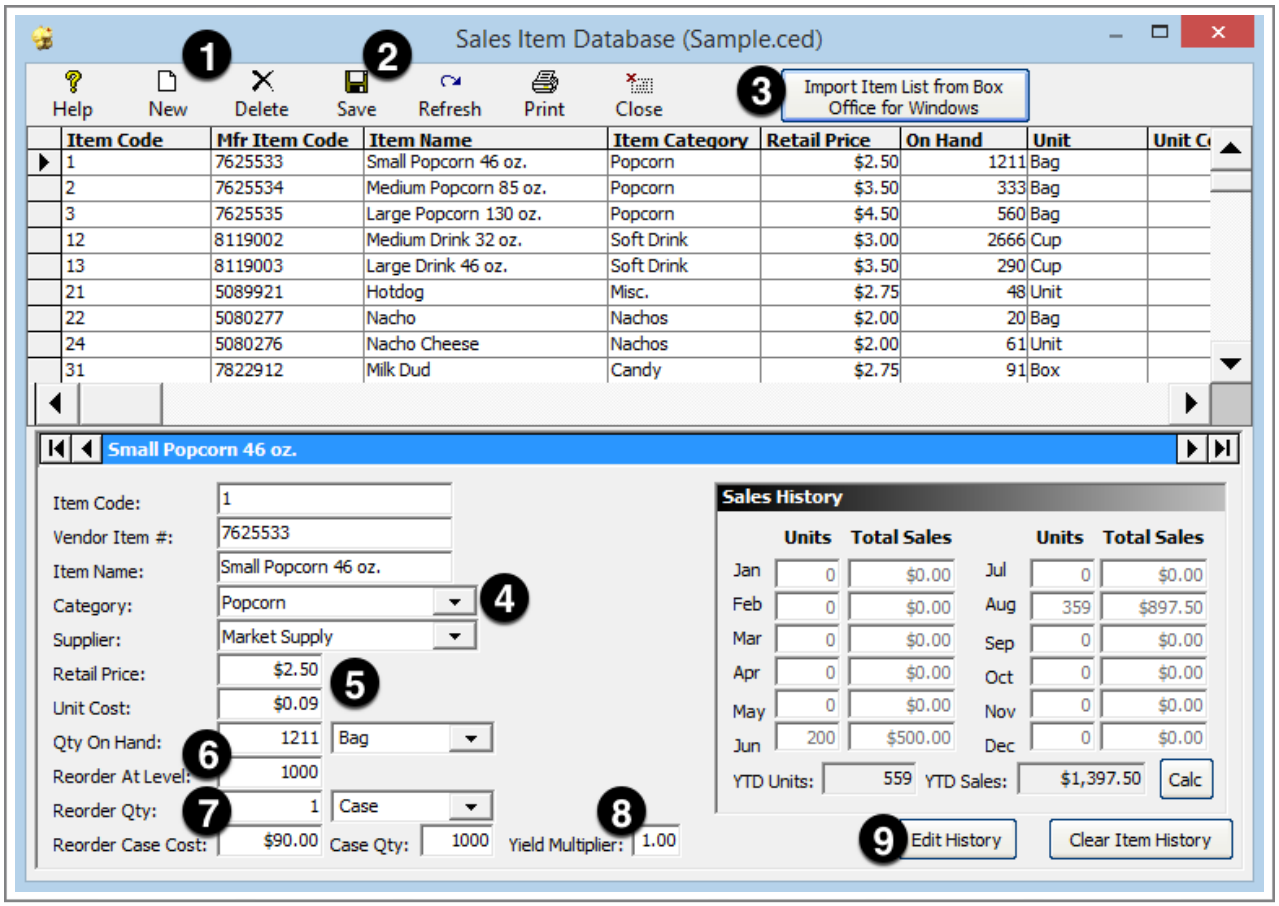
1. Enter a **new database item** to the Non-Sales Item Database.
2. **Save** the record to the Non-Sales Item Database.
3. Select the **Product Category**, especially important for determining yields.
4. **Unit cost** helps determine the overall cost of goods for a reporting period.
5. **Reorder Information** is used to create purchase orders for our vendors.

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. It is editable in case you make a mistake and have to modify it.

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



1. Enter a **new database item** to the Sales Item Database.
2. **Save** the record to the Sales Item Database.
3. Import sales items from Sensible Cinema Box Office for Windows to create a new table.
4. Select the **Product Category**, especially important for determining yields.

5. Enter your **retail price**.

6. **Quantity on Hand** and **Reorder Levels** help determine when new product should be ordered.

7. **Reorder Quantity** and Pack Type.

8. **Yield Multiplier** for this size of the item. For example, if a 16 oz. drink is a 1.00 multiplier for 1 unit, a 32 oz. drink would be 2.00 and a 48 oz. would be a 3.00.

9. **Edit the history** number of items sold and cash for the period.

UPDATING THE DATABASE

The databases will rarely need to be edited manually. The inventory process entails adding new stock to the database as well as accounting for damages and entering the final count for a period. At the end of the 'take inventory' process, the finalization of the report will transfer the closing stock numbers over to the databases.

WHY COUNT YOUR NON-SALES ITEM STOCK?

The inventory of non-sale items is supposed to help you control your ingredient stock so that you know when inordinately high quantities of product are being used (or disappearing) from your place of business and so you can order appropriate amounts of new stock when needed. The calculation of yields will vary from place to place, but once you put in place portion control standards, you should establish a baseline from which any variance will be noticeable and something you can investigate and correct. At first these numbers may not mean much, but once you have been using the methodology for a while, you will notice patterns emerge. For example, by using a yield multiplier based on a percentage of the smallest size drink you sell, with that smallest size measured as one serving we can figure out exactly how many servings we can get from a five gallon bag-in-box of soda syrup.

TIME FOR INVENTORY

A sales period can be a day, a week, a fortnight, a month, or anything in between as long as you know your starting count. Once you have an accurate physical count, use the program to crunch the numbers. The first time you do inventory will be simply to get the numbers input into the database. For measuring yields, you must take both a sales item and a non-sales item inventory for the same period.

Concession Express can create a count sheet for your use when counting your stock. You can sort this information in the same order as the numbers are entered into the inventory wizard. Select **Reports** from the menu and select **Count Sheet** from the dropdown list.

Concession Inventory

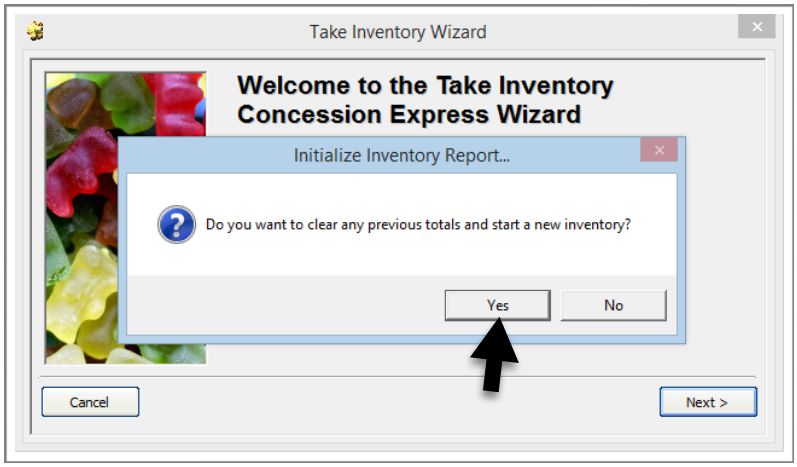
NON-SALES ITEM INVENTORY - Starting the "Take Inventory Wizard"

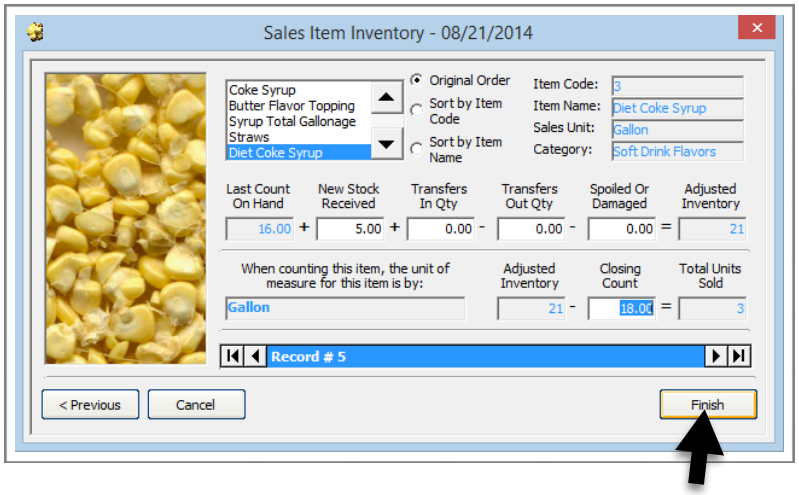
To start the inventory wizard, click the inventory button on the Concession Express Toolbar. Select Non-Sale Items from the Wizard welcome screen.



Select **Non-Sale Items** as the inventory type and Press ***Next***.

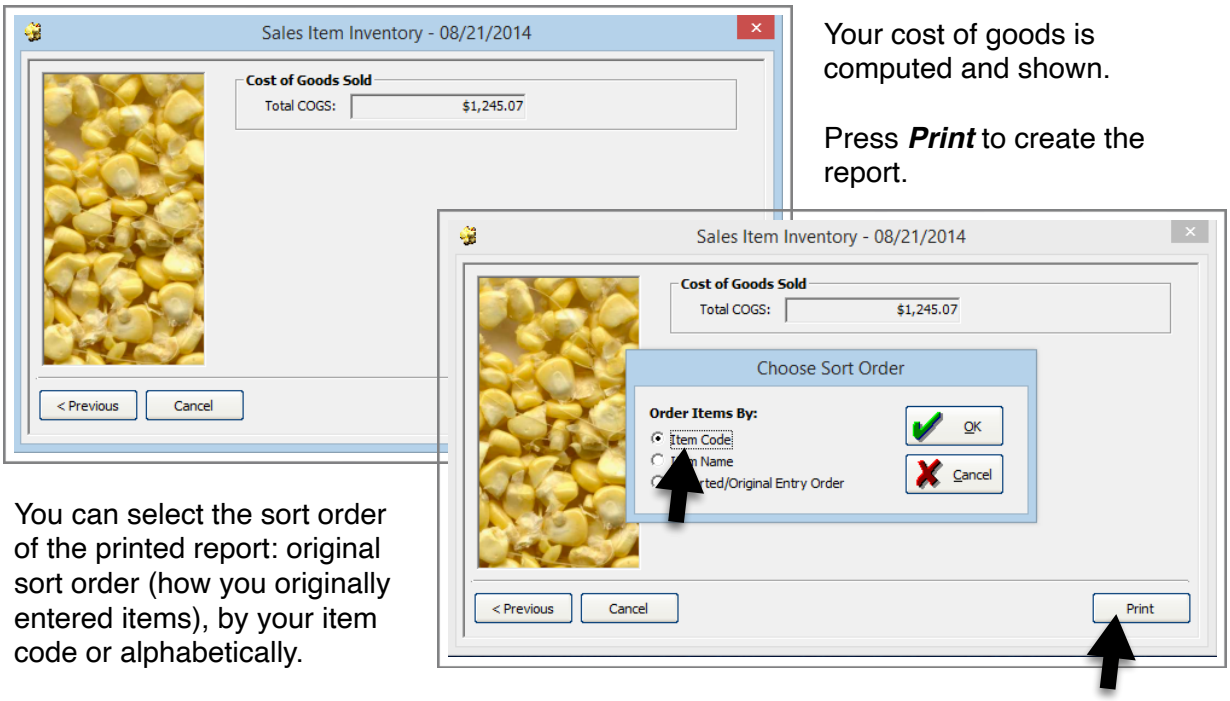
Press ***Yes*** to clear the last figures and start a new inventory. This moves closing stock from the last inventory to the opening stock for this one. If you answer ***No*** this will let you start the last inventory where you left off. If you have finalized that inventory, you will have posted to the database already.





Enter your new stock received, transfers in and out, damages and your closing count. Press **[Enter]** on your keyboard to move to the next record. Press ***Finish*** after entering these for all of your non-sale items.

Concession Inventory



Your cost of goods is computed and shown.

Press ***Print*** to create the report.

You can select the sort order of the printed report: original sort order (how you originally entered items), by your item code or alphabetically.

Non-Sales Item Report

Period Ending:
08/21/2014

Circuit: Evaluation Copy
Theatre: Demo Theatre
Manager: John Smith
Address: 123 Hollywood Dr
City/ST/Zip: Your City ST 00000

Date: August 21, 2014
Location: 1
Phone: (123) 456-7890
Fax: (123) 456-7892

Item Code or SKU#	Item Name or Description	Open Qty	New Stock	Transfer In	Transfer Out	Spoil-age	Adj Invntry	Final Count	Total Sold
1	Coke Syrup	30	5	0	0	0	35	30	5
10	Butter Flavor Topping	8	0	0	0	0	8	7.5	0.5
11	Syrup Total Gallonage	80	20	0	0	0	100	80	20
13G67	Nacho Chips Bulk	11	0	0	0	0	11	11	0
14	Nacho Cheese #10	6	0	0	0	0	6	6	0
2	Straws	3800	0	0	0	0	3800	3300	500
3	Diet Coke Syrup	16	5	0	0	0	21	16	5
4	Sprite Syrup	18	5	0	0	0	23	18	5
5	Dr Pepper Syrup	16	5	0	0	0	21	16	5
6	Paper Napkin	10	0	0	0	0	10	6	4
7	Popcorn Raw Seed	212	100	0	0	0	312	280	32
8	Popping Oil	130.75	0	0	0	0	130.75	101	29.75
9	Savoral Salt	53	0	0	0	0	53	52.5	0.5

Report Summary	
Cost of Goods Sold:	$637.88

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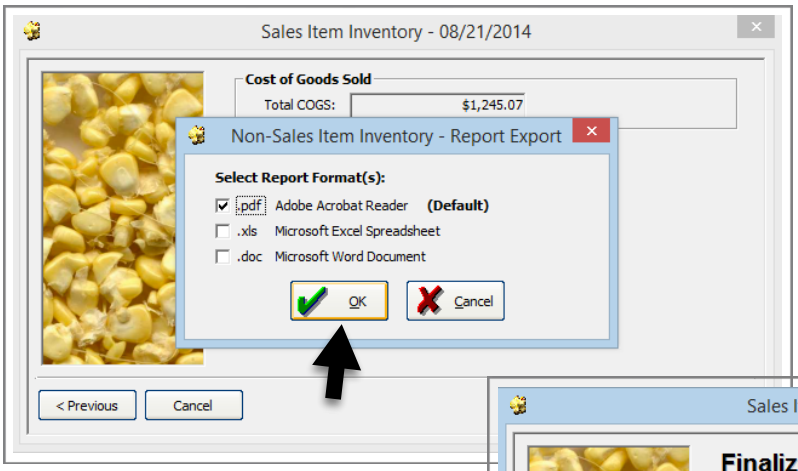
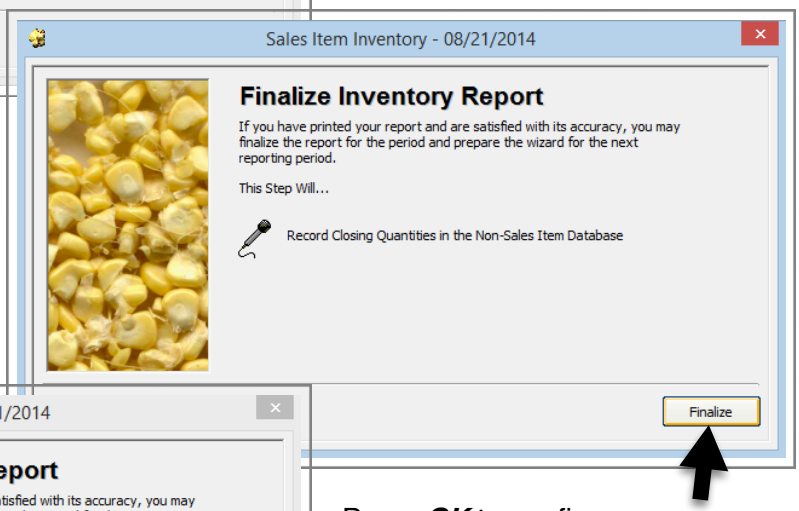
Concession Inventory

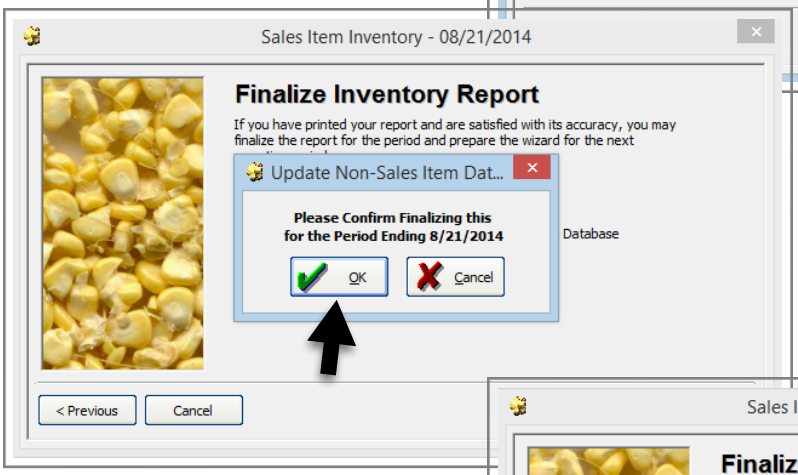


Select a file format to save the report to disk. The default Adobe Acrobat .PDF format will be selected, but you can create all three formats if you like.

Reports are saved to the **C:\Sensible Database\Inventory\Reports**

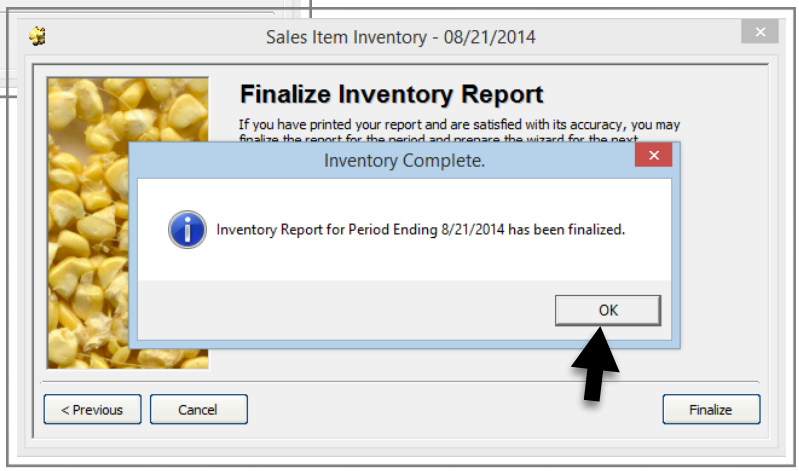
Press ***Finalize*** to complete the inventory and write the changes to the non-sales item database.





Press ***OK*** to confirm.

Confirmation of the finalization is displayed. You should now save your work file.

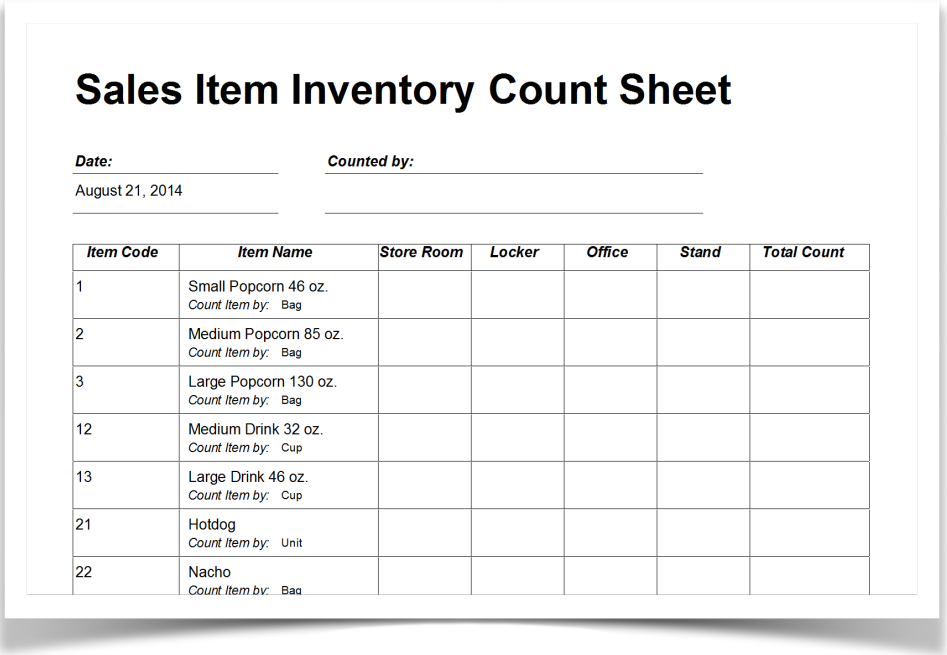


Concession Inventory

WHY COUNT YOUR SALES ITEM 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 AN 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.

ENTERING YOUR INVENTORY COUNT



Sales Item Inventory Count Sheet

Date: August 21, 2014

Counted by:

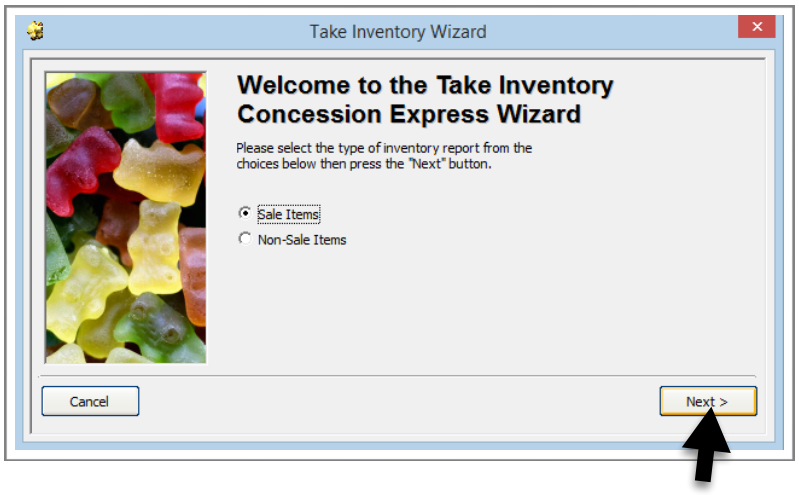
Item Code	Item Name	Store Room	Locker	Office	Stand	Total Count
1	Small Popcorn 46 oz. *Count Item by:* Bag					
2	Medium Popcorn 85 oz. *Count Item by:* Bag					
3	Large Popcorn 130 oz. *Count Item by:* Bag					
12	Medium Drink 32 oz. *Count Item by:* Cup					
13	Large Drink 46 oz. *Count Item by:* Cup					
21	Hotdog *Count Item by:* Unit					
22	Nacho *Count Item by:* Bag					

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

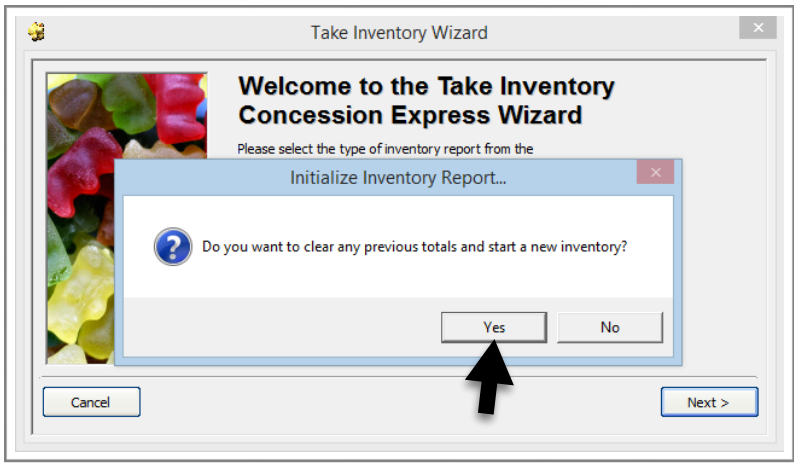
SALES ITEM INVENTORY - Starting the "Take Inventory Wizard"

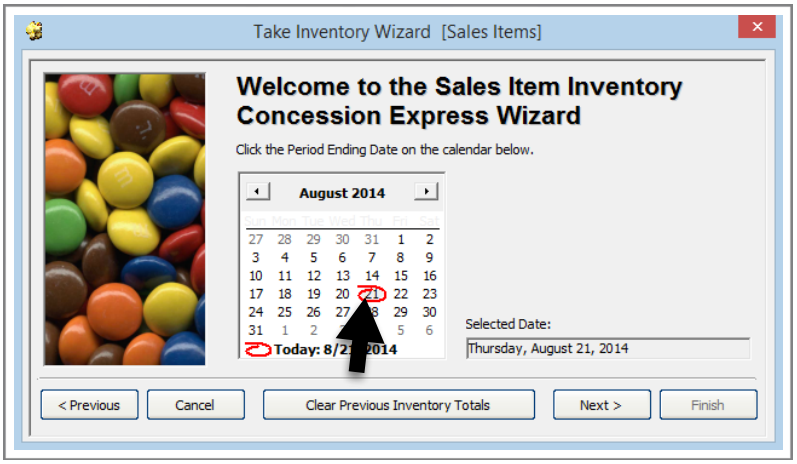
To start the inventory wizard, click the inventory button on the Concession Express Toolbar. Select Sale Items from the Wizard welcome screen.



Select **Sale Items** as the inventory type and Press ***Next***.

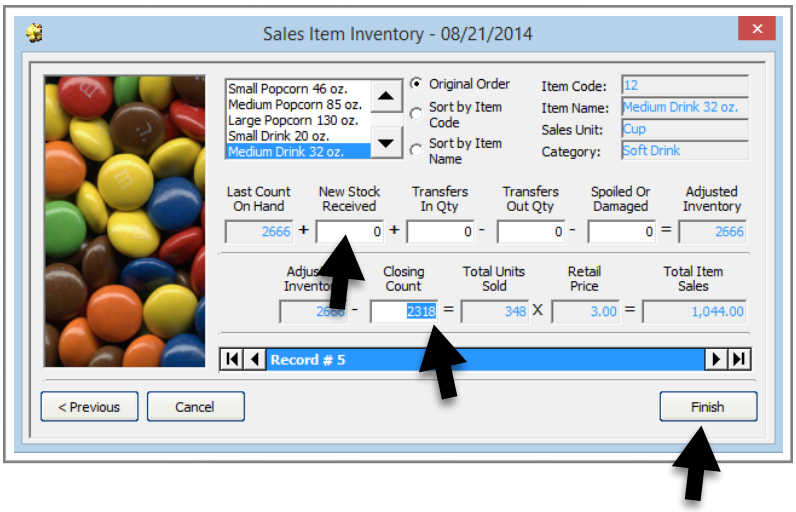
Press ***Yes*** to clear the last figures and start a new inventory. This moves closing stock from the last inventory to the opening stock for this one. If you answer ***No*** this will let you start the last inventory where you left off. If you have finalized that inventory, you will have posted to the database already.





Select **Ending Date** for this reporting period and Press ***Next***.

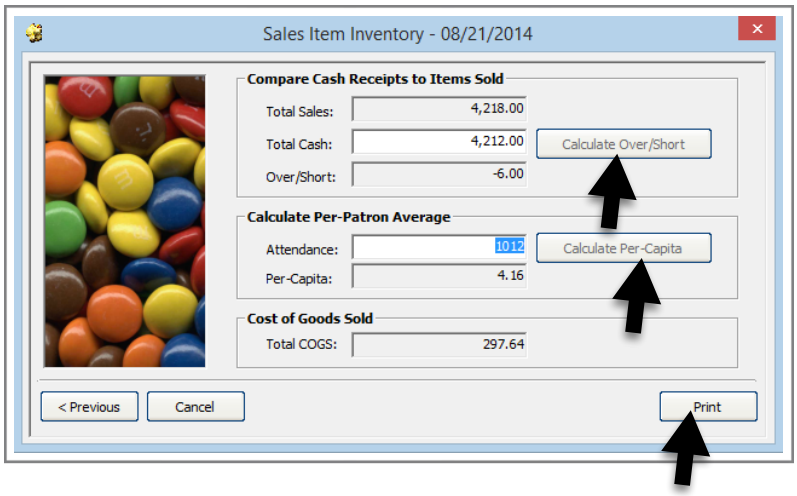
Concession Inventory

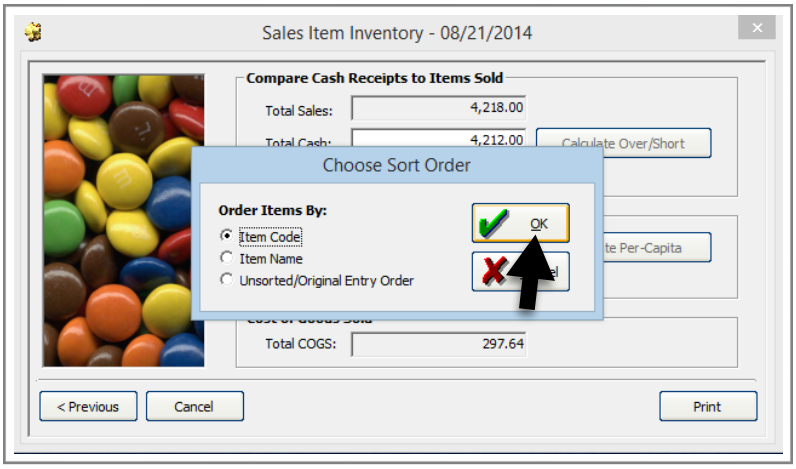


Enter your new stock received, transfers in and out, damages and your closing count. Press **[Enter]** on your keyboard to move to the next record. Press ***Finish*** after entering these for all of your sale items.

Enter the total cash for the period and press ***Calculate Over/Short***.

Enter your total attendance for the period and press ***Calculate Per-Capita***.





Choose how to sort the data for your report.

Press ***OK*** to print the report.

Concession Inventory

Concession Sales Report

Period Ending:
Thursday, August 21, 2014

Circuit:	Evaluation Copy	***Date:***	August 21, 2014
Theatre:	Demo Theatre		
Manager:	John Smith	***Location:***	1
Address:	123 Hollywood Dr	***Phone:***	(123) 456-7890
City/ST/Zip:	Your City ST 00000	***Fax:***	(123) 456-7892

Item Code or SKU#	Item Name or Description	Open Qty	New Stock	Xfer In	Xfer Out	Spoil-age	Adj. Inv.	Final Count	Total Sold	Retail Price	Total Sales
1	Small Popcorn 46 oz.	1211	0	0	0	0	1211	1080	131	2.50	327.50
2	Medium Popcorn 85 oz.	333	0	0	0	0	333	209	124	3.50	434.00
3	Large Popcorn 130 oz.	560	0	0	0	0	560	390	170	4.50	765.00
12	Medium Drink 32 oz.	2666	0	0	0	0	2666	2318	348	3.00	1,044.00
13	Large Drink 46 oz.	290	0	0	0	0	290	108	182	3.50	637.00
21	Hotdog	48	0	0	0	0	48	30	18	2.75	49.50
22	Nacho	20	100	0	0	0	120	90	30	2.00	60.00
24	Nacho Cheese	61	0	0	0	0	61	49	12	2.00	24.00
31	Milk Dud	91	0	0	0	0	91	70	21	2.75	57.75
32	Skittles	60	0	0	0	0	60	44	16	2.75	44.00
33	Jr. Mints	49	0	0	0	0	49	40	9	2.75	24.75
34	Raisinets	70	0	0	0	0	70	60	10	3.00	30.00
35	Goobers	69	0	0	0	0	69	59	10	3.00	30.00
36	Twizzler	49	0	0	0	0	49	34	15	3.00	45.00
37	Starburst	70	0	0	0	0	70	58	12	3.00	36.00
41	Nestle Crunch Bar	34	0	0	0	0	34	30	4	3.00	12.00
113	Small Drink 20 oz.	599	0	0	0	0	599	360	239	2.50	597.50

Report Summary

Total Sales:	4218.00	***Cost of Goods Sold:***	297.64
Total Cash	4212.00	***Profit Margin:***	3920.36
Over/Short:	-6.00	***Cost Ratio:***	7.06%
Attendance:	1012	***Cash Per-Capita:***	4.16

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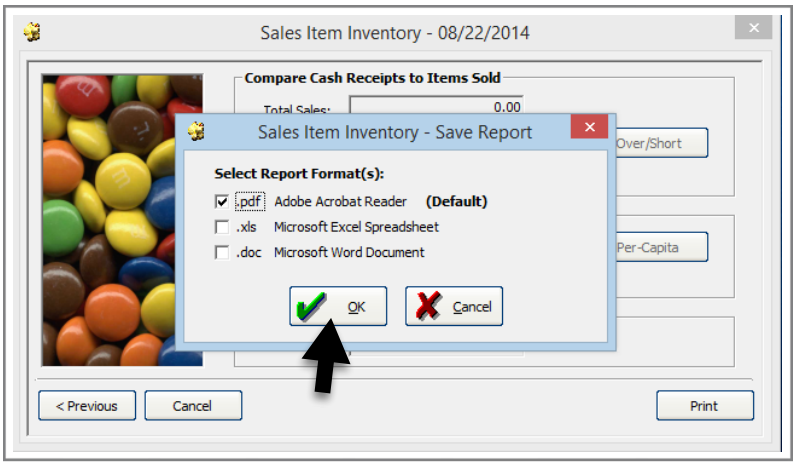
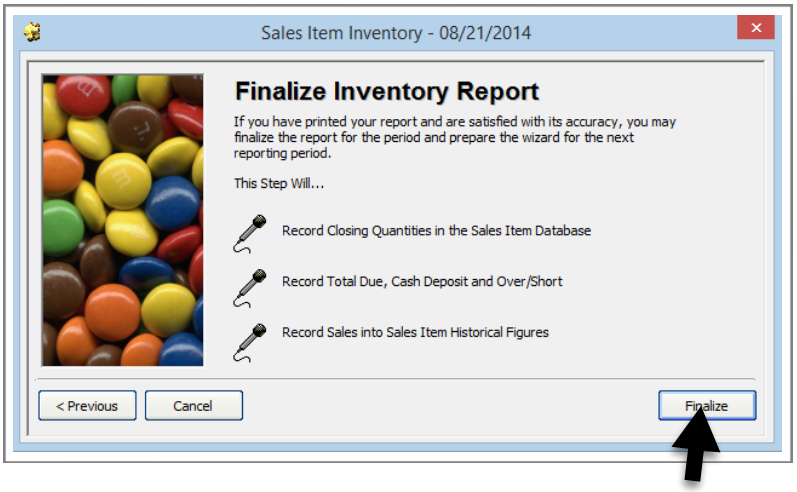
Choose report file format(s) you want to save your file in.

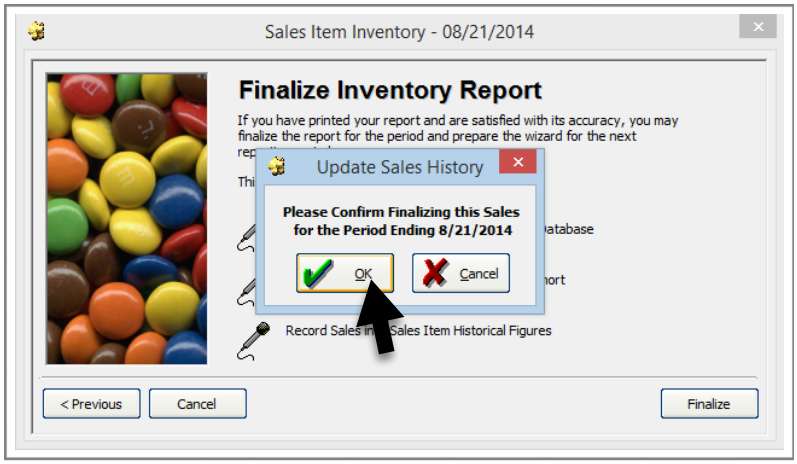


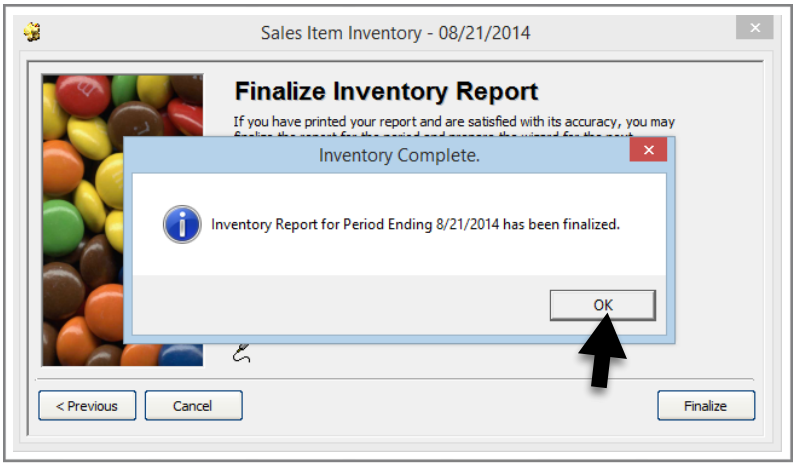
Concession Inventory



Finalizing the report sends the closing numbers to the database, records your deposit and updates the product history for each item. Press ***Finalize***.

Press ***OK*** to confirm.





Press ***OK*** to complete.

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 ladles 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 ladle 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 MEASURE 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 ConcessionExpress. 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 setup your product databases for the computation of yields:

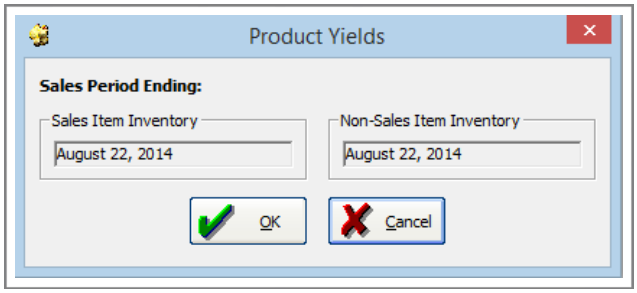




Yields as defined by Concession Express 2.0 are values which represent the average number of servings you are getting from finite quantity of an ingredient (for example a gallon of post mix drink syrup). Each item that you sell is assigned a yield multiplier based on the smallest serving of the item. 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 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 in this example.

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.

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:



The report below shows that 1893.17 soft drink units (the size of your small drink) were sold for the period. It took 18 gallons of drink syrup to make these drinks, or 105 drinks per gallon, 525 drinks per 5 gallon bag-in-box. Evaluate your sales period after period and see if these figures stay consistent.

Inventory Yield Report

Circuit:	Evaluation Copy	***Date:***	August 22, 2014
Theatre:	Demo Theatre		
Manager:	John Smith	***Location:***	1
Address:	123 Hollywood Dr	***Phone:***	(123) 456-7890
City/ST/Zip:	Your City ST 00000	***Fax:***	(123) 456-7892

Item Name	Category	Sales Units Sold	Qty. Sold	Yield
Raw Popcorn	Popcorn	461.39	40.000	11.535
Popping oil	Popcorn	461.39	30.000 Pound	15.380
Flavocol Salt	Popcorn	461.39	1.000	461.390
CO2	Soft Drink	1893.17	7.000	270.453
Total Gallonage	Soft Drink	1893.17	18.000	105.176

Concession Inventory

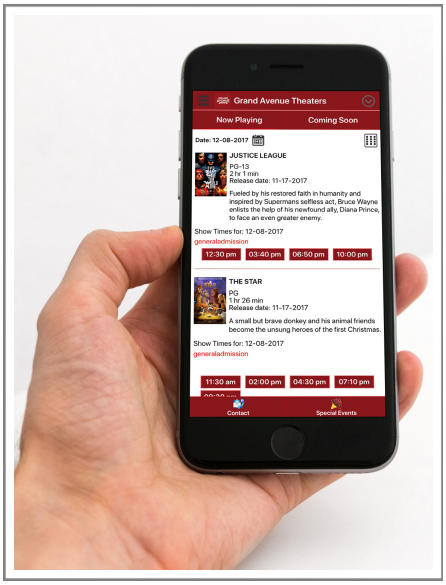
Chapter 18

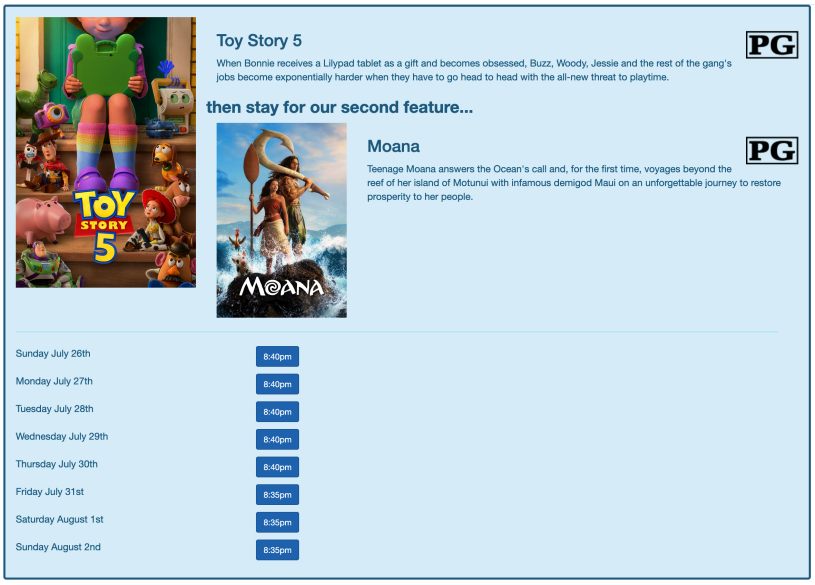
Internet Ticketing

Internet Ticketing

Selling Tickets Online

Sensible Cinema Software is pleased to offer internet ticketing through our partnership with Jack Roe USA (Jacro®). Online Ticketing makes it possible for your customer to purchase tickets in advance from the comfort of their home or office for any playdate for which you have enabled sales. The online ticketing software looks for a sync command from Sensible Cinema to send your latest movie schedules to your web sales site. A virtual private network connection (VPN) keeps the Sensible Cinema database and online ticketing "in sync".





Simple or Deluxe Web Interface

Above is a simple web interface that is complimentary with your internet ticketing setup. Jacro also offers total web hosting with a slick, media rich interface on a par with the major theatre circuit web sites, but at a fraction of the cost of other theatre web site designers. Whichever format you choose, your showtimes are pulled right from your Sensible Cinema POS system and updated with a simple synchronization you can do after every schedule modification.

Your ticket buyers will pay a convenience fee for each ticket purchased. The theatre will be charged a wholesale fee and set its own retail fee high enough to cover the wholesale fee and whatever costs the theatre would like to cover, for example credit card processing fees.

All ticket purchase funds are deposited daily to the theatre bank account. Jack Roe will bill monthly for the wholesale convenience fee owed.

How It Works:

As tickets are sold online, they are immediately deducted from the available seats shown on the cashier's sales screen in the ticketing system.

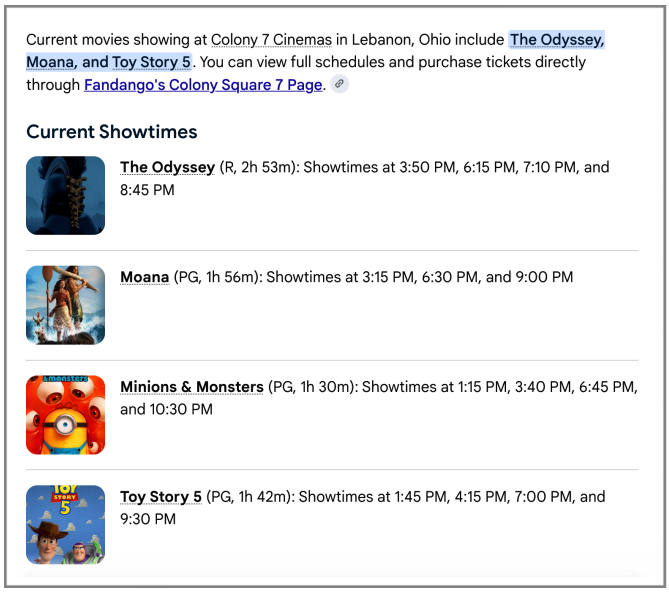
Online tickets are sold from the same series of tickets as those online. They can be sold as far in advance as you like.

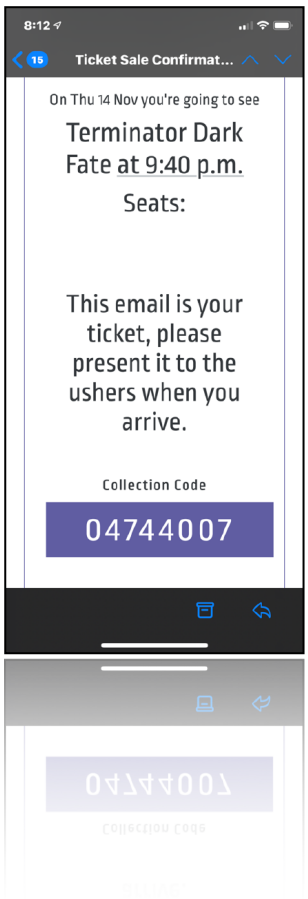
Online tickets are reported along with your site sales.

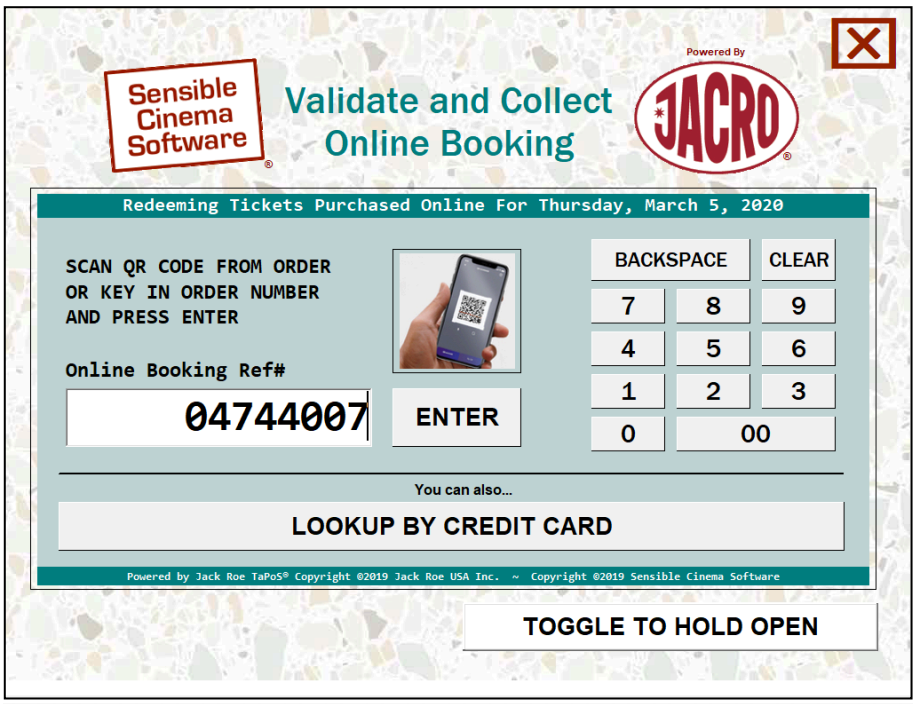
Private Label Ticketing

The private label ticketing solution means theaters can sell tickets directly from their own web site without sending a customer to a site where other theaters compete for their business. Your web site will feature a button that directs the buyer where to purchase tickets. Alternatively, Jack Roe and Sensible Cinema partner with sites like The Boxoffice Company and cinemahosting.com for a full featured web experience that includes online buying.

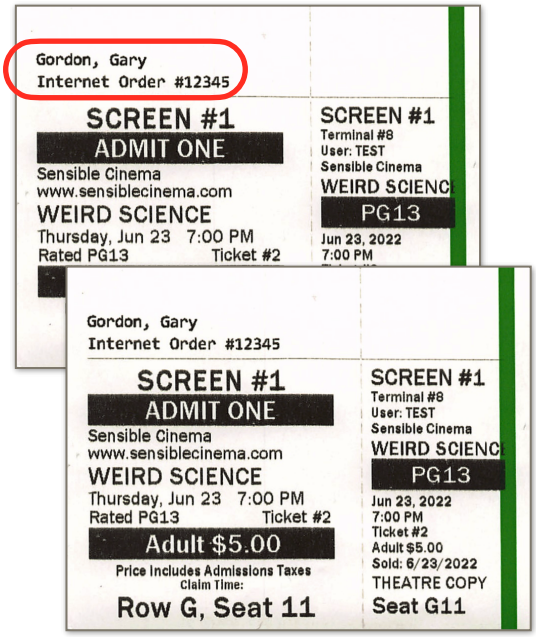
A Google search for your theatre will return clickable showtimes from which the buyer can purchase tickets directly from the Jacro [internetticketing.com] server.







Internet Ticketing



Ticket Collection

When the buyer arrives at your theatre and the confirmation or collection code has been entered, individual tickets will print that resemble your standard tickets.

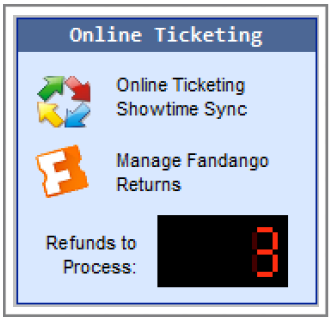
Each ticket contains the buyer name, collection code, the film title, day, date and showtime for the performance, official ticket number, purchase category and price. It differs slightly from the regular ticket so that your usher can spot it and know to conduct the additional step of an ID check for R-Rated and NC-17 Rated films, discounted ticket categories like child or senior.

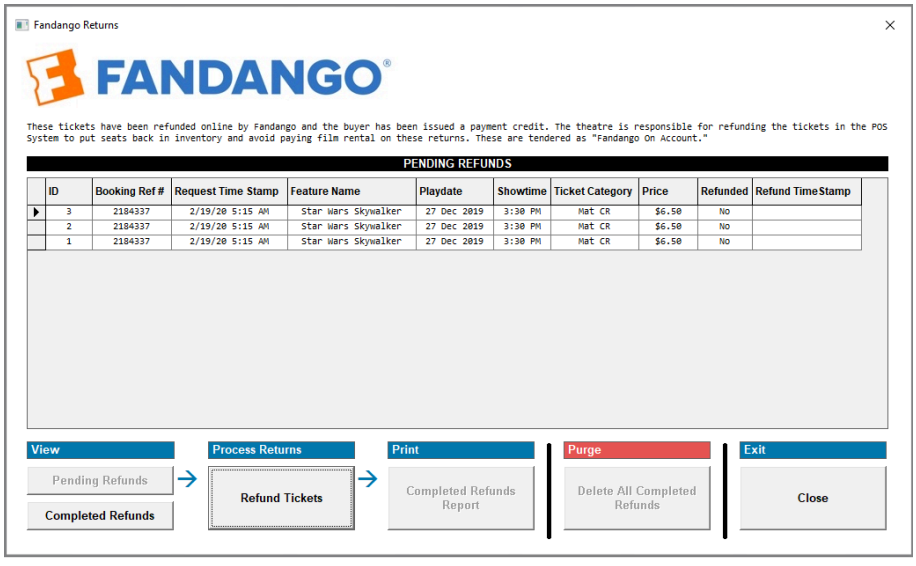
Fandango

Fandango is a premium add-on to our internet ticketing.

Fandango has a rock solid refund guarantee for its ticket buyers. Theatres consigning tickets to Fandango agree to this policy. https://www.fandango.com/policies/movie-ticket-policy

When Fandango grants a refund to a buyer, Sensible Manager will alert you of a waiting refund request via a counter in the main menu.





You will want to tend to the ticket returns promptly to ensure that seats are put back into available seating inventory.

Refunding the tickets at the manager station is one simple step. This ensures the theatre does not pay film rental on returned tickets.

Chapter 19

Utility Programs

Sensible Cinema Utilities

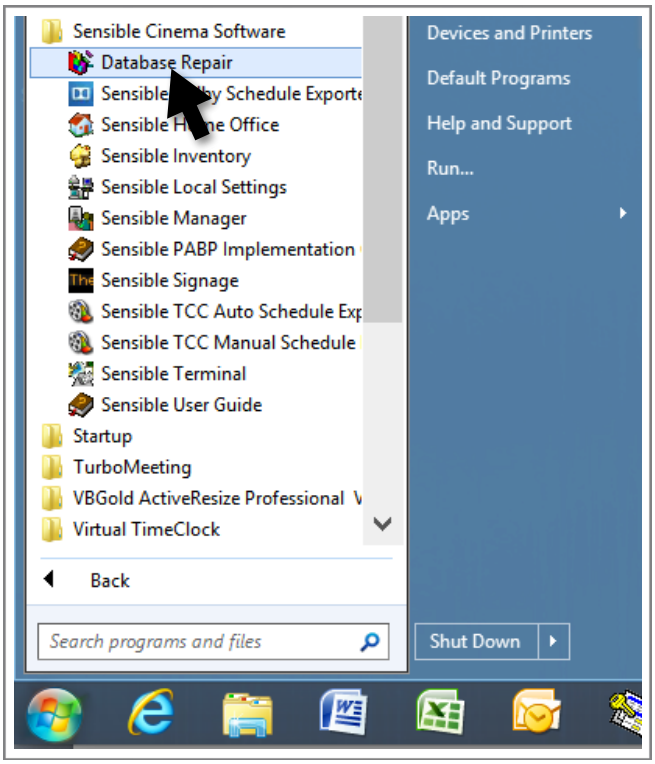
Sensible Cinema Software ships with several utilities designed to make your life as a theatre manager easier by saving you steps and putting you in control of external devices which can benefit from data stored in the Sensible Database. Some of the provided utilities are included at no cost, others must be licensed for a nominal fee. These utilities are explained in the next few pages.

For systems with a Windows Start Menu, press the ***Windows Start*** Button, **All Programs ➜ Sensible Cinema Software** and pick the program you need.

This section will cover the following utility applications:

Database Repair
Sensible Signage
Sensible Dolby Schedule Export*
Sensible TCC Auto Schedule Export*
Sensible TCC Manual Schedule Export*
Sensible Home Office - Annual License

*Schedule export suite is a one-time $59 paid license. All utilities are included for exporting schedules to library managers for Dolby, Christie, GDC and Cinedigm. Support is included for 30 days.



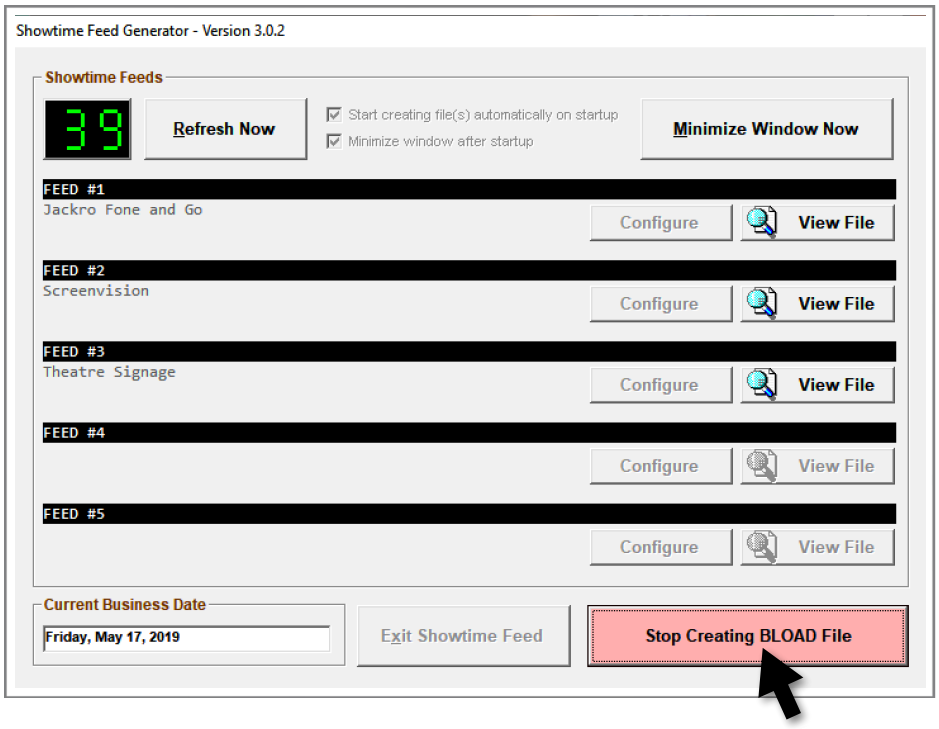
SENSIBLE SIGNAGE

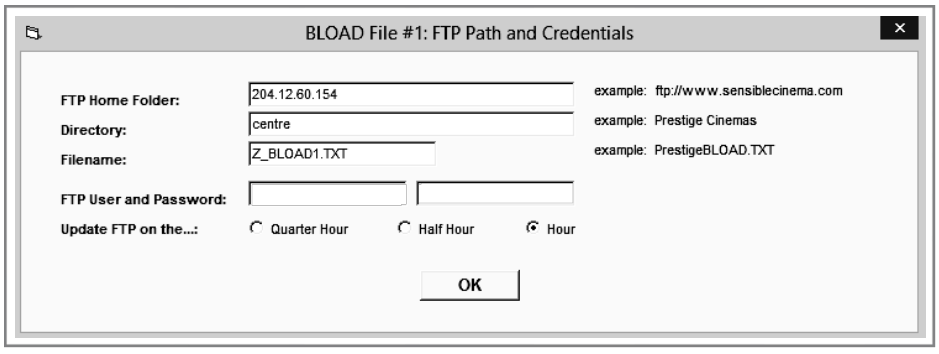
The signage application creates a text file called a BLOAD (binary load) format file designed to be read by theatre signage systems. Other companies have adopted this format for receiving your schedules as well, including Jack Roe Company which uses signage data for signs and its automated showtimes system called Fone-N-Go, Screenvision and Pot 'O Gold, which use the signage schedule export to manage screen advertising runs. Most of the signage companies which produce signage for theatres are able to connect to Sensible Cinema through this utility, including Jack Roe, Adaptive, Data Display, Texas Digital, NCR, Radiant, Cinema Hosting and others. These include the old-style LED displays and the newer ones using video screens.



SENSIBLE SIGNAGE (continued)
The signage application allows five separate files to be generated.

The software will automatically read the program data path found in the Sensible Local Settings app. Enter the name of the company or device the file will be used by. Create a path for the file to be saved locally. On Windows 7 and 8 systems you must use the Documents folder or somewhere in the shared Sensible Database folder. Choose the creation options you need, including multi-day file creation which requires that date be included. If you will be sending the file to an FTP server, press FTP settings and enter the credentials for the FTP server. Press ***Start Creating BLOAD File*** to begin creating the file. Click ***View*** to see your file. File refreshes every 45 seconds to pick up seats sold for sellout warnings on box office signage.





The BLOAD file can be sent to the FTP up to four times per hour.

How to Automate and Forget It:

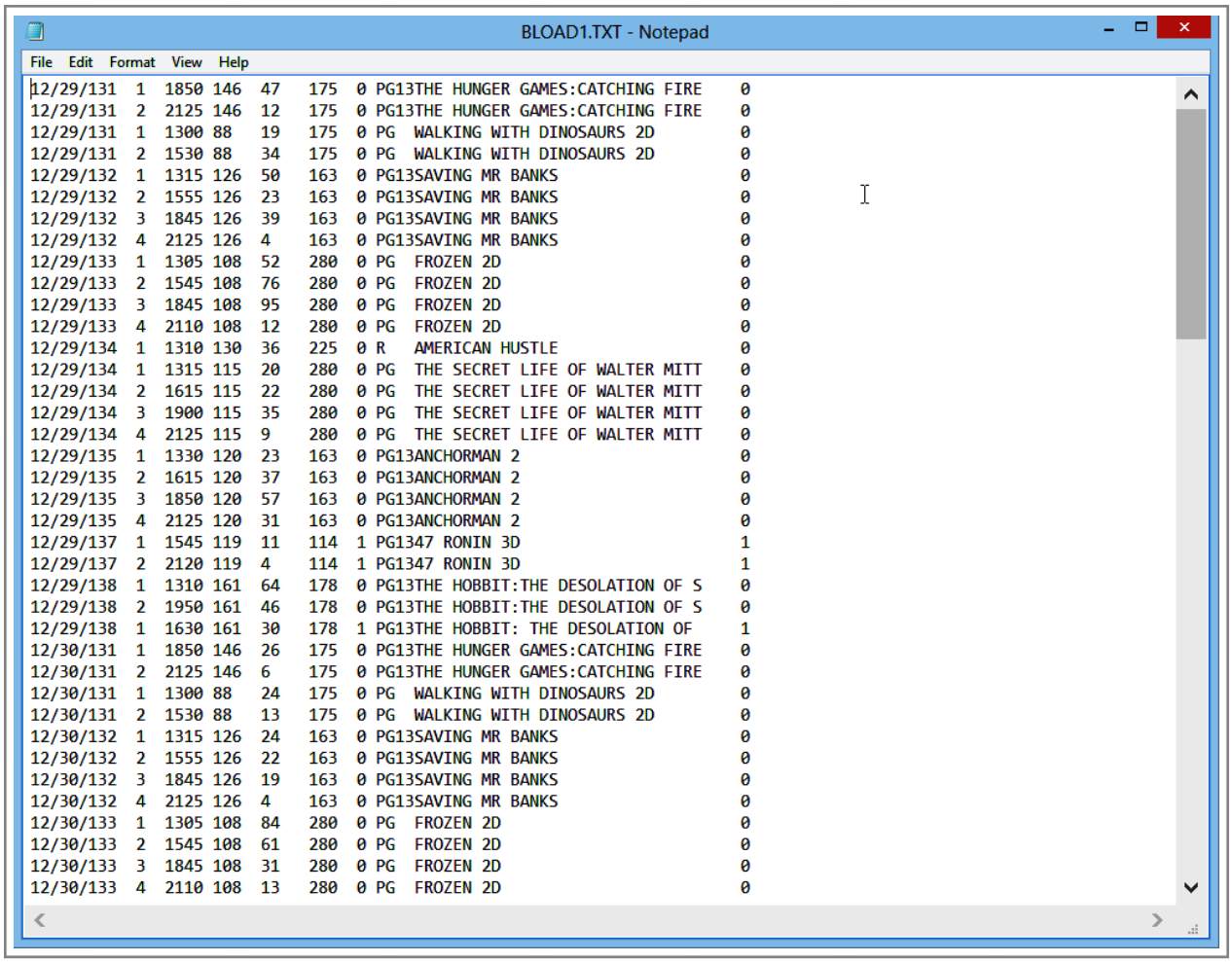
Create a shortcut and add it to your computer's **Startup** folder so that every time the computer is restarted the sign info generator will be restarted.

In the Windows Start Menu locate the Startup folder and right-click choose Open All Users. Copy your shortcut from the desktop and place in folder.

Check the checkbox ***Start Creating files(s) automatically when program is started***. This will make the program start running and creating a schedule when the computer starts and when the program is manually started.

Utility Programs

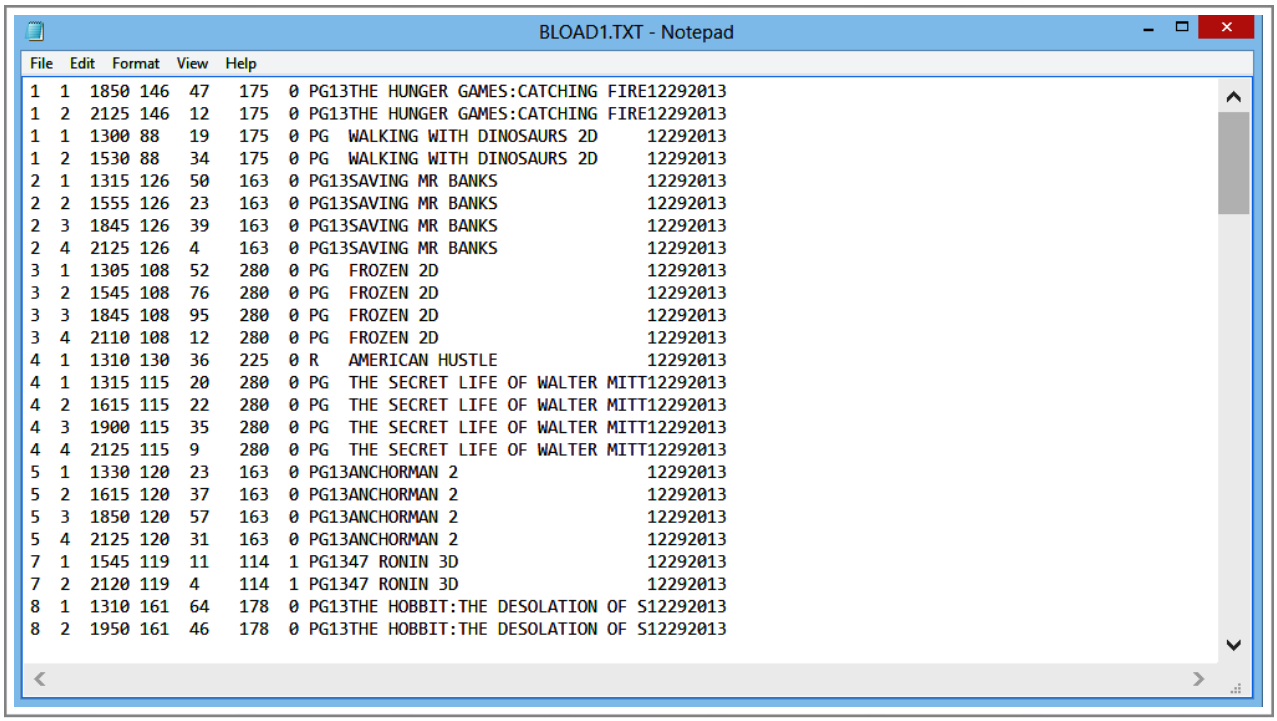
SENSIBLE SIGNAGE (continued)
This BLOAD file format is the most commonly used multi-day format. It is used by Screenvision and most signage companies which support a multi-day format file.





Date First BLOAD File Format
Column 1: *mm/dd/yy*
Column 9: screen number xx
Column 12: show # *xx*
Column 15: showtime *hhmm*
Column 20: running time minutes *xxx*
Column 25: seats sold *xxxx*
Column 30: total seats in house *xxxx*
Column 35: 3D Flag/Bit *(0=2D, 1=3D)*
Column 37: MPAA Rating *xxxx (only four chars. use PG13 and NC17 without dash.)*
Column 41: Feature Long Title *columns 41-70 (29 char max)*
Column 75: No Passes Flag/Bit *(0=Passes Accepted, 1=No Passes Accepted)*

SENSIBLE SIGNAGE (continued)
This file version places the date at the end of the file in a slightly different format. The NCM file format creates a file readable by the NCM Media Server which delivers screen ads to many cinemas. NCM Cinema Network is owned and operated by the 3 largest theater circuits in America: Regal, AMC Theatres and Cinemark plus 36 select affiliate partners. This file version does not have a flag for ***No Passes***.

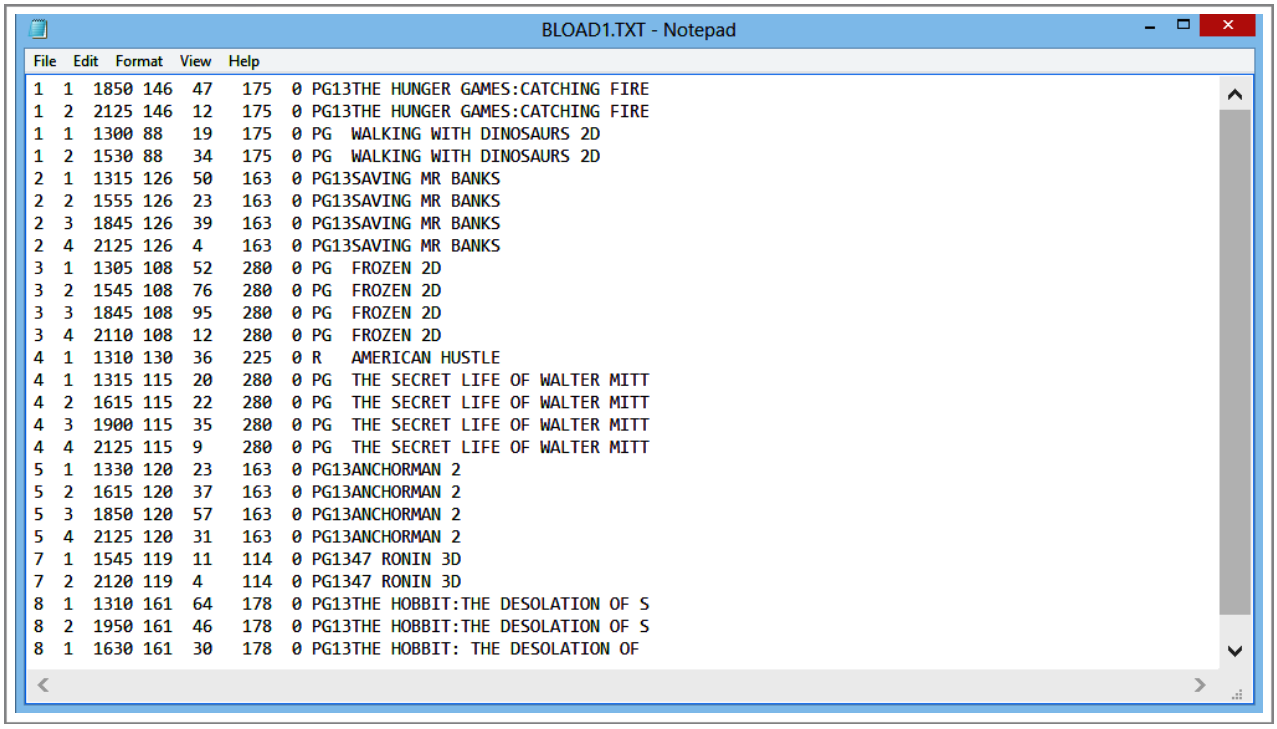




Date Last BLOAD File Format (aka NCM File Format)
Column 1: *screen number xx*
Column 4: show *# xx*
Column 7: showtime *hhmm*
Column 12: running time minutes *xxx*
Column 17: seats sold *xxxx*
Column 22: total seats in house *xxxx*
Column 27: 3D Flag/Bit *(0=2D, 1=3D)*
Column 29: MPAA Rating *xxxx (only four chars. use PG13 and NC17 without dash.)*
Column 33: Feature Long Title *columns 33-62 (29 char max)*
Column 63: Date *mmddyyyy*

SENSIBLE SIGNAGE (continued)
This file version is the original and oldest version of the BLOAD file. It was originally developed as a single day file to be used in the box office and auditorium signage applications.

This file version does not have a flag for ***3D*** or ***No Passes***.



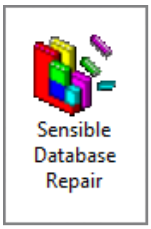


BLOAD File Format (No Date)
Column 1: *screen number xx*
Column 4: show # *xx*
Column 7: showtime *hhmm*
Column 12: running time minutes *xxx*
Column 17: seats sold *xxxx*
Column 22: total seats in house *xxxx*
Column 27: 3D Flag/Bit *(0=2D, 1=3D) (Not in v2.2.3 and earlier)*
Column 29: MPAA Rating *xxxx (only four chars. use PG13 and NC17 without dash.)*
Column 33: Feature Long Title *columns 33-62 (29 char max)*

Utility Programs

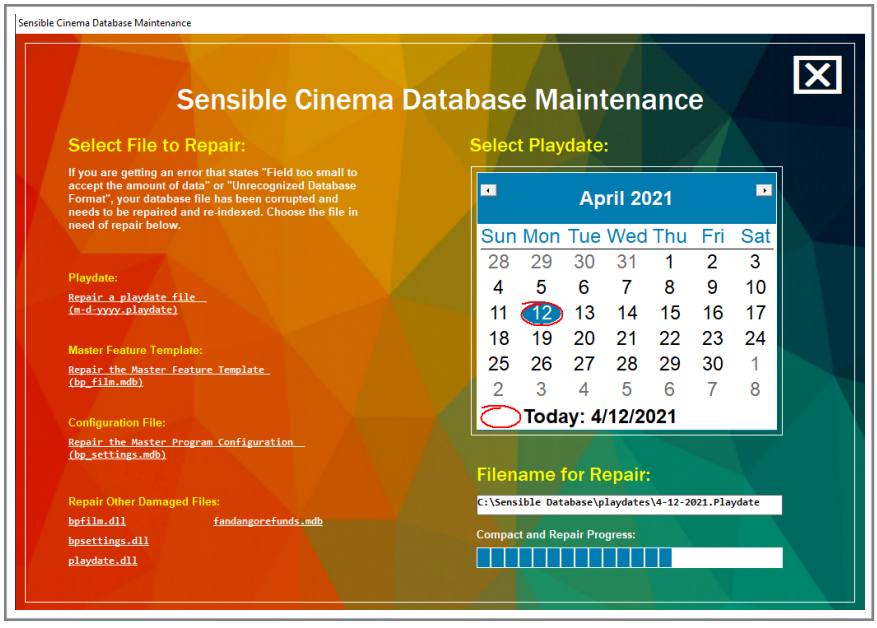
DATABASE REPAIR

The most typical evidence of a database crash is the ***Unrecognized Database Format Error*** which renders the system "down" and unusable. Don't fret. In most cases you can repair the database and resume operation in minutes. The database crash is usually caused by a networking problem which occurred as a record was being written. If this occurs often, replacement of your network switch, cabling or a network client may become necessary to remedy the situation.

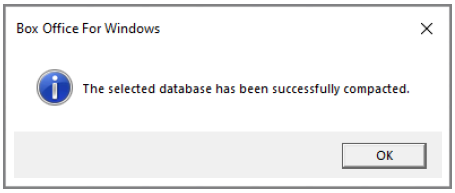


The less frequently seen ***The field is too Small to accept the amount of data…*** error can appear when trying to do nightly reporting although you have had no issues during the day selling with the point-of-sale. While the repair tool almost always repairs this successfully enough to continue your work, corruption will often remain and data in the corrupted table can render incorrect or overflow data in the affected table. A support call may be necessary to get the corruption removed from the table.

This utility makes it possible to repair a number of the database file types used with Sensible Cinema Box Office for Windows. Key to repairing a file is to have exclusive access to it, that is why it is important to exit all Sensible Cinema applications before attempting to repair the damaged file. This means exiting all terminals, the management software, the Sign Info Generator program and any Sensible Cinema Schedule Export application which is currently running.



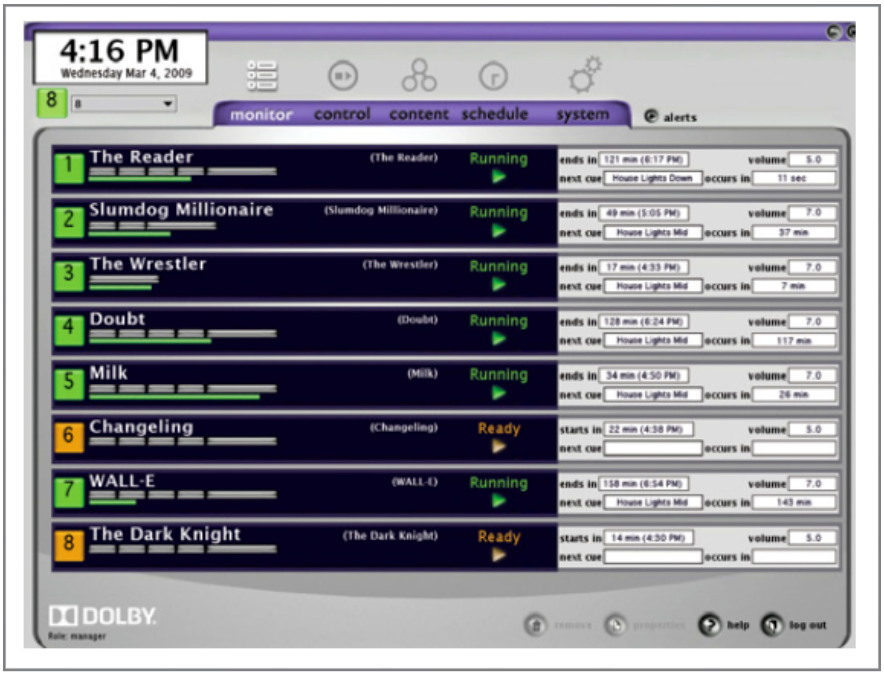
The most likely file to need repair is the **playdate** file for your current day. Select the date on the calendar and press ***Start Compacting***. If it is another file, select it from the buttons on the left. Second most likely is the system file **bp_settings.mdb**, the primary configuration file. If the issue is local to a particular terminal, for example the **bpsettings.dll** or **bpfilm.dll** file on that particular computer, you can copy the same file from a working computer and overwrite the defective one.



Utility Programs

DOLBY SCHEDULE EXPORT

The Dolby Schedule Export utility creates an XML file for importing to the Dolby Theatre Management System.



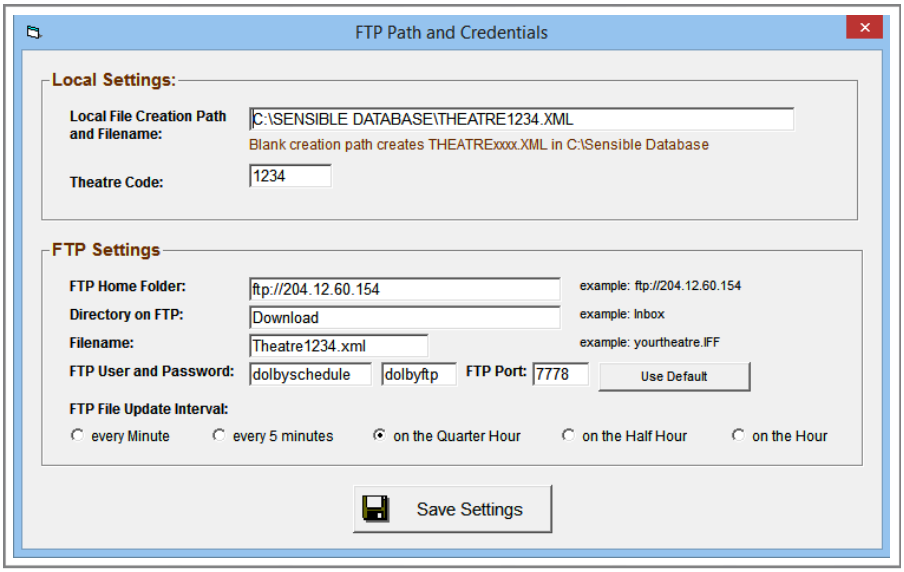
The **Dolby TMS** (pictured left) is free and ideal for small theatre sites. It uses a proprietary XML file format for importing schedules from theatre point-of-sale systems.

Sensible Cinema Software's Dolby Schedule Export runs on the desktop supplying up to the minute schedule changes to the Dolby TMS via an FTP connection.

FTP Schedule Push Protocol

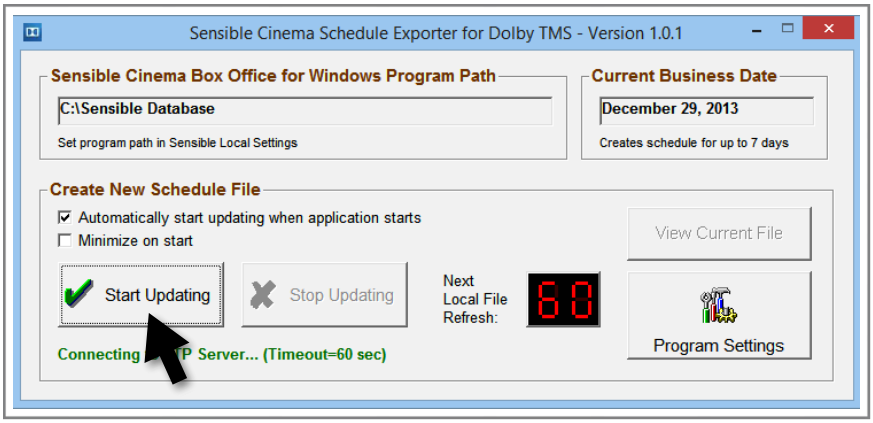
The following FTP parameters must be used with the schedule push protocol.

FTP port: 7778
user name: dolbyschedule password: dolbyftp



Settings: Your IP address or home folder will be different but the settings for FTP user, pass and port will remain the same as pictured. Consult with your TMS installer for creating the connection from the point-of-sale to the TMS server. The upload interval is configurable from every minute to once an hour.

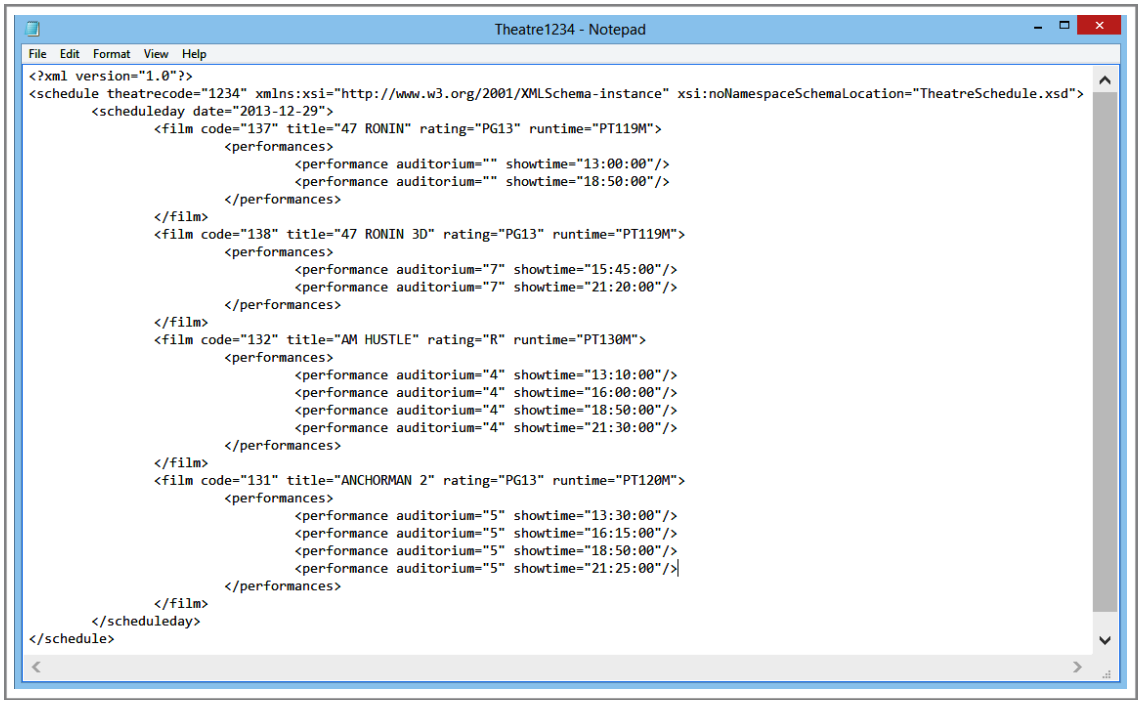
DOLBY SCHEDULE EXPORT (continued)
Press ***Program Settings*** to enter the FTP credentials and other program options.



How to Automate and Forget It:

Create a shortcut and add **Sensible Dolby Schedule Exporter** to your computer's **Startup** folder. See page 209 for more details.

The **Notepad** document below shows a typical .XML file made to the Dolby TMS specification. The file can span multiple days.



When the server receives a new file, the file is processed and two outcomes are possible:

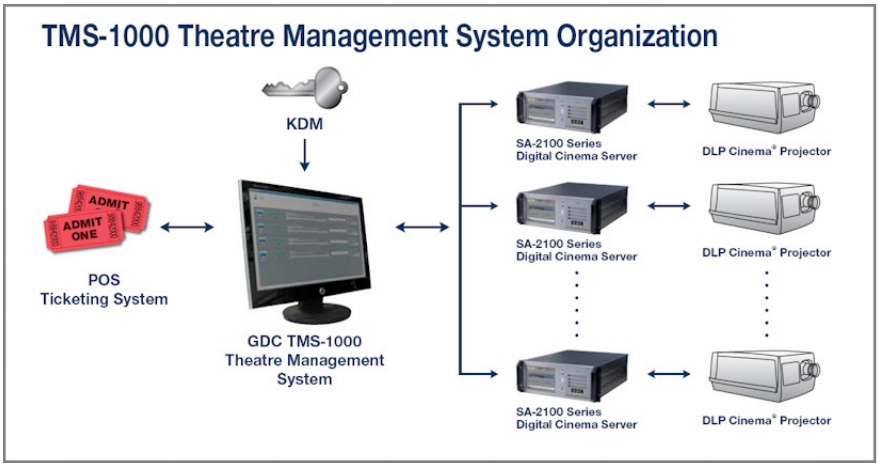
If the file is recognized as a valid schedule document, the contents are processed and new shows/ show times are created. The file is then moved to the folder "processed" with "_<timestamp>" appended to the filename.

If the file is not recognized, the file is moved to the folder "failed"with"_<timestamp>"appended to the filename.

Utility Programs

TCC FORMAT SCHEDULE EXPORT
The TCC format schedule is often used to import to the Cinedigm LMS used by those taking advantage of VPF programs for digital cinema. A variation of this file can also be imported to the GDC and Christie cinema TMS servers.

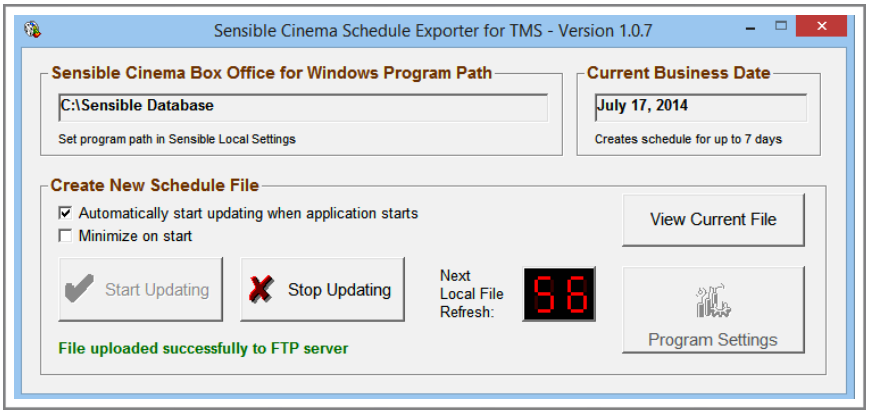
This is a text readable file which can be opened using **Windows Notepad**. For Cinedigm LMS servers the saved file should be given the extension **.IFF**. Typically the file would be named **TCC.IFF**. For GDC and Christie, **.TXT** should suffice.



The **GDC TMS-1000** (pictured left) can import a schedule file from Sensible Cinema that includes the ability to shut off a projector if no seats are sold after *xx* minutes for a performance. You will find Sensible Cinema in the drop down menu choices of POS systems.

How to Automate and Forget It:

Create a shortcut and add **Sensible TCC Auto Schedule Exporter** to your computer's **Startup** folder. See page 209 for more details. Press ***Program Settings*** for options.



Seats Sold Option (Column 123)
When using this utility for Cinedigm, do not check the option in program settings that adds column 123, the column with the current auditorium attendance. Doing so will cause the Cinedigm LMS to fail to import. To use this option with a GDC TMS server the version of the GDC TMS must be 3.4.3100 or later. Updates are available in the pilot folder on the GDC FTP Server. If you do not have access to this folder or FTP, contact GDC for assistance.

Utility Programs

Program Settings

1. **Enter the file creation path.** Windows 7 and 8 will require the file to be saved locally under Documents or in the Sensible Database shared program folder.

2. Enter your **Theatre Code**.

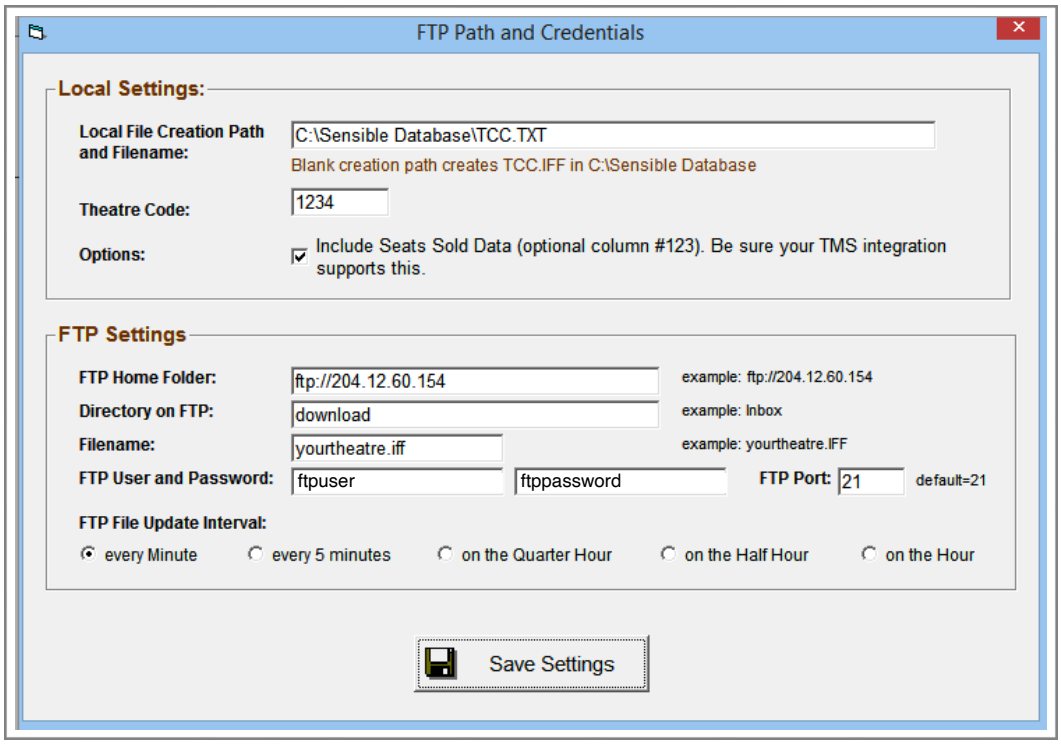
3. If sending via FTP, enter the **URL** or **IP address**.

4. Enter the **directory** where the file should go on the FTP server.

5. Enter the **filename** you will be converting the local file to when saved on the FTP.

6. Enter the provided **user name** and **password** for the FTP and the port.

7. Enter the **interval** in which you will be sending a new version of the file. More often will use more bandwidth and could possible exceed data caps over time.

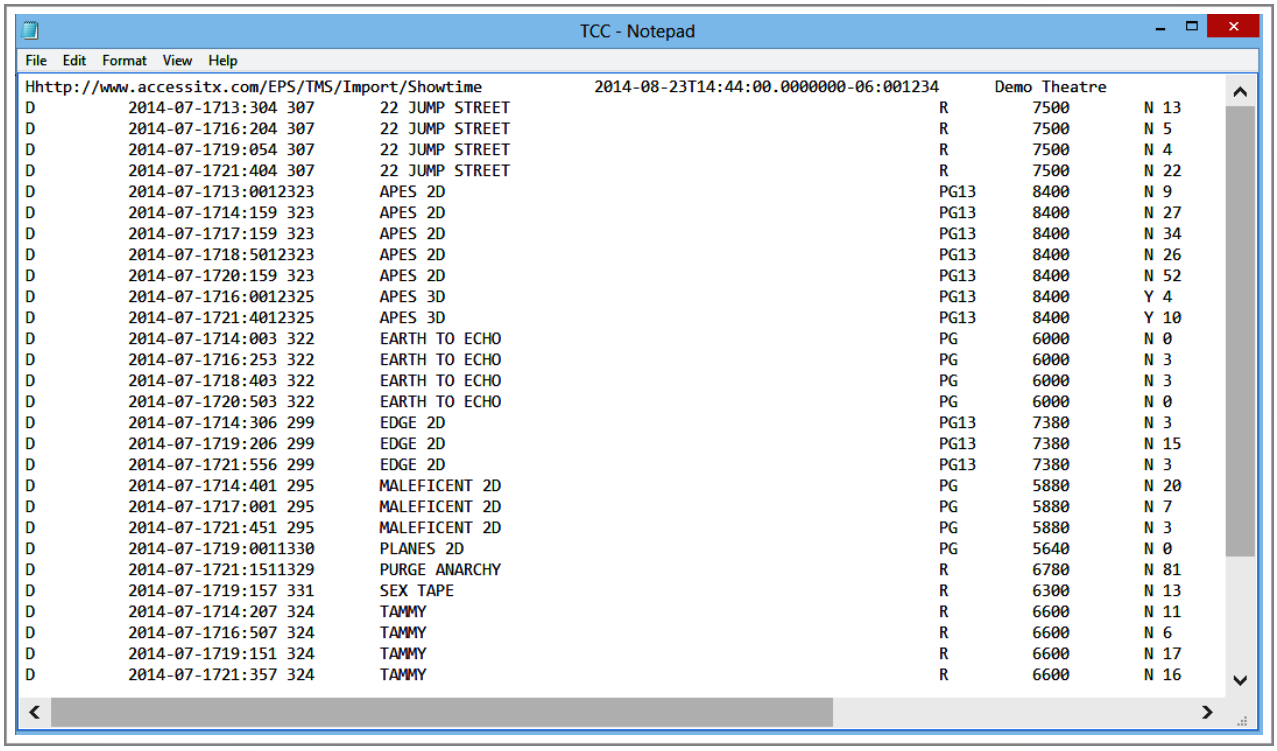


Picture Numbers

You must use a unique picture number for each movie used through the export utility. As each feature is set up in Sensible Cinema you must give it a unique feature code never before used and never used again. See page 56 for details about picture numbers.

TCC File

Below is a TCC.TXT file created for the GDC TMS importer. The only difference between this file and the Cinedigm file is the last column, column 123 which the GDC file has and it does not have. The last column is the current number of occupants of the theatre.



TCC GDC File Format

Header at the top of the file contains theatre information. Header record starts with an “H” in column 1. Subsequent rows contain “D” or detail rows.

Column 1: *D* **for Detail Row**
Column 12: **Date** in *yyyy-mm-dd* format
Column 22: **Showtime** *hh:mm* military time
Column 27: **Screen** number *xx*
Column 29: **Picture Number** (10 characters)
Column 39: **Feature Title** (our short title is used here)
Column 99: **MPAA Rating** (four spaces, we omit the hyphen for PG13 and NC17)
Column 109: Running time in seconds *xxxxx*
Column 115: Audio Soundtrack Language (3 Characters)
Column 118: Captions Language (3 Characters)
Column 121: Is 3D Y/N flag
Column 123: Seats Sold xxxx (use only with GDC TMS v. 3.4.3100 or later.)

Utility Programs

DRIVE-IN BOX OFFICE PLAYDATE MERGE

In situations where having the box office connected to the server is logistically impossible or impractical, a separate copy of the server software and terminal program can be run on a computer at a remote box office. In order to do this, the following must be followed:

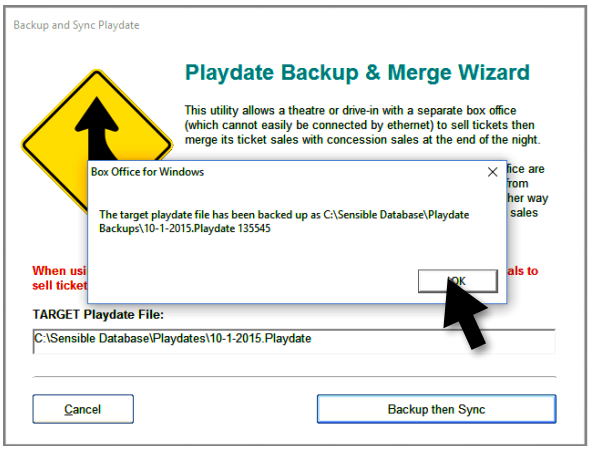
- Terminal number and Terminal ID used outside must not be duplicated inside at another terminal.
- No ticket sales may be permitted inside. They would be overwritten and lost when sales are merged.
- Two copies of every playdate must be made, one on server inside and one on server outside.
- Server inside rules. Sales from outdoor box office are always merged to the database inside.
- Up to four ticketing positions may be run from box office server system networked together outside.

Merge Steps:

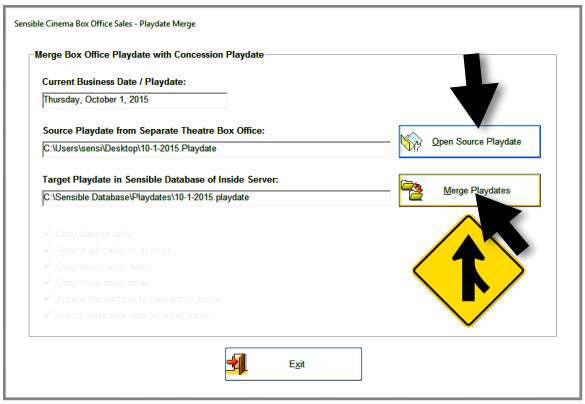
1. After the day's sales are completed, copy the playdate file from the remote PC to a USB flash drive. The playdate file will be in the path: **C:\Sensible Database\Playdates**. Remove the USB Flash Drive.

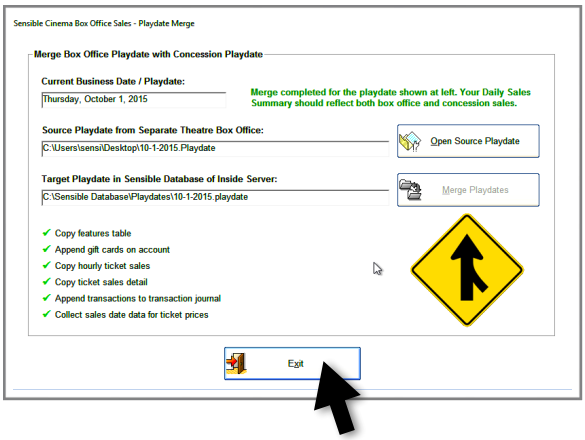
2. Press **F3** from the Sensible Manager Main Menu on the inside server PC to start the Playdate Merge Utility. A backup of the target playdate will be made before a sync is attempted.





3. Insert your flash drive into the USB port on the server machine inside (Target). Click **Open Source Playdate.** Click **Merge Playdates**. Once the process completes you may remove your USB flash drive and open Daily Reports to complete your reports for the day with all box office data and transactions merged into the single playdate file.





Chapter 20

Credit and Gift Card Processing Setup

Merchant Configuration

What You Will Need From Sensible Cinema Before You Begin:

- Merchant Processing Account from an Authorized Payment Processor.
- One Supported PIN Pad for chosen processor per POS Terminal

  DO NOT BEGIN UNTIL YOU HAVE YOUR NEW ACCOUNT CREDENTIALS.

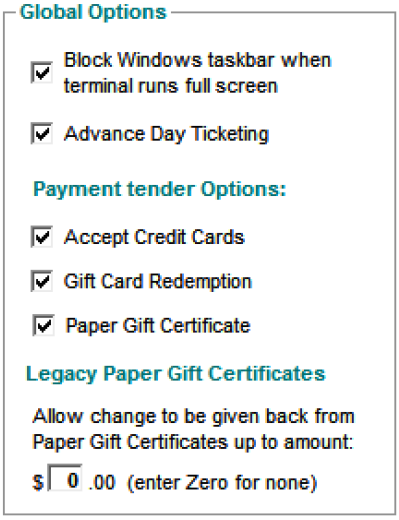
- DataCap Systems® NETePay™ Server Software or DataCap Director Software and DataCap Systems® NETePay™ "Deployment ID" from Your Processor
- DataCap Systems® NETePay™ "Lane" setup for each terminal.
- Your Sensible Cinema Software license code sheet including terminal IDs.
- The Activation ID for activating your merchant ID for use with Sensible Cinema which will only work on the date of your installation.
- Sensible Cinema maintenance password.

You will also need the following:

- Internet Access at each PC.
- USB Keyboard.
- One USB Port or One Serial Port Available for the PIN Pad.
- Passwords for all of your machines.

Credit and Gift Card Processing Setup

Step 1:
Open Master Program Configuration



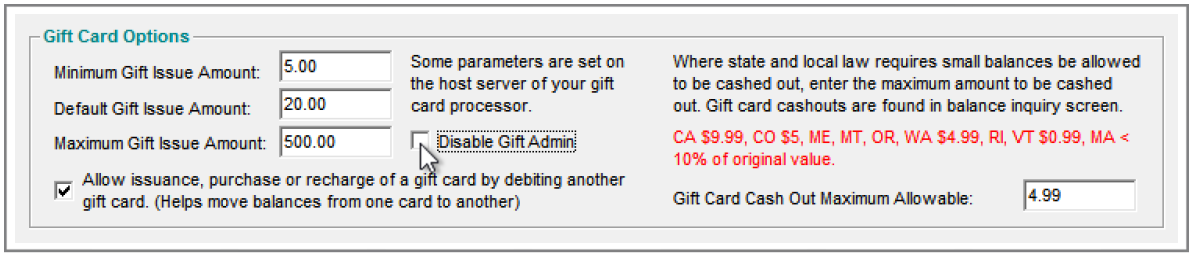
Select the “Terminals” tab.

Under Global Options, select the payment tender options you want shown in the Terminal Payment Tender section.

In our 4.0 release, PIN Debit had its own checkbox. In the EMVUS component of out 4.1 version, the customer will choose Credit or Debit from the PIN Pad when that option is available. Note, PIN Debit will not be available for Mercury Pay until January 1, 2016 when Mercury begins using Vantiv for its processing back end.

Next, Select the “Misc./Gift” tab.

If you will be issuing and accepting gift cards be sure all of the gift card option fields are filled in with values. It is especially important to enter your state’s maximum gift card balance “cash out” amount so that the system is compliant with your state law. If your location does not accept or issue gift cards, check the “Disable Gift Admin” checkbox.



Step 2:
Set up Windows Defender Firewall Exception for DataCap NETePay

For other Firewall software, consult the manufacturer’s instructions to add port exceptions. Be sure to add exceptions for **Domain**, **Private**, and **Public** networks.

For Windows Defender Firewall, open the Windows Control Panel, choose Windows Defender Firewall -> Advanced Settings -> Inbound Rules -> New Rule -> Port -> Next -> TCP -> Specific Local Ports. Enter **9000, 9100** in the entry field. Then press Next -> Allow the Connection -> Select **Domain**, **Private**, and **Public** -> Enter Name **DataCap NETePay**. Press Finish.

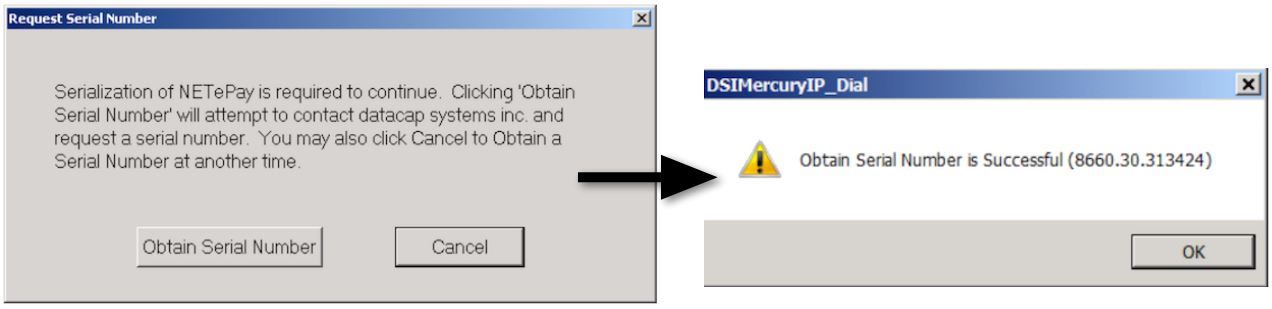
Step 3:
DataCap Systems NETePay Software Installation

Download, Install and Activate Datacap NETePay™ Software or DataCap Director
Download the version of NETePay for your payment processor or use processor agnostic DataCap Director Software (Recommended). The download page is found at https://datacapsystems.com/download under Epay Software.

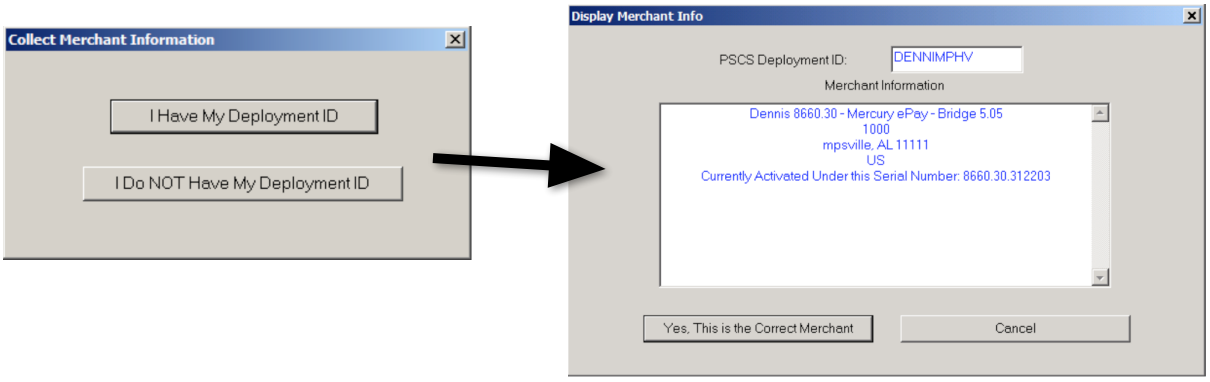
The Windows Firewall (or your third-party firewall) may ask your permission to allow NETePay to access the Internet. You MUST grant access by selecting "ALLOW" when requested.

See Step #2 for how to manually set port exceptions.

Obtain Serial Number to Activate Software:

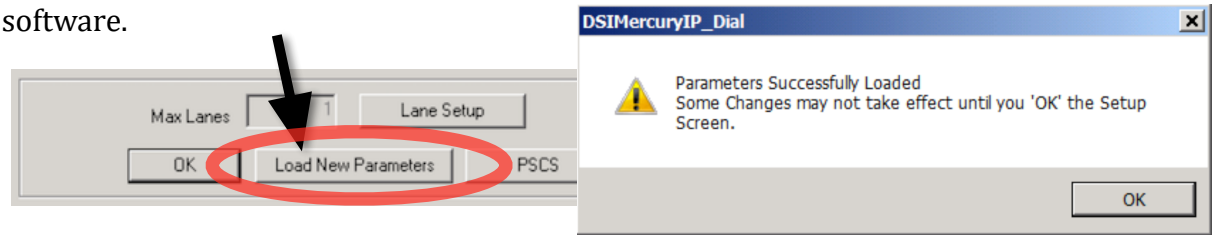


Enter your Deployment ID and demographic information for your account when requested. You will need your account street number and zip code on record with your payment processor:



Credit and Gift Card Processing Setup

From the “Setup” menu, load processing parameters from the payment processor into the NETePay™ software.

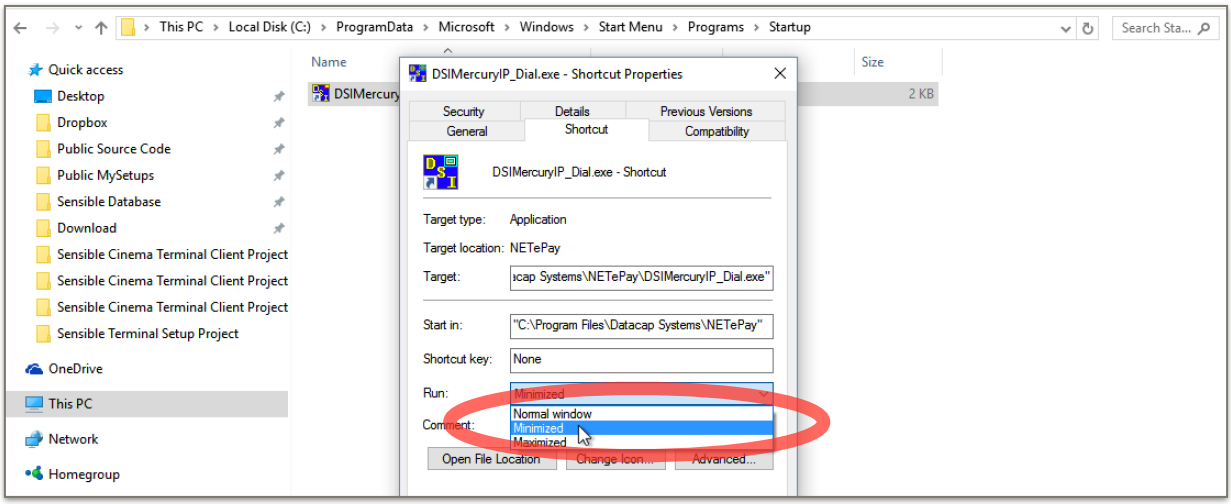


IMPORTANT: NETePAY MUST RUN AT ALL TIMES TO PROCESS CREDIT CARDS

If using the DataCap Director installation, DataCap NETePay will be setup as a service and will run without an app being open. To have access to the DataCap Director App, place the app in your startup folder. To see the DataCap Director app running in the system tray near your clock, allow this app to be seen by setting that option in the taskbar setup.

Load the **NETePay™** software automatically when your computer is restarted by placing a copy of the desktop shortcut in your startup folder at:
C:\ProgramData\Microsoft\Windows\Start Menu\Programs\StartUp

Right-Click, select **Properties.** Select **Run**. Change to **Minimized**. This will cause it to start automatically and run in your system tray.



Selling Station Configuration

Step 4:
Install USB Driver for PIN Pad on Each Terminal
(Skip if using serial port cable and AC Adapter)

If you are using the USB cable with your PIN Pad, there is an additional step in which you must install a PIN Pad driver. This will create a virtual serial port on your computer on systems which do not have a physical serial port.

Reboot the computer.
(This loads the PIN Pad Driver and the DataCap dsiEMVUS driver software after the restart.)

When the system has rebooted, log in to the "CASHIER" Windows account, (the account from which you run Sensible Cinema Terminal.)

Open the **Sensible Local Settings** application and Proceed to Step 5.

Step 5:
Selling Station Merchant Parameters

Merchant ID
Open "Sensible Local Settings 4" and select "Credit Card Merchant Setup". Press **F10** to unlock the merchant setup frame. Select your credit card processor then enter your new merchant ID string. Select your gift card processor and enter that merchant ID string. Type in your Activation ID and press the "Activation ID" Button. Note: Sensible Cinema must provide the Activation ID for the date of your installation. Processing will not be possible without a successful activation regardless of whether the merchant account is correct.

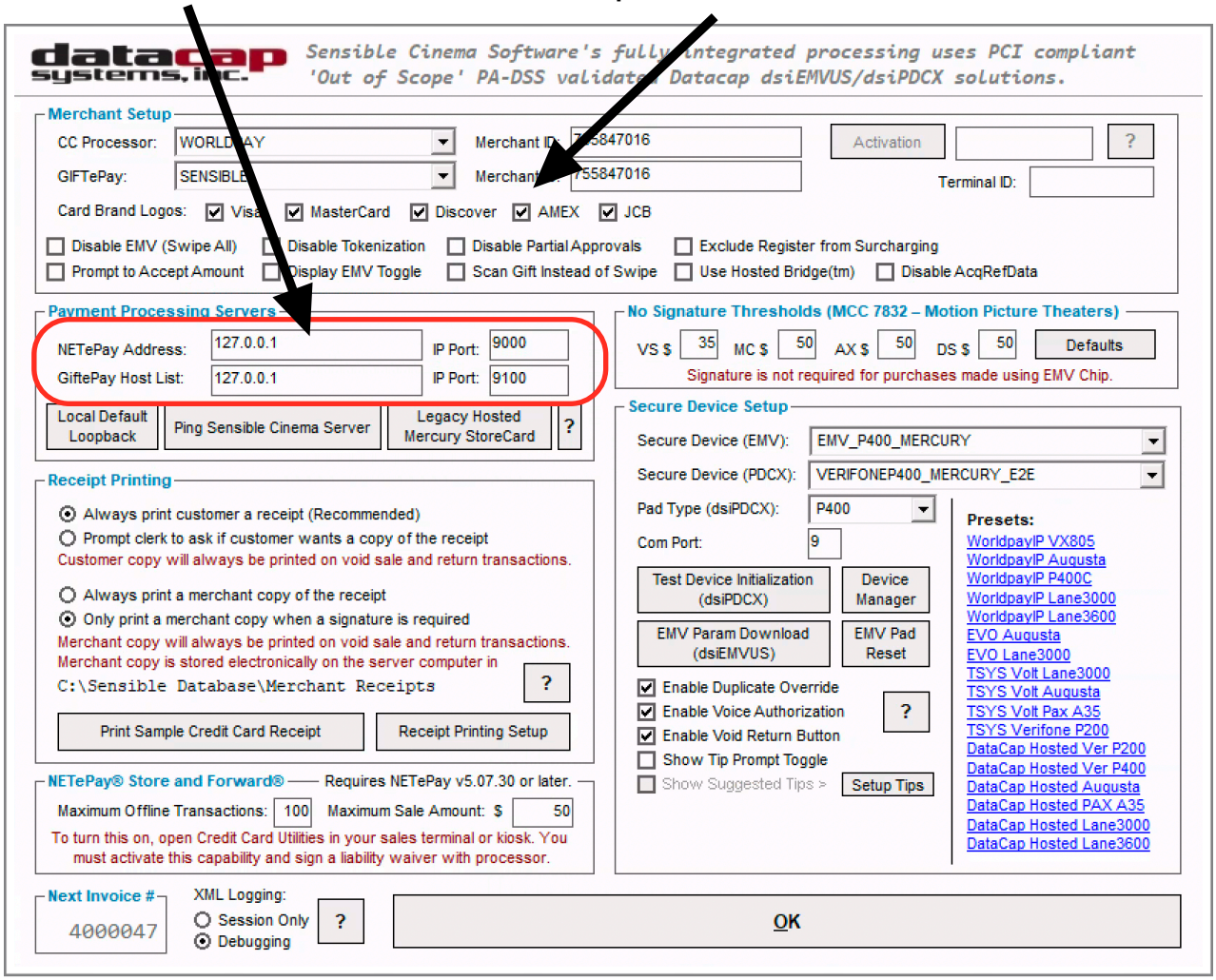
Check the checkboxes beside the name of each card brand your theatre will accept. The card brands you accept will be shown on the "Swipe, Tap or Dip card" dialog shown on the Sensible Cinema Terminal screen.

Enter NETePay Location
Ping your server PC and save the server name for the location of the NETePay software. If this is the computer running NETePay, choose the Local Loopback option instead of the server name. IP Address can be used instead of server name but it is important that your server have DHCP turned off to prevent a later change to its IP address.

Credit and Gift Card Processing Setup

Your Sensible Cinema Server Name or Local Host, or Server IP Address
(Server Name is recommended)

Accepted Card Brands



Secure Device Setup

First, select the Secure Device IDs and Pad Type for your device and processor. For Mercury Pay customers, these will be as shown in the picture above.

If you have serial cables and separate AC Adapter for your PIN Pad, enter the serial port number you used on your POS terminal.

Initialize the PIN Pad for use using these steps:

1. Press **EMV Param Download (dsiEMVUS)**. Observe the PIN Pad for this process which takes about two minutes.
2. Press **EMV Pad Reset**. Observe the PIN Pad reset. It takes about one second.

Enable the additional capabilities you would like to have available in the terminal. Most will leave these disabled.

Receipt Printing Setup
Select the option to either always print or always prompt cashier to ask the patron whether a customer receipt is wanted. Select the option to always print a merchant copy or only print the merchant receipt when a signature is required. Test your receipt printer. Small print is the format for a 2¼" width receipt, Large print is the standard for the thermal receipt printers Sensible Cinema sells which use 3¼" width paper. The larger print is the most readable choice. Most will need to change from the "Small" option to the "Large" option for best printed results.

Beginning with the 4.1 version of Sensible Cinema Terminal, receipt format for credit cards will be standardized to match card issuer requirements which include special one-time-use data related to the EMV transactions.

Beginning with EMV support, a receipt will now be printed on all DECLINED credit card transactions. The software will alert the clerk to the decline then print the receipt to ensure they do not mistake the printing of the receipt for an approval! Please train your employees to expect this change. It is a requirement you cannot opt out of. Decline receipts do not print if EMV is disabled on the terminal.

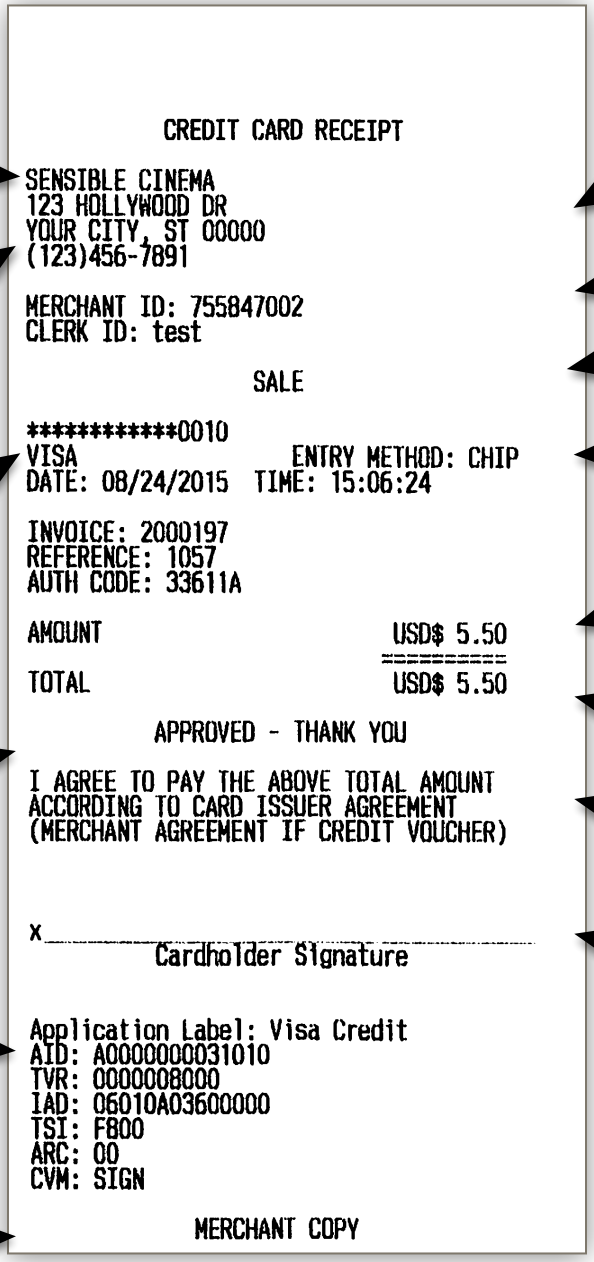
If EMV is disabled, Sensible Cinema uses the DataCap dsiPDCX component for credit card processing instead of the DataCap dsiEMVUS component. Using dsiPDCX removes the sale amount confirmation on the PIN Pad and will no longer prompt the user to insert a chip card into the chip reader. PIN Debit processing (if subscribed) will not be available when the EMV component is turned off. Merchant assumes liability for chargebacks on any "cloned" mag-striped card which may have been declined had the EMV chip reader been active.

Your receipt printer's driver may have some adjustments to reduce the amount of paper used. The Epson Advanced Printer Driver has an option to remove blank lines. Bixolon printers do this by default. Others may have the option to reduce the size of the print. This may however reduce readability.

If your printed credit card receipt looks small and the adjacent lines are crowded, you probably need to change the receipt font size from Small to Large in the **Receipt Printer Setup** in **Sensible Local Settings**. If the printing is not lined up correctly, a newer driver containing a monospaced font may need to be installed.

See the next page for a diagram of the standardized receipt format.

STANDARDIZED RECEIPT FORMAT



Theatre name supplied by your software license key

Theatre address as it is found in your Master Program Configuration

Truncated account number, card type and transaction date and time

APPROVED or DECLINED

Data which will appear on EMV transactions. This will not appear on keyed or swiped card sales

Customer Copy or Merchant Copy printed here

Merchant ID comes from the setup on this terminal

Clerk Name

Transaction Type

How card was entered

Amount: Total of attempted sale

Total: Total actually charged

Disclaimer

Cardholder signature line will be present on all credit card sales regardless of amount. A signature is only necessary if the program prompts the cashier to collect one. It will not be shown on sales where a PIN is entered.

A digital facsimile of the merchant copy will be saved in the Sensible Database folder on your server. Each date's receipts will be saved in a separate .TXT file that may be read or printed using Windows Notepad.

Step 6:
Testing Credit Card Merchant Processing Setup

Enter a small sale and pay using a real credit card (We will reverse it in a moment)
If possible, use a card with an EMV chip. If none is available, a magnetic striped card is fine. Register a small sale and press the "Credit/Debit" button on the screen.

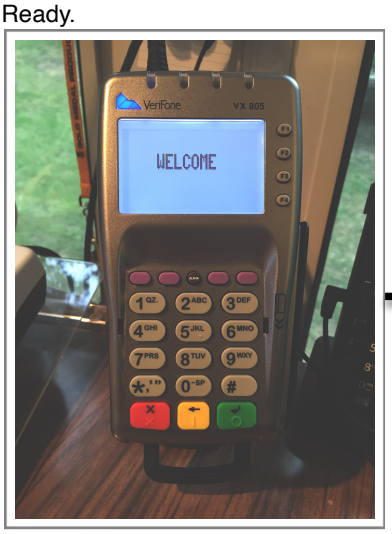
Your accepted card brands. (See page 12)



Follow the prompts shown on the screen or PIN pad. Swipe your card. If the card is an EMV chipped card, the words "USE CHIP READER" will remind you that this type of card is placed in the chip reader instead of swiped. You will not be permitted to "swipe" a card bearing a chip except as a fallback should the EMV chip read fail. When using the EMV slot, push the card in until you feel the reader "grab" the card with a "click" appear once this sequence begins. Once the words "Remove Card" or "Approved" is displayed on the PIN Pad or screen you may safely remove the EMV chipped card from the reader.

Credit and Gift Card Processing Setup

Ready.



Optional step.



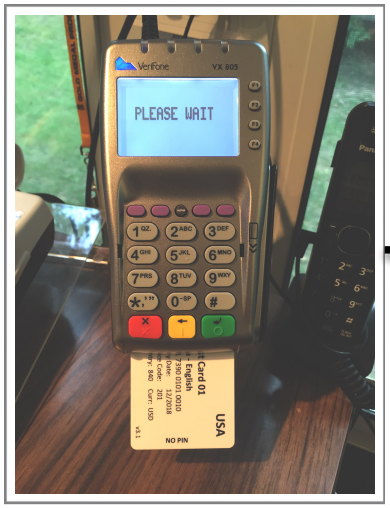
Tap, Insert or Swipe Card



Shown if chip card is swiped.



Processing…



Processing…



Result Code…



Completed.



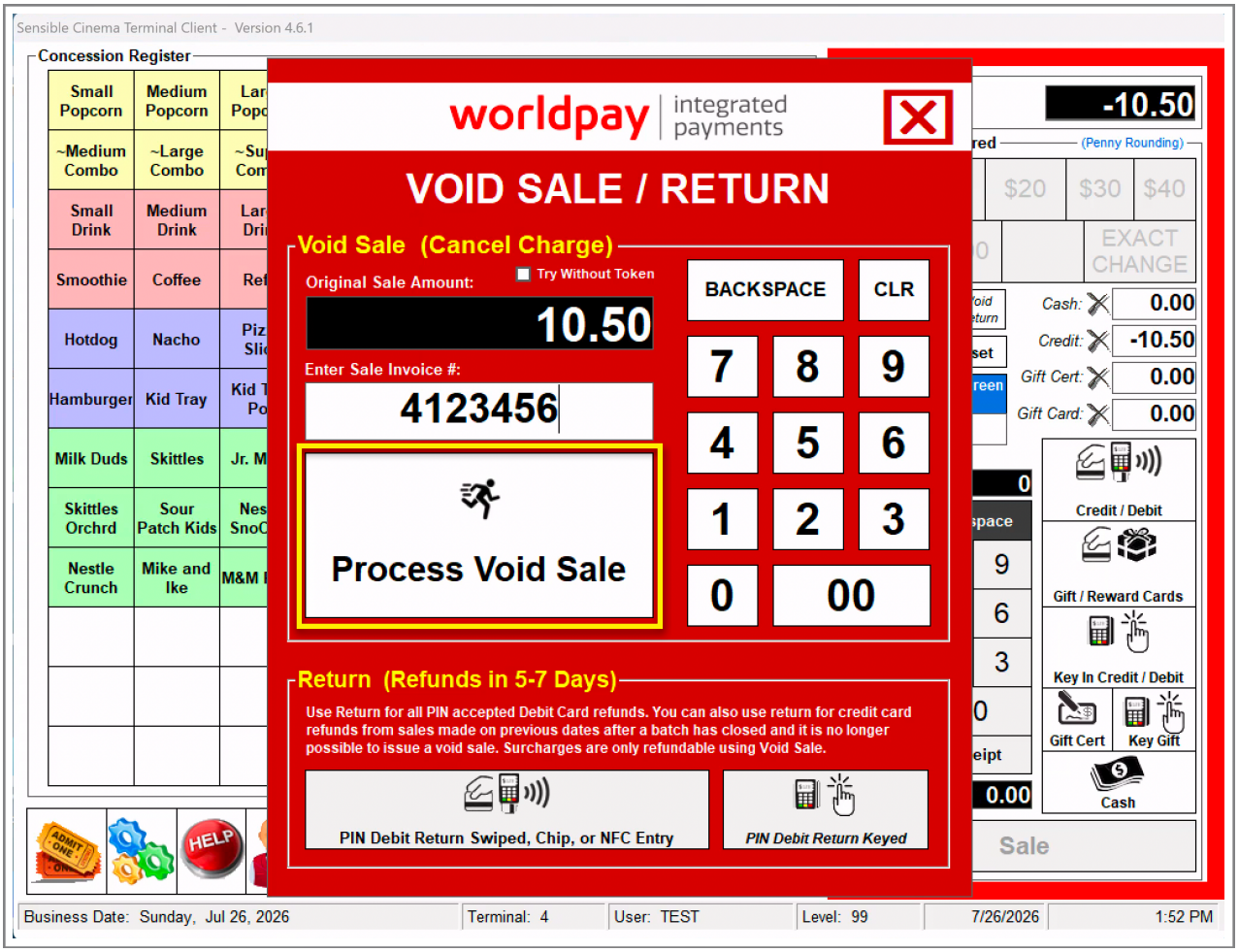
Step 7:
Reversal / Void Sale

Void or Refund the items you rang in the previous test sale until a negative amount is shown in the total sale window.

Press the “Credit/Debit Button” in the Amount Tender area on the screen. The amount of the original sale will appear in the Void Sale window.

Enter the invoice number shown on the original sale receipt. You may also find the invoice number in the transaction log in the program’s menu.

Use **Void Sale** for processors who support Tokenization whether the card is present or not present. Without tokenization you will have to swipe the card to void the sale. A voided sale receipt will be printed.



Credit and Gift Card Processing Setup

Troubleshooting Credit Card Processing
The configuration of your credit card processing may vary from site to site. All of our sites use the DataCap NETePay service to process both gift cards and credit cards. Most theaters have an "In-Store" version of NETePay while a few may process using a "Hosted" version of NETePay.

Troubleshooting "In-Store" NETePay
Theaters with in-store NETePay will have the DataCap NETePay software service installed either on their server computer or each individual selling stations. Settings for NETePay are found in the Sensible Local Settings App in the Credit Card Processing Setup on each individual machine. For sites with a server based NETePay, each client computer will use the IP address of the server to contact the NETePay service. For theaters with NETePay on each individual computer, the IP address set on each machine will be the local loopback address, 127.0.0.1. See page 236. It is very important to make sure DHCP is turned off on any server hosting the NETePay service so that the IP address does not change unexpectedly. All computers which are using the NETePay service must make firewall exceptions for Incoming Connections, allowing TCP connections on port 9000 for credit and 9100 for gift. If the IP address on the server changes, a port is blocked by your firewall, or the service has been stopped, a ***socket error 3006*** at the POS terminal will indicate that the payment server is not reachable. Changing your internet provider or router can change your network from private to public and change your IP address. Call Sensible Cinema immediately after changing internet service providers or routers on your network so that we may set up NETePay for the new IP address assignment.

Troubleshooting "Hosted" NETePay
Theaters with hosted NETePay will not have the DataCap NETePay software service installed on site, but rather use NETePay that is hosted by their payment processor. Instead of an IP address in the setup field it will likely be replaced with a URL linking the primary processing address and backup link. For example *x1.mercurypay.com;b1.backuppay.com.* If the internet is out, you will see an error stating that the payment server is "unreachable".

PinPad "Tamper" Message
PINPad devices displaying a "Tamper" error must be repaired and reset by repair centers authorized by the manufacturer of the device. In no way is it possible to reset one of these devices in the field by the end user as they must be inspected for signs of tampering that can compromise card security. Tamper messages can be triggered by shock, electrical surges or liquid damage. To reduce the likelihood of having a Tamper error, it is recommended to use a suitable PINPad stand.

Credit and Gift Card Processing Setup

Chapter 21

Reserved Seating

Reserved Seating

Reserved Seating Option
Sensible Cinema reserved seating is an optional license your theatre can purchase. The cost of the license is based on the number of screens in your complex and includes the initial setup of the seat map for each auditorium. See our web site for current pricing.

Getting Ready for Reserved Seating
To prepare for reserved sales, all rows must be clearly marked with letters and seats on each row must be numbered.

The only additional equipment you will need is a non-touch monitor that your ticket buyer will use to select the seats he wishes to purchase. The buyer can simply request the seats he wants by row and number. The second display monitor only shows the seat selection screen at the times needed and displays a desktop wallpaper you select at all other times. If you prefer not to use a second monitor, Sensible Cinema sells touch screen all-in-one computers with screens that can rotate to face the customer for seat selection.

The first step to creating the seat map that you will use at the point of sale terminal is to first design the map on paper. Copy the blank sheet on the following page to create the initial seat maps for your theater.

SEAT MAP **Sensible Cinema Software®**

THEATRE: Sample Theatre **SCREEN #** 1 **SEATS: Total** 238 ❑ Slope ☒ Stadium ❑ Recliner

^ SCREEN THIS WAY ^

ROW SEATS >>>																								
A				1	2	3	4	5	6	7	8				9	10	11	12	13	14	15	16			
B				1	2	3	4	5	6	7	8				9	10	11	12	13	14	15	16			
C				1	2	3	4	5	6	7	8				9	10	11	12	13	14	15	16			
D				1	2	3	4	5	6	7	8				9	10	11	12	13	14	15	16			
E				1	2	3	4	5	6	7	8				9	10	11	12	13	14	15	16			
F				1	2	3	4	5	6	7	8				9	10	11	12	13	14	15	16			
G				1	2	3		(4)	(5)	6	7				8	9	(10)	(11)		12	13	14			
H				1	2	3	4	5	6	7	8				9	10	11	12	13	14	15	16			
I				1	2	3	4	5	6	7	8				9	10	11	12	13	14	15	16			
J				1	2	3	4	5	6	7	8				9	10	11	12	13	14	15	16			
K				1	2	3	4	5	6	7	8				9	10	11	12	13	14	15	16			
L				1	2	3	4	5	6	7	8				9	10	11	12	13	14	15	16			
M				1	2	3	4	5	6	7	8				9	10	11	12	13	14	15	16			
N				1	2	3	4	5	6	7	8				9	10	11	12	13	14	15	16			
O				1	2	3	4	5	6	7	8				9	10	11	12	13	14	15	16			

INSTRUCTIONS: Design the graph to resemble your auditorium. Enter the seat number for each seat or wheelchair space. Circle each wheelchair space. Leave one or more rows blank for each aisle. Use letters for rows and numbers for seats and wheelchair spaces.

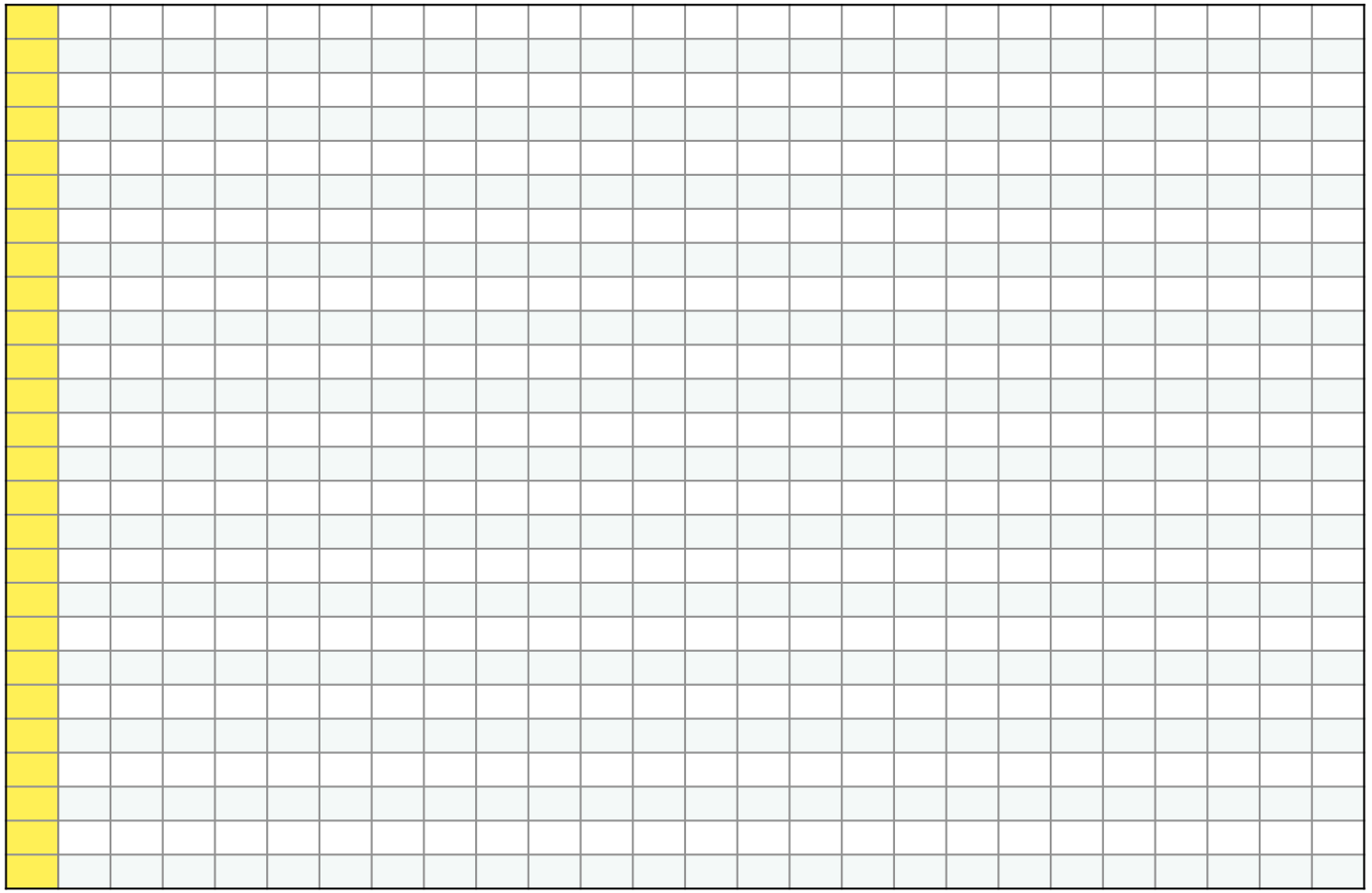
SEAT MAP

Sensible Cinema Software®

THEATRE:_____ **SCREEN #**_____ **SEATS: Total**_____ ❑ **Slope** ❑ **Stadium** ❑ **Recliner**

ROW SEATS >>>

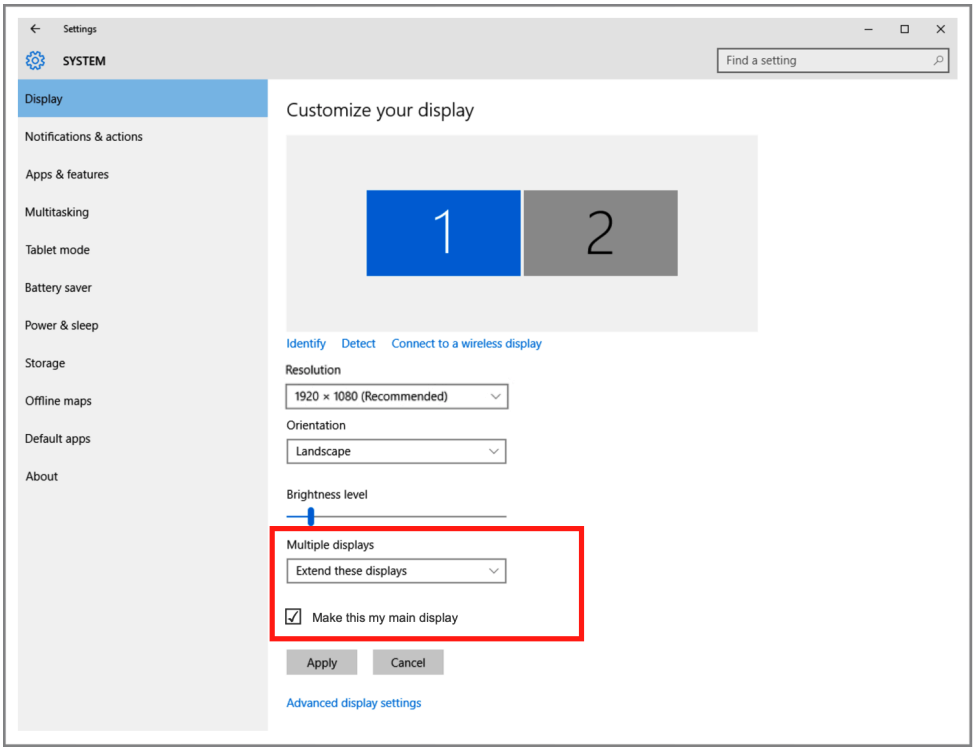
^ SCREEN THIS WAY ^



INSTRUCTIONS: Design the graph to resemble your auditorium. Enter the seat number for each seat or wheelchair space. Circle each wheelchair space. Leave one or more rows blank for each aisle. Use letters for rows and numbers for seats and wheelchair spaces.

Reserved Seating

Customer Display / Seat Selection Monitor
The computer you use for ticketing must have a secondary VGA, DVI or HDMI output in addition to the one used for the primary display. All-In-One POS terminals sold by Sensible Cinema all include a secondary VGA output. Once a second monitor has been installed, open Windows **Settings**, select **System** and **Display** and select the display you want to configure. Always make the first monitor, your Main Display by checking the checkbox ***Make This My Main Display***. Since you will be using the **Extended Desktop** to display the secondary desktop, your second display must either match or exceed the display resolution of your first monitor. ***You cannot have a first display that exceeds the resolution of the second display*** or the full customer facing seat map will not fully display on the second monitor.



To get your PC to recognize multiple monitors:

Make sure your cables are connected properly to the new monitors, then press Windows logo key + **P** to select a display option.

If you need more help, here's what to do:

1. Select **Start** > **Settings** > **System** > **Display**. Your PC should automatically detect your monitors and show your desktop. If you don't see the monitors, select **Detect**.

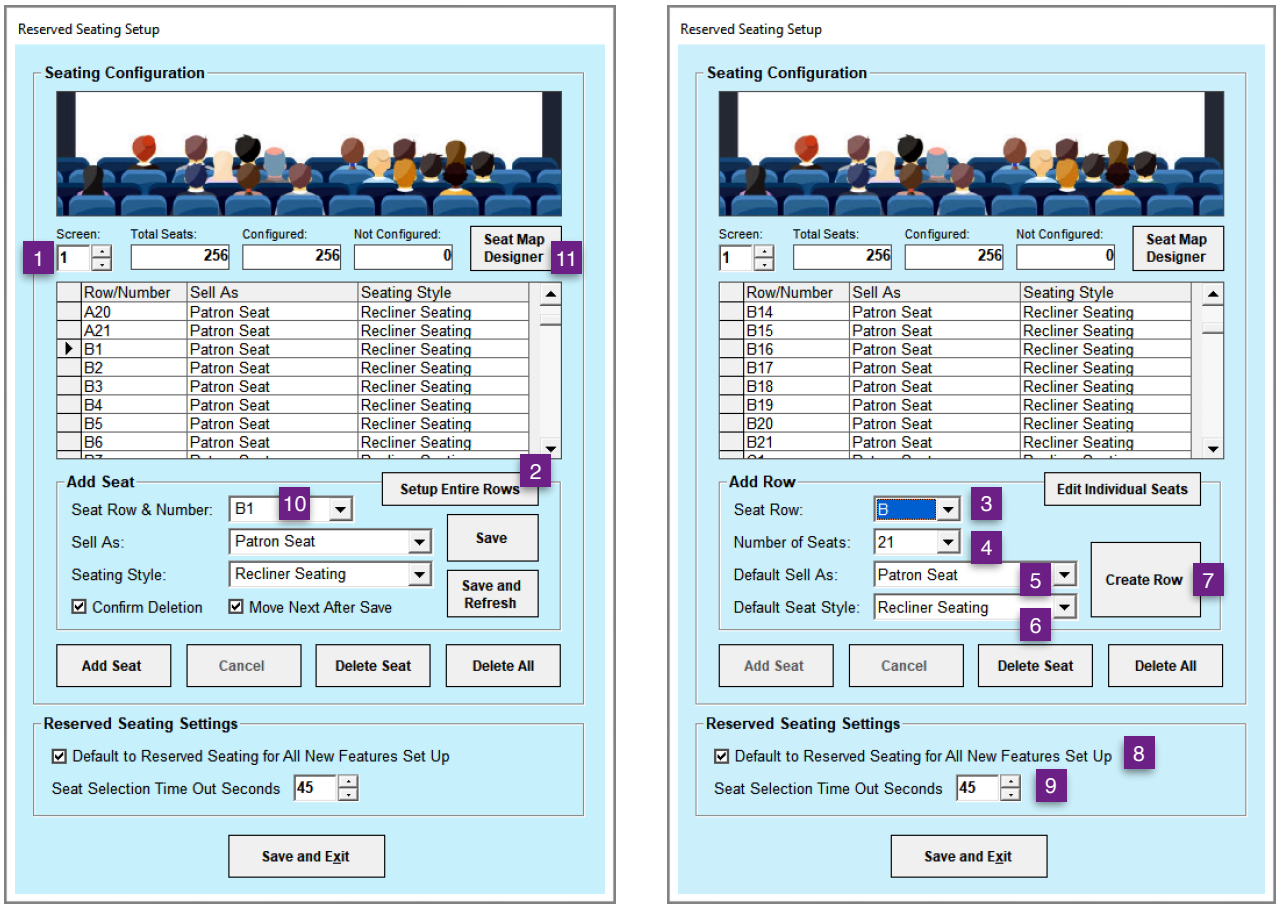
2. In the **Multiple displays** section, select an option from the list to determine how your desktop will display across your screens.

3. Once you've selected what you see on your displays, select **Keep changes**.

Reserved Seating

Setting Up Reserved Seating

Once a theater licenses our reserved seating module, the reserved seating control panel will be unlocked in the Master Program Configuration just to the right of where auditorium capacities are entered in the **Theatre** tab.



1. Select ***Screen Number*** This will display total seats, the number configured, and number that have not been set up. The number of seats not configured shows if you are out of balance with the total number of seats set up in the main auditorium setup in the Master Program Configuration.
2. ***Setup Entire Rows*** is the fastest way to set up entire rows all at once**.**
3. ***Select Seat Row*** you want to configure.
4. Choose the ***Number of Seats*** that will be configured on the selected row.
5. ***Default Sell As*** is how the seat will be sold. Choices include *Patron Seat, Companion Seat, Wheelchair Space* or *Companion Seat.*
6. ***Default Seat Style*** the type of physical seat for this row. Choices include *DBox Seat*, *Recliner Seat*, *Slope Floor Seat*, *Stadium Seat*, *Table Seat*, and *Wheelchair Opening.*
7. ***Create Row*** and the number of seats as defined on 5 and 6.
8. ***Default to Reserved Seating for All New Features Set Up*** This Checkbox will ensure that all new movies set up in the Master Feature template will be setup for reserved seating by default. If you will only be selling reserved seating on certain features and not others, leave this box unchecked and check the box manually after setting up each movie.
9. **Seat Selection Timeout Seconds** This will set the maximum amount of time allowed to select seats.

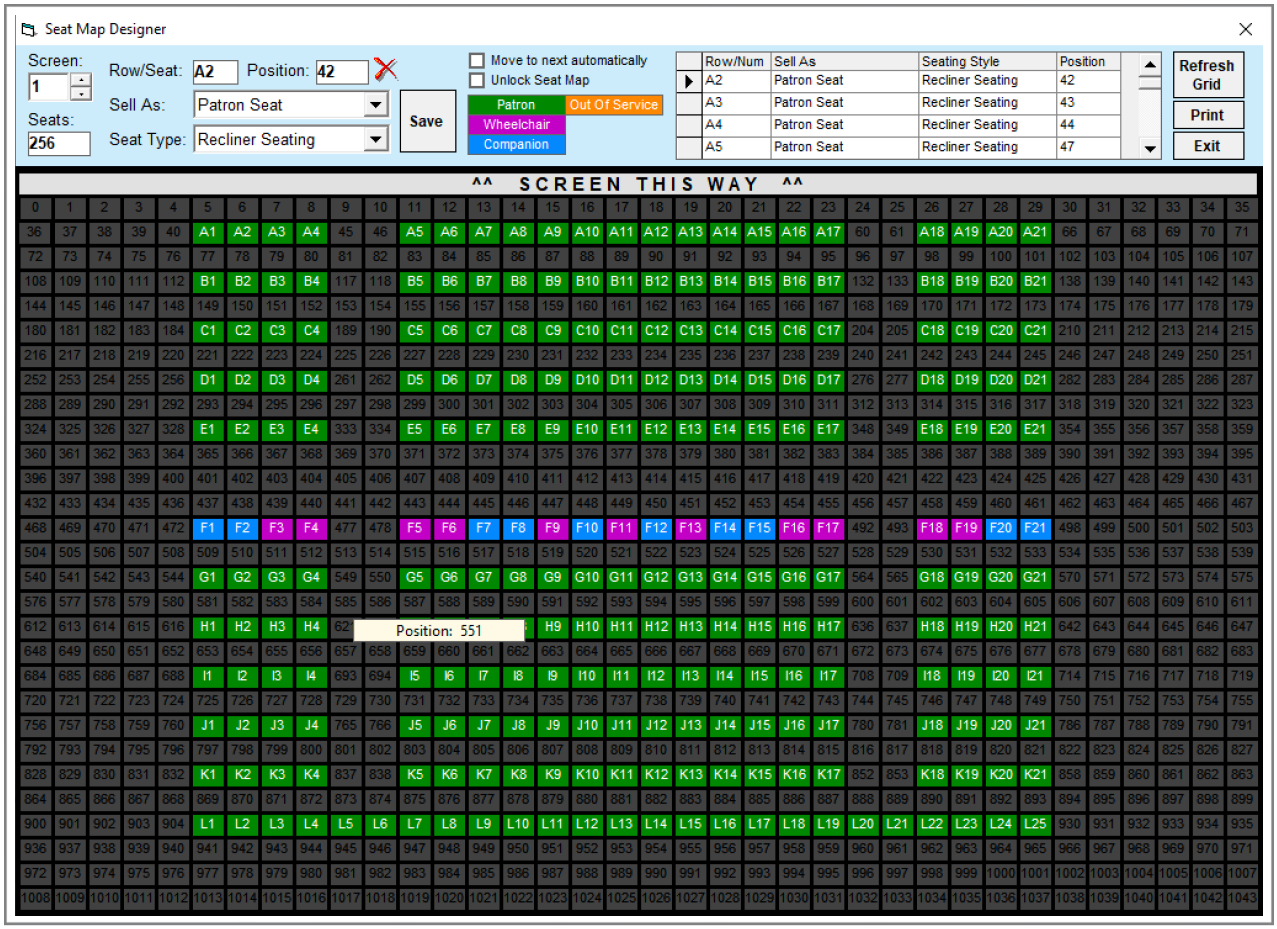
10. **Add Seat, Sell As, and Seating Style** This allows you to set up a single new seat, or modify the type of sale or type of seat for a seat you have already configured

11. **Seat Map Designer** Open the graphical seat map designer.

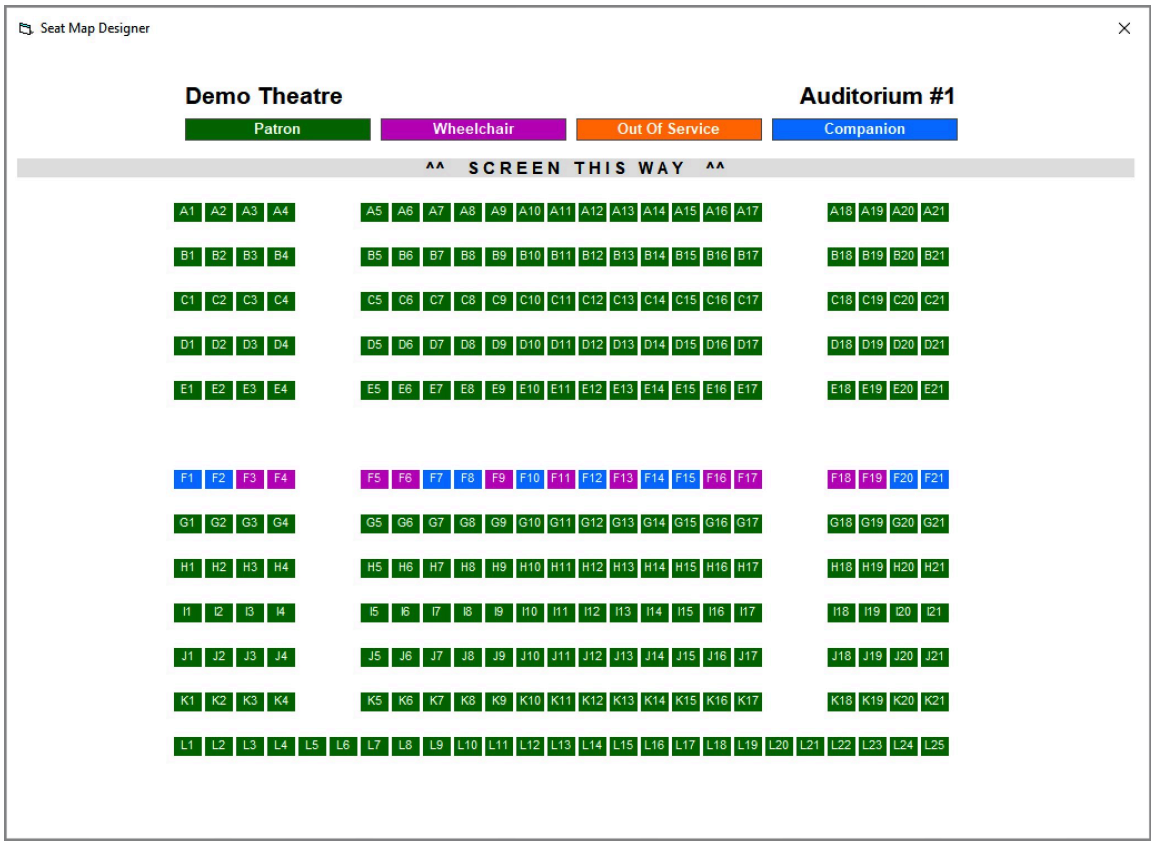
Creating Your Seat Map

Each reserved seating license includes expert advice and setup by us. The following is to aid you when you need to make changes.

Once you have decided where to start on the grid, click ***Unlock the seat map***, select the first seat you will assign to a space from the list at the top right, and check the ***Move to the next automatically*** checkbox. This will advance the list to the next seat automatically after you have assigned each seat. Since each seat can only be assigned in one place, if you select a seat from the list that is assigned elsewhere it will immediately jump to the new location you have clicked. To remove a seat from the grid, select that seat in the grid and then press the red X right next to its position at the top of the screen. In the example below we have skipped every other line in the grid. This isn't necessary. There was enough space to do so in this example theater.

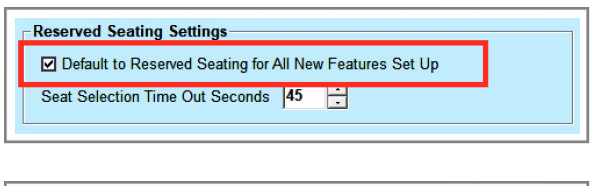


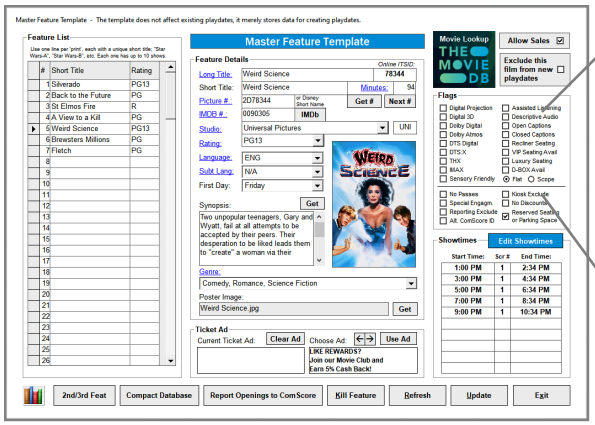
Reserved Seating

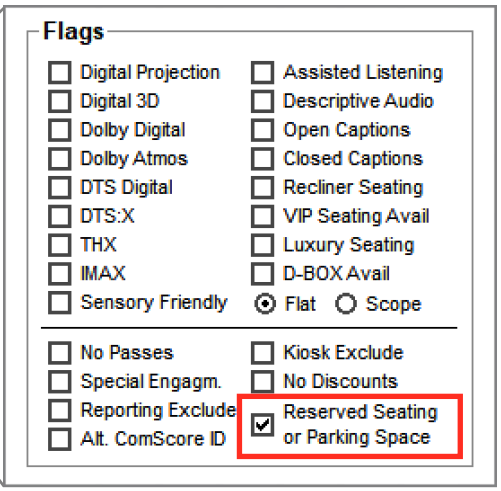


Enabling Reserved Seating

If you selected the checkbox at the right, each new film you setup in the **Master Feature Template** will have the Reserved Seating checkbox flag selected. If you will be using open seating for a certain film, uncheck this flag. If you prefer this flag not be automatically set for every film, simply leave the setting unchecked in the reserved seating setup.



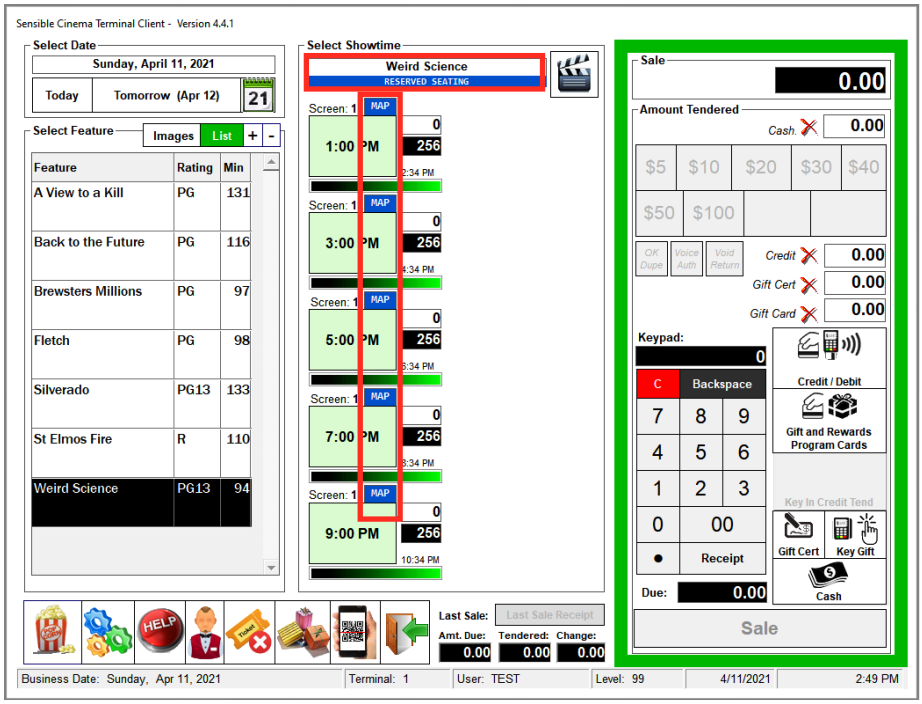




Reserved Seating

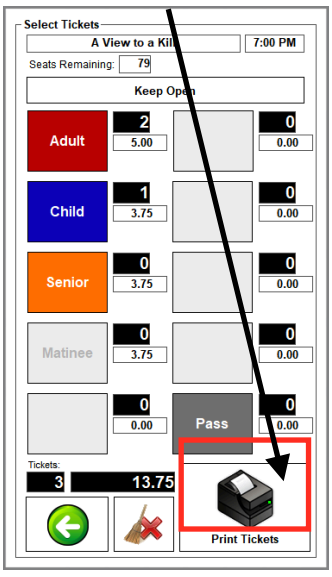
Reserved Seating Differences

For features you have setup for Reserved Seating you will see a blue Reserved Seating banner beneath the title of the film on the select showtime screen and map buttons above each showtime. To peek at the seats available for any showtime, select the corresponding Map button.

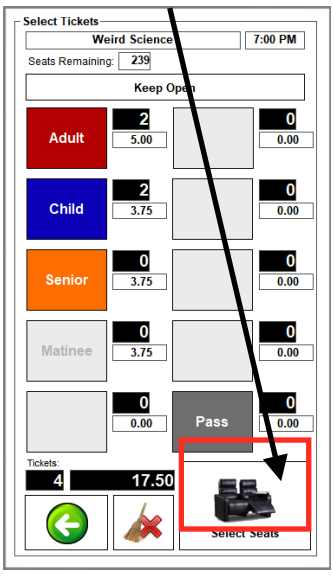


Reserved Seating ticketing adds one additional step when selling tickets, the seat selection step. When selling tickets for a film with open seating there will be a button after ticket selection that reads ***Print Tickets***. When selling tickets for a film with reserved seating, that same button reads **Select Seats.**

Open Seating



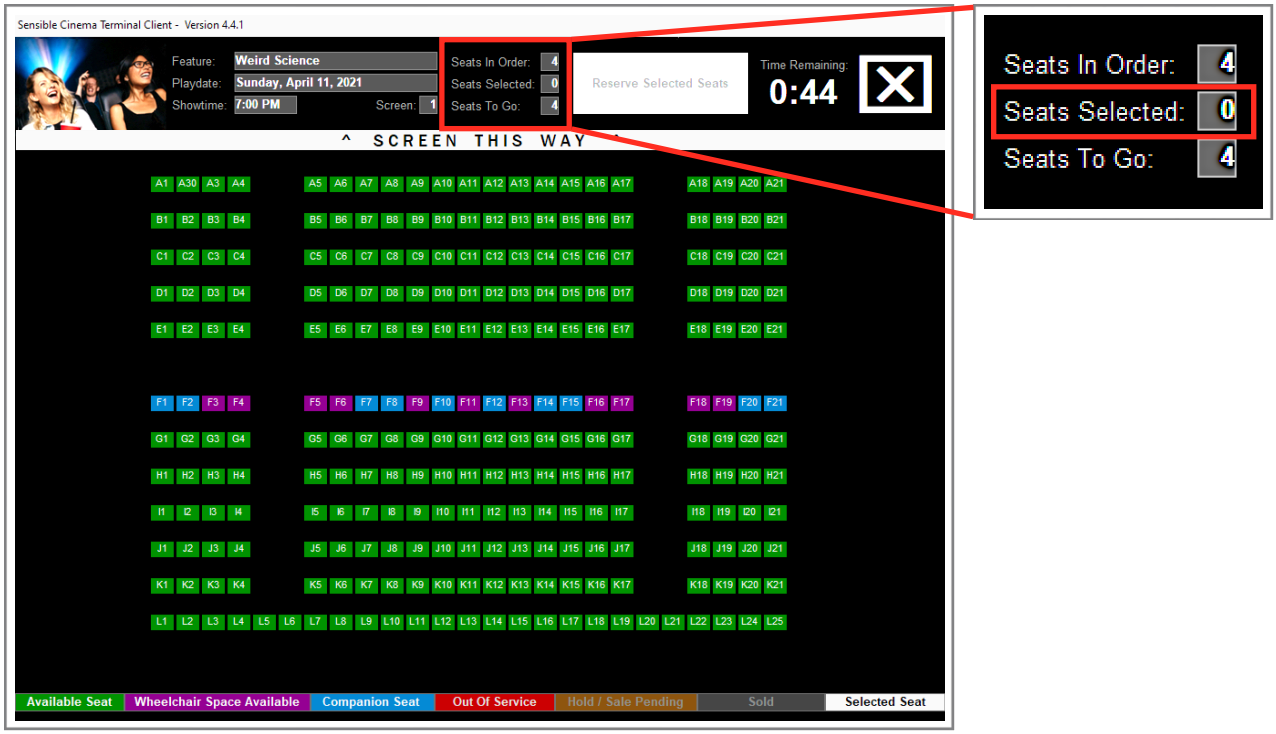
Reserved Seating

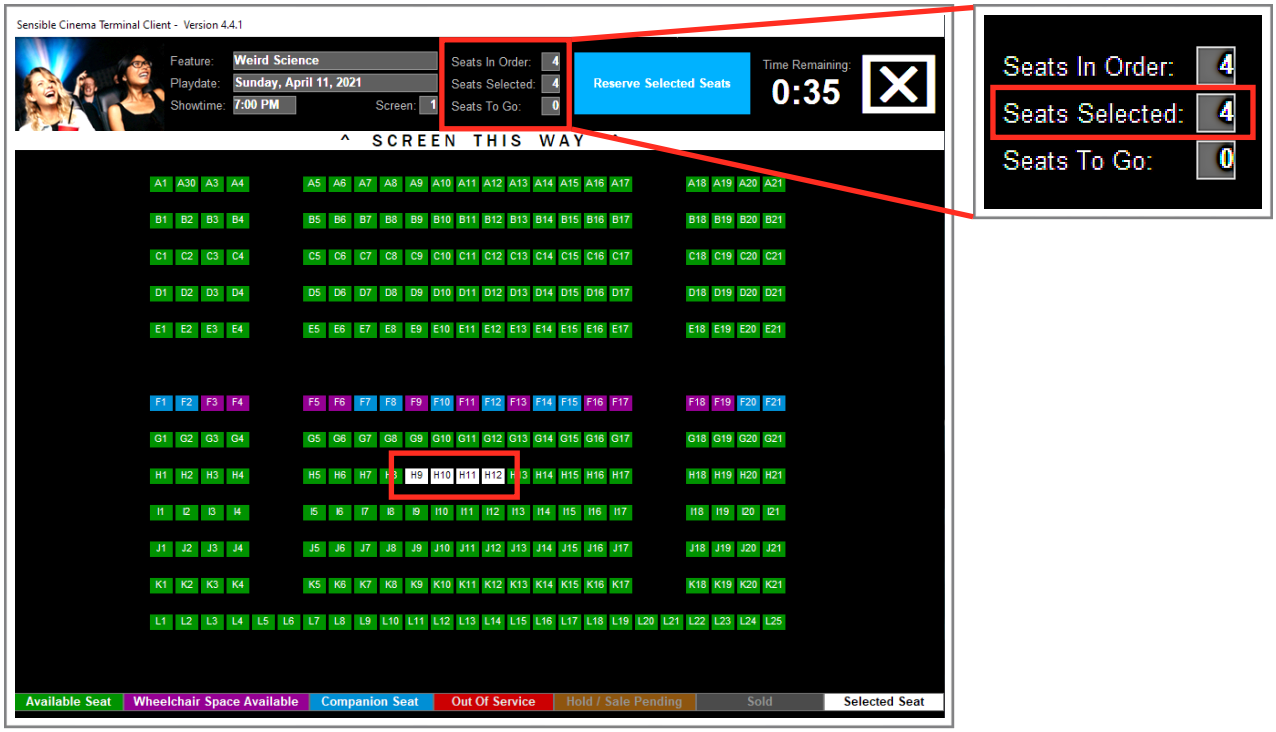


Reserved Seating

Seat Selection (continued)

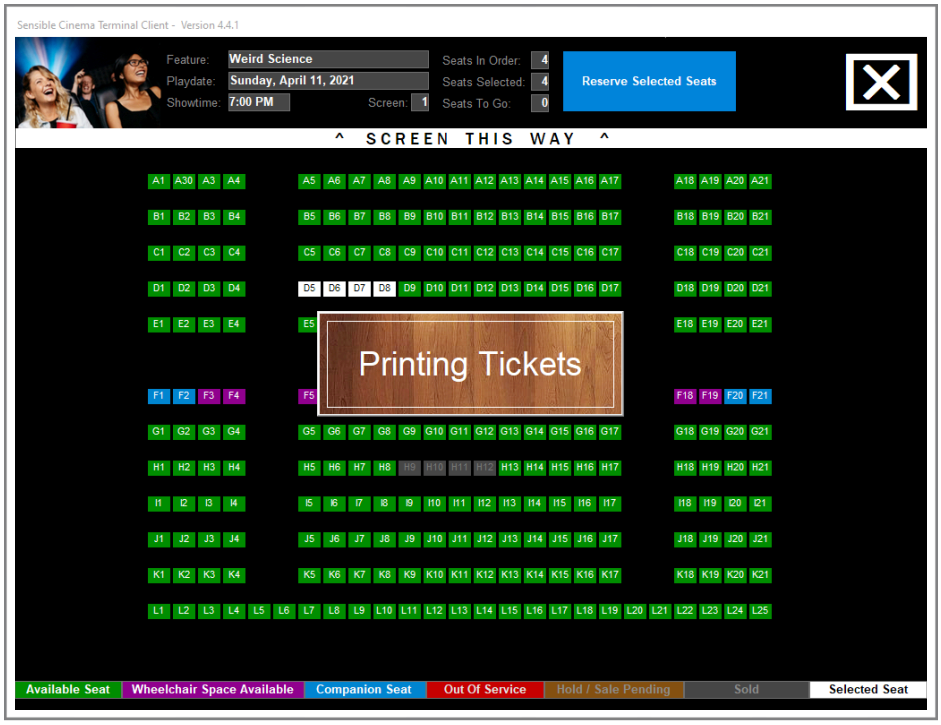
When the seat map appears and the buyer has decided on which seats she wants, touch the screen to select those seats. The number of seats selected must match the number of seats chosen in the previous step and until these numbers agree, the ***Reserve Selected Seats*** button is not enabled.

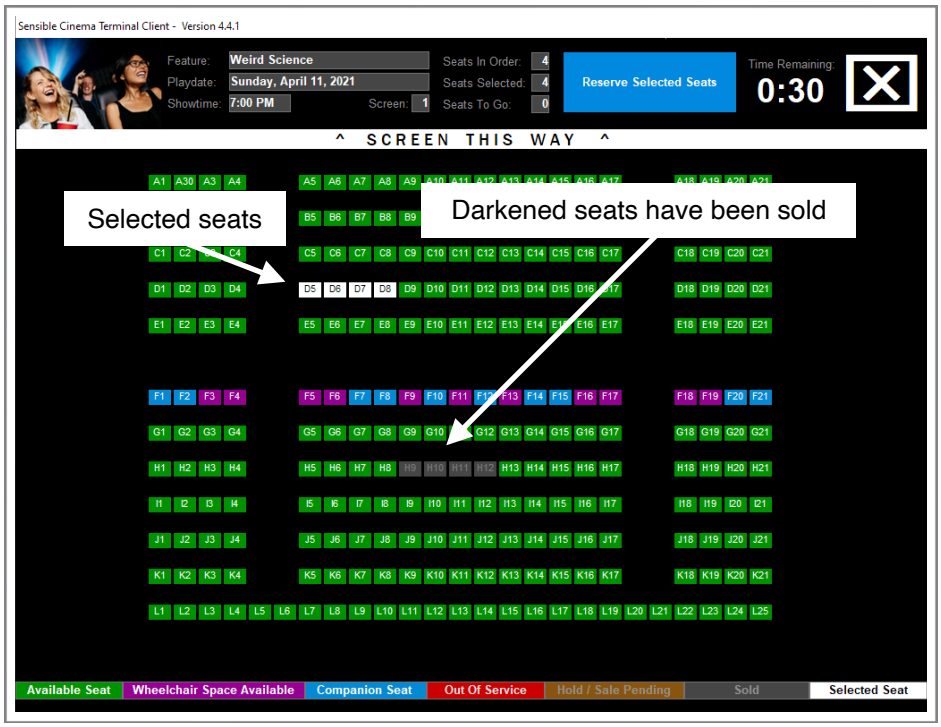




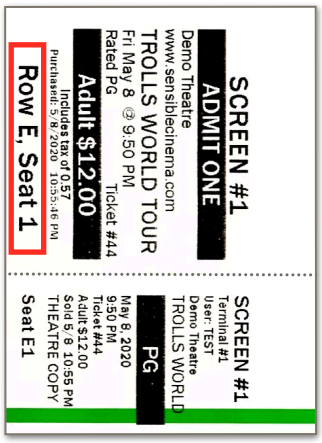
Reserved Seating

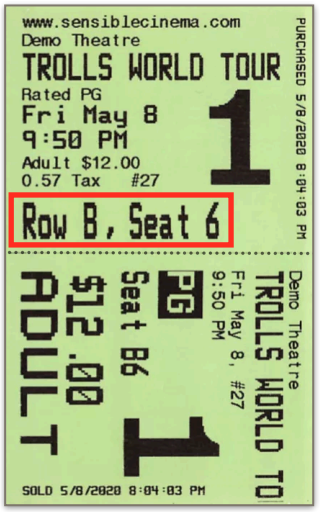
Seat Selection (continued)
Press **Reserved Selected Seats** to print the tickets for your selected seats.

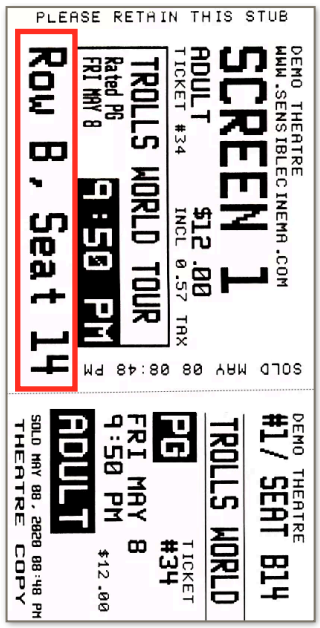




Ticket Samples







Chapter 22

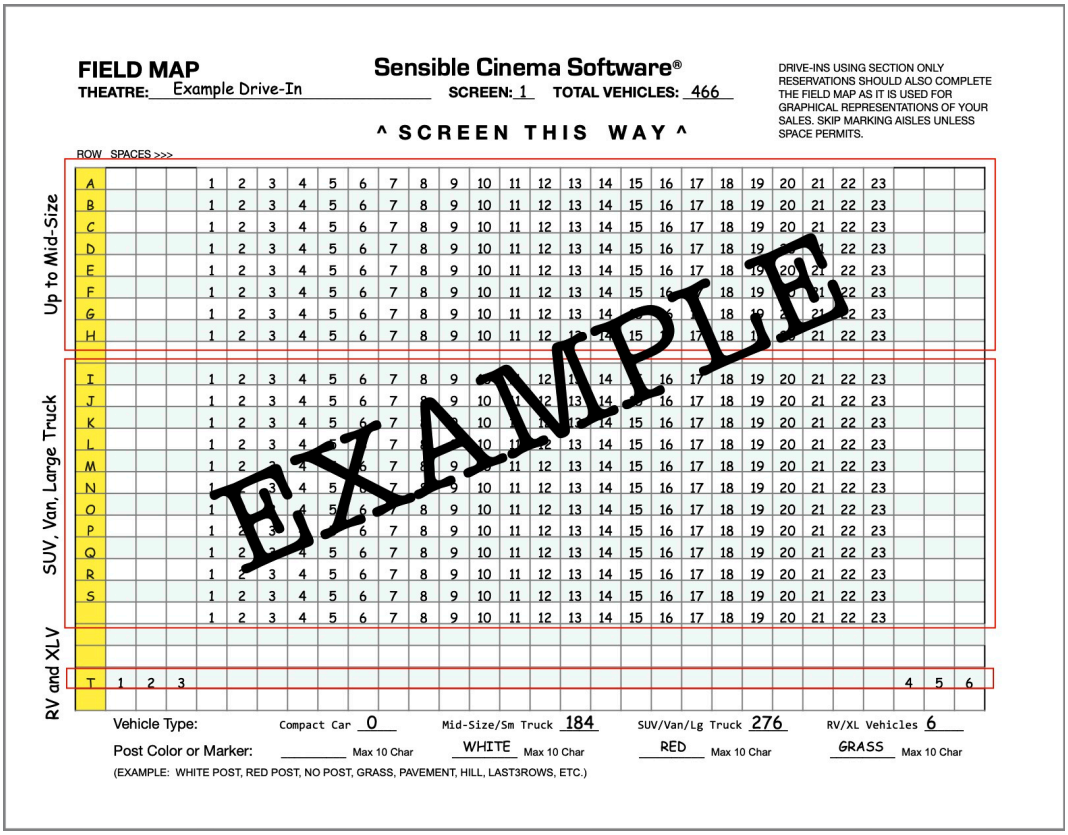
Drive-In Theater Reserved Parking

Drive-In Theater Reserved Parking

Reserved Parking Option
Sensible Cinema reserved parking is an optional license your drive-in theatre can purchase. The cost of the license is based on the number of screens in your complex and includes the initial setup of the field map for each screen. See our web site for current pricing. When you license the reserved parking module, you can choose to use ***reserved spaces*** or ***reserved sections***. The key difference between how reserved parking works versus reserved seating is that reserved parking only requires one space be selected per group of tickets in a sale, as opposed to a seat for each patron.

Getting Ready for Reserved Parking
To prepare for reserved space sales, all rows must be clearly marked with letters and spaces on each row must be numbered. For ***reserved section*** sales, each section should be marked with colored posts or descriptively in some way, like ***grass area***.

If you will be reserving specific spaces, the only additional equipment you will need is a monitor that your ticket buyer will use to select the parking space he wishes to purchase. This monitor need not be a touch screen. The buyer can simply request the space he wants by row and number. The second display monitor only shows the space selection screen at the times needed and displays a desktop wallpaper you select at all other times. No additional monitor will be needed for reserved section parking. The procedure for setting up a second monitor may be found on page 246.



FIELD MAP

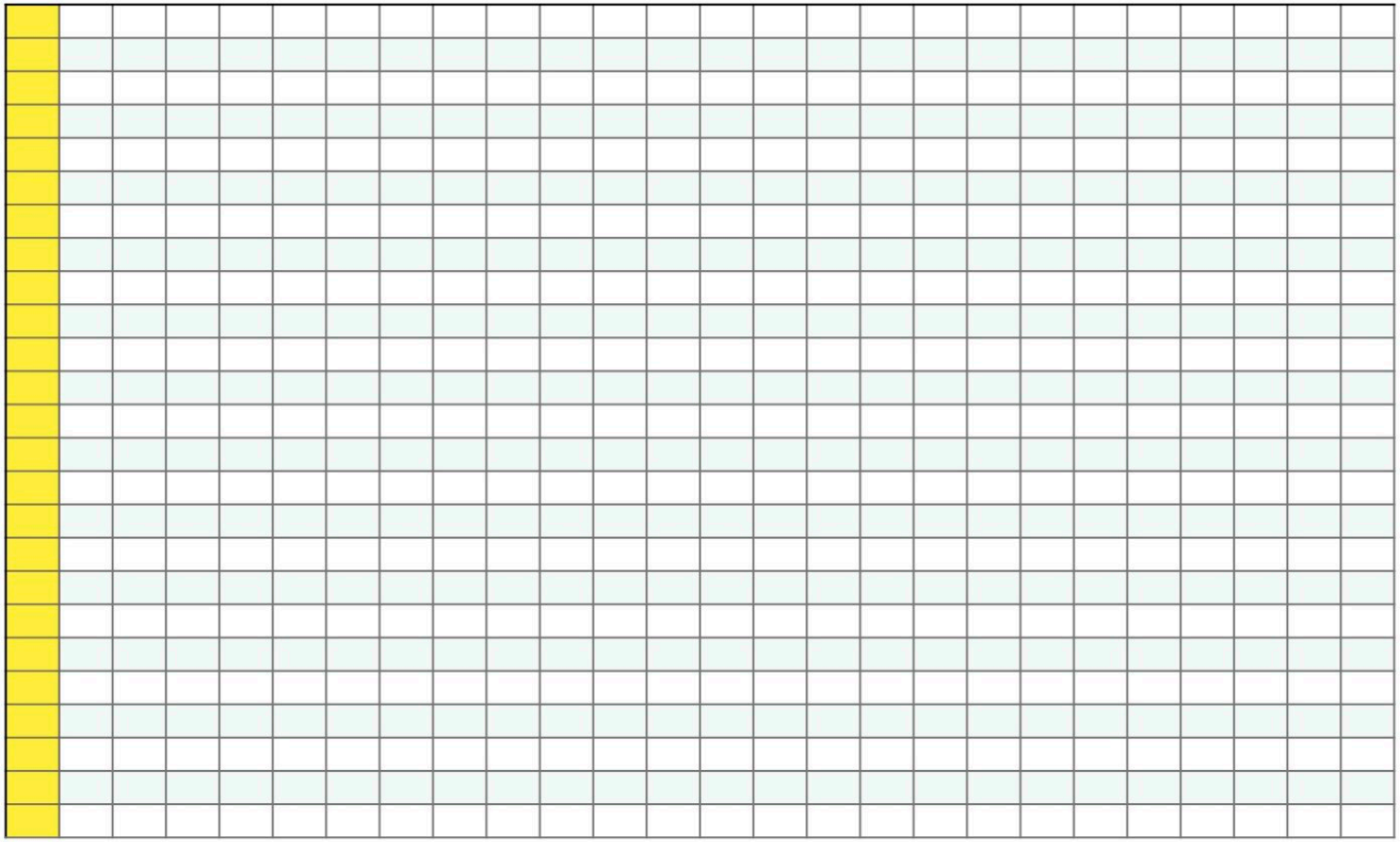
Sensible Cinema Software®

THEATRE:_____ **SCREEN #**____ **TOTAL VEHICLES:** _____

DRIVE-INS USING SECTION ONLY RESERVATIONS SHOULD ALSO COMPLETE THE FIELD MAP AS IT IS USED FOR GRAPHICAL REPRESENTATIONS OF YOUR SALES. SKIP MARKING AISLES UNLESS SPACE PERMITS.

ROW SPACES >>>

^ SCREEN THIS WAY ^



Vehicle Type: Compact Car _____ Mid-Size/Sm Truck _____ SUV/Van/Lg Truck _____ RV/XL Vehicles _____

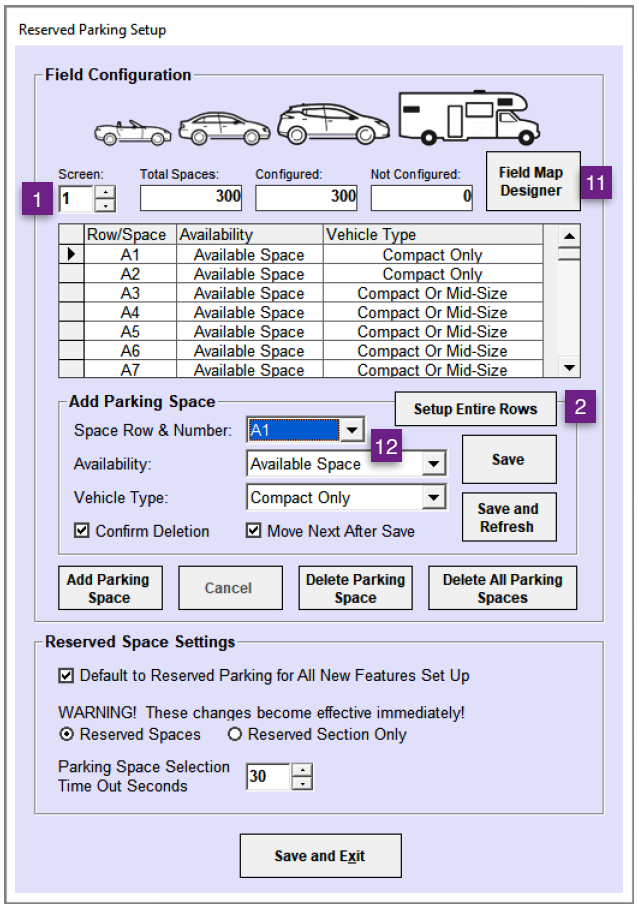
Post Color or Marker: _____ Max 10 Char _____ Max 10 Char _____ Max 10 Char _____ Max 10 Char

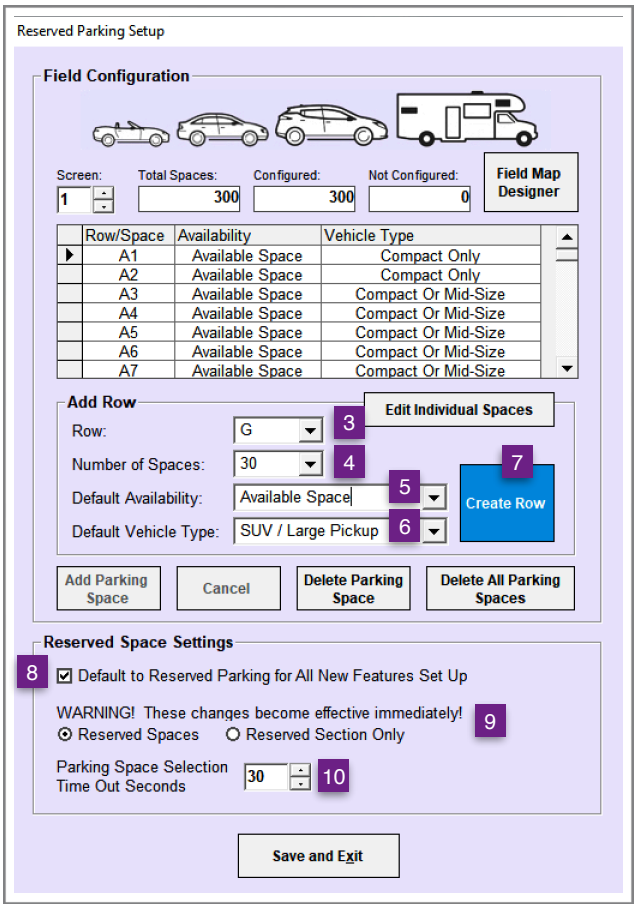
(EXAMPLE: WHITE POST, RED POST, NO POST, GRASS, PAVEMENT, HILL, LAST3ROWS, ETC.)

Drive-In Theater Reserved Parking

Setting Up Reserved Seating

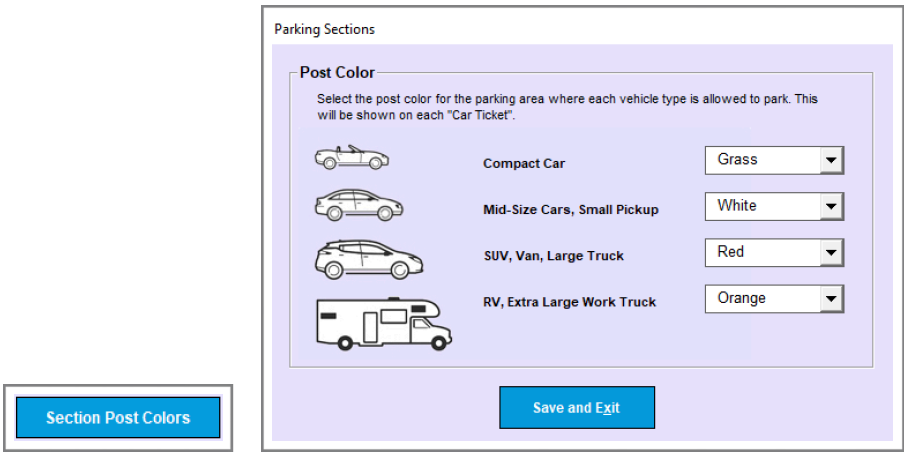
Once a theater licenses our reserved seating module, the reserved seating control panel will be unlocked in the Master Program Configuration on the Kiosk/Drive-In Tab.





1. Select ***Screen Number*** This will display total spaces, the number configured, and number that have not been set up. The number of spaces not configured shows if you are out of balance with the total number of spaces set up in the main screen capacity setup in the Master Program Configuration.
2. ***Setup Entire Rows*** is the fastest way to set up entire rows all at once**.**
3. ***Select Seat Row*** you want to configure.
4. Choose the ***Number of Spaces*** that will be configured on the selected row.
5. ***Default Sell As*** is how the space will be sold. Choices include *Available Space* and *Out Of Service.*
6. ***Default Vehicle Type*** the largest type of vehicle allowed for this row. Choices include *Compact Only*, *Mid-Size*, *SUV/Large Pickup*, *and Extra Large Vehicle.*
7. ***Create Row*** and the number of spaces as defined on 5 and 6.
8. ***Default to Reserved Spaces for All New Features Set Up*** This Checkbox will ensure that all new movies set up in the Master Feature template will be setup for reserved parking by default. If you will only be selling reserved spaces on certain features and not others, leave this box unchecked and check the box manually after setting up each movie. Check this box whether you will be doing reserved spaces or section parking.

9. **Reserved Spaces / Reserved Sections** Check the type of reserved parking you will be doing. If using reserved sections, describe how your field is marked for each vehicle type by clicking **Section Post Colors**.



10. **Space Selection Timeout Seconds** This will set the maximum amount of time allowed to select a space.

11. **Add Space, Sell As, and Vehicle Type** This allows you to set up a single new space, or modify the type of sale or type of vehicle for a space you have already configured

12. **Field Map Designer** Open the graphical field map designer.

Creating Your Field Map

The field map designer tool can be a bit tricky if you're not used to using it frequently. That's why each reserved seating/reserved parking license includes expert advice and setup by us.

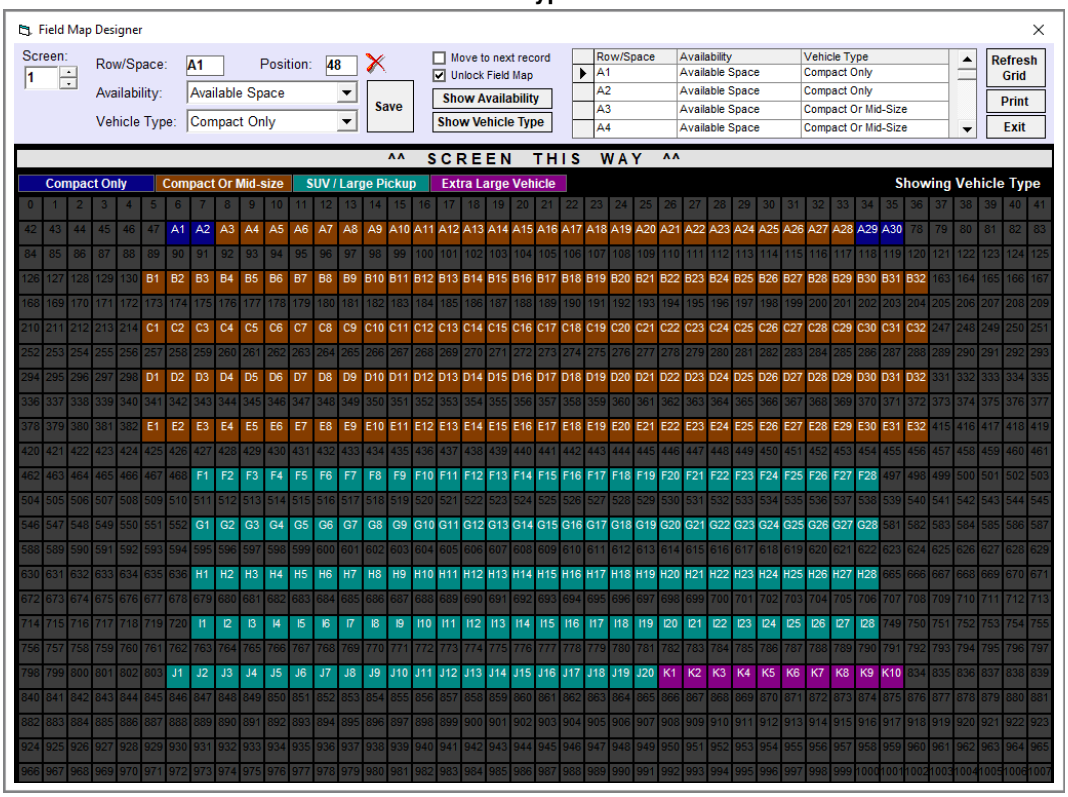
Moving a few things around isn't difficult. Once you have decided where to start on the grid, click ***Unlock the field map***, select the first space you will assign to a space from the list at the top right, and check the ***Move to the next automatically*** checkbox. This will advance the list to the next space automatically after you have assigned each space. Since each space can only be assigned in one place, if you select a space from the list that is assigned elsewhere it will immediately jump to the new location you have clicked. To remove a space from the grid, select that space in the grid and then press the red X right next to its position at the top of the screen. In the example below we have skipped every other line in the grid. This isn't necessary. There was enough space to do so in this example drive-in theater.

Changes to the ***Sell As*** and ***Vehicle Type*** may be made to each space you have selected. To print the field map, select the ***Print*** button. The screen will reverse for printing then send a screen grab to the default printer on your system. It should be a page format printer.

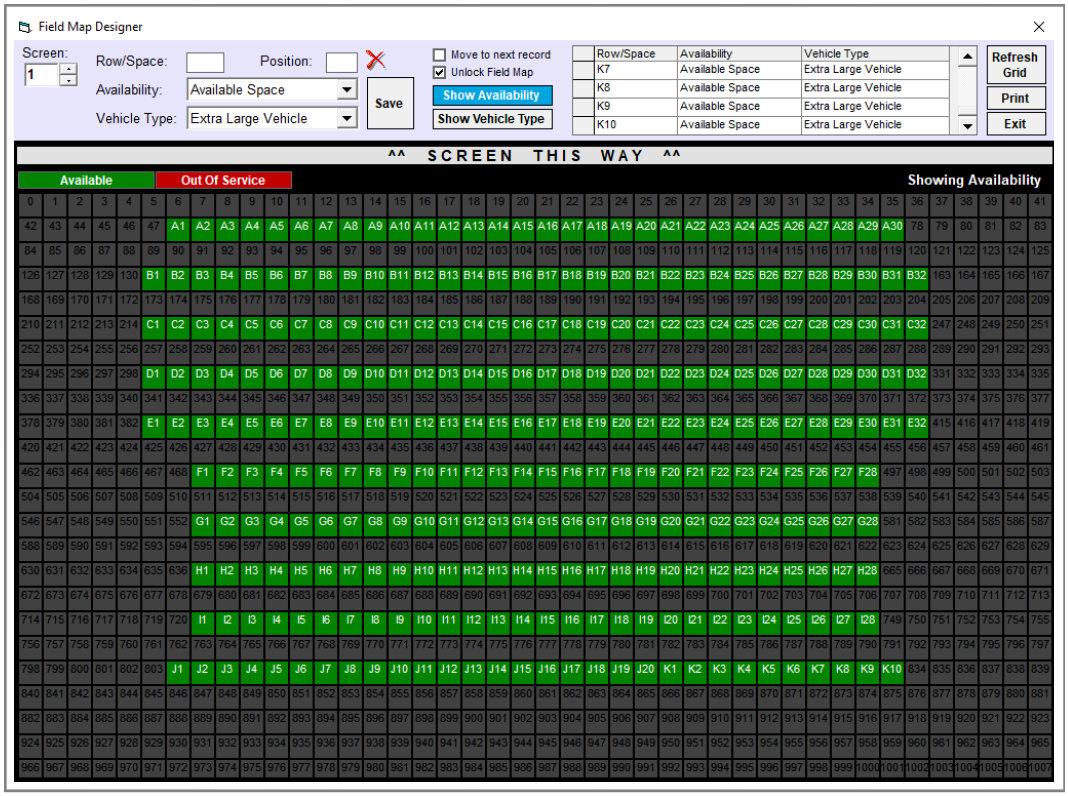
When you view the field map designer you can choose from two views: *Vehicle Type* and *Space Availability*.

Drive-In Theater Reserved Parking

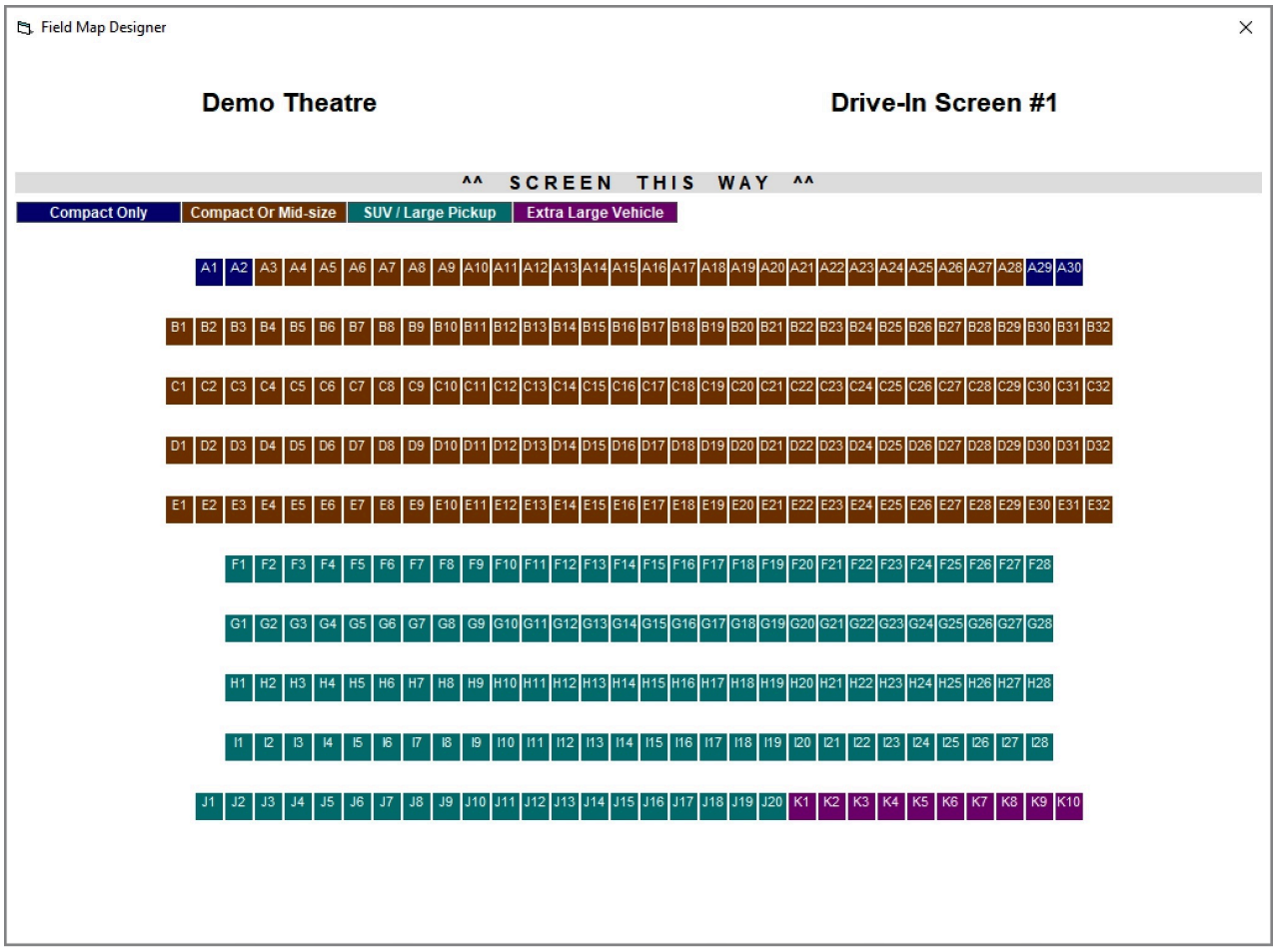
Vehicle Type View



Space Availability View

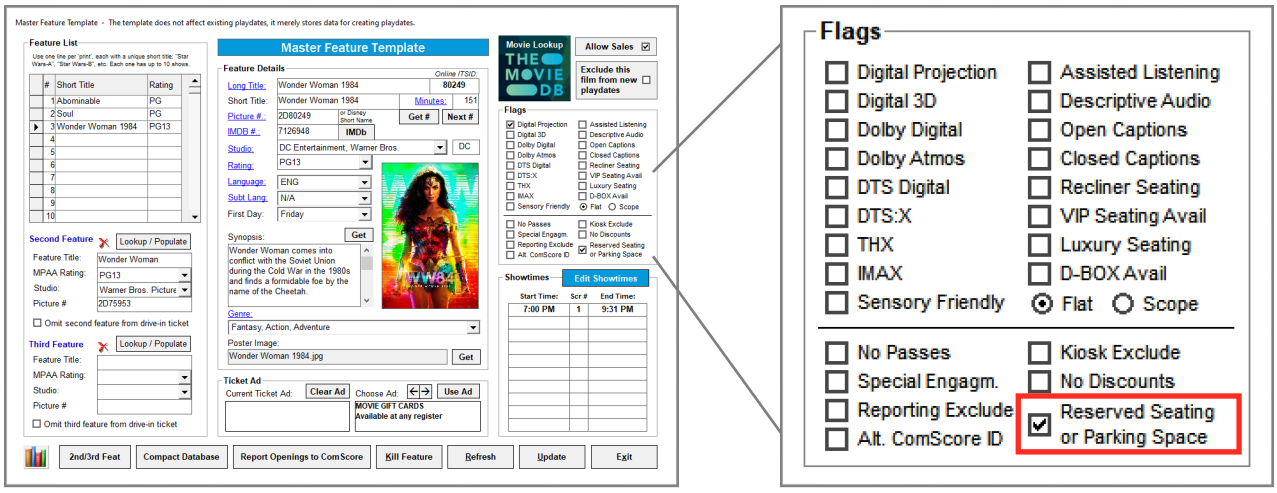


Drive-In Theater Reserved Parking



Enabling Reserved Parking and Reserved Sections

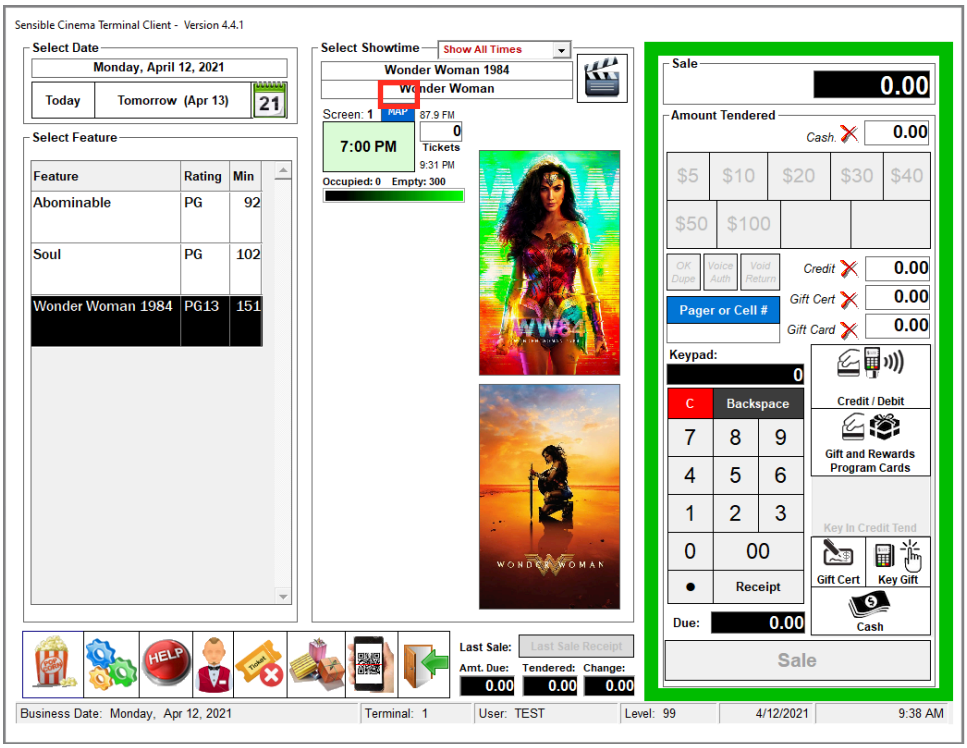
If you selected the checkbox at the right, each new film you setup in the **Master Feature Template** will have the Reserved parking checkbox flag selected. If you will be using open parking for a certain film, uncheck this flag. If you prefer this flag not be automatically set for every film, simply leave the setting unchecked in the reserved parking setup.



Drive-In Theater Reserved Parking

Reserved Versus Open Parking

For features you have setup for Reserved Section or Reserved Space parking, you will see a blue map button above each showtime. To peek at the spaces available for any showtime, select the corresponding Map button.

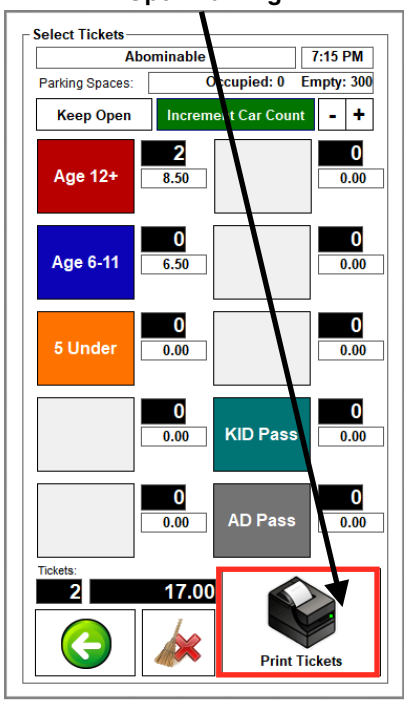


With **open parking** you will simply print tickets after selecting tickets.

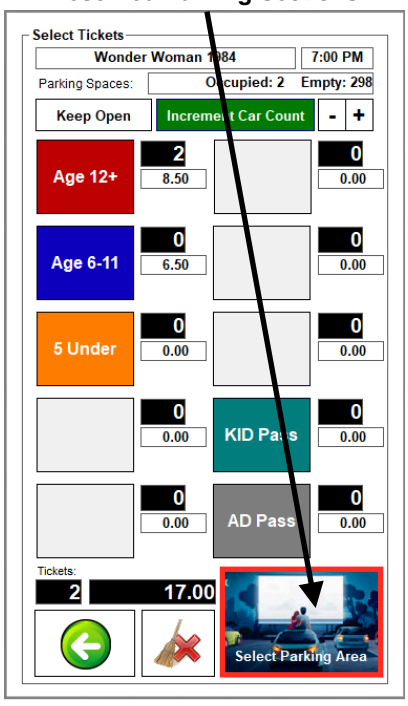
With **reserved section parking** you will select from up to four parking sections.

With **Reserved Spaces** you will select the actual space the buyer will occupy from the field map.

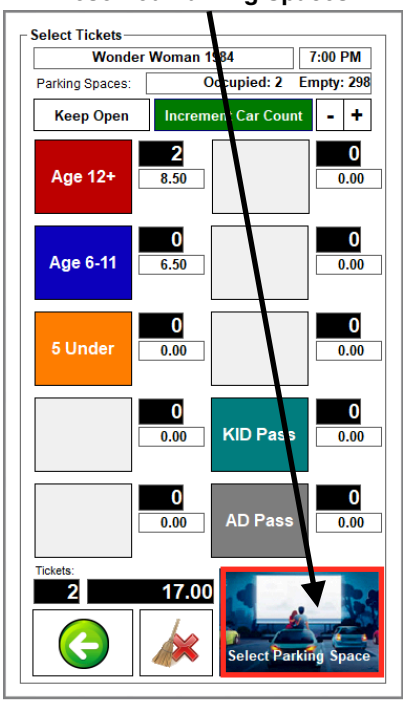
Open Parking



Reserved Parking Sections



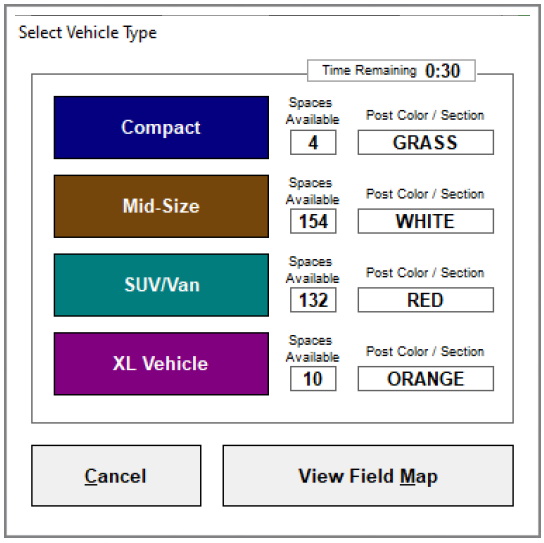
Reserved Parking Spaces



Drive-In Theater Reserved Parking

Reserved Section Parking

With reserved section parking your sales data is polled and the system returns the number of spaces available in each section.

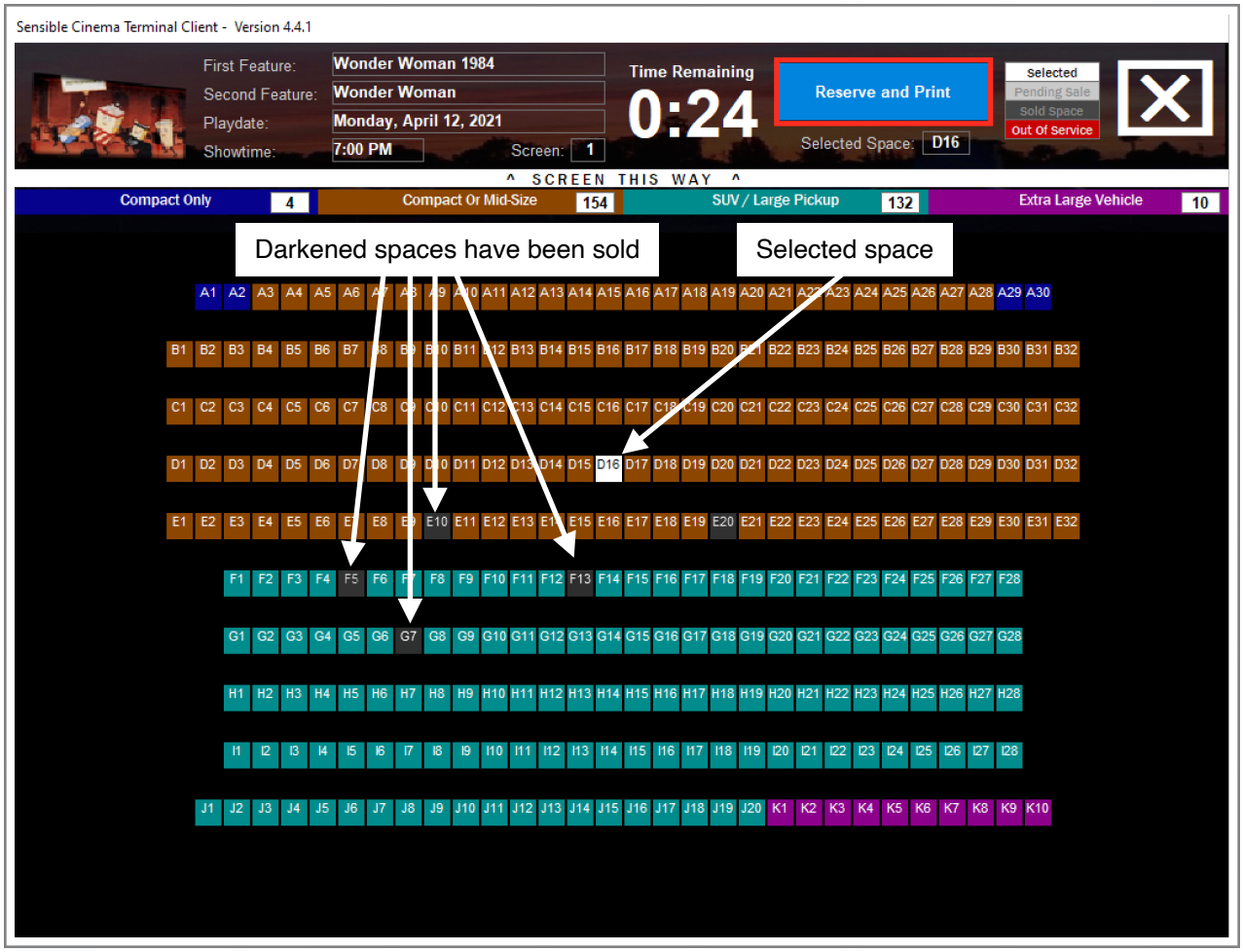


Next, you will select the most appropriate section for the vehicle your buyer is driving. Once you have selected the section, your drive-in ticket will print and include the parking section.

Reserved Parking Space

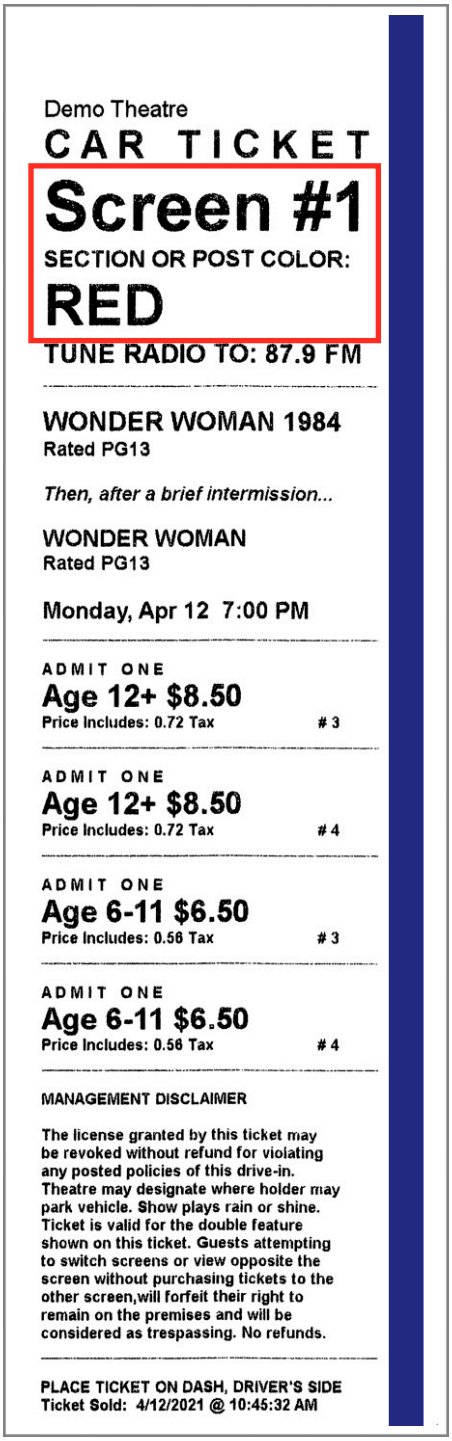
Unlike reserved seating, where a seat is selected for each patron, with reserved parking spaces, the full seat map will appear and you will select a single specific parking space. Once reserved, your drive-in ticket will print and include the row and space number you have selected.

See examples of the tickets on the following page.



Drive-In Theater Reserved Parking

Reserved Parking Sections



Demo Theatre
CAR TICKET
Screen #1
SECTION OR POST COLOR:
RED
TUNE RADIO TO: 87.9 FM

WONDER WOMAN 1984
Rated PG13

Then, after a brief intermission...

WONDER WOMAN
Rated PG13

Monday, Apr 12 7:00 PM

ADMIT ONE
Age 12+ $8.50
Price Includes: 0.72 Tax # 3

ADMIT ONE
Age 12+ $8.50
Price Includes: 0.72 Tax # 4

ADMIT ONE
Age 6-11 $6.50
Price Includes: 0.56 Tax # 3

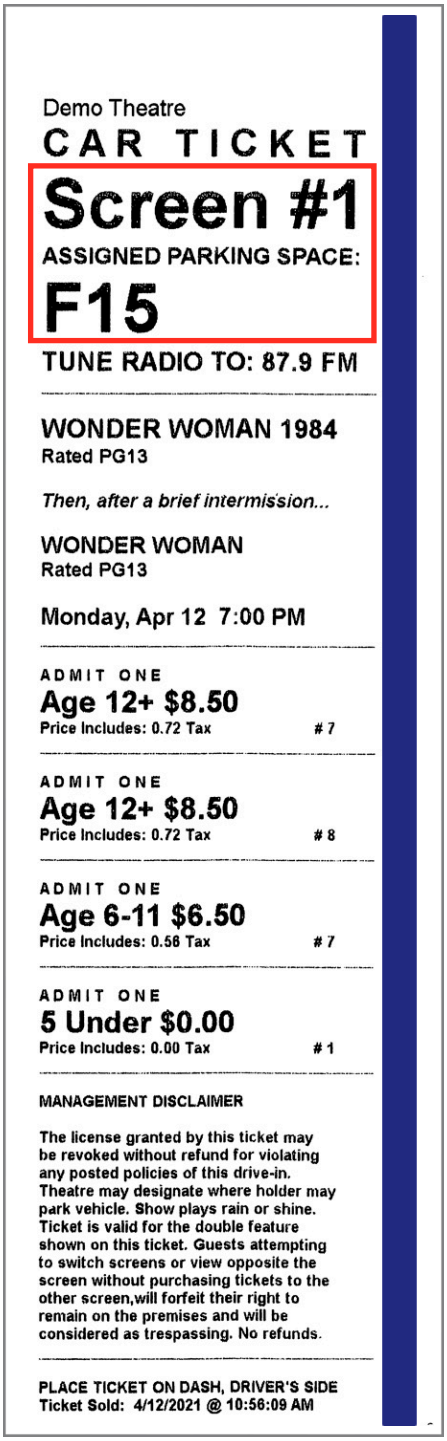
ADMIT ONE
Age 6-11 $6.50
Price Includes: 0.56 Tax # 4

MANAGEMENT DISCLAIMER

The license granted by this ticket may be revoked without refund for violating any posted policies of this drive-in. Theatre may designate where holder may park vehicle. Show plays rain or shine. Ticket is valid for the double feature shown on this ticket. Guests attempting to switch screens or view opposite the screen without purchasing tickets to the other screen,will forfeit their right to remain on the premises and will be considered as trespassing. No refunds.

PLACE TICKET ON DASH, DRIVER'S SIDE
Ticket Sold: 4/12/2021 @ 10:45:32 AM

Reserved Parking Space



Demo Theatre
CAR TICKET
Screen #1
ASSIGNED PARKING SPACE:
F15
TUNE RADIO TO: 87.9 FM

WONDER WOMAN 1984
Rated PG13

Then, after a brief intermission...

WONDER WOMAN
Rated PG13

Monday, Apr 12 7:00 PM

ADMIT ONE
Age 12+ $8.50
Price Includes: 0.72 Tax # 7

ADMIT ONE
Age 12+ $8.50
Price Includes: 0.72 Tax # 8

ADMIT ONE
Age 6-11 $6.50
Price Includes: 0.56 Tax # 7

ADMIT ONE
5 Under $0.00
Price Includes: 0.00 Tax # 1

MANAGEMENT DISCLAIMER

The license granted by this ticket may be revoked without refund for violating any posted policies of this drive-in. Theatre may designate where holder may park vehicle. Show plays rain or shine. Ticket is valid for the double feature shown on this ticket. Guests attempting to switch screens or view opposite the screen without purchasing tickets to the other screen,will forfeit their right to remain on the premises and will be considered as trespassing. No refunds.

PLACE TICKET ON DASH, DRIVER'S SIDE
Ticket Sold: 4/12/2021 @ 10:56:09 AM

This thicker, blue-striped 80mm thermal printer paper is ideal for drive-in theater ticketing and is available in the Sensible Cinema Web Store.

Part #DPS-BLUESTRIPE.

Chapter 23

Sensible Cinema Kiosk

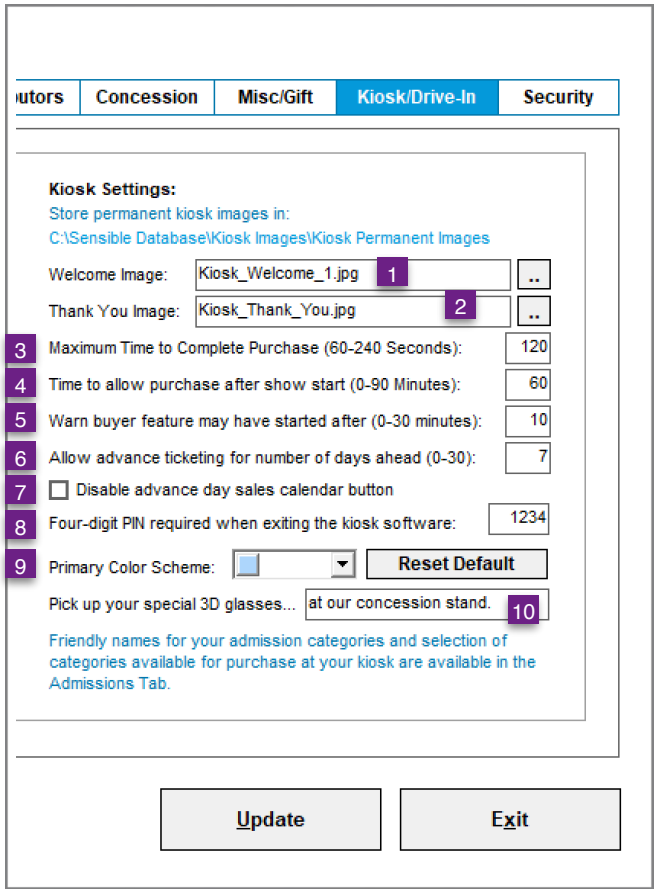
Sensible Cinema Kiosk

Kiosk Licensing

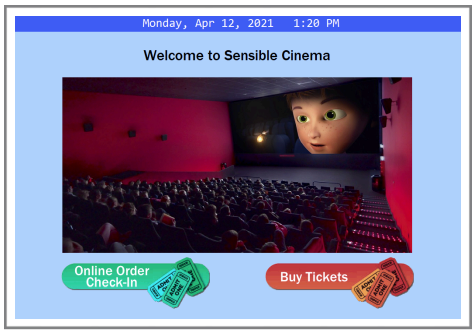
Sensible Cinema Kiosk terminals can be licensed as standalone or as an add-on to an existing terminal license, the idea being that when you have fewer cashiers you can face one of your existing terminals and printers towards the customer and turn the line into a self-service ticket dispenser.

Kiosk Global Settings

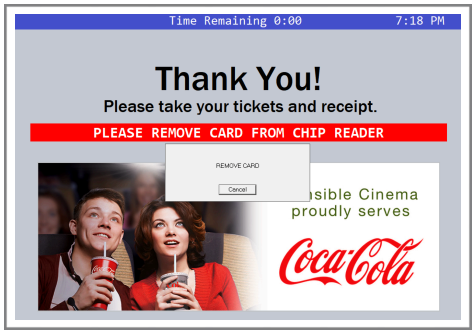
These global settings, affecting all Kiosks, are found in the ***Master Program Configuration*** in the ***Kiosk/Drive-In*** tab.



1. ***Welcome Image***
   This image will welcome your customer to the kiosk. It can be any 1616x818 image.



2. ***Thank You Message***
   appears at the conclusion of the sale. Any1831x671 image may be used.



3. ***Maximum Time to Complete Purchase*** (60-240 seconds)
   This time limit will help reduce the time ticket buyers dither over choices at the kiosk. Once the buyer has made choices and moved into the payment process, the timer will automatically stop.

4. ***Time to allow purchase after show start*** (0-90 minutes)
   Sets a limit to how long a buyer may purchase tickets after the scheduled showtime.

5. ***Warn buyer feature may have started*** (0-90 minutes)
   Alert your buyer that the feature presentation may have started after ## minutes.

6. ***Allow advance ticketing for number of days ahead*** (0-30 days)

7. ***Disable advance day sales calendar button*** (Checkbox)

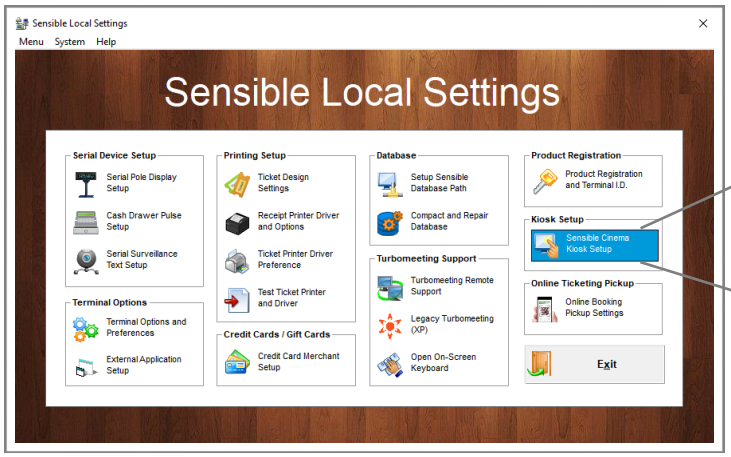
8. ***Four-digit PIN required when exiting the kiosk*** (four numbers)
   This PIN will be required in order to exit the kiosk software back to the Windows desktop.

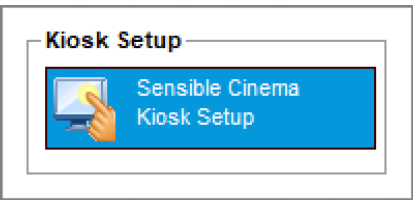
9. ***Primary color scheme*** (choose color)
   Choose a light pastel color scheme for the background of your kiosk.

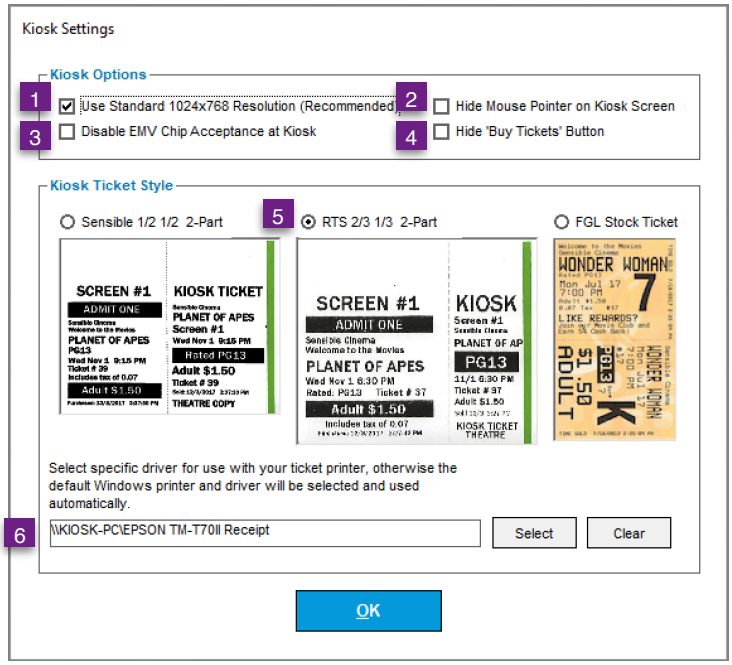
10. ***Pick up 3D Glasses*** (text describing a location)
    Enter the location where the buyer of a ticket to a 3D film may pick up 3D glasses.

Kiosk Local Settings

Local settings, affecting a particular kiosk PC, are found in the Sensible Local Settings application. Examples include setup of the printer, credit card reader and barcode scanner.







Kiosk Local Settings

1. ***Use standard 1024 x768 Resolution***
   When using a standard POS terminal with 1024x768 resolution, select this checkbox. This prevents the auto-resize control from resizing the screen.

2. ***Hide Mouse Pointer***
   When using a reliable touch screen you can hide the mouse cursor.

3. ***Disable EMV Chip Acceptance at Kiosk***

4. ***Hide the "Buy" Tickets Button***
   When using a kiosk exclusively for redeeming tickets that were purchased online you can hide the "buy" button.

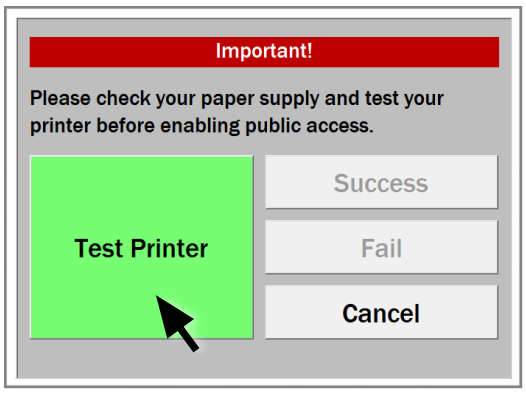
5. ***Select ticket style***

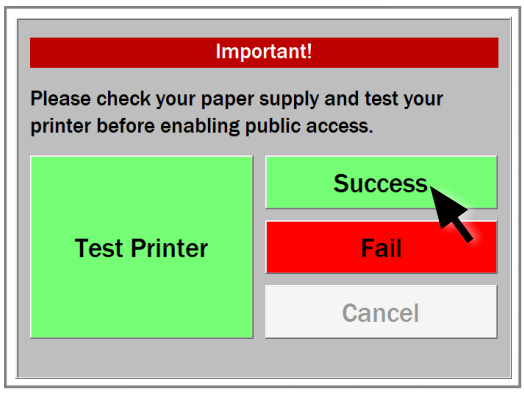
6. ***Select specific printer driver*** you will be using for kiosk tickets and receipts.

Sensible Cinema Kiosk

Starting Up the Kiosk

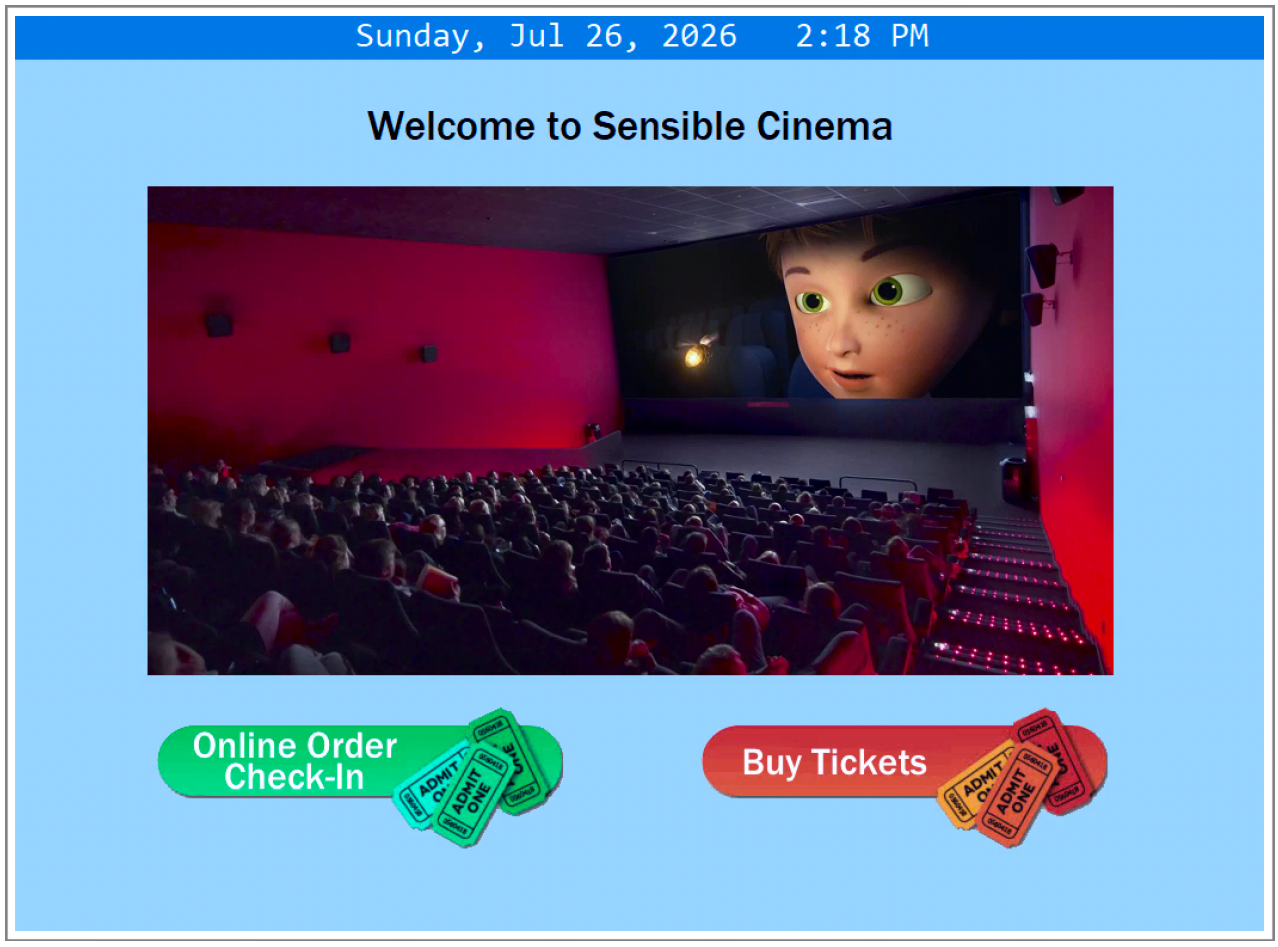
Before starting your kiosk, it is essential to check that you have a full roll or sleeve of ticket stock and test your printer.



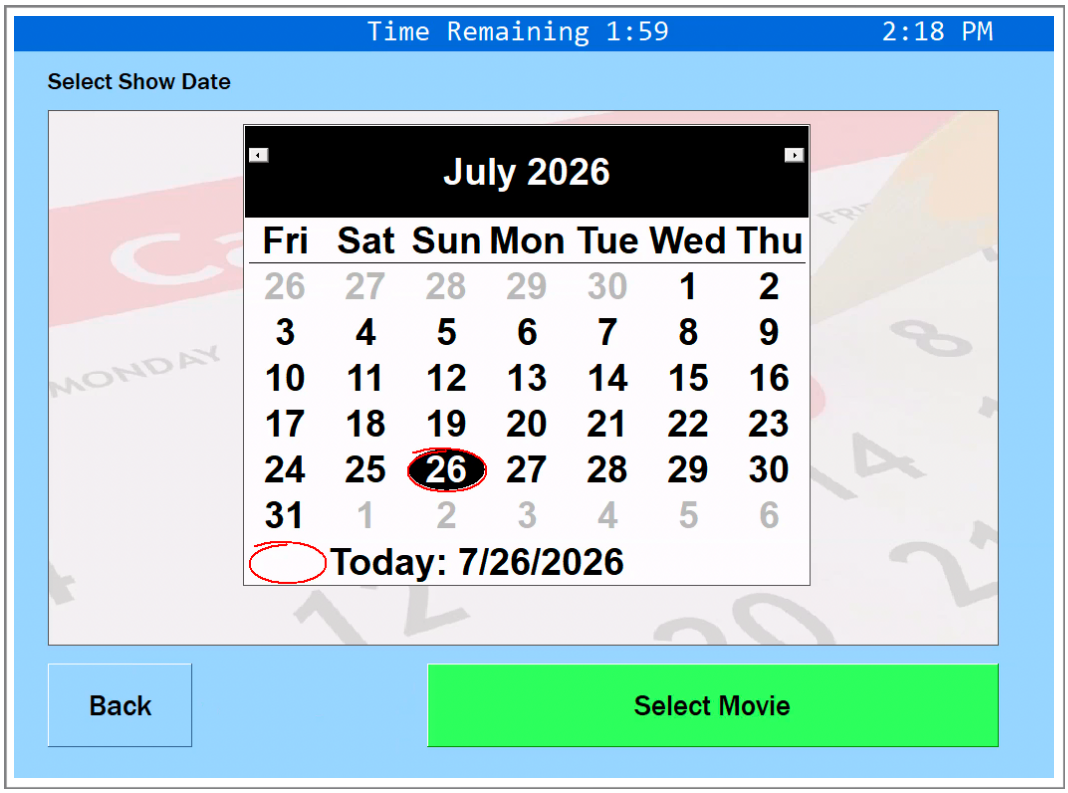


Choose Transaction Type

Theater kiosks can be used to lookup and pickup online ticketing orders and for buying tickets on your premises.



Sensible Cinema Kiosk

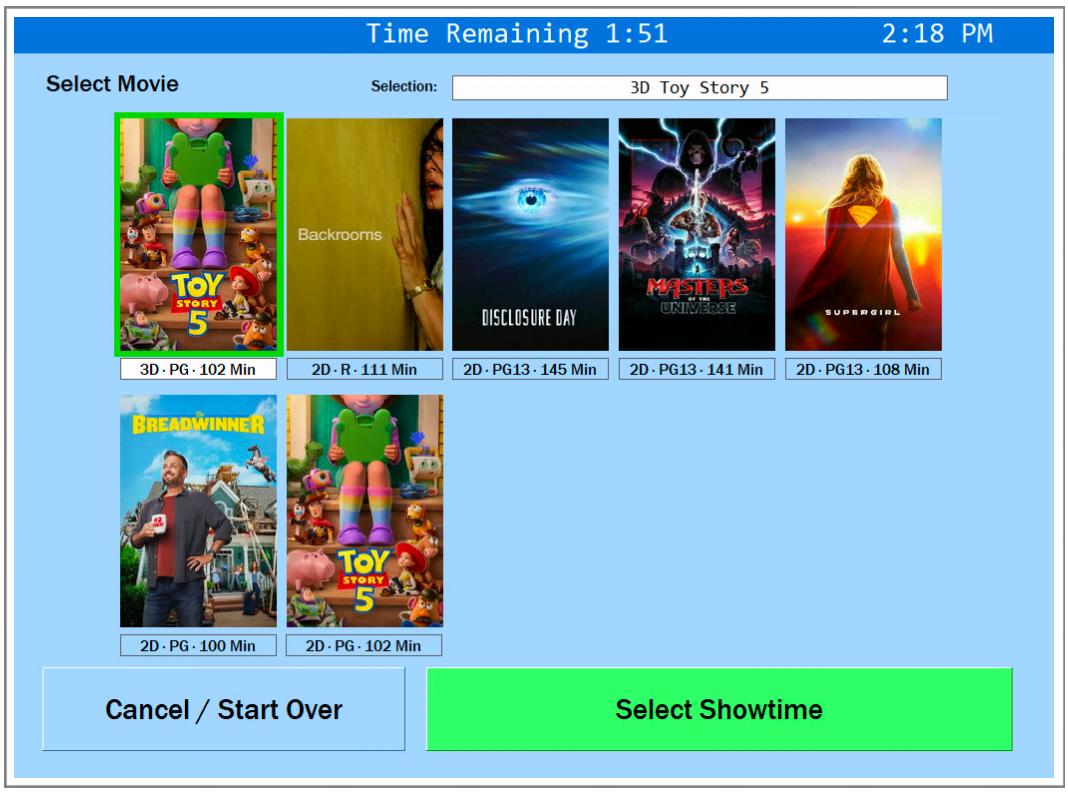


Select Show Day

Select the day you will be purchasing tickets for.

The theater may tickets up to 30 days into the future.

The next step, In this case, the "Select Movie" button will retrieve titles showing on the selected day.



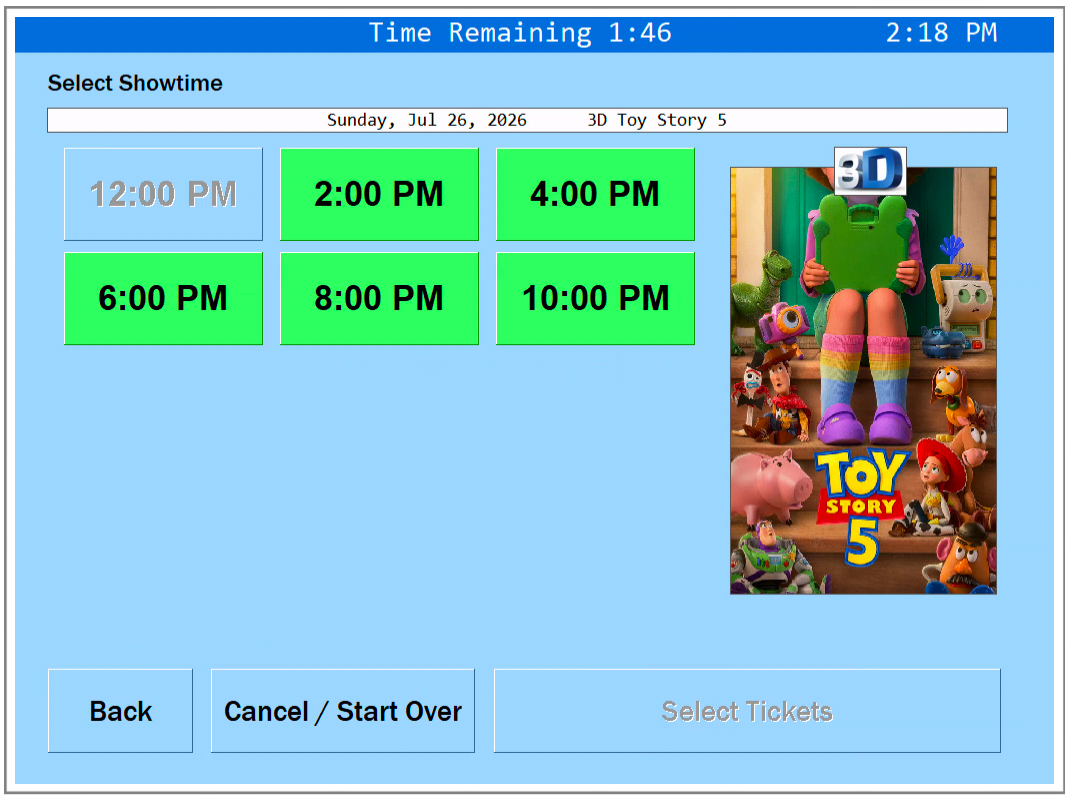
Select Movie

Select the film you will be purchasing tickets for.

Synopsis button gives further information about the selected film.

The next step, in this case, the next step is where you will select the showtime you want to attend.

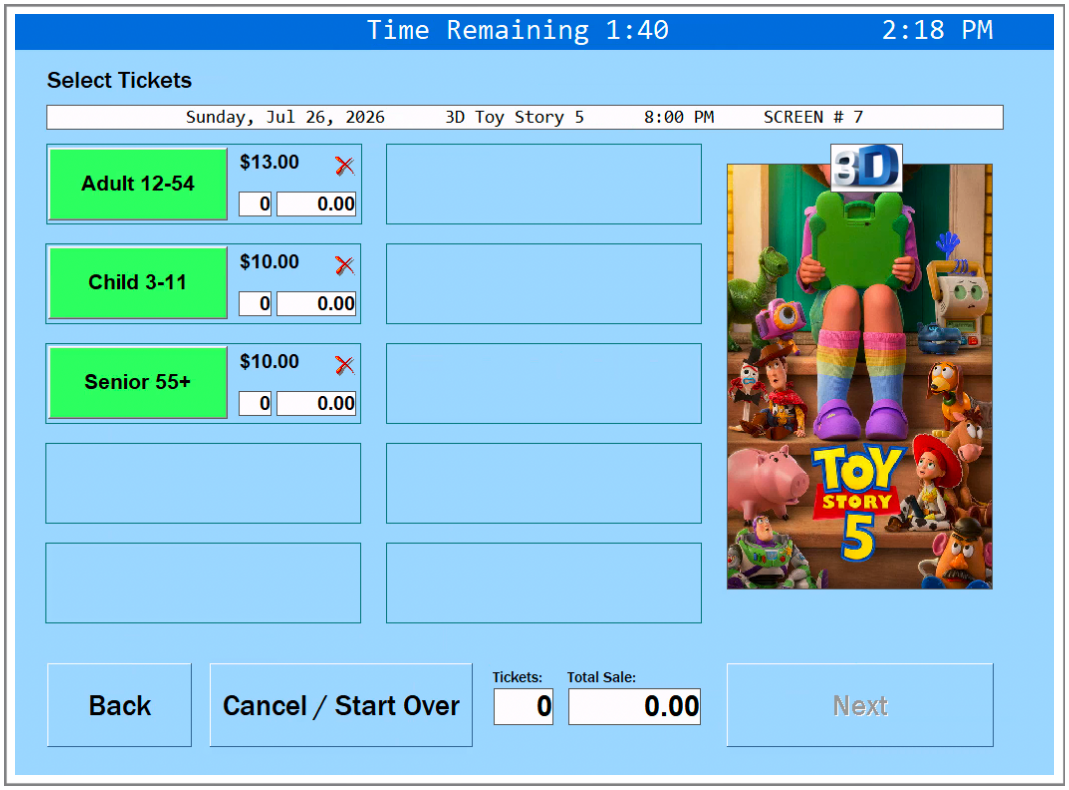
Sensible Cinema Kiosk



Select Showtime

Select the showtime you will be purchasing tickets for.

Once the showtime has been selected, the next page, ticket selection, will appear automatically.

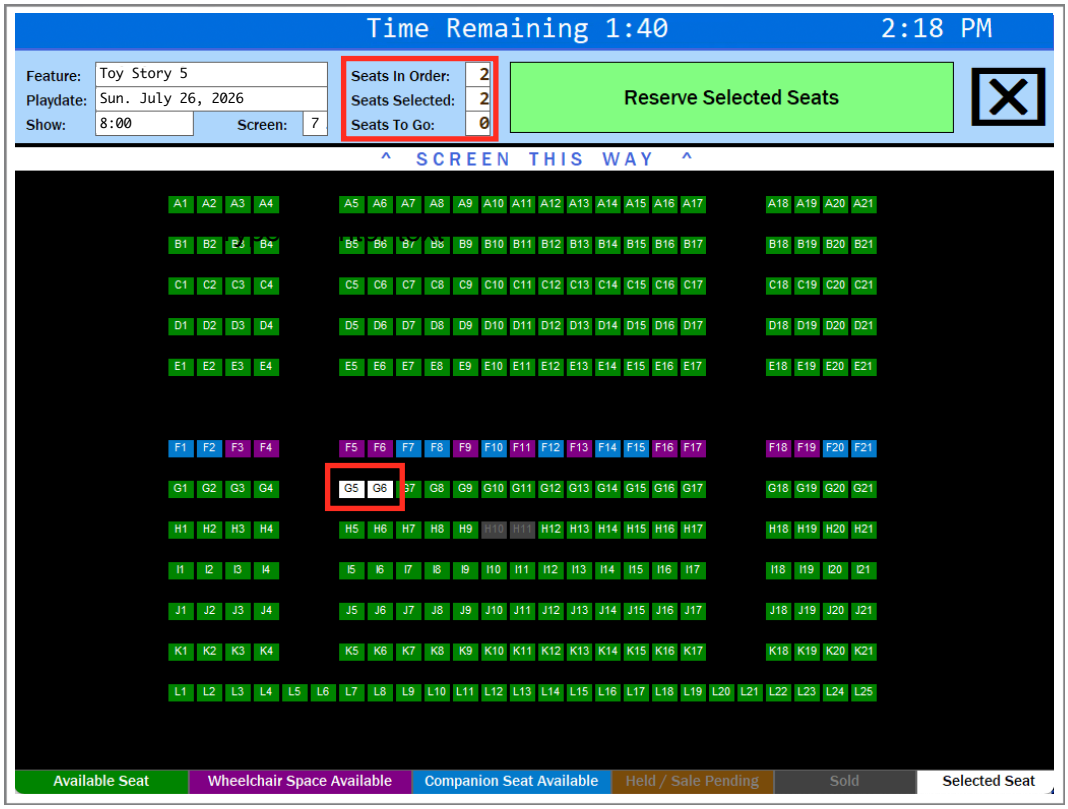


Select Tickets

Select the tickets you will be buying then select seats.

For theaters with open seating, this seat selection step will be skipped. The next step would be the make payment screen.

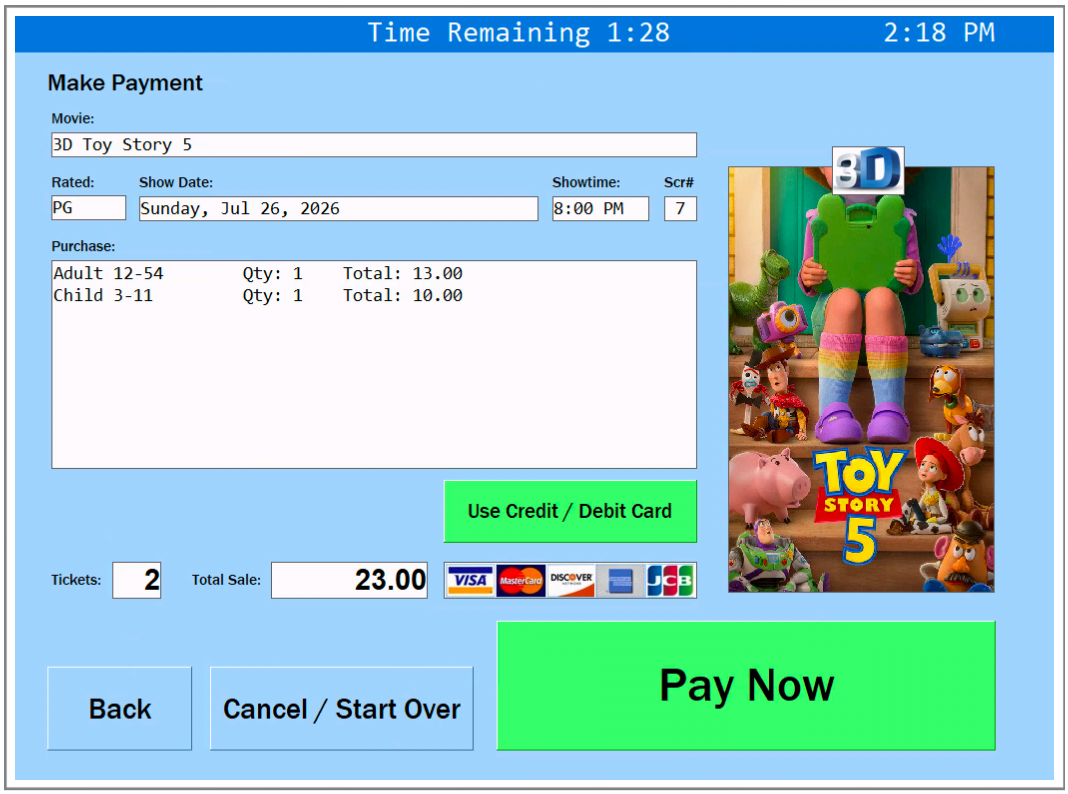
Sensible Cinema Kiosk



Select Seats

Select the seats you will be buying and press Reserve Selected Seats.

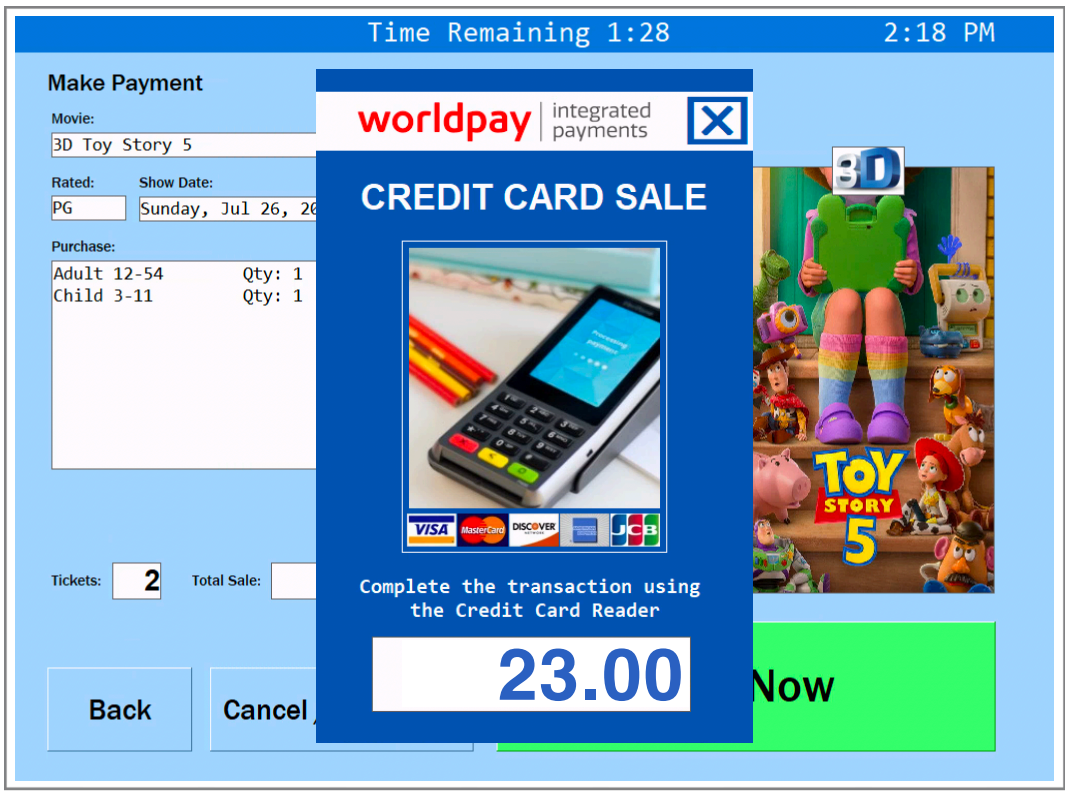
For theaters with open seating, this step will be skipped. The next step would be the make payment screen.



Make Payment

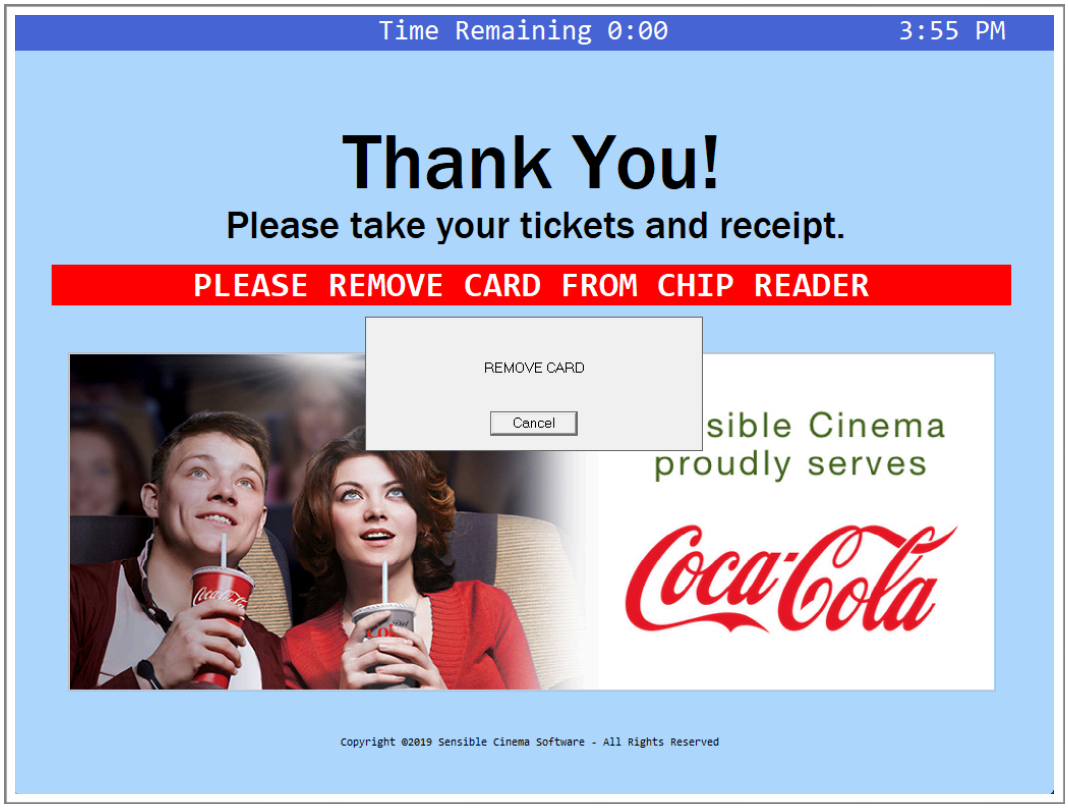
Select the “Pay Now” button to pay using a credit card (default method), or select “Use Gift Card” and press “Pay Now” to pay using a gift card.

Sensible Cinema Kiosk



Make Payment

Select the "Pay Now" button to pay using a credit card (default method), or select "Use Gift Card" and press "Pay Now" to pay using a gift card.

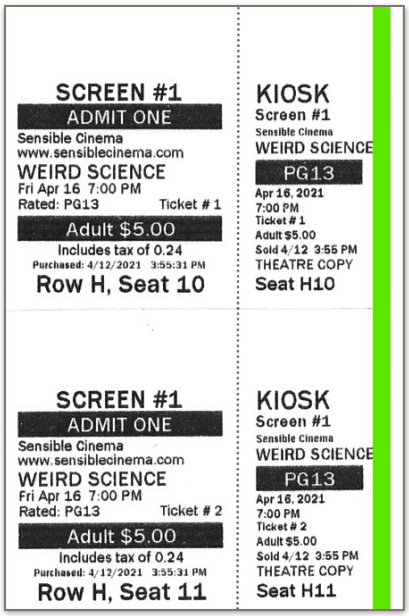


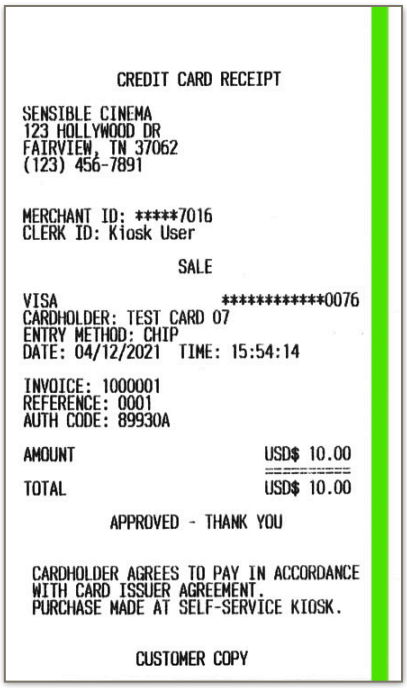
Thank you screen

Remove your card from the chip reader. Take your credit or gift card receipt and your tickets.

See the tickets and receipt from this sale on the following page.

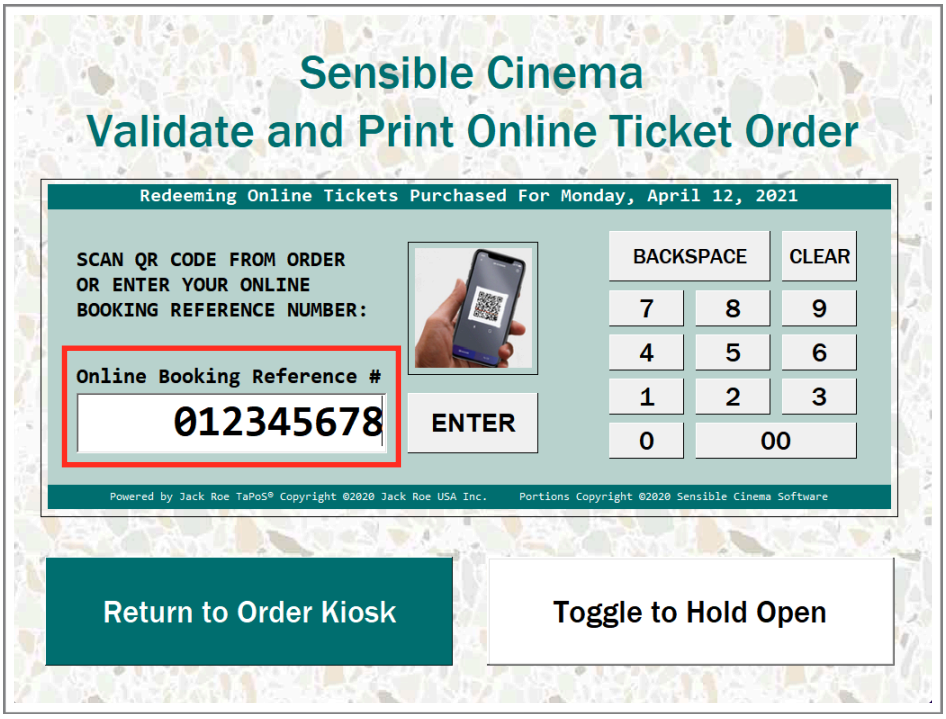
Sensible Cinema Kiosk





Online Ticket Redemption

Buyers of tickets online can retrieve their ticket order from a Sensible Cinema Kiosk. From the Welcome Screen (see page 266), select "Online Order Check-In". From there, enter the confirmation or booking code using either the on-screen numerical keypad or scan the QR code from the confirmation email. A barcode scanner is NOT required, just more efficient.



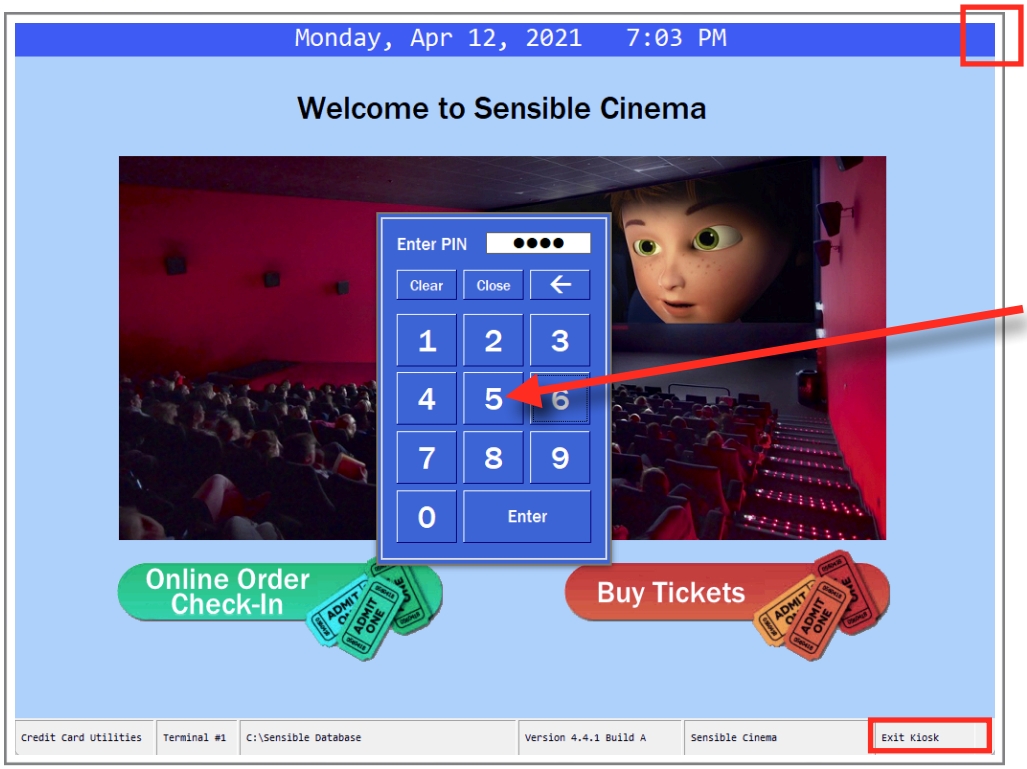
Barcode Scanner

When purchasing a barcode scanner, be sure to purchase one capable of reading a barcode off a smartphone screen. These are called 2D scanners. Make certain it will work with QR code. When setting up, scan the setup barcode that will add a CR to each barcode you scan.

Sensible Cinema Kiosk

Shutting Down the Kiosk

To shut down the kiosk you must be on the welcome screen then click the upper right hand corner of the screen as if there was an imaginary ☒ box in the corner. A status bar will then appear at the bottom of the screen. Click “Exit Kiosk” at the bottom right and enter the PIN.



Exit PIN

Set up your PIN in Sensible Manager -> Program Settings and Preferences -> Drive-In/Kiosk Tab.

Chapter 24

Product Support

Sensible Cinema Product Support

See current support fees and options are available at by selection “Support Options” in the Sensible Manager main menu.

Support Phone Number:
(615) 799-6366

Support E-Mail:
support@sensiblecinema.com

Office Hours:
Monday through Friday 9:00 am - 5:00 pm Central Time

After Hours Emergency Support:
Monday through Friday 5:00 pm - 12:00 am Central Time
Saturday and Sunday 9:00 am - 12:00 am Central Time

The following are required at the problem computer when calling for support:
•Internet access •Telephone •Physical Keyboard. •Passwords (if applicable)

Software Version:
Check to ensure you are using the most recent version of Sensible Cinema. The problem you are calling about may have been addressed in a software update.

Windows Versions:
We do not guarantee our software will run on obsolete operating system versions. If your operating system is out of the Microsoft extended support window, it is considered obsolete.

Virus and Spyware Infestations:
Sensible Cinema will not provide assistance for systems which have active virus and/or spyware infestations. You should seek local help for restoring operating systems to normal after an attack. Due to Payment Card Industry (PCI) compliance regulations, compromised systems should not be used to accept credit and debit cards. All systems used for processing credit cards are required to have anti-virus and anti-malware software installed with an active subscription and set to automatically download updated virus definitions and Windows updates.

Supporting Documents:
Send supporting files to: support@sensiblecinema.com

Playdate files can be found in
C:\Sensible Database\Playdates on your server computer.

System log file can be found in
C:\Sensible Database\Activity Logs on your server computer.

Other Vendors Product Support

POS Terminals

PartnerTech (949) 598-1888
Support regarding the operation of Partner Tech Sales Terminals
http://www.partnertechcorp .com/support.shtml
Monday-Friday 8 am-6 pm PST

Touch Dynamic (888) 508-6824
Support regarding the operation of Touch Dynamic POS All-In-Ones and Servers.
Monday-Friday 8 am-6 pm EST

Posiflex USA (888) 968-1668
Support regarding the operation of Posiflex Terminals and peripherals
tech.support@posiflexusa.com

Ticket Stock Printers

Boca Systems (561) 998-9600
Support regarding the operation of Boca Systems printers.
Monday-Friday 8 am-6 pm EST

Practical Automation (203) 882-5640
Support regarding the operation of Practical Automation printers.
Monday-Friday 8 am-6 pm EST

Credit Card Processors

Mercantile Processing Inc.
24-Hour support for your credit card processing from MPI **(877) 508-2831**

Worldpay Integrated Payments (800) 846-4472
24-Hour support for your credit card processing from Worldpay

Platinum Relations (970) 808-6090
24-Hour support for your credit card processing from TSYS

Product Support

Global Payments
24-Hour support for your credit card processing. **EVO (866) 808-4621**, **Global (800) 688-5387, Heartland (888) 963-3600**, **OpenEdge/Global Integrated payments (800) 774-6462**

Online Ticketing

Jack Roe USA (615) 331-9368
support@jacro.com
24-Hour support for your online ticketing

Notes

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